

YOUR GUIDE TO



- > DEVELOPMENT
- > PERFORMANCE
- > LEADERSHIP

> THE FOOD BANKS CANADA NATIONAL STANDARDS

ARE DESIGNED AS A BASELINE SET OF STANDARDS TO WHICH THE FOOD BANKING NETWORK HOLDS ITSELF ACCOUNTABLE AND BENCHMARKS FUTURE PERFORMANCE IMPROVEMENTS. THEY REFLECT THE FOOD BANKING NETWORK'S THOUGHT LEADERSHIP AND COMMITMENT TO CONTINUALLY ENHANCE OUR COLLECTIVE CAPABILITIES TO RELIEVE HUNGER TODAY AND PREVENT HUNGER TOMORROW.



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TOGETHER
WE HAVE
A PATH TO
EXCELLENCE



DEVELOPMENT

The food banking network has long acknowledged a need for a set of standards that would create performance benchmarks of a well-run organization, while promoting transparency and accountability to the public.

With this in mind, in 2020, Food Banks Canada formed a National Standards Committee, composed of food bank leaders who consulted with a range of staff and volunteers across the network to develop and inform the standards ultimately proposed to Food Bank Canada's board in 2021. These standards were then piloted to a group of small, medium, and large food banks, as well as provincial associations, as a “real world” test and an opportunity to provide feedback, review and refinement.

This guide contains the finalized standards. Food Banks Canada will be helping the food banking network to adopt these standards over the coming years. The goal is for the majority of organizations to be accredited by March 2025.

IMPORTANCE

Becoming accredited through the Food Banks Canada Standards of Excellence will give food banks a baseline set of best practices, allowing for continuous improvement, accountability, and the establishment of clear benchmarks for future performance improvements. This in turn will help reduce risks, create enhanced opportunities to recruit and retain board members and volunteers, and differentiate your food bank as a network leader.

Food Banks Canada Standards of Excellence provides a framework to help the network thrive. As the network aligns and becomes accredited through the standards, we have the opportunity to:

- **ADVANCE** to an even stronger and more agile food banking system to provide the best service delivery to communities across the country.
- **ACTIVATE** shared learning to increase innovation and challenge the status quo.
- **AMPLIFY** the collective impact of the network on Canada's food insecurity.

GUIDING PRINCIPLES

SETTING INDUSTRY STANDARDS – a developed set of standards that create effective and efficient benchmarks across the network, putting people first to ensure food banks are inclusive, respectful, and safe for clients, volunteers, and staff.

CELEBRATING DIVERSITY – encouraging food banks to honour the diversity of the network, creating spaces for new perspectives and opportunities through the people who are employed and volunteer, as well as the systems and process in place.

CONTINUOUS IMPROVEMENT AND INNOVATION – a commitment to learning and growing together, acknowledging that these standards of excellence have been created to foster collaboration, support, and the exploration of new ideas and approaches.

ADAPTABILITY AND ACCOUNTABILITY – ensuring there are appropriate risk mitigation strategies in place that enable the management of risk while also encouraging responsible actions and responses among food bank staff and volunteers that are shared with transparency and integrity.

CONSISTENCY – given the different sizes, types, and services of organizations across the network, the goal is to have the majority of the network participate in the standards to ensure a high-quality experience at food banks from coast to coast to coast.

ACCREDITATION

The purpose of this document is provide you with a detailed overview of what you need to know to complete the Standards of Excellence accreditation process. The goal is for the majority of food banks to be accredited by March 2025. Food Banks Canada is offering resources and tools to support the network to meet this goal, which are outlined below.

Accredited food banks will receive an Accreditation Completion Package that will include the Food Banks Canada Standards of Excellence logo, which the organization can then display proudly throughout the organization and on its website and social media channels. The package will also include information on how to promote accreditation to clients, stakeholders, and the media.

STANDARDS OF EXCELLENCE

The Standards of Excellence are available in this guide – there are 78 standards in 6 important areas:

- **SECTION 1:** Governance & Administration
- **SECTION 2:** People Management
- **SECTION 3:** Financial & Legal
- **SECTION 4:** Client Service & Care
- **SECTION 5:** Public Engagement & Fundraising
- **SECTION 6:** Food Operations & Food Safety

Within the guide, you will see the standards as well as the ‘verification.’ The verification indicates what you will need to provide to prove that you are meeting the standard. The verification may be a policy, a description of a process, a date, a board resolution or another type of evidence.

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GETTING STARTED GUIDE

There are many tools and resources available to support you as you work towards meeting the standards. These resources will continue to be improved and adapted as the program grows.

TOOLS AND RESOURCES

STANDARDS TRACKER

A version of the standards in excel that can be easily downloaded and customized to help you track your progress with meeting the standards.

[HTTPS://FOODBANKCANADA.WORKPLACE.COM/
WORK/KNOWLEDGE/620250595743562](https://foodbankcanada.workplace.com/work/knowledge/620250595743562)

STANDARDS OF EXCELLENCE COLLABORATION VIA WORKPLACE GROUP

Connect with your peers to learn about different approaches to meeting the standards.

[HTTPS://FOODBANKCANADA.WORKPLACE.COM
/GROUPS/1004557584069154](https://foodbankcanada.workplace.com/groups/1004557584069154)

STANDARDS OF EXCELLENCE GRANTS

Apply for a grant to support your food bank to meet the standards!

[HTTPS://FOODBANKCANADA.SM APPLY.CA](https://foodbankcanada.smapply.ca)

NETWORK PORTAL

Sign into the Network Portal to access the Standards Application when you are ready.

[HTTPS://FOODBANKCANADA.POWERAPPSPORTALS.COM](https://foodbankcanada.powerappsportals.com)

Bookmark this website for easy access!

RESOURCES & TEMPLATES

You can access targeted resources and templates for most standards in the Workplace Knowledge Library.

[HTTPS://FOODBANKCANADA.WORKPLACE.COM/
WORK/KNOWLEDGE](https://foodbankcanada.workplace.com/work/knowledge)

APPLICABILITY GUIDE

Review the applicability guide at the end of this document – there are some differences to how the standards apply to different organizations.

SEE PAGE 65.

COMMUNICATIONS & TRAINING

Look out for training webinars and communications to support you with this process.

**MAKE SURE TO SIGN UP TO RECEIVE OUR MONTHLY
FORK & SPOON NEWSLETTER.**

CONTACT US

Keep in touch with your provincial association and Food Banks Canada. Reach out to STANDARDS@FOODBANKCANADA.CA for assistance.

HOW TO GET STARTED

When it comes to meeting the standards, we encourage everyone to take a step-by-step approach and start where you are at. Setting unrealistic goals may lead to feeling overwhelmed. We've provided a sample step-by-step approach below.

- **STEP 1:** Familiarize yourself with the standards
- **STEP 2:** Choose a lead
- **STEP 3:** Select a standard(s) you want to start with
- **STEP 4:** Assess current status
- **STEP 5:** Set small, achievable goals
- **STEP 6:** Access support
- **STEP 7:** Develop and implement new policies and processes.
- **STEP 8:** Recognize small and big wins along the way!
- **STEP 9:** Assess effectiveness of new practices and adapt them over time to reflect changing needs.

TIPS & SUGGESTIONS

- Make sure to keep all of your relevant files in one place and ensure they are accurately labelled.
- Engage your board early – your board should understand the standards and what role they will play in supporting the organization to achieve accreditation.
- Compliance with the standards can look very different from one place to another – there is no one size fits all approach and there is flexibility in how each food bank meets a standard.

NETWORK PORTAL

In the [Network Portal](#) you will find important resources such as the standards application. It is critical that you have access to the portal. You can [email us](#) to request access.

ACCREDITATION GUIDE

A credible accreditation process is a critical part of the Standards of Excellence. The accreditation process includes both a virtual document check as well as site visits focused on observing practices in action.

APPLICATION PROCESS

When you are ready to apply for accreditation, follow these steps.

STEP 1:

Access the standards application

LOGIN to the Network Portal and access the 'standards' section

STEP 2:

Complete the standards application

Undertake a 'self-study' by completing the application and indicating if you are in compliance with each standard. You can also indicate if some standards are not applicable. **See the applicability guide for additional support.**

STEP 3:

Submit your complete application

Ensure your application has been reviewed by the appropriate personnel, review the application agreement and submit your application for review!

STEP 4:

Application review

Food Banks Canada staff will review your application and reach out with any questions. Questions will be added to the Network Portal so that you can easily review and update your application if needed.

STEP 5:

Document check

Each year 20% of food banks will be randomly selected for a document check. You will be notified via email if you are selected. **See Document Check section for more details on this process.**

STEP 6:

Accreditation!

If you are not selected for a document check, once staff complete their review of your application, you will be accredited for 5 years!

STEP 7:

Standards of Excellence accreditation package

Sign the certification agreement and access the accreditation package including brand guidelines, the Standards of Excellence logo, a certificate, social media posts and more.

