

Medicine Hat and District Food Bank (1992) Association



2010

Annual General
Report



Purpose

The purpose of the Medicine Hat and District Food Bank (1992) Association is to address food insecurity by distributing food free of charge to those deemed in need of temporary assistance in the City of Medicine Hat and the County of Cypress.

Mission

The Medicine Hat and District Food Bank (1992) Association believes that hunger exists in the community and that the community has a responsibility to address this food insecurity in a manner ensuring availability, accessibility and adequacy of food.

Contact Us

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Medicine Hat Food Bank Supports

In addition to handing out grocery baskets we also support several other community non-profit organizations including:

- ❖ Phoenix Safe House
- ❖ Musasa
- ❖ Volunteer Centre
- ❖ Redi Enterprises
- ❖ Salvation Army
- ❖ Mission of Grace
- ❖ Dream Centre
- ❖ Bridges Family Program
- ❖ Champion Centre
- ❖ Medicine Hat Family YMCA
- ❖ HALT Program at Medicine Hat High School
- ❖ School Snack Attack Program
- ❖ My Place Program at Crescent Heights High School
- ❖ Miywasin Society
- ❖ McMan Inn Between Youth Shelter
- ❖ Veiner Centre
- ❖ Core Association
- ❖ Community Food Connection
- ❖ Saamis Immigration
- ❖ CAN – Crisis Assistance Network
- ❖ Palliser Health Region
- ❖ Medicine Hat School District #76
- ❖ Prairie Rose School District
- ❖ Medicine Hat Catholic School District
- ❖ Medicine Hat Care Centre
- ❖ Good Food Box
- ❖ Santa Claus Fund
- ❖ Early Intervention Program
- ❖ Winter's Inn
- ❖ Best Babies
- ❖ Housing First

Message from the Chair

Well another year has come and almost gone with many changes in our city and our Food Bank. It has been a good year with staff and volunteers working hard to keep us running so well. The city is still facing a slow economy and all the problems associated with it, which of course means increased demand for us. Sometimes this means tough decisions must be made by the board and staff in order to ensure a fair distribution of services and the long-term viability of the Food Bank.

We have seen fences mended and new alliances formed with community organizations in order to help those in need of the most help. Financially we are doing well but I always hesitate to say such things because circumstances can change quickly and I believe one of our most important goals is to ensure that our Food Bank will be able to operate as long as we are needed.

In closing, I would like to thank the board, the staff, the volunteers and all of our donors and supporters for all of their work, efforts and support. It is because of those contributions that I am both happy and proud to be part of such a great organization.

Report submitted by Steve Turner, Board Chair



**Steve ... out in the freezing cold winter
soliciting donations to feed hungry people**

Current Year Directors



Steve Turner, Chair

Steve has lived in Medicine Hat for 12 years now. He and his wife, Sandra, have one little boy, Eric, who is going into Grade 2. Steve, Sandra, and Steve's parents operate the Cornerstone Sobey's Grocery Store. In his free time he enjoys working on computers, watching movies and hanging out with his best buddy, Eric. Steve is our "in-the-tent man" at the yearly Sobey's fundraiser and the genius behind the incredible chili at the annual Downtown Chili Cook Off.



Candace MacDonald, Director

Candace was raised in Taber, Alberta where she graduated from St. Mary's High School. She received her post-secondary education in Lethbridge and then moved to Medicine Hat in 2001. She married her husband in 2003 and currently works as an Insurance Broker at TSG Insurance where she has been employed for six years. Her hobbies are travelling, hiking, reading and cooking.



Linda Rossler, Director

Linda has been an active member of the Medicine Hat and District Food Bank for five years. In that time, she has served as a Director, Vice-Chair, and Chair. Linda retired last year from the Medicine Hat School District #76, where she served as Superintendent of Schools.



