Serving the Sooke Region communities of
Beecher Bay, District of Sooke, East Sooke, Jordan River,
Otter Point, Port Renfrew and Shirley and the First Nations
communities of Pacheedaht, Sc'ianew, and T'Sou-ke

Policies and Procedures Manual

Sooke Food Bank Mission

We ensure that Sooke Region residents in need have access to nutritious meals, and health and emotional support.

Version 1.3

October 10, 2026

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Section 1: Governance & Administration

1.01 Legal Status

The Sooke Food Bank Society (SFB) operates as a registered charity, with its processes and procedures governed by the BC Societies Act and the Canada Revenue Agency Charities Directorate. To maintain compliance with regulatory requirements the board of directors completes an annual Legal Compliance Checklist (included in the Perpetual Calendar) to ensure:

- The annual report to the BC Societies Registry is submitted with any changes made at the Annual General Meeting.
- The annual Registered Charity Information Return (T3010) is completed and filed with the CRA within 6 months of the SFB fiscal year end.
- Compliance with SFB Bylaws. A review and revision of the SFB Bylaws was also completed in 2025.

See Form 1.01 SFB Legal Compliance Checklist

1.02 Shared Network Goal

No minimum standard at this time.

1.03 Board of Directors – Composition

The SFB is governed by a volunteer Board of Directors, and criteria for board members are set out in the SFB Bylaws.

- The Society will have no fewer than 5 and no more than 11 directors.
- A person must be qualified to be a director according to the Act and must be residents of Sooke or the surrounding area (Sooke Region).
- Directors must provide SFB with written consent to act as a Director and confirm they meet the statutory qualifications to be a director as set out in the *Societies Act*.
- Board members must not be employees of the SFB and must be compliant with the conflict-of-interest policies and procedures.
- Board members must provide written confirmation that they are independent (at arm's length) as they fulfil their fiduciary duties to SFB.

See Form 1.03 SFB Consent to Act as a Director

1.04 Board of Directors – Governance Documents

The SFB Bylaws clearly set out the Term and Roles of the Board of Directors. In addition, board members confirm their commitment to a Code of Conduct, independent (arm's length) status, and Confidentiality and Conflict of Interest policies upon election or re-election.

Directors are elected to hold office for a two-year term, and a retiring Director is eligible for re-election following the expiry of their term, to a maximum of 3 consecutive terms.

Officer Roles and Responsibilities – from the SFB Bylaws:

44 Directors must be elected or appointed to the following executive positions, and a director, other than the president, may hold more than one position:

(a) president;

(b) vice-president;

(c) secretary;

(d) treasurer.

45 Directors who are elected or appointed to hold positions on the board in addition to the positions described in these bylaws, are elected or appointed as directors at large.

46 The president is the chief executive officer and chair of the Board and is responsible for supervising the other directors in the execution of their duties.

47 The vice-president is the vice-chair of the Board must carry out the duties of the president if the president is absent or unable to act.

48 The secretary is responsible for doing, or making the necessary arrangements for, the following:

(a) issues notices of general meetings and directors' meetings;

(b) takes and keeps minutes of general meetings and directors' meetings;

(c) keeps the records of the Society in accordance with the Act;

(d) conducts the correspondence of the Society

(e) maintains the register of members in accordance with the Act.

49 In the absence of the secretary from a meeting, the Board must appoint another individual to act as secretary at the meeting.

50 The treasurer is responsible for doing, or making the necessary arrangements for, the following:

(a) receives and banks monies collected from the members or other sources;

(b) keeps accounting records in respect of the Society's financial transactions;

(c) presents the Society's financial statements to the members;

(d) making the Society's filings respecting taxes;

(e) filing the annual report of the Society and making any other filings with the Registrar under the Act.

The duties of all other officers of the Organization shall be such as the terms of their engagement call for, or as the board of directors requires them.

See Form 1.03 SFB Consent to Act as a Director
See Form 1.04 SFB Board Member Code of Conduct
See Form 1.04 Board Member Confidentiality Agreement
See Section 1.11 Conflict of Interest Policy

1.05 Board of Directors – Board Orientation

New board members are provided with a comprehensive orientation to ensure that they understand the work of the Society and the responsibilities of their role. This preparation and support are provided by:

- mentoring new board members (by past or current members)
- reviewing (with the President or designate) of the Board Orientation Manual which includes information in these areas:
    - A Introduction: In the beginning…a short history of SFB
    - B Mission
    - C Values
    - D Board of Directors and Contact information
    - E Board of Directors Roles and Responsibilities
    - F Board Meetings
    - G SFB Services
    - H Key Stakeholders
    - I Strategic priorities, goals
    - J Financial Information
    - K SFB staffing
    - L SFB Constitution, Bylaws and Policies and Management Plans
    - M Board Assessment and Self-Assessment
    - N Orientation of Directors
- reviewing (with the President or designate) of the SFB Code of Conduct, SFB mission and values, latest financial statements and governance oversight bodies (BC Government Societies Act and the CRA Charities Directorate).
- maintaining a culture of inclusion and collaboration.

See Appendix C: SFB Board Orientation Manual

1.06 Board of Directors – Board Performance and Development

To support ongoing review and improvement in the governance of SFB, the board assesses its effectiveness on an annual basis at the meeting preceding the annual general meeting. Each board member completes the Board Evaluation Questionnaire which includes questions to assess the following:

- How Well Has the Board Done Its Job (roles and responsibilities, strategic priorities, policy reviews, stakeholder relations, financial management, human resources management)
- How Well Has the Board Conducted Itself (expectations, conducting meetings, inclusion of all members, decision making, culture)
- Board's Relationship with Executive Director (role clarity, communication, clear direction, support, appreciation)
- Individual Board Members' personal reflection on participation, confidentiality, advocacy, compliance with policies and other responsibilities.

The follow-up discussion of the Board Evaluation includes recommendations for improvements and/or necessary training requirements. An action plan timeline for implementing recommendations is developed using a consensus decision model.

See Form 1.06 SFB Board Evaluation Questionnaire

1.07 Board of Directors – Oversight of the Chief Staff Person

Not applicable for SFB, as SFB does not have any employees.
The SFB is a volunteer organization, with the leadership of a volunteer Executive Director. The Board of Directors maintains oversight of SFB operations. As such, Standard 1.07 is not applicable.

1.08 Insurance Coverage

The SFB Board ensures adequate insurance coverage is maintained to support operations and governance activities.

- Insurance is reviewed annually, included in the Perpetual Calendar of the Board
- Insurance review is included in the annual Legal Compliance Checklist
- SFB is insured for Commercial General Liability, and for Directors and Officers.

1.09 Risk Management and Critical Incidents

Identifying strategic and operational risk, and appropriate management of those risks is critical to maintaining effective service delivery.

- The SFB Risk Management Matrix is updated annually.
- The board reviews the Risk Management matrix annually; included in the Perpetual Calendar.
- Insurance is reviewed annually; included in the Perpetual Calendar.
- Policies are reviewed regularly or as needed and monitored for compliance.
- A Business Continuity Plan ensures that clients continue to receive food resources during a potential interruption of operations. The Business Continuity Plan is reviewed/revised annually and included in the Perpetual Calendar.
- The SFB corporate records are maintained and filed securely. This includes Constitution and Bylaws, list of directors, officers and members, minutes of meetings, copies of financial statements, banking documents, and confirmation of charitable tax information.
- SFB maintains a record of Critical Incidents, which are reviewed annually for needed improvements or action.
- The SFB Board regularly discusses external communications to ensure that SFB maintains a positive reputation in the community.
- The SFB Board regularly reviews compliance with Accreditation Standards of Excellence.

See Appendix D: 1.09 Critical Incidents Policy
See Form 1.09 Critical Incident Report
See Appendix E: SFB Risk Management Matrix
See Section 1.10 SFB Business Continuity Plan

1.10 Business Continuity and Disaster Response

Business continuity planning is crucial for SFB to uphold our commitment to serving the community. By preparing for potential disruptions, we can continue delivering food assistance even in challenging situations.

- The plan will be reviewed annually (included in Perpetual Calendar) and updated as needed following any major operational changes or significant incidents.
- Staff and volunteers are encouraged to provide feedback and suggestions for plan improvement during scheduled review periods.
- The Executive Director is responsible for updating and maintaining the plan, ensuring accuracy and relevance.

A: Key Roles and Responsibilities

Executive Director:

- Oversees the overall activation and execution of the Business Continuity Plan.
- Coordinates logistics and is the lead on facility assessments. Conducts an initial assessment of facility damage and reports to the Board President.

Volunteer Coordinator:

- Leads the required information sharing with volunteers and supports the ED with internal communications and timely internal updates.

Board Vice-President or Treasurer

- Is responsible for external stakeholder communication.

ED and delegated Board Director

- Responsible for managing food vendor relations.

Food Safety Coordinator:

- Supports the ED with logistics for emergency access and distribution of food resources.

B: Financial Reserves

- SFB maintains a small reserve of restricted capital to cover immediate unanticipated expenses during disruptions. The board is committed to aim for 6 months operating capital in this reserve.
- A short list of 3-5 key donors has been identified who can be approached for additional funding during a crisis

C: Resource Management

- Volunteer availability is maintained through active communication and cross-training to ensure coverage of essential roles at all times.
- Emergency Supplies: We maintain a stockpile of bottled water, canned goods, and basic hygiene items to support affected individuals in case of an emergency.
- Role-Specific Training: The key volunteer positions and their delegates at SFB receive training on logistics and supply chain management, and distribution protocols.

D: Alternate Facilities

- SFB maintains an industrial shipping container off site to ensure the ability for partial relocation of assets in the case of emergency.
- We are working towards having another container in the community of Port Renfrew, which is at high risk of being isolated in an emergency.

E: Key Continuity Enablers

Remote Work

- Volunteers with administrative roles can work remotely, using secure virtual communication tools.

Mobile Food Distribution

- SFB vehicles would be deployed to distribute food to communities if the main facility is inaccessible.

F: Risk Assessment, Analysis and Response

Flood Risk Low likelihood/medium impact.

- Potential disruptions and challenges can arise due to flooding caused by heavy rainfall, tsunami, or other water-related events.
- Close proximity to the ocean increases property risk; operational risk is present.
- Flooding could damage the organization's physical infrastructure, equipment, and assets, affecting its ability to function. Facility may be inaccessible.
- Power outages and communications networks can be interrupted, impacting operations.
- Evacuation may be necessary to keep people safe.
- Access to data storage and critical information may be impacted with reduced capacity for maintaining operations.
- Transportation and supply chains may be compromised, impacting SFB access to supplies for services.
- Critical services may be impacted, affecting the SFB clients we serve.

Flood Risk Response

1. Implement the Emergency Response Plan as needed (Appendix A. Basic planning is in place and should be followed. Impact mitigation plans will be developed as events and details become apparent. See Appendix B for Evacuation.
2. ED, Food Safety Coordinator and delegate/s to lead flood mitigation measures such as
   - elevating critical equipment
   - sealing entry points
   - relocating important documents to higher ground., or removing from site
3. Essential client data is stored using cloud service subscribed to by the SFB (L2F).
4. SFB is moving towards financial and volunteer/membership data to be stored on SharePoint and accessible only to those who need the information.
5. SFB may be able to access off-site food storage. The contact for alternative supply chain support (provincial FBBC partners) is listed in the Emergency Response Plan.
6. Communications response is laid out in the Emergency Response Plan. Targeted information will include flood-related updates, closures, and changes in services.
7. Contact local food suppliers and vendors (Village Food, Costco) for support. ED holds the vendor contact information.
8. Food may be delivered directly to the most vulnerable clients, as much as possible.
9. Grocery gift cards can be distributed. SFB maintains a supply of gift cards for local stores.
10. Maintain supports for local service provider social workers as much as possible to support client families.
11. Orientation of Volunteers will include the Emergency Response Plan, including evacuation.

Fire Risk Medium likelihood/high impact.

- Located in close proximity to a very dry summer forested area, forest fire risk is medium.
- A nearby forest fire could present severe environmental hazard (smoke).
- An on-site fire will present a significant disruption to overall business.
- Fire could damage the organization's physical infrastructure, equipment, and assets, affecting its ability to function. Facility may be inaccessible.
- Smoke, road closures, and evacuation orders resulting from fires can disrupt daily operations and eliminate or limit access to the facility and off-site C-Can.
- Fire presents an immediate danger to anyone on site or nearby.
- Communications networks can be interrupted, impacting operations and internal and external communications.
- Fire and smoke can damage or compromise data (paper files on site and electronic systems).
- SFB ability to provide services may be compromised due to on-site fire and/or wildfires, affecting the people we serve.

Fire Risk Response

1. Implement the Emergency Response Plan as laid out in Appendix A. Basic planning is in place and should be followed. Impact mitigation plans will be developed as events and details become apparent. Also see Appendix B for Fire and Evacuation.
2. In the case of on-site fire, implement immediate evacuation procedures.
3. Ensure ongoing mitigation with proper maintenance of the facility, easy access to fire fighting equipment (fire extinguishers), and safe storage of combustible material.
4. Communications response is laid out in the Emergency Response Plan. Targeted information will include related updates, closures, and changes in services.
5. Essential client data is stored using cloud service subscribed to by the SFB (L2F).
6. SFB is moving towards financial and volunteer/membership data to be stored on SharePoint and accessible only to those who need the information.
7. Ensure easy access to Insurance information (ED to implement); included in Appendix A.
8. Contact local food suppliers and vendors (Village Food, Costco) for support. ED holds the vendor contact information.
9. Food may be delivered directly to the most vulnerable clients, as much as possible.
10. Grocery gift cards can be distributed. SFB maintains a supply of gift cards for local stores.
11. Maintain supports for local service provider social workers as much as possible to support client families.
12. Orientation of Volunteers will include the Emergency Response Plan, including evacuations.
13. Evacuation drills are practiced twice a year and discussed at volunteer meetings.

Earthquake Risk Medium likelihood/high impact

- SFB is located in a fault-line region with potential for earthquakes.
- Earthquake could present severe damage to SFB physical infrastructure, equipment, and assets, affecting its ability to function. Facility may be inaccessible.
- Earthquake could present a minor or significant disruption to overall operations.
- Road closures, and evacuation orders resulting from earthquake can disrupt daily operations and eliminate or limit access to the facility and off-site C-Can.
- Communications networks can be interrupted, impacting operations and internal and external communications.

- Data systems may be minimally compromised or severely impacted.
- SFB ability to provide services may be compromised due to earthquake, affecting the people we serve.

Earthquake Risk Response

1. Implement the Emergency Response Plan as laid out in Appendix A. Basic planning is in place and should be followed. Impact mitigation plan will be developed as events and details become apparent.
2. Implement immediate earthquake response protocols (duck and cover).
3. Stay in place and implement action as directed by authorities (fir, police, CRD, District of Sooke).
4. Maintain equipment and supplies for volunteers and clients to "stay in place" (ongoing)
5. Use radio to access best and current information regarding direction from authorities.
6. Communication strategy is laid out in the Emergency Response Plan. Targeted information will include related updates, closures, and changes in services.
7. Essential client data is stored using cloud service subscribed to by the SFB (L2F).
8. SFB is moving towards financial and volunteer/membership data to be stored on SharePoint and accessible only to those who need the information.
9. Ensure easy access to Insurance information (ED to implement); included in Appendix A.
10. Contact local food suppliers and vendors for support. ED holds the vendor contact information.
11. Food may be delivered directly to the most vulnerable clients, as much as possible.
12. Grocery gift cards can be distributed. SFB maintains a supply of gift cards for local grocery stores.
13. Maintain supports for local service provider social workers as much as possible to support client families.
14. Orientation of volunteers will include participation in the annual Shake Out implemented province-wide in October, and the Emergency Response Plan.

Snow Risk Low likelihood/low impact.

- SFB is located in a region with mild winter climate and insignificant snowfall during the winter months.
- Heavy snowfall can lead to road closures, reduced visibility, and hazardous driving conditions; volunteers may be unable to travel.
- Clients may be unable to access services.
- Power outages during snowfall is common due to high density of trees in our area, and potential line breakages. Outages may impact food safety.
- Snowstorms may lead to interruptions in communication services, including phone and internet connections. This can impede coordination among team members, partners, and clients.
- Snowstorm-related transportation issues could disrupt the delivery of essential supplies, materials, or goods required for food bank operations.
- SFB may be unable to deliver food to housebound and vulnerable clients.
- Although the likelihood for heavy snowfall or storm is low, this will hinder our ability to deliver services effectively, and impact SFB clients.

Snow Risk Response

1. Implement the Emergency Response Plan as laid out in Appendix A. Basic planning is in place and should be followed. Impact mitigation plan will be developed as events and details become apparent.
2. A Safety First approach is encouraged for volunteers to decide if they should come in to work at the food bank in snow and ice conditions. Volunteers are cross trained to support potential staffing shortages.
3. Remote work capacity has not been fully implemented within the organization. SFB is working towards implementing online access for essential documents to mitigate emergency impacts for administrative functions.
4. Data storage for clients is cloud-based on Link2Feed. SFB is moving towards financial and volunteer/membership data to be stored on SharePoint and accessible only to those who need the information.
5. Maintain facility readiness for cold weather response. Shovels and de-icer is to be kept in stock year-round. The Community Hall where SFB is located has a generator to ensure good working order for continuity of major systems. Freezers may be down for a short period which should not impact cold chain food safety.
6. Communication strategy is laid out in the Emergency Response Plan. Targeted information will included related updates, closures, and changes in services.
7. The usual melt time for snow in the local area is 2 days. SFB maintains enough supplies on hand to support continued on-site operations. In the case of a longer melt time, SFB emergency supplies can be accessed at the C-Can.
8. SFB will deliver to most vulnerable clients as much as possible during a snowstorm.

Funding Shortages Risk Medium likelihood/high impact

- Economic downturns might lead to reduced donations, affecting our ability to purchase sufficient food supplies.
- Related risk is increased demand for services that outpaces funds being brought in.
- The impact is high; however, likely NOT sudden. Through the months ahead, SFB would be monitoring supplies and operations in expectation of increased need for services.

Funding Shortages Risk Response

1. Plan ahead for increased fundraising. Maintain key donor relations and community partnerships to request extra suports as needed.
2. Although not a preferred strategy, SFB may consider prioritizing client lists to support our most vulnerable families and individuals, especially those without other community supports in place. The Board of Directors would have these discussions in anticipation of a significant or prolonged funding shortage.
3. SFB maintains an emergency contingency fund which may be accessed at the discretion of the Board.
4. In the case of a solvency emergency, a crisis fundraising strategy can be triggered. Key donors and community partners, including local, provincial and federal government will be asked to support SFB.
5. Mitigating *sudden* impacts on clients would be the primary focus of an emergency fundraising plan.

Public Health Crisis Risk Medium likelihood/medium to high impact

Public health crisis is an emergent risk in light of near miss events (SaRS 2002-2024) and pandemic event (Covid 19 pandemic 2020-). Potential disruptions and challenges can arise due to widespread health emergencies. While the specific risk might vary, preparedness is crucial for maintaining operations and ensuring the safety of SFB volunteers and clients.

