



Policy Manual

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FOR THE PURPOSES OF THIS POLICY HANDBOOK:

- TOFIELD-RYLEY AND AREA FOOD BANK SOCIETY will be denoted as "FOOD BANK".
- The term "volunteers" includes board members.

Policy A1

FOOD BANK FRAMEWORK

Mission Statement

- Sharing Food – Feeding Hope – Strengthening Community – with Dignity!

Vision Statement

- Our vision is a community where everyone has food security
- Individuals in this community will avail themselves of all resources available (including their own) to attain food security

Belief Statements

- All citizens have a right to food security
- All sectors of society play a role in ensuring food security
- The FOOD BANK has a responsibility to provide food to those in need in our area but to go beyond our boundaries to advocate at community, provincial and national levels

Mandate

- To act as a front-line agency assisting those struggling to meet the needs of themselves and their families.
- To act as a food warehouse and to work with other agencies that assist people in need.

Target Statement

- The services of the FOOD BANK are available to residents in this area who are in need of short-term food assistance

Aims

- To increase public awareness of food security issues in the Tofield Ryley area
- To work with community agencies such as FCSS, RCMP, schools and churches to identify those in need, and to satisfy those needs
- To ask for donations, publicize needs, and encourage volunteerism that will be instrumental in meeting such needs

Policy A2

GOVERNANCE

Type of Board

The Board is an operational board authorized under its by-laws to direct and govern the organization's work. The Board is responsible for governance and for implementation of its operation.

Committee System

The Board establishes one standing committee. The Board may establish, as necessary, other standing committees, sub-committees, and ad-hoc committees

Organizational Structure

Members of the executive committee are approved by the Board to carry out the committee's terms of reference. The Board reviews committee assignments annually. Board members and volunteers work together to provide the services of the FOOD BANK.

Policy A3

POLICY MAKING PROCESS

1. The Board, given the authority under the Societies Act of Alberta for the governance of the FOOD BANK, makes sure that framework, Board self-governance, operations, and advocacy policies are developed
2. The Board believes that developing policies provides effective parameters and guidelines for action. The Board expects Board members and service volunteers to know the policies related to their duties.
3. In fulfilling its responsibility for policymaking, the Board will:
 - a. Define the functions of the Board and approve framework, board self-governance, operation, and advocacy policies
 - b. Make sure, before approving new policy, that such policies comply with relevant legislation or regulation, with the Board's objectives and bylaws, and with existing board policies or agreements
 - c. When setting new operational policy, work from the broadest, most general statements of policy
 - d. Encourage, as appropriate, community involvement in policymaking
 - e. Make sure policies approved by the Board are available to all Board members
 - f. Regularly monitor and review its policies
 - g. Take responsibility, under the direction of the Board chair, for the implementation of policy
 - h. Identify, with the input of the board, areas that require new policy

Policy A4

RESOURCE DEVELOPMENT

Grants

1. The FOOD BANK will actively pursue grants/ monies.

Donation acceptance policies

1. The FOOD BANK solicits and accepts gifts that are consistent with its mission and that support its core, programs as well as special projects.
2. Donations and other forms of support will generally be accepted from individuals, corporations, other charities, government agencies, and school groups, subject to the following limitations:
 - 2.1. The FOOD BANK accepts gifts where there is charitable intent. The most desirable gifts are those with the fewest restrictions. FOOD BANK is unable to accept gifts that are overly restrictive. Unless the board grants a specific exception, the board will not accept any gifts that expose the organization to adverse publicity or other liabilities.
 - 2.2.
3. FOOD BANK has the right to refuse gifts which may be inconsistent with FOOD BANK mission (or that we just can't use). Where the FOOD BANK needs to refuse a gift, it will explain clearly the reason for refusal.

Stewardship policies

1. All gifts will be acknowledged within a reasonable period of time.
2. Letters / receipts will be prepared by the Treasurer or Secretary, depending on the situation.
3. When the donor is known, and an address provided, thank you cards for food donations larger than ten-dollar value or 10 pounds, or otherwise noteworthy will be sent by the volunteer accepting the donation. the Volunteer Coordinator will review the Donation file regularly to ensure donors have been acknowledged and send out those which may have not yet been sent.
4. If gifts are restricted, the Treasurer will provide the donor with a financial report detailing the activities made possible by their support. This report will be submitted to the donor within 30 days of the activity.
5. FOOD BANK will follow accepted guidelines from CRA to determine fair market value and all other valuations of gifts. Where the donor and the Treasurer agree that the value of a gift-in-kind is less than \$1,000, CRA deems that a formal appraisal is not necessary. Where the gift-in-kind is considered to be greater than \$1,000, the gift will be appraised by someone qualified to render an opinion on the gift-in-kind.

6. Files and records regarding all donors are maintained and controlled by FOOD BANK. The information is confidential and is strictly for the use of the TRF board. Use of this information shall be restricted to organization purposes. The donor has the right to review his or her donor file.
7. Gifts to FOOD BANK and accompanying correspondence will be considered confidential information, except for the publication of donor recognitions. All donor requests for confidentiality will be honoured.
8. Names of donors will not be provided to other organizations, nor will any lists be sold or given to other organizations.

Special Events

1. Throughout the year, the FOOD BANK will undertake its own fundraising events.
2. The FOOD BANK will adhere to the guidelines when it considers all special events.
3. The FOOD BANK will not endorse third party fundraising and food raising activities or events that are not consistent with its missions and core values.

Policy A5

RESOURCE ADMINISTRATION

Accounting Systems

1. FOOD BANK accounting follows generally accepted accounting principles.

Bank and Accounts

1. The FOOD BANK directs the treasurer to choose a financial institution which provides the most appropriate services for the lowest cost. In general, deposits are to be made as soon as possible
2. All Cheques and cash will be given to the treasurer for recording.
3. All cheques, cash, etc will be placed in a locked box until deposited.
4. The person receiving the mail should be different than the person recording the amounts in the cash receipts book. ("division of duties" Considered good practice. Same person shouldn't open bills, record the bills, write the cheque, record payment)
5. All deposit records are to be initialed by a signing authority or designate by the Board.
6. All funds will be deposited in the assigned financial institution.
7. Bank reconciliations should be prepared and balanced monthly. The bank reconciliations should be reviewed by a signing officer on a regular basis.
8. The treasurer will use approved online accounting software to maintain accurate records and provide Charitable Donation receipts.

Accounts/Auditors

1. There must be an audit or review engagement of the books, accounts and records of the Society at least once each year. The auditor(s) or review assessor(s) shall be elected or appointed at the Annual General Meeting. At each Annual General Meeting of the Society, the Treasurer submits a complete statement of the books for the previous year. (Bylaw 7.2.2.)

Signing Officers

1. The board appoints the Secretary, Treasurer, Vice-Chairperson, and Chairperson as signing authorities. Two of the four signatures must appear on all cheques.
2. Signing authorities will never sign blank cheques.
3. The relevant invoice should accompany the cheque for the signing officers' review.

Receipts

1. Donation receipts
 - 1.1 Board members and service volunteers will encourage donors to make cash donations directly to the Treasurer. When that is not possible, volunteers will accept cash donations only if they can provide temporary receipts. Volunteers must give the receipt at the time of the donation, and the Food Bank copy will be given to the Treasurer.

Reimbursement policies

1. Volunteers will be reimbursed for expenses incurred in the course of their duties for the Food Bank provided they submit the appropriate documentation.
2. Food Bank volunteers will make every attempt to reduce costs by taking advantage of bulk purchases.
3. Only original receipts will be accepted for reimbursement, within 30 days of the expense.
4. The treasurer may withhold reimbursement if original receipts are not submitted, or if they are submitted after 30 days.
5. Volunteers will request pre-approval for all non-food expenses over \$50.00.
6. Any volunteer who uses their vehicle for Food Bank business, will be reimbursed at the rate of \$0.50/kilometer. (2023)

Insurance

1. FOOD BANK will carry sufficient insurance. FOOD BANK will review its insurance policy every 2 years.

Investments, Bonds, Long-term Accounts

1. Some of the funds of the FOOD BANK, as may not be required for immediate use or to meet accruing liabilities, may be invested at the discretion of the Board of Directors in any investments deemed appropriate by same.

Policy A6

RESOURCE ALLOCATION

Financial Planning

Background: FOOD BANK will determine a budget so that it can plan a year ahead and monitor its revenue/expenses. The entire Board is responsible for being familiar with all aspects of the budget.

Budget

1. The Finance Committee (treasurer) will prepare the annual budget, with board input.
2. The budget will be presented alongside the financial statements to monitor the actual results.
2. The board will approve the budget annually, as close to the beginning of the year as possible.
3. The Finance Committee (treasurer) monitors the budget and presents the quarterly report at the next board meeting.
4. The Finance Committee (treasurer) clarifies / explains significant differences between budgeted amounts and actual amounts.

Unaudited/Unreviewed Financial Statements

1. Unaudited monthly financial statements should be completed and presented to the Board by the Treasurer for acknowledgement and acceptance.
2. Clarification on the records are to be directed to the Treasurer, who will obtain information and or clarification, and bring it back to the Board.

Audit/Review

1. The Treasurer will be involved in the annual audit/review.
2. The presentation to the Board of the audit/review will be done by the auditors appointed at the prior Annual General Meeting with the assistance from the Treasurer.

Policy A7

ADVOCACY

The FOOD BANK recognizes the importance of working with other social service agencies. Connect with other community agencies allows the FOOD BANK to promote awareness of food security issues in general, and FOOD BANK issues in particular.

1. The FOOD BANK chairperson or designate will make every effort to attend FCSS Interagency meetings, Chamber of Commerce meetings, and other community meetings, as appropriate.
2. The FOOD BANK will share information about its services to a wide variety of social service and community agencies.
3. FOOD BANK board members will be familiar with services in the community.
4. Volunteers will have a variety of social services brochures with contact numbers available for clients.
5. Clients of the FOOD BANK may be referred to other agencies, as appropriate. Volunteers will not counsel or give advice to clients.

Policy A8

RESPONSE TO OCCURRENCE OF FRAUD

When fraud has been identified as occurring within the organization, the following responses will immediately be undertaken.

Fraud Detection

1. Volunteers should be alert to the possibility that unusual events or transactions could be symptoms of fraud or attempted fraud.
2. The factors which gave rise to the suspicion should be determined and examined to clarify whether a genuine mistake has been made or an irregularity has occurred. An irregularity may be defined as any incident or action which is not part of the normal operation of the system or the expected course of events.
3. Preliminary examination may involve discreet enquiries with volunteers and/or the review of documents. It is important for volunteers to be clear that any irregularity of this type, however apparently innocent, will be analyzed.

Action Following Detection

1. When any volunteer suspects that a fraud has occurred, he/she should notify the Board Chair or Volunteer Coordinator immediately. Speed is of the essence and this initial report can be verbal and must be followed up within 24 hours by a written report addressed to the supervisor covering:
 - 1.1. The amount/value, if established.
 - 1.2. The position regarding recovery.
 - 1.3. The period over which the irregularity occurred, if known.
 - 1.4. The date of discovery and how the suspected fraud was discovered.
 - 1.5. Whether the person responsible has been identified.
 - 1.6. Whether any collusion with others is suspected.
 - 1.7. Details of any actions taken to date.
 - 1.8. Any other information or comments which might be useful.

Consultation and Reporting

1. On verbal notification of a possible fraud, the Board Chair or Volunteer Coordinator must immediately contact the Treasurer. He/she will inform and consult with the Board Chair in cases where the loss is potentially significant or where the incident may lead to adverse publicity.

