



**Membership**



## **About FEED NOVA SCOTIA**

FEED NOVA SCOTIA is the central collection and distribution point for donated food for member food banks, shelters and meal programs across the province.

Founded in 1984, the Metro Food Bank Society was focused solely on agencies in Halifax and surrounding areas. Since then, the organization has grown to meet the ever-increasing need for food assistance. In November 2002, the Society took on responsibility for provincial agencies from Yarmouth to Louisbourg and all points in between, becoming the Metro Food Bank Society~Nova Scotia. In March 2005, The Metro Food Bank Society~Nova Scotia changed its name to FEED NOVA SCOTIA, to better reflect its provincial mandate.

While providing emergency food assistance is key, FEED NOVA SCOTIA also understands that hunger is a symptom of a greater issue: poverty. Our mission reflects how we see our role in light of that fact:

**Our immediate goal is to feed hungry people.**

**Our *ultimate* goal is to eliminate chronic hunger and alleviate poverty.**

FEED NOVA SCOTIA is funded entirely through donations, and is guided by a volunteer Board of Directors, representing member agencies, businesses and donors. With the organization's mission in mind, the Board of Directors, using a policy governance model, each year determines the areas of focus for the organization. They focus on the following four areas: advocacy, client specific services, food distribution and the culture of the organization.

FEED NOVA SCOTIA is a member of the Food Banks Canada and adheres to its Code of Ethics (Appendix I). FEED NOVA SCOTIA also participates in the National Food Share System, a program of Food Banks Canada, which ensures fair and equitable distribution of large food donations across the country (Appendix II). Member agencies of the FEED NOVA SCOTIA must agree to adhere to both of those agreements as well.

To learn more about FEED NOVA SCOTIA, and for a complete list of member food banks, visit the website at [www.feednovascotia.ca](http://www.feednovascotia.ca).



## **Membership with FEED NOVA SCOTIA**

FEED NOVA SCOTIA exists to allow our member agencies to focus on their clients, and spend less time trying to obtain food. FEED NOVA SCOTIA acts as a key food source, distributing food fairly based on the number of people an agency serves. It is also a source of information and support on hunger and poverty issues, and brings together organizations with similar missions to help share ideas and solutions.

### **The Partnership**

#### **For its members, FEED NOVA SCOTIA agrees to:**

- Provide support and recognition to member agencies;
- Seek food donations;
- Participate in Food Banks Canadas' National Food Share System;
- Distribute food to its member agencies fairly and equitably, based on statistics provided through the annual national HungerCount survey;
- Maintain a client database from data provided by member agencies;
- Ensure confidentiality and respect for all agencies and their clients;
- Undertake and share research on hunger and related issues;
- Develop expertise, resources and programs to address client needs beyond food;
- Undertake public education and advocacy on issues of hunger and related programs; and,
- Provide a forum to bring agencies and groups together to discuss mutual concerns.

#### **As a member of FEED NOVA SCOTIA, agencies agree to:**

- Support the Mission of FEED NOVA SCOTIA;
- Abide by the Code of Ethics of Food Banks Canada;
- Honour Food Banks Canadas's National Food Share System (Appendix II);
- Participate in the collection of client data on a monthly basis to FEED NOVA SCOTIA, and in the national HungerCount survey;
- Abide by FEED NOVA SCOTIA food solicitation and fundraising policies to avoid duplication of efforts (Appendix III);



- Actively support, protect and enhance the food and fundraising campaigns of FEED NOVA SCOTIA in its area;
- Display a FEED NOVA SCOTIA Certificate of Membership, and with permission, use the FEED NOVA SCOTIA name and logo wherever possible;
- Pay a nominal annual membership fee as imposed by FEED NOVA SCOTIA;
- And, above all, respect client confidentiality and empathy for their needs.

FEED NOVA SCOTIA and its member agencies work in partnership based on the principles above. If either side believes that agreement has been violated at any time, they may take appropriate action as outlined in the “Disregard for Membership Agreement Course of Action” policy (Appendix IV).

