

NIPISSING UNIVERSITY STUDENT UNION



Food Bank Policy and Procedures

Approved by the Board of Directors on: August 22, 2022

Amended by the Board of Directors on: March 15, 2023



1. PREAMBLE

The purpose of this policy is to outline the proper procedures and protocol for the food bank that NUSU operates for the student body. This policy will also establish various components of the food bank such as, but not limited to, who is eligible for usage, its daily use and operations, stocking the food bank, and donations.

Confidentiality

All the personal information collected from the students shall be kept in confidence in the NUSU office, and only NUSU employees shall have access to such information.

2. Responsibility of the Food Bank

- 2.1. The Services department, in conjunction with the Administration department, shall manage the Food Bank.
- 2.2. The Administrative department shall be responsible in maintaining the Food Bank, re-stocking will generally take place once a week. The administration department will take an inventory and create a grocery list based on this. Shopping will then take place weekly when time allows.
- 2.3. The Administrative department shall ensure the Food Bank is operating according to the "Usage" subsection of this policy.
- 2.4. The Administrative department shall be responsible for sorting the shelves in the Food Bank, so that all food is current and not expired. Should expired food be discovered, refer to the "Sorting Food" subsection of this policy.

3. Sorting Food

The NUSU Food Bank is to follow the requirements implemented from the Health Unit as well as the Safe Food Handling Guidelines. This includes but is not limited to:

- 3.1. Storage
 - 3.1.1. Products should be stored in a cool, dry area. The storage area should be well ventilated and products stored off the floor.
 - 3.1.2. Keep food and non-food items separate, in designated storage areas.

- 3.1.3. Keep storage areas clean.
- 3.1.4. Store products 6 inches off the floor by using pallets, shelving, or other means.
- 3.1.5. Protect from extreme temperatures, dirt, and other sources of contamination.
- 3.1.6. Follow First-In, First-Out (FIFO) procedures of stock rotation.
- 3.1.7. Make sure that all products have labels.
- 3.1.8. Check cans for dents, buckles, bulges, and rusting. If these signs are present they are to be treated as expired food.
 - 3.1.8.1. Discard cans with serious defects shall be respectfully donated to another charity willing to receive such items
- 3.1.9. Check containers for dirt and damages.
- 3.1.10. Check for expiry dates.
- 3.2. Distribution
 - 3.2.1. Do not distribute infant or baby foods and nutritional supplements after their expiry date.
 - 3.2.2. Do not distribute home canned products due to the risk of botulism.
 - 3.2.3. Do not distribute dented, buckled, bulged or rusted cans. These are to be discarded as they risk microbacterial contamination.
- 3.3. Non-Food Items
 - 3.3.1. All non-food products must be stored in a separate area from food products, if possible. If not, they should be stored on lower shelves, so they will not spill and contaminate food products.
 - 3.3.2. Store at room temperature (20-23°C), and acceptable pressure, and protect from extremes in temperature.
 - 3.3.3. Leaking containers of liquid soaps and cleaning supplies must be discarded and not placed in storage or distributed.
 - 3.3.4. Torn containers of dry or powdered soap may be taped and used.
 - 3.3.5. Discard torn or broken packages or containers of diapers, feminine hygiene products, toothpaste, and mouthwash.
 - 3.3.6. Aerosol cans and pump-operated or pressurised containers that are missing the outer cap must be discarded.

- 3.3.7. Toilet paper and paper towels may be received and distributed so long as they are not dirty or show evidence of pest infestation. Inspect carefully and store away from food products.
- 3.4. When items are added to the NUSU Food Bank, each item should be sorted with the same or similar items. They will be placed behind older items so that items close to expiry are at the front and will be used first, according to FIFO.
- 3.5. Each item is to be inspected for damages and to verify the expiration date.
 - 3.5.1. If the item is expired or has no expiry date, it will be placed in a box or separate area. Some of these items may be delivered to local organizations as they follow different guidelines for expiry dates.
 - 3.5.2. If an item is damaged (i.e. dented, rusty, open), the item is to be discarded.
- 3.6. Each semester (starting September, January, and May), all food items should be pulled off the shelves and expiry dates checked. During this process, each shelf should be disinfected and cleaned.
- 3.7. When stocking shelves, ensure that the heavier objects are not on the higher shelving. If there is not ample space for new food items, a rearrangement of items on the shelves may be needed in order to keep similar foods together.

4. Eligibility

The Nipissing University Student Union Food Bank is accessible to any current Full-Time and Part-Time Undergraduate, Graduate, and PhD Nipissing University students. Students must also present a valid student card.

5. Usage

When a student requests to use the Food Bank, the following procedure is in place:

- 5.1. The student must show their valid Nipissing University Student ID Card. The card number will then be recorded in the “Food Bank Usage Sheet” located on the NUSU Google Drive. This Student ID Card entitles the student for a pre-determined amount of grocery bags weekly. The amount of bags is set by NUSU based on what allows the food bank to operate most efficiently for all students.

