



Food Bank Handbook

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Introduction

Thank you for fighting hunger and feeding hope in Manitoba. Whether you have recently joined us on this journey or have been working with Harvest since we first opened our doors in 1985, we value your commitment to loving our neighbors and working towards social justice. We believe that teamwork is the essential ingredient to realising our shared vision of a hunger-free Manitoba.

The purpose of this handbook is to function as a handy operations guide for all team members at food banks (from this point on known as an FDA, Food Distribution Agency) throughout Manitoba. The information included in this book has been generated from the most common questions and concerns we receive, and we welcome calls, e-mails, visits and advice from FDAs. Contact Harvest's Agency Liaison with your ideas or to request additional handbooks.

Vision and Mission

Our Vision

A community that no longer requires the services of a food bank.

Our Mission

1. Share food with hungry families.
2. Facilitate training and learning opportunities for our clients.
3. Move towards long-term solutions.

Harvest Goals

Once a potential FDA has submitted an application, Harvest will determine if the community is in need of a food bank and if there is food and personnel capacity to add another agency. Harvest will conduct a site visit to view the space of the potential food bank and meet with the staff/volunteers. A calendar of food bank dates is developed in consultation with the FDA and food bank training is given to the volunteers of the FDA by a member of the Harvest Agency Department.

Harvest will register clients and provide a client list as either a paper copy or an e-mail.

Harvest would like to have team members (staff or volunteers) visit all of our FDAs in person. All food banks will be visited yearly. Visits may occur more often if the agency has requested it, if the agency is new, or in response to concerns from the community.

Harvest is dedicated to collaborating with community members to maximize donations of food and to reclaim unwanted items from the mainstream food distribution system.

Harvest provides consistent service that does not discriminate among clients based on gender, faith, sexual orientation, age, cultural ethnicity, language, ability, or any other personal quality.

Harvest is committed to reducing its impact on the environment; to use resources responsibly, to minimize waste, and to recycle materials that can no longer be safely and efficiently used within our distribution system.

Glossary of Terms

Food Security: The World Health Organization states that there are three pillars that determine food security: availability, access, and use/misuse. The Food and Agriculture Organization of the United Nations adds a fourth pillar: the stability of the first three dimensions of food security over time.

Food Distribution Agency (FDA): A community program which has registered with Harvest to share food, including food banks. Agencies run independently of Harvest.

Food Bank: An Agency at which food items are distributed directly to households.

Harvest Registry: Clients contact Harvest to register for each food bank appointment

Self-registry: A food bank registers its own clients and reports details to Harvest. These food banks have identified a greater need for privacy for their clients.

Client: A participant in an agency program, including people registered for food banks.

Client List: A list of clients who have registered at a food bank; used to distribute food fairly and to track attendance. This list must be returned to Harvest Client Services Office to report attendance. **(see Appendix C for a sample Client List)**

Household: The total number of clients of all ages who live at one address. They may or may not be related.

Walk-In: A client who accesses a food bank without registering.

No-Show: A client who has registered at a food bank but does not attend.

Kit Count/ Milk Count: When there are no-shows there may be left over kit items and milk. Kit Count sheets are to be returned to the Agency Food Relations Personnel. **(see Appendix E for sample Milk/Kit Count)**

Gluten-free kit: A kit of gluten-free non-perishable items.

Milk: Refers to the 1-litre size 3.25%MF (Parmalat) milk distributed only to the children of registered food bank clients who are 12 years old and under and to pregnant and nursing mothers.

Other Milk: Any type or size of milk other than the one listed above. This milk may be distributed to households without children and to walk-in clients.

Order: The total amount of food that FDAs receive at one time. Food bank orders are accompanied by a blue **Order sheet**. An order may be received by delivery or pick-up. **(see Appendix D for sample Order Sheet)**

Special Requests: A limited list of items clients must specifically ask for when registering for a Food Bank (e.g. pet food, feminine hygiene, diapers)

Request from Agency: FDAs may request special items or changes to their orders.

Food Distribution Agencies

Agencies are encouraged to communicate regularly with the Harvest team any needs of the Agency or of a client. The more information shared, the more Harvest is able to work together to meet your needs and serve you better.

It is understood that Agencies will fulfill the guidelines listed below:

- FDAs need to identify one person as the coordinator that Harvest can contact in regard to the running of the program when needed, as well as one alternate. The coordinator may be a paid or unpaid team member. The coordinator, as well as their alternate, must provide a method of contact during the run-time of a food bank so that Harvest can contact the food bank in case of late delivery or other important information.
- Coordinators are expected to attend food bank training to meet the Agency team at Harvest, and to learn about logistics in relations to items listed in this handbook.
- FDAs will coordinate their own paid and unpaid team members, including the recruitment, screening, training and recognition of volunteers. **(see Appendix A for example Volunteer Job Descriptions)**
- FDAs must keep all client information *confidential*. Client lists are used to ensure fair distribution of food assistance and must not be used for any other reason.
- FDAs select a time to provide service during consistent pre-determined hours of operation. Calendars are renewed every year and once signed, Agencies are asked to provide at least one month's notice to Harvest, clients and team members of any cancellations or schedule changes. **(see Appendix B for a sample Calendar)**
- Food banks **must return** completed client lists, kit/milk counts after every food bank to help with planning for upcoming food bank dates.
- FDAs must not sell, trade, barter or fundraise using any goods received from Harvest in exchange for money or any other goods and/or services including volunteer time.
- FDAs must not require clients to participate in religious/spiritual services or events in order to receive food.
- FDAs are encouraged to welcome clients as team members if there are appropriate positions available.
- FDAs must handle food safely and respectfully, following all Food Safe procedures **(see Appendix F for Food Handling Standards)**. The premises should be physically safe for all clients. Agencies should maintain a fire evacuation plan and to be mindful that its premises are not filled above a safe capacity. It is recommended that each Agency have a first aid kit and a working bathroom on site.
- FDAs are encouraged to have at least one member of its team with Safe Food Handling Certificate and Non-violent Crisis Intervention training. This training is available through Harvest for our Agency Partner volunteers/staff at no cost.
- FDAs will be required to complete and return Disclaimer of Warranty and Indemnity and Code of Ethics and Conduct forms as requested by Harvest.

