

Food With Grace Policies and Procedures Manual



Food with Grace Waterdown Food Bank

Our Mission: **Loving our Neighbours through Food and Friendship**

Updated: June 30, 2026

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1. GOVERNANCE AND ADMINISTRATION

1.01 LEGAL STATUS

Food With Grace Waterdown Food Bank (FWG) operates under the umbrella of Grace Anglican Church, Waterdown, a member of the Anglican Diocese of Niagara. Grace Anglican Church, Waterdown is a registered charity. The organization's process to manage compliance with the legal and regulatory requirements of federal and provincial bodies overseeing the legal structure are detailed in the Canons of the Diocese of Niagara.

Link: <https://niagaraanglican.ca/uploads/documents/2019/11/book-of-canons-2024.pdf>

1.02 SHARED NETWORK GOAL

No minimum standard at this time.

1.03 BOARD OF DIRECTORS COMPOSITION

The Board of Directors of FWG is the Corporation of Grace Anglican Church. There are five members: the Rector and four Wardens who are parishioners of Grace Anglican Church. Wardens are eighteen years of age or older, are baptized, and have participated in church activities for at least the last six months. The Wardens are elected by the parishioners at an annual general meeting in February called Vestry. The term for Wardens is two years. Each year two Wardens are chosen: One Warden is elected by the parishioners (People's Warden), and one Warden is appointed by the rector (Bishop's Warden). Vestry elections and appointments ensure that most members of the Corporation are at arm's length from each other. The Rector holds an office. He/She is appointed by the bishop and is not an employee of the parish.

1.04 BOARD OF DIRECTORS – GOVERNANCE DOCUMENTS

The bylaws are the canon laws of the Diocese of Niagara. A copy of the canon laws is in the church building, and they are also posted on the diocesan website. They define roles, responsibilities and term limits.

Officer roles and responsibilities: The Chair (rector) shall be the chief executive officer of the Organization. He/ shall preside at all meetings of the Organization and of the Corporation. He/She shall oversee the general and active management of the affairs of the Organization. He/She shall see that all orders and resolutions of the board of directors are carried into effect. The Chair (or their designate) will be the spokesperson for the Board.

The Administrator shall have oversight of the funds of FWG and shall keep full and accurate accounts of all assets, liabilities, receipts and disbursements of FWG in the Grace Anglican Church Waterdown books. The Administrator shall deposit all monies and other valuable effects in the name and to the credit of FWG in such financial institution as

may be designated by the board of directors. He/She shall disburse the funds of FWG as directed by proper authority and shall provide to the chair and directors at the regular meeting of the board of directors, or whenever they may require it, an accounting of all the transactions and a statement of the financial position of FWG. He/She shall also perform such other duties as may from time to time be directed by the Corporation.

The Administrator is responsible for the timely filing of CPP and EI remittances.

The Administrator will give notice of all meetings to the organization members and Corporation and shall perform such other duties as may be prescribed by the Corporation, organization members or Chair (Rector).

The Administrator shall be the custodian of the editable version of the FWG policy manual (Word). Policy manual revisions and updates shall be reflected in the date on the title page of the policy manual to ensure common access to the most up-to-date version of the policy manual.

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

(Link to Organization Structure - Board Positions)

(Link back to 3.05 Statutory Remittances)

1.05 BOARD OF DIRECTORS – BOARD ORIENTATION

There are a binder of orientation materials and a process that is followed for Board orientation.

The minister and Wardens form the Corporation. There is a detailed ministry description for Wardens. At least once per year, the Diocese of Niagara offers an orientation program for Wardens and Treasurers.

Preparation and support are provided by:

- Review with Chair (or designate) the Corporation Orientation handbook (including relevant policies and procedures)
- Review with Chair (or designate) Code of Conduct, FWG mission and values, strategic plans, latest financial statements and governance oversight bodies (CRA Charities Directorate).
- Through a collaborative culture of working together.

1.06 BOARD OF DIRECTORS – BOARD PERFORMANCE AND DEVELOPMENT

In the Diocese of Niagara, a parish's "Corporation" is a group that serves as a Board of Directors. The "Corporation" of Grace Anglican Church is the parish's legal and executive body. Corporation acts on behalf of the parish between meetings of Vestry and Parish

Council and ensures that the parish's affairs are conducted according to diocesan canons, civil law, and parish policies.

Every summer, each member of Corporation will complete a "Corporation Performance" questionnaire and based on the consolidated results will develop action items including development activities where required.

Members of Corporation are either elected or appointed at an annual Vestry meeting (the equivalent of an Annual General Meeting).

1.07 BOARD OF DIRECTORS – BOARD OVERSIGHT OF CHIEF STAFF PERSON

As FWG operates under the umbrella of Grace Anglican Church, Waterdown, the rector fulfills the role of Chief Staff Person. Policies for the recruitment, orientation, management, performance evaluation, compensation oversight, and succession planning of the Minister are in place from the Diocese of Niagara. Some of these functions are carried out by the Bishop and Executive Archdeacon.

A job description is included in the employment documents and in the Diocesan Canons. A copy of the current performance objectives is held at the Synod Office of the Diocese of Niagara. Included in the documents is the minister's last performance review.

To determine the rector's salary, the process is as follows: In the fall, the bishop sends a recommendation for a salary increase to the Wardens. The wardens are not obligated to follow this suggestion; however, it is a guideline when they discuss compensating the rector for the following year. The wardens discuss the amount to be paid and vote on it. Once approved, the salary and benefits are included in the budget and presented at Vestry for approval of the congregation.

The process used by the corporation to review the expenses of the minister and wardens is that all expenses require two signatures. The minister does not have the ability to spend money without the approval of at least one other member of the Corporation. Expenses are reviewed monthly by the Corporation and Parish Council.

1.08 INSURANCE COVERAGE

The Corporation understands that the wardens and volunteers may encounter risk while fulfilling their duties to the organization. The Corporation believes that liability insurance should be provided as deemed necessary resulting from an annual review of Insurance Coverage. Additionally, cyber risk and commercial general liability coverage needs will be reviewed on an annual basis. Insurance coverage is reviewed through the Synod of the Diocese of Niagara on an annual basis.

1.09 RISK MANAGEMENT

In order to identify and respond to the organization’s strategic and operational risks, the Corporation follows a Mission Action Planning Process with the church congregation which is developed into a five-year plan.

The Corporation is responsible to ensure that adequate insurance is in place to protect the organization and Corporation from potential liabilities, resources are sufficient to minimize risk to employees and volunteers, compliance with a statutory and regulatory requirement, that policies are respected in actual practice; and adequate contingency plans are in place against reasonably anticipated crises.

Corporation monitors the food bank’s risk assessment by maintaining a risk impact/probability matrix which includes a mitigation framework.

Insurance The Corporation will annually review the level and type of insurance coverage required and make recommendations to Vestry regarding insurance provisions to protect the organization and Corporation from potential liabilities (See 1.08).

Corporate Records – The Rector is responsible for ensuring that the corporate records are maintained and safeguarded. This includes minutes of meetings, copies of financial statements, banking documents, and tax documents.

1.10 BUSINESS CONTINUITY AND DISASTER RESPONSE

Food With Grace has created a separate business continuity plan.

FWG strives to ensure uninterrupted food distribution to vulnerable communities during emergencies, by outlining strategies for managing risks, coordinating response efforts, and maintaining essential operations. Continuity planning is crucial for FWG to uphold our commitment to serving the community. By predicting possible weather and man-made crisis, we can continue offering food assistance even in challenging situations.

The plan will be reviewed annually and will be updated as needed following any major operational changes or incidents. Staff and volunteers are encouraged to provide feedback and suggestions for plan improvement during scheduled review periods. Leadership team members and the Corporation are responsible for updating and maintaining the plan, ensuring accuracy and relevance.

FWG will maintain a strategic reserve of 6 months operational capital. This amount is in place to cover immediate expenses during disruptions.

Core Business Continuity Elements:

Key Roles and Responsibilities:

Rector: Oversees the activation and execution of the business continuity plan.

Warden liaison (Sabrina) - Coordinates property assessments – conducts an initial assessment of property and facility damage and reports to Rector.

Administrative Assistant (Cindy) - Is responsible for stakeholder communication triage.

Food Bank Service Coordinator (Paula) - Manages internal and external communications and ensures timely updates to stakeholders

Food Procurement and Distribution Coordinator - (Angie) - Manages Food Supplier relations

Community Communications Coordinator (Tracey) - Communicates with clients, providing timely updates.

Resource Management:

- Staff availability is maintained through active cross-training to ensure coverage of essential roles during staff shortages.

- **Emergency Supplies:** We maintain a stockpile of canned goods, and minimal basic hygiene items to support affected individuals.

-**Role-Specific Training:** Operations staff will receive training on logistics and supply chain management, while volunteers will focus on distribution training.

1.11 CONFLICT OF INTEREST

Grace Anglican Church and FWG are governed by the diocesan Canons and a Safe Church Policy. The Conflict-of-Interest policies that provide for disclosure of, review of, and decisions about actual or perceived conflicts of interest for wardens, staff and volunteers are contained in these two documents.

Link to Canons of Anglican Diocese of Niagara

<https://niagaraanglican.ca/uploads/documents/2019/11/book-of-canons-2021.pdf>

Link to Safe Church Policy – Anglican Diocese of Niagara

<https://niagaraanglican.ca/resources/docs/misconduct/Diocese-of-Niagara-Safe-Church-Policy-Document-FINALJune-22-2021.pdf>

1.12 PRIVACY AND CONFIDENTIALITY

Commitment

Food With Grace is dedicated to helping neighbours who live with food insecurity. We partner with food banks and other local agencies in our efforts. Food With Grace is

committed to protecting the privacy and the personal information of its donors, employees, volunteers, and other stakeholders. FWG values the trust of those we deal with, and of the public, and recognizes that maintaining this trust requires that we be transparent and accountable in how we treat the personal information that people may choose to share with us.

Privacy Policy

The Diocese of Niagara respects your right to privacy and is committed to the protection of your personal information. This policy summarizes what personally identifiable information we may collect, how we might use it and to whom we may disclose it. This policy also describes other important topics relating to your privacy.

Use and Disclosure of Information

Before FWG collects any personally identifiable information, we will identify the purpose for our collection, use and any possible disclosure of your personal information.

For instance, the information you supply will be used by the Anglican Diocese of Niagara to respond to your inquiries and supply you with requested information.

The Diocese will seek your consent to use your personal information at the time of collection or in advance. Consent may be expressed in writing, or implied, and in some cases may be provided verbally or electronically. With your consent, authorized third parties may be utilized by the Diocese of Niagara to collect, track and process such information. (e.g. Credit Card Clearing)

General Policy on Privacy

Protecting the privacy and confidentiality of our viewers, clergy, members, employees etc., has always been an important aspect of The Diocese of Niagara. Recently, fundamental privacy principles and their corresponding obligations have become law throughout Canada. To this end, The Diocese of Niagara has created a Privacy Code to inform people of its commitment to, and policy on, privacy.

