EVERYBODY NEEDS TO EAT



SO, YOU WANT TO START A FOOD PROGRAM.....

New Westminster Homelessness Coalition Society

New Westminster Community Food Action

The New Westminster Homelessness Coalition Society and New Westminster Community Food Action would like to acknowledge that this resource guide was developed on the traditional, ancestral and unceded territories of the Coast Salish peoples with the support of the following groups and organizations:

St Barnabas Anglican Church

Holy Trinity Cathedral

St. Aidan's Presbyterian Church

Holy Eucharist Cathedral Souped up Swing!

Fraser Health

City of New Westminster

The Community Voices Food Security Working Group

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Table of Contents

1. OUR COMMUNITY AND FOOD INSECURITY 4
2. GETTING ACQUAINTED WITH LOCAL FOOD PROGRAMMING 5
3. TEN QUESTIONS YOU NEED TO ANSWER ABOUT YOUR PROGRAM 7
4. MOVING FORWARD 9
5. WORDS OF WISDOM FROM FRASER HEALTH 11
6. WORDS OF WISDOM FROM CURRENT FOOD PROVIDERS 13
APPENDIX A | ADDITIONAL RESOURCES 14
APPENDIX B | SAMPLE VOLUNTEER ORIENTATION 16
APPENDIX C | EVERYBODY NEEDS TO EAT: EMERGENCY FOOD RESOURCES 20
APPENDIX D | EVERYBODY NEEDS TO EAT: FOOD SECURITY MYTHBUSTERS 21
APPENDIX E | EVERYBODY NEEDS TO EAT: FOOD AND INCOME GLOSSARY 28

1. Our community and food insecurity

You are likely reading this resource guide because you want to help. You see and hear stories about people in your community in need and want to be part of the solution. As we have all grappled with COVID–19 over the past year, food insecurity has been on the minds of many. Food insecurity is a complicated issue and there are many myths as to why community members require emergency food supports. They range from "If people got a job or worked more, they wouldn't need help" to "they need better budgeting and cooking skills" or "they are just abusing the system". Many of these are based on a lack of understanding as to why people are in need. It is not the high cost of food or a lack of work ethic – the root cause of food insecurity is much deeper; it is poverty. People just do not have enough money to meet their basic needs, especially those on a fixed income, and this is made worse by our incredibly high housing costs. New Westminster has also not been spared by the economic impact COVID–19 has had, with many residents losing their employment and needing to access emergency food supports; some for the very first time.

Food advocates have been working to address food security issues in New Westminster since the early 2000's. As New Westminster Community Food Action, they have worked with many others to address a wide variety of needs and support the development of community gardens, community kitchens, the local farmers market, and other programs that support vulnerable people in our community. In 2014, through a community consultation process, they created a food charter for New Westminster – Food For Every Body… ***A Food Sovereign New Westminster.***

The **New Westminster Community Poverty Reduction Strategy (CPRS)**, developed in 2016, identified food insecurity as a key issue. Poverty reduction and food security were included in the new ***Our City 2041: New Westminster's Official Community Plan (OCP)***, ultimately leading to the development of a ***Food Security Action Plan (FSAP)*** after the City hosted two Food Summits for input. In the OCP, the need to address community food security through a Community Food Security Continuum lens was acknowledged. This approach includes short term strategies (i.e. emergency food supports), capacity building strategies (i.e. life skills) and system redesign approaches (i.e. development of meaningful employment that provides a living wage). The FSAP took things further by ensuring the voices of community members who are food insecure would be heard and involved in strategies that address food insecurity; developing a community and business engagement strategy; and developing resources as tools to inspire change – this resource guide being one of them.

Community members with lived or living experience in food insecurity, known as our Community Voices, informed the implementation of the FSAP in 2019/20. Along with this resource guide, other resources that have been shaped by their insights include the ***"Everybody Needs to Eat" Food Security MythBusters Series***, the ***"No Money… No Food" Community Food Security Call to Action;*** as well as the ***Don't Go Hungry*** food program for community members unable to access weekday programs. The Community Voices highlighted the need for a better understanding of the people who access food supports, and the real reasons why they are food insecure. ***A Food and Income Glossary*** was also created at their request to increase their understanding of the terminology frequently used.



2. Getting acquainted with local food programming.

Before you do anything, get acquainted with existing food programs in the community and ensure you are not duplicating services. Do not reinvent the wheel! Look at what is already out there and consider if your program could fill a gap. For example, are there certain populations that are not being served? Are there days and times with no supports? Reach out to existing programs – ask them questions or for advice! They are a wealth of information as you start your own program. More information can be found at:

New Westminster List of Food Programs and Services: (click on "Fraser Health Low Cost Food Directory")



START

STEP 1

Find out what other programs already exist. Don't duplicate what is already there. Look for what is missing and then plan something that meets a need.





STEP 2

10 questions you need to ask!



1. **Who** are you targeting and **how** will you make them feel comfortable?
2. **What day** and time will your program run, and **how often**?
3. Do you have enough **volunteers**, what **roles** will they play, and how will you **properly orient/train** them?



