



## **Students' Representative Council**

*Friday, March 27, 2026, 6:00 PM*

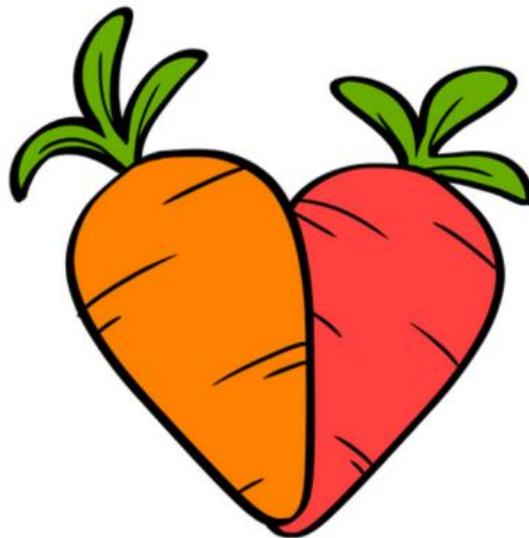
*McCain Centre 201B / Microsoft Teams*

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1. **Call to Order**
  2. **Land Recognition** (G. Yee)
  3. **Attendance Roll Call**
  4. **Approval of the Agenda**
  5. **Old Business**
    - a) Feed Nova Scotia (D. Goldberg)
  6. **New Business**
    - a) Hiring Committee, Director, Teaching & Learning Centre (S. Zegarra)
    - b) Reappointment Committee, Associate VP Research (Dr. Jacque Gahagan has re-offered for a second 5 year term) (S. Zegarra)
    - c) Reappointment Committee, Dean of Professional Studies & Graduate Studies (Dr. Susan Trenholm has re-offered for a second 5 year term) (S. Zegarra)
  7. **Reports from Executives, Committees, Working Groups**
  8. **In-Camera**
  9. **Date of Next Meeting**

Friday, April 17, 2026, 6 PM – McCain Centre 201B
  10. **Adjournment**

# MOUNT SAINT VINCENT UNIVERSITY STUDENTS' UNION FOOD BANK (MSVUSU FB)

## VOLUNTEER MANUAL



**FOOD BANK**  
By **msvusu**

**REVIEW CYCLE:** REVIEWED ANNUALLY OR AS REQUIRED BY LEGISLATIVE OR OPERATIONAL CHANGES

**EFFECTIVE: MARCH 27<sup>TH</sup>, 2026**

## Welcome to the MSVUSU Food Bank Team

We are excited to welcome you to the community of volunteers who make the MSVUSU Food Bank a safe, respectful, and supportive space for students. Your time, energy, and commitment directly impact the well-being of our campus community. Every role (whether behind the scenes or in direct client service) contributes to creating a dignified and welcoming environment. By joining our team, you become part of a group guided by service, diversity, equity, inclusion, access and accountability. Together, we help ensure that no student feels alone when facing food insecurity.

Thank you for choosing to be part of this work.

### Land acknowledgement:

*We acknowledge that MSVU is in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people. The people of the Mi'kmaq Nation have lived on this territory for millennia, and we acknowledge them as the past, present, and future caretakers of this land. Historically, a land acknowledgement is a traditional practice shared amongst Indigenous groups to recognize the Indigenous land and territory they are visiting. Today, a land acknowledgement remains a way to express one's gratitude to the Indigenous people for being stewards of the land that we live and work on.*

### Purpose of This Manual

This Volunteer Manual provides clear guidance on expectations, responsibilities, and procedures. It is designed to help volunteers feel confident, informed, and supported while contributing to a safe and respectful environment.

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FOR APPROVAL

## Introduction

### Organizational Context & Scope

#### MSVUSU FB Context

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union (MSVUSU). We provide food support to eligible members of the MSVU community in a space on campus.

**Vision:** to provide a healthy, supportive learning environment for all/to provide every student a place to learn and grow.

**Mission:** to create a meaningful experience by helping, empowering, and advocating for students. MSVUSU's values guide the way we work with our members, within our community and with each other.

#### Values:

**Accountability:** We show up and set out to accomplish the things we've said we'd do. We take personal responsibility for our Student Union work. We have trust in our teammates and know we can count on each other to get things done.

**Community:** We share the common interest in being successful while in higher education. We are an interacting population of diverse individuals in a common location and/or all connected to Mount Saint Vincent University. We support and encourage connection amongst our community members.

**Equity:** We believe in justice, rightness, and fairness for all, regardless of gender, race, disability, religion, nationality, sexual orientation, or age. We put equity at the centre of every decision to help members feel empowered, and to level the playing field for every member.

**Inclusion:** A strong sense of belonging comes from having equal access to all opportunities and resources. We support freedom from discrimination, which is the unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex. We help give traditionally marginalized groups, like those based on gender, race, or those with physical or mental disabilities, a means to feel equal.

**Service:** We believe that everyone else in the room is just as important as us. In order to dignify everyone we serve, we leave our personal agenda behind and elevate the importance of each person we are serving on behalf of the Students' Union. We are intentional in the way we build relationships. We listen, we care, and we help, knowing that we are not the whole solution.

## Standards of Excellence

The MSVUSU Food Bank follows the Food Banks Canada Standards of Excellence. These national standards guide our work in areas such as safety, dignity, governance, and accountability.

Accreditation demonstrates that we operate responsibly, follow best practices, and provide services that respect the dignity of those we serve. Moving forward, these standards will guide our daily operations and continuous improvement.

## The Ethical Food Banking Code

MSVUSU Food Bank is committed to adhere with the Food Banks Canada Code of Ethics:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, color, religion, sex, sexual orientation, gender identity, gender expression, income source, age, and mental or physical ability.
2. Treat all those who access services with the utmost dignity and respect.
3. Implement best practices in the proper and safe storage and handling of food.
4. Respect the privacy of those served and will maintain the confidentiality of personal information.
5. Not sell donated food.
6. Acquire and share food in a spirit of cooperation with other food banks and food programs.
7. Strive to make the public aware of the existence of hunger and of the factors that contribute to it.
8. Recognize that food banks are not a viable long-term response to hunger and devote part of their activities to reducing the need for food assistance.
9. Represent accurately, honestly, and completely their respective mission and activities to the larger community

## Equity, Diversity, Accessibility, & Inclusion

The MSVUSU is committed to embedding equity, diversity, inclusion, and accessibility (EDIA) into every aspect of its operations and culture. These principles are not only reflected in our day-to-day practices but are also foundational to our core strategic values.

We believe in responsible social and ethical behaviour, and strive to empower every student by ensuring equal opportunities for success and creating an environment where everyone feels respected and valued.

Serving a diverse student population, MSVUSU actively works to eliminate discrimination and uplift traditionally marginalized groups, including those based on race, gender, and disability. We are committed to making sure these students are seen, heard, and treated equitably within the campus community. This commitment is strengthened through the voices of our diverse student representatives, who sit on the Union's board and contribute to shaping our culture and direction based on their unique perspectives.

Our efforts align closely with the broader EDIA work at Mount Saint Vincent University. The University has established dedicated supports such as an EDIA advisor, the Indigenous Student Centre, Black Student Support Office, 2SLGBTQIA+ resources, and Accessibility Services. Together, MSVUSU and MSVU are committed to fostering an inclusive, equitable, and accessible environment where every student can succeed and truly feel a sense of belonging.

(Sources: [Policy VII: MSVUSU's Employee Handbook](#), [MSVU EDIA WebPage](#))

## Volunteer engagement and participation

### Volunteer Recruitment

MSVUSU FB actively recruits volunteers through campus communications, public events, social media, referrals from staff and Board members, and word-of-mouth from current volunteers.

Individuals interested in volunteering must complete an online **Expression of Interest Form** managed by the Food Bank Manager.

### Volunteer Information Package

Selected applicants will receive a Volunteer Information Package containing the following documents to read:

- Volunteer Manual
- Health and Safety Manual

## Volunteer Screening

After reviewing the documents, applicants must submit the completed initiation package to the Food Bank Manager before starting their volunteer role. The initiation package includes:

1. Student ID
2. Criminal Record Check
3. Vulnerable Sector Check
4. Volunteer Application Form
5. All required signed acknowledgements

All completed documents will be securely stored and maintained on file by the Food Bank Manager for record-keeping and compliance purposes.

## Orientation Process

Once the initiation package has been received and approved, volunteers will attend an **in-person orientation session**.

During the orientation, the Food Bank Manager will:

- Review key sections of the Volunteer Manual and Health and Safety Manual
- Address any questions or concerns
- Provide a brief site tour
- Provide training on relevant tasks and procedures

This process ensures that all volunteers understand expectations, safety requirements, and their responsibilities before starting their roles.

*While **food-handling training** is mandatory for supervisors and managers involved in food-handling operations, staff and operational volunteers are strongly encouraged to complete Food Handler training.*

*Volunteers interested in completing the training may request access to the **Food Banks Canada training portal** through the Food Bank Manager at no cost at the [Food Banks Canada training portal](https://www.foodbanks.ca/training-portal).*

*At least one supervisor or manager with valid food safety certification must be present during each operational shift in which food handling occurs.*

*Note that at least one supervisor or manager with valid food safety certification must be present during each operational shift in which food handling occurs.*

## Volunteer scheduling

Volunteers will be assigned to one role within the Food Bank to gain experience and complete training in one or more of the following key areas:

1. Administration
2. Logistics
3. Leading volunteer
4. Communications
5. Client service
6. Food safety operations

This rotation allows volunteers to develop a broader understanding of Food Bank operations.

The Food Bank Manager is responsible for assigning volunteer roles. There may be specific training required depending on the role assigned.

The schedule for the upcoming month, including assigned roles and hours, will be shared with volunteers by the last week of each month.

## Participation

While each volunteer will have a primary role during their shift, teamwork and collaboration are encouraged. Volunteers are welcome to support other team members when needed and when their assigned tasks are completed, provided that assistance does not interfere with their primary responsibilities. This collaborative approach helps ensure smooth operations and a supportive environment for both volunteers and clients.

## Volunteer Hours

Volunteers are encouraged to maintain consistent schedules where possible to support operational planning. Volunteers are expected to remain for the full duration of their scheduled shift.

If a volunteer is unable to attend a scheduled shift, they must notify the Food Bank Manager or supervisor as soon as possible. If **two or more unjustified absences** occur, the Food Bank Manager may decide to remove the volunteer from that semester's volunteer group.

At the end of each shift, the Food Bank Manager will complete an attendance tracker. This ensures accurate record-keeping and maintains a list of individuals present in the space.

## Feedback

The Food Bank Manager maintains an open-door policy for receiving and providing feedback. Throughout the semester, volunteers are encouraged to share suggestions, raise concerns, and participate in constructive conversations that support continuous improvement.

## Volunteer Recognition

MSVUSU FB values the time and commitment of its volunteers. At the end of the Winter, Summer, and Fall trimesters, a volunteer appreciation event will be held to acknowledge and celebrate their contributions.

## Shared guidelines

### Determining Food Safety and Shelf Life

One of the most common questions is how we determine whether a product is still safe to consume. Volunteers should familiarize themselves with the Food Shelf Life Guidelines from Food Banks Canada, found on various locations of the Food Bank and at the end of this manual, which explain when food can be safely distributed past its best-before date. A summarized version is posted behind the entrance door, above the registration desk, and on the freezer, and should be used as a daily reference when assessing products for distribution. Weekly checks are conducted to review all items on-site, and any products that do not meet quality standards are safely discarded. Volunteers who wish to learn more may request access to Food Banks Canada food safety training through the Food Bank Manager.

### Scent-Free Environment

MSVUSU Food Bank strives to maintain a scent-free environment to ensure the comfort and safety of all staff, volunteers, and members of the public.

Strong fragrances, including perfumes, colognes, and heavily scented personal care products, can cause allergic reactions or respiratory discomfort. Volunteers are asked to avoid wearing scented products while volunteering.

Your cooperation helps us maintain an inclusive and accessible space for everyone.

### Personal Hygiene

Volunteers are expected to maintain good personal hygiene while on shift. As we work in a food service environment and interact closely with others, clean clothing and appropriate grooming are important for health, safety, and respect for the community we serve.

Maintaining proper hygiene supports a professional, welcoming, and safe environment for all.

## Drugs and alcohol

Staff must not be under the influence of drugs or alcohol while on shift, as this may pose a safety risk. The use, possession, or sale of substances that impair judgment is not permitted. If prescription medication may affect a person's ability to perform their role safely, they should inform the Food Bank Manager. Seeking help will not result in dismissal.

## Hand Hygiene

Handwashing is essential to maintain high standards of personal hygiene to ensure the safety of the food distributed and the well-being of the community we serve.

All staff involved in food handling must wash their hands before beginning any food handling activity, after breaks or using the washroom, after touching non-food items, waste, or personal items, and whenever hands may be contaminated. Volunteers must follow the approved handwashing procedure, including washing hands with warm water and soap for at least 20 seconds and drying them with single-use paper towels. Gloves must be worn when handling exposed or ready-to-eat foods, during repacking activities, or when a cut or wound must be covered. Gloves do not replace proper handwashing and must be changed whenever they become contaminated, torn, or after handling non-food items.

## Illness, Injury, and Exclusion from Food Handling

To protect food safety and the health of the community we serve, volunteers must not handle food if they are experiencing symptoms of illness that could contaminate food. Volunteers must immediately notify the Food Bank Manager if they experience symptoms such as vomiting, diarrhea, fever, respiratory illness, open or infected wounds, or any other contagious condition that may pose a risk to clients.

Volunteers who are ill may be asked to avoid food-handling activities or to remain away from the Food Bank until their symptoms resolve. Open cuts or wounds must be properly covered with a bandage and, when appropriate, gloves must be worn when handling food.

## Volunteer Health & Safety

### MSVUSU Food Bank Safety Commitment

The MSVUSU Food Bank is committed to providing a healthy and safe environment for all staff, volunteers, and members of the public. We make every reasonable effort to prevent injury and illness by implementing safe work practices in all Food Bank activities.

Where possible, hazards will be eliminated. If elimination is not reasonably practicable, appropriate control measures, including safe work procedures and Personal Protective Equipment (PPE), will be used.

## Volunteer Responsibilities

Volunteers are expected to:

- Follow all health and safety policies and procedures
- Take reasonable care to protect their own safety and that of others
- Report hazards, incidents, injuries, or unsafe conditions immediately to the Food Bank Manager
- Use equipment and PPE as instructed
- Cooperate in maintaining a safe environment

## Volunteer Rights

Under the Nova Scotia Occupational Health and Safety Act, volunteers have the right to:

**Know** – Be informed about workplace hazards and safety procedures.

**Participate** – Raise concerns and take part in safety discussions and training.

**Refuse** – Refuse work they reasonably believe presents an undue risk. Any refusal must be reported immediately so it can be reviewed and addressed.

## Management Commitment

The Food Bank Manager will:

- Provide safety training and guidance
- Maintain health and safety policies
- Identify and control hazards
- Ensure compliance with the Nova Scotia Occupational Health and Safety Act

A safe environment requires everyone's participation. Together, we aim to maintain a respectful, injury-free workplace for all.

## MSVUSU FB POLICIES

### MSVUSU Food Bank No-Cost Access Policy

The MSVUSU Food Bank (MSVUSU FB) is committed to providing food assistance at no cost and with no expectation of anything in return, guided by the following premises:

- To access the service, the student must demonstrate being an MSVU active student by providing their student ID.
- Through our non-discriminatory approach, food assistance is not contingent upon income, background, race, ethnicity, gender, disability, sexual orientation, religion, age or participation in other services.
- Personal information of individuals seeking food assistance will be treated with the utmost confidentiality.
- Clients should never feel obligated to offer donations (monetary, food items, or otherwise) or volunteer time in exchange for receiving food.

If there are questions or concerns about no-cost access, clients are encouraged to speak with the Food Bank Manager by e-mail: [foodbank.manager@msvu.ca](mailto:foodbank.manager@msvu.ca) or to the MSVUSU’s Strategic Operations Manager at: [su.strat.opps@msvu.ca](mailto:su.strat.opps@msvu.ca) . To receive a response, please include your name and contact information with your feedback.

*(Adapted from: Sommerland Policies and Procedures Manual)*

### MSVUSU Food Bank Complaint Policy

The MSVUSU Food Bank is committed to providing excellent service and will handle any complaints respectfully and confidentially, not retaliating against any clients who make good-faith complaints. The MSVUSU is committed to handling complaints in a timely and prompt manner and in accordance with the operations of the MSVUSU.

Any individual, donor, prospective donor, member of the general public, provincial association, affiliate food bank, and/or business who may have a complaint about Food Banks Canada are encouraged to contact the Students Union directly through phone or email at [su.strat.opps@msvu.ca](mailto:su.strat.opps@msvu.ca).

#### When addressing concerns or complaints:

- Privacy and Confidentiality will be respected at all times.
- All complaints must be tracked in the organization's complaint tracking file, recording the contact information of the complainant, a summary of the complaint, who received the complaint and what action was taken.
- The initial response to a complaint will occur as soon as possible and not more than 3 days from receiving the complaint.
- Every effort will be made to review and respond to a complaint within 10 business days.
- It is important to ensure that there is no real or perceived reprisal resulting from an individual bringing forward a concern or complaint.
- Approach depends on the risk level (low, medium or high) of a complaint.

| Complaint’s risk levels  |   |  |
|--|---|--|
| <p><b>Low:</b><br/>General comments/complaints about food banks, food bank use, fundraising, communications.</p> | <p><b>Medium</b><br/>Issues related to our communication (advertising, programs etc) Quality of service provided by food banks and/or food bank staff/volunteers<br/>General comments about quality of food provided by food banks.<br/>Issues related to how donated funds are invested.</p> | <p><b>High Risk</b><br/>Impacts the reputation of Food Banks Canada, a provincial association or affiliate food bank.<br/>Impacts the reputation of a donor.<br/>Impacts the safety of the public, an employee or volunteer at a food bank.<br/>High risk safe food handling practices.<br/>Breach of Foodbanking Code of Ethics.<br/>Suggestions of legal/financial wrongdoing A threat to involve the media.</p> |

### **Approach:**

1. An MSVUSU member will take note of the complaint and contact information. Then thank the person for their input.
2. All complaints will be recorded in the Complaints Tracking and Summary Report and risk will be assessed according to its risk and resolved accordingly as follows:
  - Low-risk complaints can be addressed directly by staff who regularly field calls through the General Line. Determine if the complaint requires further follow-up/response.
  - Medium and high risk inquiries and complaints: Will be addressed with the FBM and SOM to discuss and receive support for appropriate responses. These types of inquiries and complaints will be addressed on a case-by-case basis and may need to be escalated to the SRC for resolution.
3. Debrief of the Complaints Tracking and Summary Report will be reviewed twice a year or sooner if needed by the MSVUSU President, and it will be identified if there is a required change in the MSVUSU Food Bank policies, processes, programs etc. to reduce the opportunity of a similar situation or complaint.

### **Do you have a concern or complaint?**

MSVUSU food bank is committed to providing excellent service. We recognize that from time to time there may be inquiries, concerns or complaints and we believe that our stakeholders have the right to tell us about them. If you faced any concern or complaint, please e-mail it at: [foodbank.manager@msvu.ca](mailto:foodbank.manager@msvu.ca): [su.strat.ops@msvu.ca](mailto:su.strat.ops@msvu.ca). However, if you feel it is not fully resolved, the Food Banks Canada Customer Experience Hotline is available to you at 1.877.280.0329 or [complaints@foodbankscanada.ca](mailto:complaints@foodbankscanada.ca).

### **MSVUSU Food Bank Accessibility Policy**

The MSVUSU FB committed to fostering a welcoming, inclusive, and accessible environment for all clients, including individuals with disabilities. We recognize that accessibility needs vary and strive to ensure equitable access to our services at all times.

Community members are encouraged to report any accessibility-related needs or concerns to the Food Bank Manager (FBM) or directly to the Student Operations Manager (SOM). If additional action is needed, the SOM will escalate the issue to the MSVUSU President, who may refer the matter to the Students' Representative Council (SRC) for timely resolution.

### **Our Commitments:**

- Maintain a barrier-free physical space with wide aisles, clear walkways, and safe layouts.
- Ensure the entrance is accessible for wheelchairs, walkers, and strollers.
- Welcome support persons, guide dogs, and service animals at all times.
- Provide accommodations for dietary restrictions.

- Design and maintain an accessible website and consider sensory needs such as lighting and noise.
- Proactively address any unforeseen barriers—physical, attitudinal, systemic, communicative, technological, or sensory—by seeking alternative solutions to ensure equal access for all.

Accessibility is a shared responsibility. Together, we can create a food bank that treats everyone with dignity, care, and respect.

*(Source: Food Banks BC Accessibility Policy, Accessible Stakeholder Service Plan FBC)*

### Harassment & Violence

MSVUSU Food Bank maintains a zero-tolerance policy toward harassment, violence, threats, intimidation, or unsafe behaviour.