ONCE YOU ARE ACCREDITED, YOU WILL NEED TO COMPLETE THE APPLICATION PROCESS ON AN ANNUAL BASIS IN ORDER TO MAINTAIN YOUR COMPLIANCE.

ONCE EVERY 5 YEARS, EVERY FOOD BANK WILL NEED TO COMPLETE THE DOCUMENT CHECK PROCESS.

DOCUMENT CHECK PROCESS

Each year 20% of food banks will be randomly selected for a document check. This means you will need to submit the required verification for each standard such as a policy, description of a process, date, board resolution or another type of evidence. Each food bank will only need to complete this process once every five years.

STEP 1: Document check notification

If you are selected for a document check, you can expect to receive a notification from Food Banks Canada as well as an automated notice from the Network Portal.

The required verification should be uploaded to the application within 60 days of receipt of the notification.

STEP 2: Complete the expanded standards application

Login to the Network Portal to access the expanded version of the standards application. You will be able to upload all the relevant 'evidence' that you are meeting each of the standards.

STEP 3: Submit your complete application

Carefully review your application to ensure you have responded to all verification points. Make sure to be clear and concise when providing descriptions. When you feel your application is ready, be sure to submit it.

STEP 4: Application review

Your application will be assigned to one of the reviewers on the National Review Committee. The National Review Committee is made up of staff and volunteers from Food Banks Canada, provincial associations and accredited food banks. Reviewers must have experience with and understanding of the food bank network.

STEP 5: Application feedback

Within 60 days, the reviewer will reach out directly with questions and feedback on your application. You may be required to clarify responses or update policies and practices if some items do not fully meet the standards. All feedback will be provided within the Network Portal and you will receive a notification when comments or questions have been added to your application.

STEP 6: Document check completed

Once all the required verification is confirmed, the document check process is complete and accreditation is maintained – if already accredited - or confirmed if newly accredited.

SITE VISITS

Site visits are an important part of the Standards of Excellence – they are widely considered an important mechanism to verify compliance. Approximately 10% of food banks will be selected for a site visit each year. Site visits have the following purposes:

- **ENGAGEMENT** – Opportunity to showcase achievements.
- **CREDIBILITY** – Mechanism to verify compliance and an important part of creating a credible accreditation process.
- **CONTINUOUS IMPROVEMENT** – Advance a culture of continuous improvement and provide an opportunity to identify where practices need to evolve to strengthen resilience across the network.
- **INNOVATION AND SHARED LEARNING** – Identify innovative practices that could be shared to strengthen the network as a whole.

The site visits will not duplicate the document check process but will focus on observing processes that are best seen onsite. The overall approach is on recognizing, celebrating, and building upon our strengths and achievements together!

If you are selected for a site visit, you will receive an overview of the process including a checklist of the items to be reviewed in advance.

MORE INFORMATION

QUESTIONS, COMMENTS, AND HELP REQUESTS CAN BE DIRECTED TO
STANDARDS@FOODBANKSCANADA.CA

DON'T FORGET, LOG IN TO THE **NETWORK PORTAL** AND FIND ADDITIONAL
RESOURCES AND SUPPORT.

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1.01 LEGAL STATUS

STANDARD



- The board or a board committee has a process in place to manage the organization's compliance with the legal and regulatory requirements of the federal and/or provincial bodies overseeing its legal structure.
- The organization is formally designated and operating as one of the legal structures noted below:
 - registered charity;
 - incorporated not-for-profit corporation, including incorporated societies (e.g., Nova Scotia's Registry of Joint Stock Companies, *BC Societies Act*); or
 - qualified donee (e.g., First Nations and other registered municipal or public bodies performing a function of government in Canada).

VERIFICATION



- The organization is formally operating as one of the following legal structures:
 - registered charity;
 - incorporated not-for-profit corporation, including incorporated societies (e.g., Nova Scotia's Registry of Joint Stock Companies, *BC Societies Act*); or
 - qualified donee (e.g., First Nations and other registered municipal or public bodies performing a function of government in Canada).
- The organization is able to describe the board's process to manage the organization's compliance with the legal and regulatory requirements of the federal and/or provincial bodies overseeing its legal structure.

1.02 SHARED NETWORK GOAL

No minimum standard at this time.

1.03 BOARD OF DIRECTORS – COMPOSITION

STANDARD



- The board is composed of no fewer than three (but preferably five or more) directors.
- A majority of the directors must be at arm's length from each other, from the chief staff person (if applicable), and/or from other management employees.
- No employee can be a director.

VERIFICATION



- The organization provides an up-to-date list of the first and last names of each board director.
- The organization provides an up-to-date list of the first and last names of each staff member.
- The organization has a process/policy to ensure a majority of board directors are at arm's length from each other, from the chief staff person, and/or from other management employees.

1.04 BOARD OF DIRECTORS – GOVERNANCE DOCUMENTS

STANDARD



- The role of the board of directors, including defined roles and responsibilities and term limits, is documented in the organization's bylaws.

VERIFICATION



- The organization has a copy of its bylaws, which include defined roles and responsibilities and term limits.

1.05 BOARD OF DIRECTORS – BOARD ORIENTATION

STANDARD



- A process is in place to ensure new board members receive orientation.
- Board members must understand their legal responsibilities and fiduciary duties, and be familiar with the organization's activities and aware of its financial status.

VERIFICATION



- The organization has:
 - a description of the process used to orient new board members; and
 - a summary of the board-orientation content including provisions to convey the board's:
 - > legal responsibilities and fiduciary duties; and
 - > responsibility to be familiar with the organization's activities and aware of its financial status.

1.06 BOARD OF DIRECTORS – BOARD PERFORMANCE AND DEVELOPMENT

STANDARD



- The board has a process to discuss its performance annually.

VERIFICATION



- The organization has:
 - a description of the process the board uses to review its performance; and
 - the date of the last board performance review.

1.07 BOARD OF DIRECTORS – OVERSIGHT OF THE CHIEF STAFF PERSON

STANDARD



- The board has written policies to help them fulfill their fiduciary responsibilities for the recruitment, orientation, management, performance evaluation, compensation oversight, and succession planning of the chief staff person.

VERIFICATION



- Organizations with a chief staff person have:
 - a policy for the recruitment, orientation, management, performance evaluation, compensation oversight, and succession planning of the chief staff person;
 - a copy of the job description or terms of reference for the chief staff person;
 - a copy of the current performance objectives for the chief staff person;
 - the date of the chief staff person's last performance review;
 - a copy of the motion from and date of the board meeting at which the total compensation package for the chief staff person was last approved;
 - a description of the process the board uses to review the expenses of the chief staff person;
 - the date the expenses of the chief staff person were last reviewed by the board or a board committee; and
 - the date the board last reviewed the succession plan for the most senior staff person.

1.08 INSURANCE COVERAGE

STANDARD



- The organization has a process to review its insurance coverages annually with the board to ensure it has appropriate coverages for the scale and risk profile of the organization. This may include commercial general liability, directors and officers liability, and cyber risk liability insurance for organizations retaining client data.
- A summary report is reviewed annually by the board.

VERIFICATION



- The organization has:
 - a description of the process the board uses to review the organization's insurance coverages, including coverages noted in this standard; and
 - the date the board last reviewed the summary report on insurance coverages.

1.09 RISK MANAGEMENT

STANDARD



- The board discusses the organization's strategic and operational risks and how to respond to them at least annually.

VERIFICATION



- The organization has:
 - a description of the process the board uses to identify and respond to the organization's strategic and operational risks; and
 - the date the board most recently discussed the organization's strategic and operational risks and how to respond to them.

1.10 BUSINESS CONTINUITY AND DISASTER RESPONSE

STANDARD



- The organization has a written business continuity plan. The plan is reviewed annually by the board.

VERIFICATION



- The organization has:
 - a copy of the written business continuity plan; and
 - the date the board most recently reviewed it.

1.11 CONFLICT OF INTEREST

STANDARD



- The organization has conflict of interest policies for board, staff, and non-board volunteers that provide for disclosure of, review of, and decisions about actual or perceived conflicts of interest.

VERIFICATION



- The organization has a copy of the conflict of interest policies for board, staff, and non-board volunteers that provide for disclosure of, review of, and decisions about actual or perceived conflicts of interest.

1.12 PRIVACY AND CONFIDENTIALITY

STANDARD



- The organization oversees and maintains:
 - a publicly posted privacy policy; and
 - procedures that include provisions to ensure clients are aware of and consent to the use and storage of their personal information.
- The privacy policy must comply, at a minimum, with federal and provincial privacy legislation, and all regional requirements.

VERIFICATION



- The organization has a process to oversee and maintain a publicly posted privacy policy and has procedures that:
 - include provisions to ensure clients are aware of and consent to the use and storage of their personal information;
 - comply, at minimum, with federal and provincial privacy legislation, and all regional requirements; and
 - describe where the privacy policy is posted or provide a website link to it.