Cheryl Cant, Director

Since moving to Medicine Hat 30 years ago from the Niagara region, this area has become home. Cheryl graduated as a veterinarian from the University of Guelph and then completed an internship at the University of California at Davis. Once in Medicine Hat, she spent a year teaching at Medicine Hat College and then joined Valley Pet Hospital first as an associate and then as a partner. Her recent retirement allows her time for locum work, hobbies (gardening, riding and cross-country skiing), and the Food Bank. Her previous Board experience was with the Animal Care Committee at DND Suffield and the Council of the Alberta Veterinary Association. She is married to Roger Moses and has two grown sons.



Gerald Freedman, Director

Gerald was born and raised in Medicine Hat. He graduated from the University of Calgary with an Economics Degree. He has been married to his wife, Elaine, for over 25 years. Gerald is retired from RBC Dominion Securities where he worked as an Investment Advisor. He has served on other community boards including: United Way, Crime Stoppers, The College Foundation and The College Booster Club.



Darlene Rosenau, Director

Darlene is married to Willie and they have two adult children: Dillon and Cheyenne. They moved to Medicine Hat from Calgary in 1985. She presently works (though she doesn't see it as work) as a Fitness Instructor (yoga, pilates and toning) at the Medicine Hat College, the Veiner Centre, and the Redcliff Seniors Centre. Her volunteer experience includes 12 years with the Medicine Hat Kinette Club where she has served as President, Vice-President, Secretary and Registrar. She also volunteered as a Fitness Instructor with the YMCA for six years and has served three years on the Board of Directors at the YMCA.



Dwaine Dietrich, Director

Dwaine moved to Medicine Hat from Maple Creek, SK to finish high school. He studied Television, Stage and Radio Arts at SAIT and then returned to Medicine Hat in 1983 to manage CHAT TV. In 1984 he became manager of CHAT AM. He was Vice-President and President of Monarch Broadcasting for eight years and has worked in broadcasting for a total of 39 years, here in the Hat, in Lethbridge and in Calgary. He retired in July of 2007. He is married to Pat, the Manager of Medicine Hat and Area Home Care and they have three children. Besides his family, his main interests are his horses, his new pup and playing goal in the Masters Hockey League.



Les Pearson, Director

Les Pearson completed 33 years as an educator at the secondary and post-secondary levels; 24 of those years as a secondary school administrator. He has a Master's Degree in School Administration and Intercultural Education. Since his retirement from the education field, he has been the City of Medicine Hat's first Community Inclusion Coordinator and a project contractor for Persons with Developmental Disabilities (PDD).



Darlene Ford, Director

Darlene is a partner in an event planning company "Dare2Dream Promotions". Darlene has volunteered as a director on a number of boards including: the Women's Shelter, Cancer Society and is Past-President of the Medicine Hat Sunrise Rotary Club. Darlene has been happily married to Allan and together they have three sons and a treasured grandson! Her favourite quote is "All that we send into the lives of others comes back into our own!"



Carol Pierson, Director

Carol was born and raised in Denare Beach, SK (close to Flin Flon, MB). After high school, she attended the University of Saskatchewan and obtained a B. Comm. (majoring in accounting). She married shortly after moving to Calgary and during those 14 years she worked various accounting-related jobs, completed her CMA designation, and had five children. She moved to Medicine Hat in 2007 and enjoys spending the majority of her time being "Mom" and is experimenting with gardening. She is entering a new phase of life as her littlest enters preschool this fall – "What is she going to do with that extra time!!!!"

New Directors



Mona Girling, Director

For the past 30 years Mona and her husband, Don, have lived in Dunmore, and together they have raised their two boys: Cody and Cameron. Mona has an administrative background having worked 15 years in Provincial Court as the Administrator of the Criminal, Traffic and Civil Claims Division; 10 years as the Executive Assistant to the Chief Administrative Officer for the City of Medicine Hat; and 2 ½ years providing administrative assistance to the South Eastern Alberta Partners for Youth Career Development. Her passions include: bridge, golf, walking ... and now, The Medicine Hat and District Food Bank (1992) Association.



