



2020

ANNUAL REPORT

HUMANITY FIRST CANADA



Humanity First
Serving Mankind



ABOUT THIS REPORT

THIS ANNUAL REPORT WILL GIVE AN OVERVIEW OF THE WORK DONE BY HUMANITY FIRST CANADA BETWEEN JANUARY 2020 AND DECEMBER 2020. THE OVERVIEW WILL HIGHLIGHT WORK DONE UNDER THE UMBRELLA OF EACH OF THE NINE CORE HUMANITY FIRST PROGRAMS. FINANCIAL FIGURES FOR EACH PROGRAM AND HUMANITY FIRST CANADA AS A WHOLE ARE ALSO PROVIDED IN THE REPORT.



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MISSION STATEMENT

RELIEVE

suffering caused by
natural disaster and
human conflict

OBJECTIVES

STRENGTHEN

the capacity of
communities to
help themselves

Humanity First is a charitable trust established to promote and safeguard human life and dignity. It is a non-political, non-religious, non-sectarian international relief and development agency that works with the world's poorest and most vulnerable people.

Humanity First was formally established in the UK in 1995, and now has registered operations in 58 countries and projects in many more.

Most of our aid workers and the management of Humanity First are unpaid volunteers and our administrative expenses are negligible. We are able to deliver significantly more aid value in the field than the funds we raise through volunteers, collaboration and global sourcing.

Our core mission is to serve disaster struck and socially disadvantaged people in under-developed communities around the world.





WHO WE ARE

OPERATING IN 50+ COUNTRIES

Humanity First is registered in over 50 countries across 6 continents, and has been working on human development projects and responding to disasters since 1995.

BASED IN VAUGHAN, ONTARIO

Based in Vaughan, Ontario, Humanity First Canada is an international non-profit volunteer based charitable organization providing relief and assistance to the less fortunate in Canada and across the globe to alleviate poverty and improve their quality of life. We are in the forefront of assisting, sponsoring and resettling refugees in Canada.



CONSULTATIVE STATUS WITH ECOSOC

Humanity First also has consultative status with the United Nations Economic and Social Council (ECOSOC).

EFFICIENT OPERATIONS

Humanity First has raised tens of millions of dollars with over 93% of donated funds spent directly on serving humanity and less than 7% going towards administrative costs & fundraising efforts. With the majority of our team (including skilled engineers & physicians) being volunteers along with preferential rates for materials benefiting from global sourcing, Humanity First is able to deliver aid worth many times the value of donations provided.



**MAKING A DIFFERENCE
IN OVER 50 COUNTRIES
SINCE 1995.**



WHAT WE DO & WHERE WE ARE

Humanity First helps people in need through 9 programs, each of which tackle different areas of human need. Based in the Greater Toronto Area in Canada, our programs create strong positive changes within Canada and internationally as well.



Our international work is characterized by empowering underprivileged communities in collaboration with community members. Our Canadian work is characterized by the upliftment and support for vulnerable members of Canadian society, which includes but is certainly not limited to: newcomers, seniors, children, and low income families.





THE TEAM

Humanity First is a volunteer based organization. The Directors, Project Managers, Project Coordinators, and general volunteers are all unpaid. Our teams are made up of professionals from all walks of life who consistently donate their time, skills, and resources to HF's cause. With over 12,000 volunteers, Humanity First is able to maximize the value of the donations we receive.



NATIONAL TEAM

The National Humanity First Team consists of Directors for the following departments:

- Disaster Relief
- Administration
- Programs
- Finance
- Operations
- Logistics
- Fundraising
- Marketing
- Communications

REGIONAL TEAM

Humanity First has several branches across Canada, and each branch consists of team members who report to the National Directors. For example, each region has a branch coordinator, finance representative, nine program representatives for each program, a disaster response representative, and fundraising representative. Each of these team members operate locally and report directly to their respective directors.

DISASTER RESPONSE TEAM

Humanity First has a dedicated disaster response team that is consistently at the forefront of providing relief. It consists of:

- Disaster Response Lead
- Camp Managers
- EMT Coordinators
- Doctors
- Nurses
- Paramedics
- Logistics Personnel
- Firefighters





A WORD FROM THE CHAIRMAN

Dear Donors, Supporters, and Volunteers:

The year 2020 was a unique year in our lives where uncertainty and fear changed many things globally. The COVID-19 pandemic has been a human, health, and economic crisis that has deeply affected the lives of many people around the world, including our beneficiaries, volunteers, donors and their relatives and friends. Our heartfelt condolences go out to all those who have lost loved ones during this difficult time.

In 2020, Humanity First had planned to globally celebrate 25 years of service to humanity in our own traditional ways. But we did not know that our 25th Anniversary Celebrations will be very different from any worldly events - Humanity First celebrated the anniversary by extraordinary efforts and exponentially increased humanitarian activities to help people in urgent need of support.

We not only responded to the global pandemic, but during the pandemic with all the restrictions, we deployed our Emergency Medical Team to victims of two hurricanes in Honduras. These selfless volunteers left their families and their homes and quarantined for two weeks after returning in order to provide support to those in peril.

When the pandemic struck, we adapted quickly to support the increasing number of people requiring assistance during these unprecedented times. For example:

- Supporting hundreds of families in the GTA every month through our Food Bank.
- Helping newcomers and refugees resettle in Canada.
- Internationally, Humanity First continues to provide food to the refugees in Thailand and Malaysia.
- Drilling dozens of Water Wells and feeding the hungry in remote villages of Africa.
- Providing healthcare to needy people in Africa. Humanity First Canada is running a 35-bed hospital in Senegal that provides medical and surgical services to poor communities.

I am proud of what our selfless volunteers have done over the last year and the way my team members adapted quickly to a huge amount of change.

I would like to thank our dedicated volunteers and donors for all they have done and continue to do.

As the global economy has slowed, so too has the donations and support from many businesses. The next couple of years are going to be difficult. This is a time for us to reflect and evolve to become stronger and more resilient.

The pandemic has impacted everyone, amplifying and accelerating some of the biggest challenges in our society, and demonstrating the urgent need for systemic change in how we operate and how we sustain ourselves to deliver the much-required humanitarian assistance globally.

Looking ahead, the breadth and depth of the knowledge that we have at Humanity First and our ability to provide a comprehensive range of services have never been more important. There has never been a more pressing need to deliver wider support and rebuild trust.

For the coming years, we are focused on several key priorities:

- **Quality**: The uncertainty created by the pandemic has placed an even greater focus on having a stronger and larger base of volunteers and donors.
- **Safety and Wellbeing**: Keeping our volunteers safe and comfortable and keeping processes and technologies in place to protect them whether they are working at the front lines or continuing to work behind the scenes or from their homes.

- **Our Clients and Beneficiaries**: Investing in the enhancement of the quality of all the services we provide remains our number one priority. We will improve our operations in ways that successfully serve our beneficiaries and help build a world that is more inclusive and sustainable going forward.
- **Upskilling**: Upskilling our own volunteers and helping to upskill people in the communities we serve across the world has become even more important as the pandemic has accelerated the use of technology and remote working.
- **Inclusivity**: We will foster the Humanity First culture where everyone feels valued, heard, and has the opportunity to grow and succeed. To deliver this, we have set up a volunteer council which will be further expanded.

The compassion shown by our volunteers and donors are not just the backbone of our organization, but it forms the very fabric of our society.

I pray for the good health, well-being, and safety of everyone. I look forward to your continued support in the coming years.

