

A thick dark grey vertical bar is positioned on the left side of the page. From the bottom of this bar, several thin, curved lines in shades of grey and black extend upwards and outwards, creating an abstract, organic shape.

# **HOPE FOOD RESOURCE PROGRAM POLICIES AND PROCEDURES**

# **2025**

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# 1. Introduction

## 1.1 Mission Statement

*“The Hope Food Program is dedicated to providing accessible, high-quality food assistance to individuals and families in need, ensuring dignity, respect, and support within the community.”*

## 1.2 Mandate

Our mandate is to provide services to people in our community to the best of our abilities. Using kindness and compassion to create a healthy community by understanding, empowering, supporting, protecting and respecting the children, youth, families, seniors and individuals we work with and one another.

## 1.3 Values and Principles

- **Compassion:** Treating all individuals with empathy and kindness.
- **Respect:** Upholding the dignity of clients, volunteers, and staff.
- **Integrity:** Ensuring transparency and accountability.
- **Inclusivity:** Making services accessible to all.
- **Collaboration:** Working with community partners to maximize impact.
- **Sustainability:** Promoting long-term food security through efficient resource management.

## 1.4 Purpose of the Manual

*This document serves as a comprehensive guide to the governance, administration, and operations of the Hope Food Resource Program, ensuring consistency, compliance, and best practices.*

## 1.5 Overview of Services

- Emergency food hampers
  - Nutritional education
  - Community meal programs
  - Referrals to social services
  - Advocacy for food security initiatives
-

## 2. Governance and Administration

### 2.1 Legal Status and Compliance

The Hope Food Resource Program operates as a registered non-profit under the BC Societies Act and adheres to all federal and provincial laws.

### 2.2 Organizational Structure

We are a non-profit society with a governing board. There needs to be 3-5 board members. A president, secretary and members at large.

### 2.3 Board of Directors

- **Composition:** Minimum 5, maximum 11 members.
- **Training and Performance:** Ongoing professional development.
- **Conflict of Interest Policy:** Members must disclose personal, family, or business interests that may influence decisions.
- **Oversight Responsibilities:** The day-to-day management of the agency and therefore the Food Bank falls to the Executive Director and the Manager of Food Resources.

### 2.4 Risk Management and Insurance

- Annual risk assessments
- Liability insurance coverage
- Strategic reserves for emergencies
- Legal compliance audits

### 2.5 Privacy and Confidentiality

Policies ensure the protection of personal and sensitive information for clients, donors, and staff, in compliance with privacy laws.

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### **3. People Management**

#### **3.1 Employment Policies**

All paid and volunteer roles comply with BC Employment Standards. Hiring practices ensure equal opportunity and non-discrimination.

#### **3.2 Volunteer Recruitment and Training**

- Volunteers must complete screening and orientation.
- Training on food safety, confidentiality, and crisis response is mandatory.
- Regular volunteer recognition programs to encourage retention.

#### **3.3 Anti-Violence and Anti-Harassment Policies**

Zero-tolerance policy enforced, with reporting mechanisms in place.

#### **3.4 Conflict Resolution Procedures**

Step-by-step process for internal complaints and mediation.

#### **3.5 Staff and Volunteer Code of Conduct**

Detailed guidelines on professionalism, respect, and ethical responsibilities.

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## **4. Client Service and Care**

### **4.1 Ethical Food Banking Code**

All staff and volunteers sign an agreement to uphold dignity, food safety, and confidentiality.

### **4.2 Client Rights and Responsibilities**

- Clients must provide proof of residency.
- Food is distributed fairly without discrimination.
- Clear communication of service limitations and expectations.

### **4.3 Complaints Management**

- Publicly posted complaints policy.
- Escalation procedures including Food Banks Canada's Customer Experience Hotline.
- Anonymous reporting mechanisms.

### **4.4 Accessibility**

Facilities and services accommodate disabilities in accordance with BC Accessibility laws.

- Transportation assistance for clients with mobility challenges.
-

## **5. Financial and Legal Compliance**

### **5.1 Financial Oversight**

- The Treasurer oversees financial management.
- Semi-annual reviews and independent audits.

### **5.2 Budgeting and Planning**

Detailed forecasting to ensure financial sustainability.

### **5.3 Fundraising and Donor Management**

Ethical guidelines govern all fundraising activities, ensuring donor privacy and transparency.