Personal information is defined as any piece of information, either factual or subjective, about an identifiable individual. Personal Information does not include the name, title, business address or telephone number of an employee of our organization.

It is our policy that the Diocese obtain an individual's consent when a diocesan employee or our website collects, uses or discloses personal information. The Diocese will also inform its employees and viewers of the site of the purpose for the collection, use and disclosure of personal information.

The Diocese of Niagara takes care to safeguard all personal information in its possession against loss, theft and unauthorized use or disclosure. The Diocese of Niagara uses reasonable efforts to ensure that such information is accurate and up to date

The link to the privacy policy is found at <https://niagaraanglican.ca/privacy>

1.13 VALUES

Our Values

At Food with Grace Food Bank, we serve individuals and families facing food insecurity in our community. We believe everyone deserves access to healthy, nourishing food and treat all who come through our doors with dignity, compassion, and respect.

Food with Grace is grateful to its donors and volunteers for their continued generosity to ensure food is distributed safely and fairly.

- **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.

Mission Statement: **Loving our Neighbours through Food and Friendship**

1.14 EQUITY, DIVERSITY AND INCLUSION

The Diocese of Niagara has adopted policies and practices that support equity, diversity, accessibility, inclusion, and respect for human dignity, but it does not currently have a single comprehensive diocesan "Equity, Diversity and Inclusion Policy" comparable to those found in some secular organizations. However, the Diocese has incorporated principles of equity, diversity, inclusion, accessibility, and human dignity into a number of its governing documents and practices, including Safe Church Policy, Accessibility Policy, and Human Resources practices.

Under Bishop Susan Bell, the Diocese has frequently engaged publicly with issues of inclusion, reconciliation, refugee sponsorship, accessibility, Indigenous justice, and 2SLGBTQIA+ inclusion. These commitments are evident in diocesan communications and

educational programming, even where they are not consolidated into a single EDI policy document.

1.15 TRUTH AND RECONCILIATION

We begin every meeting of Food With Grace with the following territorial acknowledgement:

We gather on the territory of the Anishinaabe and Haudenosaunee peoples. We honour and respect these nations, and commit ourselves to walking together gently upon this land.

In our weekly church services, we sometimes use the above acknowledgement, but more often we offer a unique acknowledgment designed to further our education and understanding of indigenous issues. For example, during 2025, we went through, week by week, the book by Bob Joseph called “Twenty-One things You May Not Know About the Indian Act.” In 2026, we have been going through the list, week by week, of milestones in indigenous history based on John Edmond, an Ottawa lawyer who practiced constitutional and Indigenous law, and compiled a chronology of the “Indian Residential Schools.”

As a community, we take reconciliation with our indigenous siblings very seriously. During the past year, we engaged in a group tour of the Mohawk Residential School in Brantford, and we signed a petition and sent it to Prime Minister Carney asking that the *Indian Act* be repealed and replaced.

The residential school survivor flag is displayed in the food bank window to honour those who survived their traumatic experiences in the schools.

2. PEOPLE MANAGEMENT

2.01 Human Resource Management Policies

Food With Grace follows the Human Resources Policies of the Diocese of Niagara and will comply with the Employment Standards Act. Other Human Resource policies are included in Policy 1.11 Conflict of Interest; Policy 1.12 Privacy and Confidentiality; Policy 1:13 our mission/values; Policy 1.14 Equity, Diversity and Inclusion; and Policy 1.15 Truth and Reconciliation.

2.02 Anti-Violence, Anti-Bullying, Anti-Harassment in the Workplace

The Corporation is committed to ensuring that FWG is a safe place for clients, staff, volunteers and all who visit the site. To this end, FWG is governed by the Safe Church Policy.

Link to Safe Church Policy:

<https://niagaraanglican.ca/resources/docs/misconduct/Diocese-of-Niagara-Safe-Church-Policy-Final-2024.pdf>

1. Workplace conduct- Bullying and harassment is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

2. Bullying and harassment

Bullying occurs where a person engages in behaviour directed to a person which is repeated, unreasonable (such as where it is victimizing, humiliating, intimidating or threatening), and creates a risk to the person's health and safety.

It includes:

- i. making derogatory, demeaning or belittling comments or jokes about someone's appearance, lifestyle, background, or capability;
- ii. communicating in an abusive manner;
- iii. spreading rumours or innuendo about someone or undermining in other ways their performance or reputation;
- iv. dismissing or minimizing someone's legitimate concerns or needs;
- v. inappropriately ignoring someone, or excluding someone from information or activities;
- vi. touching someone threateningly or inappropriately;
- vii. teasing someone or playing pranks or practical jokes on someone; and displaying or distributing written or visual material that degrades or offends.
- viii. It does not consist of conduct carried out in a reasonable manner, such as:

disagreeing with or criticizing someone's beliefs or opinions or actions in an honest and respectful way;

- giving information about inappropriate behaviour in an objective way to the person or people concerned and to any other person with a proper reason for having that information;
- setting reasonable performance goals, standards or deadlines;
- giving information about unsatisfactory performance in an honest and constructive manner; and
- taking legitimate disciplinary action.

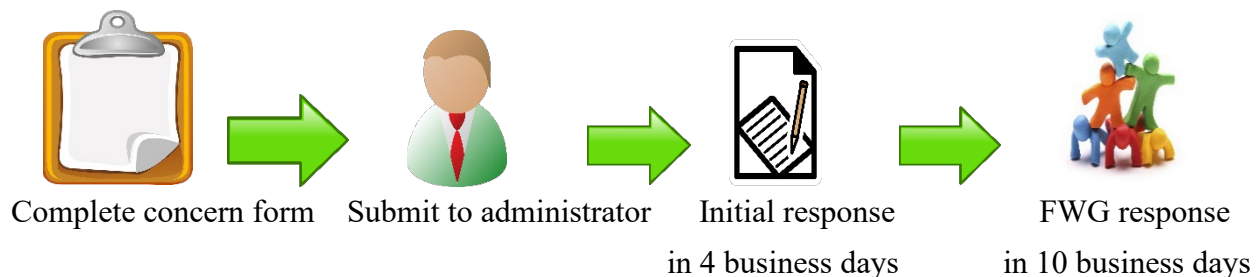
3. Workers must:

- not engage in the bullying and harassment of other workers;
- report if bullying and harassment is observed or experienced; and
- apply and comply with the employer's policies and procedures on bullying and harassment

2.03 Conflict Resolution and Critical Incident

Concern/Conflict Resolution Policy

Food With Grace, Waterdown Food Bank at Grace Anglican Church, Waterdown is committed to providing a safe and respectful environment. We recognize that from time to time there may be questions, concerns or complaints and we believe that our volunteers and clients have the right to tell us about them. We also have a responsibility to respond to them appropriately, resolving complaints in a timely, fair, respectful and consistent manner. Those sharing concerns, questions or complaints must be able to do so without fear of reprisal and any form of retaliation. This policy ensures that we have a coordinated and consistent response and that our responses are reflected by our mission, vision and values.



Any client, volunteer, donor, prospective donor, member of the general public, provincial association, affiliate food bank, and/or business who may have a complaint about Food With Grace is encouraged to contact Food With Grace directly. Volunteer Coordinators,

rector, and the administrative assistant are available to schedule a mutually convenient time to discuss complaints and concerns. Food With Grace can be contacted by phone at (905) 689-6715 extension 80 or by e-mail at office@graceanglicanwaterdown.org. A form is available to record a concern, question or complaint.

Concerns, questions or complaints may relate to and are not limited to: Food With Grace programs and campaigns, donor driven fundraising initiatives, individual donations made to Food With Grace, tax receipting, gifts-in-kind, donor recognition, compliance with Canada Revenue Agency (CRA), advertising, operating hours, food shared with food banks/individuals etc. Concerns, questions and complaints that arise will be investigated by the rector and a Food With Grace Volunteer Coordinator.

A report of complaints is provided regularly to the Grace Anglican Church Corporation comprised of the rector and four wardens, as to the nature and number of complaints received by Food With Grace.

When addressing concerns, questions or complaints:

- Privacy and Confidentiality will be always respected.
- The initial response will occur as soon as possible and not more than 4 business days from receipt of the form.
- Every effort will be made to review and respond to the issue within 10 business days.

Any individual who feels that their concern, question or complaint is not resolved after the 10 business days is advised that Food Banks Canada can be contacted by phone at **877-280-0329** or by e-mail at complaints@foodbankscanada.ca .

Complaints, Concerns, and Questions Form

Contact Information	
First Name:	Last Name:
Phone number:	
Email Address:	

Relation to Food with Grace: Please circle the identification that applies.

Volunteer

Client

Staff

Complaints, Concerns, and Question details:
Complaint, Concerns, and Questions Details:

Thank you for taking the time to complete this form. Our goal is to listen to our clients, volunteers, and staff to ensure the food bank operates as smoothly as possible. Your feedback is crucial to achieving this.

We will acknowledge receipt of your feedback or question within **four business days**, using the contact information you provided. **Within two weeks**, we will have a resolution for your complaints and concerns or answer to your question(s).

If you have an additional concern, we urge you to contact Food Bank Canada's customer experience line at **1-877-280-0329** or email them at complaints@foodbankscanada.ca

Signature of FWG member receiving documentation. _____

Date: _____ Month/ Day/ Year

Outcome:

Signed : _____ Role in Food With Grace: _____

Date: _____

Month/Day/ Year

Critical Incident Policy and Procedures

Link to Critical Incident Policy and Procedures

<https://niagaraanglican.ca/uploads/documents/2023/03/emergency-incident-reporting-protocols-2.pdf>

1. Purpose and Scope – Grace Anglican Church and Food With Grace are committed to the health, safety and wellbeing of the Corporation, staff, volunteers and participants. Critical incidents in the workplace can negatively affect people physically and psychologically, and may impact program continuity. The purpose of this policy is to ensure that The church and the FWG Food bank prepare for, and effectively respond to, critical incidents through the appropriate use of resources. The prevention and effective management of critical incidents can minimize the negative impact of an unexpected event. This policy applies to all Corporation members, staff, volunteers, participants, partner agencies and visitors.

The role of each party is defined as follows:

- (a) Corporation Member – a parishioner who is elected to serve as a church warden at an annual Vestry meeting of Grace Anglican Church Waterdown.
- (b) Administrative Assistant - a paid employee of Grace Anglican Church Waterdown and Food With Grace Food Bank who manages handles or redirects phone calls, manages communications with Food Banks Canada, Feed Ontario, S.N.A.P, and Second Harvest, prepares and manages policies, procedures, reports, surveys, and communicates with Hamilton Health inspectors.
- (c) Food Bank Service Coordinator – a volunteer of the Food With Grace Waterdown Food bank who implements and maintains Food Safety Hygiene Standards, provides orientation to volunteers, manages the intake and of food donations including expiration dates, storage and labeling, and maintains storage spaces that are clean and organized.
- (d) Food Procurement and Distribution Coordinator – a volunteer of the Food With Grace Waterdown Food Bank who manages public relations through social media, serves as student volunteer contact and organizer and provides their orientation. Acts as lead contact for all food drives, acts as lead contact for all corporate food sources, and procures food items as necessary.
- (e) Community Communications Coordinator – a volunteer with Food With Grace Waterdown Food Bank who serves as a client intake ambassador.
- (f) Custodian– a part-time paid employee of Grace Anglican Church Waterdown and Food With Grace Waterdown Food Bank.