- The outbreak of contagious diseases, such as influenza or other communicable illnesses, can impact SFB volunteer workforce availability and the organization's ability to provide services.
- A pandemic, like the COVID-19 pandemic, can lead to widespread disruptions, including lock-downs, quarantines, and changes in government regulations.
- Health crises can pose safety risks to volunteers, and clients, requiring implementation of health and safety measures.
- Health emergencies can result in facility closures, reduced staffing, and
- interruptions to regular operations.
- Health crises can lead to a surge in communication needs. This surge
- can lead to an increase in perceived urgency of communications, effectiveness of communications is more relevant than frequency.
- Health emergencies can impact the availability of essential supplies, specifically food, which may affect the food bank's ability to deliver services.

Public Health Crisis Risk Response

1. Implement Public Health response as directed by Health Authorities. This may include strategies such as:

- vaccine requirement; testing requirements
- increased diligent hand hygiene practices
- increased diligent cleaning routines for spaces and equipment
- safe distancing requirements
- isloation of individuals who are positive

2. Support Social Workers and community agencies to access food for their clients as much as possible.
3. SFB to deliver food to the most vulnerable families/clients.
4. Grocery gift cards can be distributed. SFB maintains a supply of gift cards for local grocery stores.
5. Implement communications strategy in the Emergency Response Plan Appendix A.
6. SFB is working towards cloud-based data access for administration functions to support remote work.
7. Necessary adjustments will be made for staffing the food bank operations to mitigate spread of disease and maintain services.
8. Volunteers are cross trained to support a need to adjust staffing levels.
9. Given that there may be significant unknown factors that would impact operations, ED and Board decisions will be based on best information available and best practices SFB is able to implement safely and effectively.

See Appendix A – Emergency Response Plan
See Appendix B – Fire & Evacuation Procedure

1.11 Conflict of Interest Policy

Conflict of interest, or perceived conflict of interest is managed with utmost transparency. When conflicts or perceived conflicts arise, that conflict or potential conflict is openly declared (or disclosed).
Conflicts of interest exist where a person:

1. has, or is perceived to have, a personal, family or business interests that might benefit from a decision in which they are involved in making, or is able to influence those making
2. is involved with a competing or partner organization that may result in a divided loyalty in the context of making a decision.

Examples of possible conflict of interest situations with respect to SFB include:

- A board member has a personal or business relationship with the food bank, as a supplier of goods or services or as a landlord or tenant.
- The organization is employing someone who is directly related to a board member or other member.
- A major funder or donor has a position on the board even if it is a non-voting one.

Conflicts of interest are unavoidable and should not prevent an individual from serving as a director, a volunteer or an employee, unless the extent of the interest is so significant that the potential for undue influence is present in many situations.

Procedure:

1. A disclosure or declaration will be made to the board, or board chair. Members of the board, non-board volunteers and employees have a duty to disclose any personal, family, or business interests or other community involvements, that may, in the eyes of another person, influence their judgment.
2. Board members are expected to disclose potential conflicts, if anticipated, prior to their nomination or election. Otherwise, they are obliged to disclose conflicts as they arise.
3. The board may disclose specific director conflicts of interest to members, external stakeholders where that interest may, in their judgement, affect the reputation or credibility of the organization. Such disclosures may be brought forward publicly or in-camera.
4. Once the board has assessed the presence of a conflict of interest, or the perception of one, appropriate action is taken to address the situation.
5. Board members and volunteer members have a duty to recuse themselves from participating in any discussion and voting on matters where they have, or may be perceived as having, a conflict of interest.
6. Minutes of board meetings will record when a member steps out due to a conflict.

1.12 Privacy and Confidentiality Policy

Sooke Food Bank is committed to providing an inclusive, accessible, safe, equitable service for people in need in the Sooke Region. Privacy and confidentiality are critical to the safety of individuals that come through the SFB doors.

- The privacy and personal information of SFB clients, donors, volunteers, other stakeholders and users of the SFB Web site is protected.
- SFB is transparent and accountable in how we treat the personal information that is shared with us.
- An individual can choose not to provide some or all of the personal information at any time, but if SFB is unable to collect sufficient information to validate the request to do business, the individual's application/contract may be turned down. In the case of requests for food, SFB will support an

application for a one-time food hamper for individuals with insufficient information on file. SFB does not turn away anyone who asks for food.

- Personal information of SFB clients is the property of SFB and may not be taken by a volunteer when leaving the premises or when the relationship between SFB and the volunteer ends for whatever reason.
- SFB uses physical, organizational, and technological measures to safeguard personal information to only those workers or third parties who need to know this information for the purposes of providing a service or entering into a contract.
- An individual who wishes to review or verify what personal information is held by SFB or to whom the information has been disclosed (as permitted by the Act), may make the request for access, in writing, to the SFB Executive Director or to the Office of the Information & Privacy Commissioner for British Columbia. Email requests to the SFB ED are accepted.
- An individual can withdraw consent to SFB's use of personal information at any time prior to the application being approved, by making such a request in writing. An email request is accepted.
- SFB is responsible for reviewing this policy every three (3) years or as needed and implementing recommended amendments to ensure on-going compliance with regulatory standards and legislated obligations.
- Management and Supervisory volunteers will ensure that they and the volunteers under their supervision are familiar with this policy.
- Volunteers' personal information will be kept secure and accessed by authorized personnel only.
- All materials published by the SFB (promotional materials, social media) photos/videos must first have written approval of all individuals shown in the photo. Prior to the image of a minor being published, written consent by their parent/guardian is required.

All volunteers of SFB must secure all the personal/business information of clients, donors, vendors, volunteers, suppliers and contractors as outlined below:

- No information may be left visible to unauthorized personnel.
- All information must be secured by volunteers when leaving their work area.
- No unauthorized personnel may access SFB files or databases.
- Information given by a donor should only be kept if the donor is asked. E.g., "May I keep this information and contact you to follow up?"
- Personal information will be retained while the file is active and for such periods of time as prescribed by applicable laws and regulations.
- All inactive files or personal information no longer required are shredded prior to disposal to prevent inadvertent disclosure to unauthorized persons. Information contained in an inactive file will be retained for a period of three (3) years.

See Section 3.09 Data Protection
See Section 4.03 Records of Informed Consent

1.13 Values

SFB Constitution and Bylaws states: The Purpose of the Society is:

Dispense Food to those in need residing in the Sooke area as defined by the Directors.

SFB currently supports the Sooke Region, including the communities of Beecher Bay, District of Sooke, East Sooke, Jordan River, Otter Point, Port Renfrew and Shirley and the First Nations communities of Pacheedaht, Sc'ianew, and T'Sou-ke with food distribution as well as access to basic health services and social services.

Sooke Food Bank Mission Statement: We ensure that Sooke Region residents in need have access to nutritious meals and health and emotional support.

Sooke Food Bank Values: Compassion, Community, Laughter and Love.

1.14 Diversity, Equity and Inclusion Policy

SFB is committed to upholding the values of inclusivity, accessibility, equity, and diversity in our service delivery and working environments. We strive to maintain an environment where everyone feels that they are included and that their dignity, beliefs, and identity are respected.

Definitions

Belonging: Feeling supported, valued, and accepted.
Dignity: Being treated respectfully and ethically because of one's inherent worth.
Diversity: The presence of a variety of unique qualities, identities, or experiences.
Equity: Fair access to opportunities that takes into account the different experiences people have based on factors that are protected by human rights legislation.
Inclusion: Creating a culture that embraces and respects diversity and supports all members through equitable practices.
Unconscious bias: The inclinations or assumptions (such as stereotypes and prejudices) that a person may have about social and identity groups, or the persons who belong to these groups, that operate without our awareness.
Discrimination: Making a distinction based on legally prohibited grounds that results in a burden, obligation, or disadvantage, or limits access to opportunities, benefits or advantages to some members of society that is not imposed on others.
Microaggressions: Commonplace direct or indirect slights, insults, generalizations, or insensitive actions made at the expense of a person or group whether intentionally or unintentionally offensive.

Procedures

SFB strives to create a culturally competent service and workplace by:

- encouraging positive attitudes towards cultural differences; we celebrate and welcome the diversity of all clients, volunteers, contractors, and stakeholders;
- providing adequate training about diversity, equity, inclusion, and accessibility;
- raising awareness of and eliminating unconscious biases and the harmful effects of prejudice, discrimination, and microaggressions;
- learning from persons with diverse backgrounds and experiences;
- seeking members and volunteers who will work respectfully and constructively with differences and across levels of power; and
- conducting regular reviews/surveys of our practices to ensure cultural competence and DEI integrity.

1.15 Truth and Reconciliation

The SFB supports The Truth and Reconciliation Commission conclusion that colonialization in Canada resulted in the involuntary intrusion of external policies and practices into Indigenous ways of life, drastically impacting individual and communal control of local food systems. Harvesting, hunting, gardening, and most cultural and spiritual practices were regulated or banned. The resulting loss of access to and practice with Indigenous foods has eroded community knowledge about food and relationships with food, weakening cultural resilience and local health and food security.

- We recognize that Indigenous food sovereignty (that is, culturally appropriate systems and policies that places an emphasis on Indigenous autonomy) demands our action to repair and strengthen relationships to Indigenous homelands that have been eroded by colonialism.
- We recognize that food sovereignty furthers restoration and reconciliation in Canada. To this end, SFB is committed to continually work to build strong relationships and community resilience together with Indigenous and non-Indigenous peoples alike.
- We acknowledge the unique connection that Indigenous peoples have had with this land for thousands of years and on the relationship with the local ecology.
- Land acknowledgements provide a way that the SFB recognizes the important history of the Indigenous peoples on whose traditional territory we serve. We use the following land acknowledgement at all public meetings. **“We acknowledge with respect and gratitude the T’Souke Nation, Sc’ianew Nation and Nuu-chah-nulth Pacheedaht Nation within whose traditional territories we serve”.**

SFB leadership volunteers receive training in Cultural Competence to support learning about cultural safety and Indigenous Relations.

Section 2: People Management

Some portions of the Food Banks Canada Standards of Excellence in Section 2 are only applicable to food banks with employees. Standard 2.05 directs those applicable sections for food banks with no employees, such as SFB, are 2.02, 2.03 and 2.07 – 2.10.

2.01 Human Resource Management Policies

SFB has no paid employees, so this standard does not apply.

2.02 Anti-Violence and Anti-Harassment

1. **Workplace conduct**

   Bullying and harassment are not acceptable or tolerated in this workplace. All volunteers will be treated in a fair and respectful manner.

2. **Bullying and harassment**

   a) includes any inappropriate conduct or comment by a person towards a volunteer that the person knew or reasonably ought to have known would cause that volunteer to be humiliated or intimidated, but

   b) excludes any reasonable action taken by a manager or supervisor relating to the management and direction of volunteers or the food bank.

   Examples of conduct or comments that might constitute bullying and harassment include

   - verbal aggression or insults,
   - calling someone derogatory names,
   - harmful hazing or initiation practices,
   - vandalizing personal belongings, and
   - spreading malicious rumours.

3. **Volunteers must:**
   - not engage in the bullying and harassment of other volunteers
   - report if bullying and harassment is observed or experienced
   - apply and comply with Sooke Food Bank policies and procedures on bullying and harassment

4. **Application**
   - This policy statement applies to all volunteers. It applies to interpersonal and electronic communications, such as email.

5. **Annual review**
   - This policy statement will be reviewed every year (included in the Perpetual Calendar).
   - All volunteers will be notified of the existence of the policy.
   - This policy is posted in a location that is readily accessible to all volunteers.

2.03 Conflict Resolution

Volunteers who are experiencing conflict on site at SFB are encouraged to resolve it through peer-to-peer discussion whenever possible.

To resolve conflict in a timely and fair manner, volunteers should:

- Respectfully speak to the other individual(s) involved. Conflict often arises due to misunderstandings and miscommunications. Conflict resolution is solution and future focused; it is important to determine what can be done to resolve the current situation and how to approach things in the future, so the conflict does not recur. Focusing on underlying values can be a useful way

of uncovering the true cause of the conflict and building an understanding of each other's interests so you can work together to find a solution.

- If speaking to the individual(s) does not resolve the situation, volunteers should speak to the Volunteer Coordinator or their designate if they are away or unavailable.
- The Volunteer Coordinator or Designate will arrange a meeting between those involved in the conflict to determine how to resolve the issue. If a resolution is not reached, or if the Volunteer Coordinator is the subject of the concern, the issue may be brought to the Executive Director. If the Executive Director is the subject of the concern, the Volunteer Coordinator may escalate the issue to the SFB Board for resolution.
- If the Executive Director is unable to resolve a workplace dispute, the Executive Director may direct a resolution of the conflict including, if necessary, requiring termination of the services of one or more volunteers.

Guidelines for Peer-to-Peer Discussion

- Give the person some notice that you want to talk to them; do not bring up the issue by surprise.
- When speaking, describe the issue and the impact objectively. Do not make sweeping comments about the person or their character.
- Clearly state the change you are seeking.
- Listen to understand.
- Write down an account of the conversation while it is fresh in your mind and store it somewhere confidential.

2.04 Staff Compensation

SFB has no paid employees, so this standard does not apply.

2.05 Volunteer Involvement Policies and Procedures

See policies at 2.02, 2.03 and 2.07 to 2.10.

2.06 Volunteer Oversight

The Volunteer Coordinator is responsible for volunteer oversight.
See Volunteer Coordinator Role Description

2.07 Volunteer Management

Volunteers at the Sooke Food Bank are managed and supervised by the Executive Director, the Volunteer Coordinator, and their delegates. The Volunteer Coordinator is a volunteer position assigned by the Executive Director or their delegate.

At a minimum, management of volunteers must include these four aspects:

1. Volunteers are provided with appropriate orientation to the organization and its policies and practices before commencing volunteer work. That orientation should include:
   a) a tour of the facility,
   b) introductions to other volunteers,
   c) an opportunity to read materials that are required to be posted for volunteers, including the Anti-Violence and Anti-Harassment policy and the Conflict Resolution policy.

2. Volunteers receive training appropriate to their roles and needs prior to commencing volunteer work. This training includes:
   a) A discussion of the volunteer's abilities, needs and background, so that the volunteer may be assigned to tasks that suit their needs and interests and serve SFB's mission and purpose.
   b) Any training relevant to the specific work the volunteer will be doing. For example, if the volunteer will be assisting with re-packaging foods, they must understand where to obtain gloves and the requirement to wear them. This training may be provided by the Volunteer Coordinator or by an experienced volunteer who has been assigned by the Volunteer Coordinator to provide the training.
3. Volunteers are given regular opportunities to offer and receive feedback. These opportunities may include volunteer meetings and one-on-one discussions with the Volunteer Coordinator.
4. Volunteers receive a level of supervision appropriate to their role and experience level if they are engaged in delivering programs or services. This supervision may be provided by the Volunteer Coordinator or by an experienced volunteer who has been assigned by the Volunteer Coordinator to provide supervision.

Additionally, the SFB Board recognizes that volunteerism is often instilled in an individual prior to adulthood. Therefore, with parental/guardian approval and adult supervision, the SFB welcomes volunteers who are minors in situations where it is deemed appropriate.

See these related documents:

Appendix F: 2.07 SFB Volunteer Coordinator Role Description
Form 2.07 and 2.08 SFB Volunteer Orientation Checklist
Form 2.08 and 4.01 SFB Ethical Food Banking Code

2.08 Volunteer Recruitment

The SFB is committed to actively seeking out new volunteers whenever needed, through public events and online (website and social media accounts), and through referrals from Board members and current volunteers.

1. Prospective volunteers will be provided with a copy of the SFB Prospective Volunteer Information and Application Form and encouraged to contact the Volunteer Coordinator directly with their completed and signed application.
2. The Volunteer Coordinator or their Delegate engages the volunteer to assess suitability and align interests, skills and availability with SFB needs.
3. Once a volunteer is approved by the Volunteer Coordinator or their Delegate, they will schedule a time for the volunteer applicant to come in for Orientation and to sign the appropriate confidentiality agreement and waiver form. At that time, the volunteer will also be given a Volunteer Information Handout.
4. If needed for the intended role(s) of the volunteer (see Section 2.09), the Volunteer Coordinator will advise the volunteer applicant to obtain a Criminal Record Check.
5. Once all the forms are signed, the Volunteer Coordinator will add the new volunteer to the society's administrative system and create a file for each volunteer.

See these related documents:

2.08 SFB Prospective Volunteer Information and Application Form
2.07 and 2.08 SFB Volunteer Orientation Checklist
2.08 SFB Volunteer Rights and Confidentiality Agreement

2.08 SFB Volunteer Information Handout
2.08 Approval for Photo and Other Media Use
2.08 and 4.01 SFB Ethical Food Banking Code
Appendix G: 2.08 and 2.09 SFB Volunteer Screening Policy

2.09 Volunteer Screening Policy

The SFB recognizes that not all potential volunteers will be a right "fit" for the organization. The SFB volunteer screening process includes an application process and subsequent orientation and training to ensure that potential volunteers are aligned with the mission, values, and policies of the organization.

The volunteer list for the Society is maintained on its administrative computer system, in which all volunteers are listed as Active, Inactive or Deleted. Inactive or Deleted volunteers are retained in the system for historical statistics derived from their volunteer hours.

Volunteer Requirements

- Volunteers must be interested in furthering the objectives of the Organization
- Volunteer applications must receive the approval of the Executive Director or the Volunteer Coordinator.
- Executive Director or Volunteer Coordinator must consider how the addition of a specific volunteer will impact the smooth and harmonious operation of the Society.
- The Executive Director or Volunteer Coordinator will not, in any circumstances, release details of their decision other than to accept or reject the volunteer application.
- Criminal record checks will be required for volunteers who work directly with:
    - SFB finances,
    - Personal information,
    - Vulnerable clients, such as children.

Application Procedure

- The SFB will provide the prospective volunteer with a copy of the SFB Prospective Volunteer Information and Application Form.
- The application form must be completed, signed, and returned to the SFB. The form remains at the SFB.
- The application will be reviewed by the Volunteer Coordinator and, if approved, they will notify the volunteer applicant to come in to sign the SFB Volunteer Rights & Confidentiality Agreement and the applicable waiver form.
- The volunteer will be given a copy of the SFB Volunteer Handout.
- Once these forms are signed, their volunteer record will be created in the Society's administrative system.
- The Volunteer Coordinator engages the volunteer with the goal of aligning interest and skill and availability with SFB needs.
- At times, the SFB has more people hoping to volunteer than there are jobs available. Some volunteers are seasonal or occasional.

See Appendix G: 2.08 and 2.09 SFB Volunteer Screening Policy

2.10 Volunteer Recognition

The resources and services provided to clients by the SFB depend largely on Volunteers. The SFB depends on volunteers to fulfil its mandate of providing resources and services to its clients.