2. The Treasurer will maintain a log of all reported suspicions, including those dismissed as minor or otherwise not investigated. The log will contain details of actions taken and conclusions reached and will be presented to the Board annually.
3. Where a volunteer is to be interviewed or disciplined, the Treasurer will consult with and taken advice from the Board of Directors.

Investigation and Further Action

1. If it appears that a criminal act has not taken place, an internal investigation will be undertaken to:
 - 3.1. determine the facts;
 - 3.2. Consider what may be done to recover any loss incurred; and
 - 3.3. Identify any system weakness and look at how internal controls could be improved to prevent a recurrence.
4. Where an investigation involves a volunteer and it is determined that no criminal act has taken place, the Treasurer will liaise with the Board Chair or Volunteer Coordinator to determine which of the following has occurred and therefore whether, under the circumstances, disciplinary action is appropriate:
 - 4.1. Gross misconduct,
 - 4.2. Negligence or error of judgement was seen to be exercised, or
 - 4.3. Nothing untoward occurred and therefore there is no case to answer.
5. Where, after having considered obtaining legal advice, the Treasurer judges it cost effective to do so, the organization will normally pursue action to recover any losses.
6. Where initial investigations point to the likelihood of a criminal act having taken place, the Board Chair will contact the police and legal adviser at once. The advice of the police will be followed in taking forward the investigation.
7. The investigation will also consider whether there has been any failure of supervision.

Recovery of Losses

1. The recovery of losses should be a major objective of any fraud investigation. To this end the quantification of loss is important. Repayment of losses should be sought in all cases. Where necessary, external advisors can be involved or legal advice as necessary, should be sought on the most effective actions to secure recovery.

Duty of Care

1. Board Chair or Volunteer Coordinator conducting initial enquiries must be conscious that internal disciplinary action and/or criminal prosecution may result.

2. In order to protect the organization from further loss and destruction of evidence, it may be necessary to suspend the volunteer concerned immediately the allegation has been made or following the submission of the Board Chair's or Volunteer Coordinator's initial verbal report.

Protection of Evidence

1. If the initial examination confirms the suspicion that a fraud has been perpetrated, then to prevent the loss of evidence which may subsequently prove essential for disciplinary action or prosecution, the Supervisor should:
 - 1.1. Take steps to ensure that all original evidence is secured as soon as possible.
 - 1.2. Be able to account for the security of the evidence at all times after it has been secured.
 - 1.3. Not alter or amend the evidence in any way.
 - 1.4. Keep a note of when investigators came into possession of the evidence.
 - 1.5. Remember that all memoranda relating to the investigation must be disclosed and therefore to carefully consider what information needs to be recorded.
 - 1.6. Ensure that electronic evidence is appropriately handled by information technology specialists.

Head of Investigation

1. The Board Chair or Volunteer Coordinator will identify the Head of Investigation on a case-by-case basis.
2. The Head of Investigation should arrange for an action plan to be put in place with, as far as is possible, a set timeframe and regular reviews.
3. The Head of Investigation should have the necessary authority to enable him/her to properly discharge investigation duties.
4. The Head of Investigation should be independent from the matter in question.

Learning from the Experience

1. Following completion of the case, the Treasurer should prepare a summary report on the outcome and lessons learned and present it to the Board who must take the appropriate action to improve controls to mitigate the scope for future recurrence of the fraud.
2. Where a fraud has occurred, the Board must make any necessary changes to systems and procedures to ensure that similar frauds will not recur.

(Adapted from the Directors of Globaltrans Investment Ltd.)

Policy A9

DISPUTE RESOLUTION

Purpose

Volunteers and clients can expect to be treated in a respectful and courteous manner. Volunteers and clients will be made aware of the process for dealing with concerns or disagreements.

All individuals volunteering with the FOOD BANK have the right to work in an environment free from dispute. This procedure is in keeping with the FOOD BANK's dedication to providing volunteers and staff members with a safe and caring environment that fosters and maintains respectful and responsible behaviours.

Policy Statement

1. The FOOD BANK believes that consensus is the goal of the dispute resolution procedure. If consensus cannot be reached through combined skills and effective communication, the following procedures make available a process to resolve serious problems as quickly as possible.
2. All complaints shall be handled confidentially. Wherever a stipulated time is mentioned the said time may be extended by mutual consent of the parties.

Procedures

1. Keep a written record of all instances where a problem(s) has arisen.
2. Inform the Board Chair that an issue has come up with a volunteer. In situations where the Board Chair is a party in the dispute, the Vice Chair should be informed.
3. The Board Chair or designate will have a one-on-one informal talk with the volunteer to try and resolve the problem(s). This is an opportunity to discuss both the FOOD BANK's perspective, and that of the volunteer, and ways to rectify the problem(s).
4. The Board Chair or designate will communicate with the parties involved, in a written format, summarizing the meeting outcomes and agreements.
 - 4.1. If an agreement was not reached, the Board Chair or designate will proceed immediately to step 5.
5. If the issues continue for either party in the dispute after the one-on-one informal talk, a formal meeting will be scheduled with a third person in attendance to act as a mediator. This could be another volunteer or trained mediator.
 - 5.1. In this formal meeting, the parties involved will be provided with a letter outlining all instances of difficult behaviour that have been documented.

- 5.2. At the formal meeting, the mediator will take notes and provide them to the parties involved. The notes will state what has been discussed and the plan for resolution.
- 5.3. If the parties cannot come to a satisfactory resolution, the FOOD BANK Board Executive will determine a course of action that is in the best interests of the FOOD BANK.
6. In situations where the board chair is a party in the dispute, another board member (if the parties agree) or an external resource person should be called upon to assist in a mediation role.

HARASSMENT IN THE WORKPLACE

Purpose

The FOOD BANK is committed to a healthy, harassment-free work environment for all our volunteers, and clients. The FOOD BANK has developed an organization-wide policy intended to prevent harassment of any type, including sexual harassment, of its volunteers and clients and to deal quickly and effectively with any incident that might occur.

At the FOOD BANK all forms of bullying are strictly prohibited. Volunteers, and clients who are observed or discovered to be engaged in bullying are subject to disciplinary procedures.

Definitions

1. "Individual", as used in this policy means volunteer, director, client, or other third party within or connected to the FOOD BANK.
2. Harassment
 - 2.1. Harassment that is covered under the *Alberta Human Rights Act* occurs when an individual is subjected to unwelcome verbal, digital/virtual, or physical conduct because of race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. Alberta human rights law prohibits workplace harassment based on these grounds. The behaviour need not be intentional to be considered harassment.
 - 2.2. Examples of harassment that will not be tolerated in the FOOD BANK are verbal or physical abuse, threats, derogatory remarks, jokes, innuendo, or taunts related to any employee, volunteer or member's race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. The FOOD BANK also will not tolerate the display of pornographic, racist, or offensive signs or images; offensive jokes based on race, gender or other grounds protected under the *Act* that result in awkwardness or embarrassment; and unwelcome invitations or requests, whether indirect or explicit.
3. Bullying
 - 3.1. Bullying goes beyond the single episode of teasing or fighting. Bullying is a pattern of behavior in which the bully attempts to intimidate his or her victim. Examples of bullying behavior range from teasing to extortion, to physical assault, this includes any form of electronic communication.

4. Workplace Violence

- 4.1. Workplace violence is defined as performing actions or using words that endanger or harm another employee, volunteer, or member, or result in another employee, volunteer or member having a reasonable belief that he/she is in danger. Any conduct which makes an individual feel endangered is in violation of this policy.
- 4.2. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the FOOD BANK premises.
- 4.3. Examples of workplace violence amounting to behavioral misconduct include but are not limited to:
 - verbal or physical threats.
 - aggressive or violent phone or social media messages, conversations, or comments.
 - assaults or other violence.
 - any behavior that causes others to feel unsafe such as bullying, shouting, or name calling.
 - belligerent, threatening or offensive comments.
 - hitting, pushing, or other similar physical contact, including touching or threats to take such action.
 - gestures or the display of offensive signs or pictures.
 - other aggressive behavior.
- 4.4. Conduct that threatens, intimidates, or coerces a volunteer, board member, or a member of the public at any time will not be tolerated, this includes any form of electronic communication.

Procedure

1. Complainant

- 1.1. If it is possible, tell the harasser that their behaviour is unwelcome and ask them to stop.
- 1.2. Any situations involving violence of any kind including sexual assault, or threats of violence, will require an immediate response, as separation of involved parties may be needed, to ensure immediate safety.
- 1.3. Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events to make a complaint, but a record can strengthen your case and help you remember details over time.
- 1.4. Make a complaint. If, after asking the harasser to stop their behaviour, the harassment continues, report the problem to one of the Volunteer Coordinator or the Board Chair:
- 1.5. The injured party also has the right to contact the Alberta Human Rights Commission to make a complaint of harassment that is based on any of the grounds protected from discrimination

under the *Alberta Human Rights Act*. The protected grounds are race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status and sexual orientation. Visit the Commission's website at albertahumanrights.ab.ca for contact information. You can also report any incident of assault that has occurred to the police.

2. Investigation

- 2.1. Complaints can be made verbally or in writing. The Volunteer Coordinator or the Board Chair will summarize this complaint, as well as any future updates, as documentation of the situation and resolution. This document will be purely the 'facts and figures,' as an impartial, neutral documentation of the event(s).
- 2.2. When an individual has a concern with the behavior or actions of a volunteer, director, client, or other third party, they have the right to take a complaint to the Volunteer Coordinator or the Board Chair.
- 2.3. The Volunteer Coordinator, Board Chair or designate will consult with the appropriate party and make recommendations regarding:
 - 2.3.1. who will be responsible for conducting the follow up to the complaint, and,
 - 2.3.2. who will be responsible for communicating with the individual who made the complaint and with the individual against whom the complaint was made.
- 2.4. The Volunteer Coordinator or the Board Chair will communicate these decisions and explain the process to the individual who made the complaint.
- 2.5. The individual against whom the complaint was made will be verbally informed of the details of the complaint within five (5) working days of the complaint being made.
- 2.6. The follow up to the complaint will occur within five (5) working days of the complaint being made.
- 2.7. The outcome and any action to be taken because of the follow up will be communicated both verbally and in writing to the employee, volunteer, or member against whom the complaint was made. This communication will occur within five (5) working days of the follow up being completed. Within five (5) working days of the completion of the follow up, an opportunity for a formal, supportive debriefing will be provided to the individual against whom the complaint was made as well as to the individual who made the complaint.

3. Further Guidelines

- 3.1. All meetings and interviews will take place in a private location or secure virtual meeting and the confidentiality of all individuals involved will be respected.
- 3.2. All interviews that occur in response to a complaint will be conducted by two individuals, one of whom will be a neutral party.

- 3.3. Any individual being interviewed in response to a complaint can be accompanied by an identified support person of their choosing, apart from their lawyer or any person who is being interviewed in response to the complaint.
- 3.4. All meetings and interviews must be documented.
- 3.5. All documentation related to complaints will be stored in a centralized, secure location (whether physical or digital) accessible only by the Volunteer Coordinator or the Board Chair.

Policy A11

CONFLICT of INTEREST

Purpose

While the FOOD BANK recognizes and encourages the volunteer involvement of its Board members and volunteers within and beyond the FOOD BANK community, it also recognizes the perception of favouritism and inequities these relationships may cause with the FOOD BANK and community at large.

