



SLOCAN VALLEY FOOD CUPBOARD POLICIES AND CODE OF CONDUCT

Slocan Valley Food Cupboard is a service provided by W.E. Graham Community Service Society, and as such is subject to all policies and procedures of the society as a whole. This document is intended as a supplement to those policies and procedures specific to the function of Slocan Valley Food Cupboard.

Slocan Valley Food Cupboard endeavors to provide food support services and improve food security to households, families and individual's resident in the Slocan valley (from Enterprise Creek to Playmor Junction).

- Clients that use the services of the Food Cupboard will be asked for proof of residence in our catchment area and referred to other food banks if outside our area.

Slocan Valley Food Cupboard is committed to client's privacy, and will not question anyone's need for its services, or ask for proof of financial status.

- Personal information clients provide will be kept confidential.
- Staff and volunteers are all required to sign nondisclosure and confidentiality agreements.
- Clients will not be denied service if they do not divulge requested personal information.
- All personal information is held in Food Bank Canada approved software and in locked files. All clients will be asked for consent to their personal information being held.

Slocan Valley Food Cupboard commits to providing food support services to clients at no financial cost and without implicit or explicit ties to any other conditions.

- Food is provided without cost or any expectation of voluntary service, donations or engagement in faith-based or politically based activities.
- Slocan Valley Food Cupboard never sells or solicits money or donations for any donated food, or food bought with donated or grant based money.

Slocan Valley Food Cupboard aims to provide food access and support to the highest feasible standards of quality, quantity and choice.

- Tailor made food hampers are provided on food bank days, twice a month, and prepacked shelf stable emergency boxes are available during WEGCSS office opening hours (Tuesday – Thursday, 9am – 4pm) if needed outside of food bank days.
- Slocan Valley Food Cupboard aims to provide a minimum of 2 meals per day, per person, for 7 days, twice a month.
- Slocan Valley Food Cupboard aims to provide a choice of food for a balanced diet and, where possible, to accommodate specific dietary requirements or restrictions, within the limitations of budget and availability.
- Slocan Valley Food Cupboard sources fresh produce from our own garden and as donations from local farmers, gardeners and suppliers wherever possible.

- Food Banks Canada best-before-date guidelines are followed by our staff and volunteers, when sourcing and distributing food.
- Our kitchen, food bank and garden adhere to relevant legislation, including running a kitchen licensed under Interior Health and complying with the Food Banks Canada Standards of Excellence guidelines for Food Operations and Safety. Our Food Bank manager is required to hold a current Food Safety qualification and supervises volunteers or other staff who work within the food bank or kitchen to ensure food safety policies are maintained.
- Slocan Valley Food Cupboard cannot guarantee that food made in our kitchen is guaranteed allergen free although we do our best to follow all guidelines to prevent contamination by potential allergens, and list ingredients.

Slocan Valley Food Cupboard, its staff and volunteers, adhere to the Food Banks Canada Ethical Food Banking Code and compliance with the Food Banks Canada Standards of Excellence.

ETHICAL FOOD BANKING CODE

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

- 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.
- Treat all those who access services with the utmost dignity and respect.
- Implement best practices in the proper and safe storage and handling of food.
- Respect the privacy of those served and maintain the confidentiality of personal information
- Not sell donated food
- Acquire and share food in a spirit of cooperation with other food banks and food programs
- Strive to make the public aware of the existence of hunger and of factors that contribute to it
- 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 Represent accurately, honestly, and completely their respective mission and activities to the larger community.

Slocan Valley Food Cupboard is committed to the wellbeing of its staff, volunteers and clients.

- Please treat volunteers, staff and other clients with the utmost dignity and respect, we strive to do the same.
- Please respect the property of others. Do not take or use what is not yours.
- Please avoid language that is derogatory or demeaning towards others.
- Please maintain a respectful attitude towards others. Aggressive behavior will not be tolerated.
- We reserve the right to ask people to leave if they are disrespectful, derogatory or aggressive towards others. A pre-packed emergency box will be provided if a client is asked to leave before receiving food.

Slocan Valley Food Cupboard is committed to protecting the dignity of clients.

- We endeavor to be sensitive in describing those we serve (whether through images, graphics or text), particularly in any publicity or fundraising context.
- Photographs, video or quotes from clients will not be recorded or used without permission.
- We aim to fairly represent client's needs and how those needs will be addressed to stakeholders, funders or potential donors, at all times.
- All press and media releases are approved by our Board Chair or Executive Director to ensure these standards are maintained.

Slocan Valley Food Cupboard values client and stakeholder feedback.

- Clients are encouraged to provide feedback either in person to our staff and volunteers, or via the suggestions box on each food bank day menu. Suggestions are reviewed by our Food Bank manager.
- Slocan Valley Food Cupboard has a complaints policy in place for any issues, complaints or concerns. This policy can be found on our website or in our policy binder on food bank day.

Policy approved by Board of Directors April 2025