Clients

Clients are people experiencing food insecurity. Clients need food assistance for a variety of reasons—some have had a recent loss of a job, natural disaster, illness, etc. Harvest trusts our clients to determine their own need and does not conduct a means test, such as qualification via low-income guidelines. At some food banks, the volunteers are also clients. Harvest books clients to food bank every two weeks (four weeks during COVID-19 pandemic) near their home address, or at a location convenient for them.

Registered Clients

Food bank clients can book their appointment using the following methods:

1. Harvest Registry: Clients contact the Client Services department by:
 - a. Booking an appointment through Harvest's food line at: **204-982-3660**
 - b. E-mailing their appointment request at: **appointments@harvestmanitoba.ca**
 - c. Visiting Harvest and booking appointment in person at: **1085 Winnipeg Ave.**

To help best serve, food bank clients provide information about their name, address and household size. They are expected to present their Manitoba Health Card at the food bank in order to receive their food assistance. If the client does not have a Manitoba Health Card, alternate documents can be used to confirm these details. Clients are encouraged to communicate any changes in their information.

If two or more adults live at one address, only one may register for food banks at a time, their file can reflect the total number of people that live in the household regardless of what the relationship is between them. For food bank purposes, adult roommates who live together are to be considered one household.

Clients can have other people pick-up their food provided they bring the registered client's health card, a signed letter stating that this person can pick-up the food. Food banks are asked to keep the letter so a new letter must be produced for each appointment. Persons can pick up for one client only.

Food bank clients are to provide their own boxes and bags and their own transportation to and from the FDA.

Self Registry Clients

Agencies book their own clients and submit their client list to Harvest following each food bank. This is reserved for agencies that require that their client information remain confidential. This includes such food banks for individuals leaving abusive/unsafe relationships and other instances where privacy is paramount.

Rural Agencies

Harvest requests that rural agencies submit their client lists to Harvest 3 days prior to each food bank order they receive from Harvest.

Walk-in Clients

Each FDA may decide if they will serve walk-ins. Food provided to FDA is to be given to registered clients first.

Anyone who requests food at a food bank but is not on the client list is considered a walk-in client (even if this person has been a register client many times before). If a walk-in client indicates this is their first time using a food bank, they are encouraged to contact Harvest and they will be registered for a future appointment.

If walk-in clients are to be served, these guidelines must be followed:

- Walk-in clients may only be served if one or more of the registered clients on the list don't come to the appointment. If all of the registered clients show up, there should be no food left to serve walk-in clients.
- Walk-in clients may only receive food after a reasonable amount of time has passed to allow registered clients to arrive and be served.
- Walk-in clients must show their Manitoba Health Card or alternate form of ID.
- Walk-in clients **should not receive kit items, milk or baby formula**. In extreme circumstances, you may decide to give walk-in clients these items anyway. If this occurs, please record their 6-digit Manitoba Health Card number, address and full name. Report this information to Harvest as soon as possible.
- FDA are to add the walk-in client's name and medical card number at the bottom of the client list and return the entire list to Harvest.

No-Show Clients

- If a client does not show up to their designated appointment without notifying Harvest two times at the same food bank, they will be banned from that food bank and asked to register at a different one.

Before your Food Bank

How to Receive Food

Food and non-food items provided by Harvest are donated by generous community members. In the spirit of respect, thankfulness and compassion, we distribute these items in a fair share distribution model. The fair-share model relates to prioritization of agencies as well as fair distribution of items. Harvest creates priority by supporting agency types in the following order:

- Food Banks
- Soup Kitchens
- Daycares
- Meal-snack programs (children and youth)
- Meal-snack programs (adults and seniors)
- One-time special request orders (community events, funerals, etc.)
- Natural Disaster/Urgent Needs

The second component of the fair share model is distribution. Based on daily warehouse stores, in-stock quantities are divided for equal distribution, and are indicated on daily orders so that clients receive the same amount of food, regardless of the food bank they attend. Quantities are set to reflect the availability of certain items, such as potatoes. The number of food banks and clients on a given day determines the quantity a food bank will receive. For example, if Harvest has 500 clients registered on a particular day across various food banks, and we have 1,000 LBS of potatoes, we will send 2 lbs of potatoes per household to each food bank.

Within this model, we also eliminate items from an order when there is insufficient quantity available for all clients at a food bank. For example, if Harvest has 50 clients registered at a specific food bank but there are only 40 cereal boxes in the warehouse, that item would be eliminated from the food bank order.