Procedure

1. No member of the Board of Directors will receive financial remuneration for serving on the Board of the Tofield-Ryley and Area Food Bank Society (FOOD BANK).
2. When a volunteer is directly involved in the decision-making around the purchasing of items and services from a supplier with which they have direct or indirect pecuniary interest, they will disclose this interest, declare a conflict, and not take part in any discussion or vote on the matter. The person(s) involved will attend the board meeting while discussions and decisions are made on the matter.
3. Where a Director has any monetary interest, direct or indirect interest in which the FOOD BANK is concerned, the person involved shall, as soon as practicable, disclose this interest, declare the conflict, and shall not take part in any discussion or vote on the matter. The disclosure of conflict of interest should be made at the time the matter is raised at a meeting of the Board of Directors or at such time as the person is aware of the interest.
4. Every disclosure of a conflict of interest shall be recorded in the minutes of the Board of Directors meeting.
5. The failure of a person to comply with the procedures described in this Conflict-of-Interest Policy shall not of itself invalidate any decision, contract, or other matter by TRA Food Bank.

Policy A12

DIVERSITY, EQUITY AND INCLUSION

(Adapted from Food Banks Canada Policy)

Diversity, Equity & Inclusion

The FOOD BANK is committed to upholding the values of diversity, equity, and inclusion (DEI) and accessibility in our living, learning, and work environments. Consistent with those values, the FOOD BANK is an equal opportunity organisation committed to establishing an inclusive, equitable, and accessible environment for all. We know that we all share responsibility for creating an equitable, diverse, and inclusive community. In pursuit of our values, we seek members who will work respectfully and constructively with differences and across levels of power.

If a volunteer finds any of our policies or practices to be contradictory to this diversity and inclusion statement, they are encouraged to bring any thoughts or concerns forward to the Volunteer Coordinator or board chair in person or anonymously.

Cultural Safety

Cultural safety is a philosophy and a way of operating that ensures all individuals and groups are treated regarding their unique cultural needs and differences. It assumes the right to difference and calls for interactions that do not diminish, demean or disempower individuals based on any perceived or actual difference. An approach that considers how social and historical contexts, as well as structural and interpersonal power imbalances, shape artistic and educational experiences. Volunteers must be self-reflective/self-aware with regards to their position of power and the impact of this role in relation to others. "Safety" is defined by those who receive the training, not those who provide it.

1. There is no single culture. Our interactions and practices acknowledge the diversity of cultures, locally, nationally and internationally.
2. Culture can be constructed to relate to more than ethnicity alone; it may be linked to socio-economic status, religion, gender, age, sexuality or disability.
3. All Members of Tofield-Ryley and Area Food Bank community will strive to demonstrate and facilitate cultural safety in their professional encounters through:
 - 3.1. Examination of and reflection on one's own culture and its potential impact on others.
 - 3.2. Developing and displaying sensitivity to historical influences on the health and well-being of others.
 - 3.3. Acknowledging power relationships and dominance that are a result of cultural privilege and acting to ensure equitable and respectful engagement.
 - 3.4. Ensuring respectful dialogue and avoiding use of language that may be colonizing or 'othering' in nature (the tendency to view 'others' as exotic and one's own cultural group as the 'norm')
 - 3.5. Acceptance of the right to hold differing world and other views.

Policy A13

DATA STORAGE and ANTI-SPAM

Purpose

Any personal information entrusted to Food Banks Canada will be protected with a combination of technological and procedural security controls to prevent the details being accessed by non-authorized personnel, stolen, modified or in any other way divulged to unauthorized persons.

Physical Copies

Any data stored on paper should be stored in a secure location where unauthorized individuals cannot see or access it. The guidelines below apply to all physical copies of data;

1. When not in use should be kept in a locked drawer or cabinet
2. Should not be left where unauthorized individuals could see them
3. Should be shredded and disposed of securely when no longer required for business or retention purposes.

Electronic Data

Electronic data must be protected from unauthorized access, accidental deletion and hacking attempts. The guidelines below apply to all electronic data;

1. Should be protected by strong passwords that are changed regularly and never shared
2. Only stored on Food Banks Canada's OneDrive, SharePoint or other cloud services.
3. Data should be backed up frequently and the backup function tested frequently.
4. Shall be protected with approved security software and a firewall.
5. No data shall be saved on a volunteer's laptop or on external media such as an external hard drive unless expressly authorized by the Board Chair.

Anti-Spam Statement

Town of Tofield Food Bank is committed to providing clear and concise communication to our volunteers, and clients.

1. We require that all external sources consent to our email updates in accordance with *Canadian Anti-Spam Legislation*.
2. We value our volunteers' and clients' input and actively seek feedback regarding important issues and updates that occur within our food bank.

Policy B1

COMPOSITION

Board Composition

As per Article 6 of the Society's Bylaws, the board shall consist of a chairperson and 10 directors.

Areas of Responsibility

Directors will choose which of the following additional areas in which they will participate:

1. Vice Chair
2. Secretary
3. Treasurer
4. Volunteer Coordinator
5. Stock Controller
6. Food Bank Manager
7. Volunteer Projects

Vacating an Office

The office of the member of the Board shall be vacated if the member:

1. submits a letter of resignation to the Chairperson.
2. is convicted of an indictable offence.
3. is absent from two (2) consecutive meetings without intimation to the board chair, notice of possible termination will be given by the board chair.
4. is absent from three (3) consecutive meetings of the Board without permission of the Board and it is resolved at the subsequent meeting of the Board that the office be vacated.
5. dies.
6. where a vacancy occurs on the Board, the Board may appoint a person to fill that vacancy until the next Annual General Meeting, provided such a person qualifies for membership pursuant to the Bylaws.

Policy B2

RESPONSIBILITIES

Purpose

The primary Board responsibilities fall into 8 general areas:

- financial stewardship,
- human resources stewardship,
- performance monitoring and accountability,
- insurance,
- risk management,
- public relations and advocacy,
- management of critical transitional phases,
- and complaints review.

Financial Stewardship

1. The Town of Tofield Food Bank creates a yearly budget containing revenues and expenditure forecasts related to the planned activities.
2. The Board is responsible for reviewing and approving the annual operating and capital budgets. It must secure adequate financial resources and ensure the development of financial management and inventory control systems are adequate to properly record financial transactions and control of assets. This stewardship monitors the efficient use of resources and ensures proper financial controls and policies are established.

Human Resources Stewardship

1. The Board is responsible for ensuring the establishment of personnel policies to govern the management of volunteers, resources; succession planning to ensure smooth Board transition; and monitoring compliance with legislative and regulatory requirements.

Performance Monitoring and Accountability

2. The Board is responsible for ensuring adequate systems are in place for monitoring the general performance of the Town of Tofield Food Bank against legislative and regulatory requirements and approved objectives of the Town of Tofield Food Bank and reporting to members, funders, and other key stakeholders.
3. The Board respects all Board members, funders, and key stakeholders' rights to privacy and adheres to the established Town of Tofield Food Bank Privacy Policy and Procedures within the Human Resources & Volunteer Manual.
4. The Board will Evaluate its own performance annually.

Insurance

1. Town of Tofield Food Bank has an insurance package that was created with professional advice. This package includes general liability with separate coverage for the warehouse, directors, and officers (Board insurance).
2. An insurance broker will provide a quote every year after discussions with the Vice Chair to make sure our insurance package is competitive, which will be reviewed with the Board prior to acceptance.
3. The Board is responsible for ensuring that bylaws are current and that governance practices are consistent with the bylaws.

Risk Management

1. Annually, at a Board meeting, the Board discusses all risk management of the prior year and year to come, including the organization's operational risks and how changes can occur within the year to come to address any identified risks. (Appendix H)

Public Relations & Advocacy

1. The function of public relations is to assist the Town of Tofield Food Bank in achieving its goals and objectives through the development and execution of programs designed to earn public understanding and support.
2. The Board is responsible for positively representing the Town of Tofield Food Bank to the members and the community.
3. It must fairly represent members' perspectives to the Town of Tofield Food Bank while ensuring member input is considered in its planning. Public relations must advocate for adequate resources to fulfill the Town of Tofield Food Bank's mandate.
4. Authority to speak on behalf of the Town of Tofield Food Bank shall rest with the Chair. The Chair and any delegated members shall work together to prepare for any media in the event of a serious issue or crisis.
5. Any major statements of an advocacy nature must be consistent with the general parameters of Board-approved policies and/or positions. This is not intended to inhibit the expression of personal or professional opinions, but individual Directors should take care to distinguish these from positions of the Town of Tofield Food Bank.

Management of Critical Transitional Phases

1. The Board is responsible for the management of critical transitional phases and events.
2. These include turnover in key positions on the Board, rapid growth or decline in resources, and issues of significant public controversy.

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3. The Board reviews the food bank's Disaster Response Plan (Appendix G) each year to ensure it remains current to the potential risks it faces as a community food bank.

Policy B3

ROLE DESCRIPTIONS

Duties of FOOD BANK Chairperson

1. Exercise general supervision over affairs of FOOD BANK
2. Serve on the Executive Committee
3. Chair Board Meetings
4. Act as spokesperson for FOOD BANK
5. Coordinate FOOD BANK Board recruitment initiatives with help of Executive
6. Become informed about provincial and national Food Bank initiatives, provide relevant information to FOOD BANK, and act as FOOD BANK contact
7. Oversee professional development activities for FOOD BANK Board with the Volunteer Coordinator.
8. Develop appropriate self-evaluation tools for FOOD BANK Board.
9. Act as liaison with relevant community agencies, or delegate the responsibility:
 - 9.1. Interagency, Chamber of Commerce, Schools, FCSS, Youth Groups, Christmas Hamper Committee
10. Arrange for a board member to be present at cheque presentations
11. Display board creation/delivery/pick-up
12. Update brochure

Duties of FOOD BANK Vice Chairperson

1. Convene and preside at meetings of the Board in absence of the chairperson
2. Assist the chairperson with any duties as needed
3. Attend functions as delegated by the chairperson
4. Assist with other Food Bank Initiatives where possible

Duties of FOOD BANK Secretary

1. Serve on the Executive Committee
2. Keep copies of the organization's bylaws, policies, and minutes of all Board meetings.
3. Upload board meeting agendas, minutes, and reports to Food Bank OneDrive.
4. Keep lists of current Board members, committees, and general membership
5. Notify Board members of all meetings (executive, general and AGM) and forward copies of the complete meeting agenda to Board members prior to the meeting date
6. Record accurate minutes of the meetings
7. Conduct and keeps records of general Board correspondence
8. Sign Board minutes and official documents of the organization as required
9. File the annual return, amendments to the bylaws and other incorporating documents to the Corporate Registry
10. In the absence of the Chairperson and Vice-Chairperson, chair Board meetings unless there is an election of alternate Chairperson
11. Maintain regular contact with local government: town councils, councilors in Tofield/Ryley/Beaver County

12. Purchase administrative supplies (file folders, printer ink, etc.)
- 13.

Duties of FOOD BANK Treasurer

1. Serve on the Executive Committee
2. Oversee and present budgets, accounts and financial statements to the Board
3. Ensure that appropriate financial systems and controls are in place
4. Ensure that the record-keeping and accounts meet the conditions of statutory bodies
5. Prepare accounts for audit and liaising with the auditor, as required
6. Present accounts at the AGM
7. Manage bank accounts
8. Set up appropriate systems for bookkeeping and payments.
9. Ensure everyone handling money keeps proper records and documentation
10. Give regular reports to the Board on the financial state of the organization
11. Ensure proper records are kept.
12. Send by mail or email, Charitable Donation Receipts for financial and in-kind donations received, in a timely manner.
13. Ensure that accurate Registered Charity Information Return (T3010) is filed with the Canada Revenue Agency (CRA) within six months of year-end as required by law.

