



**BOW VALLEY FOOD BANK**

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# General Information

## Policy & Procedures

Please return to office when you resign  
from the position. Thank you!!!

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# About BVFB

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## BVFB:

Physical Address: 20 Sandstone Terrace, Canmore AB, T1W 0H6

Mailing Address: PO Box 8071, Canmore AB, T1W 2T8

Phone: 403.678.9488

Email: [bowvalleyfoodbank@telus.net](mailto:bowvalleyfoodbank@telus.net)

Website: [www.bowvalleyfoodbank.ca](http://www.bowvalleyfoodbank.ca)

Charitable Tax Registration Number (Bow Valley Food Bank Society): #88967 0071 RR001

## Hours of Operation:

Monday	Call-In to Apply for Hamper	6-7 pm
Tuesday	Hamper Pick Up	12-1 pm & 6-7pm
Wednesday	Call-In to Apply for Hamper	6-7 pm
Thursday	Hamper Pick Up	6-7 pm

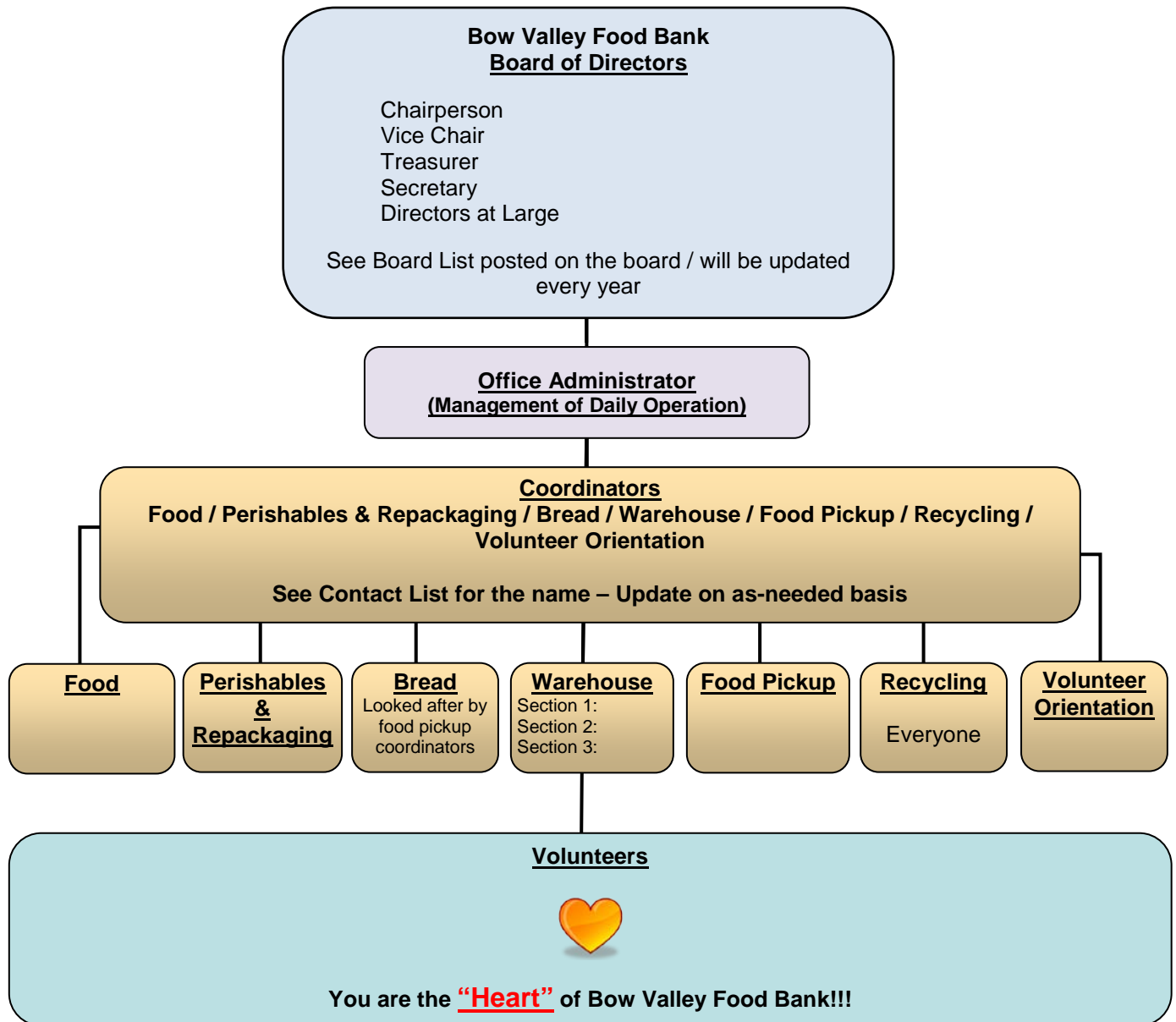
## History of the BVFB:

The Bow Valley Women's Resource Centre started the Food Bank in 1991, with the assistance of women and children in mind. It was run out of the Policeman's Creek Drop-In Centre (now the Seniors Centre). After a few years, the demand became too great and was beyond the mandate of BVWRC. In February 1994, the Food Bank was forced to close. An appeal was made to local churches to take over the running of the Food Bank, and a community-based organization was formed. In April 1994, the Town of Canmore provided a facility and the Bow Valley Food Bank was re-established.

# Yearly Calendar

	BVFB Schedule	Expected Event / Fundraising
<b>APR</b>	<ul style="list-style-type: none"> <li>➤ Fiscal Year Start (April 1)</li> <li>➤ Statistics</li> <li>➤ Year End Books submit to Accountant</li> </ul>	
<b>MAY</b>	<ul style="list-style-type: none"> <li>➤ Financial Statement</li> <li>➤ Board Meeting #1 (before AGM)                             <ul style="list-style-type: none"> <li>- Boards &amp; Staff Only Meeting</li> <li>- Approve of Financial Statement</li> <li>- Budget</li> </ul> </li> </ul>	
<b>JUN</b>	<ul style="list-style-type: none"> <li>➤ AGM</li> <li>➤ Financial Filing                             <ul style="list-style-type: none"> <li>- CRA T3010 / Boards List</li> <li>- GST Rebate</li> <li>- Charity Return</li> <li>- Registry Renewal</li> </ul> </li> </ul>	
<b>JUL</b>	Happy Summer! No Meeting	
<b>AUG</b>	Happy Summer! No Meeting	<ul style="list-style-type: none"> <li>➤ Pancake Breakfast (Canmore Folk Fest)                             <ul style="list-style-type: none"> <li>- Need Volunteers</li> </ul> </li> </ul>
<b>SEP</b>	<ul style="list-style-type: none"> <li>➤ Board Meeting #2 (after the summer)                             <ul style="list-style-type: none"> <li>- Boards and Staff Only Meeting</li> </ul> </li> </ul>	
<b>OCT</b>		
<b>NOV</b>	<ul style="list-style-type: none"> <li>➤ General Meeting #3                             <ul style="list-style-type: none"> <li>- Volunteers are welcome to join</li> </ul> </li> </ul>	
<b>DEC</b>		CP Holiday Train (every 2 years) Need Volunteers
<b>JAN</b>	<ul style="list-style-type: none"> <li>➤ General Meeting #4                             <ul style="list-style-type: none"> <li>- Volunteers are welcome to join</li> </ul> </li> </ul>	
<b>FEB</b>	<ul style="list-style-type: none"> <li>➤ Volunteer Appreciation Event</li> </ul>	
<b>MAR</b>	<ul style="list-style-type: none"> <li>➤ General Meeting #5                             <ul style="list-style-type: none"> <li>- Volunteers are welcome to join</li> </ul> </li> <li>➤ Hunger Count (Canada Food Banks)</li> <li>➤ Fiscal Year End (March 31)</li> </ul>	

# Organization Chart



## **Board Meeting:**

The Board of Directors shall meet at least once annually before the AGM and may be called by the Secretary upon instruction from the Chairperson or the Board of Directors.

## **General Meetings:**

All members are welcome to attend general meetings. General meetings may be called at any time by any member of the BVFB by notifying a board member or the administrator. Seven days' notice to all members must be given prior to a general meeting being held.

## **AGM:**

The AGM, held in the spring of each year, is open to all members and the public.

## **Member:**

A member is a volunteer who has actively volunteered at the Bow Valley Food Bank for 3 months. A member may vote at the AGM after one year of volunteer service as long as they have actively volunteered for 3 months prior to the AGM.

# Mission Statements & Philosophy

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## Mission Statements:

The Bow Valley Food Bank has been established to provide emergency food assistance to people experiencing a financial crisis and who are unable to purchase food for themselves or their families. Such individuals must reside east of the Banff Park boundary up to and including Kananaskis and Seebe. No person, with the exception of minors, will be refused food assistance during regular hours of operation of the Food Bank. In addition, the Bow Valley Food Bank will distribute food to people and/or to local agencies in the Bow Valley community (in the areas specified above) who help people in need. These agencies will be determined by the Bow Valley Food Bank's Board of Directors.