Workplace violence is recognized as a health and safety hazard under the Nova Scotia Occupational Health and Safety Act. The Food Bank is committed to protecting volunteers, staff, and members of the public from physical and psychological harm.

Volunteers must:

- Treat everyone with respect and dignity
- Immediately report any threats, harassment, or unsafe behaviour
- Follow all safety instructions during incidents

If a safety concern arises:

- Remain calm
- Do not attempt to physically remove anyone
- Maintain a safe distance
- Notify the Food Bank Manager immediately
- Call MSVU Security (902-457-6412) or 911 if there is immediate danger

No volunteer will face reprisal for reporting concerns in good faith.

The full Harassment & Violence Policy is available in the MSVUSU Food Bank Health & Safety Manual (Section 2.0).

### Conflict Resolution Process

Harassment, bullying, and violence are not respectful and will not be tolerated.

If you feel you have been treated disrespectfully by a colleague, partner, member, visitor, or vendor, you are encouraged to address the issue in a timely and respectful manner. When appropriate, speak directly with the individual and ask them to stop the behaviour.

If you are not comfortable doing this alone, you may ask a colleague to accompany you for support. Their role is to provide moral support only and not to participate in the discussion.

If you are not comfortable addressing the matter directly, or if the issue is not resolved, you must bring your concern to your supervisor. If the concern involves your supervisor, you may

escalate it to the Strategic Operations Manager or President. If your concern involves one of them, you may bring it to the other.

You may choose to stop the process at any time.

When working with your supervisor, you will:

1. Describe the behaviour and how it affected you.
2. Clarify whether it was an isolated incident or a more serious concern.
3. Identify your desired outcome.
4. Provide a written summary of the incident and your requested resolution.

Management will review the matter promptly. This may include an internal or third-party investigation. After reviewing all information, leadership will determine the appropriate resolution and inform you of the outcome. The final decision rests with leadership.

Additionally, as MSVU students, we will abide by the University rules and follow the resolution process found in the Anti-Harassment & Discrimination Policy of Mount Saint Vincent University. Examples of remedies and sanctions include, but are not limited to:

- (a) A written or verbal apology
- (b) Education, training, or workshops
- (c) Arranging for academic work to be supervised and evaluated by a third party
- (d) Removal from campus or suspension for a set period of time for students
- (e) Suspension with or without pay for a period of time for employees

(source: <https://www.msvu.ca/about-msvu/careers-at-the-mount/harassment-and-discrimination/>)

## Conflict of Interest Policy

### Statement

MSVU Students' Union is committed to upholding the highest standards of integrity, transparency, and ethical conduct. All employees, board members, and volunteers are expected to act in good faith, with the best interests of the organization and avoid situations where personal, professional, or financial interests may conflict (or appear to conflict) with their duties and responsibilities.

### Definition of Conflict of Interest

A conflict of interest is any situation in which an individual's personal, financial, or other interests, or those of a family member or associate, could compromise, or be perceived to compromise, their professional judgment, objectivity, or loyalty to MSVU Students' Union.

### Examples of Conflicts of Interest

Conflicts of interest may include, but are not limited to:

- Personal or business relationships with suppliers, clients, or donors.

- Holding secondary employment or engaging in business activities that interfere with your responsibilities as a member of the MSVUSU.
- Using organizational property, information, or relationships for personal gain.
- Accepting gifts, favours, or services that could influence decision-making or create a sense of obligation.
- Participating in decisions where a close personal connection is in place.
- Participating with external affiliations that could affect perceived impartiality.

### **Process to disclose and manage Conflict of Interest**

All conflicts of interest or potential conflicts of interest must be disclosed in writing to the immediate manager or the Strategic Operations Manager (SOM). The board members will then assess all written disclosures, and the Administrative Assistant & Governance Secretary will give a written response with the appropriate action. If a conflict of interest is determined, the individual must recuse themselves from being present at any discussions or votes addressing the situation.

Minutes of board or meetings should reflect when a board member steps out because of a conflict.

If unsure whether a situation constitutes a conflict of interest, consult your supervisor or the SOM before proceeding.

### **Investigation and Disciplinary Action**

Violations of this policy will be reviewed on a case-by-case basis. Disciplinary actions may include warnings, reassignment, or termination.

### **Confidentiality Agreement**

Guiding principles:

1. Confidentiality is important in establishing and maintaining trusting and lasting relationships among employees and guests.
2. Confidentiality is the cornerstone to ensuring that privileged information is accessible only to those authorized to have access.
3. Confidentiality acknowledges respect for an individual's right to privacy and includes information that may be inadvertently shared or overheard.

I understand that confidential information must be protected and used only in the interests of MSVU Student Union and that respect for the confidentiality of personal and business information must be considered when sharing information electronically, when sharing hard copy documents, when storing and/or destroying hard and soft copies of documents and when verbally sharing information. I understand that the discussion of personal information about employees and guests of MSVU Student Union without authorized consent is

unethical. I will abide by this Confidentiality Agreement to ensure respect for the information, employees, and members of MSVU Student Union.

### **Records on Informed Consent**

An electronic record of informed consent is received verbally during the initial registration process and documented through Link2Feed, which is a cloud-based, secure system provided by Feed Nova Scotia. Clients are informed how their personal data is stored and used, and a renewal of consent will be asked when prompted by the system. Students may ask questions before consenting, and if a client declines to provide data or consent, they won't be denied access to utilise the service, however, their visit will be recorded as anonymous for statistical purposes. The only requirement to access our Food Bank is that the client must show their MSVU student ID or other proof of being an active student such as being registered in classes. As an exception, staff members of MSVU can also benefit from the service provided by the MSVUSU FB. If any other person who is not part of the MSVU community wants to access the service, an exception can be made to provide them with access to the Food Bank for that visit.

The SOM will provide training on the informed consent process to new Food Bank personnel during onboarding, and any technical questions regarding the software should be asked to Feed Nova Scotia. The Food Bank Manager (FBM) is responsible for training volunteers involved in facilitating the initial registration process.

### **Volunteer roles**

We value teamwork and flexibility during each shift. Volunteers are encouraged to support one another with general tasks as needed, such as organizing donations and keeping shared areas clean and tidy, despite their main assigned role.

#### **Administrative Support Volunteer**

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union, providing food support to eligible members of the MSVU community. Our work is guided by dignity, equity, accountability, and service.

The Administrative Support Volunteer is a reliable and detail-oriented individual who assists with organizational and documentation tasks that support the efficient operation of the Food Bank. This role contributes directly to maintaining accurate records, organized systems, and smooth daily operations.

This role allows volunteers to apply organizational, technological, and communication skills while gaining practical experience in nonprofit administration. It is particularly meaningful for students interested in leadership, business, public administration, health services, or social justice.

### **Duties and Responsibilities**

Reporting to the Food Bank Manager, the Administrative Support Volunteer will assist with:

- Preparing and organizing forms and internal documents
- Maintaining manual and digital filing systems
- Supporting volunteer scheduling coordination
- Assisting with inventory tracking documentation
- Updating spreadsheets and basic data entry
- Input clients into the Link2Feed portal (after explaining and obtaining their consent)
- Other related administrative tasks as assigned

### **Required Skills**

- Basic computer skills (Word, Excel, email)
- Attention to detail
- Ability to maintain confidentiality
- Ability to work independently and as part of a team

### **Time Commitment**

2–4 hours per week, depending on operational needs.

### **Location**

MSVUSU Food Bank, Mount Saint Vincent University Campus.

### **Leading Volunteer**

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union, providing food support to eligible members of the MSVU community. Our work is guided by dignity, equity, accountability, and service.

The Leading Volunteer supports the Food Bank Manager by providing on-shift coordination and ensuring that daily activities are carried out safely, respectfully, and efficiently. This role helps guide other volunteers and ensures that required documentation and procedures are properly completed.

This position is ideal for volunteers who demonstrate reliability, leadership, and strong organizational skills, and who are interested in developing supervisory experience in a community service setting.

## Duties and Responsibilities

Reporting to the Food Bank Manager, the Leading Volunteer will assist with:

- Guiding and supporting volunteers during shifts
- Assigning and organizing tasks based on daily needs
- Ensuring food safety and operational procedures are followed
- In coordination with the FBM, verifying that all necessary logs, trackers, and records are completed following each relevant activity.
- Input clients into the Link2Feed portal (after explaining and obtaining their consent)
- Monitoring client flow and supporting respectful service delivery
- Reporting concerns or incidents to the Food Bank Manager
- Assisting with opening and closing procedures when required

## Required Qualifications

- WHMIS training (required)
- First Aid certification (required)
- Food Safety certification (required)
- First Aid Mental Health (asset)
- Previously volunteered at the MSVUSU Food Bank for **at least 1 semester (required)**.
- Strong communication and organizational skills
- Ability to lead in a respectful and supportive manner
- Ability to remain calm and solution-focused

## Time Commitment

4–6 hours per week, depending on operational needs.

## Location

MSVUSU Food Bank, Mount Saint Vincent University campus.

## Logistics Volunteer

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union, providing food support to eligible members of the MSVU community. Our work is guided by dignity, equity, accountability, and service.

The Logistics Volunteer supports the organization and maintenance of food inventory within the Food Bank. This role is responsible for ensuring that food items are properly sorted, safely stored, and displayed in an orderly and accessible manner.

This position allows volunteers to develop organizational skills while contributing directly to food safety, fairness in distribution, and a welcoming space for students.

## Duties and Responsibilities

Reporting to the Food Bank Manager or Volunteer Lead, the Logistics Volunteer will assist with:

- Receiving and sorting food donations
- Placing food items neatly and safely on shelves
- Checking best-before dates and removing expired items
- Rotating stock using the first-in, first-out (FIFO) method
- Organizing storage areas, refrigerators, and freezers
- Monitoring low inventory and reporting to the Manager
- Assisting with general organization of supplies

## Required Skills

- Ability to follow instructions and safety guidelines
- Attention to detail, especially when checking dates
- Ability to lift moderate weight (within personal limits)
- Ability to work independently and as part of a team

## Time Commitment

4-5 hours per week, depending on operational needs.

## Location

MSVUSU Food Bank, Mount Saint Vincent University campus.

## Client Service Volunteer

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union, providing food support to eligible members of the MSVU community. Our work is guided by dignity, equity, accountability, and service.

The Client Service Volunteer plays a key role in creating a respectful, welcoming, and supportive experience for all students accessing the Food Bank. This position directly reflects our commitment to equity, inclusion, and service.

This role is ideal for volunteers who are compassionate, approachable, and comfortable interacting with others in a professional and non-judgmental manner.

## Duties and Responsibilities

Reporting to the Food Bank Manager, the Client Service Volunteer will assist with:

- Greeting clients in a respectful and welcoming manner
- Inviting clients to enter when it is their turn
- Input clients into the Link2Feed portal (after explaining and obtaining their consent)
- Explaining Food Bank procedures as needed

- Showing new clients around the space
- Offering assistance with food selection when requested
- Ensuring fairness and dignity during service
- Bagging patrons' food items at the end of the visit.
- Maintaining confidentiality at all times

### **Required Skills**

- Strong interpersonal and communication skills
- Ability to remain respectful and non-judgmental
- Ability to follow procedures and maintain fairness
- Ability to maintain confidentiality
- Comfort working in a diverse environment

### **Time Commitment**

2–4 hours per week, depending on operational needs.

### **Location**

MSVUSU Food Bank, Mount Saint Vincent University campus.

### **Food Safety Operations Volunteer**

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union, providing food support to eligible members of the MSVU community. Our work is guided by dignity, equity, accountability, and service.

The Food Safety Operations Volunteer supports safe food handling and maintains a clean, organized environment within the Food Bank. This role ensures that food is portioned, labelled, and stored safely while keeping all preparation and storage areas clean and compliant with safety standards.

This position is ideal for volunteers who are detail-oriented, responsible, and committed to maintaining high standards of cleanliness and food safety.

### **Duties and Responsibilities**

Reporting to the Food Bank Manager, the Food Safety Operations Volunteer will assist with:

- Portioning food items according to the repacking policy and procedure
- Practicing proper hand washing and food handling procedures
- Labelling food items clearly and accurately
- Cleaning shelves, storage areas, refrigerators, and freezers as established on the logs
- Sanitizing utensils and preparation surfaces

- Ensuring compliance with food safety standards
- Reporting any food safety concerns immediately

### **Required Qualifications**

- Food Safety certification (required)
- WHMIS training (required)
- Ability to follow hygiene and sanitation procedures
- Attention to detail
- Ability to work independently and as part of a team

### **Time Commitment**

2–4 hours per week, depending on operational needs.

### **Location**

MSVUSU Food Bank, Mount Saint Vincent University campus.

### **Communications Volunteer**

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union, providing food support to eligible members of the MSVU community. Our work is guided by dignity, equity, accountability, and service.

The Communications Volunteer supports the visibility and outreach of the Food Bank through social media and messaging. This role helps ensure that students are informed about services, events, and important updates in a clear and respectful way.

This position is ideal for volunteers who are creative, organized, and comfortable using digital platforms while maintaining professionalism and confidentiality.

### **Duties and Responsibilities**

Reporting to the Food Bank Manager, the Communications Volunteer will assist with:

- Managing assigned Food Bank social media platforms
- Creating and publishing two content pieces per week:
  - One organic or engagement-focused post
  - One informative or educational post
- Promoting Food Bank events and important updates when needed
- Ensuring messaging reflects MSVUSU values
- Maintaining confidentiality and protecting client privacy
- Seeking approval from the Food Bank Manager before publishing content

### **Required Skills**

- Strong written communication skills
- Basic knowledge of social media platforms
- Creativity and attention to detail
- Ability to maintain confidentiality
- Ability to follow branding and messaging guidelines

### **Time Commitment**

2–3 hours per week, depending on content planning and events.

### **Location**

Hybrid – Remote content preparation with coordination at MSVUSU Food Bank, Mount Saint Vincent University campus.

FOR APPROVAL

# GUIDELINE FOR DISTRIBUTING FOOD – PAST THE BEST BEFORE DATE



| THE FRAME PAST BEST BEFORE     | PRODUCE   | JUICES AND SOFT DRINKS                      | BREAD & BAKERY                 | PACKAGED GRAINS, CEREALS & BAKED GOODS  | HEAT & SEAFOOD   | DELICATESSA                                    | PREPARED FOODS   | MILK AND NON-DAIRY ALTERNATIVES                                      | CULTURED DAIRY                           | CHEESE   | FATS  | GENERAL GROCERY (SHELF-STABLE)   | NON-FOOD   | INFANT FORMULA AND NUTRITIONAL SUPPLEMENTS                        |
|--------------------------------|---|---|--------------------------------|---|--|--|--|--|--|--|---|--|--|---|
| <b>PRODUCT DESCRIPTIONS</b>    | Fruit/Vegetables - Whole, Uncut, Unpeeled, Undamaged                            | Fruit & Vegetable Juices & Soft Drinks      | Loaves, Rolls, Bagels, Muffins | Granola, Flours, Rice, Dry Pastas, Cookies, Crackers, Breakfast/Lunch Cereal Bars | Packaged Meats, Poultry, Fish  | Delic Meats, Sausages                          | Prepared meals, fresh pasta, cooked meats, Mixed Salads, Soups, Stews, Cut produce | Milk (Fresh, Powdered, Canned, UHT tetrapak), Soy & Almond Beverages | Yogurt, kefir, sour cream                | Cottage cheese, cream & soft cheeses, hard cheeses                       | Butter, Margarine, Cooking Oils (most)      | May include: Canned pastas, canned meats/fish, tomato sauces, condiments, etc. | Laundry Detergent, Mixed Product Pallets, Deodorants, Body Washes, Diapers, Infant Wipes | Note: These products contain Expiry Dates - not Best Before Dates |
| <b>ROOM TEMPERATURE</b>        | Fresh, whole 1-7 days   | Less than 2 hours (if refrigeration needed) | Up to 1 Week                   | NA  | Less than 2 hours  | Less than 2 hours (if refrigeration needed)    | Less than 2 hours  | Less than 2 hours (if refrigeration needed)                          | Less than 2 hours                        | Less than 2 hours  | Less than 2 hours (if refrigeration needed) | NA   | NA   |   |
| <b>REFRIGERATED</b>            | Fresh, whole leafy greens 1 day - 2 months (depending on produce and condition) | 7-10 days (if refrigeration needed)         | 2 Weeks                        | NA  | 3-4 days whole pieces; 1-2 days ground; 1-2 days seafood/fish  | 3-5 deli counter; 7 days commercially packaged | 2-3 days meal items; 3-4 days cut fruits and vegetables                            | 1-2 days (if refrigeration needed)                                   | 1-2 weeks cultured                       | 1-2 weeks cottage cheese; 3-6 months hard blocks; 1-2 months soft blocks | 1-5 Months                                  | NA   | NA   |   |
| <b>FROZEN</b>                  | 1 Year  | 1 Year                                      | 3 Months                       | NA  | Beef, lamb pork, veal, whole poultry 12 months; poultry pieces 6 months; ground meat 2-3 months; fish 2-6 months; and shellfish 2-4 months | 2-3 Months                                     | 4 Months   | 6 months; texture may change   | 1-3 months cultured; texture will change | 6-12 months hard cheese blocks; 3-6 month soft blocks                    | 6-12 Months                                 | NA   | NA   |   |
| <b>CANNED/JARRED / BOTTLED</b> | NA  | 1 Year                                      | NA                             | NA  | NA   | NA   | NA   | 1 Year   | NA                                       | NA   | 6-12 Months (Shelf stable OIS)              | 1-2 Year   | 1 Year   |   |
| <b>BOXED / BAGGED</b>          | NA  | 6-12 Months                                 | Up to 1 Week                   | 6-12 Months   | NA   | NA   | NA   | UHT - 6 months, Powdered*  | NA                                       | NA   | NA  | 6-12 Months  | 1 Year   |   |

**\* Milk powder:** Temperature is a critical quality factor for milk powder. Keep milk powder cool.

**Best Before Date:** 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. Some manufacturers changed their wording in 2016 to "Better Before".

**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 not be shared past the date on the packaging.**

**Products include:** Infant Formula (Canned or Boxed, Liquid or Powdered), and many Nutritional Supplements and Meal Replacements (Canned, Boxed, or Ready to Use, Liquid or Powdered).

Note that baby foods for older babies and toddlers have Best Before dates, not expiry dates.

**Food Products and their ability to be shared should always be based on:**

- 1) Ensuring the product has been handled safely (i.e. Chilled product is kept chilled).
- 2) Assessing all packaging 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:**

- [www.foodbankcanada.ca/food-safety](http://www.foodbankcanada.ca/food-safety)
- [www.foodbankcanada.ca/food-safety/infant-formula-for-the-community](http://www.foodbankcanada.ca/food-safety/infant-formula-for-the-community)
- [www.foodbankcanada.ca/food-safety/infant-formula-for-the-community/infant-formula-packaging-info](http://www.foodbankcanada.ca/food-safety/infant-formula-for-the-community/infant-formula-packaging-info)
- M.A. Freitas, J.C. Costa, Shelf life determinations using sensory evaluation scores: A general Weibull modelling approach, Computers & Industrial Engineering, Vol. 51, No. 4, 2006, PP. 654-670.
- A. Simoes, F. Aires, G. Aires, Sensory shelf-life estimation: A review of current methodological approaches, Food Research International, Vol. 48, No. 1, 2012, PP. 31-52.
- S. Sauer, C. H. Fenwick, et al., Risk and efficacy of sensory shelf analysis for shelf life prediction: Data situation applied to the Shelf Life of Food Safety, The Storage Year 4, No. 10, 2008, PP. 2075-2078.
- ShelfLife.com and ExpiryDate.com for additional guidelines.
- Utah State University Cooperative Extension Service, Food Storage: Dried Milk, Available at: <http://extension.uzsu.edu/foodstorage/html/dried-milk>

INFORMATION: Contact: Food Banks Canada at 1-877-535-0956 or info@foodbankscanada.ca | Date created: January 2011, Date updated: February 2019.



## MSVUSU Food Bank Volunteer Application Form

Thank you for your interest in volunteering with MSVUSU Food Bank. Please complete the information below.

### 1. Personal Information

Full Name: \_\_\_\_\_

MSVU Student ID: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Program / Faculty: \_\_\_\_\_

Email Address: \_\_\_\_\_

### 2. Availability:

|           | Morning                  | Afternoon                | Evening                  |
|-----------|--------------------------|--------------------------|--------------------------|
| Monday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tuesday   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wednesday | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Thursday  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friday    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Additional notes on availability: \_\_\_\_\_

### 3. Areas of Interest (selection doesn't guarantee that a specific role will be assigned)

Administration

Record Keeping

Portioning / Food

Logistics / Inventory

Cleaning &

Preparation

Client Service

Organization

Supervisory Support

Communications

### 4. Why would you like to volunteer with MSVUSU Food Bank?

\_\_\_\_\_  
\_\_\_\_\_

### 5. Reference contact information

\_\_\_\_\_

### 6. Emergency Contact

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### 7. Do you have any physical limitations or accommodations we should be aware of?