All food banks will receive an **order** on or prior to the run date at the food bank. The order is created based on the number of clients who have registered for that specific date at that location. There should be a precise amount of food available for each client. The amount may vary between each time that the food bank runs, as what we send is reflected in what has been donated. An blue **order sheet** will accompany the **food order** and must be referred to in order for food assistance to be distributed correctly.

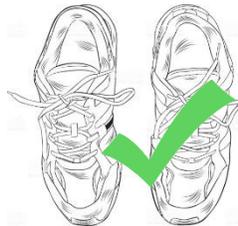
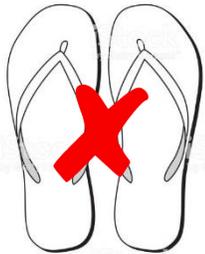
Pick-ups

Agencies scheduled for a pick-up must come to the warehouse at 1085 Winnipeg Avenue. A representative for the FDA is to ring the buzzer at the Agency Department entrance (by Bay 6) and await further instructions. Agencies must have access to a vehicle large enough to accommodate the entire food order. It is recommended that two team members from the FDA come for the pick-up, at least one who can safely lift 50lbs. Team members from the FDA are expected to load their own vehicle during the pickup.

Some items on the order will be contained in plastic crates or bread trays. These containers must not leave Harvest. The pick-up team members from the FDA are expected to transfer items from these crates to plastic bags or cardboard boxes. Harvest will try to supply these items but sometimes we experience shortages. Agencies are encouraged to bring their own boxes, bags or crates for pick-ups.

Pick-ups will have a scheduled time. If team members from the FDA are running late for the pick-up, a phone call to the Harvest Agency Office is appreciated at 204-982-3674. Pick-ups are not offered any later than 3 pm. Harvest cannot promise that the food order will be ready any earlier than the scheduled pick-up time. Given the requirements for loading, it is reasonable to expect that 30-45 minutes of time are needed to complete the pick-up, but this can vary depending on the size of the order.

As Harvest is a functioning warehouse and for health and safety reasons, all team members who pick up food at Harvest must wear **fully enclosed**, supportive footwear. Team members who are wearing improper footwear will not be able to pick-up the order for their FDA.



Deliveries

Delivery to food banks is dependent on warehouse capability and that food banks serve at least 50 clients. Delivery drivers are only expected to move food items to the end of the delivery truck, therefore FDAs must find appropriate help to unload (some should be able to lift 50lbs safely). While deliveries will be scheduled, it is reasonable to expect that the food order might be delivered up fifteen minutes early or fifteen minutes late in ordinary circumstances. When unforeseeable events happen, the delivery may require an even larger grace period. If this is the case, Harvest will contact the FDA to inform the coordinator of the situation. Additionally, there may be bread trays and milk crates on the order. Crates must be emptied and then returned to the delivery vehicle on the same or on the next delivery date.

Other Training

Safe Food Handling

In order to support FDAs in following safe food handling guidelines, Harvest is pleased to offer Safe Food Handling certification at no cost. Coordinators and volunteers from FDAs can arrange training through Harvest by contacting our Training Department at 204-982-3663 and asking for the Education and Training Manager.

Additional resources, including a chart for navigating best-before dates, can be found online at Food Banks Canada (www.foodbankscanada.ca) or from Harvest's Agency Department.

Additionally, for the safety of you and your clients, we would like each FDA to register for product recall information from the Canadian Food Inspection Agency: <http://www.inspection.gc.ca/about-the-cfia/newsroom/food-recall-warnings/eng/1299076382077/1299076493846>.

Non-Violent Crisis Intervention

In order to support the safety of FDA coordinators and volunteers, Harvest is pleased to offer Non-Violent Crisis Intervention certification at no cost. Coordinators and volunteers from FDAs can arrange training through Harvest by contacting the Agency Liason at (204) 982-3663 ext. 432.

Additionally, it may be beneficial for FDAs to develop in-house crisis/emergency response plans for staff and volunteers to utilize in unforeseen crisis/emergency situations.

During Your Food Bank

Polices for Food Banks

Respectful Place

Harvest seeks safe and welcoming places where people can receive food. Clients, volunteers and staff are to be treated with respect and dignity free of harassment. To this end, these behaviours will **NOT** be tolerated in our food banks:

- Discrimination based on race, ethnicity, colour, religion, sex, age, sexual orientation, mental or physical disability
- Violence or threats of violence
- Unwanted and/or intimidating physical contact
- The use of drugs or alcohol
- Public humiliation or insulting comments
- Swearing or verbal abuse

Clients

- Clients can access a Harvest food bank every two weeks (four weeks during COVID-19)
- One address receives one hamper of food
- Clients are asked to show identification (a medical card is preferred); clients must not use false identification
- Walk-ins must wait until all those on the Client List are served

Food

- All food Harvest distributes is donated by individuals, stores and companies
- Food received from Harvest is not to be sold, bartered, traded or used for fundraising efforts
- Harvest cannot guarantee any item
- Food distributed by Harvest is meant to last a household for two to three days
- Kit Items (canned vegetables/fruit, carbohydrate, protein, soup) are for those on the Client List only
- Milk (1 litre 3.25% Parmalat) is served 1 litre per child 12 and under and to pregnant/nursing women
- New Bothwell cheese is limited to 1 package per child 12
- Bread and Baked Goods are served up to two days past the best before date (per FBC guidelines)
- Canned food is served up to nine months past the best before date (per FBC Bank guidelines)

Food Banks

- Food bank volunteers on the Client List may receive food first in the same quantity as all other clients
- Food banks can serve walk-ins at their discretion
- Food bank volunteers are not expected to deliver food or transport clients
- Food banks decide the order and method (pre-packaged or individual choice) of food distribution
- Food bank volunteers will respect the privacy of those served, maintaining confidentiality of personal information
- Food banks are responsible to find and manage volunteers
- Food bank volunteers will maintain the highest possible standards for food storage and handling
- Supplementing food from Harvest is at the discretion and resources of the food bank

Harvest Contacts

There may be times during your food bank that an issue arises. This could be in regard to client registration, food quality or quantity, delivery time, or other issues.