## Philosophy:

### **The Bow Valley Food Bank is dedicated to:**

- Providing a supply of emergency food in crisis situations
- Creating and sustaining solutions to meet, with dignity and compassion, the nutritional needs of everyone
- Maintaining a client's confidentiality
- Building partnerships with other community organizations dedicated to fighting hunger
- Raising the awareness of hunger everywhere
- The Bow Valley Food Bank provides information to help prepare the CAFB Hunger Count document

# Code of Ethics

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Bow Valley Food Bank is a proud member of

Food Banks Canada (National Charitable Organization)  
&  
Alberta Food Banks (Alberta Food Bank Network Association)

BVFB follows “Code of Ethics” provided by Canada Food Bank Association.

See attached documents.



**Food Banks Canada** is the national charitable organization representing and supporting the food bank community across Canada. Our membership and their respective agencies serve approximately 85% of people accessing essential food programs nationwide.



**Food Banks Alberta** evaluates and researches programs to benefit Alberta food banks. These programs are initiated and supported to help our members in food and fundraising, and awareness efforts across Alberta.

Food Banks Alberta provides a wealth of resource material and acts as a communications pipeline for its members so that food banks can function efficiently and share ideas. We promote Alberta food banks on a provincial level.

All Food Banks Alberta members automatically benefit from provincial initiatives as well as national initiatives from Food Banks Canada.

# By-Laws

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See attached *MOST CURRENT* By-Laws.

Records of By-Law:

1994 (Effective June 2, 1994)

2009 (Effective May 1, 2009)

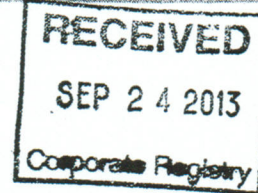
2013 (Amendment Date: Sep 24, 2013)





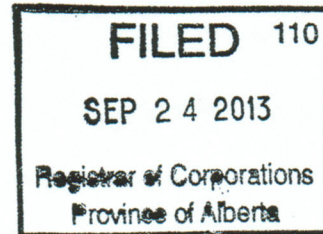
Caring, Sharing and Community Spirit

September 16, 2013



Alberta Registries  
ATTN: Shahnaz Shivji  
PO Box 1007 Stn. Main  
Edmonton, AB  
T5J 4W6

RE: Name of Society: Bow Valley Food Bank Society  
Corporate Access Number: 5014751902  
Notice of Bylaw Change



I hereby certify that the following special resolution was passed at the general meeting of the members of Bow Valley Food Bank Society on September 12, 2013.

They by-laws were changed as follows:

- By-Laws 5.2 is changed to read:  
Remuneration: No member of the Board of Directors, Officers or member of the Society other than staff shall receive from the Society, directly or indirectly remuneration for volunteer duties as laid out in the Policy Manual, but may be reimbursed for out-of-pocket expenses.
- By-Laws 5.6 is changed to read:  
Elected Positions of the Board: At the Annual General Meeting, the members of the Board of Directors will be elected by the members of Society into the following titles:
  - Chairperson
  - Vice Chairperson
  - Treasurer
  - Secretary
  - Members at Large

The Chairperson: The Chairperson shall be appointed by the Board of Directors. In cases where there are an even number of members on the Board, the Chairperson shall be a non-voting member. In cases where there are an uneven number of members on the Board, the chairperson shall cast the deciding vote in a tie.

The Vice-Chairperson: The Vice-Chairperson shall assist the Chairperson in his/her capacity of Administrative Office and shall, in the absence of the Chairperson, preside at meetings of the Board of Directors.

The Secretary: The Secretary shall be responsible for the minutes of all meetings of the Society, and the Board of Directors. The Secretary shall also maintain a list of the members of the Society and shall have general responsibility for overseeing the maintenance of the Food Bank's records.

The Treasurer: The Treasurer shall oversee the finances of the Society and shall submit, at each meeting of the Board of Directors, updated financial statements and shall submit the previous year's financial statement as compiled by the accountant appointed by the Board of Directors at the Annual General Meeting.

- By-Laws 6.3 is changed to read:

Signing Authority:

- a) There will be four (4) signing authorities for the Food Bank.
    - a. One (1) will be the Treasurer
    - b. One (1) will be an administrative staff member as assigned by the Board of Directors
    - c. Two (2) will be members of the Board of Directors
  - b) Any two (2) of the above mentioned individuals are required to sign cheques written on the bank accounts of the Food Bank
  - c) Any legal or binding documents, other than cheques written on the bank accounts of the Food Bank, requiring signature must be signed by one of the Chairperson, Vice-Chairperson, Treasurer or Secretary. If more than one signature is required, additional signatures may be acquired from any active Board Member.
- By-Laws 6.4 is changed to read:  
Fiscal Year, Financial Statements and Records:
    - a) The Board of Directors shall determine the fiscal year of the Society.
    - b) The Board of Directors shall appoint a designated accountant (CA, CGA, CMA or equivalent) to audit the books of the Society. The accountant shall compile annual financial statements of the Society in time for presentation at the Annual General Meeting.

- By-Laws 7.2 is changed to read:

Annual General Meeting: The Annual General Meeting of the Bow Valley Food Bank Society shall be held within three months of the end of the fiscal year.

At each Annual General Meeting the following business shall be conducted:

- a) Review of the past year's activities;
- b) Consideration of the financial statements as compiled by the appointed accountant;
- c) Election of members of the Board of Directors;
- d) Election of Officers;
- e) Re-Appointment of the accountant for the following year;
- f) Other Business.



- By-Laws 8.1 is changed to read:  
Building Reserve Fund: The Building Reserve fund will be held in a separate bank account and will be used solely to pay for maintenance of the Food Bank building located at 20 Sandstone Terrace, Canmore, AB. The Food Bank will contribute annually to the Building Reserve Fund, out of operating excess, the amount of money recommended in the Reserve Fund Study at the discretion of the Board. In the event of there being no excess from operating costs, the shortfall is to be made up in following years.
- By-Laws 8.1 is changed to read 9.1:  
9.1 Society Seal: No Society seal is required and none will be purchased.
- By-Laws 8.2 is changed to read 9.2:  
9.2 Amending By-Laws: The Society may by Special Resolution rescind, add to or alter its object or its By-Laws.

Date: September 20, 2013

Signature: Klew

Printed Name: Ruth Kew

Title: Chairperson

FILED 211  
JUN 15 2009  
Registrar of Corporations  
Province of Alberta

RECEIVED  
DR  
JUN 15 2009  
Corporate Registry

**By-Laws of the  
Bow Valley Food Bank Society  
Canmore, Alberta**

*Effective May 1, 2009*

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By-Laws of the  
Bow Valley Food Bank Society  
Canmore, Alberta

*Effective May 1, 2009*

ARTICLE 1 – Name of the Society

- 1.1 The Society shall be known as the Bow Valley Food Bank Society; hereinafter referred to as the Society.

ARTICLE 2 – Membership

- 2.1 Eligibility: Any person aged 18 or older and residing in Alberta who supports the Society's objectives may become a member upon application to the Society, signing an Agreement of Confidentiality and acquiring an RCMP Security Clearance Letter.

A member must be able to actively volunteer at the Food Bank by working a minimum of two one hour shifts per month or the equivalent of same in other duties as required by the Food Bank.

- 2.2 Membership List: A list of the Society's membership shall be maintained by the Secretary or other member or administrative staff as appointment by the Board of Directors.

- 2.3 Expulsion of Membership: Members may be expelled by a majority vote of the Board of Directors for failure to adhere to the by-laws or for any cause which the society may deem reasonable. Members wishing to withdraw from membership may do so upon verbal or written notification to the Board of Directors either directly or through the administrative staff.

ARTICLE 3 – Voting Rights of Membership

- 3.1 Any member who has not withdrawn from membership nor has been expelled shall have the right to one vote on every matter put for a vote at any meeting of the Society. Such votes must be made in person and not by proxy or otherwise.

ARTICLE 4 – Notice

- 4.1 Means of Notice: Wherever these Bylaws require notice to be given to a member or a Director or Officer, such notice may be given:

- a) in person;
- b) by mail, deposited in a postage pre-paid envelope addressed to the recipient's address or the Society records;
- c) by facsimile transmission to the recipient's number as listed on the Society records;
- d) by email to the recipient's email address as listed on the Society records; or
- e) by any other means of transmission deemed reasonable by the Board of Directors.

## ARTICLE 5 – The Board of Directors

5.1 Number of Board Members: The Board of Directors shall consist of not more than twelve members and no fewer than seven. Over half of these members must be unrelated by blood or marriage.

5.2 Remuneration: No member of the Board of Directors, Officers or member of the Society other than staff shall receive from the Society, directly or indirectly, remuneration for services rendered, but may be reimbursed for out-of-pocket expenses.

5.3 Resignation or Removal of a Board Member: A member of the Board of Directors or Officer of the Society may resign their office by serving notice in writing to the Society. A Board of Directors member or Officer of the Society who is unable or unwilling to work as a functioning Board member may be removed from office by a majority vote of the Board of Directors.

5.4 Temporary Vacancies: The Board of Directors may fill any causal vacancy of office until the following AGM.

5.5 Term of Service: Half of the Board of Directors members shall be elected each year at the Annual General Meeting for a period of two years. A retiring member of the Board may be re-elected.

