

Greater Vancouver Food Bank Agency Policies and Procedures

Purpose

The purpose of this document is to clearly outline expectations, procedures and policies that 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 will be sent out the Tuesday prior to GVFB Warehouse week and must be submitted by the deadline indicated on the order form.

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.

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 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 than the day prior to the 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 in place, which includes an implementation of non-severe warnings, known as **issues**. Issues are used prior to enforcing the three-warning system.

When a CAP receives up to five issues this will equal a first warning. Once a first warning has been issued, the next time a serious problem arises it will follow with a second warning, rather than another issue.

Breakdown of Warnings:

1. **First Warning:** Incidents of significance, including but not limited to numerous late 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 a 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.

Please note issuing of warnings will be based on the discretion of staff on a case by case basis

GVFB Return Policy

The GVFB will not accept returns on items that have been ordered or selected by an Agency, unless items do not follow our Food Distribution Guidelines. Agencies are encouraged to consult the GVFB Food Distribution Guidelines, if unsure.

Annual Surveys and Impact Letter

Agencies are required to complete two annual surveys and an impact letter. Each will be sent out via email and will include a deadline for completion.

1. Under certain circumstances, extensions are available to Agencies who are unable to complete the survey/letter on time. They may submit an extension request, valid for a one-week extension period.
2. If the survey/letter is not completed by the deadline, the Agency's service may be placed on hold. This may extend until the survey/letter is completed or an extension is agreed upon.

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 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: Health Communities through Fair and Effective Food Systems.

Whistleblower System

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

Contact Us

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