The SFB will ensure that volunteers are thanked and recognized in several ways such as

- verbally, in writing (cards and notes)
- one or more annual volunteer recognition events (included in the Perpetual Calendar).
- lunch provided for volunteers on food distribution days (3 times a month).

Section 3: Financial and Legal

3.01 Financial Oversight

The SFB directors are the trustees responsible for funds which the organization raises, accepts, and disperses. In exercising their duty of care, the Board maintains prudent fiscal oversight that is crucial to effective operations. The SFB board is committed to transparency, accuracy, accountability, oversight, and fraud prevention.

- The Treasurer keeps full and accurate accounts of all assets, liabilities, receipts and disbursements, and ensures proper recordkeeping of all transactions of the Society in accordance with accepted financial practices.
- The Board approves an annual budget prior to the start of each fiscal year.
- The Board monitors the Society's cash position and fiscal sufficiency to meet obligations on a semi-annual basis, at a minimum.
- The Board compares budget figures to actuals on a semi-annual basis at a minimum (Included in Perpetual Calendar).

3.02 Financial Statements

The SFB completes annual financial statements in accordance with accepted financial practices.

- At the Annual General meeting, the SFB membership approves an independent chartered accountant to prepare a financial review of engagement for the following fiscal year.
- The board receives year-end reporting and the review engagement.
- The Society membership approves the annual financial statements at the AGM.
- The SFB financial statements are posted on the organization's website within 6 months of approvals (included in Perpetual Calendar).

3.03 Public Disclosure

Transparency and accountability support the development of trust with SFB clients, donors, volunteers, funders, and the community at large. To maintain accountability SFB publicly shares the following information:

- The two most recent board-approved financial statements are posted on the SFB website
- The annual financial review engagement report prepared by an independent chartered accountant is posted on the SFB website
- The names of SFB board members posted on the website
- The SFB business number assigned by the Canada Revenue Agency posted on the website.

3.04 Tax Filing

The SFB board ensures accurate and timely reporting to the Canada Revenue Agency (CRA)

- The SFB Treasurer completes the annual Registered Charity Information Return (T3010), and files the report with the CRA within 6 months of the SFB fiscal year end.
- The CRA reporting is included in the annual Legal Compliance Check which is completed by the board (included in the Perpetual Calendar).

3.05 Statutory Remittances

The SFB is a 100% volunteer organization with no employees. As such, this standard is not applicable.

3.06 Board Oversight of Resource Development

The SFB Board understands that providing support and services to clients is dependent on grants and the generosity of groups and individuals in our community.

The responsibility of overseeing fundraising activities offers sponsorship and grant writing lie with the SFB Board of Directors. In addition to providing oversight and approval of all these activities, the directors will also ensure that there is proper implementation and financial accounting of the planned activities or sponsorship.

3.07 Investment Policy

As stewards of public and donated funds, SFB takes responsibility for the prudent use of any investable assets. The purpose of this policy is to establish a written procedure for the investment of SFB funds.

- SFB acknowledges a low-risk tolerance investment strategy, with consideration given to ensure adequate cash flow to maintain daily operations of the food bank.
- This policy will establish appropriate risk and return objectives.

The primary investment objectives for Long-Term Portfolio are:

- To preserve capital, in real terms
- To maintain liquidity necessary to meet cash requirement
- To optimize the rate of return, within acceptable risk levels as set by the Board of Directors.

Investment protections

- Except for government bonds, not more than 10% of the total market value of the portfolio will be invested in securities of any one issuer.
- There will be no borrowing from any source for the purpose of making investments.
- The annual financial review engagement includes information regarding SFB investments.

The SFB board will:

- act in an advisory capacity which has the responsibility to monitor the performance of the investments/investment strategy;
- seek appropriate professional advice as needed;
- review the investment policy annually and recommend changes as appropriate;
- ensure that investments are suitable to minimize the risk of loss.

Investment Management

- While maintaining appropriate oversight, the Board delegates responsibility for prudent investment decisions to the Treasurer.
- The Treasurer ensures that investment information is shared with the accountant doing the annual financial review and preparation of the society's Financial Statements.

3.08 Anti-Fraud

Signing Authority for SFB is set out in the SFB Bylaws item 52.

- Cheques and disbursements are signed by two (2) signing officers authorized by the Board. The current signing officers are the President and the Treasurer.
- The SFB Board may appoint signing authority to other directors from time to time as needed by a motion of the Board.
- The financial institution where SFB does business requires a copy of the board minutes before any changes are made to the signing authorities.

3.09 Data Protection

The SFB Board oversees the processes of data collection, data protection, data loss and records retention in accordance with Federal and Provincial privacy legislation. These processes ensure that the SFB protects the rights of volunteers, donors, partners and clients.

Data is collected, stored, and handled in accordance with this policy. Ultimately, the board is responsible for meeting the SFB legal obligations to collect, store and handle data correctly, and all individuals who do so receive training to ensure that they understand their responsibilities.

Sensitive data is kept secure by following these guidelines:

- Utilize strong passwords which are not shared
- Do not disclose sensitive data to unauthorized parties internal or external to the SFB
- Review SFB data regularly and delete or destroy unneeded data in a secure manner

All information, data and documents must be processed and stored in accordance with the classification level assigned to the item, either Public or Private as follows:

- Public – Information that may or must be open to the public. It is defined as information with no existing local, national, or international legal restrictions on access or usage. Public data, while subject to disclosure rules, is available to all volunteers and all individuals or entities external to the organization.
- Private – Private data is confidential and only disclosed on a need-to-know basis. As such, access may be restricted based on the level of sensitivity of the information.
    - Information that is of a legal or contractual nature or that may have privacy or other constraints requires approval of the Board or Executive Director to be shared.
    - Personal information access is restricted to the individuals who require access to perform their food bank tasks.
    - Sensitive SFB internal information is accessible on a need-to- know basis by persons who require the information to complete SFB business or tasks.

Hard copies of data

The guidelines below apply to all physical hard copies of data:

- Kept in a locked drawer or cabinet when not in use
- Shall not be left where unauthorized individuals could view them
- 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:

- Protected by strong passwords that are changed regularly and never shared
- Backed up frequently and the backup function tested frequently
- Protected with approved security software and a firewall
- Shall not be saved on an employee or volunteer laptop or on external media such as an external hard drive unless expressly authorized by the SFB board.

Data disposal
All data must be disposed of when it is no longer necessary for business purposes or exceeds the data retention requirements

- Physical documents shall be shredded and disposed of in a secure manner.
- Individual files shall be deleted from the system, and the user will ensure residual copies are also cleared from the recycle bin application if deleted on a computer.
- All physical drives or removable media holding sensitive data must be securely destroyed in the manner appropriate for the device.

Data Sovereignty
Data sovereignty means that digital data is subject to the laws of the country in which it is located. Only data that flows within our borders and stored within Canada falls within Canadian privacy laws.
All client information is stored on LInk2Feed which is stored in Canada.

3.10 Anti-Spam Policy

In accordance with Canada's Anti-Spam Legislation ("CASL"), SFB sends only compliant commercial electronic messages ("CEMs"). This Anti-Spam Policy applies to all volunteers, contractors, and other representatives of the SFB. SFB is committed to respecting our members', stakeholders' and donors' rights to be spam-free and strives to ensure that every message we send provides only relevant information to the recipient.

A CEM is any electronic message that encourages participation in a commercial activity.

- A message that promotes a product, service or event
- A message that can be sent via email, SMS or other electronic means
- Does NOT include informational messages WITHOUT a commercial intent

When sending out a CEM, or when a CEM is sent out on behalf of the SFB, it must have received the proper express consent or implied consent from the recipient. The CEM contain must contain the following:

- Identifying information so that the recipient knows that the message was sent by or on behalf of the SFB;
- The SFB's contact information so that the recipient is able to contact SFB; and
- An unsubscribe mechanism. SFB **must** ensure that there is a clear unsubscribe mechanism on every CEM sent out by or on behalf of the SFB.
    - unsubscribe requests will be honored within ten (10) business days from request.
    - workers will advise their supervisor immediately if an individual makes a verbal request to be deleted from our contact lists.

Consent
The law prohibits any person from sending (or causing or permitting to be sent) a CEM unless the recipient expressly or implicitly consents to receiving the message. Consent may be withdrawn at any time. Under CASL, there are two types of consent: Express and Implied.

Express Consent
The intended recipient gives explicit permission (electronically, in writing, orally with documentation) to SFB to send them emails. Express consent does not expire unless consent is withdrawn.
Consent must:

- Clearly describe the purpose of requesting consent from the recipient;
- Identify the SFB as the organization that is seeking consent;
- Include all essential company information within the CEM - SFB name and contact information (including address and phone number);
- Ask for recipient's contact information, such as mailing address (PO boxes are valid), telephone
- number (home or business), email address, or website address;
- Inform the recipient that they can unsubscribe or withdraw consent at any time;
- Make a note in the recipient's file:
  a) whether consent was obtained;
  b) when it was obtained (date and time);
  c) why it was obtained (main purpose); and
  d) the manner in which it was obtained (telephone, in person, etc.)

Implied Consent:
For every individual with whom SFB has an existing business relationship or an existing non- business relationship, SFB has implied consent from that individual even if he/she never explicitly gave consent.
The following criteria must be met for an *existing business relationship*:

a) The SFB has sold, leased or bartered products, goods or services to the recipient within the two (2) years before the message was sent unless consent has been withdrawn; or
b) The SFB received any kind of inquiry from the customer within the previous six (6) months unless consent is withdrawn.

The following criteria must be met for an *existing non-business relationship*:

a) The SFB has received a donation or gift from the recipient within the two (2) years before the message was sent unless consent has been withdrawn;
b) The recipient was a volunteer for SFB, or attended a SFB event, within the two (2) years before the message was sent unless consent is withdrawn; or
c) The recipient was a member of the SFB within the two (2) years before the message was sent unless consent is withdrawn.

Exceptions to Consent
The SFB must obtain consent for every CEM (Commercial Electronic Message) sent or have sent out on behalf of SFB, except for CEMs that:

- Facilitate or confirm a previously agreed to commercial transaction;
- Provide product recall or safety information about a product or service;
- Provide factual information about a membership, account or similar relationship;
- Present information directly related to the volunteer relationship;
- Deliver a product, including updates or upgrades in relation to a transaction;

- Have a primary purpose of raising funds for SFB, as a registered charity. This includes:
  - General solicitations for funds;
  - Promotions of fundraising events;
  - Other events or services undertaken to carry out SFB's charitable mission.

Section 4: Client Service and Care

4.01 Ethical Food Banking Code

The Ethical Food Banking Code (EFBC)

The SFB and its members believe that everyone in BC has the right to physical and economic access, at all times, to sufficient, safe, and nutritious food which meets their dietary needs and food preferences. As part of this commitment, SFB and its members agree to abide by the following set of ethics:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, colour, 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 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.

The EFBC is annually reviewed by all SFB board and non-board volunteers to sign off on their commitment to the Code. Annual review and sign-on is included in the SFB Perpetual Calendar.
See Form 4.01 Ethical Food Banking Code Sign-on

4.02 Complaints Policy

This policy and procedures apply to all complaints received by SFB about all aspects of the operations, including activities, service, and volunteers.

Complaints

A complaint is an expression of dissatisfaction or concern about the service, action or lack of action. Examples may include (but are not limited to);

- Perceived failure to deliver agreed-upon services,
- Failure to uphold policies and procedures,
- Error made by a volunteer,
- Unfair or discourteous conduct by a volunteer.

Guiding Principles

- All complaints will be dealt with promptly and resolved as quickly as possible.
- Review of complaints will be fair, impartial and respectful of all parties involved.
- Complaints will be directed to the person who is able to directly address the concern in a timely manner.
- Complainants will be provided with the basis for decisions and outcomes relating to their complaint.
- Complaints will be used to assist in improving service, policies and procedures.

Complaint Receipt

- Complaints will be received from individuals who are personally and directly affected by the action
- Complainants will be expected to identify themselves when bringing forward their complaint.
- Sooke Food Bank will not retaliate against individuals who make good-faith complaints.
- A complaint may be received verbally (by phone or in person) or in writing (by mail or email).
- Anyone who receives a complaint should direct the complaint to the Executive Director. Complaints regarding the ED, should be directed to the Vice President of the Board of Directors.
- The ED or Vice President will determine the most appropriate person with specific knowledge and capacity to handle the complaint and redirect it to that person.
- Both the recipient and the complainant will be told who is dealing with the complaint.

Resolution

- Complaints received will be acknowledged within 2 business days.
- If possible, action for resolution will begin immediately.
- Every effort will be made to resolve complaints in a timely fashion.
- The complainant will be informed of the process and any resolution or further action within a maximum of 7 working days.

Documentation

- All complaints will be documented with basic information
- Complaints will be recorded immediately when the complaint is received to help with accuracy, accountability, and understanding of the complaint. Information recorded will include
- The name of the complainant and their contact information;
- A brief description of complaint and source of concern;
- The name of the receiver of the complaint, any referrals for resolution;
- Outcome if determined;
- Time frame.

Annual Summary/Review

- The ED will prepare a summary of complaints annually, which is reviewed by the board.
- The summary will include the number, type, and disposition of the complaints received over the previous 12 months, in sufficient detail for board members to understand the overall nature and impact of complaints received, and any remediation action that is needed.

If your complaint cannot be resolved at Sooke Food Bank, please contact Food Banks Canada. The Food Banks Canada customer experience hotline is **1.877.280.0329**. You can also share a concern or complaint by emailing complaints@foodbankscanada.ca

The following message is posted on site and on the SFB website:

> The SFB is committed to providing excellent service. If anyone wishes to share their feedback, or make a complaint, please contact our Executive Director at 250-642-7666 or fill in the Contact Form on our website. You can also contact a member of our Board of Directors. The SFB will try our best to resolve the issue. However, if you feel it is not fully resolved, the Food Banks Canada Customer Experience Hotline is available to you at: **1-877-280-0329 or complaints@foodbankscanada.ca**

See 4.02 SFB Complaint Form

4.03 Records of Informed Consent

SFB collects intake information from clients for registration purposes.

- The information is used to create a file in Link2Feed (L2F) to determine family size and the allotment of food, as well as eligibility. The L2F program helps us to improve service, advocate for clients, and increase our transparency and accountability to donors. It provides demographic information for advocacy and research.

Upon registration, clients are assured that:

- NO identifying details are used in reporting
- SFB will NEVER use or share their name or date of birth.
- SFB may use general information such as family size, age bracket, gender, and other information to support research and advocacy work.

The consent information is also posted (and printed out for anyone who wants it).

- Information is provided voluntarily and consent to share is understood.
- If the client offers verbal consent, a check mark is added to client profile in the verbal consent field of L2F.
- Any information left blank is noted as "prefer not to answer" in the L2F client profile.
- Should the client not want to provide consent or share information, they will still receive service (the client is entered as an anonymous visit).
- New volunteers receive orientation and training that includes informed consent and the intake process.

See Section 3.09 Data Protection
See Form 4.03 Service Registration

4.04 Accessibility for People with Disabilities Policy

The SFB ensures that services and resources are accessible to all, including people with physical, intellectual, sensory, developmental and mental/psychological disabilities.

- The current facility is housed on the lower floor of a community centre that was built several decades ago and does not meet all current accessibility guidelines. Most, if not, all services are provided outside, under tents. A new SFB facility is being planned and will be constructed to meet all employment, health and safety, accessibility and other applicable regulations.
- A ramp and double doors are in place and when necessary, clients will be assisted at the main back doors.
- An area for accessible parking is available
- Chairs are provided for those with health conditions that limit their ability to stand.
- Client rights and expectations are clearly posted in the greeting area and include how to report an accessibility issue.
- In some cases, home delivery is possible when clients are housebound.

The SFB Board is committed to the following accessibility principles and actions:

- Informs front-line volunteers on how to interact, communicate, and provide safe spaces for all people, including those with various types of disabilities.
- Provides access to goods and services in a way that respects the dignity and independence of people with disabilities, allowing them to benefit in the same ways as persons without disabilities.

- Ensures policies, principles, procedures and practices are developed and applied, to meet its obligations under the Ethical Food Banking Code and the "Accessible British Columbia Act".
- Persons with disabilities are welcome to use their assistive devices to obtain, use, or benefit from SFB goods and services.
- Persons with disabilities may be accompanied by a support person or service animal on the parts of SFB premises that are open to the public and other third parties. Those who are accompanied by a service animal are responsible for the care and control of the animal at all times.
- Informs all new volunteers on an ongoing basis in connection with any changes to the policies, practices, and procedures relating to the provision of goods or services to persons with disabilities.
- Accessibility improvement is a continuous process. Policies, procedures, and practices are reviewed and updated annually or as required. (Review included in the Perpetual Calendar).

4.05 No-Cost Food Access Policy

The SFB offers a no/low barrier service, guided by the following principles which ensure that core food-support service to clients is provided at no cost, and without being implicitly or explicitly tied to other conditions (such as volunteer participation, donation requirements, engagement in faith-based activities etc.)

- SFB provides food assistance to clients facing food insecurity without imposing any implicit or explicit conditions.
- SFB provides food assistance to Sooke Region residents facing food insecurity without any form of charge or obligation. The provision of food is unconditional and is not contingent upon any criteria such as income, background, or participation in other programs or services.
- No individual shall be denied access to food based on race, ethnicity, gender, religion, age, disability, sexual orientation, or any other protected characteristic.
- Personal information of individuals seeking food assistance is treated with the utmost confidentiality. Any information shared will be handled in accordance with the SFB privacy policy.
- SFB preserves the dignity of individuals seeking food assistance. The organization will strive to create an atmosphere of respect and empathy, avoiding stigmatization or judgment.
- SFB communicates our commitment to providing free and unconditional food assistance for Sooke residents through various channels, including its website, promotional materials, and in-person interactions. Outreach efforts will focus on ensuring that those in need are aware of the available food programs.
- SFB regularly reviews and monitors our food provision programs to ensure compliance with this policy. Any concerns or deviations from the policy shall be addressed promptly, and corrective actions will be taken.
- This policy will be reviewed on a bi-annual basis or as needed (included in the Perpetual Calendar)

See Section 1.12 Privacy and Confidentiality Policy

4.06 Food Choice

The SFB makes every effort to ensure that the contents of food hampers meet the dietary needs and food choices of the clients they serve.

- The document entitled "Accommodating Special Diets" is posted onsite. Choices may include fresh produce and meat/fish when available.
- SFB hosts outdoor tables that may include choices like bread products, spices and cleaning and hygiene products when available.
- Review of hamper contents is undertaken on an ongoing basis to improve food choices.
- SFB is planning to trial a "shopping model" for hamper distribution in 2026. This will give clients the opportunity for more choice in their hamper contents.

4.07 Food Quality

SFB follows the guidelines in the Food Banks BC Safe Food Handling Manual. These guidelines include; Food Product Codes, Best Before Dates and Expiry Date. Information regarding food quality is included in volunteer training and the Volunteer Handbook.