1.13 VALUES

STANDARD



- The organization has board-approved values that guide its work.

VERIFICATION



- The organization has a copy of the board-approved values that guide its work.

1.14 EQUITY, DIVERSITY, AND INCLUSION

STANDARD



- The organization has taken steps to define and assess its approach to developing, supporting, and strengthening a culture of equity, diversity, and inclusion.

VERIFICATION



- The organization is able to describe the steps it has taken to define and assess its approach to developing, supporting, and strengthening a culture of equity, diversity, and inclusion.

1.15 TRUTH AND RECONCILIATION

STANDARD



- The organization includes land acknowledgements at all public meetings.

VERIFICATION



- The organization has a written or recorded copy of the land acknowledgement(s) the organization includes at all public meetings.

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2.01 HUMAN RESOURCE MANAGEMENT POLICIES

STANDARD



- If the organization has, or is hiring, paid staff, the organization oversees and maintains written human resource management policies that comply, at a minimum, with employment, health and safety, and other applicable legislation.

VERIFICATION



- Organizations with no employees:
 - N/A
- Organizations with employees:
 - The organization has the table of contents of its HR policy manual or a list of its HR policies.

2.02 ANTI-VIOLENCE AND ANTI-HARASSMENT

STANDARD



- The organization oversees and maintains anti-violence and anti-harassment policies and procedures that apply to all staff and all volunteers (i.e., operational and board volunteers) that comply, at a minimum, with employment, health and safety, and other applicable legislation.

VERIFICATION



- The organization has a copy (or copies) of its anti-violence and anti-harassment policies and procedures that:
 - apply to staff and all volunteers;
 - comply, at a minimum, with employment, health and safety, and other applicable legislation; and
 - are made accessible to all staff and volunteers.

2.03 CONFLICT RESOLUTION

STANDARD



- The organization oversees and maintains conflict resolution policies and procedures for handling internal complaints among staff and non-board volunteers.

VERIFICATION



- The organization has a copy (or copies) of its conflict resolution policies and procedures for handling internal complaints among all staff and volunteers.
- This policy is made accessible to all staff and volunteers.

2.04 STAFF COMPENSATION

STANDARD



- If the organization has, or is hiring, paid staff:
 - it has a compensation structure that fairly evaluates and compensates the value of each position; and
 - it seeks out independent information about the living wage in its region.

VERIFICATION



- Organizations with no employees:
 - N/A
- Organizations with employees can:
 - describe the process used to determine the value of each position in the organization;
 - describe the process the organization uses to gather information about the living wage in its region; and
 - provide details about the living wage in its region.

2.05 VOLUNTEER INVOLVEMENT POLICIES AND PROCEDURES

STANDARD



- If the organization has non-board volunteers, policies and procedures are in place that define and support the involvement of volunteers, covering, at a minimum, standards 2.02, 2.03, and 2.07-2.10.

VERIFICATION



- The organization has a copy of its policies and procedures that define and support the involvement of volunteers, covering, at a minimum, standards 2.02, 2.03, and 2.07-2.10.

2.06 VOLUNTEER OVERSIGHT

STANDARD



- The organization has at least one individual who is responsible for volunteer involvement.

VERIFICATION



- The organization has the name and job title (staff or volunteer) of the individual at the organization who is responsible for volunteer involvement.

2.07 VOLUNTEER MANAGEMENT

STANDARD



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

VERIFICATION



- The organization is able to:
 - provide one example of an active volunteer assignment related to the organization's mission or purpose;
 - describe how this role involves the volunteer in meaningful ways that reflect their abilities, needs, and backgrounds; and
 - describe how all volunteers:
 - are provided with appropriate orientation to the organization and its policies and practices;
 - receive training appropriate to their roles and needs;
 - are given regular opportunities to offer and receive feedback; and
 - receive a level of supervision appropriate to their role if they are engaged in delivering programs or services.

2.08 VOLUNTEER RECRUITMENT

STANDARD



- Volunteer recruitment incorporates internal and external strategies to reach out to and involve a diverse volunteer base.

VERIFICATION



- The organization is able to describe how volunteer recruitment incorporates internal and external strategies to reach out to and involve a diverse volunteer base of:
 - board volunteers; and
 - non-board volunteers.

2.09 VOLUNTEER SCREENING

STANDARD



- The organization has appropriate screening processes for volunteers.

VERIFICATION



- The organization has appropriate volunteer-screening processes, and is able to describe them for:
 - board volunteers; and
 - non-board volunteers.

2.10 VOLUNTEER RECOGNITION

STANDARD



- The contributions of volunteers are acknowledged and recognized.

VERIFICATION



- The organization is able to describe how the contributions of its volunteers are acknowledged and recognized.

3 > FINANCIAL & LEGAL

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3.01 FINANCIAL OVERSIGHT

STANDARD



- The board approves the annual operating budget.
- The board has a process to monitor the organization's performance in relation to the annual budget.
- The board or a board committee reviews the cash position of the organization in relation to its future obligations at least twice a year.
- The board or a board committee reviews actual revenues and expenses versus budget at least twice a year.

VERIFICATION



- The organization has:
 - a copy of the motion from the board meeting where the annual budget was approved, including the date of the meeting;
 - a description of the board's process to monitor the organization's performance in relation to its annual budget;
 - the last two dates when the board or a board committee reviewed the cash position of the organization in relation to its future obligations; and
 - the last two dates the board or a board committee reviewed actual revenues and expenses vs. budget.

3.02 FINANCIAL STATEMENTS

STANDARD



- The organization must:
 - complete annual financial statements in accordance with an acceptable accounting framework as identified by the Chartered Professional Accountants of Canada (CPA Canada);
 - have its financial statements audited by an independent licensed public accountant, or, at a minimum, a review engagement, in line with both federal and provincial non-profit legislation thresholds;
 - have the board receive and approve the financial statements; and
 - release the financial statements within six months of year-end.

VERIFICATION



- The organization has:
 - a copy of its most recent annual financial statements, including the audit or review engagement report;
 - a copy of the motion from the board meeting where the most recent annual financial statements were approved; and
 - the date the board approved the most recent annual financial statements.

3.03 PUBLIC DISCLOSURE

STANDARD



- The organization makes the following information available publicly, for example, on its website:
 - its most recent two years of annual reports (if applicable);
 - its most recent two years of annual financial statements, including notes as approved by the board;
 - the opinion of the independent licensed public accountant who conducted the audit or review engagement (as applicable);
 - the names of all board members; and
 - its registration number (BN) assigned by the Canada Revenue Agency (CRA), if it is a registered charity.

VERIFICATION



- The organization is able to provide a link to the page on its website where the following information can be found or a description of how this information is made publicly available:
 - the most recent two years of annual reports (if applicable);
 - the most recent two years of financial statements, including notes as approved by the board;
 - the report of the independent licensed public accountant who conducted the audit or review engagement;
 - the names of all board members; and
 - its registration number (BN) assigned by the Canada Revenue Agency (CRA), if it is a registered charity.
- If the organization does not have a website, it is able to describe how it makes the above information and documents publicly available.

3.04 TAX FILING

STANDARD



- **Charities:**

- The board has a process to ensure that an accurate Registered Charity Information Return (T3010) is filed with the Canada Revenue Agency (CRA) within six months of year-end, as required by law.

- **Non-profits:**

- The board has a process to ensure that an accurate Corporate Income Tax Return (T2) and Non-Profit Organization (NPO) Information Return (T1044), where required, are filed with the CRA within six months of year-end, as required by law.

VERIFICATION



- **Charities:**

- are able to provide a link to the public portions of the most recent Registered Charity Information Return (T3010).

- **Non-profits:**

- are able to provide a copy of the public portions of the most recent Corporate Income Tax Return (T2) and Non-Profit Organization (NPO) Information Return (T1044) where required.

- **Charities and non-profits are able to provide:**

- the date the relevant tax form was approved by the board or a board committee;
- the date the relevant tax form was filed with the CRA; and
- a description of the process the board uses to ensure timely and accurate submission of the relevant tax form.

3.05 STATUTORY REMITTANCES

STANDARD



- If the organization has, or is hiring, paid staff, the board or a board committee receives from management or an appointed volunteer(s), at least twice a year, assurance that all statutory remittances have been paid.

VERIFICATION



- Organizations with no employees:

- N/A

- Organizations with employees:

- The organization has the last two dates the board or a board committee received assurance that all statutory remittances have been made.

3.06 BOARD OVERSIGHT OF RESOURCE DEVELOPMENT

STANDARD



- The board regularly reviews the organization's fundraising and revenue-generating activities to ensure effective oversight of resource development for growth and cost control.