### **5.4 Fraud Prevention and Internal Controls**

Regular financial audits and staff training on ethical handling of funds.

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## 6. Food Handling and Safety

### 6.1 Food Safety Policies

- Regular inventory checks
- Compliance with health and safety standards
- Routine inspections by public health officials

### 6.2 Storage and Handling

- Proper food rotation
- Expired/damaged food disposal
- Temperature logs for perishable items

### 6.3 Expired or Damaged Food Disposal

The Hope Food Resource Program adheres to strict guidelines to ensure expired or damaged food is handled responsibly.

- **Identification:** Food nearing expiration is reviewed weekly, and damaged packaging is assessed to determine safety.
- **Disposal Process:** Any food deemed unsafe for consumption is removed from inventory and discarded according to local health regulations.
- **Composting and Donation:** Where possible, food that is no longer suitable for human consumption but still usable is composted or redirected to animal feed programs.
- **Record Keeping:** A disposal log is maintained to track the removal of food items, including reasons for disposal and quantities.

### 6.4 Cold Chain Management and Temperature Controls

Ensuring proper temperature control is critical to food safety.

- **Storage Requirements:**
  - Refrigerated items are kept at 0-4°C (32-39°F).
  - Frozen items are maintained at -18°C (0°F) or lower.
  - Dry storage is kept in a cool, dry, and well-ventilated area.
- **Monitoring:**
  - Temperature logs are recorded twice daily.
  - Equipment is checked regularly for maintenance needs.
- **Emergency Plan:**
  - Backup power sources or alternative storage options are in place in case of power failure.

## 6.5 Health and Safety Training for Food Handlers

All staff and volunteers handling food must complete food safety training.

- **Certification:** Food handlers must complete a recognized food safety course.
  - **Hygiene Practices:**
    - Frequent handwashing is required.
    - Gloves and hair nets must be worn when handling unpackaged food.
  - **Cross-Contamination Prevention:**
    - Separate storage for raw and cooked foods.
    - Color-coded cutting boards for different food groups.
  - **Annual Refresher Training:**
    - Staff and volunteers receive refresher training yearly.
-

## 7. Emergency and Crisis Management

### 7.1 Incident Reporting Procedures

- **Immediate Response:** Any incident involving injury, security, or food contamination is reported to a supervisor immediately.
- **Documentation:**
  - Incident report forms are completed within 24 hours.
  - Reports are reviewed by management for corrective action.
- **Follow-up:**
  - Corrective measures are implemented to prevent recurrence.
  - Clients or volunteers affected are informed of outcomes when necessary.

### 7.2 Fire, Medical, and Natural Disaster Response Plans

- **Fire Safety:**
  - Fire extinguishers are located throughout the facility.
  - Annual fire drills are conducted.
- **Medical Emergencies:**
  - First-aid kits are available, and key staff members are trained in CPR.
- **Natural Disasters:**
  - Emergency food and water supplies are stored on-site.
  - Staff are trained in evacuation procedures.

### 7.3 Contingency Plans for Food Shortages

- **Alternative Sourcing:** The food bank maintains partnerships with multiple suppliers to ensure supply continuity.
- **Rationing Measures:** During shortages, priority is given to vulnerable clients such as seniors and families with young children.
- **Emergency Donations:** Community appeals are issued when stocks run low.

### 7.4 Crisis Communication Strategies

- **Internal Communication:**
  - A chain of command is established to ensure efficient information flow.
- **Public Communication:**
  - Media statements are approved by the executive director before release.
  - Social media updates inform the public of urgent matters.

### 7.5 Workplace Safety and Security Measures

- **Security Cameras:** Surveillance is maintained at entry points.
- **Volunteer Identification:** All volunteers must wear ID badges.
- **Restricted Access:** Storage areas are locked outside of operating hours.

## 8. Community Engagement and Partnerships

### 8.1 Collaborations with Local Organizations

- **Partnerships:** Hope Food Resource Program works with local charities, shelters, and health organizations to extend services.
- **Joint Initiatives:** Collaborative events help maximize impact in the community.

### 8.2 Donor and Sponsor Relations

- **Recognition Programs:** Major donors receive acknowledgment through newsletters, events, and social media.
- **Ethical Fundraising:** Transparency is upheld in all donor relations.

### 8.3 Public Outreach and Education

- **Workshops and Awareness Campaigns:** Nutrition workshops and food security advocacy initiatives are hosted regularly.
- **Community Feedback:** Regular surveys assess needs and service effectiveness.