Barry Goodine, Director

Barry was born and raised in Redcliff, AB. He attended the University of Alberta where he received a Bachelor of Administration in English Literature / Sociology and a Masters in Corrections and Criminology from the Department of Sociology. He worked for the Solicitor General Department as a social worker and functioned as a youth court worker, an adult probation officer, a parole officer and the administrator of the Fine Option Program. He left the civil service six months after his eldest son was born and has been the primary parent, farmer/rancher and business manager of his wife's medical practice. He is married to his very busy pediatrician, Charlotte Foulston-Goodine. They have two sons: Thomas, who is about to enter his second year of medical school at the University of Alberta; and, Elliot, who is a graduate student with the Department of Philosophy at the University of Alberta.



Linda Lehr, Director

Linda and her husband, Randy, live on a ranch north east of Medicine Hat. They consider themselves very fortunate to have their children as partners with the company ... so their grandchildren are on the ranch with them. Linda has been involved in the community for many years in various capacities: through Kinettes at the local club, district and national level; she just finished serving two terms on the Board for the Community Foundation of Medicine Hat and Southeastern Alberta, and she spent a number of years on the Tourism Board. She has also assisted here and there for friends working on projects to help our community. Her work background has been in retail; at one point, being a joint partner in a business. Linda feels Medicine Hat is her home and is a wonderful community.

Medicine Hat Food Bank Staff



Connie Matson
Executive Director



Fiona Drabble
Director of Client Services



Carmen Virovec
Volunteer Coordinator



Maria Roberts
Office Assistant



Brent Binnie
Warehouse Manager

Message from the Executive Director

The past two years have been very challenging and also very fulfilling here at the Medicine Hat and District Food Bank. We have gone through numerous renovations and changes to try to streamline our operation and make it more efficient for volunteers, staff, clients and partnering agencies. These changes have allowed us to keep up with the growing number of people that we are seeing on a daily basis.

We are still experiencing an increase of approximately 40 new families a month. We are making several referrals monthly to other agencies in order to assist clients with the issues that have caused them to need our services. This unprecedented growth comes with a variety of challenges. We continue to enhance our programs in order to fill existing gaps.

This past year we kicked off our Healthy Bundles Program. We are proud of the commitment shown by both the staff and volunteers towards the service offered to women in need and their babies. As a result of the Snack Attack Program, we have noticed increased support from the local schools, parents and community in general. We hope to continue to grow and learn ways to improve the quality of life for our clients.

We continue to appreciate the great support our community gives us in assisting those less fortunate. We are also blessed by the large number of volunteers here at the Food Bank that makes it possible for us to do our jobs. Thank you for your dedication, hard work and friendship. Also thank you to the large corporations that have believed in us over the last few years and supported our programs and goals. We financially could not have done it without you.

In 2009, we were not the only food bank that saw the demands increase. The province of Alberta saw a 61% increase in the number of clients who had to access food banks. This was the largest increase in the country. We look forward to the challenges that 2010 will bring and seek ways to improve our programs to become more comprehensive and inclusive.

Report submitted by Connie Matson, Executive Director

Snack Attack Program

Snack Attack
This program provides an Emergency Shelf with nutritional snacks and breakfast items for those children who come to school hungry. To date, we have 24 elementary schools in Medicine Hat and Cypress County on board with this program.

In 2009 – 2010, One (1) child in five (5) went to school hungry.

Hunger a third world problem?
Try third grade in Medicine Hat.
End classroom hunger. Make a donation to the Snack Attack Program today.....

When a child's stomach is empty, everything else is secondary.

An empty stomach means ...
No food for THOUGHT

Thank you to our major sponsor of the Snack Attack Program -- CIBC Wood Gundy

Message from the Director of Client Services

The opportunity to take on the position of Director of Client Services has been both a privilege and an eye-opening challenge. What I have learned thus far is that there is sometimes a wide gap between perception and reality. For instance, living and working in Medicine Hat, I had a perception that I understood the synergies of the community I love. Then there was the realization of the magnitude and diversity of the many problems faced by our clients.

As Director of Client Services, my approach has been to get a good solid understanding of the client's needs in order to help them gain their independence. In order to do that, reasons must be identified for requiring our services. Many of our clients return year after year and in some cases generations of families require assistance.