VERIFICATION



- The organization is able to:
 - describe the process the board uses to regularly review the organization's fundraising and revenue-generating activities to ensure effective oversight of resource development for growth and cost control; and
 - provide the date of the board's most recent review of the organization's fundraising and revenue-generating activities to ensure effective oversight of resource development for growth and cost control.

3.07 INVESTMENT POLICY

STANDARD



- Organizations with investable assets over \$100,000 must have an investment policy setting out asset allocation, procedures for investments, and asset protection issues.

VERIFICATION



- The organization has a copy of its investment policy.

3.08 ANTI-FRAUD

STANDARD



- The organization has a policy for signing authority if a provision for signing authority is not included in its bylaws.

VERIFICATION



- The organization has:
 - a provision for signing authority in its bylaws; or
 - a policy for signing authority.

3.09 DATA PROTECTION

STANDARD



- The organization oversees and maintains data protection policies and procedures regarding the purpose of data collection, data protection, records retention, and data loss that comply, at a minimum, with federal and provincial legislation and all other regional regulatory requirements. These policies and procedures must be available internally and also externally upon request.

VERIFICATION



- The organization is able to:
 - describe the process it uses to oversee its alignment with federal and provincial privacy legislation and all other regional regulatory requirements;
 - describe the process it uses to oversee and maintain policies and procedures regarding:
 - the purpose of data collection;
 - data protection;
 - records retention; and
 - data loss; and
 - provide its policies and procedures regarding the purpose of data collection, data protection, records retention, and data loss.

3.10 CANADA'S ANTI-SPAM LEGISLATION (CASL)

STANDARD



- The organization oversees and maintains a policy and procedures in compliance with Canada's Anti-Spam Legislation (CASL).

VERIFICATION



- The organization has policies and procedures in compliance with Canada's Anti-Spam Legislation (CASL).

4 > CLIENT SERVICE & CARE

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4.01 ETHICAL FOOD BANKING CODE

STANDARD



- The organization publicly posts the Ethical Food Banking Code. There is a process in place requiring all board, staff, and non-board volunteers to annually review and sign off on their commitment to adhere to the Ethical Food Banking Code.

VERIFICATION



- The organization is able to:
 - describe the physical location(s) of the publicly posted Ethical Food Banking Code at its site(s);
 - describe the process it uses to ensure all board, staff, and non-board volunteers review and sign off on their commitment to adhere to the Ethical Food Banking Code; and
 - provide the most recent date(s) the board, staff, and non-board volunteers reviewed and signed off on their commitment to adhere to the Ethical Food Banking Code.

4.02 COMPLAINTS

STANDARD



- The organization oversees and maintains a publicly posted complaints policy and publicly posted complaints procedures applicable to clients and external stakeholders that include prompt responses to complaints; steps to escalate complaints; and provisions that the organization will not retaliate against individuals who make good-faith complaints.
- The organization publicly posts Food Banks Canada's Customer Experience Hotline, which allows unresolved complaints to be escalated to the provincial organization and/or Food Banks Canada.

VERIFICATION



- The organization is able to:
 - provide its complaints policy and procedures applicable to clients and external stakeholders, which includes:
 - prompt responses to complaints;
 - steps to escalate complaints; and
 - provisions that the organization will not retaliate against individuals who make good-faith complaints;
 - describe the physical location of these publicly posted policies and procedures at the organization's site(s) and/or provide the link to these policies and procedures on its website; and
 - describe the physical location at its site(s) of Food Banks Canada's Customer Experience Hotline, which will allow unresolved complaints to be escalated to the provincial organization and/or Food Banks Canada, or provide the link to where the Customer Experience Hotline is available.

4.03 RECORDS ON INFORMED CONSENT

STANDARD



- The organization receives and maintains records on informed consent for the voluntary disclosure of client data. Service will not be denied if the client refuses to disclose data.

VERIFICATION



- The organization is able to:
 - describe the process the organization uses to receive and maintain records on informed consent;
 - describe how the organization ensures service is not denied if the client refuses to disclose data; and
 - describe the process it has in place to train existing and new staff and volunteers on informed consent.

4.04 ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

STANDARD



- The organization oversees and maintains publicly posted policies and procedures regarding accessibility for people with disabilities that comply, at a minimum, with employment, health and safety, and other applicable legislation.

VERIFICATION



- The organization is able to:
 - describe the process it uses to oversee and maintain publicly posted policies and procedures regarding accessibility for people with disabilities that comply, at a minimum, with employment, health and safety, and other applicable legislation;
 - provide its publicly posted policies and procedures regarding accessibility for people with disabilities that comply, at a minimum, with employment, health and safety, and other applicable legislation; and
 - describe the physical location of these publicly posted policies and procedures at the organization's site(s), or provide the link to these policies and procedures on its website.

4.05 NO-COST FOOD ACCESS

STANDARD



- The organization oversees and maintains publicly posted policies and procedures directing that core food-support services be provided to clients at no financial cost and without being implicitly/explicitly tied to other conditions (e.g., volunteer participation, donation requirements, engagement in faith-based activities, etc.).

VERIFICATION



- The organization is able to:
 - describe the process it uses to oversee and maintain publicly posted policies and procedures directing that core food-support services be provided to clients at no financial cost and without being implicitly/explicitly tied to other conditions (e.g., volunteer participation, donation requirements, engagement in faith-based activities, etc.);
 - provide its publicly posted policies and procedures directing that core food-support services be provided to clients at no financial cost and without being implicitly/explicitly tied to other conditions (e.g., volunteer participation, donation requirements, engagement in faith-based activities, etc.); and
 - describe the physical location of these publicly posted policies and procedures at the organization's site(s), or provide the link to these policies and procedures on its website.

4.06 FOOD CHOICE

STANDARD



- The organization has a process to assess how it provides choice in the food that is provided to individuals/families.
- The organization has measures to annually improve food choices made available to individuals/families.

VERIFICATION



- The organization is able to:
 - describe its process to assess how it provides choice in the food that is provided to individuals/families;
 - describe its measures to annually improve food choices made available to individuals/families; and
 - provide the most recent date the organization took measures to improve food choices made available to individuals/families.

4.07 FOOD QUALITY

STANDARD



- The organization distributes food that meets best-before-date guidelines established by Food Banks Canada.

VERIFICATION



- The organization is able to describe the process it uses to ensure staff and volunteers distribute food that meets best-before-date guidelines established by Food Banks Canada.

4.08 FOOD QUANTITY

STANDARD



- The organization provides clients with access to as much food as is feasible on a monthly basis, at a minimum.

VERIFICATION



- The organization is able to describe the steps it has taken to provide clients with access to as much food as is feasible on a monthly basis, at a minimum.

4.09 WELCOMING ENVIRONMENT

STANDARD



- The organization provides a private area to conduct client intake and/or conduct any conversations with clients where personal information is discussed.
- The organization designates staff and/or volunteers to greet clients as they arrive for services in a welcoming and respectful way.

VERIFICATION



- The organization is able to verify that it:
 - provides a private area to conduct client intake and/or conduct any conversations with clients where personal information is discussed; and
 - designates staff and/or volunteers to greet clients as they arrive for services in a welcoming and respectful way.

4.10 COLLECTING STAKEHOLDER INPUT

STANDARD



- The organization provides opportunities at least annually to gather input from clients and/or members about the service they are provided by the organization.

VERIFICATION



- The organization is able to provide the date and type (e.g., survey(s), focus group(s), suggestion box) of its most recent input gathered from clients and/or members on the service they are provided by the organization.

4.11 Link2Feed OR APPROVED INTAKE SOFTWARE PROGRAM

STANDARD



- The organization will actively use **Link2Feed** — or another intake software program approved by Food Banks Canada in a formal agreement — for the purposes of collecting client information at intake to record visits and share anonymized data with their provincial organization and Food Banks Canada.¹
- The choice of intake software is made in accordance with provincial association requirements where applicable.
- Monthly visit data is captured in the software within 30 days of the visit.
- Food banks ask all required **HungerCount** questions. However, the organization does not deny service if the client does not wish to answer any or all questions asked. In this case, “prefer not to answer” or an anonymous visit is recorded.

VERIFICATION



- The organization is able to verify that:
 - its **Link2Feed** software is in active use as per its data-sharing agreement with Food Banks Canada, or its alternative intake software approved by Food Banks Canada in a formal agreement is in active use; and
 - it does not deny service if the client does not wish to participate in the client intake survey via **Link2Feed** or an alternative intake software approved by Food Banks Canada.

¹ Organizations that have a previously signed alternative agreement with Food Banks Canada for data-sharing will be considered to comply with this standard.

5 > PUBLIC ENGAGEMENT & FUNDRAISING

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5.01 DONOR REQUESTS

STANDARD



- The organization honours donors' and prospective donors' requests to:
 - remain anonymous;
 - limit the frequency of contact;
 - not be contacted by telephone or other technology;
 - not receive printed material concerning the organization; and
 - discontinue contact.