\_\_\_\_\_

I confirm that the information provided above is accurate to the best of my knowledge. I understand that additional screening or documentation may be required depending on the volunteer role.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Volunteer Acknowledgement and Agreement

I acknowledge that I have received, read, and understood the documents listed below. I have had the opportunity to ask questions and seek clarification where needed. I agree to comply with all policies, procedures, and guidelines outlined in these documents during my time as a volunteer with the MSVUSU Food Bank.

- Volunteer Manual
- Health and Safety Manual
- Ethical Food Banking Code
- Anti-Violence and Anti-Harassment Policy
- Conflict Resolution Policy
- MSVUSU Food Bank Complaint Policy
- Conflict of Interest Form
- MSVUSU Food Bank No-Cost Access Policy
- Informed Consent Policy
- Confidentiality Agreement

I understand that failure to adhere to these policies may result in review and potential termination of my volunteer role.

All completed and signed documents will be securely stored and maintained on file by the Food Bank Manager for record-keeping and compliance purposes.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# MOUNT SAINT VINCENT UNIVERSITY STUDENTS' UNION FOOD BANK (MSVUSU FB)

## HEALTH & SAFETY MANUAL



The information contained within this manual and its associated forms, programs, safe work practices, codes of practice and safe work instructions does not take precedence over applicable government legislation. Copies are posted with the health and safety manual for every volunteer to familiarize themselves with.  
**REVIEW CYCLE:** REVIEWED ANNUALLY OR AS REQUIRED BY LEGISLATIVE OR OPERATIONAL CHANGES

**REVISED: MARCH 27<sup>TH</sup> 2026**

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FOR APPROVAL

## 1. Organizational Commitment & Legal Context

### 1.1 Organizational Context & Scope

#### MSVUSU FB Context

The MSVUSU Food Bank operates as a service of the Mount Saint Vincent University Students' Union, providing food support to eligible members of the MSVU community within space provided by the University.

#### Nova Scotia OHS Act Applicability

The MSVUSU FB is subject to the Nova Scotia Occupational Health and Safety Act. Safety oversight is managed through the MSVUSU organizational structure.

#### Relationship to MSVU & Students' Union Policies

MSVUSU FB operates within the governance framework of the MSVUSU and aligns its health and safety practices with applicable Students' Union and University policies, while ensuring compliance with provincial legislation.

### 1.2 Mount Saint Vincent University Students' Union (MSVUSU) Food Bank Health & Safety Policy Statement

The MSVUSU is committed to providing a healthy and safe work environment for all staff, volunteers, and members of the public. We will make every effort to prevent occupational illness and injury by implementing safety programs for our Food Bank activities.

Hazard Control MSVUSU will eliminate hazards wherever possible. If elimination is not reasonably practicable, we will ensure staff and volunteers use appropriate Personal Protective Equipment (PPE) and follow established safe work procedures.

#### Responsibilities

The Strategic Operations Manager & President are responsible for ensuring facilities are safe, providing necessary training, and ensuring organizational compliance with the Nova Scotia Occupational Health and Safety Act.

The Food Bank Manager is responsible for identifying specific operational hazards and ensuring staff/volunteers follow safe practices daily.

Staff and Volunteers are responsible for working safely, following rules, and reporting hazards immediately to their supervisor.

MSVUSU explicitly recognizes and upholds the three fundamental rights of staff under the Act:

- The Right to Know about workplace hazards.
- The Right to Participate in safety decisions.
- The Right to Refuse unsafe work.

Annual Review to ensure this policy continues to meet the needs of the organization, the Constitution and Policy Planning Committee or the Food Security Committee will review the policy with staff and safety representatives annually.

**Signed:**

Strategic Operations Manager: \_\_\_\_\_

Date: \_\_\_\_\_

MSVUSU President: \_\_\_\_\_

Date: \_\_\_\_\_

### 1.3 MSVU SU Food Bank Roles and Responsibilities

#### Introduction

The MSVUSU Food Bank (MSVUSU FB) is committed to providing a safe and healthy environment for staff, volunteers, and members of the public by integrating health and safety into daily operations and decision-making, recognizing injury and illness prevention as a shared responsibility, and complying with applicable occupational health and safety legislation while taking reasonable precautions to protect all individuals involved in its operations.

#### Roles and Responsibilities

Clear roles and responsibilities support effective health and safety management. All individuals working on behalf of MSVUSU FB have a duty to contribute to a safe workplace.

#### Management Responsibilities

The Food Bank Manager and the Strategic Operations Manager are responsible for:

- Providing appropriate information, instruction, training, and supervision to support health and safety;
- Ensuring equipment, tools, and materials are maintained in safe working condition;
- Identifying and addressing known or foreseeable workplace hazards;
- Ensuring incidents, injuries, hazards, and unsafe conditions are reported and addressed promptly;
- Cooperating with contractors, inspectors, MSVU representatives, and others present at or near the workplace, as applicable; and
- Ensuring compliance with the Nova Scotia Occupational Health and Safety Act and associated regulations.

#### Staff and Volunteer Responsibilities

Staff and volunteers are responsible for:

- Following health and safety policies, procedures, and instructions;
- Taking reasonable precautions to protect their own health and safety and that of others;
- Reporting hazards, incidents, injuries, or illnesses to the Food Bank Manager as soon as possible;
- Using equipment and personal protective equipment as required; and
- Cooperating with MSVUSU FB in the implementation of health and safety measures.

## Staff and Volunteer Rights

MSVUSU FB recognizes the rights of staff and volunteers under the Nova Scotia Occupational Health and Safety Act and expects these rights to be exercised responsibly.

Staff and volunteers have the right to:

- **Know:** Receive information about workplace hazards and health and safety matters that may affect them.
- **Refuse:** Refuse work they reasonably believe presents an undue risk to their health or safety or that of others. Any refusal must be reported immediately to the Food Bank Manager, who will investigate and take corrective action. If the issue is not resolved, it may be escalated to a safety representative or the Department of Labour, Skills and Immigration.
- **Participate:** Participate in health and safety activities by reporting hazards, raising concerns, and taking part in training or information sessions related to safe work practices.

### 1.4 Due Diligence

Due diligence is important for demonstrating that reasonable care and caution were exercised in implementing proper safety measures. In order to exercise due diligence, employers must implement a plan to identify possible workplace hazards and carry out corrective actions to prevent incidents or injuries from occurring.

Due diligence is an important legal defense for a person charged under occupational health and safety legislation. When an employer is charged under the Occupational Health and Safety Act, they must be able to prove that all reasonable precautions were taken to protect employees' health and safety. Due Diligence is done before an incident occurs, not after. The employer should document in writing all precautions taken to ensure employee safety before an incident occurs.

Documentation required to show due diligence:

- Employee orientation, education, and training to be recorded on the Volunteer Training Log.
- Workplace inspections, including corrective actions.
- Incident reports, including corrective actions.
- Equipment, maintenance records and logbooks.
- MSVU emergency response plan
- Safe work procedures
- Enforcement of health and safety rules and procedures.
- Supervisor/management notes (inspections, meetings with employees and contractors regarding safety).

### 1.5 Safety Training

Policy Statement MSVUSU FB recognizes that certain roles and tasks may present a higher degree of risk. Additional safety training is provided when required. All safety training aligns with OHS requirements and is recorded using the MSVUSU FB Training Log.

## A. General Health and Safety Orientation

All employees and volunteers must complete a Health and Safety Orientation prior to participating in Food Bank operations. At a minimum, the orientation includes:

- Employee and volunteer rights and responsibilities
- Emergency response procedures
- Accident and incident reporting requirements
- Health and safety protocols
- Identification of high-risk tasks
- Safe work practices
- Use of applicable personal protective equipment (PPE)

## B. Specialized Training Requirements according to the role

### 1. Food Safety Training

At all times during operational shifts, MSVUSU FB ensures that at least one staff member or volunteer present holds a recognized Food Safety certification. This individual is responsible for:

- Ensuring food-handling activities comply with OHS guidelines, food safety standards, and organizational procedures; and
- Providing guidance, support, and oversight to staff and volunteers, including assisting with food safety training as required.

### 2. First Aid Personnel First Aid / Cardiopulmonary Resuscitation (CPR) & Automated External Defibrillator (AED)

MSVUSU FB ensures that at least one designated person (staff or volunteer) holding a valid Standard First Aid & CPR/AED certification is available during operational hours. Employees or volunteers designated as first aid personnel must:

- Hold a valid CPR and AED certification;
- Administer first aid as required and provide instructions when necessary; and
- Coordinate transportation of injured individuals to a medical facility when required.

### 3. WHMIS Training:

Mandatory for ALL employees and volunteers, to ensure everyone understands the hazards of the cleaning products and chemicals they may use or handle during their shift. (See Section 3.5).

## C. Training Records

Training records and certificates are maintained in accordance with MSVUSU FB procedures and applicable OHS guidelines. Records are retained for the duration of an employee's or volunteer's term of service and are updated as training is completed, renewed, or expires.

## 2.0 Harassment & Violence Policy

The MSVUSU Food Bank (MSVUSU FB), in alignment with Mount Saint Vincent University, recognizes that workplace violence is an occupational health and safety hazard that may cause physical and psychological harm. In accordance with the Nova Scotia Occupational Health and Safety Act, MSVUSU FB is committed to taking every reasonable precaution to protect the health and safety of employees, volunteers, and members of the public at the workplace. Acts of harassment, physical violence, or threats of physical violence are strictly prohibited and will not be tolerated.

### Purpose

The purpose of this policy is to:

- Identify, prevent, and address workplace violence as required under the Nova Scotia Occupational Health and Safety Act;
- Protect employees, volunteers, and patrons from violence in the workplace; and
- Ensure that staff and volunteers are able to take prompt and effective action when incidents or threats occur.

### Scope

This policy applies to all employees, volunteers, contractors, and members of the public while engaged in MSVUSU Food Bank activities or present at Food Bank premises.

### Zero-Tolerance and Reporting Requirement

Any form of harassment, physical violence, or threat of physical violence is strictly prohibited. All threats or acts of workplace violence must be treated seriously and reported to management immediately, in accordance with reporting obligations under the Nova Scotia Occupational Health and Safety Act.

### Risk Assessment and Prevention

MSVUSU FB acknowledges the potential for threats or acts of violence arising from workplace interactions, including interactions with clients or members of the public. The organization has taken reasonable steps to:

- Identify potential workplace violence hazards;
- Implement procedures to eliminate or minimize identified risks; and
- Communicate these risks and controls to employees and volunteers.

### Training and Awareness

MSVUSU FB ensures that employees and volunteers are:

- Informed of workplace violence hazards relevant to their duties;
- Trained in appropriate measures to protect themselves and others; and
- Instructed on procedures for responding to and reporting incidents or threats of violence.

## Employee and Volunteer Duties

In accordance with the Nova Scotia Occupational Health and Safety Act, all employees and volunteers must:

- Follow workplace violence prevention procedures;
- Take reasonable care to protect their own health and safety and that of others; and
- Immediately report all incidents, threats, or concerns related to workplace violence.

## Workplace Violence Incident Procedures

The MSVUSU Food Bank (MSVUSU FB) is committed to providing a safe and welcoming environment for staff and volunteers. While most interactions are positive, there may be occasions when individuals display unsafe or disruptive behaviour. Such behaviours may include, but are not limited to:

- Verbal or physical aggression;
- Threatening behaviour;
- Intoxication (alcohol or drugs);
- Engaging in illegal activity on the premises; or
- Repeated or inappropriate conduct following denial of services.

Unsafe behaviour will not be tolerated.

## Responding to a Workplace Violence Incident

If a safety concern arises, staff and volunteers must:

- Remain calm and avoid immediately escalating the situation;
- Do not attempt to physically remove the individual from the premises;
- Maintain a safe distance and avoid physical contact;
- Communicate clearly and calmly using short, simple language;
- Remove yourself from the situation if necessary and place a barrier between yourself and the individual (e.g., a locked office or vehicle);
- Use the designated safety code phrase to alert others of a safety concern; and
- Immediately notify the Food Bank Manager. Call the University Security office: 902 457 6412 or 911 if there is an immediate risk to safety.

## Reporting and Follow-Up

All incidents or concerns related to workplace violence or harassment must be reported to the Food Bank Manager as soon as possible. Management will review the situation and determine appropriate next steps, which may include an investigation. If an investigation occurs, affected parties will be advised of the outcome. No staff member or volunteer will face reprisal for reporting concerns or acting in good faith to address workplace violence or harassment.

These procedures are reviewed annually or following any reported incident.

## Overview of Workplace Violence and Harassment Procedures at MSVU

Detailed procedures supporting this policy are outlined in the [Anti-Harassment & Discrimination Policy Mount Saint Vincent University](#) document. This document includes definitions, reporting processes,

investigation steps, response measures, and available supports. Employees and volunteers are encouraged to review the full document to understand their responsibilities and the actions to take should workplace violence occur.

Chair Board Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Drug and Alcohol Policy

Employees under the influence of drugs or alcohol while at work pose a potential threat to both them and their co-workers. While at work, no employee should possess, purchase, sell, or use illegal or legal substances that may impair judgment. If an employee is on any prescription medication that may impact their ability to perform their job, they should inform their supervisor immediately. Substance abuse is a disability, and if any employee requires substance abuse assistance, they must inform the food bank supervisor or the strategic operations manager. The FBM will work with volunteers to ensure they receive the help they need. Seeking help is not a ground for dismissal.

Chair Board Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 3.0 Hazard Identification & Risk Controls

### 3.1 Hazard Identification, Assessment and Control

#### Protocol

All employees/volunteers of the MSVUSU FB participate in identifying the hazards related to their workplace. Formal Level Hazard Assessments will be conducted and/or reviewed:

- Annually
- When a new work process is introduced
- When a work process or operation changes
- Before the construction of significant additions or alterations to a workplace

#### Hazard Identification Process

MSVUSU FB identifies workplace hazards through regular observation of operations, feedback from staff and volunteers, incident and near-miss reports, and reviews of work activities. Identified hazards are reported to the Food Bank Manager and addressed as soon as reasonably practicable. Where hazards cannot be eliminated, appropriate control measures are implemented.

*Note: A near-miss report is a formal record of an incident that could have caused injury, illness, damage, or loss, but did not, either by chance or because it was caught in time.*

## Hazard Rating System (Methodology)

To determine the priority of a hazard, we calculate the Total Risk using the following formula:

Total Risk = Consequences + Exposure + Probability

## Hazard Assessment Rating Process

| What loss, harm or injury may occur?   | How often is the person exposed to the hazard?  | What is the probability of occurrence?   | Add the numbers for total risk  |
|--|---|--|---|
| <b>Consequences 1-5</b>  | <b>Exposure 1-5</b>   | <b>Probability 1-5</b>   | <b>Total Risk</b>   |
| <b>1 = Insignificant</b><br>(No damage or injury)<br><b>2 = Minor</b><br>(First aid or minor property damage)  | <b>1 = Rare</b><br>(1x a year or less)<br><b>2 = Occasional</b><br>(1x a month or less) | <b>1 = Unlikely</b><br>(unlikely to occur)<br><b>2 = Remote</b><br>(Some chance of occurrence) | <b>3 - 5</b><br><br><b>Low</b> – Hazard requires monitoring and safe work procedures recommended  |
| <b>3 = Moderate</b><br>(Lost time injury or significant property damage, seeks medical assistance)<br><b>4 = Critical</b><br>(Injury results in permanent disability, serious health effects or major property damage) | <b>3 = Often</b><br>(2 – 4x per month)<br><b>4 = Regular</b><br>(1 -2x per week)        | <b>3 = Occasional</b><br>(could occur)<br><b>4 = Probable</b><br>(Good chance of occurring)    | <b>6 - 10</b><br><br><b>Moderate</b> – Hazard requires controls and safe work procedures should be in place. Workers MUST be aware of hazard. |
| <b>5 = Catastrophic</b><br>(Injury results in a fatality or destruction of property)   | <b>5 = Continuous</b><br>(1x or more per day)   | <b>5 = Frequent</b><br>(Will occur if not attended)  | <b>11 - 15</b><br><br><b>Serious</b> – Hazard must be attended to immediately. Controls and safe job procedures MUST be in place.             |

## Hazard Assessment For MSVUSU FB (Example)

Done: (date xxx)

| ITEM   | POTENTIAL HAZARD   | RISK POTENTIAL<br>(3-15)       | CONTROLS  |
|--|--|--------------------------------|---|
| Aisles and passages                          | Slip and trip<br>Constant repositioning of carts   | (3+5+4)<br><b>12 (Serious)</b> | *Wear appropriate footwear<br>*Reduce clutter in aisles<br>*Ensure floors are mopped and dried after spills<br>*"Wet floor" markers stored in Janitor's closet available to be used |
| Washrooms, lunch room and other common areas | Contact with infectious agents<br>Food poisoning   | (2+7+2)<br><b>11 (Serious)</b> | *Wash hands regularly<br>*Use hand sanitizer<br>*Clean and sanitize surfaces regularly  |
| Working alone                                | In case of emergency assistance may be delayed   | (4+3+2)<br><b>9 (Moderate)</b> | *Emergency contact info on lunchroom bulletin board<br>*Working alone protocols reviewed prior to shift   |
| Exposure to clients                          | Workplace violence or harassment   | (2+5+2)<br><b>9 (Moderate)</b> | *Only trained personnel interact with clients<br>*Emergency code phrase to alert co-workers<br>*Locked outside doors and limited building access<br>*Cameras on outside of building |
| Exposure to donated items                    | Sharp items<br>Exposure to biohazards  | (2+5+2)<br><b>9 (Moderate)</b> | Wear gloves   |
| Drivers transporting donations               | Slip and trip/uneven footing<br>Lifting, pulling<br>Unknown materials in bins<br>Exposure to heat/cold | (3+5+3)<br><b>11 (Serious)</b> | *Wear appropriate footwear/clothing   |
| Lifting and pulling                          | Slip and trip<br>Muscle strains/injuries   | (3+5+4)<br><b>12 (Serious)</b> | *Ensure path of travel is clear<br>*Use proper lifting techniques   |

|                          |   |                                 |   |
|--------------------------|---|---------------------------------|---|
| Rolling carts            | muscle strains and injuries<br>pinch points<br>tripping | (2+5+3)<br><b>10 (Moderate)</b> | *Push carts, do not pull<br>*Keep hands away from pinch points<br>*Put carts away when not in use                         |
| Kitchen appliances/tools | Burns<br>Cuts   | (3+5+3)<br><b>11 (Serious)</b>  | *Be familiar/trained in the usage of the food bank appliances<br>*Be familiar with the location of first aid kits         |
|                          | *Falls  | (4+4+3)<br><b>11 (Serious)</b>  | *Ensure wheels are locked before climbing<br>*Use 3 point contact at all times<br>*Notify a co-worker prior to ladder use |

Source: (Feed Nova Scotia)

### 3.2 Psychosocial hazards

#### Definition

Psychosocial hazards are work environment factors that can affect our team's mental well-being.

#### A. Harassment, Bullying & Violence

Please note that policies and procedures regarding Harassment, Discrimination, and Workplace Violence are detailed extensively in Section 2.0 of this manual. We maintain a Zero Tolerance policy for these behaviors.

#### B. Working Alone Protocol

MSVUSU Food Bank strives to ensure that volunteers work in pairs ("Buddy System") whenever possible. However, operational needs may require a staff member or volunteer to be in the facility alone (e.g., opening, closing, or stocking shelves).

#### The Risk

When working alone, assistance is not readily available in the event of an injury, medical emergency, or security threat.

#### Mandatory Procedures

To mitigate this risk, the following procedures are mandatory for anyone working alone in the Food Bank:

## 1. Locked Door procedure

- If you are alone in the facility, the main entrance door must remain locked to restrict public access.
- You may only unlock the door when a second team member arrives or during official open hours when support is present.

## 2. The Electronic Check-In System

Staff working alone must maintain contact with a designated supervisor (e.g., Food Bank Manager or Strategic Operations Manager) via phone call, text or WhatsApp.

- Step 1 (Arrival): Communicate upon entering the facility. (e.g., "I've arrived").
- Step 2 (Duration): Keep your phone charged and on your person at all times.
- Step 3 (Departure): Send a text immediately upon locking the door and leaving the building. (e.g., "Doors locked, leaving now")

## 3. Failure to Check-In (Escalation Protocol)

If the Supervisor does not receive a scheduled check-in message (e.g., at closing time) and cannot contact the worker within 15 minutes:

- The Supervisor will attempt to call the worker's phone twice.
- If no answer, the Supervisor will contact MSVU Security (902-457-6111) to request a wellness check at the Food Bank location.

## 4. Prohibited Tasks While Alone

For your safety, the following tasks are strictly prohibited when working alone:

- Climbing ladders.
- Lifting heavy loads (>40 lbs) that require a two-person lift.
- Using power tools or hazardous chemicals.
- Confronting a hostile individual (Retreat to a safe room and call Security immediately).