- (g) Volunteer – a member of the Food With Grace Waterdown Food Bank who has signed an agreement to provide volunteer services at the Food Bank and abide by the Food Bank Code of Ethics.
- (h) Client – a member of the general public who attends the FWG Food Bank to receive services from the Food Bank or the partner agencies.
- (i) Partner Agency – a community agency, provincial Ministry or authority that utilizes FWG to provide social services to the residents Flamborough.
- (j) Visitor – a member of the public who visits FWG Food Bank to undertake such activities as donating, touring the premises or seeking information.

2. Definitions:

A **critical injury** is an unexpected traumatic event, involving loss of consciousness, loss of limb or excessive bleeding. Providing appropriate supports following a critical injury is part of emergency management.

A **traumatic event** is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/or threat to own or others physical and emotional well-being. The person's response may then include intense fear, feelings of helplessness and anxiety, which impact on their sense of 'self'.

Critical Incident Debriefing (CID) is a preventative health measure to minimize the impact of traumatic events and the development of major psychological health problems such as Post Traumatic Stress (PTS) Disorder.

3. Principles: The Food With Grace Waterdown Food Bank abides by the values and standards as outlined in the Food Banks Canada "Member Food Banks Code of Ethical Conduct and Commitment" document, (2019). The FWG Waterdown Food Bank is committed to the protection and support of Corporation members, staff, volunteers, participants, partner agencies and visitors arising from critical incident experiences. A critical incident can be a threatening experience, and appropriate supports are required to minimize long term effects arising from exposure to the trauma. FWG has a zero-tolerance policy for harassment and aggressive behaviour within the premises.

4. Outcomes: The negative outcomes of a traumatic incident are minimized through proactive education and effective management.

5. Functions and Delegations

Position	Task
Corporation	Develop and Review Critical Incident Policy. Ensure compliance with Critical Incident Policy. Provides input to the Rector regarding Critical Incident Policy and Procedure.
Rector	Ensures development and implementation of Critical Incident Policy. Lead responsibility for implementation of critical incident procedures, including: (1) identification of potential situations, (2) developing, documenting and communicating response plans, (3) reporting on critical incidents, and (4) reviewing policy and procedures following a critical incident. Ensure compliance with Critical Incident Policy. Coordinate training of staff and volunteers in critical incident response.
Staff	Compliance with Critical Incident Policy. Contribute to the development of Critical Incident Policy.
Volunteers	Compliance with Critical Incident Policy.
Partner Agency Staff	Compliance with Critical Incident Policy. Agency provides liaison between Food Bank Service Coordinator, Food Procurement and Distribution Coordinator and Community Communications Coordinator, and Partner Agency Administration regarding the mutual awareness of Critical Incident Policies.

6. Risk Management: The critical incident policy and procedures and the violence prevention plans are reviewed [annually] by the Wardens. All possible measures are undertaken to ensure that traumatic events are prevented, and the impact of trauma may be minimized for those who are involved in a critical incident experience.

7. Policy Implementation: All staff have access to, and are familiar with, the policies and procedures relating to critical incidents. All staff have access to information that outlines actions to follow for critical incident situations. All staff are supported to undertake training for critical incident response and/or risk assessment processes as recommended by the Corporation

8.1 Policy Detail: FWG Waterdown Food Bank is committed to identifying, preventing and managing critical incident situations within its sphere of responsibility and influence. A range of critical incident situations may occur on the premises, or in the public domain, with the potential to impact on the safety of Corporation members, staff, volunteers, participants, visitors and partner agency staff, including:

- physical injury
- motor vehicle accident
- verbal aggression
- utter threat
- physical aggression
- physical assault
- inappropriate behaviour
- criminal activity
- environmental safety risk
- property damage.

Staff from partner agencies who work in Grace Anglican Church at FWG are subject to protocols regarding critical incident response and violence prevention. The Administrative Assistant for FWG will be responsible for the exchange of information with these staff and their agencies regarding such protocols.

8.2 Risk Assessment FWG Food Bank utilizes risk assessment processes to identify and control barriers for effective management of critical incident situations. The Corporation of the FWG Food Bank expects that all staff, volunteers and participants will be safe from the threat of violence in this work space, and any aggressive behaviour will be dealt with in accordance with this critical incident protocol. Staff, volunteers and participants are expected to behave in a respectful and helpful manner that minimizes the risk of critical incidents occurring.

8.3 Preparedness Where relevant, all staff and volunteers will familiarize themselves with techniques to minimize physical and emotional harm from other people.

8.4 Working Alone Procedures The paid employees of FWG Food Bank and will be supported during any time they are alone in the work site through the following measures:

- Use of the electronic alarm system – keypad and key – and code for the fire alarms;
- Phone numbers of the church wardens and administrative assistant.

8.5 Violence Prevention Plan In order to support a safe and respectful working environment within the Food Bank the rector and administrative assistant will undertake the following:

- Inform staff and volunteers regarding threat assessment and safety response;
- Promote a safe and respectful environment by informing participants and visitors of the posted “Expectations” poster;
- Liaison with partner agency staff regarding mutual plans and procedures

8.6 Working at Off-Site Locations: FWG has staff and volunteers traveling to partner agencies to accept donations. To support a safe working environment, a Volunteer Coordinator will:

- (a) Inform, instruct and encourage the employees to utilize safe and respectful work practices;
- (b) Prepare and submit critical incident reports as required; and
- (c) In conjunction with the staff, develop a plan for working alone and personal risk mitigation as required

9.1 Critical Incident Response: When a critical incident situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property. FWG Food Bank initiates recovery and aims to restore operations as quickly as possible. The availability of Critical Incident Debriefing (CID) is an essential component of the organization’s approach to emergency management. When required, supportive pastoral counselling is provided to staff, volunteers, participants and Corporation members who are affected by critical incidents. The Corporation will consider and approve action to provide such support within [48 hours] of the event.

9.2 Critical Incident Procedures Staff, Corporation members, volunteers and participants who experience a critical incident related to their involvement with FWG should immediately inform the Administrative Assistant. The Administrative Assistant will then inform the rector. If the rector is not available, then the administrative assistant will inform a member of the Corporation. In the case of a significant emergency the rector will inform the Archdeacon, Executive Officer and the Regional Archdeacon. The Administrative Assistant will ensure that the person(s) involved in the critical incident receives all appropriate assistance and support. The Administrative Assistant or if not available, staff, will contact emergency services when required. The Administrator in conjunction with the Rector and Corporation will undertake an initial assessment of the incident and implement a plan of action as required. An Incident Report form is to be completed by the staff,

volunteer, Corporation member or employee of a partner agency member involved in the incident or following notification of the incident. The Incident Report form contains as much information as possible and indicates the people directly involved in the incident. The Administrative Assistant is the employee designated to receive the Incident Report form. Following the receipt of the Incident Report Form, the Administrative Assistant will document the action(s) taken and then submit the form to the Corporation members. The form should be submitted within [24] hours and may be transmitted by electronic communication. Where required, a meeting between the Administrative Assistant, the Rector, and a designated member of the Corporation will be undertaken to determine issues and responsibilities relating to:

- Assessing risks and response actions
- Liaison with emergency responders and other services
- Contact with the affected person's relatives and other supports
- Liaison with partner agencies
- Counselling and supporting staff, board members, volunteers or participants not directly involved in, but affected by, the incident.
- Media management (if required)

At their next regular meeting following the incident, the Board of Directors will conduct a review of actions arising from the above meeting to ensure:

- Follow up such as de-briefing, counselling and prevention strategies has been completed.
- Relevant parties have been informed of all outcomes from the incident.
- A recommendation as to the response to the critical incident is documented and included in the quality improvement cycle.
- Further follow up as required is documented and responsibilities have been allocated to appropriate staff

9.3 Response If the actions of a person involved in the critical incident were deemed to have contributed to potential risk or harm to other persons affected by the critical incident situation, then the Corporation may invoke sanctions as follows:

- An employee may be reprimanded, suspended or have their involvement with FWG ended.
- A volunteer may be dismissed
- A partner agency may be informed of the actions of their employee
- A participant may be warned (verbal or written). If a participant violates the zero-tolerance policy for harassment or aggressive behavior, then the Rector and

Corporation will consider restrictions for that person's attendance at the Food Bank. For a first offense a participant may be restricted from attending FWG for one month. For a second offense a participant may be restricted from attending FWG for six months. If a third offense occurs the participant will be asked not to return to FWG. Such restrictions will be reviewed by the Board (every 6 months) or at a lesser interval as recommended by the staff at FWG. Any person who is sanctioned by the Board of Directors may appeal the decision in writing within [30] days.

10. Critical Incident Debriefing (CID) Critical Incident Debriefing (CID) will occur within [48 – 72] hours after the incident. Debriefing may include individual and group counselling, where the aim is to:

- Decrease feelings of isolation.
- Provide people affected by the incident with a face to face or Zoom session to assist them to share and work through their thoughts and feelings and to explore their differing perspectives of the incident.

There will usually be an initial counselling session with the Rector, followed up with one or more debriefing sessions as required. Initial counselling will occur as soon as possible after the incident, preferably immediately or within a few hours.

Depending on the type or severity of the critical incident, initial defusing may include:

A short factual statement about what is known about the incident, the possible effects on those involved, what is being done for them and what is going to happen in the future, (e.g. planned debriefing sessions).

- Information on acute stress response (what is happening to people now) and how people can care for themselves.
- An arrangement for a structured debriefing session within 48-72 hours.
- The provision of different levels of service for those differently affected.
- Referrals to various resources including counsellors or mental health professionals.

Grace Anglican Church and FWG will maintain confidentiality regarding debriefing and/or counselling to ensure that:

- Only a record of when and where a debriefing took place will be kept.
- No information will be released without written consent of the individual or group.

11. Records Management - All records pertaining to incident reporting and resolution will be kept in a secure location with the files held by the Corporation. These records may

include, but are not limited to, Incident Reports, correspondence, minutes of Board meetings, and reports by partner agencies or first responders. The “Registry of Participants under Caution or Restriction” list will be placed in the FWG Policies and Procedures Manual. It is the responsibility of the Administrative Assistant to update this list as required, and to inform other staff and volunteers who welcome participants as to the location of this list.

