

QUEST COMMUNITY REPORT 2022-2023



questoutreach.org



QUEST
non-profit grocery markets



BOARD OF DIRECTORS

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- Vice President – Carol Crow
- Treasurer – Eddie McWhirter
- Patrick Beirne
- Peter Brasso
- Fernando Cirillo
- Caroline Smart
- Lillian White

MESSAGE FROM THE EXECUTIVE DIRECTOR

Imagine a future where our communities are consistently sustained and supported through access to healthy and affordable groceries. Through our Non-Profit Grocery Market model, Quest works to bring this vision to life.

Almost all of Quest’s food is donated by local food partners from across British Columbia and quickly distributed across our Metro Vancouver markets at significantly reduced cost to our client communities.

Our clients never have to line-up outside or leave with only what is handed to them. Instead, they are referred to Quest to shop for the groceries they need at prices they can afford in a dignity-filled environment.

Whether you’re a social service agency or organization, a food producer, or an individual facing economic barriers who needs access to affordable groceries, this report is designed to act as your guide to better food security.

In warmth and community,

Theodora Lamb
Executive Director

THE QUEST MODEL

Three key components make up the Quest Food and Grocery Model: Redistribution, Repack and Resourcing.

Redistribution: Quest was the first non-profit organization in British Columbia to pioneer such a unique food redistribution model over 30 years ago. By redirecting good food that would otherwise go to waste, Quest helps reduce the amount of food left to decompose in the landfill as well as the amount of methane and greenhouse gas emissions released into the atmosphere.

Repack: Through our new Repack Program and with the help of our volunteer programming, we can take bulk food donations and rework them into smaller retail packages that are more accessible and affordable to our clients.

Resourcing: We work to establish partnerships with grocery retailers, farm producers and food distributors through donation or product purchasing agreements using the funds we raise from financial donors. Our food partners believe that every British Columbian should have access to the freshest and most healthy food available, regardless of their economic circumstances.

VISION

Quest Outreach Society exists to disrupt cycles of food insecurity through access to healthy and affordable food.



MISSION

By bridging the gap between food banks and grocery stores, Quest provides a shopping experience for those in need based on principles of dignity, access and sustainability.