4. Is your program **accessible**?



5. How will you **fund** your program?
6. **What** types of foods will you serve?
7. **How** will you serve the food?
8. Will you be using **donated or recovered food**?
9. How will you **promote and advertise**?
10. Will you offer **other services**?



NEW WESTMINSTER | fraserhealth

STEP 3

Contact **Fraser Health** and the **City of New Westminster** to complete any necessary **paperwork** and receive any required **permits.**





STEP 4

Let's eat! Make sure you evaluate your program regularly to make sure it is still meeting a need and is operating efficiently.

3. Ten questions you need to answer about your program!

There are numerous operational/logistical, regulatory, and administrative things to consider when developing a program. These are some questions you need to answer:

1. **Who are you targeting and how will you make them feel comfortable?** Will people of all cultures, gender identities, religions, and ages feel safe and welcome? For example, if you wish to help families: is your program child and family friendly? Do children feel intimidated? Is it outside of school hours?

2. **What day and time will your program run and how often?** When you run your program will affect who can come. e.g., evening and weekend programs will allow those who are working or with school-aged children to attend. Consistency is key and from a participant perspective, programs that are only 1x/month are not always perceived as helpful because of the infrequency and the need to remember a specific day.

3. **Do you have enough volunteers, do you know what roles they will play and how will you properly orient/train them?** Do you have someone coordinating your volunteers and know what roles volunteers will have to fill? You will need a variety of people to fill different roles. For example, some people like to cook, some like to interact, some people like to be behind the scenes and their role should reflect this. Do you have enough volunteers? Are your volunteers trained to deal with food safety issues, problematic behaviour, mental health other health issues, etc.? Do your volunteers treat people with compassion and dignity? Some useful resources:

   → Community Volunteer Connections *https://volunteerconnections.ca* CVC hosts a volunteer fair at Royal City Centre annually in January.

   → FOODSAFE Courses (information, course registration and group bookings) *https://www.fraserhealth.ca/health-topics-a-to-z/food-safety/foodsafe-courses#.YBeu5JeSlPZ*

4. **Is your program accessible?** Is your program located in an accessible area/centrally located? Is your facility physically accessible for all?

5. **How will you fund your program?** Is your program financially sustainable? Will you need funding for food, equipment, permitting fees, Foodsafe training, facility use, maintenance, transportation, waste disposal fees, janitorial services, advertising, etc.? Can you build sustainability into it as it is developed?

6. **What types of food will you serve?** Along with who you are targeting, have you considered the types of foods you will serve and if you will be able to accommodate different dietary needs? I.e., vegan, vegetarian, halal, child-friendly, gluten-free, etc.

7. **How will you serve the food?** Consider how your food is served so that you will create a welcoming environment. For example, consider family style dining versus line-ups and volunteers sitting and eating with the participants to create a sense of community.

8. **Will you be using donated or recovered food?** It is very popular to want to use donated/recovered food, but you will need to discuss this with your Environmental Health Officer at Fraser Health to ensure you meet food safety guidelines. The Additional Resources section contains some useful resources developed by The BC Centre for Disease Control and others around the use of donated and recovered food. You might also want to check out the following organizations that support the use of recovered food:

    → Food Mesh *www.foodmesh.ca*

    → Food Stash *www.foodstash.ca*

    → Refood *www.refood.ca*

    → Dan's Legacy *www.danslegacy.com*

9. **How will you promote and advertise?** How far and wide do you want to advertise? Do you have the capacity to go quickly or do you need to start out slow? Consider where you will advertise (e.g. newspaper, flyers, community boards, word of mouth, social media, through other programs, etc.) and ensure that your advertising is engaging and non-stigmatizing.

    Support with Promotion on Facebook:

    → New Westminster Homelessness Coalition Society
    www.facebook.com/nwhomeless

    → New Westminster Community Food Action
    www.facebook.com/NewWestCommunityFoodAction

    → New Westminster residents and service providers can also request to join Facebook groups like Share New West, New West Mom's Group, Share Freely New West, New West Helping Hands and New Westies are the Besties, which are great resources for getting information out to the broader community.

10. **Will you offer other services?** Have you thought about adding other services that provide extra value to your program? (i.e. do you have the capacity to bring in other service providers to share information, do you have the capacity to provide donated clothing, etc.). Do your volunteers know about available community resources that can support your participant group? Here are some other helpful resources:

    → HelpSeeke
    helpseeker.org

    → City of New Westminster COVID-19 At -Risk and Vulnerable Populations Working Group Food Resources Calendar and Survival Resources Guides (Updated frequently)
    newwestcity.ca/services/public-safety/covid-19/covid-19-response-working-groups#at-risk-and-vulnerable-populations-working-group/information-and-resources-community-members

4. Moving Forward

Now that you know what you want your program to look like, here are some things you need to know:

1. **You need to talk to an Environmental Health Officer (EHO) (formerly known as Health Inspectors) about Fraser Health requirements.** Paperwork needs to be submitted to obtain health approval and fees may apply. The EHO will ask you about the types of food you plan to offer, the kitchen where the food will be cooked and served, the types of equipment you plan to use, storage space and more.