Best regards,



Dr. Aslam Daud

Chairman, Humanity First Canada

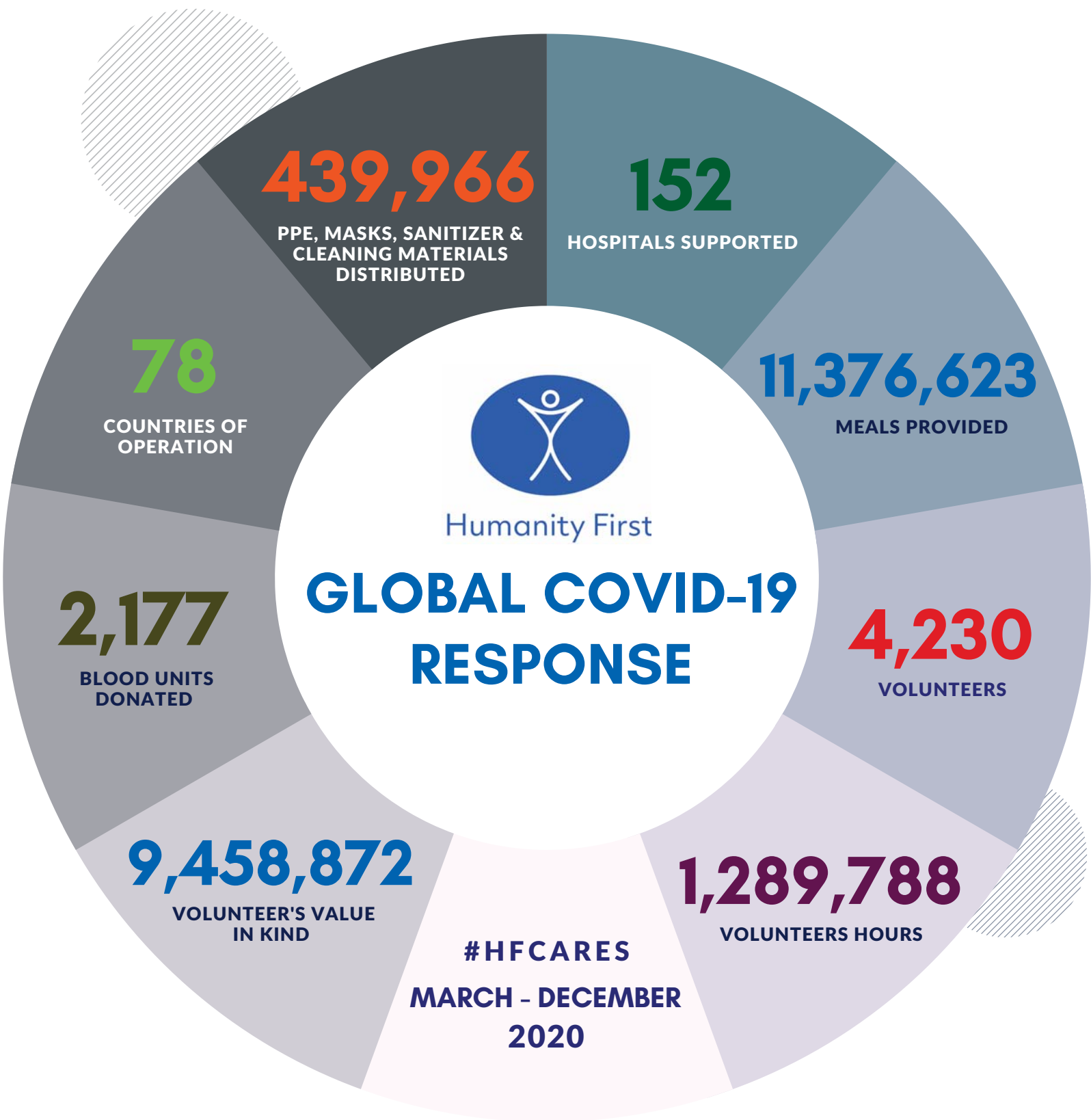
#HFCARES - Serving Mankind



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HF COVID-19 RESPONSE





936,551

TOTAL NUMBER OF BENEFICIARIES

Humanity First Canada

COVID-19 RESPONSE

#HFCARES CAMPAIGN

On March 11th, 2020 the World Health Organization declared the COVID-19 outbreak a global pandemic. The impact of this infectious disease has been felt the world over, affecting all facets of life. In addition to the health consequences of COVID-19, many families found themselves without any source of income due to mass layoffs and business closures. Access to food and basic necessities was restricted, and collective mental health has suffered due to fear, stress, and social isolation.

HF Canada has taken an active role in response to the pandemic through the HF Cares Campaign. Humanity First has provided global relief in many forms through this initiative. From provision of PPE and hygiene essentials, to supporting hospitals and medical clinics, to providing communities with much needed food support, HF Canada continues its mission of relieving suffering during these trying times.



CRITICAL SUPPLIES & PPE

HF Canada has distributed over **80,000 PPE Face Shields** globally, supporting community members, health care workers, and **over 40 hospitals**. HF partnered with students from the University of Toronto and McMaster University in this initiative, using 3D printing technology to meet demand. HF continues to distribute hygiene essentials including face masks, hand sanitizer, gloves, and surface cleaner locally and globally.



FOOD SUPPORT

In order to meet the huge surge in demand for food support, HF expanded its Feed a Family Food Bank operations to 7 days a week, serving longer hours and ramping up its free delivery service. The food bank saw a **63% increase** in registration during the pandemic – an indication of how dire the food support crisis had become in the Greater Toronto Area. In order to meet the growing demand in the food bank, HF was in need of an increased volunteer force. At this time, women in the community especially stepped up and filled in the gaps, enabling the Food Bank to provide food support to **over 11,000 families**.

80K+

PPE DISTRIBUTED

40+

HOSPITALS SUPPORTED

15

COUNTRIES

- PPE
- SOUP KITCHENS
- FOOD HAMPERS
- CLEAN WATER
- COUNSELLING

4.2 million+
meals served



42,000+
individuals served



11,000+
families served



3,300+
deliveries



COMMUNITY CARE

- HF Canada launched a **12 hour/day** COVID-19 helpline, providing guidance and counselling to community members during the difficult times. The helpline assisted over 100 callers on average, assisting **over 8000 community members** throughout the pandemic.
- HF hosted a COVID-19 webinar, giving individuals the opportunity to engage in a Q&A session with an Assistant Professor of Medicine from McMaster University and learn about what they can do to help others during the pandemic.
- Humanity First remained in contact with those enrolled in its Seniors First Program throughout the pandemic. Although in-person activities and classes could not take place, the HF team checked in on the well-being of its seniors contacts, delivered fresh food baskets, assisted them with groceries and prescription pickups, and any other errands with which they required assistance.

GLOBAL RESPONSE

HF Canada has supported **14 countries** internationally throughout the pandemic by operating soup kitchens, providing access to clean water, and distributing food hampers, PPE, and hygiene essentials in underdeveloped communities.

COVID -19 CLINIC FOR HURRICANE VICTIMS

Honduras was devastated by back to back Category 4 and 5 hurricanes, Eta & Iota, in November 2020. HF Canada's Emergency Medical Team was deployed in order to assist victims of the hurricanes. In addition to treating those suffering from the impacts of the hurricane, The HF Team also provided COVID-19 healthcare services to the community in partnership with local health care centres and facilities.



COMMUNITY PARTNERSHIPS

- Upon the request of Toronto Community Housing (TCH), HF packed and delivered emergency food hampers to **78 households**.
- In partnership with Community & Home Assistance to Seniors (CHATS), HF prepared customized Iranian Food Baskets, helping **500 persons**.
- HF partnered with the Canadian Automobile Association (CAA), who donated their service in order to deliver HF food hampers all across the country.
- HF received large donations of fresh produce from many community partners, helping the food bank to distribute oranges, sweet potatoes, salad, eggs, milk, and fresh meat throughout the Greater Toronto Area.



REFUGEE SUPPORT

Despite challenges presented by travel restrictions, HF was able to resettle 33 refugee families, **77 individuals**, in Canada. The Refugee Resettlement Team provided quarantine arrangements to the newly arrived families, food support, rent, medical care, transportation, and other settlement support services.





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Humanity First Canada **COVID-19 RESPONSE**

March 2020 – March 2021 #HFCARES

50 TONS

Fresh Food Distributed

Fresh food like oranges, sweet potatoes, salads, eggs, chicken, milk and other items.



11,000+

Families Assisted

Over 42,000 persons received food support from our Food Bank.

100+ Calls Daily

Phone Assistance

Guidance and counseling being provided to callers. Webinar on COVID-19 was also held.



SANITIZING Supplies

Provided gloves, masks, hand sanitizers and surface cleaners on request basis.

80,000+

PPE Face Shields Distributed

Provided PPE Face shields to Hospitals and health care workers.



4.2 MILLION

Meals Served

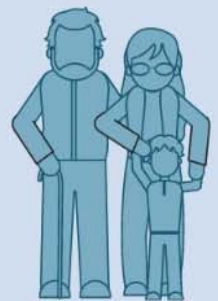
4,205,250 Meals served through our Feed a Family Program.



3000+

Food Hampers Delivered

Over 3000+ home food deliveries made.



Supporting Refugees

Assisted sponsored refugees with food, clothing, medical care, rent & transportation.