- 5.2. The student must show their Nipissing University Student ID Card. The card number will then be recorded in the “Food Bank Usage Log”.
 - 5.2.1. On the Food Bank Usage Log include the date, the number of bags they take (when they are finished, ensuring that the maximum amount is respected.), as well as any dietary requirements/restrictions,
- 5.3. Food Bank Profile
 - 5.3.1. The first time a student requests to use the Food Bank, a “profile” will be created to log each visit to the Food Bank.
 - 5.3.2. Their “profile” will track their dietary restrictions or religious/cultural needs, their Guidelines status, and the number of bags taken at each visit.
- 5.4. Once completed, walk the student to the Food Bank with the Food Bank key. There is a limit of two students in the Food Bank at once.
- 5.5. Upon arrival, unlock the door, and explain that the student is required to leave their personal bags outside the Food Bank. Show the student where the provided bags are available. The student can take a predetermined amount of bags with items. Students must follow the limits placed on certain items, these restrictions can be found on signs within the food bank
- 5.6. The staff member will wait outside the room to allow privacy.
- 5.7. When the student is finished, ensure they do not require further assistance before they leave.
- 5.8. The staff member will write down the exact number of bags used in the Usage Log in the Food Bank Portfolio.

6. Donations

- 6.1. Physical
 - 6.1.1. When a physical food donation is given to the NUSU Food Bank, the donation is recorded in the “Donation Log” sheet in the Food Bank Portfolio. .
 - 6.1.2. On the “Donation Tracking” sheet in the Food Bank Portfolio, record the date, the person(s) or organization NUSU received the donation from, who accepted the donation on behalf of NUSU, and any notes

pertaining to the donation; for example, if it was from a specific event and the amount of food donated. Anonymous donations may also be accepted.

- 6.1.3. Once the donation has been accepted and recorded, the food will then be sorted, evaluated and placed within the Food Bank for immediate use.
- 6.1.4. Items donated must be in unopened, manufacturer's original packaging, protected from air and environmental contamination.
 - 6.1.4.1. Boxes with inner bags can be discarded if: the inner bag is torn, perforated, leaking or contaminated, has imperfections or leaking seals, has mouldy or foreign objects inside.
 - 6.1.4.2. If the outer box is damaged and the inner bag is intact, the outer box will be mended if possible. If not possible, the outer box and inner bag will be discarded accordingly.
 - 6.1.4.3. Boxes without inner bags will be discarded if opened, contaminated, signs of insects, insect skins, webs, or moving pieces.
 - 6.1.4.4. Bags and sacks are discarded if they are ripped, torn or punctured, if there are visible signs of insect or rodent damage, if there are visible spills and stains.
 - 6.1.4.5. NUSU is unable to accept pharmaceuticals and homemade food, i.e. jams or baked goods.
- 6.1.5. A Thank You card is given to the person or organization who provided the donation. The card will either be mailed or given directly to the person or organization after the donation was received.
- 6.2. Monetary
 - 6.2.1. When a monetary donation is given to the NUSU Food Bank, the donation is recorded in the "Donation Log" sheet in the Food Bank Portfolio located in the NUSU Google Drive.
 - 6.2.2. On the "Donation Tracking" sheet in the Food Bank Portfolio, record the date, the person(s) or organization NUSU received the donation from, who accepted the donation on behalf of NUSU, the total amount donated, and any notes pertaining to the donation; for

example, if it was from a specific event and the amount of money donated. Anonymous donations may also be accepted.

- 6.2.3. The money or cheque is then given to the Administrative department where they will deposit the donation into the NUSU bank account and allotted to the Food Bank.
- 6.2.4. All monetary donations are used solely for stocking the Food Bank.
- 6.2.5. A Thank You card is given to the person or organization who provided the donation. The card will either be mailed or given directly to the person or organization after the donation was received.

7. Guidelines

7.1. Rules

- 7.1.1. Students are allowed to use the food bank once a week;
- 7.1.2. Students are allowed to fill a predetermined amount of bags worth of items from the food bank per one Student ID Card;
- 7.1.3. If the amount of bags allotted per week is changed, students will be provided with at least five (5) business days notice.
- 7.1.4. Students must follow the limits placed on certain items, these restrictions can be found on signs within the food bank;
- 7.1.5. Students are required to leave their personal bags outside the Food Bank; and,
- 7.1.6. All students who use the food bank must be kind and courteous to the NUSU staff who serve them; the same expectation is placed upon NUSU staff.
- 7.2. Any student who is found to not be following the rules put in place for the NUSU Student Food Bank, which includes but is not limited to, taking over the limit of certain items, taking more than the allotted amount of bags a week, and so forth, will be verbally notified by a NUSU staff member and noted in their Food Bank Profile.
- 7.3. If a student is warned three times about not following the rules of the NUSU Student Food Bank they will no longer be allowed to pick out their own food bank items. A NUSU staff member will have to pick out what the student requires from the items available at the food bank.



- 7.4. NUSU shall have the right to place restrictions on the size of grocery bags used within the student food bank.