Food Production Codes/Lot Codes

Manufacturers use different types of codes on their products. These codes may include a production code or a lot code which identifies when the product was made and perhaps what plant or line it was made on. The formats of these codes will vary from one manufacturer to another. Codes are mainly used for identifying products, as needed for traceability and food recalls.

Best Before Dates (Durable Life Dates)

The most common code is a "*Best Before date*", or *durable life date*, which is required by law on most prepackaged food that has a durable life of 90 days or less. Often, special storage conditions are required. A few products are exempt from the durable life labelling requirement:

- Prepackaged fresh fruits and vegetables
- Prepackaged individual portions of food served with meals or snacks by restaurants, airlines, etc.
- Prepackaged individual servings of food prepared by a commissary and sold in automatic vending machines or mobile canteens
- Prepackaged donuts

Food banks will find Best Before dates on many products that are not required to have these dates. Most products displayed at room temperature on grocery store shelves will maintain quality for much longer than 90 days and for months to years past their Best Before dates if unopened. A few examples are canned goods, peanut butter, jam, salad dressing, dry pasta, ketchup, mustard, pickles, crackers and drinks.
The Best Before date gives consumers information as to when the product is at its best – as good as the day it was made, so to speak. The product will still be safe to consume after this date if stored according to instructions.

Expiry Dates

A few foods require expiry dates. They include foods for low energy diets, meal replacements or nutritional supplements, and human milk substitutes (such as baby formulas). These foods may be eaten by people with special dietary needs. Foods lose their nutritional value over time. Expiry dates tell consumers when those products may not provide them with the nutrients they require. The foods should not be consumed as meal substitutes after their expiry dates.

See Form 2.08 Volunteer Information Handout

4.08 Food Quantity

The SFB is committed to ensuring clients receive a quantity of food that meets their needs.

- In addition to a regular hamper box based on family size, a supplementary hamper box will be provided upon request at the discretion of the supervising volunteer. The supplementary hamper box may not include all the food items provided in the regular hamper.
- No-one who requests a food hamper is turned away. Although the basic hamper box is distributed monthly, SFB records show that several families request additional hampers, up to 3 times a month.

4.09 Welcoming Environment

Volunteers make every effort to ensure that clients experience a welcoming and respectful environment at the SFB.

- SFB is challenged with providing service in a community facility that is shared with other community organizations. Despite this challenge, every effort is made to make clients feel welcome.
- Client intake takes place outside at the front desk, where despite the challenging facility logistics, every effort is made to ensure privacy.
- If it is necessary to have a sensitive discussion with a client, the volunteer will find a suitable private space for the discussion.
- SFB is planning an improved facility which includes a separate office where clients and staff will be able to conduct private and personal conversations.

4.10 Collecting Stakeholder Input

Sooke Food Bank is committed to seeking ongoing and continuous improvements for the organization and its operations. Methods for gathering feedback and ideas for improvement are:

- Client surveys are conducted annually in February, with results and recommendations shared with the Board of Directors.
- Ongoing, feedback and ideas from clients are shared with volunteers on food bank days. This information is shared with the Executive Director, and improvements may be made in the moment or as needed.
- Volunteers offer their ideas and suggestions, both during their orientation and as they perform their volunteer duties.
- A Suggestion Box is located in the intake area and near the volunteers' sign-in area.
- Formal complaints are collated and reviewed annually to consider what improvements are required.
- Community stakeholder feedback is shared with the Board on an ongoing basis (e.g. Community Partners, Funders, etc.).
- The Stakeholder Input policy is reviewed on an annual basis (this review is included in the Perpetual Calendar).

4.11 Approved Intake Software Program

The SFB believes that the use of accurate data is critical to predicting and subsequently meeting client current and future needs.

- SFB has implemented the Link2feed platform for client intake and data collection.
- SFB does not deny service to clients who choose not to share their personal information at Intake of Link2Feed.

See Section 4.03 Records of Informed Consent

Section 5: Public Engagements and Fundraising

The Sooke Food Bank encourages the solicitation and acceptance of gifts for purposes that will help to further and fulfil its mission. The Public Engagement and Fundraising policies guide the acceptance and important relationships with donors. All Public fundraising and receipt of donations is carried out in accordance with CRA legislation. The purpose of all fundraising activities undertaken by the SFB is twofold:

- Firstly, to receive donations for the purpose of operating the Food Bank and to provide food to people with an assessed need in Sooke.
- Secondly, operate in a social service context to promote the welfare of all people by providing a social service center to serve people in need in Sooke.

All activities related to fundraising, donations, gift-taking and sponsorship will be subject to the Constitution and By-laws of the Sooke Food Bank. Similarly, the directors, volunteers and all those otherwise associated with the SFB will comply with the rules and expectations as set out in the Constitution and By-laws and any other policies enacted by the directors of the Sooke Food Bank.
The SFB receives requests from individuals, groups and organizations who are interested in undertaking charitable fundraising activities that provide financial benefit to the SFB. The following policies guide the responsibilities of each party involved in fundraising activities and sponsorships.

5.01 Donor Requests

The SFB respects and strives to honour donors (and prospective donor) requests.

Donor Requests Policy
Sooke Food Bank is committed to respecting and, where possible, honouring the preferences and requests of donors and prospective donors. This policy supports ethical fundraising practices, donor trust, and compliance with privacy and communication standards.

The SFB respects the rights, privacy, and preferences of all donors and prospective donors. Donor requests regarding recognition, communication, and contact preferences will be recorded accurately and honoured in a timely manner, unless doing so is contrary to legal, regulatory, or operational requirements.
This policy applies to all SFB board members and volunteers who engage in donor relations, fundraising, communications, or record-keeping.

Donor Requests
Donors and prospective donors may make requests including, but not limited to, the following:

- The desire to remain anonymous
- Preferences regarding frequency of contact
- Communication method preferences (ie. not to be contacted by telephone or email)
- Requests not to receive printed materials related to SFB
- Requests to discontinue all contact

Procedures

1. **Recording Requests**
   All donor requests must be documented accurately in the records as soon as they are received.

2. **Anonymity**

When a donor requests anonymity, SFB will ensure their name and identifying information are not publicly disclosed in publications, reports, acknowledgements, or promotional materials.

3. **Communication Preferences**
SFB will respect donor preferences regarding communication channels and frequency, including requests to opt out of specific forms of communication.

4. **Discontinuation of Contact**
Requests to discontinue contact will be acted upon promptly. Donors who opt out will not be contacted further, except where legally required (ie. tax receipts or regulatory obligations).

5. **Printed Materials**
Donors who request not to receive printed materials will be removed from physical mailing lists.

6. **Review and Compliance**
Volunteers are responsible for ensuring compliance with this policy. Any concerns or difficulties in honouring a donor request should be referred to SFB management.

Privacy and Confidentiality

- All donor information and requests will be handled in accordance with SFB's Privacy Policy and applicable privacy legislation.
- This policy will be reviewed periodically by the SFB Board to ensure continued relevance, effectiveness, and compliance with best practices.

5.02 Donor Lists

The Sooke Food Bank does not currently maintain a donor list.

5.03 Independent Advice

The SFB encourages (and may assist) donors to seek independent advice, if the proposed gift is a Planned Gift and/or the organization has any reason to believe the proposed gift might significantly affect the donor's financial position, or their relationship with family members.

5.04 Donor Receipting and Recognition

Tax receipts will be issued in accordance with the guidelines of the Canada Revenue Agency. Further, the SFB has adopted the following:

Donation Recognition Policy

Throughout the year, dollar donations are received either directly by the food bank or by means of online donations. The donations vary from one dollar to one thousand dollars and above. The donations show a sense of commitment to the work of the Sooke Food Bank, and a wish to enable the work to continue. A timely recognition will support returning donors.

- Donations will be acknowledged, and the donor thanked not less than three weeks from the donation date usually by mail.
- A tax receipt will be issued for any donations over $20.
- Annual receipts are given on request.

Donations from Schools, Companies, Unions, and Workplaces

- All donations received from a workplace or school will be sent by letter or certificate. The letter or certificate should be suitable for posting on a workplace or school noticeboard.
- This will be sent no less than three weeks from the date of receipt.

Internet (online) Donations

- A tax receipt and thank you is automatically issued to the donor when they donate online.

Food Donations and Donations of Hygiene Products

- Occasional donations of food and hygiene products dropped off at the Food Bank, will be weighed by Food Bank volunteers with the name of the donor, and the weight being recorded.
- Thanks, will be expressed by the SFB member and a "Thank You" card will be mailed to the donor within 3 weeks.
- Annual, and regular donations that exceed 500 pounds in food value, will be acknowledged by the SFB Executive Director.

Gift Cards

Gift Card donations will be handled in the same way as cash and check donations.

5.05 Fundraising Practices

Fundraising practices undertaken by the SFB

- Must be truthful and not make claims that are misleading or cannot be upheld.
- Must accurately describe the organization's activities, and disclose:
  - The Sooke Food Bank name
  - The purpose for which the funds are requested, and
  - Tax receipts will always be provided upon request
- Must disclose upon request whether the individual or entity soliciting donations is a volunteer, employee or contracted third party. (note: SFB does not contract third parties to solicit donations).
- The Executive Director is responsible for overseeing the fundraising activities and offers of sponsorship. The Board of Directors provides oversight of all these activities and ensures that there are proper implementation and financial accounting of the planned activities or sponsorship.
- No Sooke Food Bank Board member or volunteer will engage in any conflict of interest regarding fundraising.
- No SFB Board member or volunteer will disclose any confidential information without express consent during duties performed in fundraising activities.

Sponsoring Procedures

All sponsors will submit applications or proposals to the Executive Director for consideration in advance of the planned activity.

1. The Executive Director of the Sooke Food Bank will receive all requests from individuals, groups or organizations who are interested in undertaking charitable fundraising activities or sponsorship intended to provide a benefit to the Society.
2. The Executive Director will provide SFB Policy 5.05 and the Fundraising Authorization Form for all inquiries.
3. The Executive Director, or designate, will review each request.
4. The Executive Director will inform the applicant of the decision within 14 days.

5. All documentation regarding the financial proceeds provided by the event or sponsorship will be recorded, and records maintained by the Sooke Food Bank.
6. The Executive Director will provide information to the board regarding the fundraising event or sponsorship at the next regular meeting of the SFB Board following the activity.

See Form 5.05 Fundraising Authorization

5.06 Fundraising Materials

The Sooke Food Bank Board is committed to transparency and accurate representation in all fundraising materials. As outlined in policy 5.05, the SFB Board reviews and approves all fundraising and sponsorship activities undertaken by the organization. Ensuring that SFB contact information is included in fundraising materials is an important element of transparency.

5.07 Payment of Fundraisers

The Sooke Food Bank does not participate in paid fundraisers.

5.08 Behavior of Fundraisers

The purpose of this policy is to ensure fundraising activities conducted on behalf of the Sooke Food Bank are carried out with integrity, accountability, and respect for donors, in alignment with the highest ethical standards of a registered charity.

Individuals fundraising on behalf of the SFB represent the organization to the public and must act in a manner consistent with SFB values, policies, and all applicable laws.

Anyone soliciting funds on behalf of the Sooke Food Bank shall:

- Adhere to all SFB Public Engagement and Fundraising policies (Policy sections 5.01-5.14)
- Act with fairness, honesty, integrity, and professionalism
- Cease solicitation immediately if a prospective donor indicates the solicitation is unwelcome
- Disclose promptly to the SFB any conflict of interest
- Accept donations only for purposes consistent with SFB's mission and objectives
- Provide verification of their affiliation with the SFB when requested
- Secure and safeguard all confidential donor information, including financial and credit card information

The Sooke Food Bank does not pay finder's fees, commissions, or any form of compensation that is based on the number of gifts received or the value of funds raised. Individuals fundraising on behalf of the SFB may not represent or imply that they will receive such compensation.

Complaints from donors or prospective donors related to fundraising activities shall be reported to the Sooke Food Bank Board of Directors in a timely manner. The SFB reserves the right to revoke fundraising authorization at any time if activities are found to be inconsistent with the organization's values, mission, or policies.

See Form 5.05 Fundraising Authorization

5.09 Fundraising Policies

Naming Policy

The Sooke Food Bank Board recognizes that there are various ways of recognizing a donor. Significant gifts (usually but not always for funding capital expenses) may present naming opportunities. The naming policy clarifies the procedures to be followed by the Board to have specific rooms or areas of the SFB facility named for a person or an organization. The process is as follows:

- Based on service: A proposal is formally made to the Board to name a new or existing area or facility in honour of an individual or organization. A detailed justification and explanatory materials must be included with the proposal.
- Based on Financial Gifts and Donations: To name a new or renovated area, donors are expected to provide the primary donation toward the total cost of constructing or renovating the area.
- Naming of rooms, areas, and buildings are for a set term clearly outlined in writing and negotiated between the board and the donor.

Designated Gifts Policy

To be accepted, a designated or restricted gift will be tied to specific item(s) that have been identified as needed by the Sooke Food Bank. Consultation with donors will help ensure alignment between designated gifts and needs of the SFB.

Official receipts will be issued to the donor or the estate.

The Sooke Food Bank will not accept gifts that are not recognized by CRA, or violate federal, provincial or municipal laws.

1. The SFB will not accept gifts, enter partnerships, or accept support that will compromise its commitment to its mission and essential values as articulated in the SFB mission.
2. The SFB reserves the right to accept or decline any gift.
3. The Executive Director is authorized to make a final decision to decline or accept gifts.

5.10 Cause-Related Marketing

If the Sooke Food Bank enters into a cause-related marketing agreement with a third party, it will disclose all related materials it produces. Full disclosure will include ways in which the SFB would benefit from the sale of products or services, and the minimum or maximum amounts payable under those arrangements.

See Form 5.05 Fundraising Authorization

5.11 Recording Food Weight

SFB maintains records of donated food as follows:

- Food donated to SFB is weighed on entry, and the information is recorded on the Food Donation Log.
- Weight is not recorded for SFB food that is ordered and/or purchased.
- Weight is not recorded for donations picked up from the Retail Pickups.

See Form 5.11 Food and Hygiene Products Donation Log

5.12 Media Spokesperson

The Sooke Food Bank Board is committed to clear lines of communication to ensure consistent messaging.

The Executive Director or delegate is the official spokesperson for the organization, and all media communications will be directed through the Executive Director.

Volunteers, board members (other than the Executive Director), and members acting in a capacity within a committee shall not make statements, provide information for distribution, or provide background information unless specifically directed to do so by the Executive Director and/or the board.

5.13 National Research

SFB participates in the annual FBC Hunger Canada Count.
The Executive Director oversees participation in the FBC Hunger Canada Count.

5.14 Network Portal

To further our mission and goals more effectively the Sooke Food Bank participates in the larger network that constitutes Food Banks Canada.
SFB maintains up-to-date organizational information in the Food Banks Canada's Network Portal (e.g. hours of service, address, contact information), included in the Perpetual Calendar.

5.15 Dignity of Clients

The Sooke Food Bank Board and volunteers are committed to ensuring that clients are treated with dignity and respect in an environment that is inclusive, accessible, equitable and safe. To ensure dignity of clients, the SFB will:

- Treat every person requesting help courteously and in such a way that dignity and self-esteem is never compromised.
- Serve those who come to us for help based on need and no other criteria.
- Not discriminate against any person based on race, sex, sexual identity, religion, disability, or source of income.
- Respect the privacy of those we serve and maintain the highest standards of confidentiality.
- Speak of people who use food banks with respect.
- Avoid stereotypes and generalizations.
- Never compromise the dignity of people using food banks in any promotions, media contacts, or public education materials.
- Strive to maintain a friendly and welcoming environment in our food programs.

Section 6: Food Operation and Food Safety

SFB Uses Food Banks Canada's Safe Food Handling Standards for Food Banks guidelines.

6.01 Food Operations – Warehouse Safety

The SFB Board is committed to ensuring the safety of clients and volunteers.

The SFB is compliant with The Occupational Health and Safety Regulation (OH & S Reg.), which applies to all employers, workers and other people working under the jurisdiction of WorkSafe BC.

The SFB is currently developing a Health and Safety Manual for staff and volunteers that will cover safety requirements for the current and potential operation of the SFB. The current facility cannot accommodate forklifts or electric jacks, however the future site may, so the Health and Safety manual will be revised as needed to reflect the risks associated with new equipment.

Current warehouse safety includes but is not limited to:

- A safe, appropriately fastened racking system
- Stepstools for reaching higher items are stable and no shelving is higher than 8 feet
- Lighter foods are stored on higher shelves
- Food is kept separate from potential contaminants such as laundry soap, detergents and pet food
- Open-toed shoes are prohibited
- Food is continuously rotated to ensure "best before" dates are used in dated order
- Meats are kept separate from other foods
- All meat is frozen, and no meat is thawed or cooked on the SFB premises
- Equipment is maintained for safe use.

See 6.01 Warehouse Safety Plan Manual

6.02 Food Operations – Health and Safety

The SFB maintains a health and safety manual for all volunteers.

The SFB Board is committed to ensuring the safety of clients, staff and volunteers. The SFB recognizes that their food bank operations meet an important need in Sooke. It exists to provide adequate amounts of nutritious food for those who do not have the means to obtain it themselves. It is incumbent upon the SFB to ensure that both the SFB food provisions and physical space meet the safety standards that apply to the organization.

The SFB is compliant with The Occupational Health and Safety Regulation (OH & S Reg.), which applies to all employers, workers and other people working under the jurisdiction of WorkSafe BC.

The SFB has a Health and Safety Manual for volunteers that covers safety requirements for the SFB.

The SFB is compliant with Food Bank Canada's Safe Food Handling Standards for Food Banks.

See 6.02 Occupational Health and Safety Manual
See 6.02 Food Banks Canada's Safe Food Handling Standards for Food Banks

6.03 Food Safety – Statutory and Regulatory Compliance

The SFB Board is committed to ensuring the safety of clients and volunteers.

- SFB fits the Food Banks Canada Standards of Excellence "high risk" category due to the repacking of foods such as flour and secondly, the washing and packing of fresh fruits and vegetables from the community and from the SFB Garden Projects program.
- SFB's understanding of relevant regulatory requirements is based on expert advice received from Food Banks BC. An annual check to ensure that SFB remains current with local and regional regulations will be entered into the Perpetual Calendar.
- **Public Health Act:** The Public Health Act does not apply to food banks because in BC, food banks are defined as non-profit organizations that operate with the exclusive intent of feeding the hungry. Their activities include receiving, holding, packaging, repackaging, and distributing food for off-premises consumption. Under this definition, a food bank cannot process food (meaning making raw food ready to eat - cooking, canning, etc.). Sooke Food Bank does not process food.
- **Food Safety Act:** Because Sooke Food Bank does not process food, we do not require a food establishment license. However, the general requirement that food in the SFB is safe for human consumption does apply. To that end, we practice safe food handling procedures and have introduced written policies and procedures to ensure that compliance. Examples include glove use and hand-washing policies, cold chain procedures for refrigerated goods and allergen management practices for food re-packaging.
- **Public Health Inspections:** Food banks in BC do not receive public health inspections or reports unless there is a complaint from the public, in which case there would be an inspection from the regional health authority and the BCCDC. In the unlikely event that this should occur, SFB commits to taking action to correct any identified non-conformances without delay.