### **Client Data**

Collecting and analyzing data from our member agencies is an important part of FEED NOVA SCOTIA’s role. The data collected is analyzed for trends and trend changes. That analysis provides guidance for FEED NOVA SCOTIA’s programs and services, helps the organization act as a more effective advocate for its clients, and assists in responding to questions regarding its accountability of resources.

All member agencies are required to submit data to FEED NOVA SCOTIA on a monthly basis. The format and level of detail required depends on the type and location of the agency. The Membership Coordinator reviews the specifics of data submission with each agency during the membership application process. All information collected is considered confidential and is subject to the conditions of the federal *Personal Information Protection and Electronic Documents Act* and the provincial *Freedom of Information and Protection of Privacy Act*.

A direct phone line is available for member agencies to use for information on a particular client. Agencies using this line must provide an identification code before any client information is provided.



Whenever possible, FEED NOVA SCOTIA will provide computers and software, or other equipment, such as fax machines, for collecting and submitting the required monthly data.

### **Food Distribution**

FEED NOVA SCOTIA collects and distributes food from several different sources. That food falls into three main categories:

- Non-perishable – Canned and dry goods.
- Perishable – Includes bread and bakery products, fresh produce and any products that are frozen or require refrigeration.
- Prepared Foods – Overproduced prepared foods collected from restaurants, hotels and hospitals. Due to the highly perishable nature of this category, it is currently only available to shelters and meal programs in the Halifax Regional Municipality.

The quantity and type of food distributed to each agency, as well as the frequency of deliveries, is determined based on the type of agency, the number of clients served, the storage facilities available and the location of the agency.

Once an agency has been approved as a member agency of FEED NOVA SCOTIA, arrangements for deliveries will be discussed and a schedule determined that meets the agency's needs and FEED NOVA SCOTIA's capacity to deliver.

## Code of Ethics for Food Bank Community

Food Banks Canada is committed to a strict set of principles that directs operations through our entire membership.

1. Everyone in Canada has the right to their daily sustenance and an existence which ensures that this condition is possible.
2. Food Banks pledge their work to the ultimate physical and social well-being of low-income persons.
3. Food Banks are committed to the social justice principle.
4. Each Food Bank recognizes its role as the steward of a community pool of food, which it shall strive to make available to all responsible groups providing charitable food.
5. Nationally, Food Banks are committed to an ethic of sharing with those in Canadian regions with less food resources.
6. Food Banks will not barter, sell or trade foodstuffs at any time.
7. Food Banks will have the highest regard for the proper and safe storage and handling of food.
8. Food Banks will know and understand the social service context in which they operate, to ensure that they do not reduce the impetus for improvement to the government social assistance programs.
9. Food Banks recognize their role in alleviating hunger as a temporary response to this crisis, and will devote part of their activities to lessening this role.
10. Food Banks will conduct all of their affairs and associations in a manner that will not trivialize the problem of hunger in any way, or see it used for commercial benefit.

### FOOD BANKS CANADA

#### **National Food Sharing System**

An on-going challenge faced by the Food Banks Canada since its formation in 1988 is to ensure that large food-industry donations are distributed fairly and proportionately among member food banks across Canada.

Most national food companies are located in central Canada, making it extremely difficult to ensure that these often sizable donations make it beyond Toronto and Montreal. In 1995, in response to this challenge, Food Banks Canada established the National Food Sharing System to facilitate the sharing and distribution of major food industry donations across the country. The National Food Sharing System is a unique and sophisticated logistics system that relies entirely upon the generosity of our food, transportation, financial and in-kind supporters.

Food Banks Canada, through the National Food Sharing System, has become the sole distributor of food donations from a number of major food companies as well as from some national and provincial marketing boards. Food donations from these organizations are distributed only to Food Banks Canada member food banks and are protected by the Food Banks Canada Code of Ethics that states that donations will not be bartered, traded or sold.