## C. Stress & Compassion Fatigue (As a hazard)

Working in a food bank involves interacting with community members facing food insecurity and personal crises. Volunteers may experience "Compassion Fatigue" (emotional exhaustion) from constantly helping others in distress.

### Controls & Support

The "Step Away" Rule: If an interaction becomes emotionally overwhelming, volunteers have the right to step away from the front desk immediately to collect themselves. No permission is needed.

Debriefing: After a difficult shift or a distressing interaction, volunteers are encouraged to talk to the Food Bank Manager. "Venting" in a confidential, safe space is a key stress release.

Respecting Boundaries: Volunteers are reminded that while we provide food, we cannot solve every problem a client has. Setting healthy emotional boundaries is encouraged to prevent burnout.

### 3.3 Ergonomics Hazards

MSVUSU FB is committed to providing a safe and healthy work environment by minimizing ergonomic risk factors that may contribute to musculoskeletal disorders.

The objective of this section is to reduce the risk of injury by identifying ergonomic stressors and implementing reasonable controls. Proper ergonomics reduces the likelihood of strains, sprains, and repetitive stress injuries.

Recognizing that manual handling activities such as lifting, carrying, pushing, and pulling present inherent risks, MSVUSU FB will take the following measures to reduce both the frequency and severity of ergonomic injuries in accordance with the Canadian Centre for Occupational Health and Safety (CCOHS):

- Eliminate or minimize heavy manual handling tasks where possible through task redesign or use of mechanical aids.
- Reduce physical demands by limiting load weights, splitting loads, or assigning team lifts when appropriate.
- Organize workflow to reduce unnecessary handling, repetitive movements, and excessive reaching, bending, or twisting.
- Design workspaces so materials are stored at appropriate heights and within easy reach.
- Encourage pushing rather than pulling, and lowering rather than lifting, where feasible.
- Allow adequate time for tasks, including appropriate rest breaks, particularly for repetitive or physically demanding work.
- Alternate heavier tasks with lighter duties to reduce fatigue.

Staff and volunteers must report any signs or symptoms of musculoskeletal discomfort to the MSVUSU FB Manager as soon as possible. Where required, ergonomic adjustments will be made, including task modifications, the use of carts, adjusted work heights, or workflow changes.

#### Safe Lifting Practices

The MSVUSU Food Bank is committed to preventing injuries related to manual lifting and handling. Volunteers may be required to lift and move goods and supplies of varying weights, and safe lifting practices must be followed at all times. Responsibility for safe manual lifting is shared by all volunteers and supervising staff.

To reduce the risk of injury, volunteers must:

- Use provided equipment (e.g., carts) when handling or transporting heavy or awkward loads.
- Do not lift items weighing more than **15 kg** without assistance from another volunteer.
- Know their personal limits and ask for help when needed.

- Test the weight of a load before lifting.
- Plan the lift by considering how often and how far the load will be moved.
- Ensure the path is clear of slip, trip, and fall hazards before lifting.
- Position feet securely, shoulder-width apart, and keep the body facing the load.
- Lift using slow, controlled movements.
- Bend the knees and lift with the legs, keeping the back straight.
- Avoid twisting while lifting or carrying loads.
- Maintain a firm grip on the object being lifted.

Refer to the CCOHS poster for safe lifting tips:



## Fatigue and Injury Prevention

Repeated lifting and prolonged physical activity can lead to fatigue, which increases the risk of injury. Volunteers must:

- Be aware of signs of fatigue.
- Take breaks as needed.
- Stop lifting and request assistance if fatigue affects safe performance.

### 3.4 Physical hazards

MSVUSU FB will ensure the workspace is maintained in a safe condition, including proper lighting, clear walkways, adequate ventilation, and seasonal controls for wet or icy conditions. Physical hazards may include:

- Temperature extremes
- Indoor air quality
- Noise levels
- Slips, trips, and falls

#### A. Slips, Trips, and Falls Prevention

##### 1. Housekeeping:

- Keep walkways clear at all times.
- Do not let empty boxes accumulate on the floor. Flatten cardboard immediately.

##### 2. Spill Response:

- Address spills immediately. Use "Wet Floor" signs until the area is completely dry.
- Wet Floors from Footwear: Be aware that wet boots (rain/snow) can make the entrance floor slippery. Mop as needed.

##### 3. Footwear (Staff & Volunteers Only):

- To prevent injuries from dropped cans or rolling carts, all staff and volunteers must wear closed-toe, closed-heel shoes with non-slip soles while on duty.
- Sandals, flip-flops, and high heels are prohibited for workers.

#### B. Storage & Stacking Safety

##### Stability

Materials must be stacked to prevent tipping. Heavier boxes must always be at the bottom.

##### Fire Safety (The 18-Inch Rule)

Materials stacked on top shelves must have at least 18 inches (45 cm) of clearance from the ceiling or sprinkler heads. This is a mandatory fire code requirement.

##### Shelving

Do not let items overhang the edge of the shelf.

## C. Sharps Safety

### Box Cutters

Use only safety cutters with retractable blades. Always cut away from your body.

### Broken Glass

Never pick up broken glass with your bare hands. Use a broom. Place glass in a sealed cardboard box labelled "BROKEN GLASS" before disposal.

## D. Facility & Equipment Issues

### Building Issues

Report any problems with lighting, ventilation, or temperature to the Food Bank Manager, who will contact MSVU Facilities.

### Electrical Safety

Do not use equipment with frayed cords. If an appliance malfunctions, unplug it immediately, tag it "DO NOT USE," and report it. Do not attempt repairs yourself.

### Training

Workers must be trained in the proper use of all tools and equipment.

### Maintenance responsibility

It is the responsibility of the Food Bank Manager to supply and maintain tools and other equipment in good repair. It is the staff/volunteers' responsibility to use such tools properly and to report any defects to the Food Bank Manager or the Strategic Operations Manager.

## 3.5 Chemical and Biological Hazards

### A. Chemical Hazards

#### Statement

MSVUSU FB complies with the GHS-WHMIS 2015 (as amended) regulations regarding the safe use, handling, storage, and disposal of hazardous products. Furthermore, all applicable regulations governing the labelling, transportation, and storage of chemicals will be followed.

This section supports MSVUSU FB's commitment to providing a safe and healthy work environment for all employees and volunteers who may use, handle, store, or be exposed to hazardous products while performing their duties.

WHMIS (Workplace Hazardous Materials Information System) is Canada's national hazard communication system. It applies to suppliers, importers, and distributors, as well as to employers and workers who handle those products.

## 1. Responsibilities

- Employer Responsibilities (MSVUSU General Manager):
  - Ensuring strict organizational compliance with WHMIS regulations.
  - Providing the necessary budget and resources (including Moodle access) for the education and training of all staff/volunteers.
- Food Bank Manager Responsibilities (Supervisor):
  - Maintaining up-to-date Safety Data Sheets (SDS) for all hazardous products physically present at the Food Bank. (These are to be found on each of the product's websites).
  - Verifying that all volunteers have completed their training before their first shift.
- Employee and Volunteer Responsibilities:
  - Participate in required WHMIS training.
  - Read and understand labels and SDS before using a product.
  - Using hazardous products only as instructed
  - Follow safe work practices (e.g., Never mix cleaning chemicals).
  - Report spills, missing labels, or unsafe conditions promptly to the Manager.

## 2. Safety Data Sheets (SDS)

The MSVUSU FB Manager is responsible for maintaining a list of Safety Data Sheets for all hazardous products used in the workplace. SDS are provided by the product manufacturer or supplier and are kept readily accessible to employees and volunteers during working hours, either in printed or electronic form. Access to Safety Data Sheets (SDS) may be found in the WHMIS binder next to the computer.

## 3. Education and Training

All employees and volunteers who may use or be exposed to hazardous products must complete WHMIS training before starting their activities at MSVUSU FB.

### Training includes:

- General WHMIS awareness
- Site-specific instruction related to hazardous products used at MSVUSU FB
- Location and use of SDS
- Safe handling procedures and emergency response measures
- WHMIS education may be completed through MSVU-provided training resources on Moodle: <https://learn.msvu.ca/course/view.php?id=1167>
- Training records will be maintained by MSVUSU FB.

## 4. First Aid Kits & Eyewash care

MSVUSU FB maintains a basic first aid kit appropriate to the level of workplace risk, which is minimal. The kit is readily accessible, regularly checked, and stocked. Emergency response procedures are in

place to ensure prompt access to medical assistance when required. In the event of chemical exposure to the eyes, first aid treatment must follow the specific instructions outlined in the product's Safety Data Sheet (SDS).

#### 4. Review and Compliance

This manual will be reviewed periodically and updated as required to ensure ongoing compliance with WHMIS and occupational health and safety legislation. Failure to comply with this manual may result in corrective action.

### B. Biological Hazards & Hygiene

Biological hazards involve exposure to organisms (bacteria, mold, pests) that can cause illness. In our context, this primarily concerns proper hygiene and food handling.

#### Handling Spoiled Food

Procedure: Do not sniff suspicious food. If an item is moldy or leaking:

- Wear disposable gloves.
- Gently place the item in the compost/garbage to avoid releasing spores.
- Wash hands immediately after disposal.

#### Personal Hygiene

Hands must be washed with soap and warm water for 20 seconds after using the washroom, handling garbage/compost, or blowing your nose, and before handling open food.

#### Pest Awareness

We rely on MSVU Facilities for pest management. Report any evidence of pests (droppings, chewed boxes) to the Manager immediately so a facilities request can be submitted.

## 4. Emergency Response Plan

### 4.1 Emergency Preparedness

In its operations on campus, MSVUSU FB is part of the Mount Saint Vincent University (MSVU) community, which manages an [Emergency Response Plan](#) for the broader university. MSVUSU FB follows MSVU emergency and safety practices while remaining a separate employer responsible for meeting its own obligations under the Nova Scotia Occupational Health and Safety Act.

MSVU emergency procedures include, but are not limited to:

- Active Aggressor & Violence Reporting Protocol
- Animal Attacks
- Bomb Threat
- Chemical Spills
- Code Adam
- Fire Emergency
- Flooding
- Gas Leaks
- Infectious Disease Outbreak
- Natural Crisis
- Power Outage

For quick access to MSVU Emergency Procedures, click [here](#).

In the event of an emergency, please contact the following emergency numbers:

- **Fire, Police, Ambulance:** 911 (If calling from a campus extension, dial 9-911. If 911 call is placed, please notify Campus Security immediately)
- **Poison Centre:** 902-428-8161 or 1-800-565-8161
- **Environmental Emergencies:** 902-426-6030 or 1-800-565-1633
- **Campus Security** (24 hours a day, 7 days a week): 902.457.6111

## 4.2 Fire Extinguishers

Extinguishing the fire is primarily the responsibility of the Fire Department. Our primary responsibility when smoke or fire is detected is to leave the fire area, taking other occupants with us, closing doors as we leave, sounding the alarm and dialing 911 to notify the fire department.

DO NOT fight the fire unless you are trained, properly equipped and confident of your ability to do so. Life safety is priority. Make sure you have an escape route at all times and a backup person.

If a fire extinguisher must be used for you to exit the building:

Choose an extinguisher, preferably an ABC fire extinguisher and follow these steps.

Pull safety pin

Aim at the base of the fire

Squeeze handles together

Sweep the extinguisher agent across the base of the fire

## 5.0 Incident and hazard reporting

### 5.1 Incident & Hazard Reporting

All hazards, unsafe conditions, incidents, serious accidents, and fatalities must be reported promptly.

Reports must be made to the MSVUSU Food Bank Manager.

#### Escalation Path

1. Promptly report hazards, unsafe conditions, injuries, or illnesses to the MSVUSU FB Manager. If the matter is not resolved or requires higher authority, it must be escalated to the Strategic Operations Manager.

## What to Report

- Incident/Accident: An event resulting in injury or property damage.
- Hazard: An unsafe condition (e.g., blocked exit, broken ladder).
- Near Miss: An event where no injury occurred but could have (e.g., a trip without a fall).

## 5.2 Failure to Observe Safety Guidelines

Safety is a condition of employment and volunteering. Failure to follow the procedures outlined in this manual affects the safety of the entire team and will be addressed through the following disciplinary process:

### Disciplinary Steps

- First Infraction: The individual will receive a verbal warning explaining the infraction, referring to the specific section in the Safety Manual, and instructing how this should be rectified.
- Second Infraction: The individual will receive a written notice explaining the infraction. This may include, up to, a one-day unpaid suspension (if paid staff).
- Third Infraction: The individual will receive a final written notice, which could result in termination of employment (if paid staff) or termination of the volunteering period.

### Right to Appeal

- A staff/volunteer has the right to question any action taken by MSVUSU FB regarding safety infractions.
- Questions should be directed to the Strategic Operations Manager immediately.
- If clarification is not achieved, the staff/volunteer has the right to take the question to the Students' Representative Council (SRC).

## 5.3 Incident Investigation

The objective of an investigation is to determine the "Root Cause" of an incident rather than to assign responsibility. This approach facilitates the development of effective strategies to prevent the recurrence of similar incidents in the future.

### When to Investigate?

An investigation must be conducted for:

- All injuries requiring medical attention.
- All "Near Misses" with potential for serious injury.
- Property damage exceeding \$100.

## The Investigation Process

1. Gather Information:
  - The Food Bank Manager acts as the primary investigator.
  - Inspect the scene (take photos if necessary).
  - Interview the person involved and any witnesses separately.
2. Determine the Root Cause (The "5 Whys"):
  - Do not stop at "Carelessness." Ask why the person was careless.
  - Example: Someone slipped. -> Why? Floor was wet. -> Why? Roof leaked. -> Root Cause: Building maintenance issue (not the volunteer's fault).
3. Corrective Action:
  - Identify what needs to be fixed (e.g., repair the roof, buy a new ladder, retrain the volunteer).
  - Assign a deadline for the fix.
4. Closure:
  - The investigation is considered closed only when the Corrective Action has been completed and signed off by the Manager.

## Records

All incidents should be reported using the Appendix A Accident Report or Appendix B MSVUSU FB First Aid Record and stored in a locked area by the Strategic Operations Manager.

All source documents concerning health and safety are electronically (or paper) will be maintained and stored for a period of 7 years in a cabinet at the CFO's office.

**To ensure this manual continues to meet the organization's needs, review it annually.**

## APPENDICES

### Appendix A Accident Report

Type of Incident: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

- |   |  |
|---|--|
| <input type="checkbox"/> Serious Injury               | <input type="checkbox"/> Property Damage |
| <input type="checkbox"/> Serious Incident             | <input type="checkbox"/> EMS Attended    |
| <input type="checkbox"/> First Aid                    | <input type="checkbox"/> Other: _____    |
| <input type="checkbox"/> Potentially serious Incident |  |

Contributing factors (check all that apply):

- |   |   |
|---|---|
| <input type="checkbox"/> Inattention                    | <input type="checkbox"/> Weather            |
| <input type="checkbox"/> Misbehavior                    | <input type="checkbox"/> Clinical condition |
| <input type="checkbox"/> Failure to follow instructions | <input type="checkbox"/> Dehydration        |
| <input type="checkbox"/> Equipment                      | <input type="checkbox"/> Other: _____       |

|  |  |
|--|--|
| Name of Injured Person:                                  |  |
| Job Title:   |  |
| Incident Reported by:                                    |  |
| Incident Reported to:                                    |  |
| Where did the incident occur? (be specific):             |  |
| When did the incident occur? (date, time):               |  |
| Number of people/vehicles involved:                      |  |
| Description of the incident:                             |  |
| Was this a medical incident?<br>Y / N (Describe injury): |  |
| Was first aid administered? *<br>Y / N (By whom):        |  |
| Was this another type of emergency? Y / N Describe:      |  |
| Did it include a behavioral incident? Y / N Describe:    |  |

*\*If first aid was administered, please fill in the following record:*

### Appendix B MSVUSU FB First Aid Record

Date of injury/illness (month/day/year) \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Time: \_\_\_\_\_

First Aid Provided: Yes \_\_\_\_\_ No \_\_\_\_\_ Name of First Aider: \_\_\_\_\_

|   |  |
|---|--|
| Full Name of injured person:                        |  |
| Cause of injury/illness:                            |  |
| Description of where injury/illness occurred/began: |  |
| Description of injury/illness:                      |  |
| Describe First Aid Provided:                        |  |

Copy provided to volunteer: \_\_\_\_\_ Copy declined: \_\_\_\_\_

Date of injury/illness reported (month/day/year) \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

*This record is confidential and will be kept on file for 3 years from the reported date of injury/illness.*

## Appendix C Emergency Contacts

IN CASE OF EMERGENCY (Fire, Medical, Crime)  
CALL: 911

(If using campus phone, dial 9-911)

THEN CALL CAMPUS SECURITY:  
(902) 457-6111

(Tell them your location so they can guide the ambulance)

### Other Important Numbers

| CONTACT               | PHONE NUMBER                              |
|-----------------------|---|
| Food Bank Manager     | [Name & Number]<br>(during opening hours) |
| Strategic Ops Manager | 9024576699<br>(during opening hours)      |
| Poison Control Centre | 1-800-565-8161                            |
| Mental Health Crisis  | 1-888-429-8167                            |
| MSVU Health Services  | (902) 457-6354                            |

### Sources:

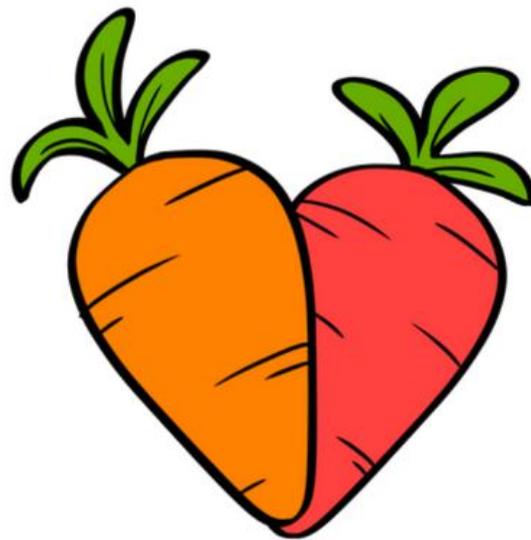
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# MOUNT SAINT VINCENT UNIVERSITY STUDENTS' UNION FOOD BANK (MSVUSU FB)

## FOOD SAFETY GUIDELINES: REPACKING BULK FOODS



**FOOD BANK**  
By **msvusu**

REVISED: MARCH 27<sup>TH</sup> 2026

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# MSVU SU Food Bank Health & Safety Policies

## Introduction

Mount Saint Vincent University Students' Union Food Bank (**MSVUSU FB**) is committed to providing a healthy and safe environment for all employees, volunteers, and Food Bank users.

### 1. Scope & Purpose

This document outlines safe food-handling procedures for repacking bulk foods at MSVUSU FB. To maintain safety and reduce risk, the organization repacks dry, single-ingredient items, such as rice, flour, sugar, tea, and coffee. If repacking other dry foods or processed foods (e.g., pasta, cereal, nuggets), a complete ingredient list must accompany the product.

### Approved Items for Repacking

MSVUSU FB repacks the following items such as:

- Sugar
- Rice
- Dry condiments (e.g. cumin, salt)
- Oats
- Coffee/tea bags
- Dry pulses
- Eggs
- Meat
- Chicken

Other items may be repacked when received in bulk, including individually quick-frozen (IQF) products.

### Items NOT Repacked

The following allergen-related or high-risk foods **are not repacked** due to food safety limitations:

- Peanut butter
- Canned goods
- Pasta sauce
- Dairy products
- Baby formula
- Baby food

## 2. Facility Sanitation Procedures

### 2.1 Pre-Operational Cleaning

Before repackaging begins:

1. Clean surfaces with warm, soapy water.
2. Rinse thoroughly with clean water using a clean cloth.
3. Sanitize using a food-grade product based on quaternary ammonium compounds (QUAT), such as Ato Quat or Diversey. Prepare the solution according to the manufacturer's dilution instructions. Verify that the sanitizer concentration is within the recommended range using quaternary ammonium test strips.
4. Repeat the full cleaning and sanitizing procedure between all product changeovers.



## 2.2 Handwashing Station

- A designated handwashing sink must be operational and fully stocked.
- The sink may **not** be used for anything other than handwashing.
- A “Handwashing Only” poster must be clearly displayed.

## 2.3 Utensil Washing Procedure

Dirty utensils are set aside until repacking is complete. Afterward:

1. Clean and sanitize the sink.
2. Wash utensils in warm soapy water (45°C).
3. Rinse under hot running water (45°C).
4. Sanitize using:
  - The same food-grade product based on quaternary ammonium compounds (QUAT), such as Ato Quat or Diversey (see 2.1), OR
  - (5 mL (1 teaspoon) bleach per 1 litre of water) for 2 minutes, OR
  - Freshly boiled water for 2 minutes
5. Use stainless-steel containers where possible.
6. Air dry on a clean drying rack or mat.
7. Store sanitized equipment to prevent contamination.

