



Greater Vancouver Food Bank Community Agency Partners 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 and follows to provide dependable and consistent service to our Community Agency Partners (CAPs). The Community Agency Team will work with CAPs to meet these expectations and will provide alternative solutions and allow for flexibility when possible.

Policy Statement

The GVFB works to ensure that food distributed in the community aligns with our Food Distribution Guidelines which have been adapted to meet and/or exceed food safety and quality standards set forth by Food Banks Canada.

About GVFB Partnerships

The GVFB will work towards the goal of building and sustaining mutually beneficial relationships with all of our stakeholders. Our partners are important to us and we value working with our Agencies. In the interest of this, the GVFB promotes transparency and is keen to have open conversations to work through challenges, hear feedback and work equitably to find solutions. The GVFB commits to making every effort to ensure the ongoing success of these partnerships.

Definitions

Policies – a course or principle of action adopted or proposed by a government, party, business, or individual (*Oxford Languages*)

Procedures – an established or official way of doing something (*Oxford Languages*)

Placing your Order

Orders will be sent out the Tuesday or Wednesday prior to GVFB Warehouse week each month. We will include monthly distribution calendars along with your order form, both will include deadlines. The GVFB will always send out reminders before orders are due and asks that these be submitted by the listed deadlines. With approximately 100 Agencies to support each month, our schedules are tight and highly interdependent. Agencies may reach out to request modifications to their orders, GVFB will do our best to accommodate if the order has not already been built.

Late orders

- a) The first time an order is submitted late, a one-day grace period will be granted. At this time, the GVFB staff will communicate that any future late orders will not be accepted.
- b) If a late order is not accepted, Agencies will be able to access extra dry goods, fresh and frozen food when communicated in advance.

Tips on Ordering

- Getting your order in on time allows the GVFB to have sufficient time to process, allocate, build, and schedule your order with our Operations team.
- To speed up processing your order, it's best to complete your order form using Microsoft word. Please complete the form electronically (not manually), follow set maximums, and include the correct week when applicable.
- We recommend setting calendar reminders in advance of deadlines, to stay organized.
- If you have any questions about how to order, the CAP team is happy to answer and provide more tips!

Planning for Special Requests

Agencies may request additional support through our Special Request Program. As long as the GVFB has the capacity and inventory, we will fulfill your request. Please see our Special Request Form on our website [here](#), for tips on how to complete this form and important information around using this program.

Warehouse Pick-ups

1. Agency representatives are asked to wear closed toed shoes to pick up orders and acknowledge that without appropriate footwear, access to pick up your order may not be allowed for safety concerns.
2. Agencies who cannot pick up their order:
 - a) Are asked to notify the GVFB no later than the day of scheduled pick up;
 - b) May request that the order be held until Friday if the procedure above is followed.

Tips for Your Pick-up

- Please make sure to arrive during your scheduled pick-up window.
- Check-in with our volunteer/staff at our CAP pick-up area to get your order form, and to see if we have any special products to offer during your visit.
- Kindly bring your own bags, or boxes for shopping. If you forget we can provide you with crates that need to be returned at your next visit.
- Remember that in addition to your order, you are welcome to access our Agency freezer, cooler, bulk and kitchen equipment and shelves each time you pick up.

Deliveries

For deliveries, 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) If necessary, the driver will call in advance to provide you with arrival details. The GVFB aims to have zero contact deliveries whenever possible.
- d) Accept the previous week's reusable crates, empty and ready for pick up.

Agencies who cannot accept their scheduled delivery:

- a) For Agencies that access our Basic Pantry & Fresh Market Programs
 - a. Must notify the GVFB two business days prior to the scheduled delivery.
- b) For Agencies that access our Community Capacity Program
 - a. Must notify the GVFB 5 business days prior to the scheduled delivery.
- c) After this notification, Agencies can request to pick-up the order up until Friday. The GVFB may schedule another delivery if we have the capacity.