FRASER HEALTH

Tel: 604.777.6740

Website: *www.fraserhealth.ca/Service-Directory/Services/Health-Protection-Services/food-safety-program#.YBexJOhKhPZ*

The following Food Services Application package will provide you with more information: *www.fraserhealth.ca/health-topics-a-to-z/food-safety/requirements-for-food-businesses#.YqjQtRPMI1t*

2. **The City of New Westminster may need to approve your program, so start by contacting the Business Licensing Department.** The City will determine if a business license is required and if any fees will apply. They will also forward your application to other municipal departments that need to be involved (i.e. fire, building, plumbing and zoning). The Business License Coordinator can answer many of your questions. You can also ask the Coordinator to have the Business License Inspection Team conduct a preliminary inspection.

CNW BUSINESS LICENSE COORDINATOR

Tel: 604.527.4566

Email: *businesslicences@newwestcity.ca*

Website: *www.newwestcity.ca/business_licences.php*

3. **Talk to the Fire Dept. about the kind of kitchen ventilation system you require.** For fire safety reasons, the City has strict requirements for food facilities that create grease laden vapours. Your kitchen's ventilation system and the types of foods you plan to cook will determine that type of permit you will need and if an inspection will be required.

CNW INSPECTIONS

Tel: 604.527.4580

Email: *inspections@newwestcity.ca*

Website: *www.newwestcity.ca/inspections*

Requirements are outlined in a guide jointly developed by NW Fire and Rescue Services, Fire Protection Division and NW Development Services, Building Division. It is available at: *www.newwestcity.ca/database/rte/Kitchen%20Ventilation%20Systems.pdf*

4. **Get acquainted with existing food programs in the community and ensure you are not duplicating services.** Do not reinvent the wheel! Look at what is already out there and consider if your program could fill a gap. For example, are there certain populations that are not being served? Are there days and times with no supports? And reach out to existing programs – ask them questions or for advice! They are a wealth of information as you start your own program. View the New Westminster List of Food Programs and Services.

Click on "Fraser Health Low Cost Food Directory at: *www.newwestcity.ca/community-poverty-reduction-initiative#food-security-action-plan*

5. **Consider the needs of the people you are trying to reach.** You may have great ideas for how you want to set up your program, but have you talked to the people you want to help? This may not always be possible; however, there are guidelines that you can follow that have been developed through conversations with community residents with lived experience in food insecurity. Vancouver Coastal Health developed a set of Food Standards that can help you make your program the best it can be by addressing issues like inclusion, access, and quality.

Visit: *https://vancouverfoodnetworks.com/wp-content/uploads/2018/11/VCH-Food-Standards-2018-Final.pdf*

6. **You may need to re-evaluate your assumptions about the people who will be coming through your doors.** Do not judge a book by its cover. People do not have to look "poor" to be in need. Traditionally, food programs have served low income individuals/families, those on fixed incomes and those who are homeless, but due to the high cost of living, this has changed. As people try to manage their monthly expenses (e.g. housing/shelter, transportation, clothing, cell phone/internet, etc.), food is often one of the first things to be impacted. The Everyone Needs to Eat Food Security MythBusters series is a necessary read to test out your assumptions of who will be using your programs.



5. Words of wisdom from Fraser Health

Environmental Health Officers (EHO) at Fraser Health were asked the following questions to inform this resource guide:

a. What are the most common issues that arise when you visit a kitchen to OK it for food programming?

i. Application process:

- → Health approval is required regardless of whether food is sold or offered for free.
- → An applicant's planning process can sometimes take a long time from conception, to construction, to approval. Applicants should try to maintain continuity of information and identify key contact persons to support the application and approval process.

ii. Facility design & layout:

- → Depending on the type of food/meal program, the facility design and layout are particularly important (e.g., size, layout, domestic/commercial grade food equipment, and food storage capacity).
- → Facility floor plans need to be reviewed by the local EHO. Any changes to the layout prior to or during construction, or future renovations need to be approved by an EHO. Food facilities/kitchens previously approved for other uses may not meet all requirements of a proposed food/meal program. Shared facilities (e.g., meal program operating out of a restaurant) require EHO approval both for the existing facility and the proposed food/meal program.
- → Depending on the nature of the food/meal program, health operating permits may apply.

iii. Facility operations:

- → Ensure equipment is working properly and/or is properly set up.
- → Make sure to have measures in place to address pest issues.
- → Shared facilities require letters of agreement outlining responsibilities of the parties involved (e.g., cleaning, maintenance, repairs).
- → Provide adequate food handler training and ensure all staff/volunteers follow good food handling practices.
- → Ensure a sanitation plan and procedures are in place to ensure the facility/kitchen is kept clean and staff/volunteers following proper cleaning procedures.

iv. Training:

- → Ensure Foodsafe Level 1 requirements are met.
- → Consider other training opportunities that may be beneficial to food/meal programs such as Naloxone training and food borne illness outbreak protocol (an EHO can assist with the latter).

b. Are there any specific resources you would recommend to someone starting a food program?

- → Guidelines for Food Distribution Organizations with Grocery or Meal Programs with BCCDC (2016)
- → Foodsafe Level 1 (particularly the section on floor plans for new applicants)
- → Foodsafe Level 2 (optional course)

c. What is the best advice you could give someone who is setting up a food program?