There are three main departments you might need to contact:

Client Services Office: Responsible for connecting clients with a food bank, including booking clients food bank appointments and producing client lists.

Agency Office: Responsible for communication with FDAs, processing orders, dealing with complaints/concerns within agencies, new agency applications, and arranging food bank visits.

Warehouse Office: Responsible for collecting/distributing food; schedules deliveries/pick-ups.

If you need to contact Harvest staff during your food bank, please try the following:

Reynold Friesen **Agency Department Manager** **(204) 982-3674**

If the Agency Manager is not at their desk, you will need to phone the main line at **(204) 982-3663**. Most likely, reception staff or volunteers will answer your call and you will be able to ask to speak to someone in the Agency Department.

Please identify that you are calling from a food bank and that your food bank is currently running.

Our reception staff and volunteers have been instructed to take your name and phone number, and hand that information to the appropriate person in the Agency Department.

If reception does not take your call, and you are able to dial an extension, you can use the following phone numbers to contact the Agency department directly:

Kelly Moore **Rural Community Liason** ext. 430

Anthony Santoro **Urban Agency Liason** ext. 432

Greg Schroeder **Agency Food Relations** ext. 433

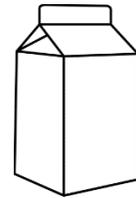
Deb Swereda **Client Services Manager** ext. 662

Food items that have Specific Rules



Kit items are: Soups, Proteins, Fruits/Vegetables, and Carbohydrates. These are shared with food banks in the amount of exactly one per **registered** household. Households of any size receive one of each type of kit item per food bank appointment. Kit items may not be given to walk-in clients and they may not be used for any other purposes.

Milk in 1 litre size cartons are generously donated by the Dairy Farmers of Manitoba. Milk in the 1 litre size, 3.25% MF variety will only be distributed to food banks. One litre is to be distributed to registered families for each child 12 years and under and one to each pregnant or nursing mother. Milk may not be distributed to walk-in clients even if the client has young children or is pregnant or nursing.



Walk-in clients and clients who do not have children may also receive other milk that is occasionally donated as a surplus item. This will be noted as “Other Milk” on your order form.

Clients are encouraged to update Harvest about the age of their children when an appointment is scheduled. If an FDA recognizes that a family is receiving milk, and the child is older than 12, Harvest asks the coordinator to relay this information with the returned client list.

Food banks are expected to freeze left over milk and distribute it at the next food bank date. If the food bank does not have access to freezer space on site, the left over milk may also be returned to Harvest.

Baby kits (includes baby formula, baby food/snacks as available, diapers as available) will only be distributed to food bank clients who have a baby under twelve months old and who have requested it when booking their appointment. FDAs are encouraged to confirm that the child is less than twelve months of age by checking the health card, or hospital bracelet.

FDA must report their left over kit items, milk and baby formula must be reported to the Agency Department office, and will be subtracted from the food order for the next food bank date.

After Your Food Bank

Client Lists

Harvest asks FDAs to send in their **Client Lists** after their food bank and at least three working days ahead of their next food bank date. This allows us to:

1. Track those who attended or missed their appointment
2. Re-book clients for the next food bank (for food banks that are on the rebooking program)
3. Track the walk-ins

Client lists can be returned:

- In person (1085 Winnipeg Avenue)
- Via email (dswereda@harvestmanitoba.ca)
- Via fax (204-775-4180), attn.: Deb Swereda

An example of a Client List can be found in Appendix C.

Kit Counts

Harvest asks FDAs to send in their **Kit Count sheets** after their food bank and at least three working days ahead of their next food bank date. This allows us to:

1. Subtract kit items, milk and baby formula from subsequent orders based on leftover numbers

Kit items are essential components of a food hamper, and by reducing your order by the number of kit items you have on hand, and by adding all of the individual kit counts together in one month, we know that we are able to send approximately 3,000 more canned goods out every month. Small efforts can lead to big impacts!

Kit counts can be returned:

- In person (1085 Winnipeg Avenue)
- Via email (agency.food.relations@harvestmanitoba.ca)
- Via fax (204-775-4180), attn.: Greg Schroeder

An example of a Kit Count can be found in appendix E.

The FDA can refrigerate or freeze the left over milk until the next food bank. If the best before date on the milk is after the date of the next food bank, FDAs can refrigerate the milk. If the best before date is before the next food bank, FDAs can freeze the milk. In the back of this handbook, are a set of stickers that have “Frozen On” printed on them, followed by a space for a date. FDAs are able to use these to indicate the date you freeze the milk so that clients are able to see the best before date, as well as the date the milk was frozen.

If FDAs cannot store milk safely, they also have the option to return the milk to Harvest.

