

April 7, 2020

## An Open Letter to Existing and New Greater Vancouver Food Bank Clients

The Greater Vancouver Food Bank has been providing food support to community members in Vancouver, Burnaby, New Westminster and the North Shore since 1983. For nearly 40 years, we've served our communities reliably and consistently through good times and bad.

As we face the COVID-19 pandemic together, we want to provide you with information and reassurance about the support you will receive from the GVFB.

### **We're here to welcome you, and provide food and other resources you might need.**

Now, as always, when you come to a Greater Vancouver Food Bank distribution location for help, you will be provided with food.

Since the Greater Vancouver Food Bank is part of a larger network of food support providers, we can also give you information about other food support services in your neighbourhood.

### **We're here for you, at 5 locations in 4 cities.**

Click here for our current locations and schedule: <https://foodbank.bc.ca/find-food/locations/>

Given COVID-19 provincial health guidelines, we have rapidly adapted our operations to ensure physical distancing to keep you, our staff and volunteers as safe as possible. To support you and meet the anticipated growing demand, 4 of our 5 current food distribution locations are now significantly larger, with extended hours of service. This has been done with the support of local governments, Vancouver Coastal Health and other community partners.

If you have questions or if you need information to help you find food, please contact us by telephone at **604.876.3601** or by email at [reception@foodbank.bc.ca](mailto:reception@foodbank.bc.ca)

### **Other ways you can find food support**

#### **Community Food Distribution**

The Greater Vancouver Food Bank staff and volunteers are preparing groceries for distribution through the neighbourhood houses, churches, and community locations where we normally distribute food. Thousands of bags have been provided already, and we will continue our grocery bag program in the weeks ahead.

For more information about where you can receive a grocery bag please contact us by telephone at **604.876.3601** or by email at [reception@foodbank.bc.ca](mailto:reception@foodbank.bc.ca)

### Increasing food support for Community Agencies

The Food Bank also distributes food to approximately 80 community agencies that provide important prepared meal and snack programs in neighbourhoods across Vancouver, Burnaby, New Westminster, and the North Shore. We are increasing the amount of food available to these agencies, and we are also quickly expanding these services to provide food to a growing number of additional organizations and agencies that are reaching out to us for help.

If you would like more information about meal programs available in your neighbourhood, please click here: <https://foodbank.bc.ca/find-food/agencies/> or contact us by telephone at **604.876.3601** or by email at [reception@foodbank.bc.ca](mailto:reception@foodbank.bc.ca)

### If you feel unwell or you are in isolation

If you feel unwell or are in isolation, **we ask you to please stay away from Food Bank locations.** Our priority is making sure we have a safe and healthy environment for all community members, and staff and volunteers, so we can continue providing food support to people in need. As a responsible employer and an essential community service, if we notice someone displaying symptoms of cold, flu, or COVID-19, they will not be permitted into our centres. These measures protect you and others. **Remember that we're all in this together.**

If you need to stay home or are in isolation and you need food support, we encourage you to **contact bc2-1-1** to find out what food delivery services are available to you in your area. If you would like to contact us by telephone at **604.876.3601** or by email at [reception@foodbank.bc.ca](mailto:reception@foodbank.bc.ca) we will do whatever we can to help you find resources.

We understand that needing food support is difficult, and it's made more difficult as we face COVID-19 uncertainties. **Please be assured that together, with the support of our incredible staff, volunteers and donors, we're here to help you.**

Sincerely,



David Long  
CEO, Greater Vancouver Food Bank

