

## Provincial Agency Policies and Procedures

### Purpose

To provide reliable and consistent service to our Provincial 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.

### Provincial Agency Agreement

The Provincial Agency Agreement outlines the GVFB commitment to support Agencies, as well as 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 email, phone, or in person.

#### Surveys

Each fiscal year (July – June), Agencies are asked to complete surveys. Requests are sent out via email and include details and a deadline for completion. The surveys and impact statements are extremely valuable information and help us tell the story of supporting the community in need.

#### Partnership Acknowledgement

The GVFB publishes information about our network of Agencies on our various media channels, including our 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](#).

## Confirming your Order

The GVFB will communicate your order via email. Agencies are required to confirm the order and pick-up date and time if needed.

## Picking Up your Order

The GVFB will work with Agencies to set a regular pick-up window, with a set day and time. Please refer to our “*Agencies Operations Calendar*” for Stat holidays and other closures. Please ensure drivers wear appropriate closed-toe footwear for safety reasons.

## Returns and Exchanges

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** their partnership with GVFB. 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 accessing 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 Provincial 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 30 days’ 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, and therefore all Agencies are required to comply as well with the goods and services provided by the GVFB.

## GVFB Respect Policy

The GVFB is committed to providing a respectful environment to all clients, staff, and volunteers across 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 [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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