Other Food

FDA's may have left over food after serving clients. If the food is not a kit item or milk, there are fewer regulations and expectations following how this food can be used. Following the goal of reducing food waste, Harvest asks this food be used in the programming associated with the FDA, be given to another organization (such as a soup kitchen), or extras be given to clients. Where food is safe to store, FDA's may choose to keep food for the next food bank.

Other Programs Available for Food Banks

Surplus

Sharing Surplus Twice a week on Tuesday and Thursday afternoons, agencies registered with Harvest come to our warehouse and have 20 minutes to pick out various items that are considered surplus (items of large quantity or soon to expire food). Agencies are invited to this program on a specific time and date on a rotating basis, with food banks able to access the program every four weeks.

Bread Surplus Most Friday afternoons we host a first come, first serve bread surplus. An e-mail is sent out to interested agencies who are welcome to attend as they are available.

Food banks can register for Sharing and Bread Surplus programs by contacting the Agency Food Relations (agency.food.relations@harvestmanitoba.ca).

Household

Occasionally we receive pallets of non-food items such as clothes, magazines, toys, household items that we distribute to agencies. Once on the list agencies are invited to an appointment on a rotating basis to come to pick up the items. Agencies are asked to take the entire pallet and box it themselves.

Food banks can register for the Household program by contacting the Agency Food Relations (agency.food.relations@harvestmanitoba.ca).

Personal Care

After we have received enough stock of personal care items (shampoo, soaps, toiletries, etc.), we have a Personal Care day on various Wednesday afternoons. Similar to Sharing Surplus, agencies are contacted on a rotating basis and given a specified appointment time.

Food banks can register for the Personal Care program by contacting the Agency Food Relations (agency.food.relations@harvestmanitoba.ca).

One Time Orders

Agencies solicit Harvest for One Time Orders (OTO) such as Thanksgiving or other holiday meals or community dinners. To apply for OTO agencies must send in a letter on official letterhead noting the event, date, time and food requests.

Food banks can register for a One Time Order by contacting the Agency Manager (rfriesen@harvestmanitoba.ca).

Public Relations & Social Media

With the many individuals involved with food banks across Manitoba, it is difficult to accurately capture the relationships built and efforts spent. As an agency connected to Harvest, we want to share the positive impact food sharing is having in the lives and communities of the clients we serve, and are hoping you can communicate these moments with us. This guide is meant to help provide some guidelines and best practices to help us use social media positively to promote specific moments, impacts of food sharing, and the relationship between different organizations across the province.

Social Media: refers to websites, online tools and other interactive communication technologies that allow users to interact, share opinions, share knowledge and share content like photos and videos. They are considered 'public,' meaning that people outside the organization can access them. Examples include, but are not limited to: Facebook, Twitter, Instagram, LinkedIn, YouTube, and other relevant public social media sites.

Agencies are encouraged to share moments that capture the impact food sharing is having across the province, and we are hoping to receive these in the following ways:

- 1 - Agencies are invited to write a summary of a situation or event in their community associated with the food that is received from Harvest.
- 2 - Sharing a photo that captures a situation or event in their community associated with the food that is received from Harvest.

Our communications team can edit and modify these contributions for use on various social media platforms, and can be changed to protect the privacy and identity of clients. In a written contribution, this could involve changing names, for example.

For photographs, any image containing identifying characteristics (such as faces) requires a photo release to be signed. The photo release is found in the Appendix.

There may be photos that do not depict someone personally, but may depict special efforts made by a volunteer at your agency. For example, at some of our food banks, volunteers offer sewing/minor repair services while clients wait, and at another, a volunteer offers hand-sewn moccasins to children. There are incredible efforts across the city, and we want to tell these stories. Only those officially designated by Harvest have the authority to speak on behalf of the organization. We are asking agencies to send us content so that we can more easily protect people's privacy when sharing information about receiving food, and also to reach a larger audience through our social media following.

PHOTOGRAPH RELEASE FORM (For Adults and Minors)
Permission to use Image

(FOR PARENTS/GUARDIAN) I am the parent/guardian _____

of (CHILDS NAME) _____ on whose behalf I consent to the below.

-OR- (INDIVIDUAL) Name: _____

Address: _____

Date or Dates upon which photographs were taken: _____

Location where photographs were taken: _____

(PARENT/GUARDIAN OR INDIVIDUAL) I _____ grant Harvest Manitoba Inc. the right (permission) to reproduce and use the Photographs (image(s)) in any form appropriate for raising awareness of poverty issues, food collection, time and money.

I have participated, in the Photographs at the location (s) and date (s) indicated above, taken on behalf of Harvest Manitoba Inc. for the purpose of raising money, time, food and/or awareness.

The Photographs may be produced, reproduced, used and distributed whether alone, or in connection with other photographs in any and all manner and media in perpetuity. The permitted uses include, but are not limited to, all forms of print, electronic, and multi-media reproduction including software programs on the internet.

This agreement supersedes and takes precedence over any prior agreement I have signed relating to the Photographs.

I am at least 18 years of age. Yes _____ No _____

I have read and understand this release form.

Signature: _____

Date: _____

Witness: _____

Manitoba Food Donations Act

CHAPTER F135

THE FOOD DONATIONS ACT

(Assented to December 16, 1994)

HER MAJESTY, by and with the advice and consent of the Legislative Assembly of Manitoba, enacts as follows

Definition

1 In this Act, "person" includes an unincorporated organization or association.

Liability of donor

2(1) A person who donates food or who distributes donated food to another person is not liable for damages resulting from injuries or death caused by the consumption of the food unless the food was adulterated, rotten or otherwise unfit for human consumption; and in donating or distributing the food, the person intended to injure or to cause the death of the recipient of the food or acted with reckless HER MAJESTY, by and with the advice and consent of the Legislative Assembly of Manitoba, enacts as follows disregard for the safety of others

Liability of director, agent, etc.