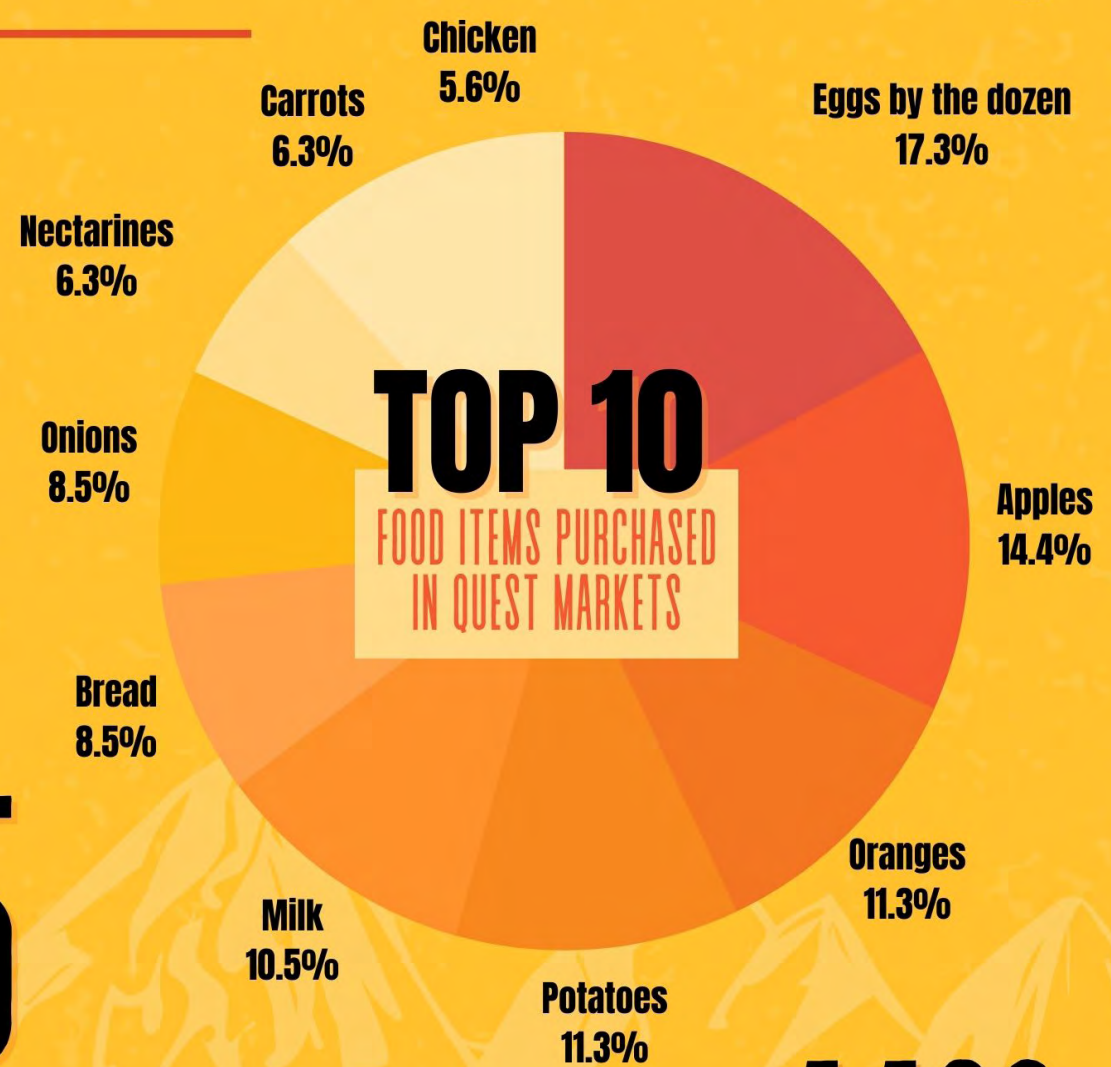


Anna
Quest Employee

I like the relationships that I’m making, my co-workers are great and the clients are amazing.

