

## GVFB Agency Program: Policies and Procedures

### Purpose

The purpose of this document is to clearly outline expectations, procedures, and policies that the Greater Vancouver Food Bank (GVFB) incorporates to provide dependable and consistent service to our Community Agency Partners.

### Policy Statement

The GVFB works to ensure that food distributed in the community meets and/or exceeds established safety and quality standards set forth by Food Banks Canada.

### Ordering

1. Orders must be submitted by the deadline indicated on the order form to ensure that they are processed and acknowledged that late orders will not be accepted.

Late orders:

- a) The first time an order is submitted late, a one-days grace period will be granted.
  - b) At this time, GVFB staff will communicate that any other late orders will not be accepted.
2. The GVFB may put all service on HOLD if:
    - a) All partnership renewal documents are not submitted by the deadline.
    - b) Agencies receive three warnings regarding following GVFB policies and procedures outlined in this document.
  3. If you have any issues regarding ordering, we ask that you contact the Administrator by email [agencies@foodbank.bc.ca](mailto:agencies@foodbank.bc.ca) or call 604.216.3078

### Special Requests

Agencies may request additional support using the Special Request Order Form up to twice annually for upcoming events. If GVFB has the capacity we will supply the requested order based on availability.

### Warehouse Pick ups

1. Agency representatives must wear closed toed shoes to pick up orders and acknowledge that without appropriate footwear access to pick up order will be denied.
2. Agencies who cannot pickup their order:
  - a) Must notify the GVFB no later than 12:00pm the day of their scheduled pick up.
  - b) May request that the order be held until Friday, if procedure above is followed.

## Deliveries

1. The GVFB will:
  - a) Commit to a two-hour delivery window.
  - b) Provide a copy of the order form; to be signed upon receipt of delivery.
  - c) Deliver order through entrance specified by Agency - due to limited capacity (time and staff) and the health and safety of our team we can go no further into the facility.
  - d) Apply a \$20.00 {plus tax} delivery service fee for each delivery.
  - e) Gratefully accept the previous week's reusable crates, empty and ready for pick up.
2. Agencies who cannot accept their scheduled delivery:
  - a) Must notify the GVFB no later 9:00am the day of scheduled delivery.
  - b) Following a), the CAP can request to pick-up the order until Friday. GVFB may schedule another delivery if we have the capacity.

## Warning System

The CAP Program has a three warning system set in place:

1. First Warning: Incidents of significance, including but not limited to numerous late order submissions, inappropriate conduct towards GVFB staff, volunteers and/or other Agencies, and inconsistent communication.
2. Second Warning: Following the first incident, a warning will be issued via email with an explanation as to the reason for the warning.
3. Third Warning: Should another incident occur following a third warning, the CAPs service will be put on hold until an in-person discussion can take place to determine next steps.

## The Ethical Foodbanking Code

Food Banks Canada and our network of Provincial Associations and Affiliate food banks will:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, color, religion, sex, sexual orientation, income source, age, or mental or physical ability.
2. Treat all those who access services with the utmost dignity and respect.
3. Implement best practices in the proper and safe storage and handling of food.
4. Respect the privacy of those served, and will maintain the confidentiality of personal information.
5. Not sell donated food.
6. Acquire and share food in a spirit of cooperation with other food banks and food programs.
7. Strive to make the public aware of the existence of hunger, and of the factors that contribute to it.

8. Recognize that food banks are not a viable long-term response to hunger, and devote part of their activities to reducing the need for food assistance.
9. Represent accurately, honestly and completely their respective mission and activities to the larger community.

### GVFB Food Philosophy

The GVFB works together with others in the food system to provide healthy food to those in need. This includes the right to choose nutritious and safe food with dignity and respect. The Food Bank is a welcoming place for everyone. It encourages learning together through sharing stories and experiences. We aim to collaborate with those who share our philosophy at the individual, community and policy level.

### GVFB Respect Policy

We believe in providing a respectful environment to all members, volunteers, and staff at all of our sites. Everyone has the right to:

1. Be treated with patience, understanding, dignity and respect.
2. Be treated equally regardless of race, ethnic origin, gender, gender expression, sexual orientation, disability, political affiliation, financial status, criminal history, immigration, or family status.
3. Confidentiality.
4. A safe physical and emotional space.

We expect everyone to respect these principles in order to create a safe, warm, and welcoming environment for all.

### Values

Respect, Integrity, Accountability, and Stewardship.

### Mission

Providing Healthy Food to Those in Need.

### Vision

Healthy Communities through Fair and Effective Food Systems.

### Contact Us

Nicole Campbell, Agency Administrator email [nicolec@foodbank.bc.ca](mailto:nicolec@foodbank.bc.ca) or call 604-612-9718

Jeanne Lefebvre, Agency Manager email [jeannel@foodbank.bc.ca](mailto:jeannel@foodbank.bc.ca) or call 604-876-3601 ext. 360

GVFB Whistleblower Policy is available should you like to remain anonymous. To access this service, please follow this link: [www.thetandemteam.com/whistleblower.html](http://www.thetandemteam.com/whistleblower.html) using the following code: 1008933