Supporting 14 Other Countries

Provided Food Hampers, clean drinking water & running soup kitchens in:

Bangladesh, Belize, Brazil
Cameroon, Chad, Congo, Gabon,
Haiti, Niger, Nigeria, Philippines,
Senegal, Somalia & Thailand.





HUMANITY FIRST PROGAMS



DISASTER RELIEF

This year, HF assisted **over 42,000 victims** of natural disasters across five countries through its Disaster Relief efforts.

FOOD SECURITY

Food insecurity is a growing issue, impacting communities across the globe. HF provided food support to **over 233,000 people** through its international food security projects and Feed a Family Food Bank in Concord, ON.

GLOBAL HEALTH

HF continues operation of five medical facilities across four countries. In 2020, **over 6,980 persons** benefitted from the free health and medical services provided by HF Canada medical centres, clinics, and hospitals.

REFUGEE RESETTLEMENT

Despite the restrictions and challenges presented by the COVID-19 pandemic, HF resettled **77 refugees** in Canada, providing them a new home in a safe country, and comprehensive early settlement support.

WATER FOR LIFE

In 2020, HF provided **over 127,000 people** with safe and clean drinking water through sustainable water solutions.

ORPHAN CARE

HF continues to provide food support, shelter, healthcare & nutrition, clothing, access to education, and a loving home to **62 orphan children**.

KNOWLEDGE FOR LIFE

776 students are receiving free education through 10 HF primary schools. Students in 11 countries were supported through the Knowledge for Life program in 2020.

GIFT OF SIGHT

287 free cataract eyes surgeries were performed in 2020 through HF's Gift of Sight program.

COMMUNITY CARE

HF continued its community care projects in **14 countries**, helping families through Free Tax Filing Clinics, Seniors First initiatives, and sanitation projects.

17

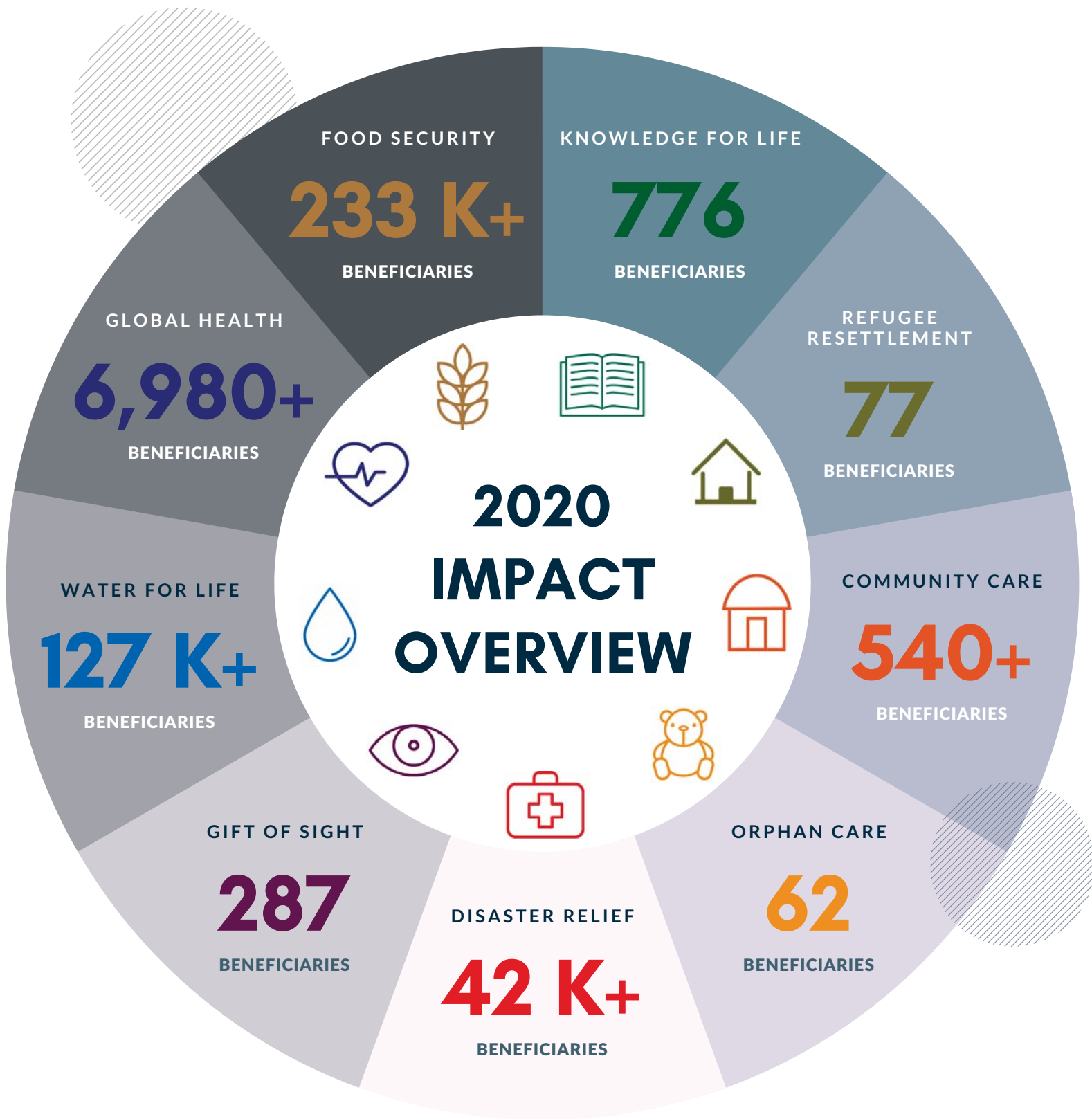
COUNTRIES

9

PROGRAMS

Humanity First Canada has made a significant impact through each of its nine programs this year. 2020 has been a challenging year for all, with the COVID-19 pandemic altering all aspects of life. HF is continuously working toward its goal of relieving suffering across the globe and building the capability of communities to help themselves.





410,722+

PROGRAM BENEFICIARIES IN 2020



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**DISASTER
RELIEF**
Humanity First



40,000+

TOTAL NUMBER OF BENEFICIARIES





OVERVIEW

Humanity First has extensive experience in providing immediate and long-term relief support after natural and manmade disasters. As first responders, the Humanity First team helps victims of natural calamities and provides emergency relief including medical care, food support, clean water and emergency supplies.

Following the emergency phase, HF puts focus on recovery and rehabilitation. The Disaster Relief team continues their mission by rebuilding shelters and restoring infrastructure and survival resources of afflicted communities.



The program is built to minimize human suffering and material losses as much as possible. We not only offer emergency relief services but also provide long-term relief services, such as post disaster relief rehabilitation and reconstruction projects.

HURRICANES ETA & IOTA, HONDURAS

In early November 2020, Hurricane Eta - a Category 4 tropical storm - spread devastation across parts of Central America. Just two short weeks later, Hurricane Iota - a Category 5 storm - followed the same path as Hurricane Eta and caused further destruction. These two consecutive storms have been devastating for the Honduran people.



Eta & Iota caused **over 100 casualties**, and continued heavy rainfall led to mudslides and flash floods across Honduras. The disaster decimated an already strained healthcare system, restricting access to medical care. This resulted in exacerbation of chronic illness and spread of disease and infection among the Honduran population due to lack of clean drinking water and sanitation facilities.



RESPONSE TO

7

NATURAL DISASTERS

40K+

VICTIMS ASSISTED

DISASTER RELIEF PROVIDED IN:



HONDURAS



INDONESIA



PHILIPPINES



CAMEROON



FIJI

Humanity First Canada's Emergency Medical Team (EMT) was invited by the Government of Honduras to provide emergency medical assistance as an EMT Type 1-Mobile, as per standards set by the World Health Organization (WHO). HF Canada then deployed its EMT, consisting of doctors, nurses, and logistics personnel.

OVERVIEW OF THE ASSISTANCE PROVIDED IN HONDURAS

Over the course of two weeks, the HF Canada team treated **750 patients** across **11 municipalities**.

In addition to the overwhelming need for medical care, water and sanitation were of critical need. HF Canada conducted a water and sanitation damage assessment in **14 municipalities**.

The team donated medication to the local health office and distributed **150,000 water packs** to **7,500 families**, helping **30,000 individuals**.

Two water purification units were also installed by the Disaster Relief Team, providing **10,000 liters of clean drinking water daily** to victims of the hurricanes.