- → Go through the Fraser Health Food Service Establishment Application Package; determine the type of meal/food program and speak to an EHO at the local health department. When speaking to an EHO it would be beneficial to have clear goals and objectives of the proposed food/meal program. It is also helpful to have a location in mind, proposed facility layout, and draft menu/food list.
- → Do your own homework. Find other food/meal programs currently running and ask them what has worked and what has not.
- → Involve "community" in discussions of 2 or 3 proposed models of how the food program could exist. This will help refine the proposal for the health department and help the organization quickly change their model should funding or involved parties change.
- → Take Foodsafe Level 1 course to understand the background/rationale of food safety principles.
- → Submit your proposal, floor plan, and food handling and sanitation plans well in advance of your planned opening. This will help provide time to revise your proposal/floor plan and carry out necessary renovations prior to the first health inspection.
- → Build according to plans.
- → Try to involve staff/volunteers who have food industry experience (e.g., cook, server, management, etc.).

6. Words of wisdom from current food providers

We visited several local food service providers, observed their programs in action and asked them a variety of questions about their programs. To inform this resource guide we asked the following questions:

a. What advice would you give someone who is setting up a program?

Our approach was to get a small group of volunteers together and plan for a small, effective outreach program. Once the program is established then add to it.

- → Plan who can do each job – ordering and purchasing food, setting up and cleaning–up, serving the meals/ food, scheduling the volunteers, etc.
- → Build community spirit. We see ourselves as a community rather than a service provider. We get to know the people who come to eat so we know how best to help.
- → Think about how you want to create a sense of community. We sit down at tables together (volunteers and participants) and eat family style.
- → Make sure there are clear lines of communication between the volunteers and the person responsible for the program. Volunteers need to let you know when things are not working, or if they need something.

b. What do you wish you would have known before starting your program?

- → You need to be able to tell your story. Funding is always needed so do not downplay the effectiveness of the program.
- → How difficult it would be to attract people. We knew our program would fill a gap, but we underestimated how much marketing we would have to do and thought posters in the community and getting the word out through social service providers would be enough.

c. What information and resources could you have used?

Our program will be displaced during a redevelopment project and we will need to find a central place to meet. We will need to deal with things like rent, heat and lights and keeping connected to our volunteers.

Appendix A | Additional Resources

CITY OF NEW WESTMINSTER

KITCHEN VENTILATION SYSTEMS

A resource that provides guidelines for anyone designing, supplying, installing, operating, maintaining and inspecting kitchen systems for use. Provides detailed information on the types of cooking allowed based on your kitchen; a contact list for the City, Fraser Health, and the NW FD; and detailed checklists.
https://www.newwestcity.ca/database/rte/Kitchen%20Ventilation%20Systems.pdf

FOOD SAFETY

ACTIONS TO TAKE AFTER A SMALL FIRE IN A FOOD PREMISE

https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/201703_Small_Fires_in_Food_Premises.pdf

BC CENTRE FOR DISEASE CONTROL: FOOD BANKS & FOOD DISTRIBUTION (COVID-19)

http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/food-banks-food-distribution

BOIL WATER NOTICES

https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/201611_Boil_Water_Notice_Bulletin.pdf

DEALING WITH RODENTS

https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/201202_Mice_in_Food_Establishments.pdf

ENSURING FOOD SAFETY – WRITING FOOD SAFETY PLANS

Information on food safety plans and provides an example of a recipe and its food safety plan.
https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/Ensuring_Food_Safety_HACCP_Way.pdf

FRASER HEALTH ANNUAL FOOD SAFETY UPDATE – 2020

https://www.fraserhealth.ca/health-topics-a-to-z/food-safety/resources-for-food-business-operators#.YqjStRPMI1

POWER OUTAGES AND FOOD SAFETY

https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/201703_Food_Safety_Power_Outage_Food_Operators_Need_to_Know.pdf

SANITATION PLANS

Two Sink Dishwashing method
https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/202001_Two_Sink_Dishwashing_Method.pdf?rev=932cc7096edd4e539be67613e000419c

THREE SINK DISHWASHING METHOD

https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/202001_Three_Sink_Dishwashing_Method.pdf?rev=30ee085e74cf4610adc20fa31fb34a3f

Appendix A | Additional Resources

USE OF DONATED OR RECOVERED FOOD

EVALUATING BOXES OF FOOD
http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/EH/FPS/Food/evaluatingboxes.pdf

FOOD SAFETY DECISIONS FOR FROZEN PERISHABLE FOOD
http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/EH/FPS/Food/frozen_perishable_food_decision_tree.pdf

FOOD SAFETY DECISIONS FOR REFRIGERATED PERISHABLE FOOD
http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/EH/FPS/Food/refrigerated_perishable_food_decision_tree.pdf

GUIDELINES FOR DISTRIBUTING FOOD–PAST THE BEST BEFORE DATE
http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/EH/FPS/Food/FoodBanksCanadaGuidelinesforFoodShelfLife2013.pdf

LOCAL GOVERNMENTS AND THE SHARING ECONOMY, SECTION 3 D. "THE FOOD ECONOMY"
http://www.localgovsharingecon.com/uploads/2/1/3/3/21333498/localgovsharingecon_sharedfood_oct2015.pdf

PROVIDING NUTRITIOUS AND SAFE FOOD: GUIDELINES FOR FOOD DISTRIBUTION ORGANIZATIONS WITH GROCERY OR MEAL PROGRAMS (BC CENTRE FOR DISEASE CONTROL)
http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/EH/FPS/Food/FDO%20Guidelines%20with%20Grocery%20or%20Meal%20Program.pdf



Appendix B | Sample Volunteer Orientation

Land Acknowledgement: We would like to acknowledge that this session is taking place on the traditional, ancestral and unceded territories of the Coast Salish people.