6.04 Food Safety Leadership – Responsibility

The SFB ensures food is properly and safely handled and distributed. As the organization is small, food safety leadership has been assigned to the Executive Director or designate (part time SFB volunteer Food Safety Coordinator).

6.05 Food Safety Leadership – Communication

Communicating food safety policies and procedures is a key role in food safety leadership.

- Communication of food safety policies and procedures is ongoing.
- Initially, all SFB volunteers are informed of food safety policies and procedures during orientation.
- Volunteers are supervised to ensure policy is followed, and safe practices as prescribed in the FBBC Safe food handling standards are maintained.
- Food safety practice reminders are published in the monthly email newsletter to all SFB volunteers.

6.06 Food Safety Leadership – Culture

No minimum standard currently

6.07 Environmental Controls – Facilities (Premises) and Equipment

The SFB Board ensures that high standards of care are applied so that the facility is kept clean, tidy and in good repair. SFB has an assigned volunteer for the role of Food Safety Coordinator.

- The Sooke Community Hall, where the SFB is housed, is responsible for keeping the exterior building and grounds tidy and pest free. Any repairs or corrective measures are reported to the Landlord for corrective action.
- The landlord provides a regular janitorial service where cleaning and disinfecting takes place.
- Facility repairs or corrective measures are reported to the landlord for corrective action and all repairs to facility are completed as soon as practical and within a reasonable timeframe.
- SFB contracts a deep cleaning company on a regular basis (every 6 weeks) and a record of this is kept on file.
- Volunteers clean and disinfect work surfaces and utensils each time that they are used.
- Equipment is inspected for flaws/defects on an on-going basis and recorded in Equipment Maintenance and Control Logs by the Food Safety Coordinator .
- All utensils and supplies used by the SFB volunteers are appropriate for use on premises that handle food.
- The Food Safety Coordinator uses the Food Equipment Utensils Policy and Standard Operating Procedure to monitor, verify, and record whether acceptable conditions are met. Records are kept on file.

See Appendix H: 6.07 Standard Operating Procedures for Food Equipment and Utensils
See Form 6.07 Equipment Maintenance and Control Logs

6.08 Environmental Controls – Sinks

The SFB is equipped with handwashing sinks in both the kitchen and bathroom. The kitchen sink is easily accessible to areas where food is handled.

A two-compartment sink is available and easily accessible for washing and sanitizing equipment and utensils.

Hand sanitizer is available throughout the facility, including areas where food is handled and for client use. There is no thawing, cooking, or processing of food in the SFB operations.

6.09 Environmental Controls – Water

The SFB accesses water from the local municipal water source provided by Capital Regional District (CRD).

The CRD is responsible for providing safe drinking water in sufficient quantities to meet the daily requirements of the citizens of Sooke.

Only potable water is used for handwashing, cleaning, and sanitizing utensils and all other food equipment.

SFB follows all water advisories announced by the CRD or public health officials.

6.10 Operational Controls – Pest Management

The SFB is located in the Sooke Community Hall, operated by the Sooke Community Association.

- The Association utilizes the services of a professional pest control company and receives regular reports after site visits.
- The pest control company will attend more frequently or as needed to respond if a pest problem arises.
- Pest management reports are shared with SFB and kept on file.

6.11 Operational Controls – Allergen Control

Controlling allergens in the facility is critical to the health and well-being of members of SFB clients and volunteers. The following are some of the efforts taken to ensure that potential allergens are isolated:

- The area in which flour is handled and bagged is thoroughly cleaned before and after re-packaging.
- Flour is isolated and stored in a bin.
- The site does not have any open allergen foods containers.
- A gluten-free section of the food bank stores only gluten-free products.
- Foods broken down at the facility are limited to flour, coffee, tea, sugar, spices, rice, coffeemate and fresh hot dogs.
- Re-packaged foods have a tracking label to identify batch, date, and source information.
- A repacking log is used and retained for a period of at least one year.
- Only Grade A eggs are distributed.
- Receipts for eggs include the supplier's name and contact information.

See Form 6.11 Repack and Label Log

6.12 Operational Controls – Handling of Open Food

The SFB is committed to ensuring food is properly and safely handled and distributed.

- The SFB is compliant with Food Safe practices and follows the FBBC Safe Food Handling Standards (Manual).
- SFB volunteers keep records of repacking to ensure that if a contaminated product enters the facility or is somehow contaminated within the facility, the product can easily be tracked and recalled.

See 6.02 Food Banks Canada's Safe Food Handling Standards for Food Banks

6.13 Operational Controls – Traceability and Recall

All food pallets, case lots and large purchases entering the SFB facility are labelled and dated in preparation for storage, so that recalled food can easily be found and taken off the shelves.

- Food Banks BC notifies the SFB in the event of any recall, and the Food Safety Coordinator responds immediately to ensure that the recalled product is not distributed.
- Additionally, the SFB may receive recalls from suppliers and/or the Canadian Food Inspection Agency (CFIA).
- Recalled products are immediately removed from the shelves and disposed of as recommended by Food Banks BC, CFIS or the supplier (depending on which organization initiates the recall).
- The SFB is compliant with Food Safe practices, follows the FBBC Safe Food Handling Standards and the SFB maintains a Food Safety Recall Standard Operating Procedure.

See Appendix I: 6.13 Standard Operating Procedures for Food Safety Recall
See Form 6.13 Traceability Management Log
See Form 6.13 Recall Management Log

6.14 Operational Controls – Cold Chain Temperatures

The SFB follows the FBBC Safe Food Handling Standards which direct that:

- Refrigerated foods should be between 0°C and 4°C (32°F and 40°F).
- Inspected products between 5°C and 7°C (41°- 45°F) will be moved to refrigerated storage immediately.
- Inspected products warmer than 7°C (45°F) will be rejected.
- Frozen foods must remain frozen (-18°C or colder) (i.e. frozen solid).
- Inspected products between -15°C and -17°C (1°- 5°F) will be moved to freezer immediately.
- Inspected products warmer than -5°C (23°F) (i.e. not frozen solid) are rejected unless SFB can divert them right away to an approved kitchen (i.e. Meals on Wheels) and use them in cooking.
- When frozen food is received with an ambient or box temperature of -12° C or warmer, and/or cases are damaged or badly soiled, the Executive Director should be notified to provide special handling instructions. The deviation should be documented with appropriate records and authorization.
- Minimally processed fruits and vegetables and sprouts must be stored at temperatures between 0°C and 4°C.
- During cold weather, protect products that may be harmed if frozen.
- SFB has a refrigerated vehicle that is used for safe transportation of cold and frozen products.

See 6.14 Refrigerator and Freezer Temperature Log
See 6.14 Pick Up and Transportation Log
See 6.14 Receiving Log

6.15 Operational Controls – Ambient Temperature Storage

No minimum standard

6.16 Operational Controls – Processing Temperatures

No minimum standard

6.17 Operational Controls – Personnel Food Safety Practices

SFB volunteers adhere to FBBC Safe Food Handling Standards to control risk of contaminating food and packaging. All food handlers must also adhere to the following policies and procedures for handwashing and glove use, personal hygiene and illness or injury.

Hand Washing

All personnel will follow proper hand-washing practices to reduce the risk of contaminating food. This applies to personnel who handle food, food contact surfaces and/or equipment.
Hands must be washed multiple times throughout the day, including:

- before beginning work
- before putting on food handling gloves and after removing gloves,
- prior to returning to work from breaks
- after any action that could lead to contamination such as touching face, hair or clothes, wiping nose, or picking up items from the floor

Hand Washing Procedure:

1. Roll up sleeves to expose the wrists.
2. Wet hands and wrists under warm water and apply soap from the dispenser (bar soap may be contaminated so is unacceptable).
3. Rub hands together vigorously. Scrub for at least 20 seconds. Scrub between and around fingers. Scrub fingertips and wrists.
4. Rinse hands and wrists under warm running water.
5. Dry hands with a clean, single-use towel (e.g. paper towel) or hand dyer.
6. Turn off water tap using a single-use towel to prevent recontamination of clean hands. Use a single service towel or other tool to open doors to prevent recontamination of hands
7. Discard the used single-use towel in an appropriate container (e.g. trash can).

The Volunteer Coordinator or their designate will monitor personnel to ensure that they are following proper procedures, ensure adequate supplies are available for proper hand-washing and follow-up and retrain as necessary.

Personnel who have not washed their hands when needed will be asked to do so following procedures.

Personnel who have not washed and dried their hands correctly will be provided re-training in proper hand-washing procedures and timing and asked to follow the procedures when needed.

When necessary, SFB management will follow progressive discipline procedures to ensure food safety is seen as a priority.

Food Handling Gloves

All personnel will wear food handling gloves and follow safe food handling practices when breaking down and repacking foods, and other times when there is a risk of contaminating food with bare hand contact. This applies to personnel responsible for handling food and food contact surfaces.

Gloves Procedure:

1. Wash hands following proper hand-washing procedures.
2. Take gloves from package and put them on.
3. Prevent contaminating gloves before handling food for repacking.
4. Change gloves after any action that could lead to contamination, such as touching face, hair or clothes, wiping nose, picking up items from the floor, or handling markers used for labelling.
5. Wash hands after removing gloves to remove bacteria on hands that grow while wearing gloves.

The Volunteer Coordinator or their designate will monitor personnel to ensure that proper procedures for hand-washing and glove use are followed, and adequate supplies are available.

Personnel who have not put on gloves when needed will be asked to do so following procedures.

Personnel who have not washed and dried their hands properly before putting gloves on will be re-trained in proper hand washing and glove use procedures.

When necessary, SFB management will follow progressive discipline procedures to ensure food safety is seen as a priority.

Illness & Injury

All personnel showing signs of illness, injury, or a condition that could contaminate food will be excluded from food handling. This applies to personnel responsible for handling food and related items.

Illness & Injury Procedures:

Illness:

1. Work in a non-food handling area.
2. If no work is available in non-food handling area, return home until illness passes.

Injury on hands:

1. Wash hands following handwashing procedures.
2. Cover injury with appropriate bandage.
3. Put on food handling gloves.
4. Replace gloves as needed to prevent gloves from causing contamination.
5. Wash hands after removing gloves.

Other injuries:

1. Cover injury with appropriate bandage.
2. Apply protective cover to prevent bandage from contaminating food and related items, as needed.
3. Wash hands following handwashing procedures.

The Volunteer Coordinator or their designate will monitor personnel to ensure that personnel showing signs of illness, or having cuts or open wounds, are not working where they could contaminate food or related items.

Personnel who show signs of illness will be asked to do work away from food handling areas or will be asked to return home until they are healthy enough to return to work.

Personnel who have cuts or open wounds will be required to cover the areas with appropriate bandages and protective coverings over the bandages as needed.

6.18 Personnel Oversight/Supervision

The SFB Board is responsible for ensuring volunteers are properly trained and supported to ensure effective implementation of safe food-handling practices.

- All volunteers who handle food in activities deemed 'high risk' per the Food Banks Canada Standards of Excellence are encouraged to have current Food Safe training from Food Banks Canada.
- Additionally, the volunteer responsible for training new volunteers includes food safety (as required), and SFB Safe Food Handling Standards and practices are included in the training.
- The Executive Director ensures safe food- handling practices are adhered to on an ongoing basis.

6.19 Operational Controls – Input for Food Safety and Food-Handler Practices

The SFB Board of Directors and the Leadership team solicit and record feedback from volunteers to improve policies and procedures for food safety and food handling policies on a continuous basis.

- During training sessions with volunteers, innovative ideas and potential solutions are welcomed and encouraged.
- A Suggestion Box for feedback is placed in the volunteers' sign-in area.
- Policies and practices are reviewed on an ongoing basis by volunteers with a view to continuously improving the services and resources provided to SFB clients.

6.20 Training – Food Handler Training/Certification

Volunteers who handle food in activities deemed 'high risk' per the Food Banks Canada Standards of Excellence are encouraged to have Food Safe training from Food Banks Canada, on a regular basis. As well, all new volunteers who handle food will be trained and knowledgeable in the following:

- Section 6 of the Food Banks Canada Standards of Excellence policies that apply to the safe handling of food.
- FBBC Safe Food Handling standards and practices.
- A hard copy of policies and the FBBC Safe Food Handling standards and practices handbook are readily available on-site for referral and review.
- Records of training provided are maintained to ensure volunteers are current in their safe food handling practices.

6.21 Training – Operations Management Training/Certification

SFB maintains training for operations leadership as follows:

- All leaders of operations for the SFB have current Food Banks Canada Food Safety certification, and at least one leader with FoodSafeBC Level 1 certification will be on site when 'high risk' activities are underway.
- Dated records of when training occurred are maintained.
- A copy of the completed training certificates/credentials is kept on file.
- At least one leader on each shift in operations must have food safety certification.

Appendix A: Emergency Response Plan

1. Introduction
The purpose of this Emergency Response Plan is to outline the procedures and guidelines to be followed in the event of an emergency situation that affects the Sooke Food Bank.

2. Plan Activation
The Emergency Response Plan will be activated by the **Executive Director** or the designated backup in case of their absence.

3. Emergency/Disaster Response Contact List

Police Emergency Non-Emergency	911 250-642-5241
Fire Emergency Non-Emergency	911 250-727-2400
Ambulance Emergency Non-Emergency	911 250-642-3734
Poison Control Emergency Non-Emergency	911 1-800-567-8911
Gas Leak	1-800-663-9911
Power Outages 1 800 BCHYDRO	1-800-224-9376 or 604-224-9376
Water and Sewer	250-360-3000
Road Conditions	Online at DriveBC
Child Abuse Helpline	320-1234 1-800-663-3912
Domestic Violence/Victims Services	250-642-5241
Women's Shelter 24 hour crisis line Non-Emergency	250-642-2591 778-403-7847
Hummingbird Shelter	250-858-5539
Sooke Food Bank Emergency Contact	778-352-1967 Cell: 250-508-4347
Healthline Non-Emergency	811
Sooke Community Assoc. Landlord	250-704-8146 Brian Wallace
FBBC Contact - Emergency Support	1-604-924-1328 Nic Johnson
SFB Insurance Contact	250-385-6313 Hub International

4. Communications

- Internal communications will be made using email to inform all volunteers (Volunteer Coordinator)
- Public facing communication will use the website and social media channels (ED and/or board member designated)
- Following mass communication action a cascade approach will be used for additional information to inform relevant persons (board, volunteer workers)
- Every effort will be made to maintain regular updates via email, text, or phone to keep everyone informed of developments.

5. Evacuation Procedures Also See Appendix B

- Evacuation plans (maps) and assembly points are posted on site.
- All evacuation plans include a location of the muster point.
- Designated personnel (the most senior volunteer on shift) will assist in the evacuation of individuals with disabilities or special needs. This information is maintained as part of personnel records.
- All volunteers are trained in evacuation procedures upon orientation.
- Regular evacuation drills are practiced.

6. Remote Work

- In the event of an emergency that affects the SFB premises, administration work will be implemented remotely as much as possible.
- Any on-site work will be assessed for safe access to work spaces.

7. Health and Safety Measures

- In the case of a public health emergency, the SFB will follow health and safety protocols provided by the Island Health Authority. These measures may include but are not limited to sanitation practices, use of mandatory personal protective equipment, and social distancing guidelines.
- The SFB will provide hand sanitizers, masks, and any other necessary protective equipment to staff and visitors.

8. Data Security

- The SFB client files are accessed online at Link2Feed; cloud-based storage.
- SFB is in the process of adding more relevant volunteer workers to our SharePoint site for data access and security.
- Remote workers maintain privacy and data protection policies
- Compliance of all data security and privacy compliance policies is built into site permission structure and admissions protocols on SharePoint. When working remotely, it is expected that all staff/volunteers continue to adhere to our data processes, including safeguarding sensitive information.

9. Supply Chain Management

- The Executive Director, Food Safety Coordinator and Board delegate (Treasurer) will act in coordination to address any issues in the supply chain.
- Commutations with suppliers and key partners as needed - ED and Treasurer maintain contact information.

10. Training and Drills

- Volunteers are oriented in evacuation and fire procedures.
- Regular evacuation drills are implemented and recorded.

11. Post-Emergency Recovery

- The impacts of emergencies will be assessed to provide appropriate recovery measures as needed, with the development of a Recovery Plan.
- Recovery may involve a stepped plan for different aspects of the operations.
- Normal operations will be resumed if and when it is safe to do so.
- SFB will communicate with volunteers, clients, funders, and other stakeholders about the status of recovery and operations.

12. Review and Updates

- The Emergency Response Plan will be reviewed Annually and updated as needed.

Appendix B: Fire and Evacuation Procedure

In case of fire:

- If you see a fire, call 9-1-1 immediately.
- Be prepared to provide the following information:
    - The nature and location of the incident
    - Your name and location
    - If ambulance is needed to respond to a medical emergency
- Sound the fire alarm
- Proceed to the nearest emergency exit immediately after reporting the fire.
- Do not re-enter the building; follow the instructions from Fire authority

Evacuation:

- **Proceed** to the nearest emergency exit in an orderly manner.
- **Assist** anyone who is having difficulty evacuating the premises.
- **Listen** for any additional instructions from the senior volunteer on site.
- **Assemble** in your designated safety area (Muster Station).
- **Ensure** that the senior volunteer has accounted for you.
- **Notify** the senior volunteer of anyone who is still unaccounted for.
- **Await** instructions on when it is safe to return to the building.

To report another type of emergency, such as medical or an act of violence, call 9-1-1.

Appendix C: 1.05 Board Orientation Manual

A Introduction: In the beginning…

In 1999, a small group of Sooke volunteers saw the need to support local families with regular access to healthy food. They formalized the Sooke Food Bank Society under the BC Societies Act and shortly thereafter became a registered Canadian charity. Since that time, SFB has grown to be a vibrant and essential community service, operating with up to 40 volunteers at any given time, and providing food to 800 households each month.

Also, in recent years, additional free services have been added to the food distribution activities. Primary Health services through a mobile Health Unit, a volunteer hairstylist, pet food distribution, and regular services of the Ministry of Social Development and Poverty Reduction are offered on site. These additional services support clients with low barrier access during food pick-up days. Local unhoused individuals are supported with a targeted monthly food distribution at the local Shelter facility.

Sooke Food Bank serves a large regional geographic area from Becher Bay to Port Renfrew, on the unceded traditional territories of the T'Sou-ke, Scia'new and Pacheedaht First Nations.

B Mission

Sooke Food Bank's mission is to ensure that Sooke Region residents in need have access to nutritious meals, and health and emotional support.