DISASTER RELIEF TRAINING

DRT is a vital aspect of the HF Disaster Relief program. We train volunteers and staff to be able to provide effective disaster relief in a number of different situations.

HF Canada's Emergency Medical Team (EMT) is WHO certified, and our training is a collaborative effort with HF International and other disaster relief organizations. These collaborations are essential in making sure that HF disaster relief volunteers are equipped to provide the best, most efficient assistance.

EMT TYPE 1-FIXED CERTIFICATION

HF Canada is currently in the final stages of receiving the EMT Type 1-Fixed certification, authorized by the World Health Organization.

Once complete, Humanity First Canada will be the first North American EMT Type 1 Fixed Team. This designation will allow HF to execute disaster relief medical missions that further increase local capacity and provide the highest quality of medical care at the site of disaster.





DISASTER RESPONSE TIMELINE 2020



Philippines Volcano Response JAN

Eruption of the Taal Volcano on January 12th was classified as "Alert Level 4" by the Philippines. The eruption triggered over 2,400 tectonic earthquakes which damaged local settlements, causing 39 deaths and forcing thousands to evacuate their homes.

Response: HF distributed emergency food supplies to 761 families. Additionally, Aquaboxes were distributed to 245 families affected by the volcano.

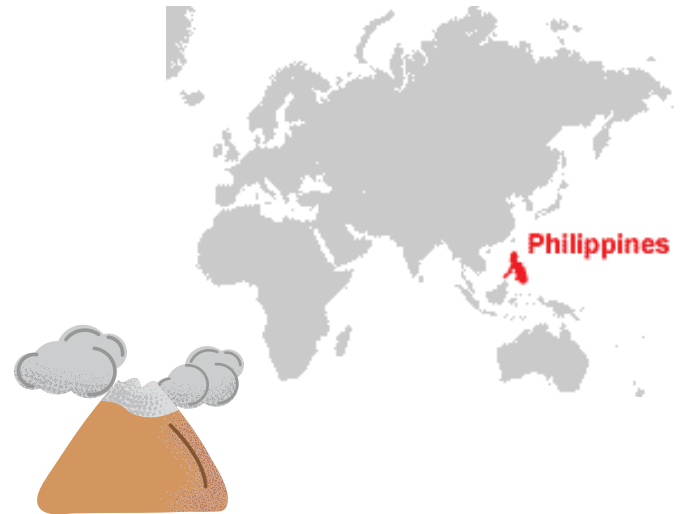


Indonesia Flood Relief

JAN

In early January, Indonesia's capital of Jakarta experienced flash floods brought on by heavy overnight rain. Over 60 people were killed by landslides, and 60,000 were displaced by the severe flooding.

Response: HF distributed various critical supplies in response to the Jakarta Floods. These included medical and basic relief supplies, and approximately 3000 food hampers. Additionally, school supplies were distributed to children of the affected families. A total of 5000 victims were assisted.



Philippines Fire Relief

FEB

Families all across the island of Jolo were displaced by a large fire that devastated seaside communities in the Sulu Province. Affected families were left homeless, sheltered in evacuation centres over a long period of time.

Response: HF provided victims with critical relief items, including blankets, hygiene kits, clothing, clean water, and tents. Over 200 families were assisted.



DISASTER RESPONSE TIMELINE 2020 - CONT'D

CAMEROON LANDSLIDE

MAY

In November 2019, West Cameroon experienced a downpour of torrential rain, leading to fatal and destructive landslides. Over 40 people were killed, and entire neighbourhoods were destroyed.

Response: HF provided construction material to 50 families so that they may regain shelter. This post-disaster rehabilitation project was completed in early 2020, benefitting 250 individuals in total.



HURRICANES ETA & IOTA

NOV

In November 2020, Honduras was hit by two back to back category 4 and 5 tropical stormms, Hurricanes Eta & Iota. The storms caused destruction across the country, resulting in 100 deaths and many more injuries.

Response: HF's EMT ran a two week clinic, treating 750 hurricane victims across 11 municipalities. The Disaster Relief team also distributed water packs and donated medication, helping 7,500 families

PHILIPPINES TYPHOON RELIEF OCT-NOV

Between October and November, the Philippines was shocked by four back-to-back typhoons. Typhoons Rolly, Siony, Tonyo, and Ulysses caused mass devastation and severe damage to the country, impacting 3,000,000 individuals.

Response: HF provided food support to disaster victims, delivering emergency food supplies to 450 families.

FIJI CYCLONE RELIEF

NOV

Cyclone Yasa was one of the strongest tropical cyclones recorded in the history of the South Pacific. The cyclone caused severe damage to infrastructure; destructing homes, livestock, crops, and multiple small businesses. Most of the affected population did not have enough resources to recover from the aftermath.

Response: In the recovery phase, Humanity First provided emergency food support to the victims as well as construction material to rebuild their homes, assisting 30 families.



WATER
for **LIFE**
Humanity First



127,340+

TOTAL NUMBER OF BENEFICIARIES



OVERVIEW

The Water for Life program aims to make water an accessible necessity for all. HF provides long term water solutions in remote villages and poor communities in Africa, South East Asia and Central & South America, where the nearest clean water sources are miles away.

The water solutions we provide include: hand pumps, bore holes with electrical motors, water wells, water filtration systems, and water filtration tablets.

Our short term goal is always to provide communities with access to water to fulfill their daily needs. HF's long term goal is to enable these communities to provide for themselves and become self sufficient over time.

Thus, the water solutions implemented are not only long term fixtures within the areas, such as water wells and hand pumps, but the Water for Life Team also provides locals with long term maintenance training to enable their independence.

CHAD

Humanity First constructed 4 water wells across four villages in Chad. This benefitted **3000 locals**.

CAMEROON

Humanity First constructed 9 water wells in different villages in Cameroon. Prior to this, some had to travel as far as 6 km to fetch clean drinking water. In other areas, shallow wells existed but were unsanitary and would dry out during the dry season. These 9 wells have benefitted 10,450 people in Cameroon.

PAKISTAN

This year, HF Canada constructed 26 water wells and 7 hand pumps across various villages in Pakistan. These water solutions benefitted **101, 890 men, women, children, and livestock**.

BANGLADESH

Bangladesh has always faced challenges with water and sanitation.

In rural areas especially, many rely on ponds and open sources for water but these sources are generally unsafe for consumption, causing several water-borne illnesses such as cholera, typhoid, diarrhea, and various cancers and skin diseases. Their health and sanitation infrastructure is already overburdened by a large population, which has grown even more with an influx of Rohingya refugees from Myanmar.

39

**WATER
WELLS**

35

**HAND
PUMPS**

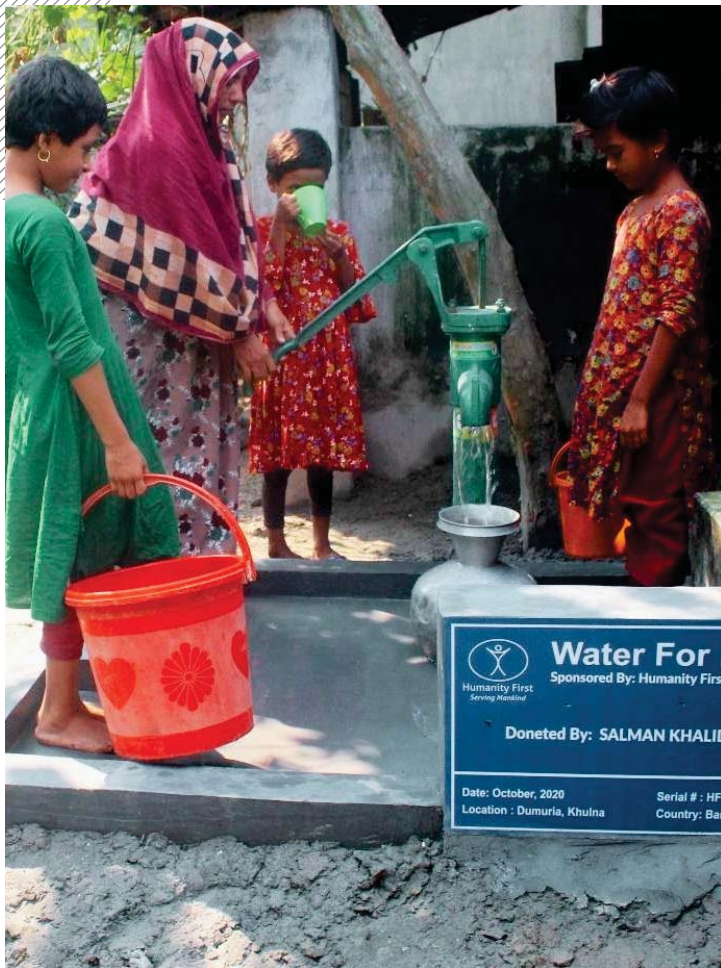
74

VILLAGES

To help aid this issue, Humanity First constructed 28 hand pumps in two districts of Bangladesh, Khulna and Barishal. This resulted in 12,000 beneficiaries









233,000+

TOTAL NUMBER OF BENEFICIARIES



OVERVIEW

The Food Security program helps people living below the poverty line to put food on their table. Humanity First achieves this through several food support initiatives including food banks, mobile meals, and bulk food distribution to disadvantaged communities.

