

# Greater Vancouver Food Bank

## Community Agency Partners Policies and Procedures

Updated on September 2022

### Purpose

The purpose of this document is to clearly outline the expectations, procedures, and policies the Greater Vancouver Food Bank (“GVFB”, “we”, “us” or “our”) incorporates and follows to provide dependable and consistent service to our Community Agency Partners (“CAPs”, “you” or “your”). The Community Agency Team will work with CAPs to meet these expectations.

### Policy Statement

The GVFB works to build and sustain long-term mutually beneficial relationships with our CAPs, ensuring our values of respect, integrity, accountability and stewardship are the foundation of how we conduct ourselves. We believe in honest and open conversations to work through challenges, hear feedback and find solutions together. Our commitment is to ensure the ongoing success of these partnerships.

### Placing your Order

Orders will be sent out the Tuesday or Wednesday prior to GVFB Warehouse week each month. We will provide you with monthly distribution calendars. The GVFB will always send out reminders before orders are due and CAPs must submit the orders by the deadlines. CAPs are asked to place the order a minimum of one week before each distribution cycle.

#### *Order modifications*

Our schedules are tight and highly interdependent, with over 100 CAPs that we support each month. CAPs may reach out to request modifications to their orders; GVFB will do its best to accommodate if the order has not already been processed.

#### *Missed orders*

If CAPs have not placed the order before the ordering deadline, you can request to schedule a “shop” (extra dry goods, fresh and frozen food) by Monday of the given distribution week.

### Picking up your order

GVFB will work with CAPs to set a regular pick-up day and a 30-minute time window. Please wear appropriate closed-toe footwear as it is necessary for safety reasons.

### *Cancelling your scheduled pick-up*

Please notify the GVFB no later than the scheduled time window on your pick-up day. You may request the GVFB to hold your order until the last distribution day of the week.

### *Warehouse Weeks*

All CAPs are encouraged to “shop” during our Warehouse Week drop-ins. The limit is one shop per warehouse week unless otherwise communicated.

## Planning for Special Requests

Agencies may request additional support through our Special Request Program. We will fulfill your request as long as the GVFB has the capacity and inventory. To find the Special Request Form, tips on completing this form and important information about using this program, please visit our website [here](#).

## 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.

CAPs who cannot accept their scheduled delivery must notify the GVFB 5 business days before the scheduled delivery. Agencies can request to pick up the order until Friday of the same week. The GVFB may schedule another delivery if we have the capacity.

## GVFB Return and Exchange Policy

The GVFB will not accept returns on items ordered by a CAP, as noted in our [Food Distribution Guidelines](#). Further information about returns is listed below:

- We ask that CAPs reach out to GVFB staff for advice prior to attempting to return items and that they consult the Guidelines, if unsure.
- In donated products, 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.
- 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 to manage situations that may arise in contravention of our agreement. This may include inappropriate or disrespectful conduct towards GVFB staff, volunteers and

other CAPs; 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 CAP 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 CAP that any further issues will result in the suspension of service to the CAP until an in-person discussion can take place to discuss the suitability of remaining partners.

### Temporary Service Suspensions

CAPs may request to suspend the partnership for up to three months. Please connect with a GVFB staff in advance for planning purposes.

The GVFB may suspend service temporarily under the following circumstances:

- a) All partnership renewal documents are not submitted by the deadline.
- b) Expectations outlined in the CAMSA are not being met (see further information on CAMSA below).
- c) CAPs have continuously missed their order pick-ups or have not placed an order without communication with the GVFB team.

### 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 CAPs with 30-days' notice, followed by an Exit Letter outlining the parameters of the decision.

CAPs may terminate the partnership with the GVFB with 30-days' notice. The GVFB would request an opportunity to discuss the decision to find solutions where possible.

### Surveys and Impact Letter

Each fiscal year (July – June), CAPs are asked to complete a few surveys and impact statements. Requests will be sent out via email and include details and a deadline for completion. The surveys and impact statements are extremely valuable information and data that support our reporting requirements, such as the Hunger Count through Food Banks Canada.

- a) Extensions are available to CAPs upon request.

### Community Agency Mutual Support Agreement (CAMSA)

CAPs must review our CAMSA to determine if they have questions about partnership obligations and commitments. This document is in place to ensure both the GVFB and CAPs 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 wish to review it.

## Partnership Acknowledgement

The GVFB publishes information about our network of CAPs on our various media channels, including the website and social media. The GVFB encourages CAPs to acknowledge our partnership through websites and social media. For GVFB logos and materials to use for partnership acknowledgement and marketing purposes, please see the [GVFB Media Kit](#).

## The Ethical Food Banking Code

The GVFB follows the [Ethical Food Banking Code](#) developed by Food Banks Canada.

## GVFB Respect Policy

The GVFB strongly believes in providing a respectful environment to all clients, staff, and volunteers across all of our sites. We ask that everyone follow our [Respect Policy](#) 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.*

## Whistleblower System

The 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](http://www.thetandemteam.com/whistleblower.html) using the following code: 1008933

## Contact Us

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