2(2) A director, agent, employee or volunteer of a corporation that donates food or that distributes donated food is not personally liable for any damages resulting from injuries or death caused by the consumption of the food unless the food was adulterated, rotten or otherwise unfit for human consumption; and in donating or distributing the food, the director, agent, employee or volunteer intended to injure or to cause the death of the recipient of the food or acted with reckless disregard for the safety of others.

Non-application

3 This Act does not apply to a person who distributes donated food for profit.

C.C.S.M. reference

This Act may be referred to as chapter F135 of the Continuing Consolidation of the Statutes of Manitoba. Coming into force This Act comes into force on the day it receives royal assent.

Appendices & Resources

Appendix A - Sample Volunteer Job Descriptions

It is very helpful to provide volunteers with job descriptions, even for roles that seem straightforward. Below are some examples that you can adapt to your own needs.

Agency Name: Harvest

Position: FOOD BANK COORDINATOR

Goal: To distribute food and non-food items to registered and walk-in clients

Position Summary:

- In collaboration with Harvest Team- The Food bank helps in food assistance to households across the City of Winnipeg
- The food bank Coordinator is responsible for the successful operation of the community Food Bank.
- Works as part of a team within their organization to improve customer service.
- Responsible for providing direction to a group of highly skilled volunteers.
- Must display a high degree of sensitivity to disadvantaged populations, independence and confidentiality.
- The food bank Coordinator must participate in communication with the Harvest Team.

Education and Qualifications:

- Some experience working with volunteering in a food bank or in a human service field
- Knowledge of food security issues facing vulnerable populations
- Good organizational skills with attention to detail
- Ability to maintain calm in stressful situations, and work with a diverse population
- Experience working with clients living with mental health and/or addiction issues is helpful
- Must be able to communicate with clients in a clear and direct manner.

Duties and Responsibilities:

- Manage and coordinate of all operations of the food bank, including reading blue sheet and follow food portions based on family size, set-up and clean-up.
- Track client sheets meaning; reporting no shows and kits count sheets to Harvest.
- Supervise and train food bank volunteers
- Punctuality and regular attendance required

Agency Name: Harvest

Position: DELIVERY DRIVER

Position Summary:

Goal: To transport food from Harvest to the Agency program

Education and Qualifications

- Valid driver's license and reliable vehicle
- Ability to lift boxes up to 50lbs
- Ability to work with others

Duties and Responsibilities

- Drive to Harvest on pick up day
 - Pick up and load the food order
 - Check items loaded into vehicle against the order
 - Check quality of food order
 - Unload the food at the Agency
-

Agency Name: Harvest

Position: SET-UP/DISTRIBUTION CREW

Goal: Prepare food and non-food items to be ready for distribution.

Education and Qualifications

- Good physical condition
- Ability to divide food fairly among all clients
- Ability to work with others

Duties and Responsibilities

- Unpack food
- Set up food on tables
- Check food for quality
- Hand out food evenly to clients

Appendix B - Sample Calendar

KEY = Run Date = Pick up/Delivery Date

Name of Food Coordinator (pick-up): [Redacted] Contact Info: [Redacted]
 Drop off day of the Week (if different from run date): [Redacted] Run day of the Week: [Redacted] Number of HH Served: 80

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Date August Info. Entered: _____ By: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Date September Info. Entered: _____ By: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Date October Info. Entered: _____ By: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Date November Info. Entered: _____ By: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Date December Info. Entered: _____ By: _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Date January Info. Entered: _____ By: _____

Warehouse wants to change delivery time from 4:00am - 8:30am OK

Appendix C - Sample Client List

http://10.10.1.5/public/foodbankreport/viewReport.js

Food Bank Report

Food Bank: WPG HARVEST VOLUNTEER Date: April 03, 2016

Name	Medical Number	Adults	0-12m	1-6	7-17	18-18	Special Needs
1 - Doe Jane	444444	1	2	1	1	1	<ul style="list-style-type: none"> • Diapers - Newborn • Diapers - Newborn for 2nd baby • Feminine Hygiene • Formula • Formula for 2nd baby
2 - DOE JANE A.	444444	2	0	0	0	0	<ul style="list-style-type: none"> • Feminine Hygiene • Gluten Free K&K
3 - Doe John	444444	1	0	0	0	0	<ul style="list-style-type: none"> • Boost/Ensure • Diapers - Adult Briefs - Medium • Dog Food
4 - COUGH/ DOE/ DOH JOHN & JANE & JACK	444444	2	1	0	0	0	<ul style="list-style-type: none"> • Baby Cereal • Baby Food • Boost/Ensure • Cat Food • Diapers - size 3 • Dog Food • Formula
5 - Harvest: Winnipeg	444444	1	1	0	0	0	<ul style="list-style-type: none"> • Diapers - size 1 • Milk - Pregnant / Breastfeeding
6 - Xote Réale Cliente	444444	2	0	1	3	2	
7 - Smith John	444444	1	0	0	0	0	
Totals:		10.0	4.0	2.0	4.0	3.0	

Households get one milk for each child between 0 months and 12 years old as well as one for each pregnant or nursing woman.

