

## Community Agencies Information Guide

### Agencies Department Overview

The GVFB supports to over 160 Community 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.
- Non-food items such as household items and cleaning products

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

### 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 Westminster, and the North Shore
- Each Community Agency must operate from a distinct physical address. Multiple programs operating at the same address will be considered as a single Community Agency.
- Priority given to Agencies supporting individuals facing significant barriers to food security and communities unable to conveniently access GVFB food distribution sites

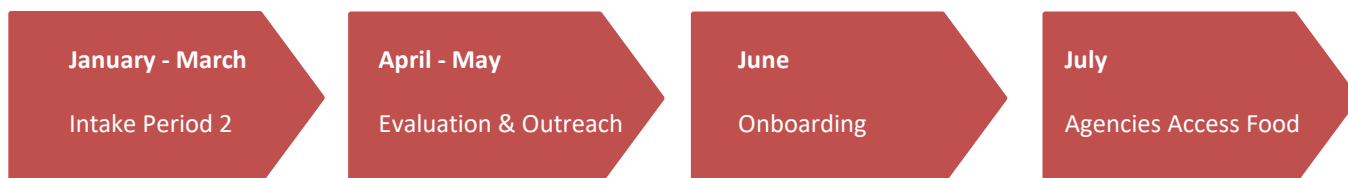
We focus on food programs that support, but are not limited to, the following groups:

- |                             |                              |
|-----------------------------|------------------------------|
| • Children (0-18)           | • Students (18+)             |
| • Seniors (65+)             | • Indigenous communities     |
| • Mental health             | • Physical health challenges |
| • Fleeing domestic violence | • Drug/substance users       |
| • Immigrants and refugees   | • Home-bound clients         |
| • Homelessness              | • LGBTQ2S+                   |
| • Single parents            |                              |

## 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 to view the food program in action.
- The GVFB will evaluate and inform all applicants of the decision.
- If approved, complete and sign all required documentation and attend an onboarding session.
- 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 obtained.

### 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

[Food Banking - Food Banks Canada](#) 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 twice in each monthly cycle unless otherwise discussed with GVFB staff.

## Renewals and Reporting

Our partnerships renew 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. See below for more information.

## Reciprocal Relationship

Agencies are expected to participate in a reciprocal relationship with the GVFB. GVFB is committed to providing food support, grant opportunities, in-kind receipts, and network sharing opportunities – all at no cost to the participating agency. In return we ask Agencies to share impact stories and pictures of their food programs. These contributions help us collectively demonstrate the value and reach of our shared efforts

## Additional Support

### Community Market Request Program

Organizations not currently partnered that require more immediate food support can access GVFB support through the [New Agency Market Request - Airtable](#) or [Returning Agency Market Request - Airtable](#). Market Request pick-ups can be scheduled once a month.

## 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 Closure Week every other month – these closures are reflected on the Agency Operations Calendar found on our website.

### What is Closure 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?

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 a pick-up 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

**We want to hear from you!**

**Tel: 604-876-3601**

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