Before providing possible direction to a client, it is paramount that the direction is provided based on solid information. This direction is provided slowly so as not to overwhelm the client. As an example, a client with mental health issues may not think like you or I. Many are now defensive based on previous experience and incorrect judgment. Building a positive relationship allows the client to think, grow, and move forward as he/she contributes to individual fulfillment in life and those around them.

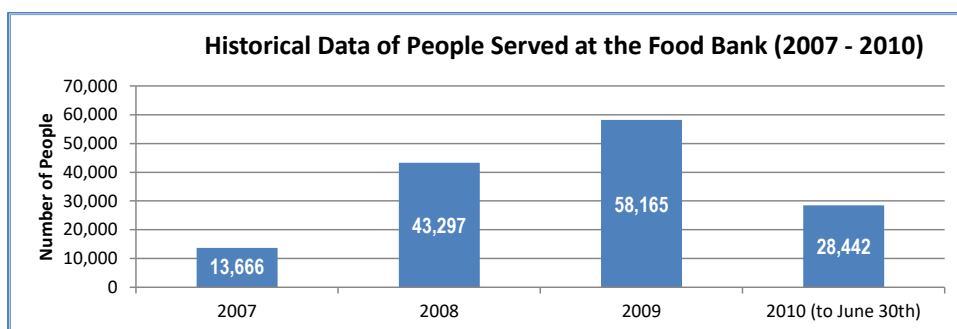
There are not always answers for everyone and every situation; however, the more interaction, the easier it is to recognize the many difficulties and challenges faced daily our clients. Concerted effort helps the organization work for them to build paths towards a more meaningful future. A starting point has been to provide the information necessary to enable clients to manage their own budgets and gain less dependence on the Food Bank.

Other examples of the support provided is in-office arrangements made to other support agencies including: meals on wheels, employment, budgeting classes, medical financial assistance, addictions treatments and many more. We encourage clients to obtain the help they need in order to get well again and live more productive lives.

In recent months we have had a large number of requests for a tour of our facilities and to provide presentations detailing our services to partner organizations -- organizations such as Mental Health, Best Babies, Housing First, McMan, AISH, Core, Redi, Brain Injury Centre, Teen Mom's Centre, Salvation Army, numerous churches to name just a few. The common goal is to create collaboration between agencies to better serve our clients.

I look forward to 2010 and working with the staff, volunteers, community and partners as we assist all clients toward a healthier and more productive life.

Report submitted by Fiona Drabble, Director of Client Services



Message from the Warehouse Manager

This past year has been a year of transition in the warehouse as I assumed the role of Warehouse Manager effective June 2010. As part of my transition, warehouse staff and volunteers conducted a 100% stock check in the warehouse. Outdated food products were removed and a new system has been implemented to ensure product is rotated on a timely basis. Additional volunteers working daily in the warehouse has assisted in contributing to the efficiency in the operation of the warehouse.

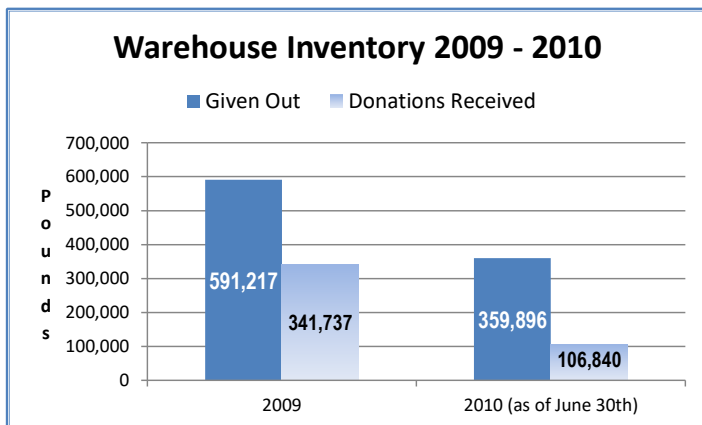
Safety has been a focus for the warehouse staff and a number of changes have been made to the work area. Inventory has been removed from top shelves to provide for a safer work environment. In addition, vehicle inspections are being carried out on a weekly basis to ensure the fleet is roadworthy and safe for staff and volunteers.