5.6 Elected Positions of the Board: At the Annual General Meeting, after the members of the Board of Directors have been elected, the members of the Society, the Board of Directors shall appoint the offices mentioned following:

Five positions on the Board will have the following titles:

- Chairperson
- Vice Chairperson
- Past Chairperson
- Treasurer
- Secretary

The Chairperson: The Chairperson shall be appointed by the Board of Directors. In cases where there are an even number of members on the Board, the chairperson shall be a non-voting member. In cases where there are an uneven number of members on the Board, the chairperson shall cast the deciding vote in a tie.

The Vice-Chairperson: The Vice-Chairperson shall assist the Chairperson in his/her capacity of Administrative Office and shall, in the absence of the Chairperson, preside at meeting of the Board of Directors.

The Past Chairperson: The Past Chairperson shall act in an advisory capacity to the Board of Directors and Committees.

The Secretary: The Secretary shall be responsible for the minutes of all meetings of the society, and of the Board of Directors. The Secretary shall also maintain a list of the members of the Society and shall have general responsibility for overseeing the maintenance of the Food Bank's records.



The Treasurer: The Treasurer shall oversee the finances of the Society and shall submit at each meeting of the Board of Directors an updated financial statement and shall submit the previous year's audited financial statement at the Annual General Meeting.

5.7 Liability of Directors or Officers: No Director or Officer of the Society shall be liable for any loss, damage or misfortune whatever which may happen in the execution of the duties of his or her office or in relation thereto unless the same shall happen by or through his or her gross negligence or wilful or wanton misconduct.

#### ARTICLE 6 – Duties of the Board

6.1 Responsibilities: The Board shall be responsible to the membership of the Society for the administration and management of the affairs of the Society. To this end, The Board shall submit to the Annual General Meeting an Annual Report consisting of the financial statements and other information as the Board may determine or as may be directed by a resolution passed at a General Meeting.

6.2 Administration and Management: The Board of Directors shall oversee the administration and management of the affairs of the Society and may by resolution delegate this authority to the Executive Committee, consisting of at least the officers of the Society. The Board of Directors may employ (within budgetary constraints) or appoint on behalf of the Society any agent or employee it deems necessary to control, manage and administer the business and properties of the Society. The Board of Directors may remove the above individual at its discretion and subject to Canadian Law.

6.3 Signing Authority: Three (3) members of the Board of Directors, one of whom must be the Treasurer, and one (1) administrative staff as assigned by the Board of Directors shall have signing authority for the Food Bank (four (4) in total). Any two of the above mentioned individuals are sufficient to gain access to the accounts of the Food Bank.

6.4 Fiscal Year, Audit and Records

- a) The Board of Directors shall determine the fiscal year of the Society.
- b) The Board of Directors shall appoint a Chartered Accountant as auditor of the Society. The auditor shall prepare audited financial statements of the Society annually in time for delivery with the notice of the Annual General Meeting.

6.5 Borrowing Powers: For the purpose of carrying out its objects, the society may borrow or raise or secure the payment of money in such manner as it thinks fit, and in particular by the issue of debentures, but the power shall be exercised only under the authority of the society, and in no case shall debentures be issued without the sanction of a special resolution of the society.

6.6 The Keeping of the Records and the Accessibility:

The Board will:

- a) cause proper records and books of account to be kept in respect of the business and affairs of the Food Bank.
- b) from time to time determine to what extent and at what time and place and under what conditions the books and records of the Society may be inspected by the members.

6.7 Committees: Committees may be struck by the Board of Directors from time to time, and are to be composed of members appointed at the Board's discretion, for the purpose of furthering the goals of the Society. These committees must consist of at least one member of the Board



who must be present in person at all meetings of the committee. If, for good reason, they cannot be present, another Board Member must take their place for the duration of their absence.

## ARTICLE 7 – Meetings

7.1 General Meetings: General meetings of the Society may be called by the Secretary upon instruction from the Chairperson or the Board Directors.

7.2 Annual General Meeting: The Annual General Meeting of the Bow Valley Food Bank Society shall be held within three months of the end of the fiscal year.

At each Annual General Meeting the following business shall be conducted.

- a) Review the past year's activities;
- b) Consideration of the audited financial statements;
- c) Election of member of the Board of Directors;
- d) Election of Officers;
- e) Appointment of auditors for the following year;
- f) Other Business

7.3 Presiding over Meetings: The Chairperson shall preside over all meetings. In their absence, the Vice-Chairperson shall preside, or else the Board of Directors shall appoint one of their members to preside.

7.4 Notice of Meetings:

- a) General meetings and Board meetings shall be called on 7 days written notice or by any other form of transmission if so approved by the Board;
- b) Notices of Annual and Special General Meetings of the Food Bank shall be published in the local media at least 14 days prior to the meeting date and delivered in writing to the last known address of each member at least eighteen days prior to the date of the meeting.
- c) Meetings may be held without notice if a quorum of the Board is present; and all present consent; provided however, that any business transacted at such a meeting shall be subject to ratification at the next regularly called meeting of the Board; otherwise it shall be null and void.

7.5 Special Meetings: A Special General Meeting may be called by the Secretary upon instruction from the Chairperson or the Board of Directors or upon receipt of a petition signed by one-third of the members in good standing of the Society. The notice of a Special General Meeting must set forth the reasons for the meeting and give advance written notice of the meeting date by at least fourteen days.

7.6 Board Meetings: The Board of Directors shall meet at least once annually before the AGM and may be called by the Secretary upon instruction from the Chairperson or the Board Directors.

7.7 Quorums: At Annual <sup>General</sup> and Special Meetings, the quorum shall consist of twenty percent of the total membership of the Society or twelve members, whichever is less. A quorum at a board meeting shall be the majority of the current Board of Directors. A quorum must be present at the time of voting on any motion. If a quorum is not present at the opening of the meeting, the members present may adjourn the meeting to a fixed time and place, but may not transact any other business.

ARTICLE 8 - Other

8.1 Society Seal: No Society seal is required and none will be purchased.

8.2 Amending Bylaws: The Society may by Special Resolution rescind, add to or alter its objects or its By-Laws.

Dated Jun 8/2009

Signature <i>LCroke</i>	Address 505 Larch Place Canmore, AB T1W 1R9
Print Name Laura Croke	
Signature <i>S. Birnie</i>	Address 217, 206 Threc Sisters Dr. Canmore, AB T1W 2M1
Print Name S. Birnie	
Signature <i>Dorothy Ford</i>	Address 140 - 502 - 3 Ave CANMORE, AB T1W 2G2
Print Name DOROTHY FORD	
Signature <i>Barbara A. Olson</i>	Address 140 Cougar Point Rd Canmore AB T1W 1A1
Print Name Barbara A. Olson	
Signature <i>Donna Iddings</i>	Address 104 Benchlands Terr Canmore AB T1W 1G2
Print Name DONNA IDDINGS	
WITNESS	
Signature <i>Bonnie L Nelson</i>	Address 14 Walker Canmore, AB T1W 2X1
Print Name Bonnie L Nelson	

# Privacy Policy

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The Bow Valley Food Bank is committed to protecting the privacy of its clients, donors, volunteers, employees and other stakeholders.

**Donors:**

Donor personal information such as name, address, telephone number or e-mail address is collected solely for the purposes of providing charitable donation receipts, thank-you letter and Food Bank information concerning programs, upcoming special events, volunteer opportunities or funding needs. We do not rent, sell or trade our mailing lists.

**Clients:**

The Bow Valley Food Bank obtains clients' personal information in order to determine eligibility for our services. Such personal information may include name, address, telephone number, age, family situation, total household income and expense. Personal information gathered by the BVFB is kept confidential and is not shared with any other agencies or third parties except as required by law.

**Board Members / Volunteers / Staff:**

All who volunteer, including board members and those working at the Bow Valley Food Bank, are required to sign a confidentiality agreement to keep all client information confidential and to adhere to the Canadian Food Bank Code of Ethics. Personal information such as full name, phone numbers and addresses of BVFB volunteers, staff and board members is considered confidential and will not be disclosed to any individuals.