Household 1 gets four milk; household 4 gets one milk. Household 5 gets 2 milk and household 6 gets four.

Children 13 - 18 years old do not get milk but are included on the client list for statistical reasons and so that Food Banks can confirm the total household size.

Other special items are to be given only to clients who have requested them when the appointment was booked, they will appear in the right hand column.

When names are similar, medical numbers should be checked.

Addresses do not appear on the client list, however if two clients appear to have the same address, they should be registered as one household. This can be reported to the Client Services Office at Winnipeg Harvest.

One single line indicates clients who picked up. No-shows left blank. Return to Client Services office when done.

Appendix D - Sample Order Sheet

http://10.10.1.51/agencies/public/exports/order/s.html

Page 1 of 1 WINNIPEG HARVEST FOOD ORDER

Agency Name: WH Volunteer Food Bank
 Contact: Referrals Department
 Agency Phone:
 Order to be: Pickup
 Agency Notes: -10 Milk total on this order

Address: 1095 Winnipeg Ave
 Phone:
 Frequency: Daily
 Time of Day: 08:00 AM

Sunday April 03, 2016
 Order Filler
 Notes:

Quantity:	FILLED	Product Name:	Comments:	Location:
7 lbs		Fruit - Fresh		Cooler
7		Lettuce/Bagged Salad	2 per house hold MAX	Cooler
10		Milk	Permalat Milk - 1 L	Cooler
2		Milk - Pregnant / Breastfeeding	Permalat Milk - 1 L	Cooler
7 lbs		Vegetables - Fresh	any kind NOT LETTUCE	Cooler
3		Formula	MAX	line 5
1		Gluten Free Kit		
7		Kits		
1		Baby Cereal	any kind	12
4		Doosy/Ensue		4
1		Cat Food	pre packs only	Sortation
1		Diapers - Adult Briefs - Medium		Floor
2		Diapers - Newborn		Floor
1		Diapers - size 1		Floor
1		Diapers - size 3	1 box	Floor
2		Dog Food	pre packs only	Sortation
2		Handline Hygiene		Floor
7		Breac		Bread Aisle
7		Baby Food	No Comment	11
7		Toilet Paper		Floor
14 lbs		Potatoes		Floor By Cooler
7 lbs		Vegetables - Onions		Floor By Cooler
		Milk : 10		

Number of Pallets: _____ Bread Trays: _____ Number of Crates: _____

Order Prepared by: _____
 ***ALL ITEMS ARE SUBJECT TO AVAILABILITY**



KIT COUNT SHEET

All Food banks must report the amount of kit items and milk left after each food bank via:

- Email: agency.food.relations@harvestmanitoba.ca
- Phone: 204.982.3663 ext. 433
- Fax: 204.775.4180 (Attention: Greg Schroeder, Agency Food Relations Associate)

Food Bank: _____ Date of Food Bank: _____

Please submit at least 48 hours prior to your next run date:

Day of the week: Monday Tuesday Wednesday
 Thursday Friday Saturday

Items left over (by units):

Non-perishable Boxes: _____

Perishable Boxes: Please do not keep, hand out as extras or to walk-ins

Green Taped Bags: Please do not keep, hand out as extras or to walk-ins

Freezer Items/Bags: Please do not keep, hand out as extras or to walk-ins

Baby Kits: _____

Milk kept on site: _____

Milk returned to Harvest: _____

Number of registered clients who received non-perishable box today: _____

Walk-ins are not to receive non-perishable boxes. They may receive any of the perishable food left over after the registered clients are finished. Please encourage them to make a food bank appointment with Harvest Manitoba by calling 204.982.3660 or email appointments@harvestmanitoba.ca.

Number of walk-ins: _____

If you have any questions about this form, please call the Agencies Office at 204.982.3663 Ext. 433 and speak with an Agency Team Member.

Appendix F - Food Handling Standards

Banques alimentaires Canada
 Food Banks Canada
 Guideline for Distributing Food-Past the Best Before Date

Time Frame Past Best Before	CATEGORIES											Infant Formula and Nutritional Supplements		
	Fruit / Vegetables	Fruit / Vegetable Juices	Bread	Grains & Cereals	Meat uncooked	Meat cooked	Deli Meats	Dairy- Pasteurized	Dairy- Sterilized	Fats	Combination Foods		Soups/Stews	Non-Food
Product Descriptions	Fresh Produce	Juices and Drinks-Tetra Pak, Bottled Pak, (Not requiring refrigeration prior to opening)	Loaves, Rolls, Bageks, Muffins	Granola, Flours, Rices, Dry Pastas, Cookies, Crackers	Packaged and Bulk	Examples: Prepared Food from Food Service Providers, Canned Tuna, Salmon	Deli Meats, Meats, Sausages	Milk (Fresh, Powdered, Canned)	Tetra-pak Milk (UHT)	Butter, Margarines	May contain Popcorn, Condiments, Tomato Sauces, Canned Pastas, Cooking Oils	Soups, Stews, Gravies. Could be Food Service Packaged or in Larger Quantities	Laundry Detergent, Mixed Product Pallets, Body Washes, Deodorants, Diapers, Infant Wipes	Note: These products do not contain Best Before Dates, only Expiry Dates
Room Temperature	Fresh 2-7 days	1 Month (Tetra Pak)	1 Week	NA	less than 2 hours	less than 2 hours	less than 2 hours	< 2 hours (after open)	< 2 hours (after open)	1 Week	NA	less than 2 hours	NA	
Refrigerated	Fresh 1-4 Weeks (depending on produce)	3-6 Months (Tetra Pak)	2 Week	NA	3-4 Days	Fish and Shellfish 1-2 days other 3 Days	2 Weeks (after open/reconstituted)	2 Weeks (after open/reconstituted)	3 Months	3 Months	NA	2-3 Days	NA	
Frozen	1 Year	1 Year	1 Month	NA	beef, lamb pork, poultry 12 months, poultry pieces 6 months, ground meat 2-3 months, fish 2-6 Months, and shellfish 2-4 months	beef, lamb pork, veal, 3 months whole poultry 2 months, food mixtures 3 months	6 months	NA	6 Months	3 Months	3 Months	3 Months	NA	Do Not Distribute Past Expiry Date
Canned/Jarred	1 Year	1 Year	NA	NA	NA	1 Year	1 Year	1 Year	NA	NA	1 Year	1 Year	1 Year	
Boxed/Bagged	NA	NA	1 Week	6-12 Months	NA	NA	Varies*	6 months	NA	NA	6 Months	1 Year	1 Year	