12. Emergency Contact Numbers

Organization	Phone Number	Address
Hamilton Police	Emergency - Dial 911	
Hamilton Police	Non-Emergency 905-546-4925	155 King William St.
Waterdown Fire Dept	Emergency Dial 911	256 Parkside Dr. Waterdown, On L0R 2H6
Waterdown Fire Dept	Non- Emergency 905 -546-3333	256 Parkside Dr. Waterdown, On L0R 2H6

13. Enact and Review. This document “Critical Incident Policy and Procedure” was enacted by the Corporation of Grace Anglican Church and they will review this policy on an annual basis.

2.04 Staff Compensation - The Corporation of Grace Anglican Church Waterdown is committed to ensuring that all paid employees are compensated fairly, with a goal of tying minimum compensation to a living wage for Hamilton, Ontario.

Grace Anglican Church Waterdown will develop and maintain a compensation structure that recognizes responsibility, years of service, experience and education. Salaries for all employees are reviewed on a yearly basis by the Human Resources Committee of the Diocese of Niagara.

2.05 Volunteer Involvement Policies and Procedures

See the Volunteer Handbook for policies and procedures as they pertain to volunteers.

2.06 Volunteer Oversight - Services provided by FWG rely heavily on Volunteers, and the Corporation believes that a respectful, organized volunteer program is critical to its

effective operations. Volunteers will be supported and organized to match skill set, interests, and requirements of the tasks.

At Food With Grace, the church Administrator is responsible for volunteer involvement. There are approximately 45 volunteers that help out on a part-time basis. The Administrator speaks to the volunteers, gathers their personal information and has them read and sign the volunteer information documents that include the Safe Church document, the Code of Conduct, and the Volunteer Handbook.

2.07 Volunteer Management

The following represent the Leadership Team role descriptions and demonstrate how volunteers are managed and supervised.

Administrator

- Monitors, handles or redirects phone calls and emails
- Registers new volunteers
- Arranges for ordering and payment or reimbursement of FWG purchases/supplies /equipment
- Manages communications with Food Banks Canada, Feed Ontario, S.N.A.P. and Second Harvest
- Serves as webmaster
- Updates electronic sign advertisements for FWG
- Maintains documentation for policies, procedures, forms, labels, reports, surveys
- Processes and stores volunteer management and screening documents
- Communicates with Hamilton health inspectors
- Undertakes Link2Feed and Excel reporting when regular volunteer (Melanie) is not available
- Issues charitable donation receipts
- Responsible for creating and pre-circulating team meeting agendas

Food Bank Service Coordinator

- Implements and maintains Food Safety Hygiene Standards
- Provides orientation to volunteers
- Supports our volunteers to ensure their experience with the Food Bank meets and exceeds expectation
- Collaborates with Food Procurement and Distribution Coordinator to maintain food inventory, food storage, distribution, rotation procedures and food pantry operations
- Collaborates with Food Procurement and Distribution Coordinator when accepting donations from Food Drives
- Acts as contact for donees in collaboration with Food Procurement and Distribution Coordinator

- Assists in managing the intake of food donations including expiration dates, storage and labeling requirements to ensure food safety
- Reviews supply of inventory: masks, gloves, waste disposal bags, packaging bags and carry out bags
- Provides attention to detail to ensure our data recording is accurate for food distribution in/out
- Maintains storage spaces that are clean and organized for loading and unloading food items
- Responsible for operations in collaboration with Food Procurement and Distribution Coordinator: accepting of donations, maintenance, supervision and scheduling of volunteers
- Responsible for operations in collaboration with Food Procurement and Distribution Coordinator: accepting of donations, maintenance and supervision of volunteers
- Engages in ongoing communication with all leaders

Community Communications Coordinator

- Serves as client ambassador
- Completes client intake registration and provides client access to the building
- Responds to requests from community members for special help
- Prepares Thank You letters for donors
- Reports to Rector and Parish Council on a regular basis
- Engages in ongoing communication with all leaders
- Helps with providing orientation to volunteers where appropriate
- Assists with client crisis management and makes referrals to the Rector when appropriate
- Ensures snacks and drinks are available to clients in Bobby's Place consistent with safe food handling.
- Supports media relations including interviews, photos, and site visits

Food Procurement and Distribution Coordinator

- Manages public relations through social media – Facebook (community awareness) in collaboration with Community Communications Coordinator
- Provides public relations for community events
- Serves as student volunteer contact and organizer
- Provides orientation to volunteers
- Supports our volunteers to ensure their experience with the Food Bank meets and exceeds expectations
- Collaborates with Food Bank Service Coordinator to maintain food inventory, food storage, distribution, rotation procedures and food pantry operations
- Collaborates with Food Bank Service Coordinator when accepting donations from Food Drives
- Procures food items as needed
- Acts as contact for all food drive organizations

- Acts as contact for all corporate/community food sources including Fortino's, No Frills, Cobbs, Pizza Pizza, Little Caesar, Ippolito, Goodness Me, etc.
- Acts as contact for donees in collaboration with Food Bank Service Coordinator
- Ensures that data recording is accurate for food distribution in/out
- Responsible for operations in collaboration with Food Bank Service Coordinator: accepting of donations, maintenance, supervision and scheduling of volunteers
- Responsible for operations in collaboration with Food Service Coordinator: accepting of donations, maintenance and supervision of volunteers
- Engages in ongoing communication with all leaders

Rector

- Serves as emergency contact
- Provides media relations including interviews, photos, site visits
- Oversees policy implementation
- Oversees all Food with Grace procedural activities in collaboration with Church Wardens (i.e., Governance and Administration Section 1)
- Provides oversight in collaboration with church Wardens of FWG Staff, Volunteer and Client management policies (i.e., People Management Section 2)
- Provides financial and legal oversight in collaboration with Church Wardens (i.e., Financial and Legal –Section 3)
- Provides front line support and crisis management example – Complaint resolution, Client cautioning and sanctioning (i.e., Client Service and Care – Section 4)
- Supports the appropriate running of food drives (i.e., Public Engagements and Fundraising – Section 5)
- Oversees all Food With Grace operational activities in collaboration with church Wardens. (i.e., Food Operation and Food Safety – Section 6)

Warden Liaison

- Meets with the FWG Leadership team upon request to discuss the operation of the food bank.
- Receives regular updates detailing FWG operations from the Rector and directs any items for discussion at Corporation meetings.

Corporation

- Oversees and discusses the ongoing operations and financial results of the food bank, ensuring ongoing financial viability.
- Receives regular updates detailing FWG operations and discusses items at the monthly Corporation meeting.

Custodian (Part-Time)

- Clean all surfaces.
- Sweep & mop floors in the kitchen, Noble Hall and Bobby's Place areas when necessary.

- Cleaning of washroom and kitchen.
- Remove garbage from all areas to exterior bins.
- To report any deficiencies or suggestions to the Administrative Assistant for action
- To work up to 10 Hours per week, dependent on workload.

2.08 VOLUNTEER RECRUITMENT Volunteers for FWG are recruited both internally and externally as follows:

Internal recruitment	External recruitment
Parish Council	Public events
Weekly church announcements	Social media – Facebook
FWG weekly meeting	Highschool bulletin board
FWG monthly meeting	

The Volunteer Application Form is attached as Appendix B.

2.09 VOLUNTEER SCREENING

Grace Anglican Church is committed to protecting vulnerable individuals, maintaining a safe ministry environment, exercising reasonable care in volunteer selection and supervision, and ensuring volunteers are appropriately screened for their roles. Screening is an ongoing process that includes recruitment, orientation, supervision, training, and evaluation. This policy applies to all volunteers participating in the food bank

4. Volunteer Screening Requirements

The following screening measures shall be used proportionate to the responsibilities of the volunteer role.

4.1 Volunteer Application

Prospective volunteers shall complete a volunteer application form that includes:

- contact information,
- emergency contact information,
- relevant experience,
- availability.

4.2 Interview or Informal Conversation

A member of the leadership team or a designated representative shall meet with prospective volunteers in either an interview or an informal conversation to discuss the

role, review expectations, explain policies and procedures, and determine suitability for the position. If the leadership team member is concerned about the individual’s suitability they may request at least one reference and/or consult with other team members. Long-standing members of the parish or community who are well known to leadership may be exempted from formal references at the discretion of the Rector or designate.

A Police Record Check or Vulnerable Sector Check may be required where appropriate based on the nature of the role. Generally:

- Vulnerable Sector Checks shall not be required for standard supervised food bank volunteer roles unless the volunteer has significant unsupervised interaction with vulnerable individuals.
- Police Record Checks may be required for leadership, financial, delivery, or high-trust positions.

The Rector or Corporation may determine which positions require checks.

Grace Anglican Church reserves the right to suspend or remove a volunteer from ministry activities where safety concerns arise, policies are violated, confidentiality is breached, behaviour is inappropriate, or continued participation is not in the best interests of the ministry.

The following chart will be used by the person screening the potential volunteer to assess if there could be certain risk factors that would require mitigation.

Risk Assessment Review

Risk	Description	Rating
Age and Level of Vulnerability	All ages	Low
Size of Group	Large	Low
Location and Visibility	Meeting room, halls, off-site public	Low
Type of Activity	Serving food bank clients, transporting food, sorting and stocking food	Low
Supervision and Monitoring	Works in group	Low
Nature of Relationship	Friendly	Low
Degree of Authority	Low level of authority	Low

Physical Safety	Some physical risks	Medium
Financial	Frequent financial involvement, sometimes functioning alone	Low
Confidential and Sensitive Information	Regular possession of confidential or sensitive information	Medium
Damaged Reputation	Little significant risk or false accusations	Low

2.10 VOLUNTEER RECOGNITION - Food With Grace performs a variety of services for the community and would not be able to achieve their goals effectively without the tireless efforts of its many volunteers, both young and adult. It is important to Grace Anglican Church Waterdown and the Corporation to acknowledge the valuable contributions made by the volunteers so that they know that their work is appreciated.

The contributions of FWG volunteers are acknowledged both verbally and in written form. Examples of actions taken to thank volunteers are as follows: During National Volunteer Week a lunch is prepared for all volunteers and volunteers are thanked in person. A card with a handwritten message is given to each volunteer at Christmas. FWG volunteers have been nominated for and been recipients of Volunteer of the Year Award from Flamborough Connects and The City of Hamilton the past three years.

On request, student volunteers will receive references for their students admissions and grant applications as well as future employment.

3. FINANCIAL AND LEGAL

3.01 FINANCIAL OVERSIGHT The Corporation members of Grace Anglican Church are the stewards responsible for money which the organization raises, accepts, and disperses. They are committed to being accountable to the Diocese of Niagara, the parishioners and the community and as such, the financial statements use generally accepted accounting standards, as identified by the Chartered Professional Accountants of Canada. The governance body thereby ensures transparency, accuracy and accountability.

The Treasurer keeps full and accurate accounts of all assets, liabilities, receipts and disbursements of the organization in the books of Grace Anglican Church. The Administrative Assistant manages deposits, and disbursements, ensuring proper record keeping of all transactions.

