

# DuMonde Helping Hands Foundation

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***Mission, Vision, Values & Ongoing Community Services***  
***Turning Food Insecurity into Food Security with Dignity, Equity, and Community at the Core***

## INTRODUCTION

DuMonde Helping Hands Foundation is a community-driven charitable organization dedicated to addressing food insecurity, reducing poverty, and restoring dignity to individuals and families facing hardship across Vancouver, the Lower Mainland, and surrounding communities. Our foundation was created in response to a growing and urgent need: far too many people in our communities struggle daily to access nutritious food, essential resources, and culturally respectful support systems.

We believe deeply that food security is not a privilege reserved for a few and it is a fundamental human right. At DuMonde Helping Hands Foundation, we meet people where they are, remove barriers to access, and create welcoming spaces where individuals and families can receive support without fear, judgment, or stigma. Our approach is rooted in dignity, equity, compassion, and community leadership.

Through ongoing food rescue initiatives, transit-accessible pop-up food banks, shelter distributions, culturally appropriate food programs, and volunteer-powered outreach, we transform surplus food into nourishment, stability, and hope. Our work is made possible through strong partnerships with food donors, community organizations, volunteers, and funders who share our commitment to justice, sustainability, and human dignity.

For more information about our work, programs, and impact, we invite you to visit [www.helphands.org](http://www.helphands.org).

## OUR MISSION

DuMonde Helping Hands Foundation exists to relieve food insecurity, reduce poverty, and restore dignity to individuals and families experiencing hardship throughout Vancouver, the Lower Mainland, and surrounding communities.

Our mission is to turn food insecurity into food security through community-led, culturally responsive, and low-barrier programs that address both immediate needs and long-term systemic challenges. We work alongside refugees, newcomers, seniors, youth, low-income families, and individuals facing multiple barriers to ensure no one is excluded due to language, income, immigration status, transportation challenges, or social stigma.

At the heart of our mission is a simple yet powerful belief:

When people are supported with dignity, communities become stronger.

Every interaction we have, every program we design, and every partnership we build is guided by this belief.

## OUR VISION

We envision a future where:

- No family goes hungry
- Food insecurity is addressed at both immediate and systemic levels
- Communities are empowered to care for one another

- Surplus food is rescued and redistributed rather than wasted
- Equity, inclusion, and dignity guide all food access systems

DuMonde Helping Hands Foundation works toward a Canada where food systems are just, sustainable, and accessible, and where community-based organizations are recognized as essential partners in achieving long-term food security, environmental sustainability, and social well-being.

## **WHO WE SERVE**

DuMonde Helping Hands Foundation primarily serves:

- Refugees and newcomers
- Racialized and visible-minority communities
- Low-income families and working-poor households
- Seniors living on fixed incomes
- Youth and young adults
- Individuals facing housing insecurity or unstable employment

Many of the individuals and families we support experience multiple intersecting barriers, including language limitations, cultural isolation, lack of transportation, food affordability challenges, and fear or stigma associated with accessing traditional food banks.

Our programs are intentionally designed to be low-barrier, culturally respectful, and community-rooted. Food access through DuMonde Helping Hands Foundation is never conditional, complicated, or dehumanizing.

## **WHAT MAKES DUMONDE HELPING HANDS FOUNDATION DIFFERENT**

### **Community-Based Food Access**

We bring food directly into communities through:

- Transit-accessible pop-up food banks
- Shelter-based food distributions
- Community hubs and outreach locations
- Partner sites close to where people live

This decentralized approach reduces transportation barriers, increases accessibility, and ensures food reaches individuals who are often excluded from centralized systems.

### **Dignity-Centered Approach**

We reject one-size-fits-all food access models. Instead, we prioritize:

- Respectful, welcoming interactions
- Cultural and dietary considerations
- Choice and flexibility whenever possible
- Trauma-informed, stigma-free service delivery

### **Food Rescue & Environmental Sustainability**

A core pillar of our work is food rescue and waste reduction. We actively recover edible surplus food that would otherwise be sent to landfill and redistribute it to families in need and reducing environmental impact while increasing food security.

## Volunteer-Powered & Community-Led

Our volunteers are the backbone of our organization. Many bring lived experience of food insecurity and poverty, strengthening trust, relevance, and community impact.

## OUR CORE VALUES

### Dignity

Every person deserves to be treated with respect, compassion, and humanity—regardless of circumstances.

### Equity

We recognize that systemic inequalities shape access to food and resources. Our work prioritizes those most impacted by poverty, racism, and exclusion.

### Community

We believe sustainable solutions are built with communities, not for them.

### Accountability

We are committed to transparency, ethical stewardship of resources, and strong governance.

### Sustainability

We work to reduce food waste, strengthen partnerships, and build long-term solutions that benefit both people and the planet.

## OUR ONGOING PROGRAMS & SERVICES

- Weekly Pop-Up Cultural Food Drives at transit-accessible locations
- Shelter and supportive housing food distributions
- Cultural food access programs
- Food rescue and redistribution initiatives
- Emergency food support for families and seniors
- Youth and volunteer leadership development
- Mental Health Community outreach and partnerships
- Environmental waste reduction through food recovery

## OUR IMPACT

- Serving over 1,100 individuals weekly
- Distributing food multiple times per week across Vancouver and Burnaby
- Rescuing approximately 4,500 pounds of food weekly
- Mobilizing hundreds of volunteers
- Supporting refugees, newcomers, seniors, youth, and families

## COMMITMENT TO TRANSPARENCY, STANDARDS & GROWTH

We uphold best practices in food safety, governance, and accountability and welcome collaboration with funders and partners.

## **WHY FUNDERS & PARTNERS CHOOSE US**

- Measurable impact
- Efficient, volunteer-driven operations
- Equity-centered service delivery
- Strong community trust
- Environmental sustainability

## **COMMITMENT TO RECONCILIATION & RESPECT**

We respectfully acknowledge that our work takes place on the traditional, ancestral, and unceded territories of Indigenous Peoples and commit to learning and action that honors Indigenous rights and leadership.

## **JOIN US IN CREATING FOOD SECURITY**

Food insecurity is a systemic issue that requires collective action. Together, we can continue turning food insecurity into food security and one family, one community, one act of care at a time.

Visit [www.helphands.org](http://www.helphands.org) to learn more, partner with us, or support our mission.