



Fleming SAC OPERATING PROCEDURE

Procedure Title: Fleming SAC Food Bank

Procedure ID: 3-109 OP

Approved by General Manager: October 2023

Next Review Date: August 2024

Monitoring Responsibility: General Manager

Linked to a Fleming SAC Policy: Fleming SAC Policy 3-109: Fleming SAC Food Bank

Policy Statement

Fleming SAC believes that food insecurity is an ongoing concern among students in post-secondary education and strives to support students through the offering of a food bank service.

Fleming SAC believes that to address food insecurity, the operation of a student food bank can assist students who are in need while promoting a healthy and inclusive campus environment.

Definitions/Acronyms

Food Bank means the service provided by Fleming SAC that distributes food for free directly to students in need.

Staff means the hired employees of Fleming SAC who are responsible for the management of the Fleming SAC food bank.

Volunteer means the student volunteers who are selected by Fleming SAC to support the mission and goals of the organization.

Dependents means a person who relies on another, especially a family member, for financial support.

Operating Procedure

1. Access to Food Bank

- a. The Fleming SAC Food Bank will be open every Friday between 9:00am and 3:00pm
- b. Only currently enrolled students at Fleming College (Sutherland Campus) are eligible to access the Fleming SAC Food Bank.
 - i. It is understood that students seeking support through the food bank are in need and as such, shall not be required to justify their needs based on their financial status.
- c. Food Bank Applications (Appendix A) will be accepted on the Fleming SAC website up to the end of day each Thursday for distribution on Friday.
 - i. Fleming SAC will record each food bank access request and maintain a record of student information including:
 - Student name;
 - Student number;
 - Fleming College Email Address
 - Home Address;
 - Phone number;
 - Number of dependents;
 - Visit dates; and

- Dietary restrictions
- d. Students may access the Fleming SAC Food Bank once every 4 weeks, for a maximum of two visits per semester.
 - e. Students who have maximized their use of the food bank will be directed to alternative resources.
 - i. Staff will provide guidance and support to students, connecting them with relevant external resources and services both on and off-campus.
 - ii. Staff will provide access to alternative meal options once a student has maximized their usage of the food bank including frozen soups, grab and go meals, and food vouchers.
 - iii. Upon maximizing use of the Fleming SAC Food Bank, Fleming SAC staff will direct students to access food security bursaries made available through Fleming SAC's Endowment funds.
 - f. Staff members will distribute pre-packaged bags of non-perishable food items to students that provide temporary relief to food insecurity.
 - i. Selection of foods provided to students will be based on availability and donations received.
 - ii. Staff will ensure that all food that is distributed will be checked for expiration dates. Expired food will not be distributed.
 - iii. Students must provide identification upon pick up confirming the information provided to Fleming SAC for support from the food bank.
 - g. For students who Fleming SAC cannot meet their restrictive dietary needs, students will be provided a gift card to ensure they can access food that meets their needs.
 - i. Gift cards will be limited to \$25 for a single student, and \$50 for a student with proven dependants.
 - ii. Gift cards will only be made available once per semester, and alternative resources will be provided as stated in section 1.e. of this policy.

2. Food Bank Sustainability

- a. Efforts will be made to minimize food waste and ensure that donated items are used before the expiration dates.
- b. Fleming SAC will distribute food to students using sustainable and eco-friendly bags.

3. Donations and Sponsorships

- a. Fleming SAC actively seeks partnerships with local businesses, organizations, and community members to ensure a sustainable supply of food and resources for the food bank.
- b. Fleming SAC will organize regular food drives to collect non-perishable food items, personal hygiene products, and other essential items from the college community and external donors.
- c. Donations that are accepted must be unexpired, unopened, and in their original packaging.

- d. All donations and sponsorships Fleming SAC receives for the Fleming SAC Food Bank must be used for that purpose.

4. Outreach & Awareness

- a. Fleming SAC will actively promote the availability of the food bank through various communication channels, such as the Fleming SAC website, digital display boards, social media platforms, and emails.
- b. Awareness campaigns will be conducted to educate students about food insecurity, available resources, and the importance of supporting one another.
- c. Fleming SAC will advocate to Fleming College and third-party food service providers as it pertains to accessible, affordable, and nutritious food options on campus.

5. Records

- a. Fleming SAC shall track all usage of the Fleming SAC Food Bank. Information will be kept strictly confidential.
- b. Fleming SAC shall maintain records that account for the receipt and distribution of all donations of money, food, and other items.
- c. Fleming SAC shall make statistics of the Fleming SAC Food Bank available to the members on the Fleming SAC website.

6. Food Bank Code of Conduct

- a. Those who are served by the Fleming SAC Food Bank have the following responsibilities. Students accessing the food bank are expected:
 - i. To treat the staff and other users with respect and courtesy.
 - ii. To provide identification which includes all dependents, if applicable.
 - iii. To provide information requested by Fleming SAC within the guidelines of privacy and confidentiality as outlined in this policy.
 - iv. To inform Fleming SAC of any changes in personal status.
 - v. To respect the privacy of other users of the Fleming SAC Food Bank.
- b. Any form of harassment, discrimination, or inappropriate behaviour will not be tolerated and may result in the suspension of access to the food bank.
- c. For Students who do not pick up their requested food, their file will be recorded as a “did not pickup.” Students will be informed of compliance requirements for future requests.

Failure to comply with the code of conduct of the Fleming SAC Food Bank may result in suspended access to food bank services and other appropriate sanctions as determined by Fleming SAC.

7. Confidentiality

- a. Fleming SAC shall record food bank access requests in the secured shared drive on the Fleming College network. Access to information will be limited to those who are delegated access by the General Manager.
- b. All information provided by students seeking assistance will be treated as strictly confidential and will only be used for the purpose of tracking the food bank usage.

- c. Staff and volunteers involved with the Fleming SAC Food Bank are required to sign confidentiality agreements to protect the privacy of students and must abide by the Fleming SAC Policy 1-103: Confidentiality.

8. Food Bank Review and Evaluation

- a. Fleming SAC will periodically evaluate the effectiveness of the Fleming SAC Food Bank policy and make necessary adjustments based on feedback from students and volunteers.
- b. Continuous efforts will be made to enhance the accessibility, efficiency, and quality of the food bank services.

Related Documents

- Regulation
- Directives
- Legislation
- By-law 1-102
- College Policy #x-xxx, *Title*
- Administrative Operating Procedure OP #x-xxx, *Title*

Appendices

Forms that are generated by this operating procedure are listed and included with the document.

- Appendix A –
- Appendix B –

Appendices are considered to be an extension of the document – any amendments or revisions equals a revision to the procedure therefore SMT approval is required.

Review / Revision Log

Summary of Changes	Date
New procedure	October 2023

Appendix A to Operating Procedure OP # x-xxx

Title

Text