# Safety / Call 911 or 403-678-5516

In the case of a belligerent or drunk client, give them food and make a note in red pen on their form. **Phone 911 or 403-678-5516 if you feel threatened. NEVER give clients the personal information of any volunteers or board members, including full names and phone numbers. If you do, you may be asked to stop volunteering for us.**

**Phone Numbers and Safety Procedures are posted at the office.**

## Burglary

Scenario	Action	Communications
Volunteer Present	<ol style="list-style-type: none"> <li>1. Give them what they want</li> <li>2. Call Police when burglars have left</li> <li>3. Take note of description of individual for police</li> <li>4. Close down food bank operations until investigation concluded</li> </ol>	Call Office Administrator or any board member Report to next board meeting
Discovered by Police	<ol style="list-style-type: none"> <li>1. Repair damage to get facility operational &amp; safe</li> </ol>	Report to Office Administrator or any board member Report to next board meeting
Discovered by Volunteer	<ol style="list-style-type: none"> <li>1. Close down food bank operations</li> <li>2. Don't touch anything</li> <li>3. Call police from outside phone</li> <li>4. First volunteers on the scene: talk to police</li> <li>5. Other volunteers to deal with clients</li> </ol>	Call Office Administrator or any board member Report to next board meeting

## Threatening & Abusive

Scenario	Action	Communications
Verbally Abusive:	<ol style="list-style-type: none"> <li>1. Try to calm client down</li> <li>2. Inform client they are jeopardizing their privilege.</li> <li>3. Call Police</li> </ol>	Call Office Administrator or any board member Report to next board meeting
Physically Threatening:	<ol style="list-style-type: none"> <li>1. Use Emergency Exit</li> <li>2. Call Police</li> </ol>	Call Office Administrator or any board member Report to next board meeting
Physically Abusive:	<ol style="list-style-type: none"> <li>1. Use Emergency Exit</li> <li>2. Call Police</li> </ol> Note: Food Bank WILL press charges on behalf of volunteer	Call Office Administrator or any board member Report to next board meeting

## Fire

Scenario	Action	Communications
Fire	<ol style="list-style-type: none"> <li>1. Evacuation &amp; Call 911</li> </ol>	<ol style="list-style-type: none"> <li>1. Call Chairperson</li> <li>2. Call Vice Chair</li> <li>3. Call any board member</li> </ol>

## Stealing of Confidential Records

Scenario	Action	Communications
Stealing of Confidential Records	<ol style="list-style-type: none"> <li>1. Business as usual</li> </ol>	Inform Chairperson or any board member

**SAFETY is EVERYONE'S RESPONSIBILITY!**

- 1: KNOW the nearest EXITS from everywhere in the building!**
- 2: KNOW where the FIRE EXTINGUISHERs are located and how to use them**
- 3: Use the stool to reach high up places**
- 4: Wipe up SPILLS immediately**

# Operational Policies & Procedures

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## Hours of Operation:

Monday	In-take / Call-in to Apply for Hamper	6-7 pm
Tuesday	Food Distribution / Food Pickup	noon-1 pm & 6-7pm
Wednesday	In-take / Call-in to Apply for Hamper	6-7 pm
Thursday	Food Distribution / Food Pickup	6-7 pm

## Clients:

### Minors:

Minors are the responsibility of their parents, guardians and/or Child Welfare. We will contact the above on behalf of a minor who requests this. Assistance for minors over the age of 16 years can be granted at the discretion of the volunteer. If the client is under 18, find out why there is no adult to apply for the hamper. [If the client is under 16, contact FCSS at 609-3743.](#)

### Client Privacy:

The Food Bank must follow regulations set in the Privacy Information Protection Act (a copy of which is at the Food Bank). Volunteers must be familiar with this Act as it relates to the Food Bank. No client information will be given out without prior Board authorization.

### Client Files:

A file will be deemed as inactive and will be destroyed after two inactive years unless there is a valid reason for believing the file will become active again.

## Hamper Contents:

Nutritionally balanced grocery hampers include perishable and non-perishable food to provide seven days worth of food for the number of people in the family (singles, two, three/four, or five/six). The food hamper contents may change from time to time according to surpluses or shortages. Substitutions can be made at the discretion of a volunteer. A client may stipulate special dietary restrictions, such as allergies or being vegetarian. The Food Bank will try to accommodate but cannot purchase any special food requirements.

Two additional items that are not on the regular hamper item lists can be placed in the hampers if they are available. These items could be, but are not limited to crackers, packages of jell-o, coffee, tea or hot chocolate, pancake mix & syrup, cookies or candy and/or toiletry items.

Emergency hamper and camper hamper amounts are different and less than a regular hamper. These are posted on the fridge as well.

## Home Delivery:

The Food Bank **does NOT offer Home Delivery** because of insurance implications. At discretion of board members, and with safety considerations addressed, exceptions can be made.

## **Hampers & Usage Policy:**

### **Walk-In / Emergency Hampers:**

Clients are discouraged from dropping in without calling in for volunteer safety reasons and privacy issues. Volunteers are not required to open the door for anyone during in-take (Monday/Wednesday) nights. Food Bank procedures are clearly posted on the outside door.

Clients may show up at the Food Bank without calling for any number of reasons; they may not understand the procedures, they may not have a telephone, etc. Explain to them the proper call-in procedures and give them a brochure. If they are in serious need, give them an emergency hamper or hamper to give them enough food until the next call-in day. This should only happen once per client.

### **Camper Hampers:** (3 hampers / summer: May long-weekend through Sep long-weekend)

Camper clients are clients who have come to Canmore during the summer only to work and do not have a permanent address. They may reside at the Wapiti Campground or in their vehicle. The campground is open May through September. They must be working and/or at least be looking for work while they are in Canmore to be eligible for food hampers. Camper clients have a separate hamper application (yellow) and can receive up to 3 hampers while they are in Canmore for the summer. If the camper decides to become a permanent resident of Canmore after September they may reapply for regular hampers to receive the additional 3 hampers if the client qualifies.

### **Regular Hampers:** (12 hampers / year - 1 hamper / month)

Twelve hampers are provided to clients per year. Clients are restricted to one hamper per month. However, exceptions can be made at the volunteer's discretion. Families with children are to be given more hampers per month, if they are needed.

## **Intake Procedures (Call-in / Applying a Hamper):**

### **Call-in Nights:**

Intake nights are Monday (6-7 pm) and Wednesday (6-7 pm)

On these nights only, clients call in to apply for and arrange hamper pickups. Clients must always call in to the Food Bank to request hampers. If they qualify, they can pick up their hamper on the following day.

### **This procedure is intended to:**

- reflect the need to maintain credibility with both our clients and our donors
- provide our clients with greater confidentiality by allowing them to answer questions privately rather than in our crowded front area
- maintain a safe environment for volunteers
- spread the workload over a two-day period, giving volunteers greater flexibility in choosing the hours and tasks with which they feel most comfortable.

### **When answering the telephone:**

- Always assume that the person is telling the truth, that they are in need, and that coming to the Food Bank is extremely difficult for them.
- Assure the applicant that the information they are giving is completely confidential, that it will only be used to assess their eligibility for a food hamper and would not be shared for any other purpose. Also explain that you have signed a declaration of confidentiality.
- Do not rush the answers. Some clients will feel the need to give extended explanations. This is normal. Try to allow them the opportunity to answer the questions themselves.
- Show empathy, not sympathy. Be understanding, not condescending. Most clients are in genuine need and it takes courage for them to ask for assistance. Ask questions and then listen. Let the clients answer and don't rush them. Get a full explanation. Check the number of visits. If there are four or more, tell the client how many they have left. Also, if you feel that there may be further need, let the client know that they can call in again if they are in need but put a note on their file.

## **Filling Out the Application Forms:**

There are 2 forms that need to be filled out for each client: Hamper Application Form and Financial Statement. Before beginning the application procedures, ask where the client is residing. If it is summer and they are living in the campground or their vehicle, then a Camper Hamper application (yellow form) will be used. The same information will be collected, however campers receive 3 hampers not 6.

### **Form 1) Hamper Application Form:**

#### 1. Client Information:

Clearly print client name (last, first) on both forms, age, gender, address, phone #, and a government identification # on first page.

#### 2. Identification:

Acceptable client identification is driver's license, passport #, health card or other government-issued identification. ID is also required for spouse or significant other, and for each dependent child. For children under 18, Alberta Health cards are preferred.

3. Reason for needing the Food Bank services / How long in the Bow Valley / Type of work are all required for statistical purposes. We do not require the name of the employer.

#### 4. Special Requirements:

These can be, but are not restricted to, dietary restrictions (eg. vegetarian), cooking facility restrictions (eg. no stove) and/or if the client is pregnant. If there are no restrictions, just indicate NONE.

### **Form 2) Financial Statement Form:**

This form must be filled out and initialled by the volunteer for each visit. Income for each individual over 18 must be taken into consideration. Cable and telephone cannot be included in expenses. When asking about rent make sure to get the client's rent only, not the total rent for the household. Some clients may share rent with other tenants.

**Qualifying Clients:** Expenses are subtracted from total income; the table at the bottom of the Financial Form is used to see if the client is eligible. When a client qualifies, let them know when they can pick up their hamper. If they are calling in on a Monday night, ask if they want to pick up their hamper from noon-1 pm or 6-7 pm Tuesday; determine a 10-minute window within the hour for each client and note this on the application form as well as office binder. If it is their first time at the Food Bank, give them the address and remind them to bring picture identification. Also explain the policy of one hamper per month.

Write the hamper pickup date on the application form where the client is to sign for the hamper. Place the application form (page 1 only), with grocery gift card(s) attached, on top of an appropriate hamper (single, 2, 3/4, 5/6). Write the client's name in the binder on the volunteers' desk; record gift card # on sheet in office. This information is used by the Office Administrator to enter into the database.

If a client does not qualify, a volunteer may ask if there are extenuating circumstances for needing the Food Bank services. Reasons could be needing to put a damage deposit down or paying off an extra bill that month. Do not offer any reasons but allow the client to explain their situation. A volunteer can use their judgement in deciding if the client should qualify. You may also choose to allow one hamper only due to their circumstances (and note this on the application form) but let them know they can call in again to see if they qualify.

When the shift is over, call all the volunteers who are distributing hampers on the next shift(s). Let them know the number of hampers they have to give out. Also check to make sure there is enough fresh food on hand for the number of hampers. If there isn't, contact the food coordinator. If there are no hampers to distribute, volunteers must still do their shift as a client could call in late and leave a message on the telephone, and there may be other duties to be done.