Responsibilities for Directors

At the first Board Meeting after the Annual General Meeting, Directors will choose which of the following areas they will be responsible for:

1. Ryley Representative – Duties:
 - Pick up donated food from Ryley donors; deliver to Food Bank
 - Act as a liaison between Ryley community and FOOD BANK; report Ryley news and issues at each Board Meeting
 - Represent the FOOD BANK at selected Ryley events (such as Trade Fair, Farmers Market, etc.)
 - Act as FOOD BANK spokesperson for Ryley: make/post information posters, place information items in Village Voice, other (float in parade)
2. Director(s) at Large
 - Attend workshops, meetings, etc
 - Assist in other Food Bank initiatives where possible.
2. Volunteer Coordinator – Duties:
 - Oversee schedule of service volunteers, including:
 - hamper distribution volunteers
 - Alberta Food Bank pick-up volunteers
 - weekly local food pickup volunteers
 - bulk food re-packaging volunteers
 - organizing volunteers to take part in food drives
 - Recruit, screen and train new volunteers
 - Create and update handbook of hamper distribution procedures for volunteers

- Oversee volunteer recognition and social events for volunteers.
 - Keep accurate records of FOOD BANK hamper distribution information and volunteer hours.
 - Create statistics from FOOD BANK records and provide information when requested
 - Manage keys for volunteers
 - Along with the Food Bank Manager, oversee the Youth Volunteers.
 - Ensure that the Ethical Food Banking Code is read and signed by all volunteers, including board members, in March of each year and stored in the Documents Binder. New volunteers will sign that year's document when the volunteer is approved.
3. Food Bank Manager– Duties:
- Managing physical Food Bank building and exterior needs and ex (cleanliness, snow removal, etc.)
 - Complete Facility and Equipment Inspection Reports (Documents Binder) on required dates as listed on each report.
 - Acting as trouble-shooter
 - Purchasing cleaning supplies.
 - Arranging for boxes and plastics to always be on hand.
 - Change Signage/phone messages as per holidays etc.
 - Arranging for snow removal contacts & contracts,
 - Assist Stock Controller as needed
 - Assist with other Food Bank initiatives where possible
4. Stock Controller – Duties:
- Stock shelves, moving closest dated food to the front, re-packing food stocks as required into pre-determined sizes for hampers as per Board direction
 - Oversee and purchase of food items in cost-effective manner to replenish food shortages, according to the annual budget and the Board approved list
 - Oversee picking up donations from Food Banks Alberta as available and needed food stocks come available
 - Keep records of donated food (donor/weight
 - Make decisions as to movement of stock (ie Have lots of tomatoes – give instead of pasta sauce in order to not waste tomatoes) and communicate these decisions to the hamper volunteers.
 - Make recommendations to the Board as to food inventory needs ETC for press releases/food drives
 - Submit any Website and FaceBook updates necessary to the chair.
 - Ensure that all food for distribution meets the up-to-date best-before-date guidelines established by Food Banks Canada.
5. Volunteer Projects
- 6.1 To be assumed by board members or volunteers. Areas below may be added to or deleted as necessary with Board approval:
- Garden Project – under the direction of the Food Bank Manager
 - Gleaning and Storage Project – under the direction of the Food Bank Manager
 - Social Media Administration - under the direction of the Food Bank Chair
 - LOOP Farmer(s) Liaison & Pick-up

- School Emergency Lunches

Policy B4

CODE OF CONDUCT

Board Members will adhere to the following code of conduct:

1. I have client information, when I am privy to Board business dealings, or aware of other potentially sensitive issues, I promise that I will keep this information confidential. This confidentiality extends forever.
2. Attendance at meetings: Board members count on my presence and active involvement at meetings. If I can't attend, I will RSVP in time. If circumstances don't allow me the time to devote to FOOD BANK issues, I understand that I may be asked to reconsider my commitment, which may mean giving my place to someone else.
3. Doing the jobs I have committed to: I understand that our Board works as a team, and that others count on me. I will do the assignments I take on, to the best of my ability. If I cannot complete a task, I will make alternate arrangements.
4. Conflict of interest: Fellow board members expect that when I vote, or discuss issues concerning FOOD BANK, that I do so in the best interest of the FOOD BANK, and not because of a competing interest. IF there is a conflict or the potential for a conflict, I will make this known at the meeting, and will excuse myself from discussion and voting. May absence will be recorded in the minutes. I understand that voting on an issue in which I or my family could gain (financially or otherwise) would be a conflict of interest.
5. Dealing with other board members: If I have a concern, question or frustration with a fellow board member, I will approach that member first.
6. Dealing with conflict: I understand that there may be differences in the way board members think, communicate and work. I understand that dealing with conflict in a positive way allows us to clarify issues and to discover more about each other. When here is conflict, I will make every effort to be hard on the problem, and easy on the person.

Policy B5

RECRUITMENT

Background

The FOOD BANK Board consists of the chairperson plus a minimum of seven and a maximum of ten other board members.

Maximum terms for board members and procedures for dealing with mid-term vacancies are found in the Bylaws.

The FOOD BANK ensures that board members are representative of the FOOD BANK community.

Procedure

1. The Board needs to be clear on the skills, qualities and experience that it is looking for in a new board member. The Board must also ensure that potential board members have a clear understanding of the responsibilities involved in being a board member. Potential board members are encouraged to ask questions and seek clarification before submitting their names.
2. The entire board is involved in nominating board members. The Board will be aware of people in the community who have the interests and the skills needed by the Board. Potential board members will be required to complete the standard application form, submit to a police check. Nomination is not automatic. The Board does not accept nominations 'from the floor' at AGM's or regular board meetings.
3. The Board will ensure that the budget includes funds for board recruitment, orientation, ongoing education, training and recognition.

Policy B6

ORIENTATION and TRAINING

Board Member Orientation

To help new board members, the Board will provide orientation that will clarify the FOOD BANK mission, its values, the major activities board work entails, issues faced by FOOD BANK, and the way in which it carries out its hamper program. Thus:

1. All new board members will receive orientation materials.
2. Various board members will be involved in orientation activities.
3. A Board Orientation Manual will include: the mission statement, board history and background, bylaws, the Policy Manual, the current financial summary, and highlights of past board activities.
4. Orientation will include a visit to the Food Bank and a minimum of one shift with an experienced FOOD BANK hamper volunteer.

Board Member Training

At times, board members may require or request additional training to do their work more effectively.

1. FOOD BANK will ensure that board members receive all necessary training.
2. Board members who request additional training may receive financial support, if necessary.

Policy C1

VALUES

Belief

Volunteer participation is valued because it is the only way that the FOOD BANK can effectively accomplish its mission. The FOOD BANK respects the needs of volunteers, and at the same time recognizes that the needs of the client and of the FOOD BANK are priorities.

Philosophy of Involvement

1. The FOOD BANK can only achieve its goals through the participation of volunteers.
2. The FOOD BANK accepts and encourages the involvement of volunteers within all appropriate programs and activities.
3. Volunteers can contribute their talents, skills, and knowledge of our community.
4. Volunteers can provide personalized attention to clients and be involved with the education of the public about our organization and its cause.

Policy C2

VOLUNTEER POSITIONS

Description Requirements

1. Except for one-time volunteer roles, all volunteer positions will include a job description.
2. Job descriptions will have information related to the purpose and duties of the position, a contact person, a time frame, the desired qualifications, and the potential challenges and rewards of the position.
3. Volunteer positions will be flexible enough to allow the best fit with the skills, abilities and limitations of each volunteer. Where possible and appropriate, the job will be changed to match the volunteer's skills and interests.

Policy C3

VOLUNTEER RIGHTS, RESPONSIBILITIES, & REPRESENTATION

Volunteer Rights and Responsibilities

1. Volunteers are a valuable resource to the FOOD BANK and its clients.
2. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to meaningful involvement and participation, and the right to recognition for work done.
3. In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the FOOD BANK.

Representation of the organization

1. Volunteers have a special role as 'ambassadors' of the FOOD BANK. They can best fulfill this role by being knowledgeable about how FOOD BANK works, by sharing information related to general food security issues, and by letting others know how they can get involved.
2. Volunteers who have concerns about the FOOD BANK are encouraged to speak directly to the Volunteer Coordinator.
3. Volunteers do not speak for the Board.

Policy C4

CONFIDENTIALITY and PRIVACY

Confidentiality Requirement

Upon their involvement with the FOOD BANK, all board members and service volunteers sign a confidentiality agreement forbidding them to divulge client names, addresses or any other information that could identify clients.

Protection of Privacy

To comply with the Charities Directorate and to maintain our status as a registered society and charitable organization, Tofield-Ryley and Are Food Bank is obliged to follow administrative standards. Tofield-Ryley and Are Food Bank does not release personal or financial information acquired from donors except for memorial gifts, in which case donor names may be released to the bereaved family.

Volunteer Files

1. Tofield-Ryley and Are Food Bank has physical, technical, and procedural safeguards in place that are appropriate to the sensitivity of our volunteer records and personal information in question.
2. A volunteer file may include information related to a record of facts about the employee, code of conduct, reference checks, police record check, and emergency contact information.
3. All information placed in volunteer files is confidential in nature and it will only be divulged to individuals who have been authorized to receive such information

Consent for Disclosure

Sometimes Food Banks Alberta uses personal stories, photos, or audio/visual recordings for promotional purposes in print or online. To protect the privacy of those who participate in such activities, we require expressed written consent to disclose any such information or materials.

Policy C5

RECRUITMENT OF VOLUNTEERS

Volunteer recruitment efforts will target a wide variety of groups and ages to ensure broad community involvement. Volunteers will be recruited without regard to gender, handicap, age, race, or sexual orientation.

FOOD BANK will modify jobs and make other necessary changes to allow all members of the community to become involved, unless doing so would cause undue hardship (financial or otherwise) to the Food Bank.

Screening

1. Except for one-time volunteer roles, all volunteer positions will include a job description.
2. Job descriptions will have information related to the purpose and duties of the position, a contact person, a time frame, the desired qualifications, and the potential challenges and rewards of the position.
3. Volunteer positions will be flexible enough to allow the best fit with the skills, abilities and limitations of each volunteer. Where possible and appropriate, the job will be changed to match the volunteer's skills and interests.

Policy C6

SECURITY CLEARANCE

Belief

The FOOD BANK is operated through generous support from public funds from a variety of sources. As such, we believe it is our responsibility to take steps to ensure that the FOOD BANK funds and property are properly managed and protected.

Requirements

1. Volunteers in certain positions may be required to submit to a Police Information Check (PIC) and be subject to reference checks. Volunteers will not be placed in a position where reference/criminal record checks are not favourable to the requirements of the position.
2. The fee for obtaining a PIC may be reimbursed to the volunteer.

Procedure

1. Reference and Police Information checks will be kept on file in the FOOD BANK office.
2. Volunteers who do not agree to the background/reference check may be refused volunteer positions.
3. Any cost to the volunteer will be reimbursed by the FOOD BANK.

Policy C7

MAINTENANCE OF VOLUNTEER RECORDS

1. The Volunteer coordinator will maintain a file for each volunteer. The file will include application forms, Criminal Record Check copy, start and end dates of service, positions held, documents related to individual feedback concerns and emergency contact numbers.
2. The FOOD BANK will follow the appropriate procedures to ensure that FOOD BANK adheres to the relevant confidentiality legislation. Application forms and evaluation/feedback information will be kept in a secure location.
3. Files of no-longer-active volunteers will be returned to the applicant, or shredded after information has been recorded.