### 8.4 Media and Transparency Policies

- **Public Reports:** Financial and operational reports are published annually.
- **Social Media Management:** A designated team member oversees communication.

### 8.5 Advocacy and Policy Participation

- **Engagement with Policymakers:** Hope Food Resource Program advocates for policies supporting food security.
- **Representation at Industry Events:** Active participation in food bank networks and policy discussions.

## 9.1 Client Intake and Registration

**Purpose:** To ensure fair and efficient access to food resources for eligible clients.

**Procedure:**

- **Greeting and Verification:** Staff or volunteers greet the client and verify their eligibility by requesting proof of residency and identification.
- **Registration Process:** Clients complete a **Client Intake Form**, which includes household size, dietary restrictions, and financial situation.
- **Database Entry:** Staff enter client information into the database system for tracking and future visits.
- **Confidentiality Agreement:** Clients are informed of their privacy rights and must sign a consent form for data collection.
- **Service Limits:** Clients are informed of the frequency and quantity of food they can receive per visit.
- **Referral Services:** If the client requires additional assistance beyond food, staff provide information about social services.

## 9.2 Food Distribution Procedures

**Purpose:** To ensure food is distributed equitably and safely to clients.

**Procedure:**

- **Client Check-In:** Clients arrive at the distribution center and check in with a volunteer or staff member.
- **Food Selection:** Based on household size, clients either receive pre-packaged food hampers or select items from an available stock.
- **Weight and Quality Control:** Volunteers ensure food hampers meet quantity and quality standards before distribution.
- **Tracking:** Each distribution is recorded in the client database to track usage and inventory levels.
- **Exit Process:** Clients are thanked, and volunteers check if any additional support is needed.

### 9.3 Volunteer Recruitment and Onboarding

**Purpose:** To ensure all volunteers are properly screened, trained, and assigned to suitable roles.

**Procedure:**

- **Application Submission:** Prospective volunteers complete a **Volunteer Application Form**.
- **Interview and Screening:** Staff conduct interviews and check references for all applicants.
- **Background Check:** If applicable, volunteers undergo a background check.
- **Orientation:** New volunteers receive an orientation covering:

**Hope Food Bank's mission and policies**

- Volunteer responsibilities and expectations
- Food safety and handling guidelines

**Training Assignment:** Volunteers complete hands-on training before beginning shifts.

**Ongoing Performance Review:** Volunteers receive feedback and ongoing training as needed.

### 9.4 Financial Management and Reporting

**Purpose:** To ensure transparency and compliance in all financial operations.

**Procedure:**

- **Budgeting:** The Executive Director and Finance Manager prepare and review annual and generate monthly budgets to be reviewed by the board.
- **Expense Tracking:** All purchases are documented with receipts and categorized appropriately.
- **Donation Management:** Monetary and in-kind donations are recorded and acknowledged.
- **Financial Reporting:** Regular financial reports are reviewed by the board.
- **Annual Audit:** External auditors review financial records annually for compliance.

## 9.5 Health and Safety Procedures

**Purpose:** To ensure the safety of all food bank staff, volunteers, and clients.

**Procedure:**

- **Personal Protective Equipment (PPE):** Volunteers must wear gloves, hairnets, and closed-toe shoes.
- **Sanitization:** All food storage and preparation areas are cleaned and disinfected regularly.
- **Safe Lifting Techniques:** Training on lifting heavy boxes properly to prevent injuries.
- **First Aid Training:** At least one staff member per shift must be certified in First Aid/CPR.
- **Emergency Exits:** Fire and emergency exits are clearly marked and regularly inspected.

## 9.6 Emergency Response Procedures

**Purpose:** To establish a clear plan for responding to emergencies.

**Procedure:**

### 1 Fire Emergency:

- Evacuate the building following posted exit routes.
- Call 911 and alert staff.
- Conduct headcount to ensure everyone is accounted for.

### 2 Medical Emergency:

- Provide First Aid if trained.
- Contact emergency medical services.
- Document the incident. **Use Form 10.1**

### 3 Natural Disaster Response:

- Follow the food bank's emergency preparedness plan.
- Secure perishable food if possible.
- Assess structural damage before reopening operations.

## **10 Appendices**

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## 10.1 Incident Report Form

Use this form to report any incidents involving injury, safety concerns, or serious disruptions.