#### How Does the System Work?

At the nerve centre in Food Banks Canada Toronto office, donations are logged in and offerings of 10 pallets or more are moved within the system, beginning at the national distribution centre housed within the Daily Bread Food Bank in Toronto. Donations are divided and transported to provincial distribution centres (usually the province's largest food bank) based on the number of people being served by food banks in a particular province. Other member food banks then arrange to pick up their share of a donation from their provincial distribution centre. Participating food banks are asked to pay a modest cost per pallet of food to cover the administrative costs of the system.

The National Food Sharing System has been endorsed by the Food and Consumer Products Manufacturers of Canada (FCPMC).

### **Solicitations by Member Agencies**

FEED NOVA SCOTIA will attempt to raise food for distribution among the member agencies to help them meet community needs. At the same time, it is in the best interest of FEED NOVA SCOTIA and its member agencies to protect donors from multiple solicitations. Member agencies have the right to raise food and funds within the guidelines of this policy.

Member agencies have a strong commitment to protect and enhance FEED NOVA SCOTIA's foodraising and fundraising campaigns. The foodraising and fundraising activities of each member agency shall be designed so as not, in the opinion of FEED NOVA SCOTIA, to be detrimental to FEED NOVA SCOTIA's campaigns.

FEED NOVA SCOTIA shall be the vehicle for raising food and funds for the purchase of food from the general public, on behalf of all member agencies. To prevent competition and conflict, member agencies shall not solicit food and funds for the purchase of food by making appeals to the general public outside of the stated and agreed upon service area for the member agency.

Member agencies shall only solicit food and funds from regular donors and residents in their local area, as determined by the approved area of service noted in the application form. Each member agency shall attempt to avoid competing with any other member agency and FEED NOVA SCOTIA for food or funds.

To the extent that member agencies are involved in food raising and fund raising activities of FEED NOVA SCOTIA, they shall promote the campaigns of FEED NOVA SCOTIA in a spirit of cooperation for the mutual benefit of all member agencies. Further, in connection with such FEED NOVA SCOTIA activities, the representatives of a member agency shall not solicit on behalf of a particular member agency, nor attempt to promote a particular member agency.

This policy is designed to share the food raising and fundraising market of Nova Scotia in order to achieve the maximum benefit for those in need in the province of Nova Scotia.

### **Disregard for Membership Agreement Course of Action**

Here are the steps an agency should follow if it has concerns FEED NOVA SCOTIA not fulfilling their responsibilities. *Please note that completion of all four steps is not necessary. If an agency is satisfied its concerns have been dealt with after step one, there is no need to take the matter further.*

1. Bring the issue or concern to the attention of the Membership Coordinator;
2. Bring the issue or concern to the attention of the Executive Director;
3. Bring the issue or concern to the member agency networking meeting;
4. Make the issue or concern known, in writing, to FEED NOVA SCOTIA's Board of Directors.

If a member agency is considered to have broken or disregarded the terms of the Membership Agreement it will be dealt with as follows:

1. The agency will be contacted about the violations of the Membership Agreement to give the agency a chance to explain or respond to the allegations.
2. If the agency cannot provide a reasonable explanation for the alleged violation FEED NOVA SCOTIA staff will work with the member agency to review its policies and procedures and adjust them to fit the Membership Agreement. All correspondence and documentation will be placed in the agency's file.
3. If the agency receives a second or subsequent complaint of a similar nature, a meeting will be required between FEED NOVA SCOTIA staff and the staff and Board of Directors of the member agency.

If the Board and staff of the member agency refuse to participate in this meeting, FEED NOVA SCOTIA will stop delivering food to that agency. The agency in question will be notified in writing, with copies sent to all FEED NOVA SCOTIA agencies.

## Appendix IV



4. If the meeting takes place, FEED NOVA SCOTIA staff and staff and Board of the member agency will work together to create a plan to end the agency's violating practices or to amend the appropriate policies. FEED NOVA SCOTIA will supervise the agency for three months to ensure the plan is put in place effectively.
5. If the problem is still not resolved, FEED NOVA SCOTIA will stop all food deliveries to the agency. The agency in question will be notified in writing, with copies sent to all of FEED NOVA SCOTIA agencies.
6. Reinstatement of that agency can take place for a 12-month probationary period if substantial changes to agency staff, practices and/or procedures have been demonstrated.

