
Community Agencies: Policies and Procedures

Purpose

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

Definition of Community Agency

A *Community Agency* is defined as a registered charity located in Vancouver, Burnaby, New Westminster or the North Shore that provides food security programs within its local community. 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.

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 and Agency partnership obligations 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 you wish to bring something 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 Acknowledgement

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 acknowledgement and marketing purposes, please see the [GVFB Media Kit](#).

Placing your Order

The menu is published via email on 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 of two weeks 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 collect non-menu items but will not have access to menu items.

Picking Up your Order

The GVFB will schedule a recurring 30-minute time slot for each agency, starting at the hour or half-hour. **Agencies must complete their shop within this window, even if they arrive late.** Please refer to our “Agencies Operations Calendar” for statutory holidays and other closures. Please wear appropriate closed-toe footwear for safety reasons.

Cancelling your Scheduled Pick-up

Please notify the GVFB no later than the scheduled timeslot on your pick-up day. You may request GVFB to hold your order until the last distribution day of the week. If an Agency cancels more than **4 times** over a two-month period, your GVFB services will be put on hold and in-person meeting is required.

Warehouse Week

During Warehouse Week there is no menu, meaning Agencies do not have an order. There is no Agency schedule during 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. Please refer to the “Agencies Operations Calendar” for schedule details.

Closure Week

Every second month, there is a Closure Week for Agencies - there are no pick-ups or drop-in shops available during this time. Please refer to the “Agencies Operations Calendar” for scheduled closures.

Community Capacity Program Deliveries

For Agencies in the Community Capacity Program, the GVFB will:

- a) Commit to a two-hour delivery window.
- b) Provide a copy of the order form.
- c) If necessary, the driver will call in advance if they are running late.
- d) Accept the previous week’s reusable crates (such as black crates, milk crates, pallets, bread trays), empty and ready for pick up. The Agency is responsible for disposing and recycling other items such as cardboard, etc.
- e) Deliver the pallets to the closest location to the entrance of the building.

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 by Friday of the same week.

Additionally, any change requests to scheduled deliveries must be requested 72 hours prior to the scheduled delivery day and time.

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 a **PAUSE** in partnership for up to three months. Agencies are requested to email details to 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 Grant deliverables are not submitted by the deadline.
- b) Expectations outlined in the Agency Agreement are not being met.
- c) FOODSAFE practices are not being followed.
- d) Agencies have failed to communicate and **missed** 3 pick-ups over a 3-month period.
- e) Agencies have **cancelled** their pick-up 4 times over a 2-month period.

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 GVFB sites. We request that everyone follow our [Respect Policy](#) to create a safe, inclusive, and welcoming environment for all.

Values: *Responsibility, Collaboration, Fun, and Innovation.*

Mission: *Providing healthy food to those in need.*

Vision: *A British Columbia where everyone has access to healthy food through efficient distribution, innovation, and partnerships.*

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 using the following code: 1008933

Contact Us

General Inquiries & Information: agencies@foodbank.bc.ca

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