The warehouse area, specifically the root cellar, fell victim to the heavy rains received this year in Medicine Hat. Because of extreme mould conditions, the use of the root cellar had to be abandoned. Staff are currently reviewing proper and safe handling before the mould is removed. To circumvent a reoccurrence, potatoes will be stored in the Alpha building this winter.

The Food Bank continues to pick up daily from Costco, Northlands Co-op, Little Caesar's Pizza, Maple Avenue IGA, Division Avenue Safeway, 13th Avenue Co-op, and Sobey's, and picks up community drop boxes at Division Avenue Safeway, Superstore, both Co-op stores, Crescent Heights Safeway and Superstore on a weekly basis. This support allows the Food Bank to provide fresh bakery items, milk products and fruits/vegetables to our clients.

Many strides have been made working towards the safe and efficient storage of our food products. I look forward to the continued support of all the volunteers and I look forward to another successful year at the Food Bank.

Report submitted by Brent Binnie, Warehouse Manager



REPORTS: Personnel Committee

The Personnel Committee consisted of:

Linda Rossler, Chair	Candace MacDonald
Darlene Ford	Steve Turner
Gerald Freedman	Connie Matson
Les Pearson	

The Committee met on the third Thursday of each month at 4:00 p.m.

The mandate of the Personnel Committee was to examine in 2009-10 four key areas:

1. Executive Director's Job Description which was rewritten and passed by the Board of Directors.
2. Review contracts of employment, salary and employee benefits which were discussed and remain the responsibility of the Executive Director.
3. Review Appraisal System for Executive Director which will be completed in the 2010-2011 year based on the new Executive Director's Job Description.
4. Investigate issues around Notice of Motion for AGM 2010 and make recommendations to the Board for AGM 2010 which was completed with the recommendation to withdraw the Notice of Motion at the AGM 2010 since the policy was found to be sound and in order.

In addition several policies were added to the policy manual:

1. Job Description for the Board of Directors
2. Job Description for the Individual Director
3. Client Appeal Process

The committee worked diligently and conscientiously to complete their mandate. Thanks to the committee members for their dedication and interest.

Report submitted by Linda Rossler, Chair



REPORTS: Community Relations

The Community Relations members for the past year consisted of:

Cheryl Cant, Chair	Carmen Virovec
Rhonda Carlson	Russell Lovejoy
Gerald Freedman	Jean Harrison
Steve Turner	Connie Matson

The Community Relations Committee has a number of responsibilities including advocacy, grant applications and fundraising, government regulations, widening the donor base and organization of the Annual General Meeting.

All members of the Committee, the Board, volunteers and Food Bank employees have been strong advocates of the Food Bank and their efforts are to be congratulated.

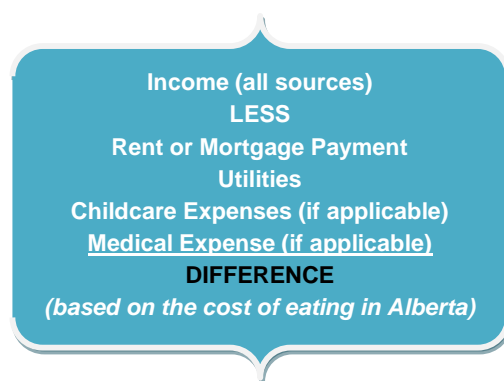
A number of fundraising efforts have taken place this year or are ongoing. The Food Bank was chosen as the charity to benefit from the Sunshine Benefit Golf Tournament (sponsored by Fifth Avenue Wealth Management (RBCDS) and Desert Blume Golf Club). A quilt donated to the Food Bank by the Cactus Rose Quilt Guild is being raffled off in September. Discussions have taken place with Medalta to implement a project where patrons will be served soup in bowls donated by local potters, and then take home the bowls. It is hoped that this event will take place in the spring of 2011. Additionally, a commitment has been made to hold a Tom Jackson "Singing for Supper" concert December 7, 2010 at the Monarch Theatre.

Initial steps have been made at the Board level to develop formal terms of reference for the advocacy of our committee. This task came out of the Board Development workshop held in February.