At an annual Vestry meeting in February, the Grace Anglican Waterdown parishioners approve the annual budget of both the church and Food With Grace Waterdown Food Bank.

The Corporation monitors the organization's cash position and ability to meet obligations, and reviews the financial statements, comparing actual to budget, on a regular basis.

Corporation has approved a stand-alone separate "Signing Authority and Financial Authorization Policy" to strengthen all aspects of financial oversight.

3.02 FINANCIAL STATEMENTS

The Grace Anglican Church, Waterdown Corporation is responsible to provide annual financial statements in accordance with an acceptable accounting framework. The board receives year end reporting and a review engagement, in line with both federal and provincial non-profit legislation thresholds.

Upon receipt of the year-end financial accounting, the Corporation and membership will receive and approve the FWG financial statements at Vestry. A Public Accountant is approved at each Vestry meeting.

The FWG financial statements are posted on the organization's website within 6 months of approvals.

3.03 PUBLIC DISCLOSURE

FWG believes that the public entrusts the foodbank with their donations and will continue to do so only as long as accountability and transparency are maintained with the community. Public disclosure of our finances and leadership and to the transparency of our organization. Ways that transparency is maintained are:

- Posting the two most recent board-approved summary financial statements on the FWG website
- Report from the independent licensed public accountant conducting the financial statement review posted on Grace Anglican Church, Waterdown website
- Names of all Corporation members and their responsibilities (i.e., Rector and Wardens) is posted on the Grace Anglican Church, Waterdown website
- The BN Charitable registration number (108099771RR0108) assigned by the Canada Revenue Agency is listed on the Grace Anglican Church, Waterdown website.

3.04 TAX FILING

As governors of a registered charity, the Corporation is responsible to ensure accurate and timely reporting to the Canada Revenue Agency.

The Grace Anglican Church, Waterdown Treasurer completes the **annual** financial statements, balance sheet and income statement. The reports then go to a professional accountant who produces the financial statements, the required returns and the tax filing and submits them to the CRA within the required timeframes. The link to the public portions of the Registered Charity Information Return is

<https://www.charitydata.ca/charity/the-synod-of-the-diocese-of-niagara/108099771RR0108/>

3.05 STATUTORY REMITTANCES

The Diocese of Niagara manages all payroll matters for all employees including the monthly remittances to Canada Revenue Agency.

The Treasurer of the Diocese of Niagara has confirmed that the Diocese remits payroll source deductions to the Canada Revenue Agency on behalf of participating parishes as part of their centralized payroll process. Remittances are prepared and submitted in accordance with CRA requirements.

3.06 BOARD OVERSIGHT OF RESOURCE DEVELOPMENT

The Corporation, as the steward of donations and grants, understands that continuing to provide support and services to clients is dependent on receiving grants and the generosity of groups and individuals in our community.

The responsibility of overseeing fundraising activities, and grant writing lie with the Corporation in conjunction with the FWG leaders. In addition to providing approval of the numerous food drives and grant applications, the Corporation will verify that there is proper implementation and financial accounting of the planned activities or grants.

3.07 INVESTMENT POLICY

Typically, Food With Grace does not hold any of its assets in investments. If it were to invest it would be done consistent with the Investment Policy of the Diocese of Niagara and would be restricted to low-risk instruments.

3.08 ANTI-FRAUD

In accordance with Grace Anglican Church, Waterdown bylaws, cheques and disbursements shall be signed by any two signing officers. These are chosen from the Rector and the Wardens. Signing authorities are established at the first board meeting following the Vestry meeting. A more comprehensive policy regarding required authorizations is contained within a separate “Signing Authority and Financial Authorization Policy.”

3.09 DATA PROTECTION

The Corporation with the cooperation of FWG 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 Grace Anglican Church, Waterdown protects the rights of staff, donors, partners and clients.

The Corporation, employees and volunteers have responsibility for ensuring data is collected, stored and handled appropriately. Each group or individual that handles data must ensure that it is handled and processed in line with this policy. Ultimately, the Corporation is responsible for meeting legal obligations to collect, store and handle data correctly.

All individuals who collect and store data receive training to ensure that they understand their responsibilities when handling data.

Corporation

Corporation is responsible for ensuring that SFBRC meets its legal obligations in regard to data privacy.

Sensitive data is kept secure by taking precautions and following these guidelines:

- Utilizing strong passwords which are not shared
- Not disclosing sensitive data to unauthorized parties internal or external to Grace Anglican Church, Waterdown
- Review data regularly, and if no longer required for business or retention purposes, ensure it is deleted or destroyed in a secure manner.

Public Data– Information that may or must be open to the general public 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 employees and all individuals or entities external to the organization.

Hard copies of data

Any data stored on paper is stored in a locked office where unauthorized individuals cannot see or access it. The guidelines below apply to all physical copies of data:

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

Electronic data

Electronic data must be protected from unauthorized access, accidental deletion and hacking attempts.

The guidelines below apply to all electronic data;

- Should be protected by strong passwords that are changed regularly and never shared
- Data should be transferred to Link2feed weekly.
- Shall be protected with approved security software and a firewall
- No data shall be saved on an employee's laptop or on external media such as an external hard drive unless expressly authorized by the Corporation.

Data Sovereignty

Data sovereignty means that digital data is subject to the laws of the country in which it is located. Only data stored within Canada falls within Canadian privacy laws, as well as data that flow only within our borders.

As a Charity there are no restrictions on where Food Bank Canada's data is stored, however the data owner should be aware of where the data is stored as the data will be subject to the laws of that jurisdiction.

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 should be shredded and disposed of in a secure manner.
- Individual files should be deleted from the system, and the user should 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.

3.10 CANADA'S ANTI-SPAM LEGISLATION

The Corporation is committed to the goal of ensuring that anyone to whom we send electronic communications does not receive spam from us. We only send necessary electronic messages in compliance with our Anti-Spam Policy, which has been developed in accordance with Canada's Anti-Spam Legislation ("CASL").

This Anti-Spam Policy applies to all employees, contractors and other representatives of Grace Anglican Church, Waterdown and therefore FWG. When sending out an electronic message or when an electronic message is sent out on behalf of FWG, Grace Anglican Church, Waterdown will ensure that it has received the proper consent or implied consent as defined in CASL from the recipient and that the CEM contains the following:

- (a) Identifying information so that the recipient knows that the message was sent by or on behalf of FWG;
- (b) FWG's contact information so that the recipient is able to contact us; and

FWG is committed to respecting our members', stakeholders' and donors' right to be spam-free and strives to ensure that every message we send provides only relevant information to the recipient. We realize that preferences may also change.

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. Without consent, the FWG is limited as to how and when we can communicate through CEM. Under CASL, there are two types of consent: express and implied. Each of these has their own rules and requirements that the SFBRC follows when obtaining such consent. Consent may be withdrawn at any time.

Express Consent:

Under express consent, the intended recipient gives explicit permission (electronically, in writing, or orally with documentation) to FWG 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 Grace Anglican as the organization that is seeking consent.
- Include all essential information within the CEM, FWG 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 FWG has an existing business relationship or an existing non-business relationship, FWG 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) FWG has provided services to the recipient within the six months before the message was sent unless consent has been withdrawn; or
- (b) FWG received any kind of inquiry from the client within the previous six (6) months unless consent is withdrawn.

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

- (a) FWG 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 FWG, or attended a FWG event, within the two (2) years before the message was sent unless consent is withdrawn; or
- (c) The recipient was a member of FWG within the six months before the message was sent unless consent is withdrawn.

EXCEPTIONS TO CONSENT

FWG must obtain consent for every CEM (Commercial Electronic Message) sent or have sent out on behalf of FWG, except for CEMs that:

- a) Provide a requested quote or estimate for the supply of a product, goods or services;
- b) Facilitate or confirm a previously agreed to commercial transaction;
- c) Provide warranty, product recall or safety information about a purchased product or service;
- d) Provide factual information about a subscription, membership, account or similar relationship;
- e) Present information directly related to the employment relationship or related benefit plan;
- f) Deliver a product, including updates or upgrades in relation to a transaction;
- g) Have a primary purpose of raising funds for FWG, as a registered charity. This includes:
 - i. General solicitations for funds;
 - ii. Promotions of fundraising events;
 - iii. Other events or services undertaken to carry out FWG's charitable mission.

Whether or not consent is required, FWG will make efforts to ensure that the recipient only receives the messages he/she wants.

4. CLIENT SERVICE AND CARE

4.01 ETHICAL FOOD BANKING CODE

FWG and its members believe that everyone 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 Ontario 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 will maintain the confidentiality of personal information.
5. Not to 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 above Ethical Food Banking Code also appears in the “Volunteer Handbook.”

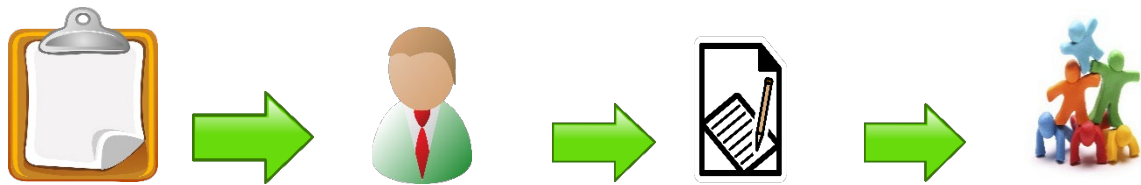
Food With Grace follows the Canada Foodbanks Ethical Food Banking Code. On an annual basis, all staff, and non-board volunteers review the code and date and sign a sign-off form indicating their commitment to abide by these principles while involved with Food With Grace.

If anyone joins FWG at another part of the year they have the Ethical Food Banking Code shared with them as part of the orientation process.

The Ethical Food Banking Code is posted in Noble Hall and the sign off sheet is kept in the administration office.

4.02 COMPLAINTS

Food With Grace, Waterdown Food Bank at Grace Anglican Church, Waterdown is committed to providing a safe and respectful environment. We recognize that from time to time there may be questions, concerns or complaints and we believe that our volunteers and clients have the right to tell us about them. We also have a responsibility to respond to them appropriately, resolving complaints in a timely, fair, respectful and consistent manner. Those sharing concerns, questions or complaints must be able to do so without fear of reprisal and any form of retaliation. This policy ensures that we have a coordinated and consistent response and that our responses are reflected by our mission, vision and values.



Complete concern form Submit to administrator Initial response FWG response
in 4 business days in 10 business days

Any client, volunteer, donor, prospective donor, member of the general public, provincial association, affiliate food bank, and/or business who may have a complaint about Food With Grace are encouraged to contact Food With Grace directly. Volunteer Coordinators, rector, and the administrative assistant are available to schedule a mutually convenient time to discuss complaints and concerns. Food With Grace can be contacted by phone at 1 905 689 6715 ex80 or by e-mail at office@graceanglicanwaterdown.org. A form is available to record a concern, question or complaint.