QUEST

NON-PROFIT GROCERY MARKETS



14,311

Unique Clients Visited Quest

58

Employees



380+

Referring Partners

85

Food Partners

1330

Holiday Hampers
Delivered

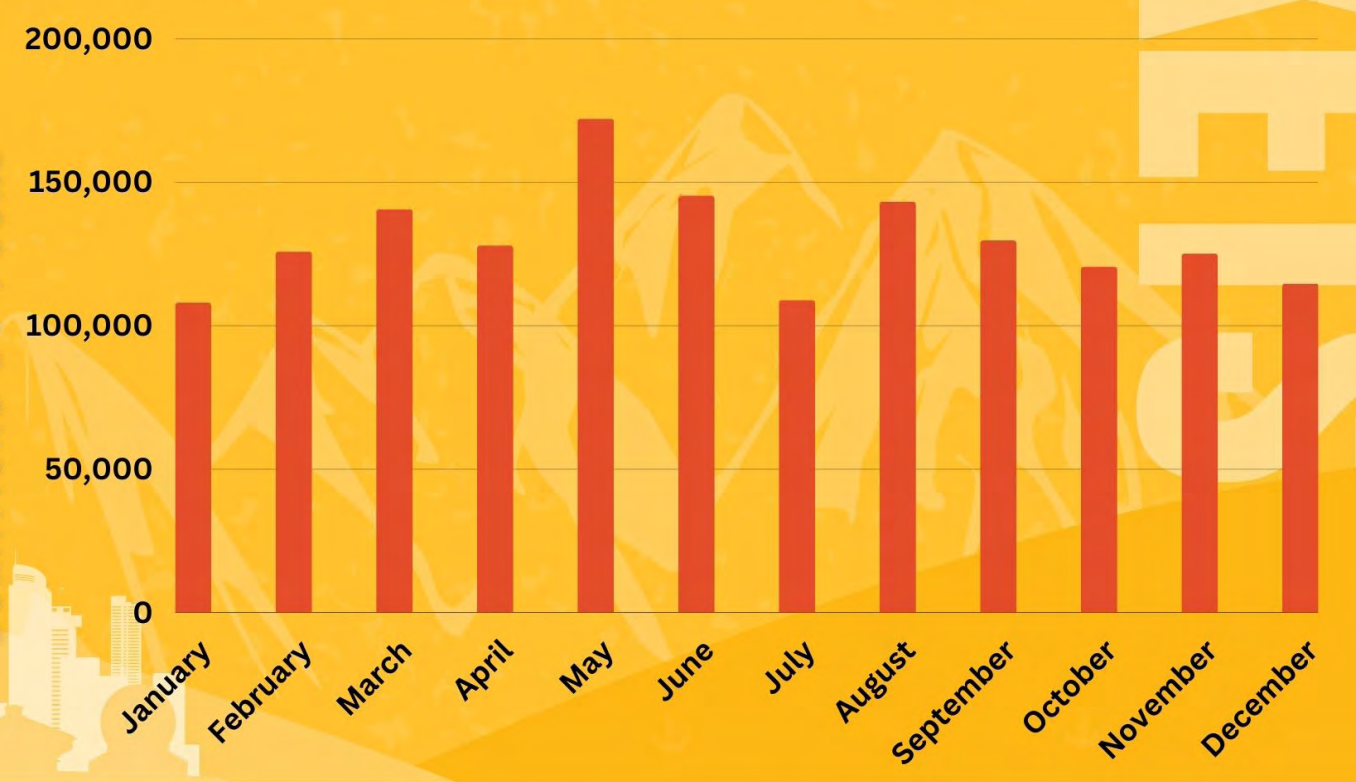


4460

Pallets Delivered
to Markets



DONATIONS BY POUND



FOOD PARTNERS

Almost all of Quest’s food is donated by local food partners from across British Columbia and delivered across our five Metro Vancouver markets at reduced cost to our client communities. Donations are shipped to our Markets and onto our clients’ tables within three days of receiving them at our Distribution Centre. Quest is looking for:

- Short dated, pushed back or overstocked products such as, but not limited to: dry goods, frozen foods, dairy items, meat and fish products, produce, cooking oil, rice, grains, baby food, formulas and canned goods. We will pick up the next day!
- Through our repack department, with help from our volunteers, we can take large food product packages and rework them into smaller retail packs that are affordable for our clients.

A tax receipt is issued within 30 days of arrival at our Distribution Center and when the donated product invoice accompanies the shipment.

With donations from partners like you, we are able to provide access to affordable food to approximately 4,000 clients each week across our five grocery markets.

2022
1,560,272
Pounds of Food Donations



VISIT [QUESTOUTREACH.ORG](https://questoutreach.org)
OR SCAN OUR QR CODE
TO DONATE NOW.



Email jmartin@questoutreach.org
to become a food partner.

DONATE TO QUEST

By donating to Quest, you are helping disrupt the cycle of food insecurity and creating access to healthy and affordable food for individuals and families facing economic barriers.

From one-time and monthly donations, to adding Quest as a legacy in your Will, your contributions help ensure Quest clients can come to any one of our five markets as often as they want and purchase as much as they need, all within a safe and dignity-filled space.

HOW TO REFER A CLIENT TO QUEST

Clients can be referred to Quest through a social service agency, community-serving charity or non-profit, social worker, doctor, nurse, teacher, school principals or other professionals and organizations whose mission is to support individuals facing economic barriers.

Individuals from all walks of life can qualify to become a Quest Client. Many clients identify as a student, senior, refugee, survivor, single parent or guardian. At any given time, clients may be experiencing a traumatic event in their life that impacts their work and financial stability such as a death in their family, the loss of a job, the loss of a home, separation, a new or changing health prognosis or significant grief event.

REFER A CLIENT

COMPLETE THE ONLINE REFERRAL FORM AT
[QUESTOUTREACH.ORG/REFER-CLIENTS](https://questoutreach.org/refer-clients)
OR SCAN OUR QR CODE.



DO YOU CARRY A FOOD BANK CARD?

Show us your current food bank card or documentation that you receive income assistance, and we can issue you a Quest Client Card. You must bring Photo ID that matches your food bank card or documentation.

FAMILIES AND SHOPPING ON BEHALF OF OTHERS

Quest Client Cards are issued to individuals only. Family members or friends cannot shop on your behalf. Individuals shopping at Quest and purchasing product must be a Quest card carrier.

5 STEPS TO BECOME A QUEST CLIENT

STEP 1

Are you someone who faces economic barriers to purchasing healthy and affordable groceries? If yes, read on!

STEP 2

Identify a group, organization or person that supports you through economic barriers for a referral to Quest.

- Examples include a social service agency, non-profit charity, social worker, doctor, nurse, teacher or school principal. If you are renewing your Quest Client Card, this can be the person or organization that first referred you.

STEP 3

Ask them to complete a referral on your behalf at questoutreach.org/refer-clients OR ask them to fill out a paper referral form.

STEP 4

After your referral is submitted, visit the Quest Non-Profit Grocery Market selected on your form. Bring a picture ID with you.

STEP 5

Have your picture taken for your new client card at the Market. Start grocery shopping!

QUEST

NON-PROFIT GROCERY MARKETS

Across Metro Vancouver



VISIT QUEST MARKETS

CONTACT US

2020 Dundas Street
Vancouver, BC V5L 1J4
info@questoutreach.org
(604) 602-0186

— North Vancouver Market

(Market entrance from Lolo Lane)

167 1st Street East
North Vancouver, BC
(604) 566-0110

— Dundas Market

2020 Dundas Street
Vancouver, BC
(604) 602-0186

— Hastings Market

637 East Hastings
Vancouver, BC
(604) 253-2078

— Burnaby Market

7753 6th Street
Burnaby, BC
(604) 553-0636

— Surrey Market

13890 104th Avenue
Surrey, BC
(604) 588-3476