## 3. Personnel Requirements

All volunteers must follow these food-safety standards:

- Hair restraints worn properly
- Proper handwashing before starting any repackaging
- Gloves worn **after handwashing**, before repackaging
- Clean clothing or aprons
- No jewelry
- No eating, drinking, or gum chewing in the repack area

**IMPORTANT: DO NOT TOUCH any electronic devices such as cellphones** or touch your face during repackaging. If this occurs, discard the gloves, wash your hands again, and put on a new pair of gloves before resuming repackaging.

### 3.1 Illness Policy

Volunteers who are sick, show symptoms of illness, or may be contagious **must not participate** in repackaging.

### 3.2 Food Safety Trained Personnel

At least one staff member or volunteer with food-handling training must be on-site and either directly involved in the repackaging process or supervising it.

#### 4. Materials & Equipment

- Handle all food to prevent contamination.
- Repack **one product at a time**.
- All equipment that contacts food (scoops, scales, cups, tubs, liners, etc.) must be cleaned, sanitized, and stored properly.

#### 5. Packaging Requirements

Use only clean, unused, **food-grade packaging**, such as:

- Freezer bags
- Zip-top bags
- Aluminum trays
- New plastic containers

#### 6. Labelling Requirements

All repacked foods must include:

1. **Common name** of the product
2. **Name of manufacturer, company, packer, or distributor**
3. **Full ingredient list**
4. Allergen declaration (as shown on the original label)
5. Storage instructions (if not shelf stable).
6. **Best-before date (BBD)** from the original packaging (Alternatives: expiration date, production date, manufacturing date, or lot number).
- 7.

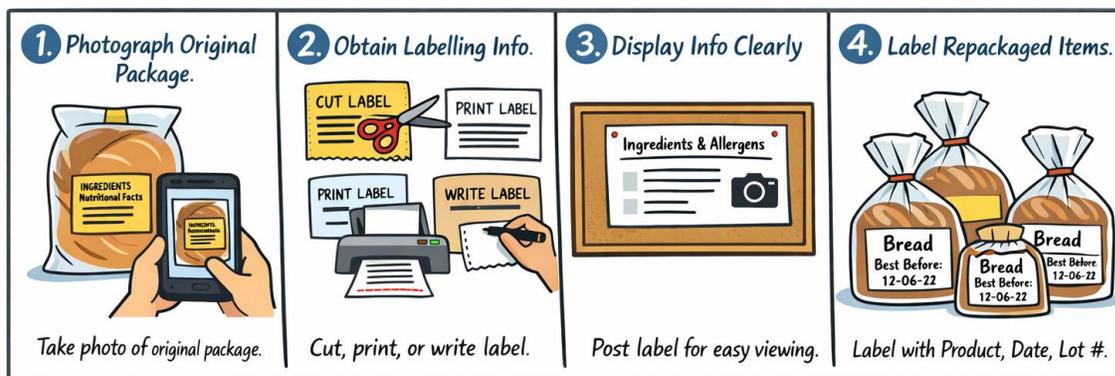
*The Food Bank Manager must make reasonable efforts to obtain all required information for any donated product. For example, if fresh bread is donated, a complete ingredient list must be obtained for labelling purposes.*

#### Example Label

Company/Brand: Catelli  
Product: Spaghetti  
Ingredients: durum wheat semolina, thiamine mononitrate, riboflavin, niacin, folic acid, ferrous sulphate  
CONTAINS GLUTEN  
Must be kept refrigerated after opening.  
BBD: March 29, 2027

## Process for labelling:

1. Prior to repacking, a photograph of the original product packaging is taken to capture all required labelling information.
2. Labelling information may be obtained by:
  - Cutting the label directly from the original bulk package, or
  - By taking a clear photograph of the label and printing it, or
  - By clearly handwriting the information directly on the bag.
3. This information is placed in a visible area to allow volunteers or clients to easily view and, if necessary, photograph the ingredient and allergen information of the selected product.
4. In addition, each individually repackaged item must be clearly labelled immediately after repacking and prior to storage or distribution to ensure accurate identification and traceability with:
  - Product name, AND
  - Best before date OR expiration date, OR Production date or manufacturing date OR, Lot numberProducts that do not meet these labelling requirements shall not be distributed.



Unlabeled items cannot be distributed.

Image created by: Devora Goldberg (consultant), using AI (ChatGPT)

## 7. Repackaging

### 7.1 Preventing Cross-Contamination

- Clean and sanitize all surfaces and utensils between each product.
- Repack items in order of lowest-risk to highest-risk allergens.

### 7.2 Suggested Repacking Order

1. Non-allergen single ingredients items (e.g., tea, coffee, sugar)
2. Low-risk dry items

3. High-risk allergen products (one at a time), including:
  - Wheat (flour)
  - Dairy (powdered milk)
  - Tree nuts (almonds, pistachios, walnuts, etc.)
  - Peanuts (in-shell or roasted)
  - Top allergens: wheat, soy, peanuts, tree nuts, dairy, eggs, fish, crustaceans, sesame, mustard, sulphites
4. Meat products

**For frozen items:** Repackage 1 or 2 packages at a time to ensure that the product does not stay out from the cold more than 1 hour so that temperature is preserved.

**IMPORTANT:** Wash your hands and change gloves after completing the repackaging of each product listed in Sections 3 and 4.

**REMINDER:** Do not touch electronic devices (e.g., cellphones) or your face during the repackaging process. If this occurs, immediately discard the gloves, wash your hands thoroughly, and put on a new pair of gloves before resuming work.

### 7.3 Product List

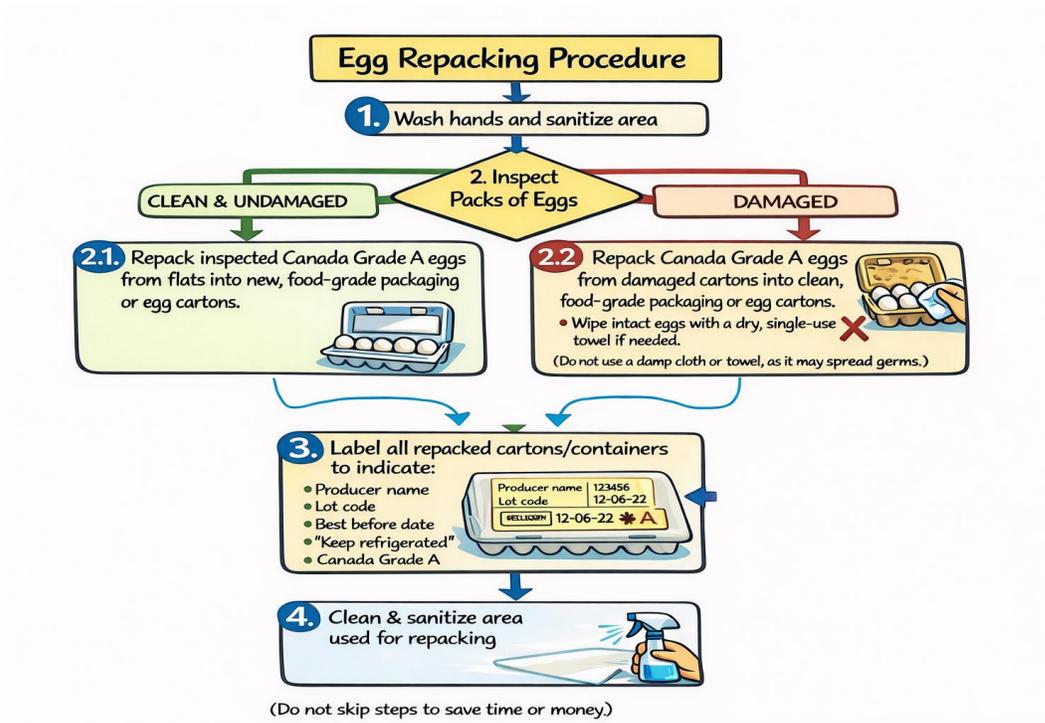
Before starting repacking, prepare a list of all products and the correct repacking order, according to 7.2, here is an example:

1. *Rice*
2. *Sugar*
3. *Condiments*
4. *Lentils*
5. *Nuggets*
6. *Eggs*
7. *Wheat*

### 7.4 Procedure sample for repacking eggs

1. Wash your hands, sanitize the area to be used, then wash your hands again and wear gloves
2. Inspect every pack of eggs.
  - 2.1. If the carton is **clean and undamaged**: Repack inspected Canada Grade A eggs from flats into new, food-grade packaging or egg cartons.
  - 2.2. If the carton is **damaged**: Repack Canada Grade A eggs from damaged cartons into clean, food-grade packaging or egg cartons. Wipe intact eggs with a **dry, single-use towel** if needed. (Do not use a damp cloth or towel, as it may spread germs.)
3. Label all repacked cartons/containers to indicate:
  - Producer name and address • Lot code • Best before date • “Keep refrigerated” • Canada Grade A

4. **Clean and sanitize** the area used for repacking.



**8 Record retention**

Record required product information on the Repacking and Labelling Record to maintain traceability.

| Repacking and Labelling Log         |                                       |          |                  |                               |                                      |
|-------------------------------------|---------------------------------------|----------|------------------|-------------------------------|--------------------------------------|
| Person Supervising Repacking:       |                                       |          |                  | Date of Repacking:            |                                      |
| Product<br>(In the repacking order) | Manufacturer / Contact<br>Information | Lot Code | Best Before Date | Number of Packages<br>Created | Packages Properly<br>Labelled? (Y/N) |
|                                     |                                       |          |                  |                               |                                      |
|                                     |                                       |          |                  |                               |                                      |
|                                     |                                       |          |                  |                               |                                      |

**IMPORTANT:**

- Repack foods that do not contain allergens before repacking allergen-containing foods.
- Clean and sanitize equipment and repacking area after each product containing a specific allergen, ensuring all allergen residue is removed.

## Title: Food Bank Manager

### Purpose:

The purpose of this position is to ensure the effective and efficient operation of the food bank in order to provide food and other resources to individuals and families who are experiencing food insecurity. The food bank manager is responsible for overseeing all aspects of the food bank's operations, including food distribution, inventory management, community partnerships, and fundraising.

### Job Classification:

Level 2

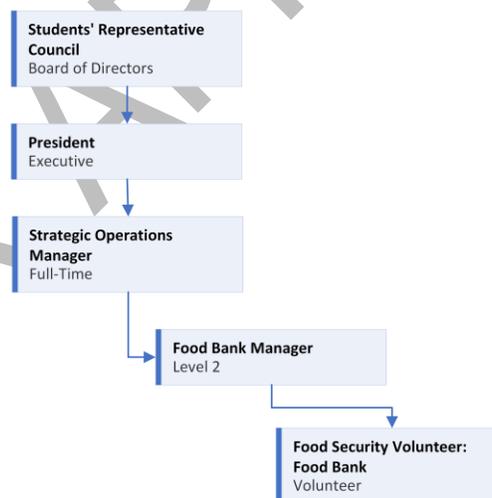
### Compensation:

This position is compensated with hourly wages at the Nova Scotia Minimum wage plus 14%.

This position is part-time, with a maximum of 20 hours per week. Reading weeks, winter break, and non-statutory holidays are all unpaid time off unless otherwise stated in the employee handbook.

### Reporting and Supervision:

This position reports to the Strategic Operations Manager and supervises Food Security Volunteers (Foodbank).



### Duties and Responsibilities:

#### *Essential Duties*

Oversee all aspects of the food bank's operations, including food distribution, inventory management, community partnerships, and compliance with food safety regulations. Maintaining and managing food safety policies and procedures to ensure that food items are in good condition before placing them out for distribution.

Create and establish a schedule of operating hours for the foodbank, as well as the necessary staffing levels for each shift.

Recruit, screen, and manage potential volunteers to ensure they are the right fit for the organization and its activities. Create a volunteer schedule that ensures adequate staffing based on the types of volunteers needed, and volunteer availability. Maintain an up-to-date database of volunteer information, availability, skills, and activities, including keeping accurate records of volunteer hours, activities, and contact information. Provide support and supervision to volunteers by providing on-site training and orientation to ensure they have the necessary skills and knowledge to effectively carry out their duties. Providing ongoing support, feedback, and recognition to volunteers, and managing any performance issues that may arise. Maintain regular communication with volunteers to keep them engaged and informed about upcoming events and opportunities

Develop and execute fundraising plans, in collaboration with MSVU Advancement Services, to ensure the food bank's sustainability and growth.

Manage Food Bank resources, including budget and inventory, ensuring efficient use of funds and consistent acquisition of food items to maximize the amount of food available to students.

Cultivate and maintain relationships with partner organizations, including Feed Nova Scotia, and Second Harvest.

Prepare a task list for each shift of Food Security Volunteers who are working in the food bank.

#### ***Other Duties***

Raise awareness of the Food Bank among Mount students by creating and implementing promotional campaigns and initiatives that showcase the services and resources available.

Collaborate with different university departments on specific projects aimed at increasing awareness and knowledge about food insecurity and related issues.

Ensure that the Food Bank provides a safe and inclusive environment for all students and promote the practice of the 5 pillars of wellness across the campus community.

Plan and carrying out awareness campaigns that align with food-related observances recognized globally throughout the year.

Work with the VP Advocacy and Strategic Operations Manger to integrate food bank data and observations into MSVUSU initiatives as needed.

Transitioning the new Food Bank Manager into their role about daily food bank operations, administrative duties, volunteer management, stakeholder relations, and other tasks.

Lead the business continuity & disaster response plan in compliance with the university's [Policy on Emergency Response](#).

Collect feedback from students at least once per semester regarding culturally diverse food products to help guide the inclusion of culturally appropriate items in the Food Bank inventory. Verify that pest monitoring activities are completed as scheduled and that corrective actions are implemented and documented.

### ***Key Responsibilities***

Maintain and keep required records related to food safety, occupational health and safety, and other relevant documentation, including but not limited to food inspections, temperature logs, training records, and incident reports, as required by law and relevant organizations.

Maintain confidentiality of client information and ensure appropriate use of the Link-to-Feed client registration system.

Ensure that the food security space is maintained in good condition and is presentable at all times, including how to present the products available to clients.

Work collaboratively with the Soup Kitchen Manager to ensure that excess food supplies are used effectively in meals, and that the food security space is shared appropriately. Also, collaborate in supervising the Food Security Volunteer Coordinator as needed.

Immediately report any maintenance requests related to the facilities, including pest removal, to ensure timely resolution and minimize disruptions to food bank operations. In case of equipment failures, report them promptly to the appropriate person for repair or replacement.

Ensure all food bank standard operating procedures are maintained and available in the Food Bank at all times.

Develop, document and utilize recruitment strategies to attract volunteers and promote volunteer opportunities.

Ensure volunteers have reviewed and signed the volunteer handbook and confidentiality agreement.

Reporting on volunteer activities and outcomes, evaluating volunteer programs, and making recommendations for improvement.

### ***Governance and Service***

Attend monthly service managers meetings, and collaborate with other services on projects as appropriate.

Attend and actively engage in all Food Security Committee Meetings, and be willing to participate in other committees or working groups as needed.

Create service reports and submit them to the Strategic Operations Manager as necessary, including before each Students' Representative Council meeting, and before the semi-annual and annual general meetings.

Assist in implementing the strategic plan by evaluating the food bank service and identifying areas that require improvement to meet the plan's objectives.

## **Required Qualifications:**

### *Education*

Be a student at MSVU enrolled in at least 0.5 credits, one audit course, or a thesis.

### *Experience*

At least 1 year of experience in non-profit management, food security, or a related field.

Experience in staff and volunteer management and supervision.

Hold or be able to acquire certifications in WHIMIS, First Aid, Mental-Health First Aid, and Food Handler certification (or other Food Safety certification).

### *Knowledge, Skill and Abilities*

Knowledge of food bank operations, people management, food safety regulations, health and safety regulations and hunger relief programs.

Strong communication skills, both written and verbal.

Proficiency in using various software and technology tools, such as database management systems, office 365, and social media platforms.

Ability to analyze data and make data-driven decisions.

Strategic planning and organizational skills.

Knowledge of other MSVU and MSVUSU services available to students.

### *Behavioural Competencies*

Passion for and commitment to addressing food insecurity and related issues.

Interpersonal skills and ability to collaborate with a diverse group of stakeholders, including community partners, donors, volunteers, and clients.

Adaptability and flexibility to respond to changing situations and priorities.

Integrity and ability to maintain confidentiality.

Strong leadership skills, including the ability to motivate and inspire a team and lead by example.

Strong commitment to the principals of Equity, Diversity, Inclusion and Accessibility, and the values of the MSVUSU.

## **Preferred Qualifications:**

Bachelor's degree in a relevant field, such as business administration, applied human nutrition, non-profit leadership, social work, or public health.

Proven experience in fundraising and grant writing.

Experience in budget management, financial reporting, and program evaluation.

**Mental/Physical Effort and Working Conditions:**

The work environment can be noisy, fast-paced, and require standing for long periods of time. It may also involve working in a hot and humid environment, and handling sharp tools and equipment.

The job requires good physical stamina and the ability to perform physically demanding tasks, such as lifting heavy objects, bending, and twisting.

People in this role will be interacting with students experiencing food insecurity, who may themselves be experiencing high levels of stress. This can be stressful for those working in this position.

FOR APPROVAL

**Mount Saint Vincent University Students' Union Food  
Bank  
(MSVUSU FB)**

**Standards of Excellence  
Compliance Manual**



Version:02 (March 2026)

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FOR APPROVAL

## List of Acronyms

|                  |  |
|------------------|--|
| <b>AGM</b>       | Annual General Meeting                                   |
| <b>CFO</b>       | Chief Financial Officer                                  |
| <b>CRA</b>       | Canada Revenue Agency                                    |
| <b>EDIA</b>      | Equity, Diversity, Inclusion, and Accessibility          |
| <b>FBC</b>       | Food Banks Canada  |
| <b>FBM</b>       | Food Bank Manager  |
| <b>MSVUSU</b>    | Mount Saint Vincent University Student Union Association |
| <b>MSVUSU FB</b> | Mount Saint Vincent University Students' Union Food Bank |
| <b>SAGM</b>      | Semi-Annual General Meeting                              |
| <b>SOM</b>       | Strategic Operations Manager                             |
| <b>SRC</b>       | Student Representative Council                           |

## Background

The Mount Saint Vincent University Students' Union Food Bank (MSVUSU FB), run by the Mount Saint Vincent University Students' Union (MSVUSU) is located in Rosaria 201 and serves as a resource center for students experiencing food insecurity.

The MSVUSU FB is run by a paid employee who serves as the Food Bank Manager and relies on volunteers who donate their time to support the service. As food insecurity becomes increasingly pressing, the MSVUSU FB addresses this issue for students by offering a market-like experience at no cost, mainly for students, but faculty and MSVU staff are also welcome.

This policy's main purpose is to provide a guideline for standardized operating practices for the MSVUSU FB in 6 key sections using the framework given by the [Standards of Excellence](#) set out by Food Banks Canada (FBC):

1. Governance & Administration
2. People Management
3. Financial & Legal
4. Client Service & Care
5. Public Engagement & Fundraising
6. Food Operations & Food Safety

This manual will be reviewed annually, and any amendments will be voted on by the Student Representative Council (SRC).

## 1. Administration & Governance

### 1.01 Legal Status

MSVUSU is the governing body of the MSVUSU Food Bank, which has been operating as a non-profit organization under the Registry of [Joint Stock Companies of Nova Scotia](#) since May 1993 (Registry number 2249634). To continue to formally operate, the Strategic Operations Manager (SOM) submits a renewal package along with a fee on an annual basis to the Joint Stock Companies. The Chief Financial Officer (CFO), is in charge of renewing the application for the Canada Revenue Agency (CRA) yearly.

### 1.02 Shared Network Goal

There are no minimum standards at this time.

### 1.03 Board of Directors – Composition

The MSVUSU Food Bank is overseen by the Food Bank Manager (FBM), who is supervised by the SOM, who reports to the President of the MSVUSU. Ultimately, the MSVUSU is governed by the Students' Representative Council (SRC), whose voting members are elected officials that have the legislative authority of the MSVUSU.

The Food Bank Manager is prohibited from occupying a position, voting or non-voting on the Students' Representative Council. This is to limit possibilities for conflict of interest and in compliance with providing arm's length from SRC members. The electoral process is outlined in [By-Law I: Elections and Referenda](#), and is administered by the Elections Coordinator, who is supervised by the Strategic Operations Manager. Student representatives must be any fee-paying student and are elected in the General Election and Fall By-Election to form the Student Representative Council (SRC). Without vacancies, the SRC has 20 voting positions and 3 non-voting positions which can be found in the [MSVUSU Constitution](#). If there is a vacant position between elections, the Council may appoint a member who meets the position's criteria described in the [MSVUSU Constitution](#). A member can be removed upon two-thirds of the SRC votes in favor of the removal under special circumstances as outlined in [By-Law V: Attendance & Removal of SRC Members](#).

The up-to-date list of Directors can be accessed through the Strategic Operations Manager, or the Speaker, who acts as the SRC chair.