VERIFICATION



- The organization has a policy honouring donors' and prospective donors' requests to:
 - remain anonymous;
 - limit the frequency of contact;
 - not be contacted by telephone or other technology;
 - not receive printed material concerning the organization; and
 - discontinue contact

5.02 DONOR LISTS

STANDARD



- The organization does not sell its donor list. If it rents, exchanges, or otherwise shares its donor list, it must abide by the Canadian Marketing Association Code of Ethics and Standards of Practice and honour donors' requests to be excluded from such lists.

VERIFICATION



- The organization has a policy to ensure:
 - it does not sell its donor list; and
 - if it rents, exchanges, or otherwise shares its donor list, it abides by the Canadian Marketing Association Code of Ethics and Standards of Practice and honours donors' requests to be excluded from such lists.

5.03 INDEPENDENT ADVICE

STANDARD



- The organization 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.

VERIFICATION



- The organization has a copy of its policy encouraging 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; and/or
 - relationship with their family members.

5.04 DONOR RECEIPTING

STANDARD



- **Registered charities:**
 - The organization prepares and issues official income tax receipts for monetary gifts and gifts-in-kind in compliance with all regulatory requirements.
- **Non-profits only:**
 - The organization makes it clear to all potential donors that it cannot issue official income tax receipts.

VERIFICATION



- **Registered charities:**
 - are able to provide a copy of a void official donation receipt for income tax purposes.
- **Non-profits only:**
 - are able to provide the location on the organization's website of a policy statement that the organization cannot issue official income tax receipts or provide a declaration signed by the most senior staff person and the board chair confirming the organization is in compliance with this standard.

5.05 FUNDRAISING PRACTICES

STANDARD



- All fundraising activities conducted by or on behalf of the organization 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;
 - 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 seeking donations is a volunteer, employee, or contracted third party.

VERIFICATION



- The organization has a policy on fundraising practices that includes a requirement that all fundraising activities conducted by or on behalf of the organization 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 seeking donations is a volunteer, employee, or contracted third party.

5.06 FUNDRAISING MATERIALS

STANDARD



- Any fundraising materials distributed by or on behalf of the organization must include its address or other contact information.

VERIFICATION



- The organization has one or two examples of its fundraising materials, including its address or other contact information, distributed on behalf of the organization within the past 12–18 months.

5.07 PAYMENT OF FUNDRAISERS

STANDARD



- 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. This standard does not apply to fees charged by fundraising and social media platforms, payment card processors, or similar services that charge fees based on the value of transactions.

VERIFICATION



- The organization has a copy of its policy on the payment of fundraisers.

5.08 BEHAVIOUR OF FUNDRAISERS

STANDARD



- 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.

VERIFICATION



- The organization is able to provide a description of the steps taken to ensure that anyone seeking or receiving funds on its behalf, whether they are a volunteer, employee, or contracted third party:
 - acts with fairness, integrity, and in accordance with all applicable laws;
 - ceases contacting a prospective donor who states they do not wish to be contacted;
 - discloses immediately to the organization any actual or apparent conflict of interest or loyalty;
 - does not accept donations for purposes that are inconsistent with the organization's mission;
 - provides verification of the affiliation of the person representing the organization; and
 - secures and safeguards any confidential information, including credit card information, provided by donors.

5.09 FUNDRAISING POLICIES

STANDARD



- The organization has fundraising gift policies appropriate to their fundraising activities (e.g., a gift acceptance policy, a policy on the treatment of restricted or designated gifts, naming and endowment policies, etc.).
- The relevance and appropriateness of these policies are reviewed every five years by the board.

VERIFICATION



- The organization has copies of its fundraising gift policies appropriate to its fundraising activities (e.g., a gift acceptance policy, a policy on the treatment of restricted or designated gifts, naming and endowment policies, etc.).
- The organization is able to provide the date the board last reviewed the relevance and appropriateness of these fundraising gift policies.

5.10 CAUSE-RELATED MARKETING

STANDARD



- Where the organization has formally entered into a cause-related marketing agreement with a third party, it must disclose in all related materials it produces how the organization benefits from the sale of products or services and the minimum or maximum amounts payable under the arrangement. If no minimum amount is payable, the organization must disclose this.

VERIFICATION



- The organization is able to provide one example of cause-related marketing materials in which the details of the agreement are disclosed, including:
 - how the organization benefits from the sale of products or services; and
 - the minimum or maximum amounts payable under the arrangement. If no minimum amount is payable, the organization must disclose this.

5.11 MEDIA SPOKESPERSON

STANDARD



- The organization has at least one designated media spokesperson to speak on its behalf.

VERIFICATION



- The organization is able to provide the name and title of one media spokesperson designated to speak on its behalf.

5.12 NATIONAL RESEARCH

STANDARD



- The organization participates in national data-collection initiatives overseen by Food Banks Canada, including **HungerCount** and Food Banks Canada's Network Survey.

VERIFICATION



- The organization is able to provide the date of its most recent participation in national data-collection initiatives overseen by Food Banks Canada.

5.13 NETWORK PORTAL

STANDARD



- The organization maintains up-to-date organizational information in Food Banks Canada's Network Portal (e.g., hours of service, address, contact information, etc.).

VERIFICATION



- The organization is able to provide the date it last updated its organizational information in Food Banks Canada's Network Portal (e.g., hours of service, address, contact information, etc.).

5.14 DIGNITY OF CLIENTS

STANDARD



- The organization does not exploit its clients. It is sensitive in describing those it serves (whether using graphics, images, or text) and fairly represents their needs and how these needs will be addressed.

VERIFICATION



- The most senior staff person and the board chair — the latter acting on behalf of the board — are able to verify that the organization has a policy to ensure it does not exploit its clients and is sensitive in describing those it serves (whether using graphics, images, or text) and fairly represents their needs and how these needs will be addressed.

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6.01 FOOD OPERATIONS – WAREHOUSE SAFETY*

STANDARD



- If the organization uses a warehouse, the organization has a written plan for the safe use of the following that complies, at a minimum, with all applicable legislation:
 - racking and/or shelving;
 - equipment (e.g., forklifts, electric pallet jacks, walk-in refrigeration units, etc.); and
 - vehicles.

VERIFICATION



- The organization has a copy of its written plan for the safe use of the following that complies, at a minimum, with all applicable legislation:
 - racking and/or shelving;
 - equipment (e.g., forklifts, electric pallet jacks, walk-in refrigeration units, etc.); and
 - vehicles.

6.02 FOOD OPERATIONS – HEALTH AND SAFETY

STANDARD



- The organization oversees and maintains health and safety standards policies and procedures that comply, at a minimum, with all applicable legislation.

VERIFICATION



- The organization is able to:
 - describe its process for overseeing and maintaining health and safety standards policies and procedures that comply, at a minimum, with all applicable legislation; and
 - provide the table of contents of its health and safety policy manual or a list of its health and safety policies.

*This standard applies to groups that handle, store, and/or deliver food, whether or not they have a warehouse per se.

6.03 FOOD OPERATIONS – RECORDING FOOD WEIGHT

STANDARD



- The organization weighs and records pounds or kilograms of food it acquires to serve clients.

VERIFICATION



- The organization is able to describe the process it uses to weigh and record pounds or kilograms of food it acquires to serve clients.

FOOD SAFETY STANDARDS

THE MINIMUM STANDARDS IDENTIFY THREE LEVELS OF RISK AREAS. EACH ORGANIZATION WILL SELF-IDENTIFY THE CATEGORY THAT IT FALLS INTO. ORGANIZATIONS NEED TO MEET THE MINIMUM REQUIREMENTS OUTLINED BASED ON THEIR RISK LEVEL FOR EACH STANDARD.

RISK AREAS:

- Prepared lower-risk organizations (LOW): Conduct activities that do not add food safety risk — that is, receive and sort food donations and maintain cold chain; do not break down, repack, prepare, or process food; do not rinse produce; do not grow or accept community garden produce.
- Prepared medium-risk organizations (MEDIUM): Conduct all activities of lower-risk FBs and limited activities that may increase food safety risk — that is, repack low-risk foods only; do not open or repack any allergenic foods (e.g., no flour, no peanut butter); do not prepare or process food; do not rinse produce; do not grow or accept community garden produce.
- Prepared higher-risk organizations (HIGH): Conduct activities of lower- and medium-risk organizations as well as activities that may increase food safety risk — that is, may break down and repack allergen-containing foods, meats, and/or potentially hazardous foods; wash, rinse, or repack fresh fruits or vegetables; practise “gleaning”; conduct processing activities (e.g., cooking, meal preparation); grow own fruits and vegetables and/or accept community garden produce.

6.04 FOOD SAFETY – STATUTORY AND REGULATORY COMPLIANCE

STANDARD *Applicable to LOW-, MEDIUM-, and HIGH-risk areas*



- The organization complies with provincial, territorial, and regional (as applicable) food safety and public health statutes and regulations as they apply to its activities and initiatives.

