

## 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 assists over 15,000 people each month in Vancouver, Burnaby, New Westminister, and the North Shore. 28% of our clients are children and youth, and 14% are seniors. We also provide food support to 150 Community Agencies throughout these communities.

The GVFB is a CRA registered charity. Charity number: 107449787 RR0001

This guide will provide an overview of the Agencies department and the pathway to a partnership with the GVFB as a Community Agency.

### 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 will work to provide available donations best suited to the needs of the Agency. 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.

### Community Agency Criteria

To become a Community Agency, the organization must meet the following criteria:

- Must be a CRA registered charity operating in the surrounding areas of Vancouver, Burnaby, New Westminister, and the North Shore
- Priority given to Agencies supporting individuals facing significant barriers to food security and communities unable to conveniently access GVFB food distribution sites

We focus on food programs that support, but are not limited to, the following groups:

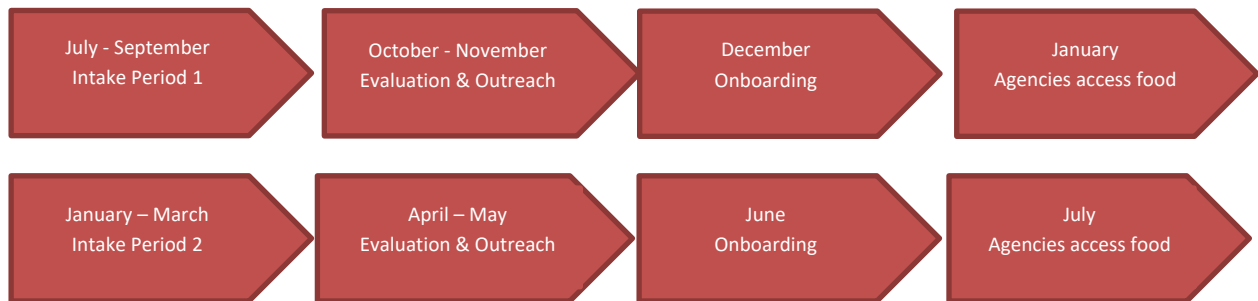
- Children (0-18)
- Seniors (65+)
- Mental health
- Fleeing domestic violence
- Immigrants and refugees
- Students (18+)

- Indigenous communities
- Physical health challenges
- Drug/substance users
- Homelessness
- Single parents
- Home-bound clients
- LGBTQ2S+

## Agency Partner Application Process

The GVFB is committed to forming collaborative partnerships. Please see below for a streamlined process for becoming a Community Agency partner:

### Agencies Application Timeline (subject to change)



### Steps to becoming a Partner

- Review the Community Agency Information Guide and fill out the Agency Partnership Application on the GVFB website (once available).
- All applications will be reviewed, and site visits will be scheduled so that all Agencies can view the food program in action.
- The GVFB will evaluate and inform all applicants of the decision.
- If approved, Agencies must complete and sign all required documentation and attend an onboarding session.
- New Agencies will sign up for a pick-up day and time slot and begin our new partnership!

## Our Expectations

### Communication

Agencies are required to communicate changes that relate to food programming and important contact information. 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 a FoodSafe Level 1 certification and ensure all other 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.

## Food Safety 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](#)

## Weekly Food Orders

Agencies are invited to place orders each month through our online ordering system. Agencies must order at least one week of each monthly cycle unless otherwise discussed with GVFB staff.

## Renewals and Reporting

Our partnerships renew automatically every year. Each year we ask our Agencies to complete surveys, share regular feedback, and provide us with data for accurate reporting. See below for more information.

## Reciprocal Relationship

Agencies are expected to participate in a reciprocal relationship with the GVFB. GVFB promises to provide food support, grant opportunities, in-kind receipts, and network sharing opportunities – free of charge. In return we ask Agencies to share impact stories and pictures of their food programs! Pictures are worth a thousand words

## 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

## Community Market Request Program

Organizations that are not currently partnered but require immediate food support can access GVFB support through the [Community Market Request Form](#). Market Request pick-ups can be scheduled once a month.

## 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.**

## Frequently Asked Questions

### How often do I receive food?

The GVFB Agency food distribution cycle provides weekly service three out of four weeks, with a drop-in option during Warehouse Week. We close during Warehouse Week every other month. Closures are 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.

### What happens if I miss a scheduled pick-up?

The GVFB will allow for flexibility the first time an order is missed, and we will try to accommodate your schedule. However, if there are three missed pick-ups with no communication, the organization will be placed on a HOLD and will need to schedule an in-person meeting before resuming the partnership,

### Am I able to request delivery?

Due to limited capacity for deliveries, this request is reserved for our Community Capacity Program Agencies.

## Contact Us

**604-876-3601**

[agencies@foodbank.bc.ca](mailto:agencies@foodbank.bc.ca)