Policy C8

VOLUNTEER EVALUATION

1. The FOOD BANK encourages a relationship of mutual trust and respect between the Volunteer coordinator and the volunteers. The Volunteer Coordinator is open to hearing concerns or suggestions for improvement regarding the way FOOD BANK delivers its services.
2. The Volunteer Coordinator or designate will have periodic discussions with volunteers, as individuals or as a group, to discuss strengths and/or suggestions for improvement on the part of the volunteer or the Food Bank.

Policy C9

VOLUNTEER TERMINATION and RESIGNATION

Belief

If a volunteer is not performing their duties as required, every effort will be made to find a volunteer position that suits their interest and abilities. If this is not possible, then the volunteer relationship with the FOOD BANK may need to be ended.

Procedure

1. Volunteers who wish to resign are encouraged to inform the Volunteer coordinator as soon as possible to facilitate a timely replacement.
2. Volunteers who knowingly provide false information may be terminated immediately.
3. Volunteers who breach confidentiality may be terminated immediate.
4. When volunteers are not able to perform their duties adequately, and modification of the duties is not possible, the Volunteer coordinator may require the volunteer to resign.

Policy C10

VOLUNTEER TRAINING AND DEVELOPMENT

Belief

The FOOD BANK is committed to ensuring that their volunteers are provided with a rewarding, enriching, positive volunteer experience.

Procedure:

- The Volunteer Coordinator or designate will provide orientation and training to all volunteers.
- All volunteers will receive their own training materials. The training manual will be returned when the volunteer stops working with the FOOD BANK.
- Copies of the training materials will be available at all times at the FOOD BANK.
- Each volunteer receives a Food Bank T-Shirt. (17.03.26)

Policy C11

VOLUNTEER RECOGNITION

The FOOD BANK recognizes that without the commitment and support of all the volunteers involved in the FOOD BANK, their mission could not be fulfilled.

The FOOD BANK values the work volunteers do, and will say a frequent 'thank yous' in a variety of cost effective and meaningful ways.

Policy C12

REIMBURSEMENT OF EXPENSES

Procedure

1. Volunteers may be eligible for reimbursement of reasonable expenses incurred to carry out the business of the FOOD BANK.
2. Prior approval must be sought before the expense will be approved. Expense claims for items that have not been approved will not be reimbursed.
3. An original receipt must be forwarded with the expense claim for the expense to be reimbursed.
4. This policy will apply to those volunteers who also assist the partner agencies.

SPECIAL CASE VOLUNTEERS

1. Friends, relatives, and family members as volunteers.

The FOOD BANK encourages friends, relatives, and family members of volunteers to volunteer as well. They, too, will go through the standard volunteer application/screening process.

The FOOD BANK may accept as volunteers those participating in student community service activities, student intern projects, alternative sentencing programs or other volunteer referral programs. Such volunteer positions may be tailored to meet the needs of both the volunteer and FOOD BANK clients. In each of these cases, a special agreement must identify responsibility for management and care of the volunteers. Where the FOOD BANK does not have the manpower to support special case volunteers, FOOD BANK reserves the right to refuse them.

1. One-time volunteer groups

Where the Food Bank involves a group or one-time volunteers, it may require an agreement to be in place with the group's organization or the individual. A verbal discussion or agreement for that specific time or duty is acceptable.

2. Underage children

There is not minimum age to volunteer, but volunteers under 18 must submit written consent from their parent or guardian prior to volunteering.

Volunteering opportunities for underage children will be age appropriate. Volunteering positions will be restricted to jobs that do not include direct contact with clients.

3. Clients as Volunteers

The FOOD BANK may accept Clients as volunteers.

- Clients who wish to volunteer in jobs that do not require the handling of food may volunteer at any time.
- Clients who wish to volunteer in jobs that require the handling of food may do so provided adequate supervision is in place.
- Clients will undergo the same screening, police record check, training, supervision and recognition procedures as other volunteers.
- Clients who volunteer will not be given a key to the Food Bank.

Policy C14

COMPLAINTS

Purpose

Town of Tofield Food Bank is committed to providing excellent service. We recognize that, from time to time, there may be inquiries, concerns, or complaints, and we believe that those who want to share their experiences or feedback have the right to tell us. This feedback may be by phone, email, or in-person.

Procedure

If an issue arises within our food bank, we will first direct the issue to our Food Bank Volunteer Coordinator. The food bank will:

1. Initiate work to resolve the situation, as required.
2. Provide the client with the Complaint Form to the Board of Directors to document requests that cannot be resolved. (In Procedures Manual)
Note: Depending on the nature of the complaint, this could include immediate action and/or policy/procedure changes that will require more than 10 days.
3. Follow up directly with the complainant within 10 days of the initial complaint, if needed.
4. Provide the client with the Food Banks Canada Customer Experience Hotline contact information if they feel the issue still has not been resolved.
5. The Food Banks Canada Customer Experience Hotline includes:
 - A toll-free phone number: 1.877.280.0329
 - An email: complaints@foodbankscanada.ca
6. Town of Tofield Food Bank will encourage feedback or complaints to go through this hotline only if the issue cannot be resolved within our food bank.

Policy D1

FOOD CHOICE PROGRAM

November 2023

*To Maintain each Clients DIGNITY -
Never do something for someone that they can do themselves.*

CLIENT APPOINTMENTS

1. Appointments
 - a. Scheduled - 20 minutes apart
 - b. When a client moves on from the Shelving Area to the Foyer Area part, another client can be brought into the shelving area
 - c. Clients must be on time, or they will have to wait until there is free time, or get rescheduled

2. Hamper Hosts – Shelving Area and Foyer Area
 - a. Walks through the pantry with the client letting them know how many items they can choose from each area.
 - i. Keep bot of the items that have been limited such as canned fruit and canned meat
 - b. Client builds their own hamper and can pack it too.
 - c. The items a client chooses meets their own individual needs and dietary concern
 - i. This results in very little waste or items being returned.

3. Lists
 - a. Are broken into Shelving area and Foyer Area for 2 different hosts.
 - b. Will be reviewed regularly
 - i. If they have too much of something, they up the allotment and vice versa

INVENTORY

1. Shelves
 - a. Items are grouped as per the list
 - b. Clients can take x-many items from each group, as per the lists and the hamper host will monitor.
 - c. Some items are limited such as canned fruit, soups, canned meat other than tuna

2. Repackaging
 - a. 4-cups each of sugar, flour, rice, oatmeal
 - b. 2-cups of coffee per bag or jar
 - c. 12 tea bags per ziplock

3. Additional Information about Purchasing at the Lord's Food Bank:
 - a. They only purchase food in high demand that donations can't keep up with
 - b. Last year they spent less than \$10,000 on hamper supplies.
 - c. Have anywhere between 80 and 400 hamper a month
 - d. The Food choice method changed their spending
 - e. Bigger impact for the dollars
 - f. People are better helped

4. Food Drives - They are very clear with the drive organizers, what items are desperately needed

MISCELLANEOUS

1. Garden veggies (potatoes, carrots, etc.) will be moved out onto the table and clients can take as they'd like.

CLIENT CHOICE AREAS

Shelves Area

- 1 Breakfast Items
- 2 Coffee, Tea, Juice Etc.
- 3 Jars, Cans
- 4 Sides (Pasta, Rice)
- 5 Snacks
- 6 Baking
- 7 Toiletries, Laundry Det., Toilet Tissue, Etc.

Foyer Area

- 8 Fresh Produce (On Table)
- 9 Meat (Meat Freezer)
- 10 Bread/Buns (Individual Freezers)
- 11 Miscellaneous (Glass Front Cooler)
- 12 Goodies (Loop Fridge)

Policy D2

CLIENT ELIGIBILITY AND NEEDS POLICY

Background

The FOOD BANK believes that everyone has a right to food security. FOOD BANK will handle its food and financial donations responsibly. Clients will receive hampers based on eligibility and need.

Eligibility

The FOOD BANK catchment area covers west to Strathcona County, east up to, but not including Holden, south to Camrose County, and north to Lamont County. Volunteers will use their discretion in cases where clients live very near to, but outside, of FOOD BANK area. Volunteers will direct clients who are clearly outside the FOOD BANK area to the nearest Food Bank.

Need

Three factors will determine need: financial need, size of family, and extenuating circumstances.

Intake volunteers will require clients to provide basic financial information and the following:

1. Photo ID for the main client,
2. Alberta Health Care card or Birth Certificate for other household members
3. A document that supplies us with the physical address (e.g. current utility bill)
4. If this information is not provided at the first visit, the client will be given an initial hamper, however, they will not be eligible to obtain further service until this information is supplied.

Underage clients

Volunteers will request proof of age from anyone they suspect is underage. When clients under sixteen years of age request a hamper, the intake volunteer will notify the appropriate social service agency and inform the client that they are required to do so.

Transient clients

Transient clients will receive a small hamper.

Referrals from other agencies

Clients who have been referred by FCSS or Victim Services will be given the same service as any other client.

Policy D3

CLIENT RECORDS

See Also Appendices C and D

HOURS OF OPERATION

Background

The FOOD BANK strives to be available at times that are convenient both for clients and for volunteers. Given the number of clients the FOOD BANK serves, FOOD BANK volunteers and their availability, FOOD BANK will be open twice weekly. When conditions allow, or when numbers dictate, hours of operation may change.

Hours of Operation

The FOOD BANK will be open Tuesday and Friday, 10:00 am to 12:00 noon, OR as the need in the community dictates. Hamper volunteers will monitor the FOOD BANK phone at all other times.

1. To schedule a hamper pick-up, the client MUST call by 9 pm the day before and leave a message.
2. If the client calls the day of the hamper pick-up, they will be scheduled for the next available hamper day.
3. Walk-ins may be given soup and bread only, and their hamper pick-up will be scheduled for their next eligible hamper day.

Policy D5

FREQUENCY OF USE

Background

FOOD BANK will stay true to its mandate of addressing short- term food needs, while being responsive to client realities such as chronic under-employment, inadequate minimum wage, and inadequate social services support.

The FOOD BANK works with other social service agencies which have additional support services available for clients.

The FOOD BANK recognizes that some clients may need help several months in a row. Other clients may need help periodically over a longer period.

Frequency of Use

1. Clients will be able to access 1 hamper per month per household. Volunteers will always use their discretion for clients who have reached their limit. Bread and soup will always be available to clients on a weekly basis.
2. Clients who have not used the FOOD BANK for two years will have their information shredded or deleted from the Link2Feed program.

Policy D6

FOOD HAMPER CONTENT

Content of Hampers

The amount of food and the type of food will vary, depending of the size of family, age of family members, and availability of supplies.

Size of Hampers

1. FOOD BANK makes hampers that are intended to contain adequate food to meet client needs for three to five days.
2. The quantity of food given to each client depends on the size of the household: 1, 2, 3, 4, 5 or more people.

Special diets

FOOD BANK is aware that a growing number of people require special diets (gluten-free, low sodium, etc).

Currently, the FOOD BANK has neither sufficient food donations nor sufficient client demand to make complete special diet hampers feasible.

Special diet items, if donated, will be prominently displayed on the Free shelves for clients to take as they need.