VERIFICATION



- The organization is able to provide:
 - a description of the process it uses to maintain compliance with applicable food safety and public health statutes and regulations;
 - its public health inspection report with a passing grade (if applicable); and
 - records of actions taken to correct issues (non-conformances) identified through the organization's public health inspection (if applicable).

6.05 FOOD SAFETY LEADERSHIP – RESPONSIBILITY

STANDARD *Applicable to LOW-, MEDIUM-, and HIGH-risk areas*



- Organizations with two or more FTE (Full-Time Equivalent) employees:
 - A designated employee is responsible for maintaining and managing food safety policies and procedures.
- Organizations with fewer than two FTE (Full-Time Equivalent) employees:
 - A designated employee or volunteer is responsible for maintaining and managing food safety policies and procedures.

VERIFICATION



- Organizations with two or more FTE employees are able to provide the job description of the designated employee responsible for maintaining and managing food safety policies and procedures.
- Organizations with fewer than two FTE employees are able to provide the job description of the designated employee or volunteer responsible for maintaining and managing food safety policies and procedures.

6.06 FOOD SAFETY LEADERSHIP – COMMUNICATION

STANDARD Applicable to **LOW-, MEDIUM-, and HIGH-risk** areas



- The organization's internal communication team regularly discusses food safety expectations and outcomes.

VERIFICATION



- The organization is able to provide two dated copies of its relevant communication material discussing food safety expectations and outcomes over the past 12 months.

6.07 FOOD SAFETY LEADERSHIP – CULTURE

No minimum standard at this time.

6.08 ENVIRONMENTAL CONTROLS – FACILITIES (PREMISES) AND EQUIPMENT

STANDARD Applicable to **LOW-, MEDIUM-, and HIGH-risk** areas



- The organization keeps its interior and exterior premises clean, tidy, and in good repair and keeps equipment clean and sanitized as needed (including warehouse and washrooms).
- The organization ensures facilities and equipment are suitable for use in food premises and kept in good repair.
- All utensils and supplies are suitable for use in food premises.
- The organization regularly conducts facility and equipment inspections.

VERIFICATION



- The organization is able to provide:
 - a copy of its cleaning and sanitation policy and procedures;
 - evidence/dated records of cleaning and sanitation;
 - a copy of its maintenance policy; and
 - a copy of its policy for facility and equipment inspections.

6.09 ENVIRONMENTAL CONTROLS – SINKS

STANDARD **Applicable to LOW-risk areas**



- Hand-washing station in or near food-handling area is easy to access.

VERIFICATION



- The organization is able to describe how easy it is to access the hand-washing station(s) in or near its food-handling area(s).

STANDARD **Applicable to MEDIUM-risk areas**



- Hand-washing station in or near food repacking area(s) is easy to access.
- Double-sink is available for washing and sanitizing equipment and utensils.

VERIFICATION



- The organization is able to describe:
 - how easy it is to access the hand-washing station(s) in or near its repacking area(s); and
 - the types of sink(s) available for washing and sanitizing equipment and utensils.

STANDARD **Applicable to HIGH-risk areas**



- Dedicated hand-washing stations in all areas where open food is handled are easy to access.
- Commercial kitchen/facility is used for thawing, cooking, processing, and other high-risk food activities.
- Two- or three-compartment commercial sink for washing and sanitizing equipment and utensils is available.

VERIFICATION



- The organization is able to:
 - provide the location of the hand-washing station(s) and the types of sink(s) at each station accessible in all areas where open food is handled;
 - describe the types of sink(s) available for washing and sanitizing equipment and utensils; and
 - verify that a commercial kitchen/facility is used for thawing, cooking, processing, and other high-risk food activities.

6.10 ENVIRONMENTAL CONTROLS – WATER

STANDARD **Applicable to LOW-, MEDIUM-, and HIGH-risk areas**



- Only potable water is used for hand-washing, in food preparation or making ice, for cleaning and sanitizing utensils, and for cleaning and sanitizing all other food equipment.

VERIFICATION



- The organization is able to provide:
 - the most recent results of the local municipal test demonstrating that potable water is used from an approved municipal source for hand-washing, in food preparation or making ice, for cleaning and sanitizing utensils, and for cleaning and sanitizing all other food equipment; or
 - the results of drinking water tests demonstrating that potable well water is used for hand-washing, in food preparation or making ice, for cleaning and sanitizing utensils, and for cleaning and sanitizing all other food equipment.

6.11 OPERATIONAL CONTROLS – PEST MANAGEMENT

STANDARD *Applicable to LOW-, MEDIUM-, and HIGH-risk areas*



- The organization maintains and implements pest control procedures.

VERIFICATION



- The organization is able to:
 - describe its pest control procedures, including how it monitors trends to ensure its program is working;
 - verify that its pest control maintenance is managed by:
 - (i) internal staff: provide one completed example of the following checklist including the date it was completed, and name and role of the staff or volunteer who completed it:
 - > ensure measures for pest control do not pose a contamination risk to food, food equipment, utensils, or food contact surfaces;
 - > check pest control devices for evidence of pests;
 - > check the floor around the perimeter of food storage areas for evidence of pest activity or nesting (behind equipment);
 - > check the floor under tables and storage racks for evidence of pest activity or nesting;
 - > check storage shelves/areas where grains and flour are stored for evidence of pest (insect) activity;
 - > document pest activity on pest activity monitoring chart; and
 - > report all signs of pest activity to supervisor; or
 - (ii) an external pest control company: provide one report/log over the past 12 months of a formal pest control check at your facilities.
- The organization is able to:
 - report any pest issues warranting action over the past 12 months and any corresponding actions and outcomes or confirm that no pests were seen during that period.

6.12 OPERATIONAL CONTROLS – ALLERGEN CONTROL

STANDARD **Applicable to LOW-, MEDIUM-, and HIGH-risk areas**



- Precautions are taken to prevent allergen contamination of foods during handling and storage.
- All foods are accurately labelled to provide information that could affect client safety and to support traceability.
- All eggs are Grade A (i.e., inspected in a government-approved facility) and labelled accurately.

VERIFICATION



- The organization has:
 - its allergen food-handling and storage policy and dated records;
 - its allergen labelling and traceability policy and dated records; and
 - a receipt for the past month's purchase of all its eggs that includes the egg supplier's name and contact information.

6.13 OPERATIONAL CONTROLS – HANDLING OF OPEN FOOD

★ **No minimum standard for LOW-risk areas**

★★ **Standards only apply to MEDIUM- and HIGH-risk areas**

STANDARD **Applicable to MEDIUM-risk areas**



- The organization follows written repacking procedures approved by the relevant public health body.
- All repacking activities prevent contamination/cross-contamination.

VERIFICATION



- The organization has:
 - a copy of its repacking policy and procedures, including verification of the relevant public health body's approval; and
 - dated repacking records confirming that no food containing allergens was repacked.

6.13 OPERATIONAL CONTROLS – HANDLING OF OPEN FOOD

STANDARD **Applicable to HIGH-risk areas**



- The organization follows written safe food-handling procedures developed by the relevant public health body or food safety professionals.
- All repacking activities prevent contamination/cross-contamination.

VERIFICATION



- The organization has:
 - a copy of its safe food-handling procedures developed by the relevant public health body or food safety professionals; and
 - dated repacking, processing, and preparation records.

6.14 OPERATIONAL CONTROLS – TRACEABILITY AND RECALL

STANDARD **Applicable to LOW-, MEDIUM-, and HIGH-risk areas**



- The organization has a process to track inventory and a recall and traceability system to immediately isolate any recalled product.

VERIFICATION



- The organization has:
 - a policy for recall and traceability;
 - procedures for managing food recalls from suppliers and CFIA (Canadian Food Inspection Agency) alerts; and
 - dated inventory management records.

6.15 OPERATIONAL CONTROLS – COLD CHAIN TEMPERATURES

STANDARD Applicable to **LOW-, MEDIUM-, and HIGH-risk** areas



- The cold chain is effectively controlled with appropriate equipment (e.g., blankets, coolers, or refrigerated vehicles for transport; refrigerators and freezers for storage).

VERIFICATION



- The organization has:
 - a policy and procedures for receiving temperatures;
 - a policy and procedures for monitoring storage temperatures; and
 - dated corrective action records of when receiving or storage temperatures exceed limits.

6.16 OPERATIONAL CONTROLS – AMBIENT TEMPERATURE STORAGE

No minimum standard at this time.

6.17 OPERATIONAL CONTROLS – PROCESSING TEMPERATURES

No minimum standard at this time.

6.18 OPERATIONAL CONTROLS – PERSONNEL FOOD SAFETY PRACTICES

STANDARD *Applicable to LOW-, MEDIUM-, and HIGH-risk areas*



- All employees and operational volunteers of the organization mitigate the risk of contaminating products and packaging:
 - through effective hand-washing and appropriate glove use;
 - by abiding by personal hygiene policies and wearing appropriate protective gear; and
 - by not handling food when illness or injury may lead to contamination or cross-contamination.

