

QUEST COMMUNITY REPORT



2024–2025

Questoutreach.org

 @questmarkets

 Quest Outreach Society

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QUEST
non-profit grocery markets



WHAT SETS QUEST APART

A Grocery Shopping Experience With Dignity

Unlike food banks, Quest offers a pricing model that empowers our clients to choose the food they need, when they need it, without the stigma of a handout. At Quest, clients can shop with dignity, selecting items from our shelves just as they would in any other grocery store—at prices that allow them to make choices without the burden of financial stress.

OUR VISION AND MISSION

Quest Non-Profit Grocery Markets exist to disrupt cycles of food insecurity through access to healthy and affordable food.

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.



VOLUNTEER WITH QUEST

**Your time, energy and
commitment go a long way!**

Volunteers are vital to ensuring we achieve our mission to support families and individuals facing economic barriers and food insecurity. Volunteer in our markets, warehouse or with a group or team in our Repack Program. Sign up at questoutreach.org/join-us



DONATE TO QUEST

By donating to Quest, you help ensure British Columbians are able to shop for groceries they need and want at prices they can afford, all within a safe and dignity-filled environment.



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

QUEST MARKETS

BY THE NUMBERS 2024

Pallets
Delivered
to Markets



3250



Delivered

1655

Holiday Hampers



Number of
Active Clients

10,257

Client Visits

171,000



Quest Market Open Hours

14,250



62

Employees

102

Food Partners

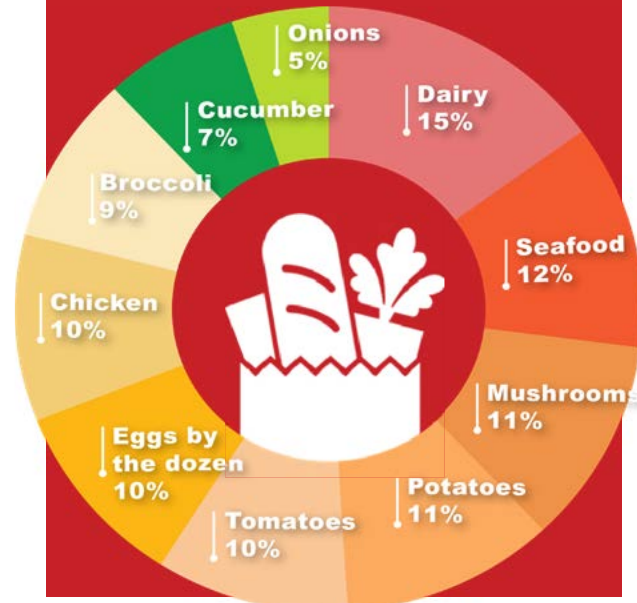
734

Referring Partners



TOP 10

Food Items Purchased
in Quest Markets



74%

Three quarters of our clients rely on Quest for most of their groceries in addition to what they receive from food banks and other food programs.

85%



More than three quarters of our clients shop at Quest at least once a week or more.

91%

The majority of Quest Referring Partners support and refer clients who access government assistance programs.

79%

More than three quarters of our clients make less than \$34,000 per year (59% make less than \$25,000).



64%

Almost three quarters of the clients we surveyed identify as a parent or guardian supporting their family.

QUEST CLIENTS

Statistics based on results from Quest's annual Referring Partner and Client survey.

FOOD DONATIONS

At Quest Non-Profit Grocery Markets we believe that access to healthy, affordable food is a basic right. Yet, for thousands of individuals and families facing economic barriers, access is not a sure-thing. By becoming a food partner with Quest, you participate in a powerful solution: the transformation of surplus food into a daily meal and the prevention of good food going to waste.

YOUR SUPPLY CHAIN SOLUTION

We are your go-to solution for short-dated, end-of-life, damaged or bulk food products. Our team moves product fast—picking up, repacking and distributing it across our five markets in Metro Vancouver. It's put to good use, at no cost to you.

Unsure about a potential donation? Let's talk about it. With our RePack program, we can handle almost anything!

WHAT WE'RE LOOKING FOR

- Produce
- Dairy
- Animal protein
- Dry pantry products
- Bulk products & large volumes

SCHEDULE A PICK-UP

Email distribution@questoutreach.org or call 778-877-9847.