C Values

Everything we do at SFB is guided by our four core Values: Compassion, Community, Laughter and Love.

D Board of Directors and Contact information

Board Position	**Name**	**End Term (2y) AGM**
President	Kim Kaldal	2028
Vice President	Lisa Taylor	2027
Treasurer	Gay Carlsen	2028
Secretary	Jessica Lloyd	2028
Director	Natalie Bastone	2027

Director	Jan Lansing	2028
Director	Lori Laurette	2028
Director	Stell Leveque	2028
Director	Nicky Logins	2028
Director	Cari Ormiston	2028
Director	Cheryl Rife	2027

E Board of Directors Roles and Responsibilities

The primary role of the SFB Board of Directors is to ensure oversight of SFB operations, funding, and the legal, ethical and financial responsibilities of the Society. This is a "working board"; that is, the board supports SFB as needed with regular food bank operations in addition to their oversight responsibilities. Board members are expected to be strong advocates for the Food Bank, and for community food security needs.

Collective responsibility of the Board

1. Governing and directing the Society according to the SFB Constitution and By-Laws.
2. Establishing a clear organizational mission and Mission Statement that is consistent with the purposes set out in the SFB Constitution.
3. Developing a strategic plan to accomplish the mission.
4. Overseeing and evaluating the success of the strategic plan.
5. Engaging a competent Executive Director; providing adequate supervision and support to the ED.
6. Ensuring the organization complies with all legal and regulatory requirements.
7. Creating and maintaining relationships with stakeholders and the community to further the organization's mission, to create financial support, and to increase board awareness of unmet needs or issues in the community.
8. Ensuring that by-laws are consistent with the mission and principles of the organization.

Individual Responsibilities of Directors

1. Understand and demonstrate a commitment to the organization's mission and services.
2. Contribute skills, knowledge, influence, time, wisdom, and other strengths.
3. Stay informed on issues that affect the organization and the people we serve.
4. Prepare for board meetings by reading agendas, minutes, and other reports.
5. Attend meetings.

6. Participate in Board training activities and Orientations.
7. Support the organization's fundraising efforts and special events.
8. Support all services provided by the Society.
9. Understand your fiduciary duty and ethical obligations:
    - Duty of Loyalty: responsible to prioritize the interests of SFB above personal interest in executing your board duties
    - Duty of Care: responsible to act with diligence and competence
    - Good Faith: responsible to act with honesty and integrity
    - Confidentiality: responsible for protecting the confidential information of SFB
    - Disclosure: responsible to disclose any real or perceived conflicts of interest
10. Understand and monitor the organization's financial affairs.
11. Uphold the decisions of the Board of Directors.

F Board Meetings

Board meetings are called as needed. Meetings are usually on the last Friday of the month at 11:00 a.m. The schedule for 2026/27 is as follows:

Annual General Meeting in March

Regular meetings approximately every two months

G Sooke Food Bank Services

1. Regular Food distribution:
    - at Sooke Community Hall on the first 3 Thursdays each month
    - at Pacheedaht First Nation and the village in Port Renfrew, monthly
    - at Scia'new First Nation in Becher Bay, monthly
    - at Hummingbird Place (homeless shelter) monthly
2. Schools Food Programs Supported:
    - Edward Milne Community School
    - Journey Middle School
    - Saseenos, John Muir and Sooke Elementary Schools

3. Community Food Programs Supported:
   - Amber Academy – Youth arts
   - Vital Vittles – free lunches
   - Meals on Wheels – meals for seniors and shut-ins
   - Sooke Shelter – Hummingbird Place
   - The Shift – community connections (food, clothing, community activities)

4. Additional Services
   - Island Health Mobile Health Unit is on site every food bank day (3 Thursdays a week). A Nurse and Nurse Practitioner provide primary health care and sexual health services on a first come, first served walk- in basis. Services are available to the community (not exclusive to SFB clients).
   - A mobile unit of the Ministry of Social Development and Poverty Reduction (MSDPR) is on-site once a month. A Social Worker offers direct Ministry services, and navigation support.
   - Pet food and pet accessories are offered free on site every food bank day by volunteers, with pet supplies donated by local pet shops.

H Key Stakeholders

1. SFB Membership (25-30 members annually) forms the basis of support from our local community. Volunteers who choose to pay the annual membership fee are an integral part of the regular food bank operations as well as key decision-makers, voting on important SFB issues.
2. Community partners support SFB as suppliers, food growers, volunteer teams, local businesses, and special event fundraisers (with donations coming to SFB).
3. Regular funders include federal, provincial and municipal government, BC Gaming Commission, Food Banks BC and donors.
4. Collaborative service providers include Island Health, MSDPR, Sooke Shelter Society, Scia'new First Nation, local housing advocates, outreach staff of local social service providers.

I Strategic priorities, goals

SFB has not developed a formalized Strategic Plan. However, this is a goal for the coming fiscal year, Dec 1, 2026 to Nov 30, 2027. Informally, there has been discussion about the need to implement three key objectives:

1. Develop a "shopping model" service delivery to achieve increased dignity and support for the people we serve.
2. Develop a comprehensive plan for moving all client services indoors; an "Out of the Rain" initiative for a new facility for SFB services.
3. Achieve and maintain accreditation for Food Banks Canada Standards of Excellence.

J Financial Information

1. The Board reviews and approves an annual budget at the meeting prior to the start of the new fiscal year, usually in October each year.
2. A comprehensive second quarter financial report is prepared under the direction of the Treasurer and shared with the board for discussion at the regular board meeting in June. The report covers revenues and expenses to date, and any updates on reserves, fundraising targets, and potential financial risks facing the organization.
3. The annual Financial Statements are prepared for the AGM in April by a board approved accounting firm and presented to the SFB membership.

K SFB staffing

SFB operates with a full complement of volunteers, managed in accordance with FBC Standards of Excellence and standard human resources best practices. In addition to the volunteers supporting the general daily operations, these are key positions:

1. A volunteer Executive Director receives a small honorarium to maintain overall responsibility for all the food bank operations.
2. A volunteer Food Safety Coordinator maintains the food safety requirements as outlined in the FBC Standards of Excellence.
3. A volunteer Volunteer Coordinator supports recruitment, screening, orientation and appreciation of the SFB "army" of volunteers.

L SFB Constitution, Bylaws and Policies and Management Plans

1. SFB Constitution and Bylaws were revised and approved by the membership in October 2025.

2. SFB maintains accreditation through the Food Banks Canada Standards of Excellence. Policies, practices and agreements most relevant to board governance are found in the Policy and Procedure Manual.
    a) Sooke Food Bank Society Constitution and Bylaws
    b) 1.01 Legal Compliance Checklist
    c) 1.03 Consent to act as a director; includes “arm's length” statement
    d) 1.03 Board Code of Conduct – signature required
    e) 1.06 Board Assessment and Self-Assessment
    f) 1.09 Risk Management Plan
    g) 1.10 Business Continuity Plan
    h) 1.11 Conflict of Interest policy - signature required
    i) 1.12 Confidentiality agreement - signature required
    j) 3.06 Board Oversight of Resource Development
    k) 3.07 Investment Policy
    l) 4.02 Complaints Policy - external stakeholders
    m) 5.09 Fundraising
    n) 5.11 Media Spokesperson

M Board Assessment and Self-Assessment

The board conducts an annual board assessment, which includes a self-assessment for individual board members in January. Recommended changes and/or improvements and plans for implementation are discussed.

N Orientation of Directors

New board members are provided with a comprehensive orientation to ensure that they understand the work of the Society and the responsibilities of their role.

1. The president (or designate) reviews the Board Orientation Manual with each new board member (including policies and procedures)
2. Board members have access to policies, standards of excellence, and financial information.
3. One–to-one mentorship is offered as needed, provided by current board members.
4. The board fosters a culture of safety and collaboration to include and support new members.

Appendix D: 1.09 Critical Incidents Policy

Critical incidents in the workplace can affect people physically and psychologically and affect service continuity at Sooke Food Bank. The prevention and effective management of critical incidents can assist in minimizing the negative impacts of an unexpected event.

- Critical incidents involving SFB volunteers or clients occurring on site or off-site during SFB activities will be recorded and reviewed by the Executive Director.
- A critical incident is any incident that evokes extraordinary abilities or measures on the part of volunteers, either at the time of the incident or later. Such events may include:
- Incidents of persons in extreme emotional distress
- Incidents resulting in significant injury
- Incidents involving sudden trauma or death
- Incidents of serious inter-personal conflict
- Incidents involving extensive damage
- Incidents of other matters similar in nature

Procedure:

1. Volunteers will complete a Critical Incident Form when there is a critical incident or an emergency situation. Emergency situations will include, but are not limited to:

- Evacuations conducted
- Incidents involving injury
- Incidents involving an emergency 911 call for police, fire or ambulance.
- Communicable diseases
- Violence or aggression
- Use or possession of weapons
- Vehicular accidents
- Biohazardous materials
- Unauthorized use of illicit substances/overdose
- Abuse (physical, emotional, sexual, financial)
- Assault (physical, verbal, sexual)
- Lost or broken mobile electronic storage device (SFB tablet, computer or phone)

2. All Critical Incident Reports will be completed within 24 hours and submitted to the Executive Director.

3. The ED will maintain records of all Critical Incidents for a minimum of 3 years.

4. The ED will prepare a report of Incidents for Board review annually. The report will identify actions for improvements and/or training requirements.

5. All incidents of a serious nature and/or alleged abuse injuries, and death will be reported to the appropriate authorities.

6. The ED or designate on shift will ensure that impacted volunteers have an opportunity for discussion of reported incidents to debrief as soon as is practical after an incident.

7. Where deemed appropriate, the support of a qualified medical practitioner, and/or post traumatic counselling for individuals who have been exposed to violence of an unusual nature, including physical assault, will be made available.

Appendix E: 1.09 Risk Management Matrix

Review Date: January 29, 2026

Identify Risk	H/M/L	Controls to Mitigate	Action Needed
Funding shortage or loss	M	Achieve and maintain accreditation	Implement, monitor accreditation standards; seek new funding sources, maintain donor relationships; Work with community partners to refine fundraising activities
	Target date:	March 31, 2026; ongoing	
	Date completed:		
	Person/s:	ED and Board	
	Resources:	FFBC, budget line for accreditation	
Space for operations is not ideal	H	Maintain safe operations at current location Making changes as possible for short term Maintain relationships with key partners on site (SCA, Lions) Have restricted funds for new space	Develop longer term plan for moving SFB operations, storage
	Target date:	March 31, 2027	
	Date completed:		
	Person/s:	ED and Board	
	Resources:	Increased restricted funds for new space Targeted capital fundraising	
Fire or closure at our current site	L	Insurance Client files saved on L2F Fire safety training Regular fire inspection reports (SCA) Remote work option for administration	Identify alternate site for food storage, distribution; Develop off site storage for admin files Cloud based file access for board, ED, Volunteer Coordinator
	Target date:	March 31, 2027	
	Date completed:		
	Person/s:	ED and Board	
	Resources:	Contact Ken L (Sooke emergency prep)	

Identify Risk	H/M/L	Controls to Mitigate	Action Needed
Supply chain interruptions	L	We have a strong positive relationship with FBBC Network for distribution, transportation	Identify alternate food sources (local as much as possible); maintain distribution network
	Target date:	March 31, 2027	
	Date completed:		
	Person/s:	ED, Food Safety Coordinator	
	Resources:		
Inclement weather, flooding	M	Insurance Client files stored on L2F Financial records are stored off site	
	Target date:		
	Date completed:		
	Person/s:		
	Resources:		
Violence on site	M	ED, vols trained to de-escalate violent situations; maintain records of violence incidents; maintain registry of Participants Under Caution (shared with Security)	
	Target date:	Ongoing	
	Date completed:		
	Person/s:		
	Resources:		
Earthquake	M	We have offsite storage (C-Can) for emergency food supplies for volunteers and clients; water pills, etc. On site security on food distribution days	
	Target date:	Summer 2027	
	Date completed:		
	Person/s:	ED, delegates	
	Resources:	Budget for new supplies	

Appendix E: 1.09 Risk Management Matrix 2/2

Appendix F: 2.07 Volunteer Coordinator Role Description

Reports to:	SFB Executive Director
Time Commitment:	4 to 6 hours per week (flexible)
Location:	On-site at the Sooke Food Bank

Purpose of the Role:

Ensures that volunteers at the Sooke Region Food Bank are managed appropriately. In compliance with Food Banks Canada's Volunteer Management (Section 2.07) Standards of Excellence, this includes ensuring that:

- assignments relate to the mission and purpose of the organization and involve volunteers in meaningful ways that reflect their abilities, needs and backgrounds;
- volunteers are provided with appropriate orientation to the organization and its policies and practices and receive training appropriate to their roles and needs;
- volunteers are given regular opportunities to offer and receive feedback; and
- volunteers who are engaged in delivering programs or services receive a level of supervision appropriate to their role.

Key Responsibilities:

- **Volunteer Orientation and Training:**
  - Ensure that new volunteers receive appropriate orientation and training either by providing that orientation and training or by delegating the tasks to one or more experienced volunteers. Appropriate orientation is covered in the SFB Volunteer Orientation Template.
- **Supervision:**
  - Ensure that volunteers on shift at the food bank are provided with appropriate supervision, either by supervising in person or by delegating the task of supervision to one or more experienced volunteers.
  - The Volunteer Coordinator or their designate(s) will be available whenever volunteers other than the Executive Director are working at the site.
- **Policy Management:**
  - Maintain and update the food bank's list of active volunteers and their current contact information.
  - Create a file for each volunteer including signed forms and Criminal Record Check if applicable.
  - Maintain and update the food bank's orientation plan and program.
  - Maintain and update the SFB Volunteer Handbook

- **Policy Management, continued:**
  - Ensure volunteer shifts are sufficiently staffed by:
    - contacting volunteers from the current and active database, and
    - ensuring volunteers understand, are suited to and can complete required tasks.
- **Monitoring and Compliance:**
  - Establish and maintain effective and respectful communications with volunteers by phone or email or by regular in-person contact, including offering and receiving feedback.
  - Sharing relevant feedback information with the Executive Director and/or Board and making recommendations for improvements in SFB volunteer management and support.
  - Delegate volunteer coordinator and supervision duties to experienced volunteers as needed.
- **Qualifications and Skills:**
  - Strong interpersonal / communication skills
  - Strong organization skills
  - Clear understanding of the SFB goals, outcomes and objectives and the community it serves.
  - Sufficient computer skills to competently keep records of volunteers and orientation and communicate electronically with volunteers.
  - Ability to communicate effectively with volunteers from a wide range of backgrounds (age, physical ability, communication skills and abilities and ethnic/cultural diversity)
- **Training and Support Provided:**
  - Orientation to the food bank's operations and policies.
  - Access to templates, guides, and relevant resources.
  - Ongoing support from SFB leadership.
  - Training as needed in Cultural Competence, Inclusion, Volunteer Management.

Appendix G: 2.08 and 2.09 Volunteer Screening Policy

The volunteer list for the Society is maintained on the SFB SharePoint in which all volunteers are listed as Active, Inactive, or Deleted. Inactive or Deleted volunteers are retained in the system for historical statistics derived from their volunteer hours.

Volunteer Requirements

- Volunteers must be interested in furthering the objectives of the Organization.
- Volunteer applications must receive the approval of the Executive Director or the Volunteer Coordinator.
- Executive Director or Volunteer Coordinator must consider how the addition of a specific volunteer will impact the smooth and harmonious operation of the Society.
- The Executive Director or Volunteer Coordinator will not, in any circumstances, release details of their decision other than to accept or reject the volunteer application.

Application Procedure

- The SFB will provide the prospective volunteer with a copy of the SFB Prospective Volunteer Information and Application Form.
- The application form must be completed, signed, and returned to the SFB. The form remains at the SFB.
- The application will be reviewed by the Volunteer Coordinator and, if approved, they will notify the volunteer applicant to come in to sign the SFB Volunteer Rights & Confidentiality Agreement and the applicable waiver form.
- The volunteer will be given a copy of the SFB Volunteer Handout.
- Once these forms are signed, their volunteer record will be created in the Society's administrative system. (SFB SharePoint).
- The Volunteer Coordinator engages the volunteer with the goal of aligning interest and skill and availability with SFB needs.
- At times, the SFB has more people hoping to volunteer than there are jobs available. Some volunteers are seasonal or occasional.

Appendix H: 6.01 Link to Warehouse Safety Plan Manual

6.01 Warehouse Safety Plan Manual

Appendix I: 6.02 Link to Occupational Health & Safety Plan Manual

6.02 Occupational Health and Safety Manual

Appendix J: 6.07 Standard Operating Procedures for Food Equipment and Utensils

Policy: All equipment and utensils will be suitable for use in food premises and food contact surfaces will be of food grade material.

Purpose: To prevent contamination of food by worn or defective equipment and utensils, potentially toxic materials, and residue build up on materials that cannot be suitably cleaned and sanitized.

Responsibility: Food Safety Coordinator

Frequency: Monthly

Record: Form 6.08 Equipment Maintenance and Control Logs

Procedure:

1. Ensure that food contact surfaces and areas where open food is handled are made of materials that are corrosion-resistant, durable, cleanable and non-toxic
2. Monitor the condition equipment, utensils, food contact surfaces, as well as areas for breakdown and repacking (e.g. countertops and tables), to ensure they meet design and installation standards for food applications
   a) Insulated containers and/or thermal blankets for pick-up are in good repair
   b) Free-standing equipment near walls must be placed to allow an adequate gap for pest control
   c) Refrigerators must be able to maintain food at 4°C or colder
   d) Freezers must be able to maintain food at -18°C or colder
   e) Thermometers and temperature and humidity gauges must be able to measure accurately.
   f) Equipment and utensils must be able to withstand repeated cleaning and sanitizing, and be free from crevices or defects that make them difficult to clean
   g) Food contact surfaces and reusable produce bins must be of food grade material (containers designed for recycling or garbage are unacceptable)
   h) Equipment for bagging and vacuum sealing must be designed for food applications
   i) A minimum of a two-compartment sink, or two adjacent sinks, made of corrosion-resistant material is needed if foods are broken down and repacked, to permit the proper cleaning and sanitizing of equipment and utensils
   j) A janitorial sink must be provided to prevent the food equipment sink from becoming contaminated by janitorial practices

3. Ensure new equipment materials meet design and installation standards that are appropriate for use in food premises (i.e. corrosion-resistant, durable, cleanable and non-toxic)
    a) Bags and containers for repacking must be new and made for food use (i.e. made of food grade material)

Verification: Food Safety Coordinator

Corrective/Preventive Action: Develop a plan and replace unsuitable and worn equipment and materials with those appropriate for food application.

Appendix K: 6.13 Standard Operating Procedures for Food Safety Recall

Policy: Steps will be taken to enable the tracing of boxes/cases to identify and remove recalled foods from storage.

Purpose: To protect clients by quickly identifying products associated with a food safety recall and sharing information.