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Description of Incident:

People Involved (Names and Roles):

Witnesses (Names and Contact Info):

**Actions Taken:**

Reported By: \_\_\_\_\_ Signature: \_\_\_\_\_

Supervisor Review: \_\_\_\_\_ Signature: \_\_\_\_\_

## 10.2 Volunteer Application Form

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Availability (Days/Times):

Skills and Interests:

Why do you want to volunteer with Hope Food Bank?

Emergency Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Do you consent to a background check? Yes ☐ No ☐

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### 10.3 Conflict of Interest Declaration

Name: \_\_\_\_\_

Position/Role: \_\_\_\_\_

Please describe any personal, financial, or other interests that might be considered a conflict of interest:

Actions taken to address the conflict (if applicable):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 10.4 Emergency Contact List

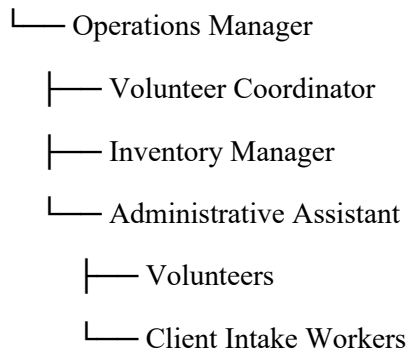
Fill in the emergency contact information for all staff and volunteers.

Name	Role/Position	Emergency Contact Name	Phone Number
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## 10.5 Organizational Chart

Below is the organizational structure of the Hope Food Bank. Please update as needed.

Executive Director



## 10.6 References

Please provide at least two references who can speak to your character and suitability as a volunteer.

Reference 1 Name: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Comments:

Reference 2 Name: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Comments:

## 10.7 Sample Client Intake Form

This form is used to collect necessary information from new clients.

Client Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email (if available): \_\_\_\_\_

Number of People in Household: \_\_\_\_\_

Monthly Income Range: \_\_\_\_\_

Special Dietary Needs: \_\_\_\_\_

Preferred Pickup Days/Times: \_\_\_\_\_

Consent to Collect and Store Personal Info: Yes [ ] No [ ]

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 10.8 Safety and Security Checklist

Use this checklist to conduct routine safety inspections.

Date of Inspection: \_\_\_\_\_ Inspected By: \_\_\_\_\_

- ☐ Fire extinguishers are present and up to date.
- ☐ First aid kits are fully stocked and accessible.
- ☐ Emergency exits are clearly marked and unobstructed.
- ☐ Floors are clean and free of slip/trip hazards.
- ☐ Locks and entry security systems are functioning properly.
- ☐ Storage areas are organized and safe.
- ☐ All lighting is operational.
- ☐ Volunteers are aware of emergency procedures.

## 10.9 Food Bank Code of Conduct

*All individuals involved with the Hope Food Bank must adhere to the following code of conduct:*

- Treat all individuals with dignity and respect.
- Maintain client confidentiality at all times.
- Do not discriminate based on race, gender, age, religion, or any other protected status.
- Report any unsafe or inappropriate behavior immediately.
- Follow all food handling and safety procedures.
- Abide by the policies and procedures of the organization.
- No solicitation or personal gain from food bank activities.

I, \_\_\_\_\_, agree to abide by the above Code of Conduct while volunteering or working with the Hope Food Bank.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 10.10 Standard Operating Procedures

Outlined below are the standard procedures for common tasks:

- **Receiving Food Donations:** Inspect for expiry and damage. Record in inventory log.
- **Stock Rotation:** Follow First In, First Out (FIFO) method.
- **Client Distribution:** Check client intake form and provide pre-packed or selected items.
- **Sanitization:** Clean workstations and food areas at the beginning and end of each shift.
- **Record Keeping:** Log distribution counts, volunteer hours, and any incidents.

## 10.11 Training Materials for Volunteers and Staff

*All new staff and volunteers must complete orientation and training before beginning work.*

- **Orientation:** Introduction to the Hope Food Bank mission and services.
- **Roles and Responsibilities:** Overview of each position and expectations.
- **Confidentiality Policy:** Respect and protect client privacy.
- **Food Safety:** Safe handling, storage, and hygiene practices.
- **Emergency Procedures:** Fire, earthquake, and first aid response.