Concerns, questions or complaints may relate to and are not limited to: Food With Grace programs and campaigns, donor driven fundraising initiatives, individual donations made to Food With Grace, tax receipting, gifts-in-kind, donor recognition, compliance with Canada Revenue Agency (CRA), advertising, operating hours, food shared with food banks/individuals etc. Concerns, questions and complaints that arise will be investigated by the rector and a Food With Grace Volunteer Coordinator.

A report of complaints is provided regularly to the Grace Anglican Church Corporation comprised of the rector and four wardens, as to the nature and number of complaints received by Food With Grace.

When addressing concerns, questions or complaints:

- Privacy and Confidentiality will be always respected.
- The initial response will occur as soon as possible and not more than 4 business days from receipt of the form.
- Every effort will be made to review and respond to the issue within 10 business days.

Any individual who feels that their concern, question or complaint is not resolved after the 10 business days is advised that Food Banks Canada can be contacted by phone at **877-280-0329** or by e-mail at complaints@foodbankscanada.ca .

4.03 RECORDS ON INFORMED CONSENT

The Corporation, staff and volunteers of FWG are committed to providing resources and services to any residents of Waterdown and the Flamborough area who express that they are in need. Therefore, although questions are asked of clients upon registration and data is collected (including source of income, living situation, identity of first nation if applicable, student if applicable, immigration if applicable, ID and address) no client will be denied food if they cannot (or chose not) to produce the information. At registration, client consents to have their personal information collected is reviewed by the intake staff. If electronic informed consent is used, FWG will follow the related Ontario Regulations, including:

- Use of secure systems
- Authentication measures to ensure valid consent
- Ensure individuals have opportunity to have questions answered before and during participation
- Clients will be provided a copy of their submitted data if requested
- All personal data is protected and stored securely
- Compliance with record-keeping standards

4.04 ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

FWG is committed to ensuring that services, resources and employment are accessible to all, including people with disabilities. FWG is housed in Grace Anglican Church which has been recently renovated to provide access to all areas through ramps and automatic doors at the two main entrances. There are accessible washrooms in both Bobby's Place and the main entrance. The washroom in Bobby's Place is equipped with an adult change table. The commercial kitchen is also accessible.

All employment, health and safety, and other applicable legislation is complied with.

FWG is committed to the following principles and actions:

- FWG strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We will do so by giving people with disabilities the same opportunity to access FWG goods, and benefit from the same services, in a similar way as persons without disabilities.
- Further, FWG will strive to ensure policies, principles, procedures and practices are developed and applied to meet its obligations under the Accessibility for Ontarians with Disabilities Act (AODA).
- train employees who communicate with clients on how to interact and communicate with people with various types of disabilities
- Persons with disabilities may be accompanied by a service animal on the Grace Anglican Church premises that are open to the public and other third parties. The person who is accompanied by a service animal is responsible for the care and control of the animal at all times.
- Persons with disabilities are welcome to use their assistive devices to obtain, use, or benefit from FWG goods and services.
- Persons with disabilities are welcome to have a support person accompany them and will be allowed to enter the FWG premises with their support person. The role of a support person is to assist the person with disabilities and may be a personal support worker, a volunteer, a family member, or a friend.
- Training will be provided to all new employees, volunteers, and 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 is a continuous process, and policies, procedures, and practices will be reviewed and updated as required.

4.05 NO-COST FOOD ACCESS

Food-support service to clients is always provided at no cost, and without other conditions (such as: volunteer participation donation requirements, engagement in faith-based activities etc.) FWG is guided by the following principles:

- FWG maintains its commitment to providing food assistance to clients facing food insecurity in a dignified, inclusive environment.

- This policy applies to all food-related programs and services offered by the including but not limited to food distribution and any other initiatives involving the provision of food.
- FWG is dedicated to providing food assistance to Waterdown and area 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.
- FWG is committed to a non-discriminatory approach in providing food assistance. No individual shall be denied access to food on the basis of race, ethnicity, gender, religion, age, disability, sexual orientation, or any other protected characteristic.
- Personal information of individuals seeking food assistance shall be treated with the utmost confidentiality. The FWG staff and volunteers must respect the privacy of those accessing food services, and any information shared shall be handled in accordance with the organization's privacy policy.
- FWG recognizes the importance of preserving the dignity of individuals seeking food assistance. The organization will strive to create an atmosphere of respect and empathy, avoiding stigmatization or judgment in any form.
- FWG will clearly communicate its commitment to providing free and unconditional food assistance for Waterdown and area 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.
- FWG will regularly review and monitor its 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 an annual basis or as needed.

4.06 FOOD CHOICE

FWG is committed to providing a wide variety of food that meet the needs and food choices of the clients they serve. Staff make every effort to ensure that food offered meet client needs and wishes. Review of available food is undertaken weekly. Measures taken to review food choices include:

- Door greeter asking clients if they received the type of food they needed;
- The Food Bank Service Coordinator and the Food Procurement and Distribution Coordinator review food checklist weekly to ensure availability of food staples;

- Volunteers and staff meet weekly to discuss FWG needs including food choices for dietary and religious reasons and we supplement accordingly by purchasing key items; and
- Application for grants is made to purchase specialty items that are not frequently donated (e.g., menstrual equity grant).

4.07 FOOD QUALITY

FWG follows the guidelines in the Food Banks Canada Safe Food Handling Manual. These guidelines are: Food Product Codes, Best Before Dates and Expiry Date.

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.

The Food Bank Service Coordinator or the Food Procurement and Distribution Coordinator will show volunteers the reference guide to Food Banks Canada – Guidelines for Distributing Food – Past the Best Before Dates.

Best Before Date: is an indicator of the shelf life of a food. It is not an indicator of food safety. When stored under appropriate conditions and the packaging is intact, the food is expected to have acceptable taste and smell at its best before date. Could be listed as Best Before, Better Before or BB, then followed by the date.

Expiry Date: is an indicator of nutritional quality. At the Expiry Date the food will have the nutritional content declared on the label if the food was stored under appropriate conditions and the packaging is intact. Most foods have Best Before dates. Foods such as infant formulas and meal replacements will have Expiry Dates. Products will not be shared after the Expiry Date.

4.08 FOOD QUANTITY

FWG is committed to ensuring clients receive a suitable and equal quantity of food to supplement their weekly grocery purchase. Clients are invited to shop weekly as their need dictates. In addition to food available on a regular shopping day, an emergency food bag will be provided if a client visits Grace Anglican Church with a food request when the food bank is closed. The emergency food bag provides helpful food staples such as pasta,

spaghetti sauce, canned tuna and peanut butter. It does not include all the food items provided during regular shopping time.

4.09 WELCOMING ENVIRONMENT

Staff and volunteers strive to make FWG a community foodbank, where clients experience a caring and respectful environment. Clients are first welcomed in Bobby's Place where there is a separate table for intake to offer some privacy. Clients are offered a beverage and treat by the inclusive staff while they wait for their turn to shop. Subsequent personal and private conversations are conducted in the Administrative Assistant's office in another part of the building.

4.10 COLLECTING STAKEHOLDER INPUT

FWG is committed to seeking on-going and continuous improvements for the organization. Regular use of client surveys is included in gathering feedback. Additionally, volunteers are invited to offer their ideas and suggestions, as they perform their volunteer duties. Staff and volunteers routinely discuss improvements at a lunchtime meeting on foodbank day and at a monthly meeting.

4.11 APPROVED INTAKE SOFTWARE PROGRAM

FWG finds that collection and use of data is necessary to track and meet current client needs. Link2feed is the software program that is approved and used weekly to record numbers of clients and link to client resources.

5. PUBLIC ENGAGEMENT AND FUNDRAISING

Introduction

Food With Grace encourages the solicitation and acceptance of gifts for purposes that will help to further and fulfill its mission.

Anyone seeking or receiving funds on behalf of the organization, whether they are a volunteer, employee, or contracted third party, must:

- act with fairness, integrity, and in accordance with all applicable laws;
- cease contacting a prospective donor who states that they do not wish to be contacted;
- disclose immediately to the organization any actual or apparent conflict of interest or loyalty;
- not accept donations for purposes that are inconsistent with the organization's mission;
- provide verification of the affiliation of the person representing the organization; and
- secure and safeguard any confidential information, including credit card information, provided by donors.

These fundraising policies cover ethical fundraising and gift acceptance. Staff and volunteers may also wish to consult our privacy policy, data-security policy, and complaints policy for additional relevant information.

Ethical Fundraising

Food With Grace undertakes a limited amount of fundraising – the following policies have been put in place to guide those activities.

Fundraising Practices

All fundraising solicitations by or on behalf of Food With Grace must:

- be truthful and not make claims that are misleading or cannot be upheld;
- accurately describe the organization's activities;
- disclose:
 - the organization's name;
 - the purpose for which funds are requested; and
 - the organization's policy with respect to issuing official income tax receipts, including any policy on minimum amounts for which a receipt will be issued; and
- disclose, upon request, whether the individual or entity soliciting donations is a volunteer, employee or contracted third party.

Any fundraising materials distributed by or on behalf of Food With Grace must include its address or other contact information.

Donor Requests & Information

Food With Grace honours donors' and prospective donors' requests to:

- remain anonymous;
- limit the frequency of contacts;
- not be contacted by telephone or other technology;
- not receive printed material concerning the organization; and
- discontinue contact.

Food With Grace respects the privacy of donors. Donor records are kept confidential to the greatest extent possible. Donors have the right to see their own donor record and to challenge its accuracy.

Food With Grace does not sell, rent, exchange, or otherwise share its donor list.

Please see Food With Grace's Privacy Policy for detailed information on the protection of donor information.

Payment of Fundraisers

Individuals who solicit donations or who manage the solicitation of donations are not paid commission, finder's fees, or percentage compensation based on the value of transactions.

Gift Acceptance Policies

Food With Grace will only accept unrestricted gifts. The following policy governs acceptance of gifts made to the organization. All gifts must have purposes that align with Food With Grace's mission and priorities.

Donations and/or contributions may not be accepted if there are conditions attached that are deemed inappropriate or that the organization is unable to fulfill.

Types of Gifts Accepted

- Gift of Cash
- Gifts-in-Kind
- Food

Gifts of Cash

Food With Grace directly accepts cash and cheques or money orders made payable to “Food With Grace”. Postdated cheques are accepted. Credit card donations may be made through CanadaHelps. CanadaHelps processes online gifts and is in compliance with data security standards, such as the Payment Card Industry Data Security Standard (PCI DSS).

Gifts-In-Kind

All proposals for gifts-in-kind shall be reviewed on an individual basis, engaging legal counsel as necessary. Gifts-in-kind will be reviewed with special care to ensure that acceptance will not involve financial commitments in excess of budgeted items or other obligations disproportionate to the use of the gift.

When gifts-in-kind are given to Food With Grace with the intent of the donor to receive a tax receipt, such gifts must be accompanied by an independent evaluation of its fair market value.

