

## Community Agency Partner Information Guide

### About Us

The Greater Vancouver Food Bank (GVFB) is a non-profit organization with a mission to provide healthy food to those in need. The GVFB provides assistance to approximately 13,000 people monthly through our distribution sites in Vancouver, Burnaby, New Westminister and the North Shore. 26% of our clients are children and youth, 14% are seniors.

We also provide food support to 118 Community Agency Partners (CAPs) throughout these communities.

This guide will provide an overview of the Community Agency Partner Department and what is involved in applying for partnership with the GVFB to become a Community Agency Partner.

**The GVFB is a CRA registered charity.**

Charity number: 107449787 RR0001

### Community Agency Partner Department Overview

CAPs that the GVFB supports include housing agencies, neighbourhood houses, after school programs, transition houses, Indigenous centres, and many others.

The GVFB provides CAPs with:

- Dry, fresh, and frozen goods for meal preparation programs
- Prepared food items to alleviate the immediate effects of hunger
- Grocery items for distribution through Agency Food Banks and meal and snack programs.

**The GVFB will work to provide available donations best suited to the needs of the CAP.**

CAPs are asked to share updated program information to help support GVFB's planning and reporting.

This information will include:

- Program type, such as access requirements and size of the program
- Cooking facilities and storage capacity
- GVFB service feedback

## Community Agency Partner Criteria

Community organizations must be a CRA registered charity, operating within the GVFB catchment area:

- Vancouver
- Burnaby
- New Westminster
- North Vancouver

Priority is given to Agencies that support individuals facing multiple barriers to food insecurity, as well as communities that are not able to conveniently access GVFB food distribution sites.

We focus on food programs that support the following groups:

- Children (0 - 18)
- Seniors (65+)
- Mental health
- Families
- Fleeing domestic violence
- Immigrants and refugees
- Students (18+)
- Indigenous
- Physical health challenges
- Drug/substance users
- Homeless
- Single parents
- Home-bound clients
- LGBTQ2+

**The GVFB encourages our CAPs to provide respectful service, healthy options, and a wide variety.**

### Food Safety

Prioritize safe food storage and food recall procedures and ensure all necessary safety certifications and operating permits are acquired.

### Service and Food Standards

Ensure food resources are diversified for the sustainability of your programs and consider nutrition and quality standards from the Canada Food Guide.

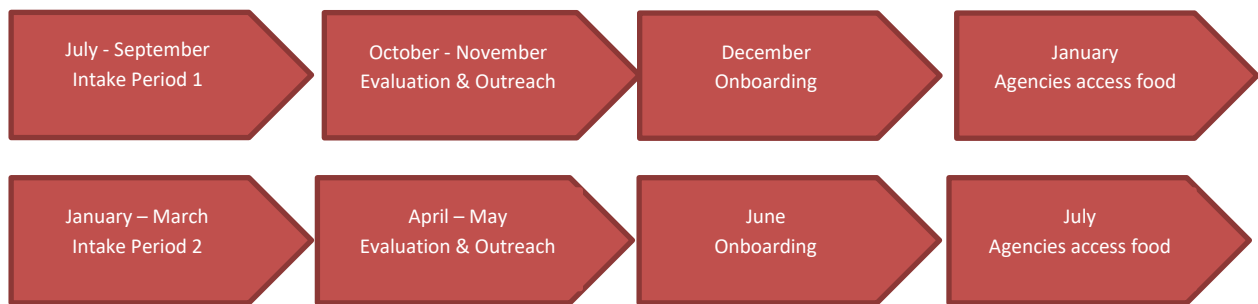
### Other Resources

Please refer to the [Ethical Foodbanking Code](#), the [Vancouver Coastal Health Food Standards](#), [Fraser Health Food Safety Guidelines](#) and the [Canada Food Guide](#) for more information.

## Steps to Becoming a Partner

The GVFB is looking to pursue new partnerships grounded in collaboration.

### CAP Application Timeline (subject to change)



### Steps

1. Review Agency Information Guide and Criteria
2. From the GVFB website, access the CAP Partnership Application via SurveyMonkey. Please see the infographic above for when to apply.
3. All applications will be reviewed and will include site visits. The GVFB will then inform potential Agencies of our decision.
4. If approved, complete and sign required documentation and an Onboarding Session.
5. Begin our new partnership!

## Our Expectations

### Communication

CAPs are required to communicate changes that relate to food programming. We ask that all interactions with the GVFB staff and volunteers be polite and respectful.

### Food Safety

Proper storage and food safety are required. CAPs must obtain FoodSafe Level 1 certification. Please reach out to your local Health Authority for more information.

### Weekly Food Orders

CAPs are invited to place orders on a weekly basis through our online ordering system. Agencies are asked to order a minimum of one week of each monthly cycle unless otherwise discussed with GVFB staff.

## Renewals and Reporting

Our partnerships renew every 3 years. In addition, each year we ask our CAPs to complete a few surveys, share regular feedback and provide us with data for accurate reporting.

## Additional Support

### Special Request Program\*

CAPs can request additional food support through this program, based on our inventory and capacity. The form is available to download from our [website](#).

### Kitchen Equipment Program\*

CAPs can access gently used or new kitchen equipment every week through this program. CAPs can shop for items they need when picking up at our Burnaby and Vancouver locations.

**\*Non-Partnered Agencies are welcome to access our Kitchen Equipment and Special Request Programs.**

## Additional Support

CAPs are invited to access unique opportunities for additional support when available, such as:

- GVFB Bulk shelves
- Extra fresh, frozen, and dry donations by the case
- Non-food items such as clothing and cleaning products.

## Frequently Asked Questions

### How often do I receive food?

The GVFB CAP food distribution cycle provides weekly service three weeks out of every four, with a drop-in option in the fourth week during Warehouse Week. We close Warehouse Week periodically with ample notice.

### What is Warehouse Week?

This week is used for the GVFB to catch up on a surplus of projects and to complete monthly warehouse inventory. Our internal Operations Calendar will be shared with Agencies when ordering begins.

### What happens if I order late?

The first time an order is submitted late the GVFB allows for flexibility when processing the order. Please refer to our [Policies and Procedures](#) for more detailed information.

### Am I able to request delivery?

Due to limited capacity for deliveries, these will typically be reserved for orders that are pallet-sized or larger.

### Contact Us

**We want to hear from you!**

**Tel: 604.220.4813**

**agencies@foodbank.bc.ca**