## 10.12 Emergency Preparedness Plan

*Preparedness is essential for responding to emergencies.*

- **Fire Safety Plan:** Know the location of extinguishers and exits. Evacuate immediately and gather at designated meeting point.
- **Earthquake Procedures:** Drop, Cover, Hold. Evacuate when safe.
- **Power Outages:** Use emergency lighting. Cease perishable distribution until power returns.
- **Emergency Kits:** Stored in office and kitchen. Include water, flashlights, batteries, first aid.
- **Contact List:** Emergency numbers and key staff contacts should be posted and accessible.

## 10.13 Health and Safety Guidelines

*These guidelines help ensure a safe and healthy environment for everyone at the food bank.*

- **Wash hands thoroughly before and after handling food.**
- **Use gloves when necessary, especially with ready-to-eat items.**
- **Do not report to work if you are ill or exhibiting symptoms of illness.**
- **Clean up spills immediately to avoid slip hazards.**
- **Report all injuries or unsafe conditions to a supervisor.**
- **Follow proper lifting techniques to prevent injury.**

## **10.14 Food Handling and Storage Best Practices**

*Follow these practices to ensure food is safe for distribution.*

- **Store food at appropriate temperatures (cold storage below 4°C).**
- **Label and date all perishable items.**
- **Use FIFO (First In, First Out) method for inventory rotation.**
- **Avoid cross-contamination by separating raw and cooked foods.**
- **Clean and sanitize surfaces and equipment regularly.**
- **Check for signs of spoilage or damage before distributing food.**

## 10.15 Community Partnership Agreements

*Use this template to formalize partnerships with other organizations or businesses.*

Partner Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Purpose of Agreement:

Contributions by Hope Food Bank:

Contributions by Partner:

Agreement Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Signatures:

Hope Food Bank Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Partner Representative: \_\_\_\_\_ Date: \_\_\_\_\_

## 10.16 Donation and Fundraising Documentation

*Use this form to record donations and fundraising events.*

Date of Donation: \_\_\_\_\_

Donor Name/Organization: \_\_\_\_\_

Donation Type: ☐ Monetary ☐ Food ☐ Supplies ☐ Other

Estimated Value (if applicable): \_\_\_\_\_

Receipt Issued: Yes ☐ No ☐

Fundraising Event Name (if applicable): \_\_\_\_\_

Event Date: \_\_\_\_\_ Organizer: \_\_\_\_\_

Notes:

## 10.17 Legal and Compliance Checklists

*Use this checklist to ensure the food bank remains in compliance with legal and regulatory requirements.*

- ☐ Non-profit registration is current and in good standing.
- ☐ Annual reports filed with appropriate agencies.
- ☐ Insurance coverage (liability, property, volunteers) is up to date.
- ☐ Workplace safety procedures and training are documented.
- ☐ Volunteer background checks and documentation are complete.
- ☐ Health inspections passed and documented.
- ☐ Food bank follows Canada Food Inspection Agency (CFIA) guidelines.

## 10.18 References and Acknowledgements

The Hope Food Bank's Policies and Procedures Manual was developed using guidance, best practices, and resources from the following organizations and sources. We gratefully acknowledge their support in helping us ensure safety, consistency, and compassion in our service to the community.

### References & Resources:

- **Food Banks Canada**  
*National Guidelines, Volunteer Resources, Food Safety Standards*  
<https://www.foodbankscanada.ca>
- **Food Banks BC**  
*Provincial Resources, Emergency Planning, and Community Programs*  
<https://www.foodbanksbc.com>
- **Government of British Columbia – Emergency Management & Public Safety**  
*Templates and resources for emergency preparedness and response*  
<https://www2.gov.bc.ca>
- **Canada Food Inspection Agency (CFIA)**  
*Food handling, storage, and distribution safety standards*  
<https://www.inspection.gc.ca>
- **WorkSafeBC**  
*Health and Safety Guidelines for Volunteers and Workers*  
<https://www.worksafebc.com>
- **Volunteer Canada**  
*Volunteer management tools, screening, and ethics guidelines*  
<https://volunteer.ca>

### Land Acknowledgment

*We respectfully acknowledge that the Hope Food Bank operates on the unceded, ancestral, and traditional territory of the Stó:lō Peoples, particularly the Chawathil, Yale, and Shxw'ōwhámel First Nations.*

*We honor their enduring connection to this land, and we recognize the ongoing strength, culture, and contributions of all Indigenous communities in the region. With deep gratitude, we serve this community with a commitment to reconciliation, respect, and partnership.*