Policy D7

FOOD DONATIONS

(See Appendix A for Guidelines to Distribution of donated Food - AHS)

Background

FOOD BANK will follow safe food handling procedures as provided by the Health Inspector for Beaver count, food Banks Canada Safe Handling Guidelines, and AB Food Bank Network Guidelines. Where requirements are contradictory, the Beaver county Health Inspector Guidelines will prevail. See guidelines from Food Bank Canada and ABFNA

Acceptable Foods

FOOD BANK accepts the following foods:

1. Non-perishable foods, defined as food that will not rot or decay if it is not refrigerated. These foods are also called shelf-stable foods as they can safely sit on a shelf for months. Typical non-perishable foods include:
 - 1.1. commercially canned foods
 - 1.2. whole fruits and vegetables (eg. whole oranges as opposed to orange wedges)
 - 1.3. dry goods (cereal, crackers, pancake mix, etc.)
 - 1.4. Sugar, coffee, rice, etc.
2. Fresh Vegetables. FOOD BANK accepts potatoes, carrots and other fresh vegetables.
3. Inspected meat
4. Leftover foods from a community event may be accepted if:
 - 4.1. the product (vegetable or meat tray) has been continuously refrigerated and covered
 - 4.2. the product has not been contaminated (people have not been able to touch it)
 - 4.3. Ready-to-eat foods (e.g.: surplus food from restaurant) may be accepted if:
 - 4.4. the product is not left over from a patron
 - 4.5. the product has been maintained below 4 degrees C or above 60 degrees C and protected from contamination
 - 4.6. the age of the product does not exceed recommended requirements

Unacceptable Foods

FOOD BANK does not accept the following:

1. Home canned preserves such as jams and jellies. Although their high sugar content means that they are likely quite safe, the age and contents of the product are often unknown.
2. Perishable foods from premises without a valid Food Establishment Permit (eg: homemade bread)

3. Perishable food that has been held at temperatures between 4 degrees C and 60 degrees C (eg: wieners or eggs that have not been refrigerated)
4. Uninspected meat
5. Food that has been contaminated by insects, rodents or chemicals
6. The following canned foods are unacceptable:
 - 6.1. foods in bulging, rusting, leaking, or (severely) dented cans
 - 6.2. cans without labels, unless there is a reliable assurance as to the contents of the can
 - 6.3. expired baby food
 - 6.4. home canned pickles, vegetables (see notes for ABFNA)

Policy D8

NON-FOOD DONATIONS

FOOD BANK accepts donations such as toiletries, dish soap, pet food, and baby items

FOOD BANK makes non-food donations such as those listed available to clients. Donated items with limited demand (tapioca starch, canned artichokes, etc) are also made readily available

Cold medications, aspirin, antacid, etc will be disposed of.

Policy D9

SURPLUS FOOD

Background

On occasion, the FOOD BANK has an excess of certain foods that are in danger of going stale or rancid, or that can't be used up quickly enough:

1. The FOOD BANK will donate excess foods to organizations like the FOOD BANK with the understanding that the organizations will distribute the food at no charge to their clients
2. The FOOD BANK does not sell, trade, or barter food
3. The FOOD BANK will donate suitable food to schools in the FOOD BANK area for students in need

RECORD KEEPING

Background

Keeping track of the amount and source of food donations, and demographics of FOOD BANK clients is part of running an effective organization. Accurate record keeping allows the FOOD BANK to monitor changes, and Food Bank Canada encourages this practice.

FOOD BANK will keep a record of the following:

1. Amount of food donated
2. Source of food donated (general categories include: food drives, personal donations, town food bins, Alberta Food Banks)
3. Number of hampers filled
4. Age range of clients

Policy D11

SCHOOL PROGRAM

The FOOD BANK will work with the Ryley, Tofield, North Star, and CW Sears Schools to provide students in need of food.

Each September the FOOD BANK Manager will contact the designated representative the school to establish a procedure for the current school year that ensures that food will be available to students when necessary.

Policy D12

DISASTER RESPONSE

TIER 1 – LIFE SAFETY AND SURVIVAL ACTIONS

1. Facility Emergency Procedures
2. Identifying volunteer roles for emergency coordination
3. Things easily accomplished at no or low cost

TIER 2 – RE-ESTABLISHING OPERATIONS

1. Restore capacity to provide essential client service.
2. Identify essential support functions.
3. Identify resources and supports

TIER 3 – EXTERNAL: FILLING A BROADER COMMUNITY ROLE

What is Tofield-Ryley and Area Food Bank's role during and external community crisis?

When crisis occurs, we play a critical role in responding to emergencies that disrupt food supplies for individuals and communities.

We focus on mobilization, and distribution of food during emergencies, leveraging our relationship with IGA to access large bulk quantities of food that we can disperse at a moment's notice, and accessing FCSS as needed to ensure all parties are assisted in a timely manner.

1. Identify neighbours, vendors, potential partners, TRAFBS peers for coordination and planning
2. Establish relationships and agreements with key agencies and organizations.
3. Integrate into a whole-community response.
4. Sustain operations and maintain emergency plans

(See Appendix G for Disaster Response Outline)

Policy D13

REPACKAGING

Background:

For fiscal accountability reasons, the Food Bank receives and purchases bulk items such as flour, sugar, rice, etc. These items require repackaging into predetermined sizes of first-used food safe containers before distribution to clients.

All volunteers who do repackaging will follow repackaging procedures as approved by the board.

Procedures:

1. Each volunteer who is repackaging must complete the Alberta Food Banks Safety Training Course.
2. Each volunteer who is repackaging bulk food will follow Safe Handling Procedures as outlined by Alberta Food Banks Food Safety Course.
3. Specifically:
 - a. Hair must be tied back.
 - b. Hands washed thoroughly according to posted requirements, and between each different Repackaging table thoroughly cleaned and sanitized prior to and after repackaging each type of food.
 - c. To prevent allergen contamination, flour must be the last item repackaged.
 - d. Follow thoroughly the FOOD REPACKAGING GUIDELINES as posted and as found in Appendix H of this Policy Manual.

Guidelines for the Distribution of Donated Foods

For more information, visit Safe Healthy Environments ahs.ca/eph

Purpose of These Guidelines

These guidelines are intended for food facilities that distribute donated food to the public (i.e., food banks, soup kitchens, etc.). Complying with the following requirements will help ensure that the food distributed by your organization is safe for your clients.

Food Facility Requirements

General

1. All food distributed by the food facility must be safe, wholesome and handled in a manner that will prevent foodborne illness and the transmission of disease.
2. All facilities in which food intended for public consumption is stored, prepared, processed, distributed or served must possess a Food Handling Permit issued by Alberta Health Services.
3. Food facilities must be maintained in a clean and sanitary condition at all times.
4. In commercial food establishments where there are 5 or fewer food handlers working on the premises, at least one person who has care and control of the food establishment (e.g. owner, manager) must hold a certificate in food sanitation and hygiene.
5. In commercial food establishments where there are 6 or more food handlers, at least one member of the management or supervising staff must hold a certificate in food sanitation and hygiene and must be present at the food establishment at that time.
6. It is recommended that as many food handlers as possible complete a course in food safety. The

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4. In commercial food establishments where there are 5 or fewer food handlers working on the premises, at least one person who has care and control of the food establishment (e.g. owner, manager) must hold a certificate in food sanitation and hygiene.
5. In commercial food establishments where there are 6 or more food handlers, at least one member of the management or supervising staff must hold a certificate in food sanitation and hygiene and must be present at the food establishment at that time.
6. It is recommended that as many food handlers as possible complete a course in food safety. The Food Sanitation and Hygiene Training Course offered by Alberta Health Services meets this requirement.

Interior Finishes and Cleanup Equipment

Interior Finishes

The floors, walls and ceilings in areas where open food is handled must be easily cleanable.

Cleanup Equipment

1. Facilities in which foods are prepared and/or served to the public (i.e. soup kitchens) must be equipped with

a) A hand-wash sink in the food preparation area,

AND either

b) A two-compartment sink if single-service utensils are to be used (i.e. paper plates, plastic forks/knives/spoons, disposable cups), OR

c) If re-usable utensils are to be used (ie. silverware, glasses, dishes, etc.):

i. A three-compartment sink in the food preparation area, OR

ii. an approved commercial dishwasher, plus a two-compartment sink in the food preparation area.

2. Facilities where food is stored and distributed to the public (i.e. food banks) must be equipped with:

a) a two-compartment sink, if foods are re-packaged or re-portioned in the facility (e.g. re-portioning bulk food items into smaller containers), OR

b) a supply of hot and cold running water somewhere in the premises, if no open food is handled in the facility.

Food Equipment and Food Containers

1. Food Equipment

a) All food equipment in the facility must be maintained in good repair, in proper working order and in a clean and sanitary condition at all times.

2. Refrigeration Equipment

a) Coolers must maintain foods at temperatures below 4°C (40°F).

b) Freezers must be able to keep foods frozen preferably at temperatures below –18°C (0°F).

3. Food Containers

a) Only clean containers specifically designed for food storage should be used to store food. Stainless steel pans, aluminum foil pans and food grade plastic containers may be used (e.g. ice cream pails, vegetable oil pails).

b) Containers must be free of cracks or defects that may make them difficult to properly clean.

c) Containers must be thoroughly washed, rinsed and sanitized between uses.

d) Aluminum foil pans and other containers that are not easily cleanable cannot be re-used.

4. Food contact surfaces (e.g. countertops, cutting board) must be smooth and constructed of easily cleanable material (e.g., arborite, stainless steel).

Donated Foods Guidelines

The following should be used as a guide in determining whether a particular donated food should be accepted or distributed.

Low-risk foods are foods which will not support the growth of pathogenic micro-organisms (i.e. dry foods, unopened commercially canned foods, whole fresh fruits and vegetables, baked goods without perishable fillings, etc.,).

High-risk foods are foods which will support the growth of pathogenic micro-organisms (i.e. meat, poultry, seafood and seafood products, dairy products, soups, sauces, gravies, eggs and egg products, baked goods with perishable fillings, etc.,).

A. Acceptable Foods

1. Low-risk food items including:

- commercially canned foods

- whole fruits & vegetables (home grown vegetables are acceptable)

- dry goods (e.g., cereal, crackers, pancake mix etc.,)

All other foods accepted by food banks/soup kitchens must come directly from an approved premise (i.e., a facility which has been issued a Food Handling Permit by Alberta Health Services).

2. Both high-risk and low-risk foods donated directly from premises which have a Food Handling Permit can be distributed by the food bank/soup kitchen, provided the food meets all the requirements set out in this guideline.

3. Donated ready-to-eat cooked foods (e.g. surplus foods from restaurants) may be distributed if:

- a) the product is not leftover food from a patron's table,

- b) the product has been maintained below 4°C (40°F) or above 60°C (140°F) and protected from contamination at all times, and

- c) the age of the product does not exceed the requirements set out for high-risk foods in this guideline.

- d) the product has been transported to and from the food bank in a manner described in this guideline.

B. Unacceptable Foods

The following **must not be distributed** by food banks/soup kitchens:

1. High-risk foods obtained from premises without a valid Food Handling Permit.

2. High-risk food which has been held at unsafe temperatures (i.e., between 4°C and 60°C).

3. Unacceptable canned foods including:

- a) foods in bulging, rusty, leaking or severely dented cans,

- b) cans without labels, unless there is reliable assurance as to the contents of the can,

- c) canned infant formula after the expiry date on the can,

- d) home-canned foods, and

- e) home-processed fruits or vegetables (e.g. jam, pickles, blanched vegetables).

4. Food which has been contaminated by insects, rodents or chemicals.

5. Meat and poultry which have not been inspected; these are not to be kept in or distributed by food facilities. Meat and poultry must be inspected by a Government Meat Inspector prior to receipt of the product. If there are any doubts whether meat or poultry products have been inspected, either do not accept the product, or hold the product and contact your local health inspector.

Wild game meat is permitted if received through a program approved by Alberta Health Services. "Hunters Who Care" is one such program.

6. Donated fish products not caught under a commercial license.

7. Eggs which are leaking, cracked or visibly dirty.

Food Handling Procedures

A. Temperature Requirements for High-Risk Foods

It is essential that high-risk foods are maintained at safe temperatures to prevent the growth of food poisoning bacteria in food.