As Chair of this Committee, I would like to thank committee members for their dedication and hard work in providing food security to our community. I anticipate that this committee will continue to be very active with a number of exciting projects to be undertaken in the coming year.

Report submitted by Cheryl Cant, Committee Chair

Do you Qualify for Assistance?



How We Can Work Together

Volunteering

We are always looking for new volunteers to assist us. We need help with the daily operations of the Food Bank as well as volunteers to help with our special events throughout the year. If you are interested in being part of a dynamic volunteer team, please call 403-528-4313 to discuss the process.

Organize or Host an Event

Many people find it easy to contribute to the Food Bank by collecting donations at their local school, office, church, or by taking donations as part of an event. For birthday celebrations, anniversary parties, etc. you can ask that your guests make a donation to the Food Bank in lieu of gifts or flowers. If you would like to discuss your ideas or if you would like to host an event, please call.

Plant a Row – Grow a Row

The Plant a Row – Grow a Row program invites local gardeners to grow an extra row of fruits or vegetables to donate to the Food Bank. It also encourages local gardeners to share their excess crops with us. If you are interested in growing a row and would like to know what would be most suitable for the Food Bank, please call us.

Other Ways You Can Help

Many times the Food Bank is in need of specific items or services that you may be able to donate. Gift-in-Kind receipts may be available. Please call us to discuss this option.



Donating Money

The Medicine Hat and District Food Bank does not receive Federal government funding and, therefore, relies solely upon the generous donations from the community. While donations of food and time are greatly appreciated, money is needed for essential items to ensure that our services remain available. Donated funds are needed for things like building repairs and maintenance, utilities, MHFB vehicle maintenance, fuel, office supplies, office equipment, etc. In order to be a successful and effective organization, and to be able to provide continuity of service to our clients, we also require some paid employees. Tax deductible receipts are available for your donations of \$10 or more. Remember every little bit helps.

**100% of your donation
STAYS in YOUR
Community!**

Donating Food

Of course, food is always welcome. We suggest that you only bring food here that you would feel comfortable serving in your own home. Make sure that it is in good condition and not outdated. You can donate food in the following ways:

- Take your non-perishable food donation to one of our Food Bank drop boxes located at Canada Safeway Stores, Co-op and Superstore **OR**
- Bring your donation to us at the Food Bank during our regular business hour (8:30 am to 4:30 pm).
- If you would like to know if there are specific items that we are in need of at the time, please call us and we will be happy to let you know.

Common Food Bank Myths

MYTH

Any person can just walk up to the Food Bank and get food ... no questions asked.

TRUTH

Absolutely NOT true! All clients of the Food Bank must go through a screening process to determine if they are eligible.

MYTH

People who really don't need the food are always getting it (i.e., people who drive nice cars, wear nice clothes, etc.)

TRUTH

The Food Bank is a **temporary food service** and anyone can find themselves in financial crisis. "If you were laid off, would you sell your car, or would you use it to find another job?"

MYTH

The Food Bank is constantly wasting food – "I've seen lots of food thrown out at the Food Bank."

TRUTH

The Food Bank will only distribute quality food. Our staff and volunteers feel that if they would not eat the food, they will not give it to clients. Very little food is taken to our landfill. We have partnered with several agencies and any extras go out to them to further assist those in need in our community.

MYTH

Only "lazy" people with no jobs get food from the Food Bank.

TRUTH

The majority of clients at the Food Bank include the working poor, AISH clients and those on Social Assistance or Unemployment. When making minimum wage most families have difficulty making ends meet and being able to feed their children.

MYTH

The Food Bank must spend a lot of money on salaries because there are so many people working there.

TRUTH

Volunteers are the backbone of our organization; 80% of the work is done by volunteers and many people volunteer for us on a regular basis. We only employ enough staff to ensure that there is a continuity of services to our clients. At present we have 3 full-time employees and 2 part-time.

MYTH

The Food Bank has lots of food – their shelves are full. They don't need any more donations.