Responsibility: Person responsible for managing recalls announced by the Canadian Food Inspection Agency (CFIA): Executive Director

Frequency: As needed

Records: Form 6.14 Traceability Management Log Form 6.14 Recall Management Log

Procedure:

1. Keep track of cases and boxes of food
2. Get access to CFIA food recalls and allergy alerts
   - Sign up for email notification from CFIA at https://recalls-rappels.canada.ca/en/subscribe
3. Review and follow up on CFIA recalls and alerts using the Recall Management Log
   a) Check email daily for notifications from CFIA
   b) Record the product type and date of CFIA notice on the Recall Management Log
   c) Record name of person responsible for recall follow up
   d) Post a notice of the recall/allergy alert to inform food bank clients and record date notice was posted
   e) Check warehouse for recalled products and isolate them to prevent them from being shared and record date check was completed
   f) Check records to determine whether your food bank shared cases/boxes of recalled products with other agencies or food banks
      - If recalled products were shared with other agencies or food banks, inform the agencies immediately by telephone so they can remove the products from their shelves and inform clients if products were shared.
   g) Follow CFIA directions regarding actions to take with recalled product

Verification: Executive Director, Sooke Food Bank

Corrective/Preventive Action: Review and test the recall program annually, and revise the plan and/or food bank procedures to improve the recall process

Forms

The Forms which follow in this section are a part of the Sooke Food Bank Policies & Procedures Manual and should not be changed without the changes being noted in the Update Log at the end of this document.

1.01 SFB Legal Compliance Checklist

Review Date:	
1. Board of Directors	**Comply Y/N**
No Director has received, either directly or indirectly, any salary, wages, fees, commissions or other amounts for services rendered to SFB in their capacity as a Director.	
No Director has an undisclosed personal or organizational interest in any transaction that SFB has entered into or plans to enter into.	
2. Litigation	
There is no litigation either present, pending or threatened that has not been disclosed to all of the Directors	
SFB is not subject to any judgment, order or requirement of a court or government authority that might adversely affect its operations and has not been disclosed to all of the Directors.	
3. Regulations	
SFB financial statements are accurate in all material respects and prepared in accordance with generally accepted accounting principles.	
All SFB regulatory and governmental filings are up-to-date and complete.	
All SFB regulatory and governmental filings are up-to-date and complete.	
SFB holds all necessary material licenses, permits and authorizations required to carry on its operations.	
SFB is in full compliance with the Occupational Health and Safety Act, its regulations, all orders and requirements of inspectors and directors, and the courts.	
4. Finances	
SFB financial statements are accurate in all material respects and prepared in accordance with generally accepted accounting principles	
There are no contingent liabilities not disclosed to the Directors that may be material (more than $50,000).	
There are no significant capital expenditure commitments not included in the budget.	
SFB debts are adequately disclosed in the financial statements most recently distributed to the Directors.	
The internal financial statements are prepared on a materially consistent basis with the budget.	
5. Remittances	
SFB has deducted and/or withheld all amounts required under the relevant statutory requirements.	
SFB has remitted the required Sales Tax/es.	
The above amounts have been remitted or paid to the appropriate authorities on time.	

Form 1.01 SFB Legal Compliance Checklist 1/2

6. Operations	**Comply Y/N**
There are no claims or potential claims for violations of human rights.	
All debts for services have been properly paid or will be paid when due.	

All material risks typical to a nonprofit corporation of this type that can be insured against have been insured against in an adequate manner and all insurance policies are in good standing.	
There are no future areas of risk in the operations of SFB that have not been disclosed generally to all Directors	

Signed for Board of Directors: _____

Name and Board Position: _____

Form 1.01 SFB Legal Compliance Checklist 2/2

1.03 Consent to Act as a Director

To: Sooke Food Bank Society

I hereby consent to act as a director of Sooke Food Bank Society. My consent will continue to be effective until I resign as a director, my term of office has expired (date:_____) or I revoke my consent.

I hereby certify that I am not a family member or otherwise a relative to any other current members of the SFB Board or the volunteer Executive Director (i.e. I am at arm's length), and I act independently to fulfil my fiduciary duties to the SFB.

I hereby certify that I am not disqualified from acting as a director under s. 44 of the Societies Act (British Columbia) – see below.

Signed: _____ Date: _____

Name: _____

Address: _____

_____

Mailing (if different): _____

_____

Email: _____

Phone: _____

Birthdate (yyyy-mm-dd): _____

Societies Act (British Columbia)

Persons qualified to be directors

44 (1) A person is qualified to be a director of a society only if the person is an individual who is at least 18 years of age.

(2) Despite subsection (1), an individual who is 16 or 17 years of age is qualified to be a director of a society if provided for in the regulations. *(Not applicable for SFB)*

(3) Despite subsections (1) and (2), an individual is not qualified to be a director of a society if the individual is

- (a) found by any court, in Canada or elsewhere, to be incapable of managing the individual's own affairs,
- (b) an undischarged bankrupt, or
- (c) convicted in or out of British Columbia of an offence in connection with the promotion, formation or management of a corporation or unincorporated entity, or of an offence involving fraud, unless
  - (i) the court orders otherwise,
  - (ii) 5 years have elapsed since the last to occur of
    - (A) the expiration of the period set for suspension of the passing of sentence without a sentence having been passed,
    - (B) the imposition of a fine,
    - (C) the conclusion of the term of any imprisonment, and
    - (D) the conclusion of the term of any probation imposed, or a pardon was granted or issued, or a record suspension was ordered, under the *Criminal Records Act* (Canada) and the pardon or record suspension, as the case may be, has not been revoked or ceased to have effect

1.04 SFB Board Member Code of Conduct

As a SFB Board Director I pledge to abide by this code:

1. Uphold and further the mission and values of the SFB
2. Conduct myself with honesty, transparency and ethical behaviour in my interactions within the SFB and with stakeholders
3. Value diversity and strive to create an inclusive environment where all individuals are treated with respect and dignity, regardless of race, ethnicity, religion, gender identity, sexual orientation, age, ability or socioeconomic status.
4. Respect the confidentiality of sensitive information entrusted to me by donors, clients and colleagues, and will not disclose such information
5. Disclose conflicts of interest promptly and appropriately
6. Comply with laws, regulations and policies governing the SFB
7. Maintain a professional demeanour in all activities and interactions, representing the organization with integrity and professionalism
8. Prioritize the safety and well-being of our volunteers and clients, and the communities we serve.

Name: _____

Signature: _____ Date: _____

1.04 Board Member Confidentiality Agreement

I agree to hold strictly confidential any information I obtain in the performance of my volunteer duties relating to clients, donors, agencies, SFB accounts, and any other information about SFB that is identified as confidential. Sharing information will be done on a need-to-know basis in order for board members to fulfil their responsibilities.

Information relating to clients, donors, SFB accounts, and agencies shall not be related to any individual or agency outside of SFB unless explicitly requested by SFB leadership (President, Secretary or Treasurer).

When in doubt as to the confidentiality of certain information, no disclosure should occur without confirming that such disclosure has been authorized.

I understand that non-compliance with this policy may result in a review and/or termination of my board membership.

Name: _____

Signature: _____ Date: _____

1.06 Board Evaluation Questionnaire

All board members should answer questions. When completed individually, the results of Sections A, B and C will be compiled, shared, and discussed by the whole board to determine an average group answer to each question and an overall section rating.

Section D should be answered by board members alone but not shared with the group.

Sections A, B and C will also be completed by the Executive Director.

This questionnaire also includes Section E, which provides feedback to the Chair of the Board.

Circle the response that best reflects your opinion.

A. How Well Has the Board Done Its Job?

The rating scale for each statement is:
Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

1. Our organization operates with a strategic plan or a set of measurable goals and priorities.
1 2 3 4 5
2. The board's regular meeting agenda items reflect our strategic plan or priorities.
1 2 3 4 5
3. The board sets and reviews policies on a regular basis.
1 2 3 4 5
4. The board reviews the organization's relationship with each of its key stakeholders
1 2 3 4 5
5. The board has ensured that the organization's accomplishments and challenges have been communicated to key stakeholders
1 2 3 4 5
6. The board has ensured that stakeholders have received reports on how our organization has used its financial and human resources.
1 2 3 4 5

My overall rating for A (add together the total of the numbers circled):

_____ Excellent (24-30) _____ Satisfactory (19-23) _____ Poor (6-18)

B. How Well Has the Board Conducted Itself?

The rating scale for each statement is:
Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

1. As board members we are aware of what is expected of us.
1 2 3 4 5
2. The agenda of board meetings are well planned so that we are able to get through all necessary board business.
1 2 3 4 5
3. We receive written reports to the board in advance of our meetings.
1 2 3 4 5
4. All board members participate in important board discussions.
1 2 3 4 5
5. We do a good job encouraging and dealing with different points of view.
1 2 3 4 5
6. We all support the decisions we make.
1 2 3 4 5
7. Board members have some interaction with external stakeholders at board meetings (e.g. as guests) or between meetings
1 2 3 4 5
8. Our board meetings are always interesting.
1 2 3 4 5

My overall rating for B (add together the total of the numbers circled):

_____ Excellent (39-40) _____ Satisfactory (20-38) _____ Poor (9-19)

C. Board's Relationship with Executive Director

The rating scale for each statement is:
Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

1. There is a clear understanding on most matters where the board's role ends and the executive director's begins.
1 2 3 4 5
2. There is good two-way communication between the board and the executive director.
1 2 3 4 5
3. The board trusts the judgment of the executive director.
1 2 3 4 5

4. The board provides direction to the executive director by setting and reviewing policies.
1 2 3 4 5
5. The board has developed formal criteria and a process for evaluating the executive director.
1 2 3 4 5
6. The board, or a committee of the board, has formally evaluated the executive director within the past 12 months.
1 2 3 4 5
7. The board evaluates the executive director primarily on the accomplishment of the organization's strategic goals and priorities and adherence to policy.
1 2 3 4 5
8. The board provides feedback and shows its appreciation to the executive director on a regular basis.
1 2 3 4 5
9. The board ensures that the executive director is able to take advantage of professional development opportunities.
1 2 3 4 5

My overall rating for C (add together the total of the numbers circled):

_____ Excellent (40+) _____ Satisfactory (28-39) _____ Poor (11-27)

D. My Performance as an Individual Board Member (Not to be shared)

The rating scale for each statement is:
Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

1. I am aware of what is expected of me as a board member.
1 2 3 4 5
2. I have a good record of meeting attendance.
1 2 3 4 5
3. I read the minutes, reports and other materials in advance of our board meetings.
1 2 3 4 5
4. I am familiar with what is in the organization's by-laws and governing policies
1 2 3 4 5
5. I frequently encourage other board members to express their opinions at board meetings.
1 2 3 4 5
6. I am a good listener at board meetings.
1 2 3 4 5
7. I follow through on things I have said I would do.
1 2 3 4 5
8. I maintain the confidentiality of all board decisions.
1 2 3 4 5
9. When I have a different opinion than the majority, I raise it.
1 2 3 4 5

10. I support board decisions once they are made even if I do not agree with them.

1 2 3 4 5

11. I promote the work of our organization in the community whenever I have a chance to do so.

1 2 3 4 5

12. I stay informed about issues relevant to our mission and bring information to the attention of the board.

1 2 3 4 5

My overall rating for D (add together the total of the numbers circled):

_____ Excellent (40+) _____ Satisfactory (28-39) _____ Poor (11-27)

1.09 SFB Critical Incident Report

Date: _____ **Time:** _____

Location: _____

Person completing this report:

Name: **Role/position:**

Type of Incident (check all that apply):

_____ Evacuation conducted
_____ Injury requiring medical attention
_____ Emergency 911 call for police, fire or ambulance.
_____ Communicable disease
_____ Violence or aggression
_____ Use or possession of a weapon
_____ Vehicular accident
_____ Biohazardous materials
_____ Unauthorized use of illicit substance
_____ Abuse (physical, emotional, sexual, financial)
_____ Assault (physical, verbal, sexual)
_____ Lost or broken mobile electronic storage device (SFB tablet, computer or phone)
_____ Other

Describe what happened:

Describe any actions taken: (e.g. called 911, ambulance arrived in 7 minutes)

Did the people who were affected receive any needed support? Circle: **Yes** **No**
If 'Yes', please explain:

Executive Director or Designate to complete this section:

Reviewed and signed: _____ **Date:** _____

List any recommendations for action or improvements:

_____

_____

Follow up on action items. Date completed: _____

2.07 and 2.08 Volunteer Orientation Checklist

All volunteers must **sign in and out** and track their hours on the Volunteer Hours Tracking Sheet. This will also provide a list of who is in the building.

The first time a volunteer visits the site, the Volunteer Coordinator or their Designate will provide a site tour and perform a safety orientation, including sign-off on the following checklist.

	Vol Initials	SFB Initials
1. Welcome! • Thank you for your commitment to your community and to this volunteer work. • Let's talk about why this work is impactful and important.		
2. Overview of the Food Bank • Sooke Food Bank's **mission** is to ensure that Sooke residents in need have access to nutritious meals, and health and emotional support. • The Sooke Food Bank has four **core values**: Compassion, Community, Laughter and Love. • Let's talk about where the food, items and services come from and how they are distributed to residents in need in Sooke. • The SFB is open the first three Thursdays of the month, from 9 am to 2 pm. A nurse and social worker are also available at those times. • In addition, we deliver supplies to Port Renfrew and to The First Nations communities at T'Sou-ke, Sc'ianew and Pacheedaht. • Let's look at the list of scheduled activities on the last page of this document.		
3. Volunteer Roles and Responsibilities • Let's talk about some of the volunteer roles within the food bank, such as sorting and re-packaging food, assisting clients, administrative tasks, etc. • Some tasks, such as re-packaging food, require volunteers who have a FoodSafeBC certificate. • Some tasks, such as handling finances or working with personal information, require volunteers who have a valid Criminal Record Check on file. • Your initial role(s) with SFB, and how this work fits into the overall picture.		

	Vol Initials	SFB Initials

4. Policies and Procedures
• A first look at the SFB Policies and Procedures Manual, which is always available in the office if you want to check anything. In particular, let's go over:
  • The Anti-Bullying and Anti-Harassment Policy (s 2.02)
  • The Conflict Resolution Policy (s 2.03)
• Read and sign specific forms:
  • Volunteer Rights and Confidentiality Agreement
  • Volunteer Waiver (Adult or Under 19)
  • Photo and Other Media Use Approval
  • The Ethical Food Banking Code
• Section 6 of the Manual is all about food safety, and volunteers need to refer back to it over time as they take on new tasks. For the role(s) you're taking on initially, let's talk about how the food safety requirements apply.
• Before undertaking any new task, volunteers must be trained by a supervisor or experienced volunteer in how to do that task safely. If asked to do a new thing without being offered training, speak up and say, "Show me how!"
• Provide a printed copy of the Volunteer Information Handout
• If applicable, take a copy of the volunteer's Driver's License
• If applicable, provide a letter stating that a Criminal Record Check is required for work at a charity, and explain how to request a check at the RCMP detachment.
• If applicable, explain how to obtain a FoodSafeBC Level 1 Certificate.		

5. Workplace Overview • Let's tour the site and see where the sign-in sheet and other documents are posted and meet some other volunteers! • As we go around, we'll note some specific health and safety requirements, such as wearing closed-toed shoes and using gloves for food re-packaging and point out where to wash hands and use the bathroom facilities.		
6. Emergency Response and Evacuation • Location of Fire Extinguishers • Location of Muster Station		
7. Thanks! • We look forward to volunteering with you!		

Description of Scheduled Weekly Tasks

- Mondays: Office/administration; picking up donations in community
- Tuesdays: Office/administration support
- Wednesday: Preparation for Port Renfrew, Packing Shelter hampers (one Wednesday each a month), receiving grocery orders and preparing for Thursday service
- Thursdays: Sorting and dating food donations; food packing and distribution
- Fridays: various tasks as needed

Description of Duties as Required

- Bagging bulk supplies: flour, rice, oatmeal, pet food (youth volunteers)
- Transportation: Delivering hampers, donation pick-ups

Monthly Task

- Delivering supplies to the Shelter

Specialized Schedules (Organized by the Volunteer Coordinator)

- Receiving/sorting/dating donations
- Unloading Cobbs bread deliveries (alternating Wednesdays)
- Christmas hamper packing & distribution
- Christmas gift tables

2.08 and 4.01 Ethical Food Banking Code (EFBC)

The Sooke Food Bank (SFB) and its members believe that everyone in BC has the right to physical and economic access, at all times, to sufficient, safe, and nutritious food which meets their dietary needs and food preferences. As part of this commitment, Food Banks BC and its members and associated agencies agree to abide by the following set of ethics:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, colour, 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 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.
10. The EFBC is annually reviewed by all SFB board and non-board volunteers to sign off on their commitment to the Code.

As a volunteer, I agree to abide by, and contribute positively to, implementation of the Ethical Food Banking Code at the Sooke Food Bank.

Signature by Volunteer:		**or**	**Signature by Parent or Guardian:** *I additionally attest that I am the parent or legal guardian of the above-named volunteer.*	
Date:	_____		**Date:**	_____
Name (Printed):	_____		**Name (Printed):**	_____
Signature:	_____		**Signature:**	_____

Form 2.08 and 4.01 Ethical Food Banking Code 1/1

2.08 Information for Prospective Volunteers and Application Form

Thank you for your interest in volunteering at the Sooke Food Bank (SFB).

This is a brief overview of the SFB and what you can expect should you decide to apply to volunteer with us. A volunteer application form is attached.

We count on volunteer assistance, and all our volunteers are greatly appreciated and valued by the SFB board and the clients we serve.

Volunteers who pay the annual membership fee are voting members of the SFB Society.

Volunteering at SFB

There are many different opportunities for volunteers to help us. People wishing to volunteer fill out an application form which is reviewed by the Volunteer Coordinator, who will contact you when a decision about your suitability for available volunteer roles has been reached.

Some volunteers help out with regular shifts each month. However, there are times when we need volunteers for special events, such as Christmas, when we provide extra services. We also sometimes need "last minute" volunteers to cover shifts when an unusually low number of regular volunteers are available. Please be aware that there may not be an open opportunity for a regular shift at the time you apply.

Additionally, the SFB recognizes that volunteerism is often instilled in an individual prior to adulthood. Therefore, with parental/guardian approval and adult supervision, the SFB welcomes volunteers who are minors in situations where it is deemed appropriate.

SFB Core Values

The Sooke Food Bank has four core values: Compassion, Community, Laughter and Love.

Introduction to the SFB

The SFB is a charitable organization. It operates solely on donations of food and money from generous local members of the public, businesses, churches and service clubs. Two community gardens regularly provide food during the growing season.

The food bank not only provides food to those who need it but other items such as pet food, diapers, cleaning products, and hygiene products as available. Clients who register for a food hamper can receive one once a month. However, some clients need more, and people are able to come into the food bank by appointment and special arrangement with the ED to receive supplementary food.