Always check the telephone for messages before leaving the Food Bank. Clients may have tried to get through while you were on the phone.

### Taxi Pass Procedures:

- 1) When speaking with a client to fill out application form, confirm that they have a way to take their food home. Remind them that they will have several bags of both perishable and non-perishable food.
- 2) If a client cannot arrange any sort of transportation and requires taxi service, the food bank will provide a taxi voucher for one way only. A client must get to the food bank to sign for their hamper. Schedule the client to arrive at the beginning of the pickup shift. This will give volunteers on that shift enough time to order the taxi.
- 3) The volunteer on the intake shift will fill out the required information on the voucher (client name, date, initial of volunteer), and attach to page 1 of application form.
- 4) Volunteers on the pickup shift will call **Three Sisters Taxi (403-493-9990)**.
- 5) Whenever possible, clients should wait outside for the taxi, taking weather into consideration.

Note: Seniors and AISH clients are provided taxi passes from FCSS, Town of Canmore. Other individuals with injuries could be assessed on a case-by-case basis to determine if they qualify for a taxi pass from FCSS.

#### Procedure if a cab cannot be arranged for a client:

- 1) If the client is at the food bank, explain to them that we have tried our best to arrange the taxi service. They are welcome to take as much food as they can carry and we will make arrangements for them to return for the remaining food the next pickup day.
- 2) **Volunteers must not drive clients home.**

### Food Distribution Procedures (Hamper Pickup):

#### Hamper Pickups: (Tue: noon–1 pm and 6-7 pm / Thu: 6-7 pm)

Hampers are distributed on Tuesday (noon–1 pm and 6-7 pm) and Thursday (6-7 pm).

At least two volunteers are required on each shift; one in the back to collect the fresh food and one at the counter to greet and assist clients. Fresh food lists are posted above the freezers. Collect the food according to the type of hamper needed (single, 2, 3/4, 5/6). Give bread and any other fresh food and goodies as available. The volunteer at the front will check client identification, have the client sign the form and provide them with the grocery gift card(s). The signed application forms are returned to the client's folder and placed in the labelled slot in the office for the Administrator to re-file. The client may also take any items that are on the Free Shelf.

#### Grocery Gift Cards:

In lieu of milk vouchers, grocery gift cards are provided to all regular clients when they pick up their hampers. The card allows the client to receive either fresh milk or another grocery item of their choice from Save-On Foods only. Each size of hamper has an associated dollar value of card. When clients pick up their hampers, they receive the corresponding number of plastic gift cards to Save-On Foods. Intake shift volunteer notes card #(s) on form in office, and attaches to page 1 of application form.

All gift cards are worth \$10, with the appropriate number being given to clients depending of the size of hamper received:

Singles receive:	<b>one</b> \$10 gift card (\$10)
2 people receive:	<b>one</b> \$10 gift card (\$10)
3/4 hampers:	<b>two</b> \$10 gift cards (\$20)
5/6 families:	<b>three</b> \$10 gift cards (\$30)



## **Free Shelf:**

Although all items at the food bank are free, the shelves in the front entrance are referred to as the Free Shelf. Items that are not in regular hampers, out-of-date products (up to a year), cans without labels, slightly dented cans, pet foods, and/or baby foods are placed on the Free Shelf. These shelves are clearly marked so clients are aware that they use some products at their own risk. Severely dented cans are to be thrown out. The client may choose any products from these shelves that they can use. Items can be limited at the volunteer's discretion but keep in mind that most items on these shelves are of a particular taste and others may not want them.

- Slightly dented
- Expiry date up to 1 year past
- Packets not ripped or if you can put tape on (use own judgment)
- All odd things to Free Shelves
  - sardines, shrimp, crab, oysters, clams
  - fruit juice, Kool-aid, sport drinks, tomato juice, pop
  - flavoured teas & coffee
  - baking ingredients, vinegar, oil, bbq sauce, condiments
  - flavoured noodles
- **No home canning (NO homemade items)**
- **No pharmaceutical products - Tylenol, Advil, Aspirin, vitamin pills, contact lens cleaner**

**(Please make sure to throw all pharmaceutical items into garbage as we can NOT give to our clients due to Canada Food Safety Guidelines). If you are not sure, please put it on the desk in the office for Food Coordinator to check.**

Volunteers are welcome to take excess bread or perishable items if there is an over-abundance and if items would otherwise spoil or be thrown out. Volunteers may also purchase items on the Free Shelf for 50¢ each.

## **Handling Phone Messages:**

Volunteers should check for phone messages at the beginning of each shift and during the shift. Clients may call in when you are busy on the telephone with other clients.  
Press \*98 then 3663

### **Requests for hampers:**

Contact the client and proceed with in-take procedures. If the client cannot be contacted, leave their name and number for the next shift. For confidentiality reasons, do not leave the reason for your call on a message machine. It could lead to an embarrassing or conflicting situation for a person.

### **Donations:**

Call the donor to arrange for donation delivery. Deliveries can be made during in-take nights. Give mailing address if that is what they require. Leave information for Office Administrator, if you are unable to contact the donor.

### **Potential Volunteers:**

Leave information for Office Administrator.

## **Receiving Donations:**

All donations to the Food Bank will be accepted whether in the form of food or money with the exception of home canned, home frozen, home baked goods or pharmaceutical products, in compliance with Food Safety Guidelines. When donations are received during a volunteer's shift, fill out the donor's information on the Donation form located near the weigh scale. This ensures that proper thanks and recognitions are sent out.

All food donations from businesses, service groups and individuals are to be weighed and the weight recorded. The food must be sorted by category, as well checked for out-dated or unusable products. Charts are posted above the weigh-in table to help determine unusable products. Some out-dated products (up to 1 year) can be placed on the free shelf out front. Once the food has been weighed and sorted, it can be placed on the shelves.

Donations can be brought to the Food Bank or mailed to Box 8071, Canmore, AB T1W 2T8.

**Tax Receipts:**

Tax receipts will be issued upon request. **Tax receipts are not issued for donated food.**

# Advocacy Policies

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The Food Bank will not be involved in any partisan political activities, such as the support or opposition of political parties or candidates for public office. (See Revenue Canada Information Circular 87-1, Registered Charities - Ancillary and Incidental Political Activities),

# Board Positions and Responsibilities

## By-Law: Article 5: The Board of Directors and Article 6: Duties of the Board

Position	General Details of position
<b>Chairperson</b>	<ul style="list-style-type: none"> <li>• Chair board meetings</li> <li>• Primary community &amp; public relations contact</li> <li>• Oversee special events and fund raisers with other community groups</li> <li>• Liaison with Canadian Food Bank Association and other Food Banks</li> <li>• Liaison with partner programs such as Food For Learning, Christmas Spirit</li> <li>• Member of finance committee</li> </ul>
<b>Vice Chair</b>	<ul style="list-style-type: none"> <li>• Secondary community &amp; public relations contact</li> <li>• Assume duties of absent chair</li> <li>• Member of finance committee</li> <li>• Morley liaison</li> </ul>
<b>Treasurer</b>	<ul style="list-style-type: none"> <li>• Daily and annual financial business</li> <li>• Contact with Revenue Canada; handling of taxes</li> <li>• Member of finance committee</li> </ul>
<b>Secretary</b>	<ul style="list-style-type: none"> <li>• Letter writing as necessary</li> <li>• Take and distribute meeting minutes</li> </ul>
<b>Director at Large (max 6)</b>	<ul style="list-style-type: none"> <li>• Assist with projects as required</li> </ul>

**Note:** The Board of Directors shall consist of not more than twelve members and no fewer than seven. Half of the Board of Directors members shall be elected each year at the Annual General Meeting for a period of two years. A retiring member of the board may be re-elected. A volunteer must be with the Food Bank for least 1 year before being elected to the Board.

**Authority:** The Board of Directors is the legal authority of the Food Bank. As a member of the Board, a Director is a trustee for the community and is responsible for the effective governance of the Food Bank.

### **Board Duties:**

- Be committed and supportive of the work of the Food Bank and speak positively of the Food Bank to the public
- Attend bi-monthly Board meetings of 2 to 3 hours in length to discuss policy, fund raising, financial status, food bank priorities and deal with various issues; or notify the chair of your absence.
- Review minutes of the previous meeting in time to prepare for the next meeting
- Attend Annual General Meeting in the spring of each year
- Participate in maintaining a friendly, positive working relationship
- Be informed of Food Bank policy and By-laws
- Work 2 one-hour shifts per month
- Develop a working knowledge of meeting procedures
- Set policy and be supportive of that policy
- Be knowledgeable of the Board's liability
- Sit on one or more standing committees and be prepared to share the business of those committees by giving a report (written or oral). The Standing Committees are: Policy & Bylaws, Personnel/Volunteer Recruitment/Orientation, Fund Raising / Special Events, Relocation Committee
- Notify the chair, prior to the meeting, of any reports to bring to the Board's attention
- Keep Board matters confidential
- Be supportive of special and fund-raising events
- Participate in performance evaluation of the Board's accomplishments

**Conflict of Interest:** All volunteers should avoid conflicts of interest between the interests of the Bow Valley Food Bank and their own personal, professional and business interests to protect the integrity, credibility and reputations of the Bow Valley Food Bank and the volunteers. A conflict of interest may occur when a board member's serving on another board may influence their carrying out of duties and responsibilities as member of this Board, such as approaching the same donors on behalf of both organizations; or if a board member or member of their immediate family can gain financially from a decision or discussion during a board meeting, such as selecting a contractor or negotiating a contract. In the event of a possible conflict of interest, the volunteer should declare the conflict to the Board and the volunteer cannot participate in any decision-making process regarding the circumstance.