Introductions: Name, your pronouns (he–him, she–her, they–them, or your preference), why you are interested in volunteering, and your favourite food.

PART 1: SETTING THE STAGE

This section was Initially developed and facilitated as part of the New Westminster Food Security Action Plan implementation (AP#27) to support a new program that was starting up. It can be adapted to meet your needs.

Key points to cover:

- This is not a training session about food safety, or what tasks/duties you need to do when you operate a food program. Rather, this is a session to talk about something that is very important but not often addressed – people's preconceptions around who is food insecure, why they are food insecure, and how they should be treated. It is also to give practical suggestions and scenarios about how to handle certain situations as they arise.
- The content of this session was developed as a result of food security work that has been done in the community that involved meeting and talking to people who use food programs. The Community Voices Working Group, which is a group of women with lived and living experience in food security, helped guide and inform the work.
- They felt that based on their experiences, there were situations that sometimes arose in food programs that were not always handled in the best way. This resulted in people being made to feel awkward, disrespected and stigmatized, and in some instances led them to never return to a program. So, we need to talk about how we can treat everyone with dignity to make sure everyone, volunteers and clients, feel welcome and safe.

Before you start, you need to make sure that everyone understands a term that is commonly used:

Household Food Insecurity, which means that a family or individual is not able to get enough healthy food to feed themselves.

You can also hand out Appendix C: The Food and Income Glossary if you want to provide additional information.

The best way to start is with a discussion of *Everybody Needs to Eat Food Security MythBusters Series* a resource that has been developed with the support of community members with lived/living experience in food insecurity, the Community Voices.

Appendix B | Sample Volunteer Orientation

Walk through a few of the MythBusters and you can also give your volunteers copies to take home.

If you do not "look" needy, you are probably just abusing the system. It is important for you to put yourselves in their shoes.

Did you know: People often have a stereotype of what a person in need should look like, but a wide variety of people find themselves in need and it is always important to think about how you would like to be treated if you had to unexpectedly ask for help.

If people worked more, they would have enough money for food.

Did you know: In British Columbia in 2015, there were 65 occupations that fell below the before-tax poverty measure ($36,084/year) for full-time (30+ hrs/wk.), full-year (49+ wks./yr.) workers[1]. In that same year in New Westminster, there were 850 residents who worked full-time, full-year and were still classified as poor[2].

If you are poor, you should be willing to accept anything you are offered.

Did you know: Many people living in poverty have chronic illnesses and dietary restrictions. So, access to healthy food is important. Even organizations like the Greater Vancouver Food Bank have nutritional guidelines because they believe that everyone deserves healthy food. So, the golden rule should always be: if you would not eat it, do not expect others to.

Food is not safe to eat after the "Best Before" date.

Did you know: Only foods with "Expiry dates" should never be eaten once the date has passed. Other common terms such as "Best Before", "Sell By" or "Packaged On" are not indicators of food safety. Whether a food is safe depends on many factors, such as how it has been stored or if the packaging has been opened or is badly damaged. Whether it is still safe to eat must be decided on a case-by-case basis. "Best Before Dates" are meant to indicate maximum quality, not safety.

[1] Statistics Canada, 2016 Census
[2] Statistics Canada, 2016 Census

Appendix B | Sample Volunteer Orientation

Useful scenarios to discuss:

A single woman comes in to pick up her weekly food and advises the volunteer that she has a family so that she can access more food. The volunteer starts to argue with her because they know she is single and does not think it is fair that she gets more food than others or takes food away from children. This creates an uncomfortable atmosphere for everyone and results in the woman leaving very embarrassed without any food.

The woman may be lying, but arguing with her does two things:

- interferes with the atmosphere of your program; and,
- destroys any relationship you or your program may/could have with the woman.

There may also be more going on than you realize. Maybe she needs more support because she has seen a reduction in her work hours, or she has health issues and needs access to more healthy food than usual.

STRATEGIES TO DEAL WITH THE SITUATION:
The most important thing is to view your program, its volunteers, and those that benefit from it as a community of people who are working together.

- Get to know your families and the individuals that come in so that they will be more open to letting you know how you can best help them.
- Be prepared to have "hard" conversations "out of the earshot of others" when you think there is more going on or an issue needs to be addressed.
- Make sure you know where other community resources are so community members can be referred if they need more support. You can also hold a Community Resources orientation for volunteers so they are more aware of the supports available in the community. Currently a wide variety of information can be found in the ***City of New Westminster COVID–19 At –Risk and Vulnerable Populations Working Group Food Resources Calendar and Survival Resources Guides*** (Updated frequently) You can also call ***BC211*** to obtain information on resources to address emerging needs you need help with.

