

Provincial 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 Provincial Agency.

Agencies Department Overview

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

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

GVFB Provincial Pallet Program

The GVFB Provincial Pallet Program is designed to extend our support beyond our immediate local area, reaching out to communities in cities like Abbotsford, Port Coquitlam, Maple Ridge, and other parts of British Columbia. The program is based on products donated to the GVFB and is based on product availability. Through this program we offer food and non-food items unsorted by the pallet. Items include kitchen and household products, with a cull rate of 20%.

Provincial Agency Criteria

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

- Must be a CRA registered charity, with priority given to those serving communities facing significant barriers to food security
- Must have access to a vehicle suitable for pallet pick-ups
- Be able to pick-up at the GVFB Burnaby location

Steps to Becoming a Partner

The Greater Vancouver Food Bank is committed to forming collaborative partnerships. Please see below for a streamlined process for becoming a Provincial Pallet Program partner:

Agency Intake

- Fill out the [request form](#) on the GVFB website. Once received, we will review the form and our current capacity and connect back with an email and phone conversation.

Trial Period

- The Provincial Agency will begin a trial period of a minimum of eight weeks. During this time, the Agency will receive food/non-food offers via email and through the Airtable database.
- All food pick-ups will be at the Burnaby warehouse – 8345 Winston St.
- The GVFB will visit the Agency for a tour and in return, the Agency must also complete a tour/orientation of the GVFB warehouse.

Evaluation & Outreach

- After the trial period is completed, The GVFB will decide to move forward with the partnership or provide details outlining the missing requirements.
- Once the formalities above are completed, **we welcome you as a new partner!** We look forward to a fruitful collaboration aimed at providing healthy food to those in need.

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. Please reach out to your local Health Authority 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.

Frequently Asked Questions

How often do I receive food?

As a Provincial Agency, our team will notify you of any extra pallets available. Once you are notified, you will be able to schedule a pick-up at a time that works for both parties.

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. Please refer to our [Policies and Procedures](#) for more detailed information.

What happens if I miss/forget to reply for picking-up items offered in the given time?

The GVFB will allow flexibility the first time you miss a pick-up or forget to reply. We will accommodate your needs and follow up on the first missed pick-up. After more than one missed pick-up, we will not follow up and the items will be offered to other agencies.

Am I able to request delivery?

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

Contact Us

Tel: 604-876-3601

ProvincialAgencies@foodbank.bc.ca

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](#)