# Office Administrator Responsibilities

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## **Office Responsibilities**

- Respond to telephone messages and direct accordingly
- Communicate with clients, volunteers and Board members
- Schedule volunteers
- General administrative duties including photocopying, filing, letter writing,
- Create and update forms and brochures
- Maintain client files and statistics
- Maintain social services information at the BVFB
- Maintain office equipment and supplies
- Ensure BVFB brochures are replenished at sites around the Bow Valley
- Organize and attend Board and other meetings as required (approximately 6/year)
- Coordinate food pickup, weighing and sorting
- Accept deliveries and donations
- Correspond with coordinators and committees as needed
- Take hamper applications from clients as necessary
- Assist with fundraising efforts as required
- Liaise with the media including creating and placing ads
- Assist with projects as required
- Prepare documentation for board meetings
- Oversee special events and fundraisers with other community groups
- Liaise with schools and coordinate high-school volunteers
- Send out donor receipts (tax receipt) and thank-you letters
- Bookkeeping including bill payments, bank deposits and maintaining financial records
- Prepare month-end report for Treasurer

## **Webmaster / IT Responsibilities**

- Maintain and renew hosting account and domain registration for website
- Maintain and update the website as needed
- Maintain and update the computer system as needed
- Back up files regularly

## **Database Analyst Responsibilities**

- Maintain and update the following databases as needed:
  - Client database
  - Volunteer database
  - Donation database
  - Bookkeeping database
  - Obsolete files database
  - Hunger count database
- Renew databases annually, prepare and verify
- Produce statistics annually for databases as necessary
- Create reports upon request

**Cheque Signing:** The Chairperson, Treasurer or Office Administrator have signing authority for the Food Bank. Any two may sign.

**Media Interviews:** Regarding calls from the media requesting information on the operation of the Food Bank, the Chairperson and the Office Administrator are authorized to give out information at their discretion.

**News Photos:** The Food Bank will not pay for news photos requested by donors unless the donor understands the cost of the photo will be taken from the donation and still requests the photo.

**Fundraising / Special Events:** The BVFB encourages community groups and businesses to consider the Food Bank when doing promotions. We assist these groups as needed by providing volunteers and pre-event promotion. Each fundraising opportunity shall be considered on its own merits, always bearing in mind the credibility of the Food Bank and its objectives.

# Volunteer Responsibilities

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## **Volunteers:**

A volunteer group headed by the Board of Directors runs the Bow Valley Food Bank. Volunteers are integral to the successful operation of the Food Bank.

## **Volunteer Responsibilities:**

- Give emergency food assistance to those in need
- Committed and supportive of the work of the Food Bank
- Speak positively of the Food Bank to the public
- Dependable and reliable
- Maintain a caring and respectful manner when dealing with clients
- Do not criticize clients or other volunteers
- Maintain a high level of confidentiality
- Be knowledgeable of Food Bank operations and act as a resource person
- Represent the Food Bank professionally
- Abide by policies/procedures
- Assist in recruiting new volunteers
- Always get help to lift something heavy
- Find a replacement in the event you are unable to work your shift  
**It is the volunteer's responsibility to find a replacement if they are unable to make their shift.  
Contact Office Administrator or Chairperson if unsuccessful in covering your shift.**
- Keep up to date on new policies and events
- Communicate with Office Administrator or Board Members

## **Volunteer Hours:**

- Volunteers are asked to work 2 one-hour shifts per month for client intake and/or hamper pickup.
- At least two volunteers must be on each shift for safety precautions.

## **Volunteer Duties:**

- Check the bulletin boards and desk each shift for new information or updates
- Record volunteer hours
- Record the name and address of those who donate
- Keep areas clean and organized
- Take any recycling to proper facilities when possible
- Make food hampers, using 2 boxes if necessary to ensure they are not too heavy for one person to lift
- Weigh and record weight, sort and put away food donations
- Restock shelves, moving oldest to the front and adding new product in the back
- Check for out-of-date products and dispose of them appropriately
- Assist with fundraising events
- When regular hamper items are low, add the item to the shopping list
- Answer client telephones calls
- Relay messages accordingly
- Other duties as required by Office Administrator and/or Chairperson

## **Volunteer Personal Information:**

Volunteers are NOT to disclose, under any circumstances, personal information of other volunteers or board members, including full name and phone numbers, to any clients. If a client requests to speak to another volunteer or board member, the information must be taken down and passed on to that volunteer or to the Office Administrator.

**Member:** A member is a volunteer who has actively volunteered at the Bow Valley Food Bank for 3 months. A member may vote at the AGM as long as they have actively volunteered for 3 months prior to the AGM.

# Coordinator Positions & Responsibilities

Position	Details of Position
<b>Food Coordinator</b>	<ul style="list-style-type: none"> <li>Organize collection of food from donors</li> <li>Coordinates all areas of food for the Food Bank</li> <li>Purchase of staples</li> <li>Keep food shelves stocked</li> </ul>
<b>Warehouse Coordinator</b>	<ul style="list-style-type: none"> <li>Planning and layout of the warehouse</li> <li>Label shelves with food items and date</li> <li>Communicate and help manage sharing of excess supplies</li> </ul>
<b>Perishable and Re-Packaging Coordinator</b>	<ul style="list-style-type: none"> <li>Purchase perishable &amp; bulk items: fruit, potatoes, carrots, onions, margarine, eggs, sliced cheese</li> <li>Repackage bulk food items for hampers: rice, oats, sugar and flour</li> </ul>
<b>Food Pickup Coordinators</b>	<ul style="list-style-type: none"> <li>Pick up food donations from:                             <ul style="list-style-type: none"> <li>~Save-On Foods and Safeway weekly</li> <li>~ Drop boxes at special community events, as needed</li> </ul> </li> <li>Pick up bread and buns as needed (Save-On Foods)</li> <li>Stock bread in the freezer</li> </ul>
<b>Recycling (all volunteers)</b>	<ul style="list-style-type: none"> <li>Recycle items on as-needed basis:                             <ul style="list-style-type: none"> <li>~ Cardboard, cans, dry organics</li> <li>~ expired, dented and homemade items</li> </ul> </li> </ul>
<b>Volunteer Orientation</b>	<ul style="list-style-type: none"> <li>Contact volunteers interested and schedule orientation</li> <li>Volunteer orientation: use Volunteer Orientation Handout as guideline</li> </ul>

**\*\*\*\*\* Coordinators purchase following items \*\*\*\*\***

Perishable Items:		Re-Packing Items:
Fruit	Margarine	Flour
Potatoes	Eggs	Sugar
Carrots	Sliced cheese	Rice
Onions	Ground beef, hot dogs	Cooking cereal (oats)
Non-Perishable Items:		Bread / Buns:
Dry soup		Food Pickup Coordinators pick up bread and buns from Save-On Foods. <u>These are day-old items donated by Save-On Foods so pickup day must be pre-arranged.</u>
Canned soup: tomato, vegetable, chicken noodle		
Canned fruit: peaches, pears, fruit cocktail		
Canned pasta		
Spaghetti sauce		
Tomatoes		
Kraft Dinner	Dry pasta	
Peanut butter	Tuna	
Cereal	Cookies	

# Food Coordinator

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## **Responsibilities:**

1. Organize food storage
2. Shop for non-perishable items on an as-needed basis
3. Shop for meats
4. Stock food items for Free Shelves
5. Be familiar with safe and proper food handling procedures
6. Reporting any injury or accident to the Office Administrator as soon as possible

## **Food Safety:**

Review the "Food Safety Program & Handling Food" binder kept in the Office.

Please refer to this binder for information on proper food handling procedures.

Note: Posters highlighting "Safe Food Handling" are posted in the kitchen area.

## **Organize Food Storage (Oversee all food):**

Check for following:

1. Outdated (anything outdated more than a year goes to garbage)
2. No labels or too damaged
3. No home canning / No homemade
4. No wild meat
5. No pharmacy items
6. Nothing open or partly used
7. Nothing stored on floor unless it is in cans or glass

## **Garbage Bags:**

1. The Food Coordinator buys garbage bags at the Save On Foods on an as-needed basis

## **Procedures for shopping:**

### Wieners and Chicken Nuggets: (@ Save-on Foods)

1. These are bought on an as-needed basis
2. Buy these at Save-On Foods using the same procedure as buying Perishables (above)
3. You can also use Gift Cards (if/when we have it – ask Administrator);
4. Weigh all food before putting into the freezer
5. Put all receipts (*please sign your name on receipts*) on Office Administrator's desk

### Hamburger: (@ Safeway)

1. When the hamburger inventory gets down to about 20 lbs, phone Safeway and ask for the Meat Department
2. Order 100 lbs of burger in one-pound packages - they will let you know when you can pick it up
3. The order will usually be in four boxes, which you take to the check-out to pay with the Food Bank credit card (you simply sign for it.) or Gift Cards (if/when we have it – ask administrator);
4. Weigh & record the hamburger
5. Put hamburger in the upright freezer, being sure to bring the older meat to the front of the shelf
6. Put the receipt (*please sign your name on receipts*) on Office Administrator's desk.

