

## Community Agencies 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 over 16,000 people each month through distribution sites in Vancouver, Burnaby, New Westminister and the North Shore. 28% of our clients are children and youth, 14% are seniors.

We also provide food support to 130+ Community Agencies throughout these communities.

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

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

Charity number: 107449787 RR0001

### Agencies Department Overview

The GVFB supports Agencies including but not limited to housing agencies, neighbourhood houses, school programs, transition houses, Indigenous centers, and many others.

The GVFB provides Agencies 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 Agency.**

Agencies 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/distribution facilities and storage capacity
- GVFB service feedback

## Community Agency 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 and communities unable 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 Agencies to provide respectful service and healthy options.**

### 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

[FBC Operational Excellence](#) for Food Banking Code, Food Safety, and National Standards

[Vancouver Coastal Health Food Standards](#)

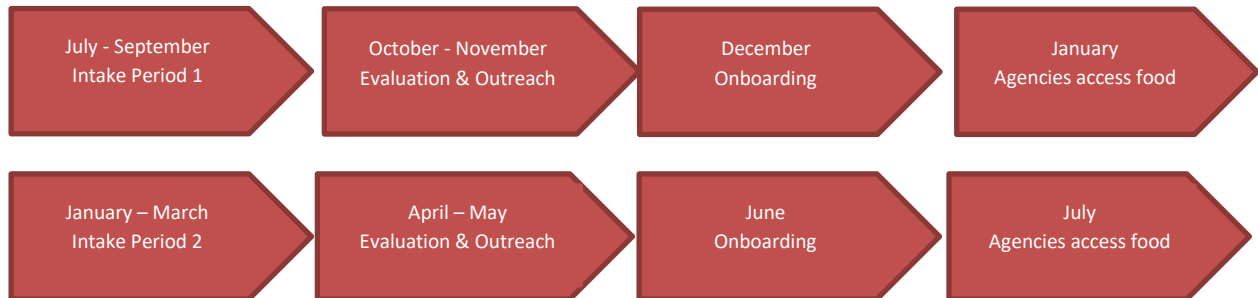
[Fraser Health Food Safety Guidelines](#)

[Canada Food Guide](#)

## Steps to Becoming a Partner

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

### Agencies Application Timeline (subject to change)



### Steps

1. Review Agency Information Guide and Criteria
2. From the GVFB website, access the Agency Partnership Application Form via Airtable. 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 all applicants of our decision.
4. If approved, complete and sign the required documentation and an Onboarding Session.
5. Begin our new partnership!

## Our Expectations

### Communication

Agencies 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. Agencies must obtain FoodSafe Level 1 certification. Please reach out to your local Health Authority for more information.

## Weekly Food Orders

Agencies are invited to place orders each month through our online ordering system. Agencies are required to order for a minimum of one week of each monthly cycle unless otherwise discussed with GVFB staff.

## Renewals and Reporting

Our partnerships renews automatically every year. In addition, each year we ask our Agencies to complete surveys, share regular feedback, and provide us with data for accurate reporting.

## Additional Support

### Community Market Request Program

Organizations in need of more immediate food support can access GVFB support through the Community Market Request Form. The form is available on our [website](#).

### Non-Food Items

Agencies can access a variety of new or gently used non-food items every week through this program. Agencies can shop for items they need when picking up at our Burnaby and Vancouver locations.

**Non-partnered agencies are welcome to access our Community Market Request Form and Non-Food Items.**

### Additional Support

Agencies 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 household items and cleaning products.

## Frequently Asked Questions

### How often do I receive food?

The GVFB Agency food distribution cycle provides weekly service three weeks out of every four, with a drop-in option during Warehouse Week. We close Warehouse Week every other month as reflected on the Agency Operations Calendar found on our website.

### 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 miss an order?

The first time an order is missed the GVFB allows for flexibility and we will try to accommodate your needs. Your Agency may still come in for your pick-up of fresh and frozen items during your regular appointment time. 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](mailto:agencies@foodbank.bc.ca)