(Source: [MSVUSU Constitution](#))

## 1.04 Board of Directors - Governance Documents

Members typically hold Office from May 1 to April 30 of the following calendar year, with the exception of the First Year Representative, who shall assume office immediately following their election in the Fall By-Election and whose term will end at the conclusion of the subsequent Fall By-Election. An SRC member may serve an unlimited number of consecutive terms as long as they continue to meet the requirements for the position outlined in the [By-Law I: Elections and Referenda](#). Term limits will be incorporated in the bylaws the next time an update to bylaws is done. The roles of the Board members are to be found in the Constitution, which is the utmost governing document. The specific roles and responsibilities of all SRC members are outlined in each job description on the MSVUSU website ([msvusu.ca](http://msvusu.ca)). Alternatively, the SOM holds all job descriptions and can provide them to stakeholders upon request.

Any member of the Students' Union may propose suggestions regarding current governance and administrative practices concerning the MSVUSU Food Bank. However, if a motion is required to make a change, a voting member of the Council needs to make the motion, which needs to be approved by the Board. If there is a specific concern or update regarding the MSVUSU Food Bank, the President would address it at the SRC meeting.

Elected members of the Students' Representative Council have the power to enact Policies and By-Laws. A motion of policy shall be moved and seconded by a voting member of the SRC when the majority of voting members are present.

## 1.05 Board of Directors - Board Orientation

Following the General Elections, the Board Member Orientation Process at MSVUSU ensures new board members are well-prepared to fulfill their roles and responsibilities. The process includes:

1. All board members shall be required to attend at least one meeting of the SRC prior to taking office.
2. The incoming and outgoing SRC Councillors shall be required to hold at least one (1) transitioning meeting to discuss the work done over the year and any ongoing work that needs to be completed, discuss the relationship that has been built over the course of holding the position and any committee assignments.
3. A welcome meeting with fellow board members.

4. In accordance with [Policy II Transition for the Students' Representative Council \(SRC\)](#), a training session shall be held with the entire SRC at least once a year with:
  - Education on Roberts Rules of Order;
  - Education on the MSVUSU Constitution
  - By-Laws and Policies
  - Education on MSVUSU's mission, values, history and distinguishing features of the organization.
  - Services, businesses and history;
  - Committee membership is to be discussed, and councillors appointed to appropriate committees;
  - Councillors will be provided with an overview of the MSVUSU organizational structure and Board roles;
  - Developing teamwork;
  - The importance of confidentiality will be discussed, and councillors will be asked to sign the confidentiality agreement
  - An anti-oppression training workshop will be facilitated during training;
  - The employee handbook
  - Legal responsibilities
  - Fiduciary duties
  - Organizational activities
  - Financial status
  - Fundraising
  - Food Banking Code from Food Banks Canada

During this first meeting, the board should read, comprehend and sign off on their commitment to adhere to the Ethical Food Banking Code to comply with the Ethical Food Banking Code, which could be done collectively.

Regular updates are provided during monthly meetings, and communication channels are established for continuous engagement and information sharing.

*This comprehensive orientation process helps new board members understand their duties and support the organization's mission effectively.*

***The record of attendance will be documented by saving a copy of the agenda with the date and the names of those who attended this orientation.***

*Recommendations for optimal training are in the Appendices section.*

## 1.06 Board of Directors - Board Performance & Development

The performance of the Board of Directors is reflected on two occasions each calendar year - on the Semi-Annual General Meeting (SAGM) and the Annual General Meeting (AGM) report to promote transparency and accountability. This report includes all the projects and activities that each of the directors was involved with, it also includes a Food Bank Manager's Report for the service. These reports are available for public viewing on the [MSVUSU website](#).

The last AGM was held on April 2<sup>nd</sup>, 2025.

Additionally, once a year, the board conducts a thorough review of its performance to ensure it operates effectively and meets its goals. This could involve any one or all of the following steps:

- **Feedback Collection:** The board gathers feedback from all board members through discussions at the AGM. This feedback focuses on various aspects of board performance, including decision-making, planning, and overall effectiveness.
- **Self-Assessment:** Board members evaluate their individual contributions and identify areas for personal improvement.
- **Discussion and Analysis:** During a dedicated board meeting, members discuss the collected feedback and self-assessment results. They analyze strengths, weaknesses, and areas for improvement.
- **Action Plan Development:** Based on the performance review findings, the board develops an action plan to address identified issues and enhance overall performance.
- **Implementation and Monitoring:** The board implements the action plan and monitors progress regularly. Follow-up meetings are scheduled to review the implementation status and make necessary adjustments.

**Last Review Date:** The last board performance review will be conducted during the Fall semester.

## 1.07 Board of Directors - Oversight of the Chief Staff Person

1.07.01 Chief staff person – Policy for recruitment, orientation, management, performance, evaluation, compensation and succession planning:

The Food Bank Manager (FBM) is considered to be the Chief Staff Person of MSVUSU FB, as they are responsible for overseeing all aspects of the Food Bank's service delivery, including food distribution, inventory management, food safety, volunteer oversight, community

partnerships, and fundraising.

The MSVUSU adheres to established hiring standards and practices and administers an equitable recruitment process for all candidates. When required, accessibility accommodations are provided throughout the recruitment process. During the advertising period, the job description is posted on MSVUSU's social media and website to increase visibility and attract a diverse and unique pool of candidates.

During the winter term, the FBM provides feedback to the SOM on any changes they recommend should be made to the role description. Before the end of winter semester, the Executive Committee conduct a review process of all job descriptions facilitated by the SOM following which, the updated role descriptions are brought to the SRC for formal changes or ratification (see [By-Law II: Changes to Role Descriptions](#) for more details).

#### 1.07.02 Job description:

A copy of the Food Bank Manager's Job description is available upon request.

#### 1.07.03 Current performance objectives:

The performance objectives for the FBM will be established each May (marking the start of the contractual period) using the Performance Objectives Form (in the *Appendices section*). These objectives will be set collaboratively by the FBM and the SOM and must be based on the FBM's job description.

Once finalized, the performance objectives will be submitted to the SRC for approval. Performance assessments will take place least twice per contractual period, following the process outlined below:

1. **Self-Assessment:** The FBM will review their performance against the agreed-upon criteria. This self-assessment will also address the quality of supervision and guidance received, with recommendations for improvement.
2. **Submission for Review:** The FBM will submit the completed self-assessment to the SOM via email for further review.
3. **Feedback Meeting:** The SOM will provide feedback during a one-on-one meeting with the FBM. A summary of the discussion, including the date and signatures of both parties, will be documented at the end of the format.
4. **Documentation:** A copy of the completed performance objectives form will be provided

to the FBM, while the original will be stored in the employee's file.

The process to evaluate the objectives will be reviewed by SRC, with proof of revision recorded in minutes and published on the MSVUSU's web page. It is expected that the implementation of performance evaluation for the FBM will start in the academic summer term of 2025.

#### 1.07.04 Compensation Package:

The MSVUSU has a Pay and Honoraria Committee that evaluates the general compensation, pay, and honoraria scheme for all employees at least once per year, before the following year's annual budget is approved. This ensures adequate pay for all full-time and part-time employees, including the FBM. This is consistent with provincial counterparts and considers the social and economic conditions facing employees. The Food Bank Manager's total compensation package was last approved on May 8, 2023.

(see [By-Law III: Committee Terms of Reference](#) for more details).

#### 1.07.05 Orientation

The outgoing Food Bank Manager will be responsible for transitioning the new Food Bank Manager into their role with the assistance of the SOM. The aspects to discuss in the transition will cover daily food bank operations, administrative duties, volunteer management, stakeholder relations, and other tasks. A general training session on strategic and operational risk, fiduciary responsibilities, financial standing and the Food Banking System.

***The record of attendance will be documented by saving a copy of the agenda with the date and the names of those who attended this orientation.***

#### 1.07.06 Expenses revision:

The expenses of the MSVUSU FB are reviewed by the CFO on an ongoing basis. Once a purchase for the Food Bank is completed, the FBM tracks the expenses on the Log expenses form (in the *Appendices section*), and delivers a copy of the invoice to the CFO. Then the CFO checks that the value on the invoice matches the amount reflected on the credit card and that it doesn't exceed the given budget. The invoice is then archived in the CFO's office.

All the MSVUSU FB expenses are reflected in the yearly financial statements, which are reviewed by an external auditor and published on the [MSVUSU web page](#).

#### 1.07.07 Succession plan:

The MSVUSU Food Bank Manager regularly trains lead volunteers to ensure they are prepared to take over if selected out of the candidate pool to be hired. The board will review the succession plan annually, and any approved updates will be recorded in the meeting minutes and published on our website.

### 1.08 Insurance Coverage

The MSVUSU recognizes that every member of an organization may face risks while carrying out their duties and has insurance coverage in place to address this. This includes legal liability, fiduciary liability, employment liability, internal investigation cost, health and safety cost, cyberbullying, mitigation costs, reputation costs, and loss due to cyber incident.

Each year, the insurance broker provides the current renewal policies to the CFO and SOM, who reviews it and sends it with recommendations to the president for further review. The SOM or President sends the terms of the coverage or prepares a summary report for the SRC for review and approval. This process is documented within the SRC meeting's minutes and published on [MSVUSU's Web Page](#). Once reviewed, the President and SOM approve and signs the new policy.

The approval process occurs once per year, starting in the fall, and should be resolved before the winter semester.

The board will review insurance coverages in November 2026.

### 1.09 Risk Management

Risk is inherent in all activities conducted by the Students' Union. To proactively manage this, an annual risk assessment meeting is held to identify, assess, and address operational risks, ensuring the safety of volunteers, clients, and resources.

During this process, risks are evaluated based on their likelihood and potential impact, and appropriate mitigation measures are established and assigned to responsible individuals. The Strategic Operations Manager (SOM) records the date of each assessment. The resulting risk matrix is presented to the Board as part of the consent agenda, unless urgent matters require immediate attention. The last revision was done on March 19<sup>th</sup>, 2026.

### 1.10 Business Continuity & Disaster Response

The MSVUSU Food Bank operates out of a rented space in Rosaria 201 at Mount Saint Vincent

University (MSVU). As the institution responsible for ensuring the safety and protection of all individuals on campus (including students, faculty, staff, and visitors) MSVU provides emergency management protocols that the Food Bank must follow. Therefore, the MSVUSU Food Bank will comply with the university's [Policy on Emergency Response](#).

#### Level 1 Emergency Response:

A Level 1 Emergency is defined as a situation that has minimal impact on life and safety, university infrastructure, academic operations, research, administrative functions, the environment, or the university's reputation.

In the event of an imminent or potential Level 1 Emergency, the Food Bank Manager or a Food Bank volunteer must immediately contact the MSVU Security Office at 902-457-6412. The Manager of Security, along with the Security Officers, will take appropriate action to manage the situation, which may include contacting external emergency services.

Examples of Level 1 Emergencies include:

- Minor medical incidents (e.g., slip and fall)
- Small-scale flooding affecting part of a building
- Disputes between visitors
- Minor spills of biological, chemical, or radioactive materials in a lab
- Isolated fires
- Short-term utility outages in a building

#### Level 2 or 3 Emergencies

In the case of more severe incidents categorized as Level 2 or Level 3 Emergencies under the [Policy on Emergency Response](#), the Food Bank will follow all instructions and protocols issued by the university.

If an extended lockdown of MSVU buildings occurs, the MSVUSU Board will convene to assess the safety and feasibility of continuing food distribution services. Should the Food Bank need to reopen, approval will be sought from Mount Saint Vincent University.

The Food Bank Manager will coordinate volunteer teams to resume food distribution operations in accordance with the specific situation and safety guidelines in place.

#### Recovery plan:

In all circumstances, Food Bank operations shall be restored only once access can be confirmed, and food safety conditions are verified. If any food is compromised in accordance with food safety guidelines, it should be discarded.

Note that where feasible, MSVUSU FB identifies alternative arrangements for food storage and distribution and considers access to backup resources to support continuity of operations.

### 1.11 Conflict of Interest

The MSVUSU Food Bank has a policy (in the *Appendices section*) addressing conflicts of interest that may arise within the service. This policy will govern individuals, including but not limited to the SRC members, food bank personnel, and food bank volunteers.

### 1.12 Privacy & Confidentiality

The MSVUSU Food Bank will implement a privacy policy (in the *Appendices section*) that protects clients, employees, and volunteers alike.

### 1.13 Values

MSVUSU's values guide the way we work with our members, within our community and with each other. These are part of our Board-approved Strategic Plan 2023-2027. Our values are:

**Accountability:** We show up and set out to accomplish the things we've said we'd do. We take personal responsibility for our Student Union work. We have trust in our teammates and know we can count on each other to get things done.

**Community:** We share the common interest in being successful while in higher education. We are an interacting population of diverse individuals in a common location and/or all connected to Mount Saint Vincent University. We support and encourage connection amongst our community members.

**Equity:** We believe in justice, rightness, and fairness for all, regardless of gender, race, disability, religion, nationality, sexual orientation, or age. We put equity at the centre of every decision to help members feel empowered, and to level the playing field for every member.

**Inclusion:** A strong sense of belonging comes from having equal access to all opportunities and resources. We support freedom from discrimination, which is the unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex. We help give traditionally marginalized groups, like those based on gender, race, or those with physical or mental disabilities, a means to feel equal.

**Service:** We believe that everyone else in the room is just as important as us. In order to dignify everyone we serve, we leave our personal agenda behind and elevate the importance of each person we are serving on behalf of the Students' Union. We are intentional in the way we build relationships. We listen, we care, and we help, knowing that we are not the whole solution.

(Source: [2023-2027 Strategic Plan](#))

## 1.14 Equity, Diversity, Accessibility, & Inclusion

The MSVUSU is committed to embedding equity, diversity, inclusion, and accessibility (EDIA) into every aspects of its operations and culture. These principles are not only reflected in our day-to-day practices but are also foundational to our core strategic values as we saw on 1.13.

We believe in responsible social and ethical behaviour and strive to empower every student by ensuring equal opportunities for success and creating an environment where everyone feels respected and valued.

Serving a diverse student population, MSVUSU actively works to eliminate discrimination and uplift traditionally marginalized groups, including those based on race, gender, and disability. We are committed to making sure these students are seen, heard, and treated equitably within the campus community. This commitment is strengthened through the voices of our diverse student representatives, who sit on the Union's board and contribute to shaping our culture and direction based on their unique perspectives.

Our efforts align closely with the broader EDIA work at Mount Saint Vincent University. The University has established dedicated supports such as an EDIA advisor, the Indigenous Student Centre, Black Student Support Office, 2SLGBTQIA+ resources, and Accessibility Services. Together, MSVUSU and MSVU are committed to fostering an inclusive, equitable, and accessible environment where every student can succeed and truly feel a sense of belonging.

(Sources: [Policy VII: MSVUSU's Employee Handbook](#), [MSVU EDIA WebPage](#))

## 1.15 Truth and Reconciliation

Land acknowledgements will be included at any meetings or events (including SRC meetings) associated with the MSVUSU Food Bank and read as follows:

*"We acknowledge that MSVU is in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people. The people of the Mi'kmaq Nation have lived on this territory for millennia, and we acknowledge them as the past, present, and future caretakers of this land. Historically, a land acknowledgement is a traditional practice shared amongst Indigenous groups to recognize the Indigenous land and territory they are visiting. Today, a land acknowledgement remains a way to express one's gratitude to the Indigenous people for being stewards of the land that we live and work on."*

## 2. People Management

### 2.01 Human Resources Management

The MSVUSU Food Bank operates under the governance structure of the Mount Saint Vincent University Students' Union (MSVUSU). Human Resources management policies applicable to paid staff are formally established within Policy VII of the MSVUSU [Employee Handbook](#), which functions as the organization's Human Resources Policy Manual.

Policy VII includes written policies and procedures addressing:

- Employment Policies
- Health, Safety, and Wellness
- Employee Conduct and Ethics
- Compensation and Work Arrangements
- Leave and Benefits
- Training, Development, and Recognition
- Governance, Policy Review, and Amendments

These policies ensure compliance with applicable employment legislation, occupational health and safety standards, and other relevant regulatory requirements.

A revised and updated version of the Employee Handbook is scheduled for release prior to July 2026, and will incorporate expanded content aligned with SOE Section 6.02 – Health and Safety Policy Manual requirements. This update will further formalize the health and safety framework as part of continuous improvement and alignment with Food Banks Canada Standards of Excellence.

### 2.02 Anti-Violence & Anti-Harassment

The organization proactively identifies potential workplace risks, implements procedures to eliminate or minimize hazards, and ensures that staff and volunteers receive appropriate training on prevention, response, and reporting obligations.

This policy is outlined in the MSVUSU FB Health & Safety Manual (Section 2.0 – Harassment & Violence Policy) and is aligned with the Nova Scotia Occupational Health and Safety Act. All incidents, threats, or concerns related to harassment or workplace violence must be reported immediately. No individual will face reprisal for reporting concerns in good faith.

## 2.03 Conflict Resolution

If an employee feels that has been treated in a disrespectful or inappropriate manner by a co-worker, partner, or member, they are expected to raise the concern with the person involved in the negative behaviour. If the behaviour continues or they prefer not to communicate directly with the person, they may speak with their supervisors or an authority with whom they feel comfortable. Complaints will be taken seriously, and supervisors will provide guidance on the resolution process, including the use of a mediator if necessary. This policy is in the [Employee Handbook](#).

Additionally, as MSVU students, we will abide by the University rules and follow the resolution process found in the Anti-Harassment & Discrimination Policy of Mount Saint Vincent University. Examples of remedies and sanctions include, but are not limited to:

- (a) A written or verbal apology
- (b) Education, training, or workshops
- (c) Arranging for academic work to be supervised and evaluated by a third party
- (d) Removal from campus or suspension for a set period of time for students
- (e) Suspension with or without pay for a period of time for employees

(source: <https://www.msvu.ca/about-msvu/careers-at-the-mount/harassment-and-discrimination/>)

## 2.04 Staff Compensation

The MSVUSU maintains a [Pay & Honoraria \(Policy IV\)](#) that outlines compensation standards for all paid positions within the organization. The number of working hours permitted per week is stated in each position's job description. Any changes to the weekly hours or hourly pay rates are determined by the Pay and Honoraria Committee, which is composed of the Chief Financial Officer (Chair), Vice-President Communications, Health Plan Manager (ex-officio), and two Non-Executive Councillors (as defined in [By-Law III](#)). This committee meets prior to the last Student Representative Council (SRC) meeting of the Fall and Winter semesters, or as necessary, to review and confirm pay structures and honoraria for each SU member.

Salaries are assigned according to the structural level of each position, which is divided into four levels as shown in the Table 1 below. The Food Bank Manager, classified as Level 2, is earning an hourly rate of \$18.81 as per Fall 2025. This rate increases annually in line with changes to the provincial minimum wage.

*Table 1 Honoraria Levels*

|           |                    |
|-----------|--------------------|
| Executive | minimum wage + 24% |
| Level 1   | minimum wage + 16% |
| Level 2   | minimum wage + 14% |
| Level 3   | minimum wage + 12% |

We are aware that wages are not based on the living wage for Nova Scotia (estimated at \$29.40 in 2025, according to the [Canadian Centre for Policy Alternatives](#)), because the intent is to provide students with meaningful work experience while pursuing their studies, rather than full-time employment compensation.

### **2.05 Volunteer Involvement Policies and Procedures**

This section is covered in the MSVUSU FB volunteer manual.

### **2.06 Volunteer Oversight**

The Food Bank Manager is responsible for overseeing volunteers. This responsibility is outlined in the Food Bank Manager's job description.

### **2.07 Volunteer Management**

This section is found in the MSVUSU FB volunteer manual.

### **2.08 Volunteer Recruitment**

This section is found in the MSVUSU FB volunteer manual.

### **2.09 Volunteer Screening**

This section is found in the MSVUSU FB volunteer manual.

### **2.10 Volunteer Recognition**

This section is found in the MSVUSU FB volunteer manual.

### 3. Financial & Legal

#### 3.01 Financial Oversight

MSVUSU FB ensures transparency, accountability, and responsible management of all financial resources, which is outlined in the MSVUSU Financial Policy. The Strategic Operations Manager (SOM) and Chief Financial Officer (CFO) are responsible for preparing the annual operating budget for the upcoming year and must be approved by the Budget Committee by March 15th and then by the SRC by March 31st. The annual budget 2026-2027 was approved on: March 27th, 2026.

To ensure continuous financial health, the process to monitor the organization's performance in relation to its annual budget is for the CFO to present all pertinent financial statements, including income statements, balance sheets, and statements of cash flows, to the SRC on a monthly basis, as mandated by Article 3.6.3 of the Constitution, and any discussions or decisions from this conversations will be written in the SRC minutes.