A multi–generational family who all live in the same residence comes in and all three adults line up to receive food. One of your program rules is that only one person per family can pick up food.

So, what do you do without making people feel like they are being policed?

- First, you need to make sure as you are welcoming new people to your program for the first time that you have a conversation with them to ensure they know what the program rules are.
- You need to get a clear understanding of their situation as there may be extenuating circumstances (i.e. poor health, large families, etc.) where you might allow multiple family members to receive food. If this is the case it needs to be done discreetly so others do not feel they are getting special treatment.
- If there are not extenuating circumstances, it is important to just clearly explain that only one family member is permitted to pick up food. They can also be advised that they can stay until the end and once everyone has been helped, they have an opportunity to help themselves to any leftover food.

Appendix B | Sample Volunteer Orientation

A woman refuses to accept food that is given to her because she is worried about the "Best Before Date". She asks the volunteer a question about it and rather than providing assurances that the food is still good, the volunteer shrugs their shoulders and says, "It is up to you, you can take it or leave it". Another volunteer makes a comment that makes her feel like she is being unreasonable by asking a question and should be grateful because they were making the food available to her. She brings the food home and throws it in the garbage because she is scared it will make her family sick.

When it comes to food, many terms are used on packaging: "Best Before Dates" "Expiry Dates" "Sell by Date" "Packaged on Date". It creates a lot of confusion. In general, only foods with "Expiry Dates" should never be eaten past the date. All the other terms refer to food quality, such as freshness, etc.

So how should you handle situations like this?

- → First and foremost, if food arrives at your program that you would not eat, or you have concerns about whether it is safe to eat or not, throw it out! Make sure you have a compost bin for these items.
- → Ensure your volunteers understand the difference between "Expiry Dates" and "Best Before dates" so that if someone questions them about a food item that they can respond in an informative non-judgemental way.
- → Make available resource information that explains the differences between all these terms.
- → For programs with high newcomer populations, get those with higher levels of English to explain to others.

PART 2: ABOUT OUR PROGRAM

Facilitated by the volunteer coordinator or person responsible for your food program.

This is where you have an opportunity to share with your volunteers information such as:

- → How your program operates.
- → The different roles volunteers can have.
- → Volunteer expectations.
- → Community resources you might want them to be aware of.
- → Other information you feel is important to share.

Appendix C | Everybody Needs to Eat: Emergency Food Resources

EMERGENCY FOOD RESOURCES in New Westminster

Community Meals

AUNT LEAH'S (YOUTH)
816 20th Street
20th St. and Edinburgh Street
SUNDAYS: Dinner 3:00 pm to 4:00 pm

GURDWARA SAHIB SUKH
347 Wood Street
Queensborough
DAILY: 11 am to noon and 5 pm to 7 pm
Sagar Guru Nanak's Free Kitchen (Vegetarian meals).

HOLY TRINITY CATHEDRAL
514 Carnarvon Street
6th Street & Carnarvon Street
SATURDAYS: Brunch 11:00 am to noon

ST. VINCENT DE PAUL *(AT THE RUSSELL)*
740 Carnarvon Street
Entrance off Alexander Street
FRIDAYS: Coffee and Sandwiches 5:00 pm to 7:00 pm

UNION GOSPEL MISSION
658 Clarkson Street
Between Mackenzie and Begbie St.
MONDAY TO FRIDAY
Resource Time: 8:30 am to 12:00 pm
Breakfast: served 8:30 am to 9:30 am
Soup: served 11:00 am to 11:45 am
Bread and produce available to take away.

Low Cost Groceries

QUEST
7753 6th Street
Just over the border in Burnaby
Individuals in need can be referred to **QUEST** by local service providers or school support staff for a membership which allows the individual to shop at the **QUEST** store for a wide variety of food and household items at drastically reduced prices.

More information at www.questoutreach.org or by calling 604-553-0636 or emailing referral@questoutreach.org.

Community Food Banks & Cupboards

AUNT LEAH'S (YOUTH)
816 20th Street
20th St. and Edinburgh Street
SUNDAYS: Dinner 3:00 pm to 4:00 pm

DON'T GO HUNGRY FOOD PROGRAM
St. Aidan's Food Hub : 41320 7th Ave (at 14th Street)
SATURDAYS: 12:30 pm to 1:00 pm
Queensborough (Call 604-863-8400 for information)
SATURDAYS: 1:00 pm to 1:30 pm
Knox Church : 403 East Columbia Street (at Sherbrooke Street)
SATURDAYS: 1:15 pm to 1:45 pm

DOUGLAS COLLEGE – for current students.
More info at: www.thedsu.ca/our-services/food-bank

GREATER VANCOUVER FOOD BANK
613 Queens Avenue
Queens Avenue and 7th Street
Food HUB at Olivet Baptist Church
THURSDAYS: 9:30 am to 12:30 pm
Food Bank is closed on all Statutory Holidays.
Registration not required, but please bring ID.
For more info visit: https://foodbank.bc.ca/find-food

LOWER MAINLAND PURPOSE SOCIETY
40 Begbie Street
Between Carnarvon and Columbia Streets
Hamper Program: Please call 604.526.2522
FOOD DISTRIBUTION: FRIDAYS noon to 12:30 pm
(Behind Purpose on Alexander)

MUSLIM FOOD BANK
Located in Surrey.
More info at: www.muslimfoodbank.com

SALVATION ARMY
325 – 6th Street
6th St. and Blackford Street
Register at 604-521-2421
MONDAY AND FRIDAY: 12:30 pm to 2:00 pm
WEDNESDAYS: noon to 1:00 pm
Community members are requested to bring their own bags.

