



NEIGHBOUR
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NEIGHBOUR



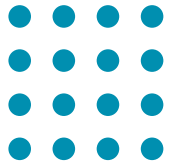
Where Neighbours Find Their Footing

Every day, people walk through Neighbour to Neighbour's doors with more than worry about what's for dinner. They come with exhaustion, uncertainty, and the weight of trying to make ends meet when everything costs more.

At Neighbour to Neighbour, food is only the beginning. For many of our neighbours, it's about trying to hold life together when even the basics slip out of reach. Staff and volunteers listen carefully, ask questions, and connect people to supports that help ease daily pressures. We care about what our neighbours eat and how they're treated, because good food and respect are both essentials.

Thanks to caring donors and community partners, thousands of Hamilton residents are finding stability, support, and belonging, one visit and one conversation at a time. We are your neighbours, looking out for your neighbours, building a stronger community together.

An Empty Fridge is Just a Symptom



By Sue Smith

Manager, Emergency Food and Home Delivery

People think food insecurity means someone doesn't have enough to eat. After more than twenty years working in emergency food programs, I've learned that when someone can't afford groceries, it means something else has already broken. Rent, childcare, transportation—none of it adds up when wages don't keep pace with the cost of living.

I've seen how those cracks deepen over generations. Families who once donated to food drives are now using food banks themselves. Young parents working multiple jobs still can't make ends meet. Seniors are skipping medication or meals to keep the lights on. These are the trade-offs people make every day just to stay afloat.

Although I'm new to Neighbour to Neighbour, it didn't take long to see what sets this place apart. What makes us unique is how seamlessly we work together. The Food Bank, Family Services, and the Community Food Centre operate like one connected system, wrapping around each neighbour to make sure no need is missed. Our team actively listens to pick up cues about what people really need and networks with community partners to find solutions.



Sometimes we're the only cheerful faces a person sees all week, and we take that very seriously."

We're also intentional about how we meet people. There's no stigma here. We remove barriers, whether that means finding a private space to talk, using a translation app, or coordinating multiple services in one visit so people don't have to make three separate trips in the rain. Sometimes we are the only cheerful faces a person sees all week, and we take that very seriously.

We don't give handouts; we give a hand up. That means offering healthy, culturally appropriate food because we care about what people eat. It also means connecting people to financial, housing, and legal supports so they can move toward stability.

For me, the goal is to help build a community where everyone has access to good food, care, and dignity. If one day that means my job isn't needed anymore, that would be the best kind of retirement.



Sue Smith

Manager, Emergency
Food and Home Delivery

Sue grew up surrounded by the spirit of service, in a family where giving back to the community wasn't just a value—it was a way of life. Sue has been dedicated to this community personally and professionally her whole life. A strong advocate, she has and continues to be active on boards and committees, always striving to make a difference. For Sue, volunteering is more than an act of kindness. It is a profound exchange that uplifts both the giver and the receiver, creating bonds of compassion and hope.

Those who know her speak of her unwavering passion for food advocacy. To Sue, food is not a privilege but a fundamental right, and she dedicates herself wholeheartedly to ensuring that no one is left behind at the table.

A Week at the Food Bank



When people arrive at the Neighbour to Neighbour Food Bank, Sue greets each one the same way: “I’m so glad you’re here.” For many, walking through those doors is one of the hardest things they’ve ever done.

MONDAY:

A father comes in just before Thanksgiving and explains he’s a single dad trying to feed his kids and doesn’t know what to put on the table. A volunteer helps him choose vegetables, meat, and gravy fixings, showing how to turn each item into something special. As they talk, he looks up and says, “I can’t believe you’re investing so much time in me.” When he leaves, his cart is full, but more than that, he feels seen.



WEDNESDAY:

An older woman arrives, catching her breath. She’s recently had a heart attack and a pacemaker put in. It’s her first visit to a food bank, and she is unsure how it works. Sue reassures her that she’s exactly where she needs to be. Before she goes, Sue arranges for her to receive monthly food delivery straight to her home.



FRIDAY:

A newcomer family arrives. They speak little English and keep repeating, “We don’t need much, others need more.” Our team reassures them that they deserve this as much as anyone. With help from a multilingual staff member, they find fresh produce and food that feels familiar. The parents thank the team in Arabic and English before heading home.

For each person who walks through the door, the food is only the start. What matters most is being welcomed without judgment and leaving with dignity restored.

At Neighbour to Neighbour, this happens every day. It’s made possible by a strong team that listens closely, looks for what people really need, and works together to find solutions. And it continues because of donors who believe, like Sue, that every neighbour deserves to hear, *“I’m so glad you’re here.”*



Building a Stronger Community Together

For close to 40 years, our staff and volunteers have stood beside Hamilton families, tackling food insecurity and poverty directly. Food insecurity means not having enough money to buy food.

In Hamilton, **1 in 4 people are food insecure***. Since 2022, we have seen a **46% increase in monthly visits to our food bank**.

With guidance from our community, we deliver essential programs and services that respond directly to local needs. And as the need grows, so does the impact of your generosity.

To every donor and supporter—thank you. Your kindness fuels our work every day.

Today, your continued support matters more than ever as we work together to help families build stability and hope.

* Ontario Agency for Health Protection and Promotion (Public Health Ontario).



GIVE TODAY!

Help ensure every neighbour has access to the programs and services they depend on.



Neighbour to Neighbour Centre
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Hamilton L9C 3K9

www.n2ncentre.com 905-574-1334

Charitable Registration Number: 11905 3130 RR0001

LAST YEAR, NEIGHBOUR TO NEIGHBOUR:



Delivered **1.2M** pounds of food to **more than 61,000** neighbours.

Over **35%** were children. Demand grew by 6% from the previous year.



Served over **11,000** community meals.



Made over **1,250** home deliveries to neighbours, many of whom are seniors with medical limitations.



Provided **\$1.1M** in utility credits so neighbours could keep their lights on and homes warm.