These efforts are carried out on both an international and local scale in an effort to tackle the growing issue of food insecurity. About 2 billion people around the globe are food insecure. This means that one in four people lack consistent access to nutrition, impeding their ability to lead a healthy life.



Humanity first provides food support to such individuals through its Feed the Hungry Program, Feed a Family Food Bank, and Feed the Homeless initiative.

FEED THE HUNGRY

Feed the Hungry is HF Canada's international food distribution project, characterized by the provision of fresh meat and other staple food items in remote villages and towns in various countries around the world.

HF's large team of international volunteers provided food support across 18 countries in 2020. In particular, fresh meat was provided to over **191,000 individuals** in **502 villages** and cities.

FEED A FAMILY

The Feed a Family Food Bank is the main hub of all HF Food Security initiatives across Canada. Located in Concord, Ontario, the Food Bank serves thousands of families across the GTA, and administers food delivery services all across Canada on an on need basis. Feed a Family is a vital program that brings increased stability to vulnerable Canadian families. In conjunction with the Refugee Resettlement Program, this service also provides food support to struggling newcomer families. The Food Bank serves to build a stronger, more resilient society through its critical food support services.

502

VILLAGES

19

COUNTRIES

-  **BANGLADESH**
-  **BELIZE**
-  **BRAZIL**
-  **CANADA**
-  **CAMEROON**
-  **CHAD**
-  **CONGO**
-  **ECUADOR**
-  **EQUATORIAL**
-  **GUINEA**
-  **GABON**
-  **HAITI**
-  **MALAYSIA**
-  **NIGER**
-  **NIGERIA**
-  **PHILIPPINES**
-  **SENEGAL**
-  **SOMALIA**
-  **TANZANIA**
-  **THAILAND**

A SURGE IN DEMAND

The Feed a Family Food Bank saw a huge surge in demand for food support due to the COVID-19 pandemic. Community members were, and continue to be, in crisis and desperate need of food support. Many lost their employment due to business closures, surviving on little to no income. Others who are refugees or newcomers and not yet employed did not qualify or have access to government and social support services, such as the Canada Emergency Response Benefit (CERB). Physical distancing and mobility restrictions caused severe distress and hardship for seniors especially, who require assistance with grocery, prescription pickups, and other errands.



In order to address this food support crisis, HF extended Food Bank operation to 7 days a week, serving longer hours and ramping up its food delivery service.

The Food Bank saw a 63% increase in registration during the pandemic, serving over 42,000 individuals throughout the year.

Over 11,000 families benefitted from Food Bank services in 2020 and 3,300 food deliveries were made to those with limited mobility.

Overall, a total of 4.2 million meals were served through the efforts of HF's Feed a Family Food Bank.

HF FOOD DRIVES

Community members across the country carry out food drives throughout the year. These efforts enable the Feed a Family Food Bank to distribute items of urgent need all across Canada to those who are most vulnerable.

In 2020, over 60,000 lbs of food essentials were donated by local communities to the Food Bank.



FRESH FOOD

The Feed a Family Food Bank regularly partners with community organizations and local businesses to offer low-income individuals a wide range of support. These partnerships help HF in providing fresh bread, meat, produce, and specialty items to its clients, and enables the Food Bank to serve a broader range of needs within the community.

In 2020, 50 tonnes of fresh food was distributed by HF's Feed a Family Food Bank.



FOOD DELIVERY

In order to maximize the accessibility of food bank services, HF offers free delivery to those individuals with limited mobility. This delivery service, administered from the HF headquarters, is offered all across Canada to those in need of food support. The Feed a Family Food Bank also provides transit tickets to those who require food support but are not able to afford the cost of public transit.

In 2020, the HF Food Bank made 3,300 deliveries



PROVISION OF ESSENTIAL SUPPLIES

The Feed a Family Food Bank aims to build overall stability in the community. Thus, in addition to food support, the Food Bank provides low-income individuals with essential items including hygiene and sanitary supplies, warm winter clothing, household supplies, and infant care basics. These items are collected through HF donations drives held throughout the year.

CUSTOM FOOD LISTS

A unique and staple feature of HF's Feed a Family Food Bank is the provision of food hampers that are individualized to each family. HF Canada is dedicated to serving a diverse population, while simultaneously minimizing food waste. Thus, the Food Bank accepts custom lists from each family that include staples of various cultural diets. By recognizing that no two households utilize the same standard groceries, HF provides families exactly what they need, reducing food wastage.

- **Upon the request of Toronto Community Housing (TCH), HF packed and delivered emergency food hampers to 78 households**
- **In partnership with Community & Home Assistance to Seniors (CHATS), HF prepared customized Iranian Food Baskets, helping 500 persons**
- **HF partnered with the Canadian Automobile Association (CAA), who donated their service in order to deliver HF food hampers all across the country**
- **HF received large donations of fresh produce from many community partners, helping the food bank to distribute oranges, sweet potatoes, salad, eggs, milk, and fresh meat throughout the Greater Toronto Area**
- **2000 volunteers donated 7,252 volunteer hours**

FEED THE HOMELESS

Throughout the year, HF mobilizes its Feed the Homeless volunteer team in an effort to address the issue of homelessness and food insecurity across Canada. The volunteer team packs and distributes warm meals, water, and survival kits to homeless persons across Canada's urban centres.

Over 1,500 individuals benefitted from HF's holiday season Feed the Homeless service. **184 volunteers** across the Greater Toronto Area, Guelph, Montreal, Calgary, and Vancouver packed and distributed hot meals and winter survival kits to those who need it most. The year 2020 presented challenges for all, but even more so for those who are less fortunate and without a home. Hence, the Feed the Homeless initiative allowed community members to unite and display acts of kindness, assisting those vulnerable during these times.

From January 2021, HF is expanding its Feed the Homeless initiative to run on a weekly basis in an effort to address the growing homelessness crisis in Canada's urban centres.

GLOBAL
HEALTH
Humanity First



6,980+

TOTAL NUMBER OF BENEFICIARIES



OVERVIEW

The Global Health program tackles several aspects of healthcare to provide comprehensive solutions to communities worldwide. The program primarily operates in economically disadvantaged areas in Africa and South Asia. The aim is to provide primary health care, and meet other preventative and medical needs, such as oral health and maternal and child health care. We achieve this through: operating Mobile Medical Camps, regularly donating medical equipment to hospitals/clinics, and building new hospitals/clinics.

MEDICAL CENTRE IN NIGERIA

One medical centre, a cottage clinic, has been in operation in Okooko Village, Oyo State since 2017. This centre provides basic medical care to the less fortunate, free of cost. The medical centre attended about **600 patients** in 2020.



MEDICAL CLINICS IN BANGLADESH

HF Canada is operating two community based Mother and Child Healthcare clinics in Bangladesh since 2018, providing primary health services to disadvantaged and marginalized populations. One clinic is located in Chandina, District Comilla and the second is located in Bijoy Nagar, District Brahmanbaria. On **average 2,880 patients** are treated through these clinics annually.



SERVICES OFFERED INCLUDE:

- Antenatal Care
- Postnatal Care
- Home Delivery Care
- Newborn Care
- T.T. Immunization of Mothers & Children
- General Treatment of Mothers & Children
- Pregnancy Test
- Urine Test
- Random Blood Sugar Test
- Blood Grouping
- Hemoglobin Test
- Albumin Test
- Awareness sessions on basic health & nutrition issues

5

MEDICAL
FACILITIES

6,980+
BENEFICIARIES

SERVICES
PROVIDED IN 4
COUNTRIES:

-  BANGLADESH
-  CONGO
-  BRAZZAVILLE
-  NIGERIA
-  SENEGAL

A special focus of the clinics in 2020 was building awareness of COVID-19 transmission, and strong mobilization of mask-use. Ongoing service-related consultation was provided over the telephone and in person, following COVID-19 safety protocol and maintaining physical distancing.