ST. BARNABAS ANGLICAN CHURCH
1010-5th Avenue
10th Street and 5th Avenue
Grab & Go ~ Weekly Grocery Hamper Program
WEDNESDAYS: 1:00 to 2:30 pm

EVERYBODY NEEDS TO EAT

FOOD SECURITY **MYTHBUSTERS©**

MYTH #1

Household food insecurity exists because food is too expensive



TRUTH

Research shows that household income, not the price of food, is the main reason for food insecurity[1]. As a household's income declines, the risk of food insecurity increases[2]. Canadians spend very little on food (9% of their spending) compared to other countries. Of 86 major countries worldwide, only 3 (US, UK, Singapore) spend less on food than Canada[3]. The solution isn't to make food cheaper, because farmers need to make a living wage as well.

Household food insecurity exists because people do not have enough money to spend on food, not because food is too expensive.

[1] *http://www.bccdc.ca/pop-public-health/Documents/food-costing-BC-2017.pdf*

[2] *https://proof.utoronto.ca/food-insecurity*

[3] *https://ourworldindata.org/food-prices – Food expenditure as a share of total consumer expenditure (2015)*

EVERYBODY NEEDS TO EAT

FOOD SECURITY MYTHBUSTERS©

MYTH #2

Food recovery programs will solve household food insecurity



TRUTH

Food recovery programs are important for a variety of reasons, such as reducing food waste, and depending on how they are set up, they can provide job training opportunities or become social enterprises. While reducing food waste is important, food recovery programs do not address the root cause of household food insecurity. Like all food programs, while necessary to address immediate hunger, they aren't long term solutions. Using food waste is a form of food charity, and a charity model only addresses the symptoms, not the cause. ***Efforts to promote food recovery should not replace efforts to address the real cause of food insecurity, which is a lack of income. Household food insecurity is an income issue; therefore, solutions need to work towards increasing household income.***

EVERYBODY NEEDS TO EAT

FOOD SECURITY **MYTHBUSTERS©**

MYTH #3

People just need to learn better budgeting and cooking skills and they wouldn't be food insecure



TRUTH



Having good cooking and budgeting skills is important to help people eat healthy. However, it doesn't put food on the table when income is the problem. Research shows that food insecurity is not associated with food preparation and cooking skills. In fact, food preparation and cooking skill levels aren't much different between those who are food insecure and those who are not. And, adults who are food insecure use a budget while shopping (84%) more than those who aren't food insecure (only 43% use a budget). This suggests that ***programs to improve food and budgeting skills should be supported to promote healthy eating, but other solutions are needed to impact food insecurity.***

[4] *https://proof.utoronto.ca/food-insecurity*

[5] *https://proof.utoronto.ca/wp-content/uploads/2017/03/food-procurement-food-skills-food-insecurity-factsheet.pdf*

EVERYBODY NEEDS TO EAT

FOOD SECURITY **MYTHBUSTERS©**

MYTH #4

If people worked more, they'd have enough money for food



TRUTH

In British Columbia in 2015, there were 65 occupations that fell below the before-tax poverty measure ($36,084/year) for full-time (30+ hrs/wk.), full-year (49+ wks./yr.) workers.[6] In that same year in New Westminster, there were 850 residents who worked full-time, full-year and were still classified as poor.[7] In 2016, to keep a roof over their head, 21% of New Westminster renter households spent 50% or more of their before-tax household income on shelter costs; with 30% considered to be affordable[8]. With current rental costs ranging from $1,522 (one bedroom) to $2,791 (3 bedroom)[9] it is highly likely that the number of households with unaffordable rents has increased. This has had a direct impact on their ability to purchase other necessities like clothing, transportation, additional health care and food. To put that in perspective, in Fraser North (which includes New Westminster), the average monthly food costs for a family of four is $ 985 [10]. So ***even working full-time, many households do not have enough money to spend on food.***

[6] *Statistics Canada 2016 Census*

[7] *Statistics Canada 2016 Census*

[8] *2018 Canadian Rental Housing Index http://www.rentalhousingindex.ca/en/#comp_csd*

[9] *https://www.rentboard.ca/rentals/rental_rates.aspx?locid=904*

[10] *https://www.bccdc.ca/pop-public-health/Documents/food-costing-BC-2017.pdf*

EVERYBODY NEEDS TO EAT

FOOD SECURITY **MYTHBUSTERS©**

MYTH #5

Food is not safe to eat after the "Best Before" date



TRUTH

Only foods with "Expiry dates" should never be eaten once the date has passed. Other common terms such as "Best Before", "Sell By" or "Packaged On" are not indicators of food safety. ***Whether a food is safe depends on many factors, such as how it has been stored or if the packaging has been opened or is badly damaged.*** Whether it is still safe to eat must be decided on a case-by-case basis. "Best Before Dates" are meant to indicate maximum quality, not safety. For example, yogurt, kept refrigerated, may be used up to two weeks past the "Best Before Date". But if in doubt – throw it out! Whenever possible, make sure it goes in your green waste bin or your compost, so it doesn't end up in the landfill.