VERIFICATION



- The organization has:
 - a hand-washing and glove-use policy and procedures;
 - personal hygiene and protective-wear policies; and
 - an illness and injury policy.

6.19 PERSONNEL OVERSIGHT/SUPERVISION

STANDARD *Applicable to LOW-, MEDIUM-, and HIGH-risk areas*



- The organization's management ensures effective implementation of safe food-handling practices.

VERIFICATION



- The organization has a policy for supervising and coaching food-handlers.

6.20 OPERATIONAL CONTROLS – INPUT FOR FOOD SAFETY & FOOD-HANDLER PRACTICES

STANDARD Applicable to **LOW-, MEDIUM-, and HIGH-risk areas**



- The organization's management solicits feedback from employees and volunteers to improve procedures for food safety and food-handling/-handler policies.

VERIFICATION



- The organization has records of feedback and follow-up from employees and volunteers to improve procedures for food safety and food-handling/-handler policies.

6.21 TRAINING – FOOD-HANDLER TRAINING/CERTIFICATION

STANDARD Applicable to **LOW-, MEDIUM-, and HIGH-risk areas**



- All food-handling personnel* are aware of potential food safety hazards and there are processes in place to help them act swiftly when they become aware of risks to clients.

VERIFICATION



- The organization has:
 - a training policy applicable to all food-handling personnel as it relates to their awareness and swift response to potential food safety hazards and associated risks to clients; and
 - dated records of training provided over the past 12 months.

*Personnel in this context includes paid employees and volunteers.

6.22 TRAINING – OPERATIONS MANAGEMENT TRAINING/CERTIFICATION

STANDARD **Applicable to LOW-risk areas**



- At least one supervisor/manager* has completed Food Banks Canada food safety training or equivalent.

VERIFICATION



- The organization has a training policy and dated records of at least one supervisor/manager who has completed Food Banks Canada food safety training or equivalent.

STANDARD **Applicable to MEDIUM-risk areas**



- All supervisors/managers in operations have completed Food Banks Canada food safety training or equivalent.
- At least one supervisor/manager in operations has government-accredited food safety certification.

VERIFICATION



- The organization has:
 - a training policy and dated records of all supervisors/managers who have completed Food Banks Canada food safety training or equivalent; and
 - a copy of completed training certificates for each of those supervisors/managers.

STANDARD **Applicable to HIGH-risk areas**



- All supervisors/managers in operations have completed Food Banks Canada food safety training or equivalent.
- At least one supervisor/manager on each shift in operations has government-accredited food safety certification.

VERIFICATION



- The organization has:
 - a training policy and dated records of all supervisors/managers who have completed Food Banks Canada food safety training or equivalent;
 - a copy of completed training certificates for each of those supervisors/managers; and
 - a policy requiring at least one supervisor/manager on each shift in operations to have food safety certification.

*Supervisor/manager in this context includes paid employees and volunteers in both food-handling and non-food-handling roles.

> APPLICABILITY GUIDES

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APPLICABILITY GUIDES

The food banking network is made up of a diverse range of organizations. The standards were designed to reflect the diversity of the network and be accessible to all food banks. Compliance with the standards can look very different from one place to another – there is no one size fits all approach and there is flexibility in how each food bank meets a standard. Nonetheless there are some differences in how the standards apply.

GUIDANCE AROUND USE OF NON-APPLICABLE

When completing the accreditation process, there may be some standards that do not apply based on your activities. The table below, provides further detail. You will be required to provide a reasonable explanation for any standards you indicate are not applicable to your organization.

CRITERIA	STANDARDS THAT DO NOT APPLY
Food bank/provincial association <u>does not</u> have non-board volunteers	<p>2.05 Volunteer Involvement Policies & Procedures</p> <p>2.07 Volunteer Management</p> <p>Note: Standards 2.06 (Volunteer Oversight), 2.08 (Volunteer Recruitment), 2.09 (Volunteer Screening), 2.10 (Volunteer Recognition) still apply even if the organization only has board volunteers. Your responses to these standards should focus on your board volunteer processes.</p>
Food bank/provincial association <u>does not</u> directly serve clients	<p>4.03 Records on Informed Consent</p> <p>4.05 No-Cost Food Access</p> <p>4.06 Food Choice</p> <p>4.08 Food Quantity</p> <p>4.09 Welcoming Environment</p> <p>4.11 Link2Feed or Approved Intake Software Program</p>
Food bank/provincial association has <u>no</u> chief staff person	<p>1.07 Board of Directors – Oversight of the Chief Staff Person</p>
Food bank/provincial association has <u>no</u> paid staff	<p>1.07 Board of Directors – Oversight of the Chief Staff Person</p> <p>2.01 Human Resource Management Policies</p> <p>2.05 Staff Compensation</p> <p>3.05 Statutory Remittances</p>

CRITERIA	STANDARDS THAT DO NOT APPLY
<p>Food bank/provincial association has less than \$100,000 in investable assets</p>	<p>3.07 Investment Policy</p>
<p>Food bank/provincial association <u>does not</u> fundraise Note: As a general rule, fundraising is any activity that includes a solicitation of present or future donations of cash or non-cash gifts, whether the solicitation is explicit or implied.</p>	<p>5.01 Donor Requests 5.02 Donor Lists 5.03 Independent Advice 5.05 Fundraising Practices 5.06 Fundraising Materials 5.07 Payment of Fundraisers 5.08 Behaviour of Fundraisers 5.09 Fundraising Policies 5.10 Cause-related Marketing</p>
<p>Food bank/provincial association <u>does not</u> handle, store, deliver food or have a warehouse</p>	<p>6.01 Food Operations – Warehouse Safety 6.02 Food Operations – Health and Safety 6.03 Food Operations – Recording Food Weight 6.04 Food Safety - Statutory and Regulatory Compliance 6.05 Food Safety Leadership – Responsibility 6.06 Food Safety Leadership – Communication 6.08 Environmental Controls – Facilities (premises) and Equipment 6.09 Environmental Controls – Sinks 6.10 Environmental Controls – Water 6.11 Operational Controls – Pest Management 6.12 Operational Controls – Allergen Control 6.13 Operational Controls – Handling of Open Food 6.14 Operational Controls – Traceability and Recall 6.15 Operational Controls – Cold Chain Temperatures 6.18 Operational Controls – Personnel Food Safety Practices 6.19 Personnel Oversight / Supervision 6.20 Operational Controls – Input for Food Safety & Food- Handler Practices 6.21 Training – Food-Handler Training / Certification 6.22 Training – Operations Management Training / Certification</p>

STANDARDS APPLICABILITY GUIDANCE BASED ON ORGANIZATION TYPE

There are scenarios where the standards apply differently depending on the distinct organizational structure and/or nature of some groups within the food banking network. Below is a summary of the applicability of the standards to these distinct organizations within the network. Not every scenario or type of organization is included below. Generally, most organizations are expected to meet all of the standards. If you have reason to believe the standards may apply differently to you based on your distinct organizational structure and/or the nature of your work, please contact us as soon as possible.

TYPE OF ORGANIZATION	APPLICABILITY
First Nations food banks Territorial food banks	Voluntary
Agencies of food banks	Not currently available
Food banks operated by religious institutions (e.g. church, mosque, temples, etc.)	Required to meet all standards in the following sections: <ul style="list-style-type: none"> • Section 2: People Management • Section 3: Financial & Legal • Section 4: Client Service & Care • Section 6: Food Operations & Food Safety. See details for other standards – they apply but with a focus on food bank operations.
Salvation Army units	Due to the structure of the Salvation Army, some of the standards will be applicable to Salvation Army Canada and other standards will be applicable to the local Salvation Army unit/food bank.
Imagine Canada accredited	A fast track process is available

APPLICABILITY OF STANDARDS TO FOOD BANKS OPERATED BY RELIGIOUS INSTITUTIONS

In the case of food banks operated by religious institutions, there may be unique challenges with meeting the standards. Oversight for some areas of the standards falls outside of the scope of the food bank because governance activities are focused on the institution and the food bank is one program offered.

For food banks operated by religious institutions, applicability is as follows:

- **SECTION 1:** Governance & Administration – See chart below for applicability
- **SECTION 2:** People Management – required to meet all standards
- **SECTION 3:** Financial & Legal – required to meet all standards
- **SECTION 4:** Client Service & Care – required to meet all standards
- **SECTION 5:** Public Engagement & Fundraising – see chart below for applicability
- **SECTION 6:** Food Operations & Food Safety – required to meet all standards

For those standards that are listed as applicable, if you are unable to meet them due to your organizational structure, please contact us.