## **Procedures – Stocking Shelves:**

1. The Food Coordinator is not the only person who stocks shelves at the Food Bank, but the Food Coordinator oversees the process and removes the wrong things from the shelves;
2. Non-perishable items are split into two sections: shelves for Hampers and Free Shelf



Item	Shelves (for Hampers)	Free Shelf
Soup	Mushroom /Tomato	
	Vegetable / Chicken Noodle	
	All other soup flavours	
	Chunky Soup	
Pasta	Spaghetti / Macaroni	Lasagna / Cannelloni
	Fettuccine / Linguini / Egg Noodles	All other unusual noodles
Juice		All juices
Canned Seafood	Tuna	Sardines, oysters, etc
	Salmon	
Canned vegetables	Mixed veg, carrots, peas, corn, beans	Canned mushrooms
Misc	Coffee	Flavoured coffee
	Black Tea	Herbal or flavoured tea
		Ethnic food products
		Asian food products
		Condiments
		Pie filling, pumpkin, cranberry sauce
		Pickles, olives
		Jello
		Popcorn
		Shampoo, conditioner
	Body lotions	
<b>Anything Unusual goes to Free Shelves</b>		

**NO canned, Homemade or Medicinal items are to be used *at all*. These must go in the garbage.**

### **Misc items:**

Organic / Gluten Free Items: These items have their own shelves. Please make sure to put into own bins

Baby Food: These usually stay in the box on the free shelf in the client packing area. If there's a hamper with a baby, volunteers can ask the client if there's anything we have that they can use.

These items can be taken to the Parent Link (located at the Seniors' Centre) for them to hand out (they will pick them up). Please make sure they are NOT OUTDATED

Boost / Ensure or Depends: These can be taken to the Bow River Senior Citizens' Lodge (located at 920-13 Street) for them to disburse. Please make sure they are NOT OUTDATED

Large Jars or Canned Items: These items usually go to St. Michael's Monday Night Supper and/or Canmore Collegiate High School; they will pick up

Empty Banana Boxes: All empty banana boxes got to JK Bakery. They will pick them up.

Other Unusual Food/Items: Try to pass these along to another organization who could use them ("from one charity to another").

***Average Time Commitment = 10-15 hours / month***

# Warehouse Coordinator

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Warehouse Section #1	Section #2	Section #3
Assorted Soup Chunky Soup Dry Soup	Cereal / PB / Tuna Peas / Corn / Mixed Veggies Canned Tomatoes / Tomato Sauce KD / Side Kicks Canned Meat / Fruit	Pasta Other Beans Baked Beans Stew & Chili

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The Warehouse Coordinator oversees the organization of the warehouse, and works in conjunction with the Food Coordinator. The main focus of this position is two-fold:

1. Monitor expiry dates and create a plan for items nearing their expiration.
2. Communicate the need for items required for hampers.

## **Responsibilities:**

1. Plan the layout of the warehouse for maximum efficiency
2. Label shelves with food items and dates
3. Check items that are about to expire and make a plan to use them up before expiry (e.g: double up on items for hamper; work with Office Administrator to share excess).
4. Check that food donations are in the correct places
5. Rotate food as needed, to put the oldest items on the shelves, and box newer items and storing them away from the shelves
6. Shop for other food items on an as-needed basis  
e.g. canned fruit, canned pasta
7. Overseeing filling bins in the hamper-making area, or training volunteers to do so
8. Periodically checking the food in the warehouse to ensure then systems is being followed and that these are no Out-of-Date items
9. Requesting funds from the Board for additional shelving and equipment as needed
10. Be familiar with safe and proper food handling procedures
11. Work with Administrator to coordinate sharing of food with Morley, Banff and other food banks.
12. Reporting any injury / accident to the Office Administrator as soon as possible

## **Food Safety:**

Reviewing the "Food Safety Program & Handling Food" binder kept in the Front Office.

Please refer to this binder for information on proper food handling procedures.

*Note: Posters highlighting 'Safe Food Handling' are posted in the Kitchen area.*

## **Procedures – Stocking Shelves:**

\*\*\* See Food Coordinator's Procedures - Stocking Shelves \*\*\*

***Average Time Commitment = 10-15 hours / month***

# Perishables and Repackaging Coordinator

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## **Responsibilities:**

1. Monitor supply and shop for perishable foods
2. Purchase bulk food items and supplies as needed for repackaging.
3. Repackage bulk food items for hampers. Monitor and maintain an appropriate inventory
4. Be familiar with safe and proper food handling procedures
5. Report any injury/accident to the Office Administrator as soon as possible.

### Food Safety:

Review the *Food Safety Program & Handling Food* binder kept in the Front Office.

Please refer to this binder for information on proper food handling procedures.

*Note: Posters highlighting 'Safe Food Handling' are posted in the Kitchen area.*

Note: Repackaging is done on an as-needed basis depending on how busy the Food Bank gets. This varies by season.

## **Procedures for perishables:**

Shop for as needed (@ Save-On Foods):

- |             |                                  |
|-------------|----------------------------------|
| - Potatoes  | 6 x 10 lb bags                   |
| - Onions    | 6 x 3 lb or 5 lb bags            |
| - Apples    | 1 case (40 lbs)                  |
| - Oranges   | 6 x 5 lb bags                    |
| - Margarine | 10 or 12 x 3 lb boxes (cheapest) |
| - Eggs      | 12 doz large eggs (regular)      |
| - Carrots   | 6 x 5 lb bags                    |

\*\*\* Produce is bought this way because it will last for a couple of weeks, especially when the Food Bank is busy\*\*\*

1. Use Food Bank Corporation Card
2. Weigh & record all food before putting into the fridge
3. Take all receipts (*please sign your name on receipts*) to the Food Bank and put on Office Administrator's desk

## **Procedures for bulk items and repackaging:**

1. Purchase the food items in bulk from our local Save-On grocery, where the Food Bank holds a charge account. On average this is 3 store visits per year
2. Purchase Ziploc Bags from Save-On as required, charging these to the Food Bank account
3. Repackage bulk food items for hampers. These bulk food items are rice, oats, sugar and flour
4. Repackage product into small, medium and large Ziploc resealable bags in quantities as outlined below. A supply of Ziploc bags is stored in the kitchen cupboard. Use a black permanent marker to label each bag as small, medium or large. Markers are stored in the kitchen drawer. Place the filled bags in the respective plastic holder adjacent to the bulk bins. Please store excess product under this counter
5. Monitor the supply of bulk food items stored under the kitchen counter
6. Refill the bulk bins using the products located in the cupboards under the counter below the bins
7. Maintain a supply of small, medium and large bags of repackaged dry food items
8. After using a scoop, please wash it with a small amount of bleach kept under the sink. Please DO NOT leave scoops in the products. Scoops are kept in the holder at the side of each bin.
9. Put warehouse donations of bulk items underneath the counter, recheck the expiry dates and rotate the goods with the closest to expiring moved forward
10. Periodically check expiry dates on stored inventory; a best practice is once every three months.

**Re-Packaging Measurements:**

<b>Items</b>	<b>Small</b>	<b>Medium</b>	<b>Large</b>
Rice	2 cups	4 cups	6 cups (1 x S + 1 x M)
Oatmeal	2 cups	4 cups	6 cups (1 x S + 1 x M)
Sugar	2 cups	4 cups	6 cups (1 x S + 1 x M)
Flour	-	-	4 cups

***Average Time Commitment = 2~3 hour / month***

# Food Pickup Coordinators

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## **Responsibilities:**

1. Pick up food donations from Save-On Foods and Safeway donation boxes once or twice per week
2. Pick up bread and baked goods from Save-On Foods bakery as required, after liaising with baker manager/staff to request donations. (See the details at Bread Coordinator below)
3. Pick up food donations on an as-needed basis from various organizations (e.g. special events, seniors' lodge, library, etc.) as directed by the Office Administrator
4. Report any injury/accident to the Office Administrator as soon as possible

## **Procedures:**

1. Pick up donations from Save-On Foods and Safeway donation boxes once or twice per week (donation boxes are located in the front of each store)
2. The food pickup is best done in the morning when it's not busy, and the stores appreciate it being done at the same time/same day each week
3. If the bins happen to overflow during the week, someone from the store(s) will call the Food Bank and an extra pick up will have to be scheduled
4. Take the food back to the Food Bank to weigh
5. Put the food on the trolley to weigh on the scale (be sure to subtract the weight of the trolley)
6. Mark the weight on the sheet hanging by the scale
7. Put the food on the grey table for volunteers to sort and put on the shelves.