For more information please visit: Providing Nutritious and Safe Food: Guidelines for Food Distribution Organizations with Grocery or Meal Programs by BC Centre for Disease Control https://www.inspection.gc.ca/food-safety-for-industry/information-for-consumers/fact-sheets-and-infographics/date-labelling/eng/1332357469487/1332357545633

EVERYBODY NEEDS TO EAT

FOOD SECURITY MYTHBUSTERS©

MYTH #6

If you don't "look" needy, you're probably just abusing the system



TRUTH

With a desire to help others, some people "police" or "judge" those in need. You can have a cell phone (a necessity these days), or wear nice clothes, and still have trouble getting food. You might even be working but still need help to make ends meet.

People often have a stereotype of what someone in need looks like.

Maybe you recently lost your job or fell ill and couldn't work. What if your cheque did not come through? Maybe, all you own is a nice car, but you live in it! What if you had to stop work to care for a sick child or an elderly parent – would you "look poor"? It can be very difficult to ask for support. Just try to imagine what it might be like if you had to seek unexpected help.

EVERYBODY NEEDS TO EAT

FOOD SECURITY **MYTHBUSTERS©**

MYTH #7

If you are poor you should be willing to accept anything you are offered



TRUTH

Food is a basic human right. We all need access to food that can help us live our best life. Many people living in poverty have chronic illnesses and dietary restrictions. Access to healthy food is important. Did you know the Greater Vancouver Food Bank (GVFB) has nutrition guidelines to encourage healthy donations? The GVFB also closely tracks food waste and for one sample year, more than 96,500 pounds of food deemed unsafe and spoiled had to be thrown out[11].

Everyone deserves healthy food. Receiving food that is spoiled can make people feel disrespected. The golden rule is, if you wouldn't eat don't expect someone else to. It is also important not to view people as being "picky" when they refuse a food item. They may not want it because they know they won't or can't eat it and would rather it go to someone else. Or, perhaps they are in more dire need of something else. It is important to listen, and not challenge them.

[11] *Greater Vancouver Food Bank 2019*

Appendix E | Everybody Needs to Eat: Food and Income Glossary

FOOD AND INCOME GLOSSARY

Community Voices Food Security Working Group

The Community Food Security Continuum

Ensuring a wide variety of strategies are used to address food insecurity:

Stage 1: Short Term approaches like community meals, food banks and other emergency supports.

Stage 2: Capacity building programs like community kitchens, community gardens, and those that increase food literacy.

Stage 3: System redesign strategies that will have a greater impact over the long term.

Most efforts are around Stage 1 – feeding hungry people now. However, to truly solve food insecurity, work needs to be done at all 3 stages equally.

Community Resident with Lived or Living Experience in Food Insecurity:

Community members who are currently or have experienced poverty or food insecurity. We refer to you as our *Community Voices* and we value the contributions your opinions and views bring to our work.

Basic Income Guarantee: ensures everyone an income sufficient to meet basic needs and live with dignity, regardless of work status (i.e. even those receiving government assistance)

Community Food Security – When everyone in the community can get healthy and safe food in a way that is sustainable and meets their dietary and cultural needs.

Community Kitchen: when a group of people meet on a regular basis to plan, cook and share healthy, affordable meals

Financial Literacy: when you have the skills and knowledge necessary to make informed and effective decision relating to your financial resources. Financial Literacy Month is recognized in Canada in November each year.

Food Security – When all people can get enough food to be healthy and active. This includes being able to afford healthy food that is within reach.

Food Environments – How where we live, work and play can shape what food we can get, how and where we get it.

Food Justice – The belief that healthy food is a human right, and that we should work towards a food system that is equal, fair, and includes everyone.

Food Literacy – The ability of people to access, choose and prepare foods to meet their needs and wants, and know how their food decisions affect others.

Food Recovery/Rescue Programs: programs that take edible food from supermarkets, restaurants, produce markets, etc. that would normally go to waste and use them in food programs.

Food Systems – All the activities and relationships that involve food; including growing food, harvesting, processing, selling, sharing, cooking, eating and throwing out food waste.

Household Food Insecurity – When a person or family can't get enough healthy food to feed themselves. The root cause is a lack of income.

Land acknowledgement: By making a land acknowledgement you are taking part in an act of reconciliation, honouring the land and Indigenous presence which dates back over 10,000 years. In New Westminster, we acknowledge that we live and work on the traditional, unceded and ancestral territories of the Coast Salish peoples.

Living Wage: a wage that is high enough to maintain a normal standard of living. In the Vancouver area, a living wage is $19.50/hour.

Minimum Wage: is the lowest wage an employer is permitted to pay. In British Columbia the minimum wage will be $15.65 on June 01, 2022.

World Food Day: is celebrated around the world on October 16th every year. It raises awareness of hunger and food issues and there is a different theme each year.