The last the last two dates when the budget committee reviewed the cash position of the organization in relation to its future obligations was:

1. March 5th, 2026
2. February 13th, 2026

The last two dates the budget board committee reviewed actual revenues and expenses vs. budget. was:

1. March 5th, 2026
2. February 13th, 2026

#### 3.02 Financial Statements

MSVUSU ensures that all financial reporting is in accordance with accounting frameworks identified by the Chartered Professional Accountants of Canada (CPA Canada).

The total operating revenue of our governing body, the Students' Union, exceeds \$250,000 (strictly excluding the value of donated food), and therefore, our financial statements are audited annually by an independent licensed public accountant. The audited financial statements will then be approved by the Students' Representative Council (SRC). The last time that the audited financial statements were approved for the year 2023-2024 by the SRC was (February 13th 2026).

The Students' Union is preparing the 2024-2025 financial statements for audit by July 2026.

### 3.03 Public Disclosure

We ensure all mandated governance and financial documents, including the audited notes, are readily accessible to our membership and the general public via [Financials | MSVU Students' Union](#). The names of all Board members can be found under [Meet our Team](#).

The CRA BN assigned by CRA is 107727828.

### 3.04 Tax Filing

Please describe the steps used to ensure the timely and accurate submission of the relevant tax form here:

1. The Chief Financial Officer (CFO), alongside our independent public accountants, prepares the annual reports

Corporate Income Tax Return (T2) and Non-Profit Organization (NPO) Information Return (T1044) hadn't been done, but MSVUSU contracted auditors will do this next time CRA reporting is needed)

2. These documents are formally presented to the SRC for comprehensive review and approval.

3. The contracted auditors submit these forms to the CRA.

### 3.05 Statutory Remittances

MSVUSU FB employs paid staff, ensuring all payroll deductions and statutory remittances are submitted to the Canada Revenue Agency (CRA).

**Process Description:** Twice per fiscal year, the Chief Financial Officer (CFO) formally presents confirmation to the Students' Representative Council (SRC) that all required statutory remittances (such as CPP, EI, and income tax) have been paid to the Canada Revenue Agency (CRA) in full and on time. Is this assurance officially recorded in the SRC meeting minutes or a consent agenda.

**Verification Evidence:**

MSVUSU have submitted the statutory remittances to CRA. What is needed is to formally present this confirmation to the Board, which will be done in the Fall semester 2026.

### 3.06 Board Oversight of Resource Development

MSVUSU is committed to regularly reviewing its fundraising and revenue-generating activities to ensure financial sustainability and effectively support the Food Bank's mission to help, empower, and advocate for students. In 2026, MSVUSU will establish a Sponsorship and Fundraising Committee responsible for overseeing the implementation of the following activities:

**1. Set Clear Goals:**

Define specific, measurable goals for fundraising efforts, such as targets for total revenue, donor acquisition, retention rates, and specific fundraising campaigns.

**2. Collect Data:**

Gather accurate data on all fundraising and revenue-generating activities, including donations, grants, events, sponsorships, and partnerships.

**3. Analyze Performance:**

Evaluate the effectiveness of each fundraising method or activity by analyzing key performance metrics, including return on investment (ROI), cost per dollar raised, donor acquisition cost, donor retention rate, and average gift size.

**4. Segment Donor Base:**

Segment the donor base based on criteria such as donation frequency, donation amount, demographics, and engagement level. Analyze giving patterns of different donor segments to tailor fundraising strategies accordingly.

**5. Assess Effectiveness:**

Determine which fundraising activities are most effective for generating revenue and engaging donors. Identify underperforming activities or areas for improvement.

**6. Review Fundraising Strategies:**

Evaluate current fundraising strategies and tactics to determine what works well and needs optimization or adjustment. Consider experimenting with new fundraising ideas or approaches based on the analysis.

**7. Engage Stakeholders:**

Involve key stakeholders in the review process, including staff, board members, volunteers, and donors. Seek feedback and insights from these individuals for a comprehensive understanding of fundraising efforts.

#### **8. Benchmark Against Industry Standards:**

Compare fundraising performance against industry benchmarks and best practices for food banks or nonprofit organizations. Identify areas where performance may lag or exceed expectations.

#### **9. Identify Opportunities and Challenges:**

Identify opportunities for growth and expansion in fundraising efforts. Address challenges or obstacles that may hinder fundraising activities.

#### **10. Develop Actionable Recommendations:**

Develop actionable recommendations for improving fundraising and revenue-generating activities based on analysis. Prioritize recommendations based on their potential impact and feasibility.

#### **11. Implement and Monitor:**

Implement the recommended changes and continuously monitor their impact. Track and evaluate fundraising performance regularly to ensure ongoing improvement and success.

*This committee will be established in 2026, and the process to review fundraising and revenue-generating activities for the Food Bank will be implemented after that.*

### **3.07 Investment Policy**

NA since the MSVUSU does not have investable assets of over \$100,000.

### **3.08 Anti-Fraud**

According to our [VIII-Financial-Policy-1](#), all cheques, contracts, and legal documents must be signed by at least two of the three (3) signing officers, who are: Health Plan & Payroll Administrator, President, Strategic Operations Manager.

### **3.09 Data Protection**

Policy to be found in the Appendices section.

### **3.10 Canada's Anti-Spam Legislation (CASL)**

Policy to be found in the Appendices section.

## 4. Client Service & Care

### 4.01 Ethical Food Banking Code

The Food Bank Manager (FBM) will display the Ethical Food Banking Code (in the *Appendices section*) in a clearly visible spot on the Food Bank's information board, as well as on the Food Bank's social media pages and the MSVUSU website. To ensure awareness, the FBM will include the Code in onboarding materials for volunteers, and the SOE will include it in onboarding materials for Board members. The Code will be reviewed and signed off on during initial training sessions.

*Should a copy of the Ethical Food Banking Code be requested by anyone with accessibility needs (large print, braille, etc.), those requests will be accommodated within reason.*

### 4.02 Complaints

The MSVUSU Food Bank understands that there are times when the service provided does not satisfy, or is not perceived to satisfy, a client's needs. Therefore, the MSVUSU is committed to dealing with complaints promptly, transparently, fairly and will not take any negative actions against anyone who files complaints in good faith as guided through the MSVUSU Food Bank Complaint Policy found in the *Appendices section*. This policy contains the FBC Customer Experience Hotline, which provides an opportunity for unresolved complaints to be escalated to FBC or a provincial counterpart. The MSVUSU Food Bank Manager will publicly post its complaint policy on the MSVUSU FB Board, Website and Social Media so that it is publicly available to all clients, employees, volunteers, and any external stakeholders.

### 4.03 Records on Informed Consent

An electronic record of informed consent is received verbally during the initial registration process and documented through Link2Feed, which is a cloud-based, secure system provided by Feed Nova Scotia. Clients are informed how their personal data is stored and used, and a renewal of consent will be asked when prompted by the system. Students may ask questions before consenting, and if a client declines to provide data or consent, they won't be denied access to utilize the service, however, their visit will be recorded as anonymous for statistical purposes. The only requirement to access our Food Bank is that the client must show their MSVU student ID or other proof of being an active student such as being registered in classes. As an exception, staff members of MSVU can also benefit from the service provided by the MSVUSU FB. If any other person who is not part of the MSVU community wants to access the service, an exception can be made to provide them with access to the Food Bank for that visit.

The SOM will provide training on the informed consent process to new Food Bank personnel during onboarding, and any technical questions regarding the software should be asked to

Feed Nova Scotia. The Food Bank Manager (FBM) is responsible for training volunteers involved in facilitating the initial registration process.

#### 4.04 Accessibility for People with Disabilities

The MSVUSU Food Bank is dedicated to delivering services that promote respect, dignity, and equitable access for all members of our community. We are committed to creating an inclusive environment where clients, employees and any other stakeholders feel supported and valued. Any accessibility-related concerns will be reported by the Food Bank Manager (FBM) to the Strategic Operations Manager (SOM). If further action is required, the SOM will escalate the matter to the MSVUSU President, who will then bring it to the Students' Representative Council (SRC) for resolution in a timely manner. The MSVUSU's Accessibility Services Manager or Food Bank Manager will function as our advisor and will provide the annual training to MSVUSU FB's staff and volunteers.

To ensure transparency and awareness, the FBM will ensure that the MSVUSU Food Bank Accessibility Policy is visibly posted on the MSVUSU Food Bank information board, the MSVUSU website, and official social media platforms. This policy can be found in the *Appendices section*.

#### 4.05 No-Cost Food Access.

We are committed to providing food assistance at no cost and with no strings attached. This policy can be found in the *Appendices section*. The FBM will ensure this policy is visible on the MSVUSU Food Bank information board, the MSVUSU website, and official social media platforms.

#### 4.06 Food Choice

MSVUSU recognises Canada's multicultural diversity and is committed to offering clients food choices that respect their autonomy, cultural and health needs. Clients are invited to “shop” with a basket to simulate a market-style experience allowing clients to choose their own products. The Food Bank Manager (FBM) regularly gathers feedback through social media, a suggestion box located inside the Food Bank, a chalkboard for item requests, and open dialogue with clients, volunteers, and staff. This helps ensure the availability of culturally appropriate foods such as halal, kosher, vegetarian, or gluten-free options whenever possible. The FBM documents all efforts to enhance food choice and continually works to improve inclusivity and accessibility in our services. The feedback collected will be logged and reviewed annually to improve food choices available to individuals/families.

#### 4.07 Food Quality

The MSVUSU Food Bank follows the Food Shelf Life Guidelines established by Food Banks Canada to safely distribute food past its best before date. A summarized version of these guidelines (in the *Appendices section*) is provided and explained to all volunteers during onboarding. For easy reference, copies are also posted behind the entrance door, on top of the registration desk, and on a freezer.

Under the supervision of the Food Bank Manager (FBM), all volunteers are responsible for ensuring that food items are in good condition before placing them out for distribution. Additionally, designated volunteers conduct weekly checks of all products already on-site. Any item that does not meet quality standards is safely discarded.

#### 4.08 Food Quantity

The MSVUSU Food Bank (MSVUSU FB) strives to provide clients with food that meets students' needs, based on available inventory. Food limits are set by the Food Bank Manager (FBM) before each opening and may vary depending on stock levels.

At the end of each week, the FBM reviews any specific food requests and assesses inventory levels. Based on this review, the FBM creates a shopping list for the following week to ensure the food bank can provide as much food as possible to as many clients as possible. Students have access to the service once a week.

#### 4.09 Welcoming Environment

Staff and volunteers at the MSVUSU Food Bank are committed to creating a welcoming and respectful environment for all clients. To reduce wait times on Fridays, students are encouraged to take a digital token using the [QRQ app](#), where they can enter their name or a nickname on a first-come, first-served basis. Clients are then called by a designated volunteer and they complete one-to-one registration at the front desk, to ensure privacy. Upon arrival, each client is warmly greeted by the Food Bank Manager or a volunteer to help them feel comfortable before they start gathering their items.

If a client requires additional privacy for a conversation, the MSVUSU Wellness & Parental Lounge or Board meeting room may be used, depending on availability.

#### 4.10 Collecting Stakeholder Input

We are committed to providing stakeholders with opportunities to share feedback and help improve operations. At a minimum, input will be collected once per year through the following methods:

1. Annual Client Survey: Conducted at the beginning of the Winter term to gather broad feedback.
2. Suggestion Box: A permanent suggestion box is located next to the registration desk, allowing clients to provide confidential feedback. It is checked weekly by the Food Bank Manager (FBM), and processed according to the petition. For example, requests for specific grocery items may be added to the following week's shopping list, and complaints will be addressed or escalated following the complaint policy.
3. Open Communication – The FBM fosters open dialogue with clients to understand their needs on an ongoing basis through all our communication channels (email, social media, in person).
4. Volunteer Feedback – Volunteers are invited to share ideas and suggestions at the end of each semester.

The last Volunteer Feedback session was done on March 27, 2026.

#### 4.11 Link2Feed or Approved Intake Software Program

The MSVUSU Food Bank uses Link2Feed, a client intake software provided by our provincial partner, Feed Nova Scotia. Client information is typically recorded before clients begin collecting food items. In exceptional cases where the system cannot be accessed, clients' first and last names will be recorded manually and entered into the system within eight calendar days of the visit.

As stated in section 4.03, no client is denied access to the Food Bank if they choose not to register their information in the system, provided they are an active MSVUSU student.

## 5. Public Engagement & Fundraising

The MSVUSU Food Bank (MSVUSU FB) receives support through a combination of financial and non-monetary contributions. Primary sources of funding include Feed Nova Scotia, institutional fundraising initiatives coordinated through the University's Alumni and Advancement programs at Mount Saint Vincent University, direct individual donations, and non-monetary (in-kind) donations.

The department of University Advancement acts as the executing arm and charitable umbrella under which the Food Bank receives and manages financial donations. All monetary contributions are solicited, processed, receipted, and administered through Advancement, ensuring compliance with legal, ethical, and reporting requirements.

### 5.01 Donor Requests

Donor requests, including requests for anonymity, are managed in accordance with the University's Gift Acceptance Policy, Stewardship Policy.

Donors' wishes to remain anonymous are respected, subject to legal and regulatory requirements. Records required for charitable receipting are maintained by the Department of University Advancement, with restricted access only to authorized staff within University Advancement, Financial Services, and Senior Administration.

The University will comply with all applicable disclosure obligations under relevant legislation, including the Income Tax Act and Freedom of Information and Protection of Privacy legislation. Confidentiality of donor records extends to all University staff and volunteers who require access to such information in the performance of their duties, including the MSVU SU and its Food Bank.

*Source: (MSVU's Gift Acceptance Policy and MSVU's Stewardship Policy)*

### 5.02 Donor Lists

All donor information is treated as confidential and managed by the Department of University Advancement in accordance with the Gift Acceptance Policy.

Personal information collected for fundraising purposes is not sold, shared, or disclosed to third parties without donor consent. Fundraising activities are conducted ethically and in accordance with the highest professional standards.

*Source: MSVU's Gift Acceptance Policy*

### 5.03 Independent Advice

The Advancement Department of MSVU encourages donors to consult with their legal, accounting or financial advisor on the giving option that is best for them and their family on different sections of their Webpage such as [Legacy Giving](#), [Through Your Will](#), [Securities & Shares](#), [Life Insurance](#), [Retirement Funds](#).

### 5.04 Donor Receipting

All donation receipting is administered exclusively by the Department of University Advancement, who are able to provide official income tax receipts in compliance with Canada Revenue Agency (CRA) guidelines. Only the Department of University Advancement is authorized to issue charitable tax receipts on behalf of the University.

### 5.05 Fundraising Practices

Fundraising activities conducted on behalf of the MSVUSU FB adhere to the ethical, legal, and professional standards outlined in the MSVU Gift Acceptance Policy. All fundraising activities comply with applicable federal and provincial legislation.

#### Procedures

To ensure compliance with these standards, all fundraising initiatives and materials must:

1. Be truthful, accurately describing the organization's activities, and must not make claims that are misleading or cannot be upheld.
2. All solicitations must clearly disclose:
  - The legal identity of the fundraising entity MSVUSU Food Bank.
  - The specific purpose for which the funds are requested.
  - The policy regarding official income tax receipts in accordance with CRA regulations.
3. Upon request, any individual seeking donations must disclose whether they are a volunteer, an employee, or a contracted third party.

### 5.06 Fundraising Materials

Official fundraising materials are available through the MSVUSU Food Bank Social Media and the University's Alumni and Advancement donation platform, where donors may designate their gift to specific University initiatives, including the Food Bank and include the address of the University or within the social media pages of [MSVU Alumni](#), or MSVUSU Food Bank, or directly under Food Security on the [Where to Give](#) section of the MSVU's Alumni page.

Each link has the University information contact shown below:



Example of fundraising material:

Alumni  
 MSVU Student  
 Staff  
 Faculty  
 Friend  
 Other

Graduating Class Year

Address 1: \*      Address 2:

City: \*      Province / State: \*  
Please Choose

Postal/Zip Code: \*      Country: \*  
Please Choose

Phone Number:      Primary E-mail: \*

This is a memorial gift.  
 This is a joint gift.  
 Legacy Giving

NEXT >>

## 5.07 Payment of Fundraisers

While no standalone written policy exists, this practice is confirmed by the Executive Director and aligns with ethical fundraising standards upheld by the University, stating that individuals involved in soliciting or managing donations for MSVUSU FB are not compensated through commissions, finder's fees, or percentage-based remuneration linked to the value of donations given.

### 5.08 Behaviour of Fundraisers

MSVUSU FB ensures that all individuals seeking or receiving funds on its behalf (including volunteers, employees, and any contracted third parties) conduct themselves in a manner consistent with the University's ethical standards and applicable policies, including the Gift Acceptance Policy.

MSVU ensure appropriate conduct by individuals representing MSVUSU FB of:

- Acting with fairness, integrity, and in full compliance with all applicable federal and provincial laws and University policies;
- Immediately cease contact with any prospective donor who indicates that they do not wish to be contacted further;
- Promptly disclose to the organization any actual or perceived conflict of interest or conflict of loyalty;
- Decline donations intended for purposes that are inconsistent with the mission, values, or operations of MSVUSU FB or Mount Saint Vincent University;
- Provide clear verification of their affiliation with MSVUSU FB and/or Mount Saint Vincent University when representing the organization; and
- Secure and safeguard all confidential donor information, including personal and financial data such as credit card information, in accordance with privacy and data protection requirements.

Oversight of fundraising conduct is maintained through the policies and procedures administered by the Department of University Advancement, ensuring accountability, donor trust, and compliance with recognized fundraising best practices.

### 5.09 Fundraising Policies

All fundraising-related policies are publicly available on the University's website and are reviewed periodically.

These include, but are not limited to:

- Gift Acceptance Policy (including restricted and designated gifts)
- Stewardship Policy (including donor recognition and naming)
- Endowment Policy

### 5.10 Cause-Related Marketing

Cause-related marketing does not apply to MSVUSU FB operations, as the Food Bank does not sell products or participate in cause-related marketing agreements.

### 5.11 Food Operations - Recording Food Weight

Upon arrival at the MSVUSU FB, donations are recorded on the [Donation Tracking MSVUSU FOOD BANK](#). The weight of all donations is obtained as follows:

- If received from FNS is recorded in accordance with the weight listed on the supplier's invoice.
- If bought, it can be calculated according to the weight of each item or by placing the items on a scale and recording it.

All food weight data is subsequently entered into the MSVUSU FB database for record-keeping and reporting purposes. It is the responsibility of the FBM to keep these records up to date.

### 5.12 Media Spokesperson

All media inquiries related to MSVUSU FB fundraising and public engagement are directed to the Students' Union Vice-President of Communication. If there is anything related to fundraising with the University, the spokesperson will be the Director of Communications at Mount Saint Vincent University.

### 5.13 National Research

MSVUSU FB completed the HungerCount questionnaire on May 15<sup>th</sup>, 2025.

After reviewing the archives, there is no record of participation in the Food Banks Canada Network Survey. FBC was contacted to update the contact information so the 2026 questionnaire could be completed on time.

### 5.13 Network Portal

MSVUSU FB updated its information in the Food Banks Canada's Network Portal on January 11<sup>th</sup>, 2026.

### 5.14 Dignity of Clients

MSVUSU FB is committed to preserving the dignity, privacy, and respect of all clients and to treating everyone it serves with compassion, fairness, and integrity. The organization does not exploit or misrepresent clients and uses language that recognizes individuals' humanity, strengths, and lived experiences.

All communications, including images, graphics, written content, and fundraising materials, are reviewed by the MSVU Students' Union Vice-President of Communications, to ensure they are accurate, respectful, and free from stereotypes, clichés, or prejudicial representations. Client portrayals reflect real needs without sensationalism and clearly communicate how those needs are addressed through the Food Bank's services. Where client stories or images are shared, they are presented with informed consent, and individuals are empowered to maintain control over how their experiences are represented.

MSVUSU FB's communications emphasize hope, community support, and the positive impact of collective action. By upholding these principles, the organization seeks to build public understanding while maintaining trust and respect for those it serves.

FOR APPROVAL

## 6. Food Operations & Food Safety

### 6.01 Food Operations - Warehouse Safety

**Racking and Shelving:** Due to the size of the MSVUSU FB, we only use shelves (not racks). All shelving is securely fastened and stabilized to the floor level to prevent tipping or collapse. Items are stored evenly without exceeding the shelves' maximum capacity. Damaged or unstable racks are reported immediately and taken out of service until repaired or replaced.

For detailed safety protocols regarding hazard identification and ergonomic assessments, please refer to the MSVUSU Food Bank Health & Safety Manual (Sections 3.3 & 3.4).

To ensure shelf stability and prevent injury, all staff and volunteers must strictly adhere to the weight distribution rule where heavy items (such as canned goods and liquids) are stored on lower or middle shelves to maintain a low center of gravity, while light items (such as cereals and paper products) are reserved for top shelves to minimize overhead strain and falling hazards.

