

# GOOD FOOT DELIVERY

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## 2019 HIGHLIGHTS



[www.goodfootdelivery.com](http://www.goodfootdelivery.com)

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Charitable # 825692668RR0001

# 2019 HIGHLIGHTS

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Thanks to the generosity and commitment of our donors, we continue to service the neuro-diverse community in an impactful way. In 2019 we rolled out a new program to better support our Couriers with a long-term goal of enhancing their employability. Additionally, we implemented measures to facilitate both business stability and growth, building a strong foundation for long-term success.

## Hiring, Training and Development

The Good Foot team increased with the hiring of **six (6) new Couriers** who are benefitting from our redeveloped training program, with an enhanced focus on the tools needed to provide excellent customer service and complete orders in an efficient manner. Four (4) existing Couriers were promoted to the new position of **Training Facilitator**. In addition to supporting our new Couriers in training, the Training Facilitators also enhance their communication skills and build overall confidence.

We restructured and expanded the office team to provide Couriers with more efficient and tailored support. Two (2) Operations Coordinators now handle dispatching and day-to-day delivery operations, and the Social Support Coordinator assesses Courier skills, creates support plans as needed and offers life skills training, ensuring that Couriers are best positioned for success.

## DELIVERIES & DONATIONS

More than **250 new customers** placed orders with Good Foot!

By year end, we expect to complete close to **18,000** deliveries, generating over **\$200,000** in revenue, an increase of 18%.

For 2019 we anticipate donations and government grants to reach **\$564,000**.





## Dreamweavers Partnership

Good Foot has partnered with Dreamweavers, an Occupational Therapy collective that works with individuals from the neuro-diverse community, to provide additional on-going one-on-one support to Couriers and to host a series of workshops focused on professional and personal skills. The first workshop, on communication skills, was held in October 2019.

## Infrastructure Improvements

We updated our brand and launched an ad campaign that highlights and celebrates our most important asset - the Couriers. Investments in a soon to be released website re-design with new, customized courier software will offer an enhanced user experience that better meets the needs of the Couriers, increasing delivery efficiency.

## Scotiabank Marathon

With the support of Blacktoe Running and Achilles Canada, our Couriers completed the 5k during the Scotiabank Marathon. Our Couriers worked hard to achieve their personal goals. One of our Training Facilitators beat her walking time by 20 minutes! Thanks to the fundraising initiatives of our Couriers, Run to Beer and the Great Lakes Brewery we raised over **\$15,000** this year.



## Deloitte Mentorship Program

Good Foot Delivery launched a mentorship program with Deloitte. The goal is to build Courier's skills, strengthening long-term employability, and to create an affirmative case to demonstrate and highlight the talent of neuro-diverse individuals.



## 2020 Outlook

In the coming year we will further enhance the training program, fostering the continued growth of our Couriers, and facilitate opportunities to gain new skills and strengthen employability through partnerships with local businesses.