

## Community Agencies Policies and Procedures

### Purpose

To provide reliable and consistent service to our Community Agencies (Agencies) whereby the Greater Vancouver Food Bank (GVFB) sets expectations around policies, procedures, and communication.

### Policy Statement

The GVFB builds and sustains long-term mutually beneficial relationships with our Agencies, and is committed to the ongoing success of these partnerships.

### Community Agency Agreement

The Community Agency Agreement outlines the GVFB commitment to offering support to all Agencies as well as Agency partnership obligations in efforts to provide healthy food to those in need.

### Procedures and Operations

#### Communication

The GVFB aims to provide consistent communication to ensure Agencies have time to effectively plan and respond to information. The GVFB seeks reciprocity from Agencies to foster this reliable exchange of information, for example, changes in contact and/or changes in ordering or pick-up schedule. We are dedicated to successful, reciprocal relationships.

#### Feedback

The GVFB welcomes all feedback whether positive or constructive. If there is something that you wish to bring to our immediate attention, please do so via e-mail, phone, or in person.

#### Surveys

Each fiscal year (July – June), Agencies are asked to complete surveys. 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, e.g. the Hunger Count through Food Banks Canada.

#### Partnership Acknowledgment

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

## Placing your Order

The menu is published via email the Tuesday prior to GVFB Warehouse Week each month and must be completed by the deadline. Refer to the “AGENCIES Operations Calendar” for schedule details. There is a minimum ordering requirement for every month.

## Order Modifications

Agencies may request to modify their orders, the GVFB will accommodate when possible if the order has not already been processed.

The GVFB will contact Agencies when a change in menu has occurred, and for extra sales.

## Missed Orders

If Agencies have not placed their order before the deadline, they may still pick up “non-order items” during their weekly scheduled time slot. This is called a “No-Order-Shop” and must be requested.

## Picking Up your Order

The GVFB will schedule a set, recurring day and time (30-minute time window) for each Agency. Please refer to our “Agencies Operations Calendar” for Stat holidays and other closures. Please wear appropriate closed-toe footwear for safety reasons.

## Canceling your Scheduled Pick-up

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

## Warehouse Week

During Warehouse Week, there is no menu, meaning Agencies do not have an order. There is no Agency schedule during our Warehouse Week, all Agencies are encouraged to “No-Order-Shop” on a drop-in basis. The limit is one shop per warehouse week unless otherwise communicated. Refer to the “Agencies Operations Calendar” for schedule details.

## Warehouse Week Closures

During certain Warehouse Weeks, we are closed to all Agencies – there are no pick-ups during this time. Refer to the “Agencies Operations Calendar” for scheduled closures.

## 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.
- d) Accept the previous week’s reusable crates, empty and ready for pick up.

Agencies 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.

### GVFB Return and Exchange Policy

The GVFB will only accept returns on products ordered by Agencies that do not meet the requirements and standards listed in our [Food Distribution Guidelines](#). If you have a visual or safety concern with your order, please take a picture and send it to us; this will help us track potential issues and share feedback with other departments and with our donors.

### Partnership Management

If any issues arise that infract our Agency Agreement or require communication, the GVFB will proactively reach out to the Agency to address the breach and provide necessary information. The GVFB will notify the Agency of a suspension of service if necessary until an in-person discussion can take place.

### Pausing your Service

Agencies may request to **PAUSE** the partnership for up to three months. Agencies are requested to email details to [agencies@foodbank.bc.ca](mailto:agencies@foodbank.bc.ca) with adequate notice, for planning purposes. Agencies are required to reconnect after the pause to resume ordering and services.

### Suspension of Service (on Hold)

The GVFB may temporarily place an Agency on **HOLD** under the following circumstances:

- a) Partnership update documents, Surveys, and Grants Reports are not submitted by the deadline.
- b) Expectations outlined in the Agency Agreement are not being met.
- c) Agencies have continuously failed to communicate information pertaining to weekly service.

### Withdrawal of Partnership

In accordance with our Community Agency Agreement, the GVFB and the Agency 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 Agencies with significant notice, followed by an Exit Letter outlining the parameters of the decision. In any such situation, the GVFB would request an opportunity to discuss the decision to find a resolution where possible.

### The Ethical Food Banking Code

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

## GVFB Respect Policy

The GVFB is committed to providing a respectful environment to all clients, staff, and volunteers across all of our sites. We request that everyone follow our [Respect Policy](#) to create a safe, inclusive, 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

General Inquiries & Information: [agencies@foodbank.bc.ca](mailto:agencies@foodbank.bc.ca)

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