## **Exceptions:**

8. During the Christmas season (early December to mid-January), two pickups per week must be scheduled. These loads can be very large (some can be up to 500 lbs) so a second volunteer with a vehicle may have to be recruited

***Average Time Commitment = 6-8hours / month***

**Bread Coordinator: currently looked after by Food Pickup coordinators**

## **Responsibilities**

1. Arranging for and picking up the donated bakery items from Save-On Foods Bakery Department on an as-needed basis. Donated bakery items are day-old bread and buns.
2. Double-bag and store bakery items in the small floor freezer.
3. Rotate the frozen product so that the oldest items are near the top and most accessible. With the front-loading freezer, rotate the product so that the top shelves of the freezer display the older items
4. Be familiar with safe and proper food handling procedures

### **Food Safety:**

Review the *Food Safety Program & Handling Food* binder kept in the Front Office.

Please refer to this binder for information on proper food handling procedures.

*Note: Posters highlighting 'Safe Food Handling' are posted in the Kitchen area.*

## **Procedures:**

1. Call Save-On Foods Bakery Department at 403-678-6326, between 8 and 8.30 a.m. from Monday to Thursday to ask if they have any day-old bakery items to donate to the Bow Valley Food Bank (BVFB). Please avoid calling on 10% Tuesday, the first Tuesday of each month, as the store is very busy.

2. Plan your call on the same day that you intend to make the pickup. The bakery staff are familiar with receiving our calls. In the event you speak to a new employee please ask them to check with a senior colleague; Cindy and Donna are two long-term Bakery Department employees. As a courtesy, and to ensure that the bakery keeps the product, please let the employee know what time you plan to make the pickup. A best practice is to plan your pickup between 9 and 10 a.m. to avoid anyone discarding the bakery goods in error
3. When you arrive, go to the Bakery Department and identify yourself as the BVFB. An employee will have all the donated items in a shopping cart for you to select what you need. For example, if you only need sliced bread, then take only the sliced bread and let a bakery staff member know what you are not taking
4. Some bakery items will be in bags with small holes and will need to be double-bagged to retain freshness when frozen; count how many items are in bags with small holes and take this number of plastic bags from the roll located near the bagel section of the store. Please know that the bakery staff do not mind the BVFB taking these bags
5. Once back at the BVFB, take the bakery items that are in bags with small holes and repackage the whole item into the new bag.
6. Rotate the frozen product so that the oldest items are near the top of the small freezer and most accessible. Place the new items nearer the bottom of the freezer. With the front-loading upright freezer, rotate the product so that the top shelves of the freezer display the older items. Any overflow from the small freezer is placed in the front-loading upright freezer
7. Discard any freezer-burnt bakery goods
8. Monitor the level of bakery items in the two freezers on a weekly basis and maintain an inventory of these items as required.

***Average Time Commitment = \* 2 hours / month  
\*Summer may require a greater time commitment\****

# Volunteer Orientation Coordinator

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## **Responsibilities:**

1. Contact potential volunteers and set up an orientation date
2. Orient and welcome new volunteers
3. Report any injury/accident to the Office Administrator as soon as possible

## **Procedures:**

1. Office Administrator to provide names of new volunteers
2. Call volunteers and arrange for an orientation session when one or more can attend
3. Schedule orientation for approximately 1 to 1.5 hours, usually once per month
4. Collect completed application form, confidentiality form and RCMP security checks from the new volunteers, only if office has not completed before orientation
5. Use Orientation Handout as guideline for orientation session
6. Give new volunteers an overview of the entire Food Bank operation, from front to back

***Average Time Commitment = 2 hours / month***

# Recycling

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**Looked after by EVERYONE**

## **Responsibilities:**

1. Remove all recyclable material from the Food Bank
2. Report any injury/accident to the Office Administrator as soon as possible

## **Procedures:**

1. Check the recycling bins in the warehouse during each volunteer shift
2. Flatten cardboard boxes
3. Recycle dented cans and those with expired items older than one year
4. Recycle bottles with homemade food
5. Cans and bottles must be emptied and rinsed, and labels removed
6. Food itself should be thrown into the garbage, not put down the drain
7. DRY organic waste can be put in marked bin to be composted
8. Take all recyclables to town's Recycling Depot located at 115 Boulder Crescent in the Elk Run Industrial Park (note: open Tues.-Sat. 9.30 am to 4.30 pm)



# Contact List of Board Members

## Board Members 2020-2021 (List updated as required)

Position	Brief Details of position
<b>Chairperson</b> <b>Dorothy Ford</b> <b>678-6754</b> dorf07@hotmail.com	<ul style="list-style-type: none"> <li>• Chair board meetings</li> <li>• Primary community and public relations contact</li> <li>• Oversee special events and fundraisers with other community groups</li> <li>• Liaison with Canadian Food Bank Association and other Food Banks</li> <li>• Liaison with partner programs such as Food For Learning, Christmas Spirit</li> <li>• Member of finance committee</li> </ul>
<b>Vice Chair</b> <b>Pius Rolheiser</b> <b>660-5055</b> pjrolheiser@gmail.com	<ul style="list-style-type: none"> <li>• Secondary community and public relations contact</li> <li>• Assume duties of absent chair</li> <li>• Member of finance committee</li> <li>• Morley liaison</li> </ul>
<b>Treasurer</b> <b>Glynn Linnard</b> <b>609-1024</b> bglinnard@gmail.com	<ul style="list-style-type: none"> <li>• Daily and annual financial business</li> <li>• Contact with Revenue Canada; handling of taxes</li> <li>• Member of finance committee</li> </ul>
<b>Secretary</b> <b>Jane Crawford</b> <b>688-2181</b> hayesgang@shaw.ca	<ul style="list-style-type: none"> <li>• Letter writing as necessary</li> <li>• Take and distribute meeting minutes</li> </ul>
<b>Director</b> <b>Michelle Ellenton</b> <b>678-8805</b> rundleview@shaw.ca	<ul style="list-style-type: none"> <li>• Assist with projects as required</li> </ul>
<b>Director</b> <b>Tracy Ritchie</b> <b>1-403-652-8934</b> Tjritchie31@gmail.com	<ul style="list-style-type: none"> <li>• Assist with projects as required</li> </ul>
<b>Director</b> <b>Jane Sullivan</b> <b>403-493-1155</b> jsullivan2000@hotmail.com	<ul style="list-style-type: none"> <li>• Assist with projects as required</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

# Contact List (Coordinators)

## Coordinators 2020-2021 (List Update As Need Bases)

Position	Contact Info	Details of position
<b>Food Coordinator</b>	<b>Dorothy Ford</b> 403-678-6754 dorf07@hotmail.com	<ul style="list-style-type: none"> <li>Organize collection of food from donors</li> <li>Coordinate all areas of food for the Food Bank</li> <li>Purchase of staples and perishables</li> <li>Purchase of non-perishable items</li> <li>Keep food shelves stocked</li> </ul>
<b><u>Warehouse - Section #1</u></b> – Assorted Soup – Chunky Soup – Dry Soup	<b>Pius Rolheiser</b> 403-660-5055 pjrolheiser@gmail.com	<ul style="list-style-type: none"> <li>Planning and layout of warehouse</li> <li>Labelling shelves with food items and date</li> <li>Purchase of non-perishable items</li> </ul>
<b><u>Warehouse - Section #2</u></b> – Cereal / PB / Tuna – Peas/Corns/Mixed Veggies – Tomato /Tomato Sauce – KD/Side Kick – Meat / Fruit	<b>Jane Crawford</b> 403-688-2181 hayesgang@shaw.ca	<ul style="list-style-type: none"> <li>Planning and layout of warehouse</li> <li>Labelling shelves with food items and date</li> <li>Purchase of non-perishable items</li> </ul>
<b><u>Warehouse - Section #3</u></b> – Pasta – Other Beans – Baked Beans – Stew & Chili	<b>Pius Rolheiser</b> 403-660-5055 pjrolheiser@gmail.com	<ul style="list-style-type: none"> <li>Planning and layout of the warehouse</li> <li>Labelling shelves with food items and date</li> <li>Purchase of non-perishable items</li> </ul>
<b>Perishables and Bulk Repackaging Coordinator</b>	<b>Michelle Ellenton</b> 403-678-8805 rundreview@shaw.ca	<ul style="list-style-type: none"> <li>Purchase of perishables</li> <li>Purchase of bulk food items for hampers: rice, oats, sugar and flour</li> <li>Repackaging of bulk items</li> </ul>
<b>Food Pickup Coordinators</b>	<b>Pius Rolheiser</b> 403-660-5055 pjrolheiser@gmail.com  <b>Ken Thomas</b> 403-675-1155 kjthomas@shaw.ca  <b>Dale Neville</b> 1-403-975-1867 riderville16@gmail.com  <b>Judith Smith</b> 403-678-4695 c_h_smith@shaw.ca	<ul style="list-style-type: none"> <li>Pick up food donations at Save-On Foods and Safeway weekly; at drop boxes and special community events as-needed</li> <li>Stock bread in the freezer</li> <li>Pick up bread &amp; buns from Save-On</li> <li>Pick up assorted goodies from Save-On Foods if available</li> </ul>
<b>Volunteer Orientation</b>	<b>Lori Kernick</b> 403-609-4084 lorikernick@shaw.ca	<ul style="list-style-type: none"> <li>Contact volunteers interested &amp; schedule orientation</li> <li>Volunteer orientation</li> </ul>
<b>Recycling</b>	<b>maintained by all volunteers</b>	<ul style="list-style-type: none"> <li>Recycle items as needed</li> <li>Collect dry compost</li> </ul>