BENEFITS OF BECOMING A PARTNER

1. YOU BECOME A FOOD ACCESS HERO

Thanks to your generous donation, more than 10,000 people facing food insecurity will have access to your product.

2. SAME-DAY RESPONSE, NEXT DAY PICK-UP

You'll hear back from us right away to schedule one of three Quest trucks for a quick and seamless pick up at no cost to you (weekend pick-ups upon request).

3. COLD-CHAIN MAINTAINED

Our fleet of reefer trucks means the cold chain is never broken, ensuring your donated product stays fresh for the clients that need it.

4. WE TAKE BULK & BIG VOLUMES

We can receive multi-pallet and bulk-size food products because of our Repack program which allows us to re-portion your donations.

5. IDENTIFICATION PROTECTION

We have the ability to redistribute your donated product into new and anonymous retail packaging.

6. CONTROL DOCUMENT ISSUED

We make sure you have the documentation you need to confirm your generous donation was received by Quest (tax receipts upon request).

PROGRAMS

REPACK PROGRAM

Transforming bulk donations into right-sized groceries.

QUEST ESSENTIALS PROGRAM

Supplementing markets with fresh, reliable, diverse and culturally appropriate foods through purchasing.

FOOD DISTRIBUTION PROGRAM

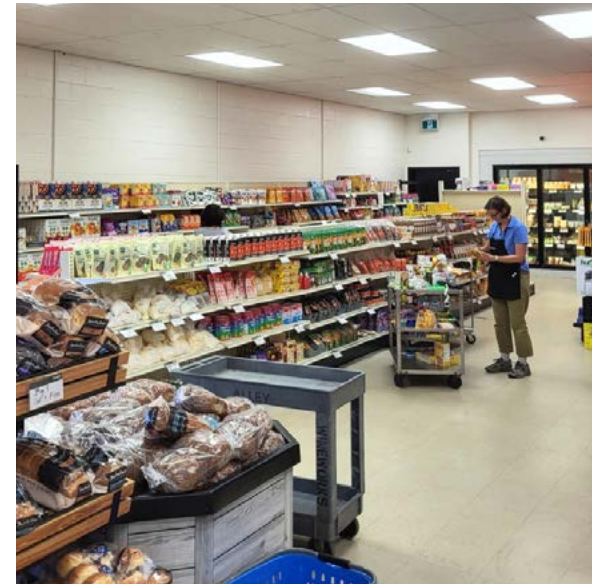
Ensuring the food we source is handled with care every step of the way, from pick up and delivery to cold storage management.

MARKET APPRECIATION PROGRAM

How we keep our markets beautiful and accessible for clients and employees.

SAFE SPACES AT QUEST PROGRAM

Creating safe and welcoming spaces for our clients, employees and volunteers who are working and shopping on the frontlines of community.



“Quest’s grocery programs operate specifically to meet the needs of our client communities, market operations and initiatives designed to deepen our impact and expand our reach.”



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 principal 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.

DO YOU HAVE A FOOD BANK CARD OR RECEIVE INCOME ASSISTANCE?

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.



REFER A CLIENT

Visit questoutreach.org/refer-clients to complete the online referral form or scan our QR code.

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 photo 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 Street
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

TO OUR GRANTORS

THANK YOU!

Anne Hale • Arlin Foundation • A&S Murphy Family Fund through the Benefaction Foundation • Alpha Gamma Delta Foundation • Ecclesiastical Insurance • Farm Credit Canada • GMR Foundation • Greygates Foundation • Holton Foundation through the Private Giving Foundation • Hylcan Foundation • Ian and Rosemary Mottershead Fund through West Vancouver Community Foundation • L&P Family Fund through Nicola Wealth Private Giving Foundation • Lewis Family Fund through Nicola Wealth Private Giving Foundation • Lohn Foundation • Marin Investments Ltd. • McGill Family Fund through the Vancouver Foundation • The Gibbs Hamilton Family Legacy Fund through the Vancouver Foundation • The Konkin Eruera Family Foundation through the Vancouver Foundation • YVR – Vancouver Airport Authority • Zacks Family Foundation