Food and consumer products are not considered gifts-in-kind and are not eligible for a tax receipt.

Administration of Gifts

Gifts to Food With Grace are officially received when the following conditions are all met:

- there is an intention to give the gift;
- the gift is delivered; and
- the organization accepts and acknowledges the gift.

Food With Grace encourages 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, taxable income, or relationship with their family members.

Food With Grace reserves the right to decline any gift that it believes is not in its best interest.

Issuance of Charitable Receipts

Tax receipts will be issued in accordance with the guidelines of the Canada Revenue Agency. Food With Grace will issue an official receipt for donations of \$25 or more that

qualify as charitable gifts. Receipts for donations of less than \$25 will be issued only when requested by the donor.

If, following internal consultations, uncertainty remains as to whether a donation qualifies as a charitable gift, a ruling may be sought from legal counsel, independent counsel, and/or the CRA.

Behaviour of Fundraisers

Individuals who fundraise on behalf of FWG must always be mindful that they are the face of the organization during their fundraising events and activities. All volunteers fundraising on behalf of FWG must act with fairness, respect, integrity and within all applicable laws.

Anyone soliciting funds on behalf of FWG shall:

- Adhere to all FWG Public Engagement and Fundraising policies;
- Act with fairness, integrity, and standards of practice;
- Cease solicitation of a prospective donor who identifies the solicitation as unwelcome;
- Disclose immediately to FWG any actual or perceived conflict of interest;
- Not accept donations for purposes that are inconsistent with FWG's objectives;
- Provide verification of the individual's affiliation to FWG;
- Secure and safeguard any confidential information, including credit card information that may be provided by donors. The FWG will not pay finders' fees, commissions or other payments to anyone based on either the number of gifts received, or the value of funds raised. shall be informed in a timely manner of complaints from donors or prospective donors about any fundraising matters.

Additional Fundraising Policies

Naming Policy: The 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 Corporation will consider any such requests and make recommendations and decisions based on the canons of the Anglican Diocese of Niagara.

Cause-Related Marketing: In the event that FWG 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 FWG would benefit from the sale of products or services, and the minimum or maximum amounts payable under those arrangements.

Media Spokesperson: The FWG Corporation (the Board is committed to clear lines of communication to ensure messages are clear and consistent. The Rector is the official spokesperson for the Corporation, and all media communications will be directed through this person. This responsibility may be delegated to one of the Coordinators or Wardens. Collaboration on key points and messaging prior to media interviews can help to ensure that disseminated information reflects the intended messaging.

National Research: FWG recognizes the importance of research and data collection to inform and develop hunger management strategies in Canada. To that end, FWG participates in the Hunger Canada Count. The Administrative assistant oversees participation in the Hunger Canada Count as part of their job description.

Network Portal: The FWG Board supports the organization's participation in the larger network that constitutes Food Banks Canada, and believes that we can further our mission and goals more effectively by being part of the Food Banks Canada network. To that end, FWG maintains up-to-date organizational information in the Food Banks Canada's Network Portal (e.g. hours of service, address, contact information).

SECTION 6 - FOOD OPERATION & FOOD SAFETY

FWG uses Ontario's Safe Food Handling Standards for Food Banks guidelines.

6.01 FOOD OPERATIONS – WAREHOUSE SAFETY

FWG is committed to ensuring the safety of clients, staff and volunteers. FWG is compliant with The Occupational Health and Safety Regulation (OH & S Reg.), which applies to all employers, workers and other persons working under the jurisdiction of OH&S Board.

Current warehouse safety includes but is not limited to:

- a) A safe, appropriate, racking system in the upstairs and basement pantries.
- b) Step-stools for reaching higher items are stable and no shelving is higher than 8 feet. When using a step-stool a two-person spotter system is used.
- c) In the pantry, lighter foods are stored on higher shelves
- d) Food is kept separate from potential contaminants such as: laundry soap, detergents and pet food
- e) As part of the dress code, open toed shoes, flip-flops, and high heels are prohibited. Gloves, hairnets, and aprons are worn when handling and packaging food.
- f) Food is continuously rotated to ensure “best before” dates are used in dated order - FIFO – First in first out.
- g) Meats, poultry, and seafood are kept separate from other foods and distributed to the client from the internal freezer.
- h) All meat is frozen, and no meat is thawed or cooked by the food bank on the Grace Anglican Church premises.

See also the Volunteer Handbook and Food With Grace Orientation guidelines.

6.02 FOOD OPERATIONS – HEALTH AND SAFETY

FWG is committed to ensuring the safety of clients, staff and volunteers. FWG fulfills an important need in the community to supplement weekly shopping with a variety of nutritious food for those who cannot afford it themselves.

It is incumbent upon FWG to ensure that both food provisions, and physical space meets the safety standards that apply to the organization. FWG is compliant with:

- Federal government food safety laws
- Ontario provincial food safety laws
- Local municipal legislation

Volunteer Coordinators will regularly communicate health and safety expectations in the ‘Things that are happening’ updates and at the weekly volunteer gathering. In addition, they will always demonstrate proper hygiene by following the posted handwashing signs, masking, wearing gloves, a hairnet and aprons as required.

6.03 FOOD SAFETY – STATUTORY AND REGULATORY COMPLIANCE

The FWG is committed to ensuring the safety of clients, staff and volunteers. FWG is unique in its operations. According to food safety standards criteria, FWG fits the “medium 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. A commercial grade kitchen is part of FWG so a health inspection report is required. No meals are prepared on site by FWG.

All Volunteer Coordinators are Food Handler Certified, and other volunteers are also strongly encouraged to take the Food Handler Certification course.

6.04 FOOD SAFETY LEADERSHIP - RESPONSIBILITY

FWG is committed to ensuring food is properly and safely handled and distributed. The organization is small and is staffed by volunteers and a few part-time staff members, so food safety leadership has been assigned to the Food Bank Service Coordinator and the Food Procurement and Distribution Coordinator who are responsible for food inventory.

6.05 FOOD SAFETY LEADERSHIP - COMMUNICATION

Communicating food safety policies and procedures is a key role in food safety leadership. As the organization is small and has primarily volunteers and a few part-time employees, communication of food safety policies and procedures is ongoing. Initially, all staff and volunteers are informed of food safety policies and procedures during orientation. The “Volunteer Handbook” contains details regarding health and safety, along with food sorting, packaging, and storage rules and each volunteer must sign off that they have read the Volunteer Handbook. Staff and volunteers are supervised to ensure policy and safe practices are followed at all times.

6.06 FOOD SAFETY LEADERSHIP – CULTURE

No minimum standard at this time.

6.07 ENVIRONMENTAL CONTROLS – FACILITIES – PREMESIS -AND EQUIPMENT

FWG constantly works to see that the premises are kept clean, tidy and in good repair. The Corporation ensures that regular janitorial service, cleaning and disinfecting takes place. A record of cleaning and sanitation is kept in the janitorial cupboard with tasks scheduled

and signed off by the individual completing the task. Additionally, all repairs to the facility are completed as soon as practicable and within a reasonable timeframe. All utensils and supplies used by volunteers are appropriate for use in a premise that handles food. Equipment is inspected for flaws/defects on an on-going basis. Refrigerators are cleaned on a weekly basis.

6.08 ENVIRONMENTAL CONTROLS – SINKS

Grace Anglican Church is equipped with four handwashing sinks that are easy to access.

1. A dedicated commercial hand-washing sink, soap, and paper towels for hand drying are located in the kitchen where food is prepared.
2. A sink, soap and hand dryer are in the three washrooms in the hallway off of the kitchen. The washrooms are labelled Women, Disabled, and Men.

Sanitizing equipment and utensils: There are three pairs of commercial sinks available in the commercially approved kitchen for washing and sanitizing equipment and utensils. These are labelled: Dish Washing Sink and Rinsing Sink; and Sanitizing Sink and Drying Rack; and Hand Wash Sink and Discard Liquids sink. The kitchen is where open food for the food bank is handled. 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 at the FWG facility.

6.09 ENVIRONMENTAL CONTROLS – WATER

Grace Anglican Church is connected to the public water system and as such, the City of Hamilton performs regular checks on water quality. The Utilities department is responsible for providing safe drinking water in sufficient quantity for the residents of Waterdown.

6.10 OPERATIONAL CONTROLS – PEST MANAGEMENT

FWG utilizes the services of Abell Pest Control, a professional pest control company. The pest control company inspects the FWG facility on a monthly basis and provides monthly reports subsequent to site visits. The pest control company will attend more frequently to respond if a problem arises. Monthly pest management reports are kept on file.

6.11 OPERATIONAL CONTROLS – ALLERGEN CONTROL

FWG recognizes that controlling allergens in the facility is critical to the health and well-being of clients, staff and volunteers. The following are some of the efforts taken to ensure that potential allergens are isolated:

- (a) The area in which all products are handled and bagged is thoroughly cleaned before and after re-packaging.

- (b) Flour is isolated and stored in a bin. The bin is washed prior to loading and again Tuesday at clean up.
- (c) The site does not have any open allergen foods containers.
- (d) A gluten-free section of the food bank stores only gluten-free products in a bin.
- (e) Foods repackaged at the facility typically include flour, coffee, tea, sugar, rice, oil, salt vinegar, dish soap and laundry detergent. Re- packaged foods have four labels attached: A Food With Grace label, one label to identify the product, one label to identify the brand, and the date it was repackaged.
- (f) All eggs are Canada Grade A eggs. Eggs are inspected, properly packaged, and date labelled. Eggs come from three sources: Freshco Grocery store, Fortinos Grocery Store, and Hamilton Food Share. Eggs are inspected and placed in clean egg cartons and dated. Cracked eggs are discarded.

6.12 OPERATIONAL CONTROLS – HANDLING OF OPEN FOOD

FWG is committed to ensuring food is properly and safely handled and distributed. The FWG is compliant with Safe Food Handling Standards.

6.13 OPERATIONAL CONTROLS – TRACEABILITY AND RECALL

All food recalls are carefully tracked in the media and from Food Banks Canada by the Food Bank Service Coordinator. In the event of a recall, the Food Bank Service Coordinator notifies the volunteers by memo and verbally at the weekly in-service. A printout is also posted and all recalls archived in the Recall binder. Staff respond immediately to ensure that the recalled product is not distributed. Recalled food products are removed from the shelves and disposed of.

6.14 OPERATIONAL CONTROLS – COLD CHAIN TEMPERATURES

FWG volunteers are aware of the food cold chain temperature expectations and follow them to ensure that food is safe for consumption. FWG follows the Safe Food Handling Standards that ensure that:

- (a) Refrigerated foods should be between 0°C and 4°C (32°F and 39°F). Thermometers are located in each fridge to monitor the temperature.
- (b) Frozen foods must remain frozen (-18°C or colder) (i.e. frozen solid). FWG will reject products if they are warmer than -5°C (23°F) (i.e. not frozen solid). The External Freezer has a temperature monitor on the outside.
- (c) Thermometers are added to each cooler. Ice packs are placed in each cooler and when the temperature reads 4°C food can then be added.
- (d) Minimally processed fruits and vegetables and sprouts must be stored at temperatures between 0°C and 4°C.