SECTION 1: Governance & Administration

STANDARD	APPLICABILITY	NOTES
1.01 Volunteer Involvement Policies & Procedures	Adjusted verification	The organization must indicate legal structure only.
1.03 Board of Directors – Composition	Applicable	
1.04 Board of Directors – Governance Documents	Applicable	
1.05 Board of Directors – Board Orientation	Not applicable	

STANDARD	APPLICABILITY	NOTES
1.06 Board of Directors – Board Performance and Development	Adjusted verification	
1.07 Board of Directors – Oversight of the Chief Staff Person	If the chief staff person is responsible for managing the food bank then the standard applies. If not, this standard is not applicable.	
1.08 Insurance Coverage	Applicable	
1.09 Risk Management	Adjusted verification	Description of the process the board uses to identify and respond to the food bank's strategic and operational risks and the date the board most recently discussed them.
1.10 Business Continuity and Disaster Response	Adjusted verification	The food bank has a written business continuity plan and provides the date the board most recently reviewed it.
1.11 Conflict of Interest	Applicable	
1.12 Privacy and Confidentiality	Applicable	
1.13 Values	Applicable	
1.14 Equity, Diversity and Inclusion	Adjusted verification	The food bank is able to describe the steps it has taken to define and assess its approach to developing, supporting, and strengthening a culture of equity, diversity and inclusion.
1.15 Truth and Reconciliation	Adjusted verification	The food bank includes land acknowledgements at all public meetings.

SECTION 5: Public Engagement & Fundraising

STANDARD	APPLICABILITY	NOTES
<p>5.01 Donor Requests</p> <p>5.02 Donor Lists</p> <p>5.03 Independent Advice</p>	Adjusted verification	The required policies for these standards apply to the food bank fundraising only .
5.04 Donor Receipting	Applicable	
5.05 Fundraising Practices	Adjusted verification	The required policy for this standard applies to the food bank fundraising only .
5.06 Fundraising Materials	Applicable	
5.07 Payment of Fundraisers	Adjusted verification	The required policy for this standard applies to the food bank fundraising only .
5.08 Behaviour of Fundraisers	Adjusted verification	Required description of process applies to food bank fundraising only .
5.09 Fundraising Policies	Adjusted verification	The required policies for this standard apply to the food bank fundraising only .
5.10 Cause-related Marketing	Adjusted verification	The verification applies to cause-marketing conducted by the food bank only .
5.11 Media Spokesperson	Applicable	
5.12 National Research	Applicable	
5.13 Network Portal	Applicable	
5.14 Dignity of Clients	Applicable	

IMAGINE CANADA FAST TRACK PROCESS

The Food Banks Canada Standards of Excellence align with Imagine Canada's standards in many cases. Any food bank that is already accredited by Imagine Canada can complete a 'fast track' application for the Food Banks Canada Standards of Excellence. The table below lists all the standards where:

- the two sets of standards are identical;
- the intent of the two sets of standards is the same; and
- the Imagine Canada requirements exceed the FBC requirements.

There are some standards that partially overlap – in these cases, you will still be required to demonstrate compliance with the Food Banks Canada standards.

For the following 33 standards, you may indicate you are compliant with the Standard and no document check will be required. The corresponding number of the Imagine Canada standard is provided for reference.

FOOD BANKS CANADA STANDARDS	IMAGINE CANADA STANDARDS REFERENCE
1.01 Legal Status	A9
1.03 Board of Directors – Composition	A18
1.05 Board of Directors – Board Orientation	A20
1.07 Board of Directors – Oversight of the Chief Staff Person	A4, A5, A6
1.08 Insurance Coverage	A8
1.09 Risk Management	A7
1.11 Conflict of Interest	A12
1.12 Privacy and Confidentiality	A13
1.14 Equity, Diversity and Inclusion	A27
2.01 Human Resource Management Policies	D1
2.03 Conflict Resolution	D13
2.05 Volunteer Involvement Policies and Procedures	E1
2.06 Volunteer Oversight	E2

FOOD BANKS CANADA STANDARDS	IMAGINE CANADA STANDARDS REFERENCE
2.07 Volunteer Management	E3, E6, E7
2.08 Volunteer Recruitment	E4
2.09 Volunteer Screening	E5
2.10 Volunteer Recognition	E8
3.01 Financial Oversight	B5
3.03 Public Disclosure	B10
3.04 Tax Filing	B4
3.05 Statutory Remittances	B6
3.06 Board Oversight of Resource Development	B7
3.07 Investment Policy	B8
5.01 Donor Requests	C1, C3
5.02 Donor Lists	C2
5.03 Independent Advice	C4
5.04 Donor Receipting	C5
5.05 Fundraising Practices	C6
5.06 Fundraising Materials	C9
5.07 Payment of Fundraisers	C10
5.08 Behaviour of Fundraisers	C11
5.09 Fundraising Policies	C12
5.10 Cause-Related Marketing	C14

SALVATION ARMY PROCESS

Due to the organizational structure of The Salvation Army, some standards are met by The Salvation Army Canada and some are met by local food bank units. A breakdown of the areas is provided below.

FOOD BANKS CANADA STANDARDS MET BY THE SALVATION ARMY IN CANADA

When completing the standards application for the following standards, you may indicate you are compliant.

1.01 Legal Status

1.03 Board of Directors – Composition

1.04 Board of Directors – Governance Documents

1.05 Board of Directors – Board Orientation

1.06 Board of Directors – Board Performance and Development

1.07 Board of Directors – Oversight of the Chief Staff Person

1.08 Insurance Coverage

1.09 Risk Management

1.10 Business Continuity and Disaster Response

1.11 Conflict of Interest

1.12 Privacy and Confidentiality

1.14 Equity, Diversity and Inclusion

1.15 Truth and Reconciliation

2.01 Human Resource Management Policies

2.02 Anti-Violence and Anti-Harassment

2.03 Conflict Resolution

2.04 Staff Compensation

FOOD BANKS CANADA STANDARDS MET BY THE SALVATION ARMY IN CANADA

When completing the standards application for the following standards, you may indicate you are compliant.

2.05 Volunteer Involvement Policies and Procedures

2.06 Volunteer Oversight

2.07 Volunteer Management

2.08 Volunteer Recruitment

2.09 Volunteer Screening

2.10 Volunteer Recognition

3.01 Financial Oversight

3.02 Financial Statements

3.03 Public Disclosure

3.04 Tax Filing

3.05 Statutory Remittances

3.06 Board Oversight of Resource Development

3.07 Investment Policy

3.08 Anti-Fraud

3.09 Data Protection

3.10 Canada's Anti-Spam Legislation

5.01 Donor Requests

5.02 Donor Lists

5.03 Independent Advice

FOOD BANKS CANADA STANDARDS MET BY THE SALVATION ARMY IN CANADA

When completing the standards application for the following standards, you may indicate you are compliant.

5.04 Donor Receipting

5.05 Fundraising Practices

5.06 Fundraising Materials

5.07 Payment of Fundraisers

5.08 Behaviour of Fundraisers

5.09 Fundraising Policies

5.10 Cause-Related Marketing

STANDARDS TO BE MET BY LOCAL SALVATION ARMY UNITS / FOOD BANKS

For these standards, review and confirm your compliance in the application.

4.01 Ethical Food Banking Code

4.02 Complaints

4.03 Records on Informed Consent

4.04 Accessibility for People with Disabilities

4.05 No-Cost Food Access

4.06 Food Choice

4.07 Food Quality

4.08 Food Quantity

STANDARDS TO BE MET BY LOCAL SALVATION ARMY UNITS / FOOD BANKS

For these standards, review and confirm your compliance in the application.

4.09 Welcoming Environment

4.10 Collecting Stakeholder Input

4.11 Link2Feed or Approved Intake Software Program

5.11 Media Spokesperson

5.12 National Research

5.13 Network Portal

5.14 Dignity of Clients

6.01 Food Operations - Warehouse Safety

6.02 Food Operations - Health and Safety

6.03 Food Operations - Recording Food Weight

6.04 Food Safety - Statutory and Regulatory Compliance

6.05 Food Safety Leadership – Responsibility

6.06 Food Safety Leadership – Communication

6.08 Environmental Controls – Facilities (premises) and Equipment

6.09 Environmental Controls – Sinks

6.10 Environmental Controls – Water

6.11 Operational Controls – Pest Management

6.12 Operational Controls – Allergen Control

6.13 Operational Controls – Handing of Open Food

STANDARDS TO BE MET BY LOCAL SALVATION ARMY UNITS / FOOD BANKS

For these standards, review and confirm your compliance in the application.

- 6.14** Operational Controls – Traceability and Recall
- 6.15** Operational controls – Cold Chain Temperatures
- 6.18** Operational Controls – Personnel Food Safety Practices
- 6.19** Personnel Oversight / Supervision
- 6.20** Operational Controls – Input for Food Safety and Food-handler Practices
- 6.21** Training – Food-handler Training / Certification
- 6.22** Training – Operations Management Training / Certification



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