CLINIC IN CONGO-BRAZZAVILLE

Since 2018, HF Canada has been operating a 10-bed medical centre and pharmacy in Congo-Brazzaville. This clinic provides basic healthcare and medicine to underprivileged locals who would not have access to such services otherwise. **About 1,100 patients** were treated through this facility in 2020.

SERVICES OFFERED INCLUDE:

- Consultation
- Infant vaccination
- Emergency service
- Laboratory tests
- Pharmacy



SENEGAL HOSPITAL

Masroor Hospital is a large 30-bed facility operating in Dakar, Senegal since May 2019. The hospital is equipped with the latest medical and surgical equipment, providing primary and specialized healthcare services to the less fortunate. In 2020, Masroor Hospital served **approximately 2,400 patients**.

SERVICES OFFERED INCLUDE:

- OB-GYN
- OPD
- ICU
- Emergency & Acute Care
- Ultrasound
- EKG
- Laboratory
- Pharmacy





GIFT
of **SIGHT**
Humanity First



287

TOTAL NUMBER OF BENEFICIARIES



OVERVIEW

The Gift of Sight program provides vision restorative services and support in underserved communities, where they are otherwise difficult to reach. As of 2018, the program is largely characterized by cataract eye surgery camps we set up throughout the year in Nigeria.



In Canada, the program is focused on providing eyeglasses and other vision support to vulnerable members of Canadian society. We provide vision support to low income families, seniors and children in the Greater Toronto Area. In conjunction with the HF Refugee Resettlement program, vulnerable newcomers are also provided with the vision restoration support along with other healthcare services.

2020 IMPACT

HF's Gift of Sight program has been operating in Kano, Nigeria since 2015. Through the program, HF provides underprivileged community members with cataract eye surgery, free of cost. Despite the challenges presented by the COVID-19 pandemic, **277 individuals in Nigeria** and **10 individuals in Pakistan** were able to restore their vision through free cataract eye surgery.



These vision restorative surgeries contribute to the continued improvement of the communities' overall health and potential.

287

FREE CATARACT EYE SURGERIES

SERVICES PROVIDED IN



NIGERIA



PAKISTAN



1,624

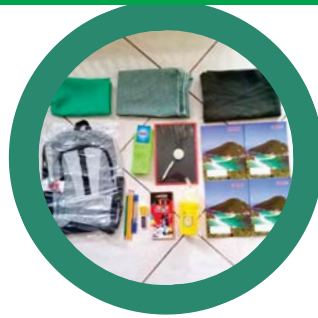
free cataract eye surgeries performed to date

KNOWLEDGE
for LIFE
Humanity First



1,100+

TOTAL NUMBER OF BENEFICIARIES



OVERVIEW

The Knowledge for Life program supports underprivileged children in their educational and academic needs. Children shape our future, thus access to education for every child is extremely important. As with all of HF's programs, the goal of Knowledge for Life initiatives is to enable the economic independence of those in need.

Helping underprivileged children in their educational endeavours by building schools, providing vocational training, and more

Humanity First plays a part in providing accessibility to education for all by supporting schools in underprivileged communities internationally. Humanity First builds schools, and provides school supplies and furniture.



LEARN A SKILL

There is also a subprogram in operation called Learn a Skill, which is an effort to empower community members to lift themselves out of poverty. Several vocational training centers have been opened in Nigeria, Niger, Senegal, Burkina Faso, Sierra Leone, Benin, Ghana, Gambia, These centers offer basic computer and sewing skills that would prepare students for potential work. and Bangladesh. Unfortunately, due to the COVID-19 pandemic, this service was not held in 2020, but will resume when it is safe to do so.



NIGERIA

Two schools were rebuilt in the Igbo-Oruwo Village and Iye-Osa Village, Oyo State, Nigeria. **Approximately 60 students** have benefited from this project. Previously, no other schools existed in that area.

10

HUMANITY FIRST SCHOOLS

11

COUNTRIES PROVIDED WITH EDUCATIONAL SUPPORT

776

STUDENTS ENROLLED

PAKISTAN

In January 2020, Humanity First built the Chora school in the district of Tharparkar, Pakistan.

This area previously had no facility for providing even primary education to children, and some children would have to go to neighbouring communities for schooling. This school has two classrooms with **92 students** currently enrolled.

CONGO

Humanity First has constructed two schools in Congo, located in Itali and Mpoutsian. These are the only schools providing primary education in their areas and currently have **114 students enrolled**.

HAITI

The construction of a new school in the district of Beauchamp began in December 2020 and is expected to be completed in March 2021. This school will provide access to education in a community where no other educational facility is available. The school will include **3 classrooms** to accommodate a **capacity of 100-150 students**, 1 teacher's office, and toilets.

PHILIPPINES

There are 3 Humanity First Schools running in the Philippines since 2015. Two are in Roxas City, and one in Concepcion. Collectively, they have **210 students enrolled**.



NIGER

Humanity First built a school in Niger in two phases—first it was built with three classrooms, and then later extended to **6 classrooms**. There are currently **300 students enrolled**.

OTHER EDUCATIONAL PROGRAMS

Humanity First also provides school supplies and aids in repairing pre-existing school. School supplies was provided to French Guiana, Brazil, and Senegal. Additionally, two schools in Brazil were reformed, and partial funding was provided for the construction of a school in Madagascar.







77

TOTAL NUMBER OF BENEFICIARIES



OVERVIEW

Global forced displacement is a growing crisis. **80 million people** around the world have been forced to flee their homes, 40% of whom are children under the age of 18. Humanity First has become one of the leading Private Refugee Sponsorship and Resettlement organizations, resettling refugee families in Canada since 2011. These newcomers begin a new life in a new home country, becoming positive and contributing members of society.



A YEAR WITH UNPRECEDENTED CHALLENGES

The challenges presented by COVID-19 affected many of the programs at Humanity First, including Refugee Resettlement. Primary concerns included travel restrictions and quarantine requirements which affected international travelers entering Canada. Despite the difficult circumstances, HF Canada resettled **33 families** in Canada this year, providing a total of **77 individuals** a new life in a safe country. The newly arrived refugee families were provided quarantine arrangements and ongoing early settlement support, including food support, rent support, transportation, and counselling.

77

PERSONS
RESETTLED

33

FAMILIES
RESETTLED



MALAYSIA



THAILAND



NEPAL



CHINA



SRI LANKA



UGANDA

HF OFFERS REFUGEES:

- SAFETY WITH DIGNITY
- CARE WITH COMPASSION
- SUPPORT WITH RESPECT
- ACCOMMODATION WITH COMFORT
- EARLY TRAINING FOR EMPLOYMENT
- EDUCATION WITH HOPE

NEWCOMER ORIENTATION SESSIONS

Meeting the needs of newly arrived families under COVID-19 restrictions required flexibility and creativity in the delivery of services. Upon their arrival, orientation sessions are organized for refugee families. This year, these sessions were provided in a virtual format. Four virtual orientation sessions were held this year. These sessions focus on civic values, Canadian culture, and the early settlement process, including information on how to obtain necessary documents such as PR Cards, SIN numbers, and Health Cards. Families were also provided information on opening bank accounts, registering their children in school, using public transportation and local community resources for their settlement needs.



ONGOING SUPPORT

In addition to supporting those who arrived in 2020, the Refugee Resettlement Team continued to stay in touch with families who arrived in previous years, maintaining a connection with them and inquiring about any of their needs that HF can meet. Mental health support was also provided to families, particularly those affected by the pandemic. This was done in the form of frequent phone calls and in-person check-ins.

CAREER COUNSELLING

In addition to the virtual orientation sessions, a number of smaller in-person sessions were held to counsel families for any specific needs or concerns. Two career workshops were held organized – one in person, while adhering to COVID-19 protocols, and one virtual seminar. These sessions provide information on resume building, certification courses, interview skills, foreign degree assessment services and employment opportunities. A number of individuals also received job counselling services from HF on a one-on-one basis geared toward their needs and skill set.