1. Keep high-risk and potentially hazardous foods either refrigerated or frozen. Refrigerated foods must be held at a temperature of 4°C (40°F) or lower. Frozen foods must remain frozen preferably held at a temperature of -18°C (0°F) or lower. Use clean probe thermometers to check food temperatures.

2. Ideally, hot high-risk foods should be cooled to less than 4°C (40°F) prior to transport to the facility.

However, if foods are received hot, they should be immediately refrigerated and rapidly chilled to 4°C (40°F) or lower within two hours of receipt.

B. Shelf-life of High-Risk Foods

It is important that high-risk foods received by the facility be distributed quickly to minimize the likelihood of spoilage or growth of disease-causing bacteria in the food.

Non-frozen ready-to-eat high-risk foods must be consumed within **72 hours** from the time of preparation/production, whether the food was prepared in another food facility, or in the food bank/soup kitchen. **Guidelines for the Distribution of Donated Foods | 6**

For more information, visit Safe Healthy Environments ahs.ca/eph

C. Best Before Dates/Expiry Dates

1. Canned infant formula cannot be distributed after the expiry date on the container.
2. Best before dates on other foods (e.g. fluid milk, yogurt, meat, cheese, salad dressing, etc.) are normally dates after which the manufacturer cannot assure optimal quality of the product. Consult with the manufacturer of the food to ensure the product is safe if it is distributed after the expiry/ best before date.

D. General Food Handling Guidelines

1. Keep foods covered/wrapped while in storage.
2. Ensure that raw foods do not contaminate cooked foods, either directly by contact or indirectly (e.g. by letting meat juices drip on other foods during transportation or storage).
3. Thaw frozen foods in a refrigerator or as part of the cooking process. Microwave ovens may be used for thawing provided the product is subject to cooking or re-heating immediately thereafter.
4. Foods that are to be served hot must be reheated rapidly to an internal temperature of at least 74°C (165°F) prior to serving. Use a thermometer to check temperatures and sanitize the thermometer after use.

E. Staff

All volunteers and staff who handle food must maintain a high standard of personal cleanliness, and wear clean outer garments. They must wash their hands frequently, i.e. at the start of the shift, after breaks, after using the toilet, and after handling raw meat or poultry. Volunteers and staff should not smoke, drink or eat in areas where food is being handled or stored.

F. Storage/Handling of Low-Risk Foods

1. Low-risk foods must be stored:
 - a) in a clean, well-lit area, and
 - b) in a manner that will facilitate easy cleaning and inspection.
2. Bulk low-risk foods may be re-packaged or re-portioned on site, if:
 - a) it is re-packaged into food-grade containers, and
 - b) if the original food packaging has been damaged, the product is inspected to ensure the product is not contaminated.
3. Shelf-life of low-risk foods

In general, the “first in – first out” rule for stock rotation should be applied. For optimal food quality, follow the suggested guidelines for the shelf-life of various types of low-risk foods listed in Appendix A. For more information, visit Safe Healthy Environments ahs.ca/eph

Transportation Guidelines

The following procedures are required during transport of foods to the food facility.

1. Keep perishable foods either refrigerated or frozen while in transport.
2. Transport time for perishable foods should not exceed one hour if not in a refrigerated vehicle. High-risk foods must be refrigerated at or below 4°C (40°F) or kept frozen preferably at –18°C (0°F) or lower before transporting foods to other facilities.
3. Ensure that food transport vehicles and food transport containers are maintained in a clean and sanitary condition.

Receiver/Shipping Guidelines

The following procedures are recommended:

1. Inspect all foods upon arrival at the food facility to ensure that all products comply with these guidelines. Foods that do not comply must be discarded immediately.
2. Keep detailed and accurate records of donated products received from other food facilities. These records should include date and time of receipt, product description, and origin of product (name and address). For ready-to-eat foods (e.g. buffet leftovers) date of production should also be recorded.
3. Do not accept improperly refrigerated, packaged or labeled foods.
4. Check that there is sufficient acceptable storage space at the receiving location before accepting foods.
5. Place food requiring refrigeration in a refrigerator or freezer immediately upon receipt.
6. Care must be taken to ensure the refrigerator or freezer is not overloaded to allow for proper air circulation.

Adapted from The Winnipeg & Victoria Surplus Food Program Guideline **Contact us at 1-833-476-4743 or submit a request online at [ahs.ca/eph](https://www.ahs.ca/eph)**. PUB-0726-200101 ©2001 Alberta Health Services, Safe Healthy Environments This work is licensed under a Creative Commons Attribution-Non-commercial-Share Alike 4.0 International license. You are free to copy, distribute and adapt the work for non-commercial purposes, as long as you attribute the work to Alberta Health Services and abide by the other license terms. If you alter, transform, or build upon this work, you may distribute the resulting work only under the same, similar, or compatible license. The license does not apply to content for which the Alberta Health Services is not the copyright owner. This material is intended for general information only and is provided on an “as is,” “where is” basis. Although reasonable efforts were made to confirm the accuracy of the information, Alberta Health Services does not make any representation or warranty, express, implied or statutory, as to the accuracy, reliability, completeness, applicability or fitness for a particular purpose of such information.

Appendix A: Recommended Storage Periods for Low-Risk Foods

A. Fruits

Fruit	Recommended Storage Temperature (°C)	Recommended Storage Period
Apples	4 – 7	2 weeks
Citrus Fruits	4 – 7	1 month
Plums	4 – 7	1 week
Other Fruits	4 – 7	2 to 5 days

B. Vegetables

Vegetable	Recommended Storage Temperature (°C)	Recommended Storage Period
Potatoes	7 – 10	30 days
Mature onions, turnips, hard-rind squashes	16	3 months (2 weeks at room temperature)
Other Vegetables	4 – 7	5 days

C. Dry Goods

Food	Recommended Storage Period
Bottled salad dressings, mayonnaise (unopened)	2 months
Cereals (ready-to-eat), cookies, crackers	6 months
Prepared mixes (e.g. pancake mix)	6 months
Canned Foods	1 year
Flour (bleached)	1 year



THE ETHICAL FOODBANKING CODE

Food Banks Canada, the provincial associations, and affiliate food banks/programs will:

- 1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, color, religion, sex, sexual orientation, gender identity, gender expression, income source, age, and mental or physical ability.
- 2. Treat all those who access services with the utmost dignity and respect.
- 3. Implement best practices in the proper and safe storage and handling of food.
- 4. Respect the privacy of those served and will maintain the confidentiality of personal information.
- 5. Not sell donated food.
- 6. Acquire and share food in a spirit of cooperation with other food banks and food programs.
- 7. Strive to make the public aware of the existence of hunger and of the factors that contribute to it.
- 8. Recognize that food banks are not a viable long-term response to hunger and devote part of their activities to reducing the need for food assistance.
- 9. Represent accurately, honestly, and completely their respective mission and activities to the larger community.

To all Tofield-Ryley and Area food Bank volunteers:

Please read this document and sign below that you have read, understand, and will comply with this Code.

NAME	SIGNATURE	DATE



COLLECTION OF PERSONAL INFORMATION

TOFIELD-RYLEY and AREA FOOD BANK

TOFIELD-RYLEY and AREA FOOD BANK is committed to protecting the privacy and the personal information of its network, donors, employees, beneficiaries, and other stakeholders.

TOFIELD-RYLEY and AREA FOOD BANK values the trust of those we deal with, and of the public, and recognizes that maintaining this trust requires that we be transparent and accountable in how we treat the personal information that you may choose to share with us.

TOFIELD-RYLEY and AREA FOOD BANK collects and uses your personal information to manage programs, assess your eligibility for support, understand the needs of those they serve and improve services. This personal information may be shared with other agencies including Food Banks Canada and Link2Feed to provide more complete support, conduct research, eliminate duplication of efforts, or fulfil commitments to those who fund programs.

TOFIELD-RYLEY and AREA FOOD BANK obeys strict standards of confidentiality when collecting, using and sharing or disclosing your personal information. If you have any questions or concerns about the privacy of your personal information, please contact TOFIELD-RYLEY and AREA FOOD BANK.

Please know that:

- You have the right to receive a copy of the information about you that is stored in TOFIELD-RYLEY and AREA FOOD BANK'S Link2Feed Client Intake software.
- You have the right to correct mistakes in information about you.
- Your information may be transferred to servers in other Provinces and outside of Canada.

Our resources and ability to serve your community depend in part on the information provided by our clients.

I have read and understood the information above and by signing this document I agree that TOFIELD-RYLEY and AREA FOOD BANK may collect, use and disclose my personal information for the purposes mentioned above.

I also agree that my personal information will be entered into the Link2Feed Client Intake software.

In applying for assistance from TOFIELD-RYLEY and AREA FOOD BANK on behalf of my household, and sharing information about my family members, I confirm that I am sharing this information with the knowledge and permission of all household members aged 18 and over.

Client Name

Signature

Date

Witness Signature

If you have questions, concerns or a complaint about how a staff member, intern or volunteer is handling your personal information, and you cannot resolve your questions or concerns with that person directly, please write to or email your local food bank.

Client Understanding



I understand that the TRAFBS sorts all food for expiry and best before dates and will make every effort not to place expired food in my hamper. Food provided may be near its expiry date, or past its best before date. As best before dates are recommended use by date, and these items may be provided past said date, as set out by Food Banks Canada.

Initials

The food I receive is donated with the intent for being given to people who require additional support. By initialling this box, I agree to accept this food for personal use only and not for resale use. If I am caught selling this food, I understand that I will be refused future services by the food bank.

Initials

I understand that it is my responsibility to call ahead for an appointment and to attend this appointment on time. If I am unable to attend, I need to call and cancel my appointment

Initials

I understand there is a zero tolerance for verbal or physical abuse of volunteers or anyone else utilizing the food bank services. Such actions may result in me being asked to leave, and refused services.

Initials

I hereby commit that the information I have provided is complete and accurate to the best of my ability and that if anything in my current circumstances change, I will notify the TRAFBS before booking my next appointment. This includes, but is not restricted to, changes in my household, financial situation, or physical address.

Initials

I understand that the information I have provided will be reviewed at a minimum of twice a year and I may be asked for verification of said information. **If I do not provide this information in a timely manner once asked, I may not be eligible to receive service until this information is received.**

Initials

I understand that my hamper may change from month to month based on the availability of food within the stock of the food bank.

Initials

I understand that I may be refused services and/or asked to come back at a later time and/or date if I am under the influence of alcohol and/or drugs.

Initials

I accept the products in the hampers provided to me at my own risk.

Initials

I understand that by signing this Client Understanding form, that the Tofield-Ryley & Area Food Bank Society in no way guarantees assistance in any form.

Initials

I understand that a message may be left on the phone number that I have provided.

Initials

I understand that TRAFBS utilizes the Link2Feed program and as such my information may be shared with other food banks, Food Banks Canada and/or Food Banks Alberta for statistical purposes and to ensure no duplication of services.

Initials

I understand that I may revoke my consent at any time.

Initials

Client Signature		Witness Signature	
------------------	--	-------------------	--

Volunteer Application

(Please complete both sides of this application)



Last Name: _____ First Name: _____

Address: _____

Phone Residence: _____ Cell: _____ e-mail: _____

Birth date: _____ month/day/year (optional)

Are you legally qualified to work in Canada? Yes ___ No ___

Place check marks beside the programs that interest you.