- (e) During cold weather, FWG will protect products that may be harmed if frozen.
- (f) 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 coordinator should be notified to provide special handling instructions. If the product is damaged, it is weighted-out and discarded immediately. The deviation should be documented with appropriate records and authorization.
- (g) Any food that is transported from the grocery stores is packed in a cool vehicle and taken directly to FWG and unpacked within 20 minutes.
- (h) At a minimum, refrigerator temperatures are checked every Monday.
- (i) Dry storage is kept in a cool, dry, and well-ventilated area.

6.15 AMBIENT TEMPERATURE STORAGE

No minimum standard at this time.

6.16 OPERATIONAL CONTROLS – PROCESSING TEMPERATURES

No minimum standard at this time.

6.17 OPERATIONAL CONTROLS- PERSONNEL FOOD SAFETY PRACTICES

Handwashing and handling standards are part of volunteer orientation.

6.17(a) FWG Staff and volunteers adhere to the [Ontario Food Premises Regulation](#) under the [Ontario Health Protection and Promotion Act](#): Actions to take to control the risk:

- i. Ensure personnel follow effective hand washing techniques as per handwashing policy.
- ii. Personnel must refrain from eating, drinking, smoking, spitting or chewing gum in food preparation and handling areas.
- iii. Food and beverages for personal consumption in food preparation or handling areas should be consumed carefully and with discretion.
- iv. Ensure clothing is clean and in good repair (e.g. no loose threads, holes).
- v. Ensure all staff and volunteers are wearing clean, close-toed footwear.
- vi. Ensure hair is suitably confined and beard restraints are worn in food preparation or handling areas.
- vii. Jewelry, nail polish, false eyelashes or nails should not be worn, as they can become a physical or microbiological hazard.
- viii. Gloves must be worn when repackaging food goods.
- ix. Gloves are not a substitute for proper hand washing. Disposable gloves, if worn, should be clean and glove use to be consistent with the FWG use of gloves policy.
- x. Wash hands before putting gloves on.
- xi. Replace all dirty or torn gloves.
- xii. Handwashing facilities must have adequate hot and cold water, soap dispensers, disposable/single use towels and garbage cans for proper disposal.

- xiii. Signage should be readily visible near these handwashing facilities, advising personnel how to properly wash their hands before leaving the washroom.

6.17(b) Communicable diseases are illnesses that can be transferred from one person to another and through people to food products. Examples include Tuberculosis, Salmonellosis, Norovirus, Shigellosis, Haemorrhagic colitis and Hepatitis A. Vomiting, diarrhea, stomach cramps and flu-like symptoms are the most common symptoms associated with food borne illness. In addition, open cuts or sores that are not properly covered, can be a source of microbiological contamination. Required actions include the following:

- i. Anyone exhibiting the following symptoms, must report them to a supervisor: fever, diarrhea, vomiting, sore throat with fever, excessive coughing or sneezing, boils or cuts, discharges from ears, nose or eyes;
- ii. Personnel with cuts or open wounds must cover them with waterproof bandages or coverings and changed frequently, so that they remain clean and intact. Cover all bandages with a disposable glove.
- iii. All communicable illnesses must be reported to a supervisor and this information must be kept confidential.
- iv. Personnel with communicable diseases will stay home so they do not handle food, ingredients, packaging materials or food contact surfaces or until they are deemed healthy enough to return to work.

6.18 PERSONNEL OVERSIGHT/SUPERVISION

The FWG leadership team is responsible for ensuring staff and volunteers are properly trained and supported to ensure effective implementation of safe food-handling practices. All staff and volunteers are urged to have FoodSafe training, which is offered through local agencies on a regular basis. Additionally, the staff member responsible for training new staff and volunteers includes FoodSafe and SFOntario Safe Food Handling Standards and practices are included in training. Volunteer Coordinators ensure safe food handling practices are adhered to on an on-going basis.

6.19 OPERATIONAL CONTROLS – INPUT FOR FOOD SAFETY AND FOOD HANDLER PRACTICES

The Corporation and volunteers of FWG are committed to continuous improvement with regards to policies and practices of the organization. During training sessions with new staff members and volunteers, innovative ideas and potential solutions are welcomed and encouraged. Policies are reviewed by staff and volunteers with a view to continuously improving the services provided to FWG clients.

6.20 TRAINING –FOOD-HANDLER TRAINING/CERTIFICATION

The Corporation and volunteers of FWG are committed to ensuring the safety of clients, staff and volunteers. Ensuring that all staff and volunteers are trained and confident in safe food handling is essential. To that end, all new staff members and volunteers who handle food will be trained and knowledgeable in the 6 series policies that apply to safe handling of food in addition to the FBOntario Safe Food Handling standards and practices. A hard copy of policies and the FBOntario Safe Food Handling standards and practices handbook are readily available on-site for referral. Records of training provided are kept ensuring staff and volunteers are up-to-date in their safe food handling practices.

6.21 TRAINING – OPERATIONS MANAGEMENT TRAINING/CERTIFICATION

All Volunteer Coordinators for FWG have completed the Food Banks Canada food safety training (or equivalent), plus dated records of when training occurred along with a copy of the credential. At least one supervisor and/or manager on each shift in operations must have food safety certification.

Appendix A - Glossary of Terms

Advocacy – Speaking up and out to make a difference. Support for food banks and/or their clients in areas that include but are not limited to public awareness, policy or education.

Agency - Any social service organization that may prepare or provide meals and/or snacks. For example, a soup kitchen or school lunch program.

Best Before Date – This date is an indicator of the shelf life of a food. It is not an indicator of food safety. When stored under appropriate conditions and the packaging is intact, the food is expected to have acceptable taste and smell at its best before date. It does not necessarily indicate that food is unsafe or not fit for consumption if the date is after the Best Before Date.

Bins - A collection of food collection containers displayed in local grocery stores

Client - Often refers to the individuals that access the food distribution services of a food bank, may also be referred to as shoppers.

Depot - Any location or outlet where a food bank distributes food and runs operations.

Donor - An individual, business, government, farmer, or other stakeholder that make a donation of money, food, non-food items or time.

Expiry Date – This date is an indicator of nutritional quality. At the Expiry Date the food will have the nutritional content declared on the label if the food was stored under appropriate conditions and the packaging is intact. Most foods have Best Before dates. Foods such as infant formulas and meal replacements will have Expiry Dates. Products will not be shared after the Expiry Date.

Food Bank – a non-profit organization that collects, stores, and distributes food to people at no cost who are struggling to afford it. By recovering surplus food and accepting donations, food banks serve both to fight hunger in local communities and to prevent food waste.

Food Insecurity: Marginal – Worry about running out of food and/or limit food selection because of lack of money for food. Food Insecurity: Moderate - Compromise in quality and/or quantity of food consumed due to a lack of money for food. Food Insecurity: Severe - Miss meals, reduce food intake and at the most extreme go day(s) without food.

Food Recovery – the practice of gathering safe, edible, surplus food that would otherwise be thrown away from farms, grocery stores, restaurants, and distributing it to food banks.

Food Safe - Certification to ensure knowledge of safe food handling. Food Secure - Enough food

Food Secure - Enough food for an active, healthy life for all household members.

Food Security - Reliable, consistent access to a sufficient quantity of affordable, nutritious food.

Governance - Method by which a Board of Directors uses for the administration of its purposes.

Green Waste - Generally consists of biodegradable waste which may be directed to animals or compost.

Hamper - Perishable and non-perishable food items included in a weekly/monthly food bank distribution.

Lot Number - Numbers of codes used to identify when and where a product was made.

Non-Perishable Food - Food that does not require freezing or refrigeration, generally dry or canned and has an expected shelf life of greater than 90 days.

Nutrient Label - A label required on all prepackaged food products that list the amount of 12 core nutrients and energy.

Nutrition - Providing or obtaining food necessary for health and growth.

Perishable Food – Food that requires freezing or refrigeration and has an expectation of less than 90 days of viability.

PIPA - Personal Information and Privacy Act – Describes how charities must handle the personal information of employees and clients as well as regulations as to how and what information may be shared.

Potable - Safe to drink and use in food preparation.

Product Code - The date marking on food packaging, to show its safe shelf-life within which time it should be consumed.

Recall - The ability to recover (bring back) harmful or substandard product. Repacking - The act of taking large amounts of a product and portioning into smaller amounts for distribution.

Risk - The estimate of the probability of a hazard occurring.

Safe Food Handling - Ensuring that foods are processed, prepared, handled, and distributed in such a way as to prevent contamination or illness.

Skids - Generally refers to pallets of food or product.

Surplus Food - Any foods that may be close-dated, past the best-before date, overstocked, damaged packing, changed packaging, cosmetically undesirable, mislabelled, recovered from bulk packaging where only a portion is inedible, unharvested fields or orchards.

Stakeholder - Anyone that is impacted by or contributes to a food bank initiative. For example, food bank, donor, client, grocery, farmer, municipal government, waste management company.

Vegan - A diet that uses no animal products including dairy products.

Vegetarian - A diet which uses no meat products but may include dairy products.

Waste - Any product that is directed to the landfill.

Zero Waste - Ensuring that food products are recycled in such a way as to avoid the land fill



Volunteer Application Form

Food with Grace, Waterdown Food Bank

Name: _____

Address: _____ City _____ Postal Code _____

Phone: _____

Email: _____

Emergency Contact: _____ Phone: _____

Primary areas of interest and expertise: _____

Availability: _____

How did you find out about our volunteer program: _____

Grace Anglican Church will provide service to any member of the public, without discrimination of the basis of factors such as age, gender, race or religion.

VOLUNTEER MINISTRY SCREENING DECLARATION

Name: _____

(please print)

- I give express consent to receive electronic email and messages from Grace Anglican Church Waterdown.
- I have read and understand the policy with regards to Screening and Management of Staff and Volunteers.
- Food With Grace, is a member of the FeedOntario network. For compliance, reports are submitted regularly, the client usage weekly, Corporate Food Drives etc. In an effort to keep track of our inventory, the team leaders monitor and record the food at hand. We record the food and agencies that our excess food is shared with so that food reaches those in need and nothing is wasted.

Team Leaders rely on their expected inventory to serve our clients. Please know that we are happy to share surplus with volunteers as we are able, however, team leaders will decide which food is available. It is imperative that you ask your team leader first so it is recorded as outgoing weight.

- I have read and understand the Food With Grace Volunteer Handbook
- I am willing to fulfill the requirements for the position of:

Signed: _____ Date: _____

(If applicable) I acknowledge that my child is volunteering for Grace Church or the Food With Grace Waterdown Food Bank and that transportation to and from the Food With Grace Food Bank will be my responsibility, for any Minors.

Parental Consent Signed: _____ Date: _____