ORPHAN
CARE
Humanity First



62

TOTAL NUMBER OF BENEFICIARIES



OVERVIEW

Under this comprehensive program, sponsored children are placed in the care of carefully selected foster parents who can provide the child a safe and well-rounded upbringing in a loving family unit. Orphan children are provided shelter, clothing, basic nutrition and healthcare, and access to education.

Humanity First Coordinators facilitate the Orphan Care program, staying in touch with children and their foster parents regularly, as well as paying occasional visits to their homes to ensure that each family is managing successfully. Orphan children under the age of 18 qualify for this program. They are fostered until they reach 21 years of age or complete post-secondary education - whichever comes later.



SERVICES

Humanity First offers orphan children:

- Food Security
- Shelter
- Healthcare & Nutrition
- Clothing
- Access to Education
- A Loving Home



Humanity First operates the Orphan Care program in underprivileged communities, where orphaned children are provided a family environment by matching them to foster parents in their country. HF provides financial support to the foster family on a monthly basis to enable them to provide for the child.

In selecting foster parents, HF gives preference to close relatives of the child. This helps to ease their transition into a new home, maintaining the child's connection with their family. While these foster parents can indeed provide a loving home,

62

CHILDREN CARED FOR

Monthly

NEEDS ASSESSMENT



CAMEROON



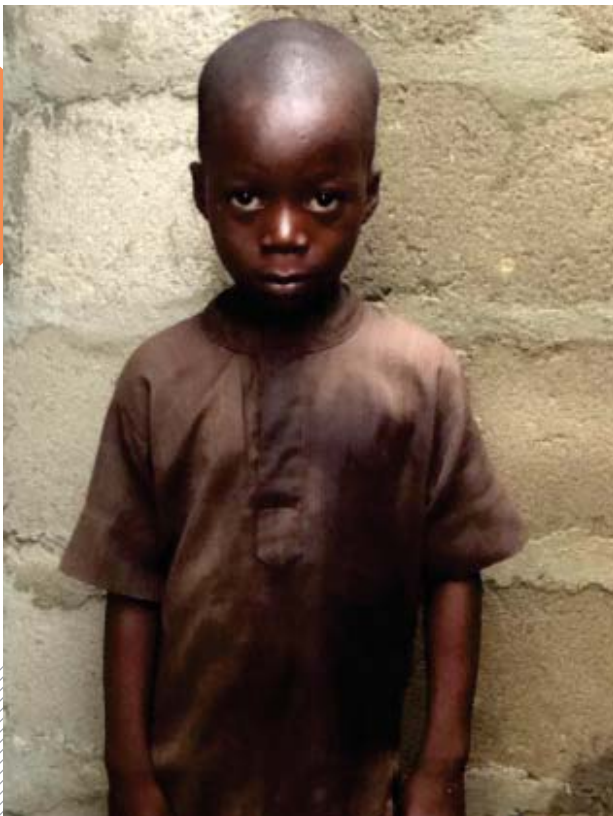
NIGERIA

oftentimes they do not have the capacity to provide for the child without financial support, as they may be living on a limited income themselves. HF's Orphan Care Program fills in those gaps, providing foster parents the necessary support to ensure the healthy and happy upbringing of the child. Foster parents report to HF on a monthly basis, sharing details of the care they are providing their children. This allows the Orphan Care team to carry out regular needs assessments, enabling the provision of diagnostic support.

2020 IMPACT

HF's Orphan Care program currently operates in two countries. In 2020, the Orphan Care program provided for a total of **62 children**; **52 in Cameroon** and **10 in Nigeria**.

Humanity First is currently working on the expansion of the Orphan Care program across more countries.







844

TOTAL NUMBER OF BENEFICIARIES





OVERVIEW

HF Canada has several community care projects that provide support to vulnerable members of communities both locally and internationally.

Community Care initiatives are carried out primarily in Canada to help vulnerable Canadians such as: children, low income families, seniors, newcomers and more. However, we have an important international presence with our Model Village projects and community centers.

Our Seniors First program is based in Canada and offers senior Canadians health and wellbeing sessions, field trips, basic computer literacy classes, conversational English classes, and food support.

We further regularly set up Tax Clinics to provide tax filing services to low income families, newcomers, refugees, and students in Canada.

We also carry out Model Village projects in remote areas internationally where basic necessities, such as water supply, sanitation, electricity, education, vocational training and healthcare services, are entirely out of reach.

INTERNATIONAL INITIATIVES

MALAYSIA & THAILAND

Assistance was provided to 109 refugee families in Malaysia and Thailand.

Families were given food supplies, medical supplies, and cash for emergency needs.

PAKISTAN

Humanity First Canada supported a family in need, providing food items to them on a monthly basis for one year.

Later in the year, two donkey carts with animals were purchased for the family to sell vegetables in order to become self-sufficient.



PHILLIPPINES

The Baliguian Island Sanitation Project was implemented to aid in recovery after Typhoon Haiyan. A total of **30 sanitation units** were constructed by the Humanity First Canada Team.

300+

FAMILIES SUPPORTED

COMMUNITY CARE PROJECTS ACROSS

14

COUNTRIES



FREE TAX CLINIC

Humanity First sets up annual Tax Filing Clinics during tax season in March to provide tax filing service to low-income families, newcomers, refugees, and students in Canada. This year was especially difficult due to the challenges presented by the COVID-19 pandemic. Despite the physical distancing limitation, HF helped **70 families** in successfully filing their taxes while following the necessary distancing protocol



SENIORS FIRST

The Seniors First program is based in Canada and offers seniors health and fitness sessions to improve mental, physical and overall wellbeing of seniors. This program also offers outdoor recreational trips, volunteer opportunities, learning of basic computer skills, English language skills, and food support.



While the circumstances surrounding COVID-19 put a temporary stop to these programs, HF ensured that alternate support to homebound seniors was made available in different ways such as:

- Customized fresh food hampers were delivered to the homes of seniors
- Grocery and prescription pickup and home delivery service was made available
- Seniors special need gift baskets were delivered at home including fresh fruits, vegetable, masks sanitizers and a booklet of resources available for seniors
- A survey was conducted with the help of youth volunteers to identify seniors' immediate needs. The youth volunteers virtually stayed in touch with the seniors on a weekly basis engaging them in a comforting conversation to check on their overall wellbeing and identify urgent needs to be attended to.
- The Telemedicine service was introduced enabling seniors to connect with a healthcare professional and seek consultation and prescriptions over the phone.



FUNDRAISING & AWARENESS

HUMANITY FIRST EXHIBITION

HF Canada held its second exhibition at Canadian Parliament in Ottawa in 2020. This exhibition served to raise awareness and showcase the work of Humanity First, serving mankind in Canada and around the globe. The Exhibition was organized and held at the Canadian Parliament on Monday, January 27, 2020.



The exhibition consisted of displays of various programs and projects, video presentations, and one-on-one tour of the exhibition. Invitation was sent to all 650 members of Parliament from various government parties.

GLOBAL TELETHON 2020

On September 19th, Humanity First held its annual Global Telethon, spreading awareness and raising funds for its various international humanitarian projects. HF Canada broadcast live from 2-7 PM EST, receiving support toward all nine of its humanitarian programs, with special focus on the flagship Ivory Coast Hospital Program. The broadcast hosted various honourable guests who participated in panels and segments informing the public of current issues and how they can help relieve suffering around the globe.



FIRST EVER VIRTUAL FUNDRAISING DINNER

HF Canada hosted the first ever Canada-wide Virtual Fundraising Dinner on November 29th, 2020. This three hour program highlighted key global issues and informed the public of HF's efforts in remote areas around the world. More than 2,000 dinners were delivered coast to coast, from British Columbia to Nova Scotia.