- Hamper Help – working with clients during their food choice process (Tuesday or Friday 10 AM- noon)
- Food donation collection and shelving
- Make presentations to community groups, public speaking
- Driver - pick-up food donations from grocery stores, etc.
- Driver – occasionally deliver hampers
- Food handling; repackaging bulk items, organize food stocks
- Food Bank maintenance (cleaning, minor upkeep)
- Researching & Compiling; inexpensive recipes and budget tips etc.
- Website maintenance & social media

Are you OK with cross-training and working in any position at the Food Bank? Yes ___ No ___

If interested in driving -

- Do you have use of a vehicle for volunteering? Yes ___ No ___
- Do you have a valid driver's license? Yes ___ No ___
- Do you have insurance? Yes ___ No ___

Do you have any health problems of which we should be aware? Yes ___ No ___

If so, please explain: _____

Please list any special skills that you have (current first aid, computer skills, second language...) _____

What is your availability? _____

Emergency Contact. In the event of an emergency while doing volunteer service, please provide us with a contact name and number.

Name: _____ Relationship: _____ Phone: _____

You are required to have a current Police Record Check (no older than 3 months). Use the letter attached to apply for one at the local RCMP detachment.

Date approved Police check was issued: _____

MEMBERSHIP in the Tofield-Ryley and Area Food Bank is automatic as a volunteer of the Food Bank. There are no fees for membership.

Privacy Notice

All personal information will be stored and maintained by the Tofield/Ryley and Area Food Bank and will be held in strict confidence. All information collected is for the use of the volunteer program only and will not be used for any other purposes. If you have any questions regarding the collection or use of this information, please contact a Food Bank representative (messages can be left [at 780 662 3511](tel:7806623511)).



Volunteer Code of Conduct and Confidentiality Agreement

I understand it is the policy of the Tofield-Ryley and Area Food Bank Society that the society's volunteers and board members live up to the highness standards of conduct at all times and that they not disclose confidential information belonging to, or obtained through their affiliation with, the Tofield-Ryley and Area Food Bank Society to other persons including their relatives, friends, and business and professional associates. Confidential information includes information regarding clients, as well as details of individuals and partner organizations affiliated with the Food Bank, including donors, and internal financial and other Food Bank documents.

As a Volunteer and/or Board Member, I commit to demonstrating professionalism, good judgement, and care, to avoid unauthorized or inadvertent disclosures of confidential information and commit, for example, to refrain from discussing clients' personal information or conduct (other than in the course of official and legitimate Board business purposes) or leave confidential information contained in documents or on computer screens in plain view.

Upon separation of my term of service and/or at the end of my volunteer term, I agree to return all documents, papers and other materials that may contain confidential information. I understand that failure to adhere to this policy may result in corrective actions, up to and including revocation of my membership with the Tofield-Ryley and Area Food Bank Society.

ACKNOWLEDGEMENT OF CODE OF CONDUCT AND CONFIDENTIALITY OF CLIENT INFORMATION

I agree to abide by the Tofield-Ryley and Area Food Bank Society's Code of Conduct, and to treat as confidential all information about clients or former clients and their families that I learn during the performance of my duties at the Tofield-Ryley and Area Food Bank.

I understand that it would be a violation of policy to not live up to the highness standards of conduct at all times or to disclose any confidential information to anyone without being authorized to do so by the Tofield-Ryley and Area Food Bank Society Board of Directors.

Signature of Volunteer: _____

Name: _____ Date: _____

Food Safety Assessment

TOFIELD-RYLEY AND AREA FOOD BANK

Date of Assessment: _____

Inspector: _____

SECTION I: DRY STORAGE

A. Food Packaging

1. Inspect all canned items in the storage and shelf areas. Are these areas free of:

	Found		Date Discarded
	Yes	No	
Cans that bulge, swell, leak or have open seams?			
Cans with missing labels?			
Cans with dents on their seams or very sharp dents?			
Cans with rust that cannot be wiped off?			
Cans holding foods that are foul-smelling or foamy?			
Jars or bottles with popped-up safety seals or loosened lids?			

**Throw out cans with any of these defects (a 'No' answer); note date thrown out or discarded.*

When in doubt, throw it out.

2. Look at all the packaged items. Note which items have a single layer of packaging and those that have two layers of packaging where the outer box is opened (inner bag/outer box).

	Found		Date Discarded
	Yes	No	
<u>Single layer of packaging:</u> Are these items free from breaks, tears or Other openings? Free from contamination (ex: stains, off-odors), or free from taped repair prior to receiving it?			
<u>Double layer of packaging:</u> If outer box is open, is the inner package free from any break, tear, other opening? Is it free from any sign of contamination? Is the seal or inner vacuum pack intact?			

Throw out packaged foods with any of these defects (a 'No' answer); note date discarded.

3. Toxic Materials.

	Yes	No
Are all toxic materials (ex: cleaners, degreasers, dish detergent) stored away from food and clearly labeled?		

B. Insect/Rodent (Pest) Control

1. Check for the following:

Are conditions that are likely to shelter pests corrected when discovered? (For Example : holes in floors, walls and ceiling, screens are installed during fly season, etc.)

Are canned goods removed from cartons and put on shelves as much as possible to prevent insect or rodent nesting in cartons?

Yes	No

C. Dry Food Stock

1. Do you rotate stock (first in first out - FIFO) so that older foods in stock are used before newer foods in stock ?
2. Do you use a food list to keep track of what foods are on hand and/or what is needed?
3. Is everything on the shelves and in the storage area dated so the contents and best-before date can be seen?

Yes	No

D. Organization of Dry Storage Area

1. Is the storage area free of empty cartons, cardboard boxes, and other trash?
2. Is everything stored on shelves, racks or platforms (food at least 15cm off the floor)?
3. Is everything stored away from walls and ceiling (to decrease rodent access and allow air circulation)?
4. Are heavy packages stored on lower shelves to prevent shelving from tipping?
5. Are bulk foods (sugar, rice, etc.) stored:
 - in their original containers?
 - Or, in tightly covered, clean and sanitized containers?
6. Is the storage room and shelving area dry and well ventilated?
7. Is food stored so air can move around it? For example, there is space above and below food to allow air to move around it.

Yes	No

A "Yes" answer indicated safe food practice. Each "No" answer must be corrected to ensure safe food practices.

SECTION II: REFRIGERATOR AND FREEZER STORAGE

A. Temperature

1. Is there a working thermometer in each refrigerator and freezer?
2. Are the refrigerator and freezer temperatures record weekly?

Refrigerator temperatures must be between 2 and 4 degrees Celsius.
Freezer temperatures must be -18 degrees Celsius or lower.

Yes	No

B. Bacteria and Food Spoilage

Yes No

1. Are refrigerators and freezers free from odors (which might be a sign of spoiled food or that food is not covered tightly enough)?

If "NO", clean the unit(s) as soon as possible and/or tightly cover food.

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C. Air Circulation and Cleanliness

Yes No

1. Do refrigerators and freezers look clean? For example, interior is free of mold, food particles, spills; shelves and walls look clean?
2. Is there enough space in refrigerators and freezers so that air moves around the food? For example, food stays on shelves when door is opened and does not fall out; there is space above and below food to allow air to move around the food; shelves are free of linings (e.g. paper towels) that block air circulation?
3. If a refrigerator or freezer has a fan, is it working?
4. Do the refrigerator and freezer doors seal tightly?
5. Is the amount of time that doors are kept open kept to a minimum to maintain optimum temperature?

D. Food Storage

Yes No

1. Are foods in refrigerators and/or freezers stored in their original containers; or wrapped in moisture-proof materials (e.g. wax-coated paper, plastic); or stored in clean, sanitized, tightly covered containers designed for food storage?
2. Are food containers or food packages labeled and dated so you can see the contents and best-before dates?

NOTES:

Tofield-Ryley and Area Food Bank

DISASTER RESPONSE PLAN OUTLINE*Updated: February 9, 2026***INTRODUCTION****A. Definitions**

1. TIER 1 – Internal Disaster
 - a. Life saving and Survival Actions
2. TIER 2 – Internal Disaster Recovery
 - a. Re-establishing Operations and Service Delivery
3. TIER 3 – External Disaster
 - a. Fulfilling a Broader Community Role

B. Disaster Response Coordinating Team

1. **Chair**
2. **Vice Chair**
3. **Volunteer Coordinator**

C. Disaster Response Support Team

1. Tofield-Ryley and Area Food Bank volunteers (Tier 1, 2, 3)
2. Community Support volunteers(Tier 2, 3)
3. FCSS (Tier 3)
4. IGA (Tier 3)

PLAN**A. TIER 1 – Internal: Life Safety And Survival Actions**

4. Facility Emergency Procedures
 - a. FIRE
 - i. If the fire is small, use the fire extinguishers.
 1. Call **Board Chair**
 - ii. If too large:
 1. Exit everyone to the Muster Point
 2. Call 911
 3. Call **Board Chair**
 - b. FLOOD
 - i. Exit everyone to the Muster Point
 - ii. Call 911
 - iii. Call **Board Chair**
 - c. TORONADO
 - i. Shelter in Washroom as there are no external walls
 - ii. Close the door
 - iii. Wait for the “All Clear”.
 - iv. Call **Board Chair**

B. TIER 2 – Internal Disaster Recovery: Re-Establishing Operations

- 4. Restoring capacity to provide essential client service.
 - a. Assess damage and needed repairs, etc. **(Board Members)**
 - b. Call Landlord – Cheryl 780-387-6175 **(Board Chair)**
 - c. Check stock available **(Lead volunteers)**
 - d. Call suppliers and arrange for pick-up or delivery of needed items **(Stock Controller)**
 - e. **Frozen Stock storage arrangement if needed (Stock Controller):**

f. _____

g. _____

h. _____

i. _____

j. _____

- 5. Identifying resources and supports
 - a. **Social Media Volunteer, Board Chair**
 - i. Request for community volunteers to assist - call out to:
 - ii. Facebook – Tofield Today
 - iii. Ask Volunteers to bring family members and friends
 - b. **Landlord** – Cheryl: 780-387-6175
 - i. Building Repair
 - ii. Utilities re-established
 - c. **Volunteer Coordinator and Assistant**
 - i. Staffing and scheduling
 - d. **Board chair, Stock controller, Assistant Stock controller**
 - i. Communications with suppliers and clients
 - ii. restocking supplies
 - e. **Board chair, Board Vice Chair**
 - i. alternative location (if necessary)

C. TIER 3 – External: Filling A Broader Community Role

Explanation:

When crisis occurs, we play a critical role in responding to emergencies that disrupt food supplies for individuals and communities.

We focus on mobilization, and distribution of food during emergencies, leveraging our relationship with IGA to access large bulk quantities of food that we can disperse at a moment’s notice, and accessing FCSS as needed to ensure all parties are assisted in a timely manner.

IGA	Dave Hare	780-662-3718
Beaver Emergency Services Committee (BESC)	Kevin Fornal or Kayla Miller	780-336-3041 780-603-7613 (c) kmiller@besc.ca
BP Glass	Kyle	780-884-5698 (c)
FCSS	Tracey Radley	780-662-7066 780-977-0975 (c)
	Jamie Sutton	780-668-7067

1. Sustain operations and maintain emergency plans.

DISASTER EMERGENCY HAMPER BASICS	
Canned fruits	
Juice box	
Peanut butter	
Canned beans	
Canned protein	
Cereal	
Crackers	
Granola bars	
Healthy soups	
Oatmeal	
Rice	
Tomato sauce	
Tomato paste	
Toothpaste	
Hygiene items	
Baby Diapers (if needed)	

Obtain Emergency Hampers from Food Banks Alberta.

Initiated: September 2, 2024
Updated: February 9, 2026

EMERGENCY PHONE TREE