*Milk powder - Temperature is a critical quality factor for milk powder. Keep milk powder cool. This gives consumers information as to when the product is at its best - with sensory qualities as acceptable as the day it was made when stored under appropriate conditions and packaging is intact. Best Before dates indicate the shelf life of foods. They are not indicators of food safety.

Expiry Date: Tells consumers that the product may not be providing them with the nutrients expected of the product and they should no longer consume it after that date. Products with Expiry Dates must never be shared past the date on the packaging.

Products include - **Infant Formula** (Canned or Boxed, Liquid or Powdered), **Baby Foods** (Canned or Boxed, Liquid or Powdered), **Nutritional Supplements and Meal Replacements** (Canned, Boxed, or Ready to Use, Liquid or Powdered)

Food Products and their ability to be shared should always be based on:
 1) Ensuring the product has been handled safely (ie. Chilled product is kept chilled)
 2) Assessing all cans for integrity (i.e., dents, creases, etc.) based on Food Banks Canada Safe Food Handling Standards
 3) That the product is at a level of quality (e.g., taste and smell) that is still worth sharing
 4) That the Manufacturer's Branding will not be compromised if the product is shared

Note This information is to be used as a guide only. It was developed based on general knowledge, industry practices and the understanding that best before dates are about sensory quality.
For reference: Canadian Food Inspection Agency, Date Labelling on Pre-packaged Foods, Date Modified: 2013-07-07, Available at: <http://www.inspection.gc.ca/food/information-for-consumers/fact-sheets/labelling-food-packaging-and-storage/date/eng/1332357469487/1332357545633>.
 M.A. Freitas, J.C. Costa, Shelf life determination using sensory evaluation scores: A general Weibull modeling approach, Computers & Industrial Engineering, Vol. 51, No. 4, 2006, pp. 652-670.
 A. Giménez, F. Ares, G. Ares, Sensory shelf-life estimation: A review of current methodological approaches, Food Research International, Vol. 49, No 1, 2012, pp. 311-325.
 S. Guerra, C. Lagazio, L. Manzocco, et al., Risks and pitfalls of sensory data analysis for shelf life prediction: Data simulation applied to the case of coffee, Food Science and Technology, Vol. 41, No. 10, 2008, pp. 2070-2078.
 Utah State University Cooperative Extension Service, Food Storage: Dried Milk, Available at: <http://extension.usu.edu/foodstorage/html/dried-milk>

INFORMATION: Contact Craig McGurn, Manager National Food Sharing, Food Banks Canada

Appendix G - Emergency Food & Meals in Winnipeg

Agape Table	364 Furby St.	204-783-6369
Adventist Community Services	95 Stadacona St	204-663-2278
Andrews Street Family Centre	220 Andrews St	204-589-1721
Holy Trinity Anglican Church	256 Smith St	204-942-7465
Immaculate Conception Parish	184 Austin St. N	204-942-3778
Ma Mawi Wi Chi Itata (3 sites)	318 Anderson St	204-925-0349
	443 Spence St.	204-925-0348
	363 McGregor Ave	204-925-6816
Main Street Project	73 Martha St	204-982-8245
Missionaries of Charity	167 Aikens St	204-582-2773
Pregnancy and Family Support	555 Spence St.	204-783-9287
Resource Assistance for Youth	125 Sherbrook St.	204-783-5617
Salvation Army (2 sites)	324 Logan Ave	204-946-9490
	180 Henry Ave	204-946-9402
Siloam Mission	300 Princess St	204-956-4344
Union Gospel Mission	320 Princess St	204-943-9904
West Broadway Community Ministry	102-222 Furby St	204-774-2773
Wolseley Family Place	222 Furby St	204-788-8042

Appendix H - Harvest Contact list

Reception.....	204-982-3663
Food line (booking appointments for clients)	204-982-3660
Agency Liaison (complaints, visits, questions)	204-982-3663 ext 432
Agency Food Relations (food order, kit counts).....	204-982-3674 ext 433
Agency Liaison (rural food banks).....	204-982-3663 ext 430
Agency Manager.....	204-982-3674
Warehouse office (delivery info).....	204-982-3676
Client Services office (client list, food bank dates).....	204-982-3671
Volunteer Services (volunteer resources)	204-982-3587