EXTERNAL OUTREACH

Business leaders, heads of various community organizations, and government officials have recognized the many efforts of Humanity First Canada and its dedicated volunteers in bringing relief to the community. From time to time, HF has the pleasure of hosting various guests at its headquarters in Concord, ON. Guests take a tour of the headquarters, and often help in packaging emergency food relief hampers in HF's Feed a Family Food Bank



Councillor Linda Jackson (centre) preparing emergency food hampers for HF Food Bank clients



Hon. Justin Trudeau
Prime Minister of Canada

Recognizing the selfless work of Humanity First in Canada and around the world



Hon. Peter Kent , Member of Parliament (right), preparing emergency food deliveries for HF Food Bank clients



Hon. Doug Ford, Premier of the Province of Ontario (left), and Hon. Stephen Lecce, Minister of Education for Ontario & MPP King-Vaughan (right), appreciating and commending HF on the 3D printed PPE distribution to frontline healthcare workers and GTA medical facilities



Hon. Anita Anand, Minister of Public Services and Procurement (left), assisting the HF food drive



Hon. Ahmed Hussen, Minister of Families, Children and Social Development (left), participating in HF's Feed the Homeless event during the holiday season



Councillor Linda Jackson (right) preparing emergency food hampers in the HF Food Bank



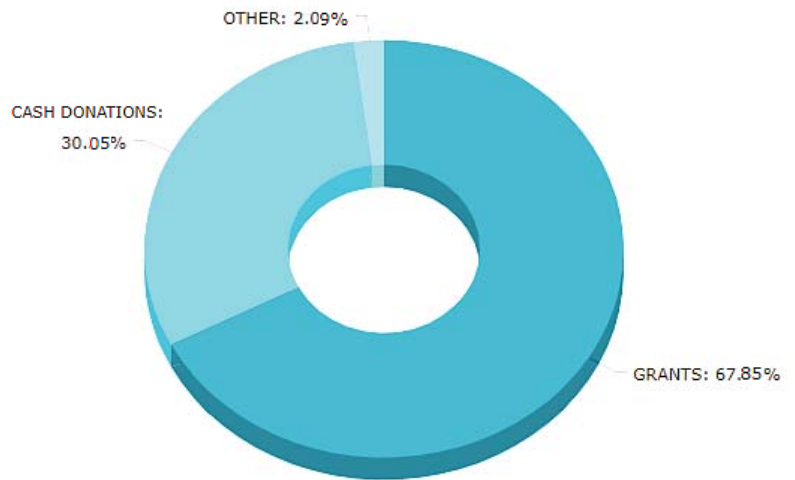
Hon. Judy Sgro, Member of Parliament, recognizing the work of the HF Food Bank and its volunteers



Hon. Francesco Sorbara , MP for Vaughan-Woodbridge; Parliamentary Secretary to the Minister of National Revenue (left), visiting the HF Food Bank in Concord, ON.

FINANCIAL REPORT

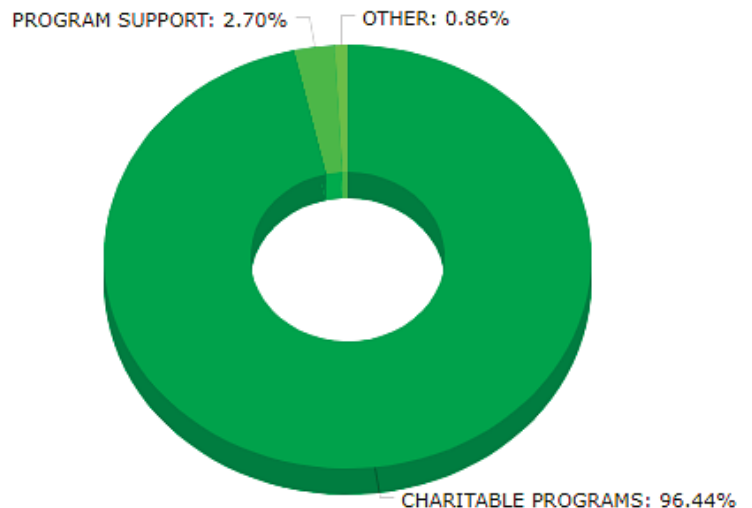
TOTAL REVENUE BREAKDOWN



TOTAL EXPENSES BREAKDOWN



CANADA: 64%
INTERNATIONAL: 36%



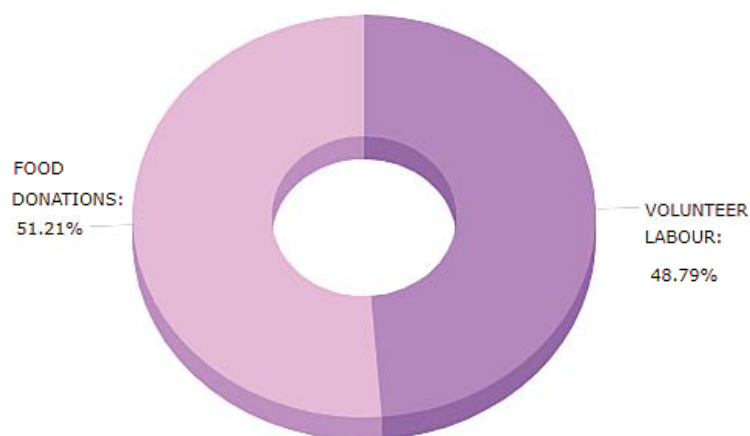
TOTAL IN-KIND DONATIONS

VOLUNTEER LABOUR: \$1,810,440

FOOD DONATIONS: \$1,900,000

TOTAL: \$3,710,440

OVER 100,000 VOLUNTEER
HOURS DONATED



PROGRAM EXPENSES BREAKDOWN

REFUGEE RESETTLEMENT:
\$2,662,154

FOOD SECURITY:
\$589,293

DISASTER RELIEF:
\$191,151

WATER FOR LIFE:
\$126,875

GLOBAL HEALTH:
\$76,107

COMMUNITY CARE:
\$64,066

KNOWLEDGE FOR LIFE:
\$54,509

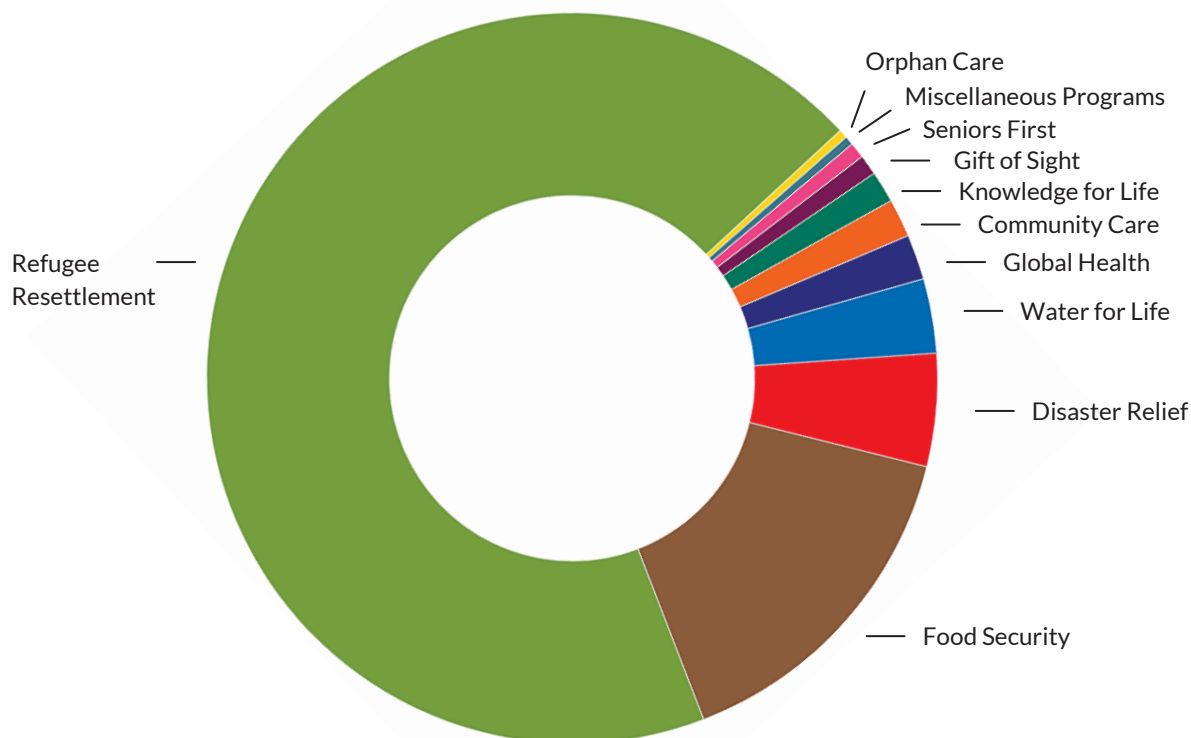
GIFT OF SIGHT:
\$33,277

SENIORS FIRST:
\$25,100

ORPHAN CARE:
\$17,000

MISCELLANEOUS
PROGRAMS:
\$15,126

TOTAL: \$3,854,658





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