When membership is suspended and food deliveries stopped, FEED NOVA SCOTIA will make alternate arrangements for the agency's clients.

# Member Application Form



Please answer the following questions to help the FEED NOVA SCOTIA effectively serve your organization. Also include reports, brochures, literature or any information that is available on your organization.

## Organization Information

Name of Organization

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Street Address

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Mailing Address

---

City

Postal Code

Agency Phone

Agency Fax

Agency E-mail

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## Key Contacts

*Please ensure your agency's **Board Chairperson** is included as one of your key contacts.*

### **Primary Contact**

Name

---

Title / Role

---

Mailing Address

---

City

Postal Code

Phone (w)

(h)

Fax

E-mail

---

### **Secondary Contact**

Name

---

Title / Role

---

Mailing Address

---

City

Postal Code

Phone (w)

(h)

E-mail

### **Additional Contact**

Name

---

Title / Role

---

Phone (w)

(h)

E-mail

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Return this form to **FEED NOVA SCOTIA**  
**213 Bedford Highway Halifax NS B3M 2J9**

# Member Application Form



## Agency Details

Are you affiliated with a larger national or regional group?  Yes  No

If yes, give name(s) \_\_\_\_\_

Briefly, what are the primary objectives of your organization?  
\_\_\_\_\_  
\_\_\_\_\_

Is your organization incorporated, private, non-profit, unincorporated or public?  
\_\_\_\_\_

Are you registered with Revenue Canada as a charitable organization?  Yes  No

If yes, what is your tax registration number? \_\_\_\_\_

Are you affiliated with a church, union, government, or other group?  Yes  No  
Please specify \_\_\_\_\_

What are your major funding sources? (church, union, government, public, foundations, corporate, special events, etc.)

Please specify \_\_\_\_\_

How many members are there on your Board of Directors or governing body? \_\_\_\_\_  
(Please attach a current list of your Board of Directors)

How often does your Board of Directors or governing body meet? \_\_\_\_\_

## Type of Agency

Do you provide meals directly to clients?  Yes  No

Do you distribute groceries directly to the clients?  Yes  No

Do you operate a shelter or residence?  Yes  No

If none of the above applies, briefly describe the type of work your organization does  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Return this form to **FEED NOVA SCOTIA**  
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# Member Application Form



The following questions may not apply to all members, so please respond only to those that are relevant to your organization.

On average, how many meals does your agency provide or anticipate providing monthly?

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List the days and hours your program operates.

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List the days and hours your organization is available to receive products.

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What group of people does your organization primarily serve (children, families, singles, seniors, etc)?

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How often can clients visit your organization for assistance?

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Does your organization serve a client-base with special food needs? If so, what are they?

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Are there any foods that are prohibited in your facility?

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What other items would you be able to accept? (pet food, cleaning supplies, etc.)?

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What type of storage facilities do you have available (refrigerators, freezers, dry storage, etc.)?

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Would your organization be able to pick up food directly from our warehouse or would you require delivery?

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# Member Application Form



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(Name of Agency)

applies to become a member of the FEED NOVA SCOTIA. If accepted, we agree to adhere to and advance the Mission of the Society. We understand and agree to all members' rights and obligations.

We understand, accept and will provide the following as an active member of FEED NOVA SCOTIA:

- Weekly submissions of client registration forms and client daily activity forms are required as part of the membership agreement. (FEED NOVA SCOTIA uses client information from member agencies for statistical purposes i.e. trending, demographics, HungerCount, etc);
- As a member agency of FEED NOVA SCOTIA, you are required to adhere to the Canadian Association of Food Bank's Code of Ethics, a copy of which is attached for your review;
- In order for our Client Support staff and volunteers to refer those in need of emergency food assistance, please clearly define the physical boundaries by naming the specific streets in each direction (north, south, east & west) that your agency offers support to those in need.

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Agency Authorized Signature

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Print Name Clearly

Date

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