TRUTH

The Food Bank receives most of its donations in the fall so sometimes it appears that we have "lots"; however, we need to make that supply of food stretch for the entire year.

Many People Play a Part in Sharing Food



Medicine Hat Co-op Fundraiser



Donation from Niblock & Company



CHAT Food Drive



Donation from TD Canada Trust



Don and Doris Dempster participating in the Sunshine Golf Benefit sponsored by Fifth Avenue Wealth Management, a division of RBCDS



Donation from RBC



Donation from REDI Recycle



Donation from Investors Group Financial Services



Donation from Crescent Heights Lions Club



Donation from CIBC



Donation from MH Real Estate Board

***Special thanks to C.J. Mitchell
for her contributions to the
Food Bank***



Donation from Pipeline Grazing



Connie and Joy Harper at the Farmer's Market



Sue Rollefstad (L) and Deb Englot (R) at the Sunshine Golf Benefit



CHAT Food Drive at Prairie Rose School Division



Youth Giving Back to Their Community with a Peanut Butter and Jelly Sandwich Food Drive

PennWest
ENERGY

Hargrave Ranching

pat's OFF-ROAD TRANSPORT LTD.
Phone 1-403-527-4774

fcc Farm Credit Canada

Superstore Loblaws
REAL CANADIAN

ConocoPhillips
Canada

nexen

Terry
Bartman
Construction Inc.

MMP

MEYERS NORRIS PENNY UP

Canadian Fertilizers Limited

TRANSIT
PAVING INC.
526-0386



"A tradition since 1887"



Brent Binnie, Maria Roberts, Connie Matson, Carmen Virovec and Fiona Drabble – enjoying the Purolator Barbecue



Gladys Nickel, Kristopher Kulpe and Connie Matson at the Stampede Breakfast



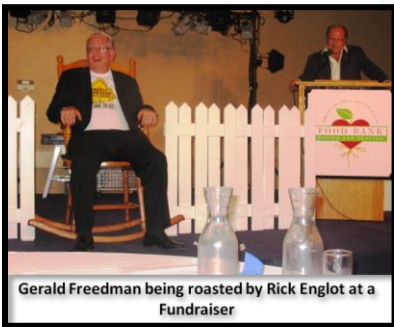
Darlene Rosenau and Kathi Herman at Stampede Breakfast



Connie, Maria and Merrill at Purolator Barbecue



Not only does the Board of Directors oversee the mandate for the Food Bank, Members also volunteer their time to represent the organization at Public Functions, alongside Staff members.



Gerald Freedman being roasted by Rick Englot at a Fundraiser



Darlene Ford and Connie Matson at Chili Cook Off



Cheryl Cant (L), Volunteer (M), Linda Rossler (R)



Dwaine Dietrich and Steve Turner at Chili Cook Off

The Spirit of Volunteerism is Alive and Well in Medicine Hat



Linda Clifford, Glenda Bolger, Deborah Schlosser



Julia Hellman and Jean Leple



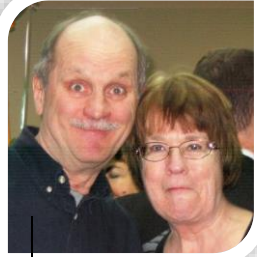
Garland Hahn



Gary and Jean Harrison



Nancy and Russell Lovejoy



Roger and Claudette Wirth

In 2008, over **3,349**
hours were volunteered.
In 2009, more than **6,554**
volunteer hours were
given.

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Pat and Glenn Rogge



Allan Getz



Doreen and Nick Medwid



Howard McKelvey



Marlene Weisschadel

Medicine Hat Food Bank Contact Information



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For Questions / Concerns:

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Executive Director
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For Appointments:

Fiona Drabble
Director of Client Services
403.528.4566

Hunger Has an Appetite

Hunger has an appetite and it won't be denied.
It consumes self respect, swallows the spirit and feeds on indifference.
You see hunger in a child's eyes.
Hear it in a baby's cry.
Feel it in a senior's hand.
Food is our most fundamental need.
Yet for some, eating three meals a day is a luxury.
Changing that reality requires commitment – a commitment of ongoing active concern.

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