The SFB is open to the public on the first three Thursdays of each month from 9 am to 2 pm. In addition, we deliver supplies to Port Renfrew and to The First Nations communities at T'Sou-ke, Sc'ianew and Pacheedaht.

The SFB is managed by a Board of Directors and an Executive Director, all of whom are also volunteers. Two additional volunteers are in the supervisory positions of Volunteer Coordinator and Food Safety Coordinator.

What to Expect

The SFB commits to providing a welcoming, respectful and equitable environment for all clients, staff and volunteers. If you become a volunteer, you will be expected to participate with respect for clients and other volunteers, and to comply with SFB policies and procedures. In particular, bullying, harassment and violence are not tolerated at SFB.

You will be required to sign a Confidentiality Agreement and a Waiver. In addition, for a few roles, a Criminal Record Check may be required.

You can expect to be trained in each task you undertake by the Volunteer Coordinator or another experienced volunteer.

SFB volunteers have opportunities for giving us feedback, and we say Thank You often!

We appreciate your interest! If you would like to proceed, you will find an Application Form attached.

Application to Volunteer at Sooke Food Bank:

Date: _____

First Name: _____ Last Name: _____

Address: _____

_____

Phone Number: _____

Email Address: _____

Are you over the age of 18? _____ Yes _____ No

Some volunteer positions require lifting boxes or bags that weigh 20 to 30 pounds. Are you able to volunteer for these positions? _____ Yes _____ No

Do you currently have a FoodSafeBC Level 1 Certificate? _____ Yes _____ No

Do you currently have a Basic (or higher) First Aid qualification? _____ Yes _____ No

Are you willing to undertake a Criminal Record Check if needed? _____ Yes _____ No

Please check the activities you are interested in volunteering for:

_____ Preparing hampers
_____ Staffing indoor distribution tables
_____ Staffing outdoor distribution tables
_____ Setting up and taking down
_____ Sorting and preparing donated items
_____ Administrative work
_____ Preparing grant applications
_____ Transportation
_____ Occasional shifts only

2.08 Volunteer Rights and Confidentiality Agreement

As a volunteer, I understand my role and responsibilities are a valuable part of the work of the Sooke Food Bank (the Society), and I agree to carry out my responsibilities to the best of my ability.

As I carry out my responsibilities, I may meet clients or donors who wish to remain anonymous. Accordingly, I agree not to disclose any personal or confidential information acquired during my volunteer service with the Society to any third party either during my service with the Society, or after my service with the Society has ended. This demonstrates respect for those who need the help of Sooke Food Bank as well as those who support the Society and its work.

I understand that food collected by the Society is intended solely for the purposes of meeting the emergency needs of clients of the Society. I agree not to take food or other items that should validly be distributed to clients for my own personal use, unless I am also a registered client of the food bank or have been invited to do so by the Executive Director or their Delegate (typically for food that will be wasted if not distributed).

I agree to abide by Sooke Food Bank policies, such as those governing treating other volunteers and clients respectfully and handling food safely.

I understand that if I do not abide by the Society's policies, my volunteer work and privileges may be terminated.

I have read and understand my rights and responsibilities as a volunteer and agree to participate in the work of the Society in the spirit of these rights and responsibilities.

Date: _____

Volunteer Name (please print): _____

Volunteer Signature*: _____

** Parent or guardian signature if the volunteer is under 19*

Food Bank Signature: _____

2.08 Volunteer Information Handout

Volunteering at SFB

Some volunteers help out with regular shifts each month. However, there are times when we need volunteers for special events, such as Christmas, when we provide extra services. We also sometimes need "last minute" volunteers to cover shifts when an unusually low number of regular volunteers are available. Please be aware that there may not be an open opportunity for a regular shift at the time you apply.

Additionally, the SFB recognizes that volunteerism is often instilled in an individual prior to adulthood. Therefore, with parental/guardian approval and adult supervision the SFB welcomes volunteers who are minors in situations where it is deemed appropriate.

SFB Mission

Sooke Food Bank's mission is to ensure that Sooke residents in need have access to nutritious meals, and health and emotional support.

SFB Core Values

The Sooke Food Bank has four core values: Compassion, Community, Laughter and Love.

Introduction to the SFB

The SFB is a charitable organization. It operates solely on donations of food and money from generous local members of the public, businesses, churches, and service clubs. Two community gardens regularly provide food during the growing season.

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The SFB is open to the public on the first three Thursdays of each month from 9 am to 2 pm. In addition, we deliver supplies to Port Renfrew and to The First Nations communities at T'Sou-ke, Sc'ianew and Pacheedaht.

Governance and Management

The SFB is managed by a Board of Directors and an Executive Director, all of whom are volunteers. Two additional volunteers are in the supervisory positions of Volunteer Coordinator and Food Safety Coordinator.

Training

You can expect to be trained in each task you undertake by the Volunteer Coordinator or another experienced volunteer. If you are ever asked to undertake a task you have not been trained for, please let the Volunteer Coordinator or the experienced volunteer who is supervising know that you need training first.

Anti-Violence & Anti-Harassment Policy

1. **Workplace conduct**

Bullying and harassment are not acceptable or tolerated in this workplace. All volunteers will be treated in a fair and respectful manner.

2. **Bullying and harassment**

a) includes any inappropriate conduct or comment by a person towards a volunteer that the person knew or reasonably ought to have known would cause that volunteer to be humiliated or intimidated, but

b) excludes any reasonable action taken by a manager or supervisor relating to the management and direction of volunteers or the food bank and resource centre.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

3. **Volunteers must:**

- not engage in the bullying and harassment of other volunteers
- report if bullying and harassment is observed or experienced
- apply and comply with Sooke Food Bank and Resource Centre's policies and procedures on bullying and harassment

4. **Application**

This policy statement applies to all volunteers. It applies to interpersonal and electronic communications, such as email.

Conflict Resolution

Volunteers who are experiencing conflict on site at SFB are encouraged to resolve it through peer-to-peer discussion whenever possible.

To resolve conflict in a timely and fair manner, volunteers should:

- Respectfully speak to the other individual(s) involved. Often, conflict arises due to misunderstandings and miscommunications. Conflict resolution is solution and future focused; it is important to determine what can be done to resolve the current situation and how to approach things in the future, so the conflict does not recur. Focusing on underlying values can be a useful way of uncovering the true cause of the conflict and building an understanding of each other's interests so you can work together to find a solution.
- If speaking to the individual(s) does not resolve the situation, volunteers should speak to the Volunteer Coordinator or their designate if they are away or unavailable.
- The Volunteer Coordinator or Designate will arrange a meeting between those involved in the conflict, to determine how to resolve the issue. If a resolution is not reached, or if the Volunteer Coordinator is the subject of the concern, the issue may be brought to the Executive Director. If the Executive Director is the subject of the concern, the Volunteer Coordinator may escalate the issue to the SFB Board for resolution.
- If the Executive Director is unable to resolve a workplace dispute, the Executive Director may direct a resolution of the conflict including, if necessary, requiring termination of the services of one or more volunteers.

Guidelines for Peer-to-Peer Discussion

- Give the person some notice that you want to talk to them; do not bring up the issue by surprise.
- When speaking, describe the issue and the impact objectively. Do not make sweeping comments about the person or their character.
- Clearly state the change you are seeking.
- Listen to understand.
- Write down an account of the conversation while it is fresh in your mind and store it somewhere confidential.

Feedback

SFB values your ideas and feedback. Please use the Suggestion Box or let the Executive Director or Volunteer Coordinator know anything you would like to share to support you or the important work of Sooke Food Bank.

Thank you for volunteering with the Sooke Food Bank!

Name of Volunteer Coordinator: _____

Phone Number / Email: _____

2.08 Approval for Photo and Other Media Use

Name of Volunteer: _____

This document is to be completed and signed by the volunteer or, if the volunteer is under the age of 19, by their parent or guardian.

I grant to Sooke Food Bank and its representatives the right to use photographs, video, audio recordings and or story of the above identified subject.

I authorize Sooke Food Bank, its assigns and transferees, to copyright, use and publish the same in print, internet, audio and video.

I agree that Sooke Food Bank may use such photographs, video, audio recordings and or story with or without my name and for any lawful purpose, including, for example, such purposes as publicity, illustration, advertising, donor recruitment and web content.

I have read and understand the above.

Please indicate with x below:

I agree_____

I do not agree_____

Signature by Volunteer:		**or**	**Signature by Parent or Guardian:** *I additionally attest that I am the parent or legal guardian of the above-named volunteer.*	
Date:	_____		**Date:**	_____
Name (Printed):	_____		**Name (Printed):**	_____
Signature:	_____		**Signature:**	_____

4.01 Ethical Food Banking Code Sign-on

The SFB and its members believe that everyone in BC has the right to physical and economic access, at all times, to sufficient, safe, and nutritious food which meets their dietary needs and food preferences. As part of this commitment, SFB and its members agree to abide by the following set of ethics:

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

The EFBC is annually reviewed by all SFB board and non-board volunteers to sign off on their commitment to the Code. By signing below, I express my commitment to follow this code.

Name of Volunteer: _____

This document is to be completed and signed by the volunteer or, if the volunteer is under the age of 19, by their parent or guardian.

Signature by Volunteer:		**or**	**Signature by Parent or Guardian:** *I additionally attest that I am the parent or legal guardian of the above-named volunteer.*	
Date:	_____		**Date:**	_____
Name (Printed):	_____		**Name (Printed):**	_____
Signature:	_____		**Signature:**	_____

Form 4.01 Ethical Food Banking Code Sign-on 1/1

4.02 SFB Complaint Form

Date: _____

Referred to (Name): _____

Referral Date: _____

Complainant Name: _____

Description of Complaint or Concern:

_____

Outcome / Resolution:

_____

Date of Resolution: _____

Action or Recommendation:

_____

Executive Director or Vice President Signature: _____

Date Signed: _____

4.03 Service Registration Form

The information provided below will not qualify you or disqualify you from receiving service. Everyone accessing our service will receive food.

*** Please leave blank any sections you are not comfortable filling out. ***

The information on this form is to help us understand our clients better and help improve our service in the community, along with advocating for better support for those needing assistance.

First Name: _____ **Last Name:** _____

Date of Birth: _____ **Gender:** _____

Phone Number: _____

Other Adults at Residence	Names of Children	DOB	Gender

Address: _____

Own home: ☐ Rent: ☐ Social housing: ☐ No fixed address: ☐

Primary Source of Income:

Employed: ☐ Social Assistance: ☐ Pension: ☐

Child Tax Credit: ☐ Disability: ☐ No Income: ☐

Dietary Considerations:

Diabetic:	☐	Gluten:	☐	Halal:	☐
Vegetarian:	☐	Other:			

Additional information you may feel can help the service we provide:

5.05 Fundraising Authorization

This form is used to request authorization to fundraise on behalf of the Sooke Food Bank (SFB). Approval must be received before soliciting funds. All fundraising activities must comply with SFB Public Engagement and Fundraising policies and ethical standards.

Applicant Information:

Full Name:

Organization or Group (if applicable):

Phone Number:

Email Address:

Type of Fundraising Activity (check one):

_____ Event

_____ Peer-to-peer fundraising

_____ Third party fundraiser

_____ Other

Description of Fundraising Activity:
(Briefly describe the activity and how funds will be raised)

Proposed Start Date:

Proposed End Date:

Location (if applicable):

How will funds be collected? (check all that apply):

_____ Online donations (SFB-approved platform)

_____ Cheque (payable to Sooke Food Bank)

_____ Cash

_____ Other:

Acknowledgement & Agreement

Please read and check off each statement:

_____ I acknowledge that I am fundraising on behalf of the Sooke Food Bank and represent the organization to the public during this activity.

_____ I have read and agree to comply with all SFB Public Engagement and Fundraising policies (Policy sections 5.01–5.14).

_____ I agree to act with fairness, honesty, integrity, and professionalism, and to comply with all applicable laws.

_____ I will cease solicitation immediately if a prospective donor indicates the solicitation is unwelcome.

_____ I will not accept donations for purposes inconsistent with the mission and objectives of the Sooke Food Bank.

_____ I will protect donor privacy and confidentiality and will not retain, reuse, or share donor information, including credit card details.

_____ I will promptly disclose any actual or perceived conflict of interest to the Sooke Food Bank.

_____ I understand that authorization to fundraise may be withdrawn if these requirements are not met.

Conflict of Interest Disclosure:

Do you have any actual or potential conflict of interest related to this fundraising activity? _____ Yes _____ No

If yes, please describe:

Confirmation:

I confirm that the information provided is accurate and complete, and I understand that fundraising may not begin until written approval is received from the Sooke Food Bank.

Signature:

Date:

SFB Approval (Office Use Only):

Approved? _____ Yes _____ No

Signature & Title:

Date:

Notes:

Record all food & hygiene product donations, excluding Food Bank orders, purchases or donations from the Retail Pickup Program.

5.11 Food and Hygiene Products Donation Log

Month: **Year:**

Date	Description	Kgs donated	Initials	Donor contact info address / email	* Donor receipt Y/N?	Total kg

Form 5.11 Food and Hygiene Products Donation Log 1/1

6.01 Warehouse Safety Compliance Checklist

Please photocopy this template for your use. Do not write on the original.

Requirement	**Status**
Written safety plan exists	
Plan covers racking & shelving	
Plan covers equipment (refrigeration units)	
Plan covers vehicles	
Copy of plan retained	
Employee training documented	
Equipment inspection logs maintained	

Date: _____

Printed Name: _____

Signature _____

6.02 Safety Inspection Report - Template

Item #	Description of hazard: *(specific location and/or equipment, nature of hazard)*	
Recommended action: *(detailed action, taking account of hierarchy of controls, two or more options where appropriate)*		
Person responsible:		Target date:
Item #	Description of hazard: *(specific location and/or equipment, nature of hazard)*	
Recommended action: *(detailed action, taking account of hierarchy of controls, two or more options where appropriate)*		
Person responsible:		Target date:
Item #	Description of hazard: *(specific location and/or equipment, nature of hazard)*	
Recommended action: *(detailed action, taking account of hierarchy of controls, two or more options where appropriate)*		
Person responsible:		Target date:
Report reviewed by: (senior management) Comments:		Date:

Form 6.02 Safety Inspection Report – Template 1/1

6.02 Documenting an Injury or Safety Incident

Please photocopy this template for your use. Do not write on the original.

Date:	
Date of Incident or Injury:	
Name of Person Completing Report:	
Name(s) of Person(s) Injured or Affected:	
Location of Incident or Injury:	
Description of Incident or Injury:	
Medical Attention, If Any:	
Immediate Steps Being Taken to Prevent Further or Additional Injuries:	
Recommendations for Additional Preventative Measures, If Any:	
Signature:	
Executive Director Comments re Follow-Up:	
Signature of Executive Director:	

Form 6.02 Documenting an Injury or Safety Incident

6.07 Equipment Maintenance and Control Logs

Food Equipment Maintenance and Control Master List					
Updated by:			Date updated:		
Equipment (examples)	**ID/Serial #**	**Date Purchased**	**Maintenance Frequency**	**Acceptable Range**	**Remarks**
Receiving scale				+/- 0.5 kg	
Van				As per manual	
Refrigerator temp. gauge					
Freezer thermometer					

List all food equipment and tools needing regular maintenance or calibration/verification (gauges, controllers and monitoring device). A maintenance record template for the items listed here is on the next page.

Equipment Maintenance and Control Record						
Equipment	**ID/ Serial #**	**Date Done**	**Maintenance Description**	**Results**	**Performed By**	**Next Maintenance**

6.11 Repack and Label Log

- Repack foods that do not contain allergens before repacking allergen containing foods. E.g. repack rice and sugar before repacking flour. Cleaning is not needed between plain rice and sugar, or between sugar and wheat flour in that order. Flour can be repacked after wheat bran without cleaning between, but cleaning must be done before non-wheat products.
- Clean and sanitize equipment and repacking area after each product that contains a specific allergen, ensuring all allergen residue is removed to prevent cross-contamination.
- Do NOT repack peanut butter, nut, soy or sesame seed spreads or nuts and seeds.

Date From:		**To:**				
Product (In Order of Repacking)	**Manufacturer and Contact Information**	**Lot code**	**Best Before Date**	**# of Bins Created**	**Initial**	**Date**

Form 6.11 Repack and Label Log 1/1

6.13 Traceability Management Log

Traceability: Cases / Boxes						
Name & brand of product	**Date**	**Best Before / Expiry Date**	**Product lot code**	**Quantity**	**Initials**	**Location: Sea can (S) / Cage (C)**

6.13 Recall Management Log

Recall Action Record					
Name & brand of product recalled	**Date of CFIA notice**	**Person responsible for follow-up**	**Date notice posted for clients**	**Date product check completed**	**Date trace forward started***

* Trace forward, if applicable, for boxes/cases of products that were shared with other food banks or agencies (e.g. from pallets obtained through the National Food Sharing System)

** We have a Recall Book where recalls are saved.

6.14 Links to Cold Chain Forms

6.14 Pick-up and Transportation Log

6.14 Receiving Log

6.14 Refrigerator and Freezer Temperature Log

SFB Policies & Procedures Update Log – Version 1.1 Forward

Date	Section/Form	Change(s)
May 31/26	1.12	Updated the language so that the terms 'employee(s)' and 'worker(s)' are replaced by 'volunteer(s)' per Board meeting May 30.
May 31/26	Ap C Board Orientation Manual	Removed Annie's Place and hairstylist services from Section G Services Provided per Board meeting May 30.
May 31/26	Ap C Board Orientation Manual	Corrected AGM meeting month to March and board meeting frequency to approximately every two months per Board meeting May 30.
June 1/26	1.13	Changed 'Sooke' to 'Sooke Region' in the Mission Statement per Board meeting May 30.
June 1/26	Front Cover	Changed 'Sooke' to 'Sooke Region' in the Mission Statement per Board meeting May 30.
Aug 19/26	6.11 Repack & Label Log	Made amendments to the form to delete the 'bins correctly labelled y/n' column, change # items to # bins and increase font size per Repacking Orientation meeting on today's date.
Oct 10/26	6.01 Warehouse Safety Plan Manual	Added a link to the manual into the Appendices for ease of use (previously had to go to the actual section to find the link)
Oct 10/26	Form 6.01 Warehouse Safety Compliance Checklist	Replicated the compliance checklist from the Warehouse Safety Plan Manual to the main Forms index, for ease of use (previously had to go into the manual to find the form)
Oct 10/26	6.02 Occupational Health and Safety Manual	Added a link to the manual into the Appendices for ease of use (previously had to go to the actual section to find the link)
Oct 10/26	Form 6.02 Safety Inspection Report - Template	Replicated the inspection report template from the Occupational Health and Safety Manual to the main Forms index, for ease of use (previously had to go into the manual to find the form)
Oct 10/26	Form 6.02 Documenting an Injury of Safety Incident	Replicated the form for reporting injuries and safety incidents from the Occupational Health and Safety Manual to the main Forms index, for ease of use (previously had to go into the manual to find the form)