Delivery Fees

The GVFB may cancel delivery services, if payment is not received within 30 days of providing Agencies with a receipt of invoice. Delivery services may also be revoked if issues arise, please see below for details on our Partnership Issue Management Policy.

Tips for Your Delivery

- When receiving your order, our driver may call you in advance if appropriate to let you know he has arrived, so you can come and collect your order.
- If you have any questions about your order including returns, please contact the Agency team and we will follow up with you promptly.
- For your first delivery please share any important receiving details in advance, such as parking and contact information.

GVFB Return and Exchange Policy

The GVFB will not accept returns on items that have been ordered by an Agency and fall within our [Food Distribution Guidelines](#). Further information about returns are listed below:

1. We ask that Agencies reach out to GVFB staff for advice prior to attempting to return items and that they consult the Guidelines, if unsure.
2. With donated product you can expect to see approximately a 10% cull rate per order; donated food is sorted and packed by teams of volunteers who do their utmost to adhere to all quality guidelines.

3. If you have a visual or safety concern with your order, please take a picture and send it to us as this will help us track potential issues and share feedback with our Operations department.

Partnership Issue Management

The CAP Department has a three-step system in place to manage situations that may arise in contravention of our agreement, such as inappropriate or disrespectful conduct towards GVFB staff, volunteers and/or other Agencies, lack of adherence to our ordering, pick up or delivery policies, or lack of willingness to work within our Food Distribution Guidelines.

When an issue arises our CAP team will contact the Agency to discuss and understand the situation, and will document the issue and its resolution via email for both parties. If a second, and subsequently a third issue arises, the GVFB will notify the Agency that any further issues will result in suspension of service to the Agency until an in-person discussion can take place to discuss the suitability of remaining partners.

Temporary Service Suspension

The GVFB may also suspend service temporarily if:

- a) All partnership renewal documents are not submitted by the deadline.
- b) The GVFB is made aware of any expectations outlined in the CAMSA that are not being met (see further information on CAMSA below).

Agencies can also request to have their service temporarily suspended. If Agencies will not be placing an order for more than three months, we kindly ask them:

- a) To provide information regarding the reason for services on hold, for example seasonal programs;
- b) To provide notice no later than two days prior to a scheduled pick-up or delivery.

The length of temporary suspension will be on a case by case scenario with each Agency. However, new Agency Partner Applicants are processed and brought on during July and January and therefore at this time, GVFB will reconnect with the suspended Agency to discuss GVFB capacity needs if warranted.

Withdrawal of Partnership

In accordance with our CAMSA, the GVFB can withdraw service at their discretion if they believe the partnership is no longer mutually beneficial or respected by both parties. The GVFB will provide Agency Partners with 30-days' notice, followed by an Exit Letter, outlining the parameters of the decision. Agencies also have the ability to terminate the partnership with the GVFB. We would request an opportunity to discuss this prior in hopes to find solutions where possible.

Annual Surveys and Impact Letter

Each fiscal year (July – June) Agencies are asked to complete one annual survey and one letter of impact. Requests will be sent out via email and will include details and a deadline for completion. These are not

cumbersome documents or tasks, but they are extremely valuable sources of information and data for us that support our reporting requirements, such as the Hunger Count through Food Banks Canada.

- a) Extensions are available to Agencies who are unable to complete the surveys/letter on time. The Agency Team simply ask CAPs to submit a request in advance to plan accordingly.

Following the Community Agency Mutual Support Agreement (CAMSA)

Agencies are asked to review our CAMSA to determine if they have any questions about partnership obligations and commitments. This document is in place to ensure both our Agencies and the GVFB follow all arrangements and obligations set forth, to offer support and ensure we continue to provide healthy food to those in need. The GVFB has a copy of your signed agreement, should you like to review.

The Ethical Food Banking Code

The GVFB will follow the Ethical Food Banking Code set forth by Food Banks Canada, found [here](#).

GVFB Respect Policy

We strongly believe in providing a respectful environment to all clients, staff, and volunteers at all of our sites. We ask that everyone follows our respect policy which can be found [here](#), 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 to you should you have a concern but wish 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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