



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE



Ottawa Food Bank
La Banque d'Alimentation d'Ottawa

OFB Survey

NOVEMBER 2020 TO JANUARY 2021

How many responded

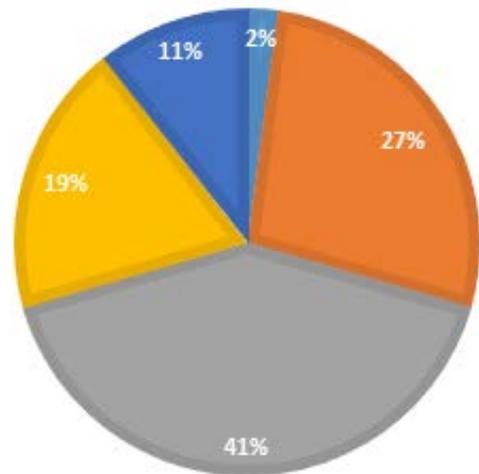
N=95

- ▶ 30 from Foster Farm
- ▶ 34 from Morrison Gardens
- ▶ 31 from Pinecrest Terrace

Frequency and quantity

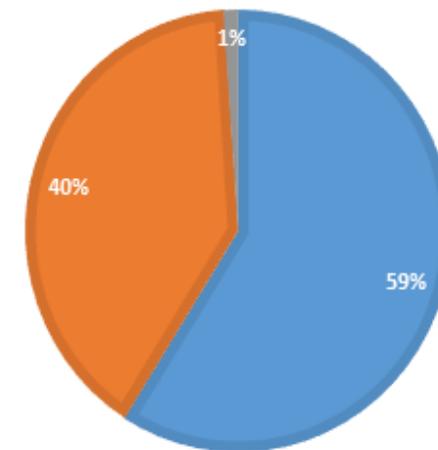
HOW MANY TIMES HAVE YOU USED THE FOOD BANK
IN THE LAST THREE MONTHS?

■ None ■ 1-2 times ■ 3-4 times ■ 5-6 times ■ 7+ times



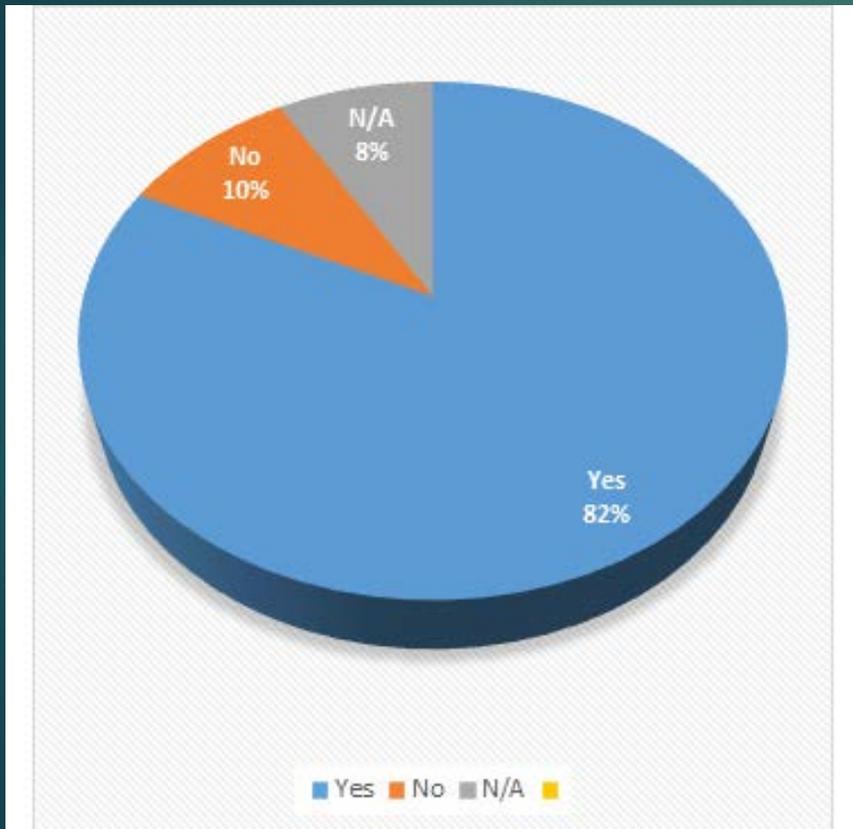
DID YOU HAVE ENOUGH FOOD TO MAKE IT THROUGH
EACH MONTH?

■ Yes ■ No ■ N/A



Referrals

Did the Food Bank or Community House connect you to other services or resources?



Clients knew about the following services and resources:

System Navigation - 12

Health Clinics - 13

Multicultural Seniors - 5

Community House Events - 55

Employment Services - 24

Additional Resources (backpack program and Christmas hampers) - 78

Pathways to Education -15

Printing/Copying/Faxing - 35

Breakfast Boxes - 55

Other (science kits, bingo, etc) -29

Were services useful?

- ▶ For those who accessed the previously mentioned services and resources, the majority found them very helpful or somewhat helpful.
- ▶ The additional resources were the most helpful. This included access to school supplies and backpacks (sharing in student success), Christmas Exchange, Toy Mountain, and homework help.

Challenges and Barriers

- ▶ Transportation
- ▶ Lack of social services because of COVID-19
- ▶ Technology
- ▶ Not being allowed in the House
- ▶ Food Bank schedule
- ▶ Wait times for other services
- ▶ Staff are not always there (Community House)

Health and well-being

What has access to the food bank/Community House meant to your health and well-being?

We didn't go hungry during the pandemic

They help my mental health and well-being. Even during the pandemic the Foodbank offers a social aspect and community connection that helps me. With my financial resources having to be directed elsewhere during the pandemic it is very helpful to have access to food.

We have gotten meals, Cobs bread, food, and lots of great things from the house. They always have something to offer us, and have always been smiling and laughing.

So much, in so many ways. Nourishment emotionally and physically knowing that someone is there to cover your back.

Personal connection to people that care

Connection during the pandemic

Has access to the Food Bank/Community House helped you feel more connected during the pandemic? If so, how?

As a single parent of a special needs young man with no car, the food bank has consistently helped me maintain a kitchen with food in it. The staff are super friendly and never make me feel inferior for needing their services.

Keeps us informed of what is going on in the community and keeps us included.

Yes. A way to be part of the community at this time.

Yes, especially receiving wellness checks from the community house. I feel that I belong to something and there is still help during COVID.

Somewhat. I know I can call up and they'll answer if I need something.

Additional Supports and Services Needed

Gift cards

Financial assistance

Adult dental services

Transportation for appointments

In-person programming

Reliable para-transpo

Pet clinics

Employment

More cleaning supplies from the food bank