**Equipment:** Not applicable – no forklifts, pallet jacks, or similar equipment are used on site.

**Vehicles:** Not applicable – the organization does not operate or maintain any vehicles.

### 6.02 Food Operations - Health and Safety

The following content is found on the Health and Safety Manual:

#### 1. Organizational Commitment & Legal Context

- 1.1 Organizational Context & Scope
- 1.2 MSVUSU Food Bank Health & Safety Policy Statement
- 1.3 MSVUSU Food Bank Roles and Responsibilities
- 1.4 Due Diligence
- 1.5 Safety Training

#### 2. Harassment & Violence Policy

Drug and Alcohol Policy

#### 3. Hazard Identification & Risk Controls

- 3.1 Hazard Identification, Assessment and

Control

- 3.2 Psychosocial hazards
- 3.3 Ergonomics Hazards
- 3.4 Physical hazards
- 3.5 Chemical and Biological Hazards

#### 4. Emergency Response Plan

- 4.1 Emergency Preparedness
- 4.2 Fire Extinguishers

#### 5. Incident and hazard reporting

- 5.1 Incident & Hazard Reporting
- 5.2 Failure to Observe Safety Guidelines
- 5.3 Incident Investigation

### 6.03 Food Safety - Statutory and Regulatory Compliance

The [Nova Scotia Food Safety Regulations](#) and the [Nova Scotia Food Retail and Food Services Code](#) are among Canada's newest and most proactive in the country. Together with the new [Health Protection Act](#) they help ensure Nova Scotians have the best food protection possible.

Source: (<https://novascotia.ca/nse/food-protection/retailers.asp>)

Under the Nova Scotia Food Safety Regulations, food banks and soup kitchens are exempt from permitting and inspections (Section 3(1)(l)). While these exemptions apply, MSVUSU FB still holds the responsibility to meet key food safety requirements and demonstrate due diligence under the Good Samaritan Act to ensure that safe, high-quality food is provided to the community.

MSVUSU FB maintains compliance with applicable food safety and public health statutes and regulations through the following process:

- Reviewing relevant provincial food safety legislation and guidance applicable to food banks in Nova Scotia;
- Collaborating with Feed Nova Scotia and Food Banks Canada Standards of Excellence to align with sector best practices;
- Providing training to all staff and volunteers on Food Banks Canada food safety policies and internal procedures trainings, including allergen awareness, safe handling, storage, and distribution of food.

MSVUSU FB operates under unique conditions and, in accordance with Food Banks Canada (FBC) food safety standards, is classified as a “high-risk” operation due to activities such as the repackaging of goods that may contain allergens. To be in compliance with Food Safety regulations, MSVUSU FB must have at least one individual on site who holds valid food safety training at all times during each shift.

### 6.04 Food Safety Leadership – Responsibility

The responsibility of maintaining and managing food safety policies and procedures is assigned to the Food Bank Manager, whose role includes oversight of all food bank operations, inventory management, and food distribution in compliance with food safety regulations. The Food Bank Manager needs to hold required certifications, including WHMIS, First Aid, and Advanced Food Safety. This designation ensures consistent oversight, accountability, and ongoing compliance with applicable food safety and public health standards. Additionally, although Mental Health First Aid training is not mandated by regulations, it is a best practice

given the nature of the service, as people attending might be dealing with high-stress circumstances.

#### **6.05 Food Safety Leadership – Communication**

Effective communication of food safety policies and procedures is a key component of food safety leadership at MSVUSU FB. Given the organization’s small size and staffing model, the Food Bank Manager provides ongoing verbal guidance and reminders to volunteers regarding essential food safety practices, including proper hand hygiene, food shelf life, allergen awareness, and safe handling and storage procedures. This direct and frequent communication supports immediate compliance and reinforces a culture of food safety.

Following Standards of Excellence accreditation, MSVUSU FB will formalize this approach by providing all staff and volunteers with a copy of the Food Bank’s food safety policies and procedures. That way, all current volunteers will receive comprehensive training on each policy, ensuring a clear understanding of expectations and responsibilities. Staff and volunteers will be supervised to confirm that policies are consistently followed and that safe practices are applied in accordance with the Safe Food Handling Standards Manual.

Information about the verbal communications regarding any Food Safety matter will be discussed at least twice a year or as needed during the Food Security Committee Meetings.

#### **6.06 Food Safety Leadership – Culture**

n/a

#### **6.07 Environmental Controls – Facilities (Premises) And Equipment**

MSVUSU FB operates within a space provided by Mount Saint Vincent University. Responsibility for the overall condition of the facility, including interior and exterior cleanliness, structural integrity, and general maintenance, rests with the University. The University’s facility management department is responsible for conducting daily cleaning of the premises. If any issues arise that may pose a pest, health, or safety concern, the facility team will report to the Students' Union Health Plan & Payroll Administrator.

In addition to University-led services, the MSVUSU FB Manager ensures that food-contact and high-touch surfaces within the Food Bank space are cleaned and disinfected as required during operations: Counter tops cleaned and disinfected before and after each use, Utensils - washed, rinsed, sanitized and air-dried. When cleaning fridges, freezers and shelves, verify that the food is still good within the best-before date. This should be recorded in the cleaning log.

Additionally, where an incident occurs that requires enhanced or immediate cleaning (e.g., spills, contamination, or accidents), custodial services are contacted promptly by the Food Bank Manager.

Facilities, equipment, utensils and supplies used by MSVUSU FB members are suitable for use in a food-handling environment and are maintained in good repair. Any required repairs or maintenance issues related to the facility or equipment are reported by the Food Bank Manager to the Health Plan & Payroll Administrator, who coordinates resolution through University personnel or external contractors, as appropriate.

### Cleaning

The Food Bank Manager is responsible for overseeing implementation, monitoring compliance, and maintaining cleaning and sanitation records.

#### General Requirements

- Only food-safe cleaning and sanitizing products are used.
- Cleaning removes visible debris; sanitizing reduces harmful microorganisms. Both steps are required where applicable.
- Hand hygiene must be performed before and after all cleaning activities.
- Cleaning activities are documented on the Cleaning and Sanitation Log.

*Countertops and Food-Contact Surfaces:* Cleaned and sanitized before and after each use. Surfaces are washed with detergent, rinsed with clean water, sanitized using an approved sanitizer, and air-dried.

*Utensils:* All utensils are washed, rinsed, sanitized, and air-dried after each day of use. Utensils are stored in a clean, dry location once fully dry.

*Refrigerators:* Interior surfaces are cleaned monthly, or more frequently if spills or contamination occur. During cleaning, food is temporarily relocated to maintain cold-chain requirements. Food items are reviewed to ensure they remain within best-before dates. Temperatures are verified after cleaning to confirm safe operation.

*Freezers:* Freezers are defrosted and cleaned annually, or more frequently if required. Food is transferred to alternate frozen storage during cleaning to maintain temperature control. Best-before dates are verified before food is returned to storage.

*Shelving:* Shelving units are cleaned monthly, or immediately following spills or contamination.

Food items are removed during cleaning and returned using FIFO/FEFO principles. Items are stored off the floor and in a manner that allows airflow and inspection.

*Garbage Cans:* To be washed with soap and water once a year.

#### *Records Retention*

After cleaning each area, a cleaning log containing the date, completed by and supervised by is completed.

| <b>Refrigerator – Interior - Frequency: xxx</b> |                         |                          |
|---|-------------------------|--------------------------|
| Date  | Completed By (Initials) | Supervised By (Initials) |
|   |                         |                          |

Cleaning logs of are retained on file for inspection and compliance verification. The Food Bank Manager reviews cleaning logs regularly to ensure compliance.

These measures collectively ensure that MSVUSU FB maintains a clean, safe, and well-maintained environment consistent with Food Banks Canada Standards of Excellence and applicable food safety requirements.

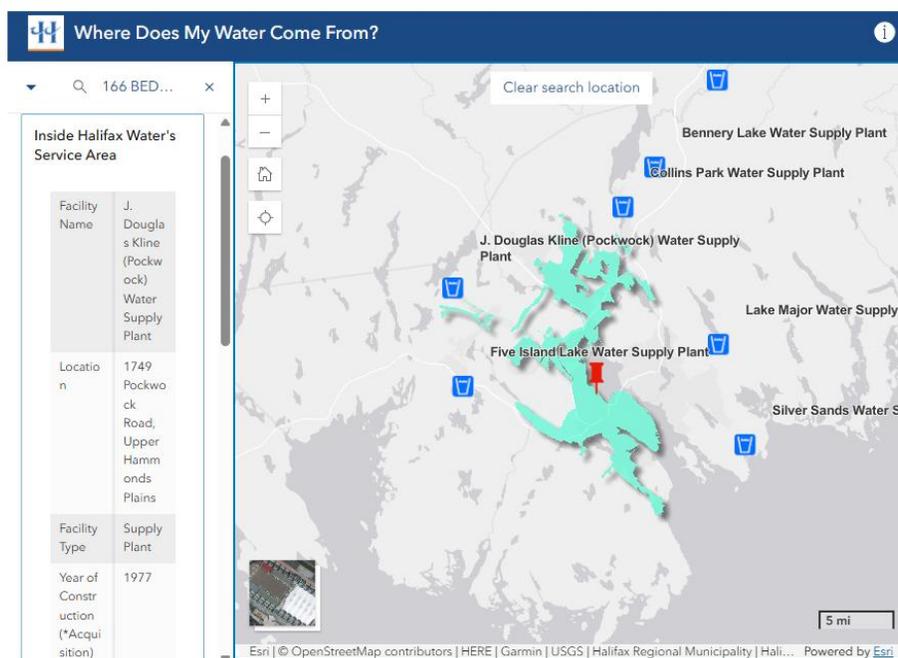
#### **6.08 Environmental Controls – Sinks**

MSVUSU FB has a dedicated hand-washing station, easily accessible near the area where open food is handled, and a two-compartment sink for the washing and sanitizing of equipment and utensils. MSVUSU FB does not conduct thawing, cooking, or food processing activities and does not operate a commercial kitchen facility. As such, requirements related specifically to commercial kitchen use for cooking or food preparation do not apply to MSVUSU FB’s operations.

## 6.09 Environmental Controls – Water

MSVUSU FB is supplied by the municipal potable water system operated by the Halifax Regional Municipality in the facility J. Douglas Kline (Pockwock) Water Supply Plant (Halifax Regional Water Commission, n.d.). Halifax Water has a comprehensive water testing program. Bacteriological testing is done weekly at 51 locations within the Halifax urban core, and at each of the small systems in suburban/rural areas of the Halifax Regional Municipality, publicly available through the water provider. In the event of a municipal water advisory or contamination, the municipality issues an official alert, and MSVUSU FB immediately complies with the advisory and suspends use of the affected water supply until appropriate corrective actions are taken. During such events, clearly visible signage is posted at water sources throughout the university, including notices such as “Boil Water,” “Do Not Consume,” or “Do Not Use,” as applicable.

### Where Does My Water Come From?



Source: (Halifax Regional Water Commission. (n.d.). <https://www.halifaxwater.ca/water-service>)

## 6.10 Operational Controls – Pest Management

The MSVUSU Food Bank (MSVUSU FB) maintains and implements pest control procedures to effectively manage and prevent pest activity in and around the facility. Domestic animals, other than service animals, are not permitted within the Food Bank space. Pest control measures are designed to prevent contamination of food, food-contact surfaces, equipment, and utensils.

### Purpose

To prevent food contamination, food loss, and the spread of disease caused by pests or animals, and to ensure a safe food handling environment for staff, volunteers, and clients.

### Scope

This policy applies to all Food Bank staff and volunteers and covers all areas used for food storage, handling, and distribution.

### Responsibility

- Food Bank Manager (FBM):  
Responsible for weekly routine monitoring, reporting concerns, maintaining pest control records using Pest Control Log, and closing pest control logs once corrective actions are completed.
- Students' Union Health Plan & Payroll Administrator:  
Responsible for escalating reported pest concerns to the University Facilities Department.
- University Facilities Department:  
Responsible for coordinating pest control services through an external licensed pest control provider.

### Frequency

- Internal monitoring: Weekly (Unless the Food Bank is closed for the week)
- External pest control: As required, based on findings or preventive maintenance schedules.

### Records

- Pest Issues Log (date, observations, actions, outcomes) – filled by the FBM

### Procedure

1. The Food Bank Manager or designated staff member weekly inspects the Food Bank space for signs of pest activity, including droppings, nesting materials, damaged

- packaging, or insect activity and fills in the Pest Control sheet weekly.
2. If pest activity or evidence is identified, the Food Bank Manager documents the incident in the Pest Issues Log, including the date, location, and observations.
  3. The Food Bank Manager reports the issue to the designated Students' Union Health Plan & Payroll Administrator, while taking immediate corrective actions to safeguard Food Bank supplies.
  4. The Students' Union Health Plan & Payroll Administrator escalates the issue to the University Facilities Department, which coordinates service with the University's licensed external pest control provider.
  5. The pest control provider assesses the issue, implements corrective measures, and provides an update to the University.
  6. The University Facilities Department shares the pest control update with the Health Plan & Payroll Administrator contact.
  7. The Food Bank Manager updates the Pest Issues Log with actions taken and outcomes.
  8. Once corrective actions are confirmed and risks are mitigated, the Food Bank Manager formally closes the log entry.

### Verification

The Food Bank Manager verifies that pest monitoring activities are completed as scheduled and that corrective actions are implemented and documented. Records are reviewed periodically to confirm the ongoing effectiveness of pest control measures.

**Examples of Immediate Corrective Actions may include:**

- Increased cleaning and sanitation of the affected area.
- Removal and disposal of potentially compromised food items.
- Sealing of gaps, cracks, or entry points as identified.
- Reorganization of storage to improve visibility and airflow.
- Temporary relocation of food to unaffected storage areas.
- Staff and volunteer reminder on proper food storage and housekeeping practices.

**Examples of Outcomes may include:**

- No further evidence of pest activity observed during follow-up inspection.
- Pest activity resolved following treatment by licensed pest control provider.
- Monitoring traps clear upon recheck.
- Area deemed safe for continued food storage and operations.
- Preventive measures implemented; ongoing monitoring continues.
- Issue resolved with no impact on food safety.
- Facility returned to normal operations.

All actions taken are documented and retained for audit and compliance purposes.

## 6.11 Operational Controls – Allergen Control

All food items repacked by the MSVUSU Food Bank (MSVUSU FB) are handled in a manner that prevents contamination and cross-contamination and are accurately labelled to provide information essential to client safety.

### Purpose

- Prevent contamination and cross-contamination during food breakdown and repacking;
- Enable clients to clearly identify food products and ingredients in order to reduce the risk of allergic reactions; and
- Support traceability in the event of a food recall.

### Scope

This policy applies to all staff and volunteers involved in food repacking and labelling activities.

### Responsibility

Staff and volunteers responsible for food repacking and labelling must comply with this policy. Oversight is provided by the Food Bank Manager or a designated trained supervisor.

### Frequency

As needed, based on food donations requiring repacking.

### Procedure

1. Plan the order of repacking to minimize allergen risk, repacking foods without allergens before foods containing allergens.
2. Clear and prepare the designated area for repacking and labelling.
3. Wash hands
4. Sanitize all equipment and surfaces to be used and allow to air dry.
5. Wash your hands thoroughly and wear gloves prior to handling food.
6. Follow safe food handling practices to prevent contamination of products.
7. Label all packages immediately after repacking each product, or ensure labels are applied by designated personnel.
8. Record required product information on the Repacking and Labelling Record to maintain traceability.
9. Clean and sanitize equipment and repacking areas after each product containing a specific allergen to remove all allergen residue. Cleaning is required before repacking products without that allergen.
10. Upon completion of repacking activities, clean and sanitize all equipment and the repacking area.

## Labelling Requirements

Labels must include key information from the original product packaging, as stated in the MSVUSU FB Repackaging Bulk Food Manual.

## Verification

The Food Bank Manager or designated supervisor of volunteers responsible for repacking and labelling verifies compliance with this policy through review of records and observation of practices.

## Corrective and Preventive Actions

- Any food that may have been cross-contaminated with an allergen is discarded.
- Inaccurate or incomplete labels are corrected before food is made available to clients.

## 6.12 Operational Controls – Handling of Open Food

This information can be found in the MSVUSU FB Repackaging Bulk Food Manual, which was reviewed by Feed Nova Scotia's Food Safety Manager in March 2026.

## 6.13 Operational Controls – Traceability and Recall

All food entering the MSVUSU Food Bank (MSVUSU FB) facility without a label is labelled and dated prior to storage to ensure traceability and allow recalled products to be quickly identified and removed from inventory.

In the event of a food recall, MSVUSU FB may receive notifications from Feed Nova Scotia, suppliers, or the Canadian Food Inspection Agency (CFIA). Upon receipt of a recall notice, staff respond immediately to locate and remove the affected product from shelves to prevent further distribution. If recalled products were shared with other agencies or food banks, those organizations are notified promptly by telephone so they can remove the product from their shelves and take appropriate action. If the recalled product has already been distributed to clients, MSVUSU FB communicates the recall by posting notices on the Food Bank's physical bulletin board, the Food Bank's social media channels, and the MSVU Students' Union social media platforms. All recall-related actions are documented to support compliance and verification on the traceability and recall log.

## 6.14 Operational Controls – Cold Chain Temperatures

The MSVU Students' Union Food Bank (MSVUSU FB) is committed to ensuring that all food received, stored, and handled is safe for client consumption. Precautions are taken at receiving

and throughout storage to ensure food is delivered, stored, and maintained under conditions that do not compromise food safety and that large-quantity donations are traceable.

### **Purpose**

To prevent the acceptance and storage of foods that may be unsafe due to unsanitary conditions, improper temperature control, or contamination; to reduce food loss; and to ensure traceability and appropriate corrective action when deviations occur.

### **Scope**

This policy applies to all staff and volunteers responsible for receiving, transporting, storing, and monitoring food at MSVUSU FB.

### **Responsibility**

Applies to personnel responsible for food receiving and storage. Oversight is provided by the Food Bank Manager or designated supervisor.

### **Frequency**

- Receiving: Every delivery received by the food bank
- Temperature Monitoring: On the days that the MSVUSU FB opens, before handling food for the clients.

### **Standards and Temperature Requirements**

MSVUSU FB follows Food Banks Canada Safe Food Handling Standards:

- Refrigerated foods:
  - Acceptable range: 0°C to 4°C
  - Inspect if between 5°C and 7°C and move immediately to refrigeration
  - Reject if warmer than 7°C
- Frozen foods:
  - Must remain frozen solid (-18°C or colder)
  - Inspect if between -15°C and -17°C
  - Reject if warmer than -5°C, unless diverted immediately to an approved kitchen for cooking

### **Procedure**

#### **A. Receiving Food**

1. Inspect the delivery vehicle interior for cleanliness, soundness, off-odours, and evidence of pests.
2. Measure and record temperatures of refrigerated and frozen foods upon arrival on the Donation Tracking Log using an infrared thermometer.

3. Verify and record product details for large shipments, including product name, lot code, best-before date, and source.
4. Record any concerns and corrective actions taken at receiving (e.g., partial or full rejection of delivery).

### **C. Storage and Temperature Monitoring**

1. Check the thermometer in each refrigerator and freezer unit.
2. Record temperatures in the Temperature Log for each unit before distributing food to clients.
3. Ensure unit doors and lids are fully closed after use.

### **Verification**

The Food Bank Manager or designated supervisor verifies that correct procedures are followed at receiving and that temperature records are complete and accurate.

### **Corrective and Preventive Actions**

- **Receiving:**
  - Reject or discard contaminated products.
  - Reject products showing evidence of pest infestation.
  - Reject refrigerated foods above acceptable limits.
  - Reject frozen foods that are not frozen solid unless immediately diverted to approved cooking.
- **Refrigeration:**
  - Discard food if temperatures are in the danger zone at the start of the day or remain unsafe for two hours.
  - If mid-shift temperatures are unsafe, monitor hourly and contact maintenance if a mechanical issue is suspected.
- **Freezers:**
  - If temperatures exceed acceptable limits, assess food for thawing and refreezing; discard affected food.
  - Monitor hourly and contact maintenance if a mechanical issue is suspected.

All deviations and corrective actions are documented.

### **6.15 Operational Controls – Ambient Temperature Storage**

No minimum standard given by FBC at this time.

### **6.16 Operational Controls – Processing Temperatures**

No minimum standard given by FBC at this time.

## 6.17 Operational Controls – Personnel Food Safety Practices

The MSVUSU Food Bank (MSVUSU FB) is committed to preventing contamination and cross-contamination of food, packaging, equipment, and food-contact surfaces. All employees and operational volunteers are required to follow safe personal hygiene and food handling practices to ensure food safety and protect client health.

### Purpose

To ensure that all food handled, stored, repacked, or distributed by MSVUSU FB is protected from contamination by enforcing consistent personal hygiene, hand hygiene, glove use, and illness control practices.

### Scope

This policy applies to all employees and volunteers involved in food handling, repacking, storage, or distribution at the MSVUSU Food Bank.

### Responsibility

- **Food Bank Manager (FBM):**
  - Ensures implementation, training, and enforcement of this policy.
  - Monitors compliance and initiates corrective actions when required.
- **Volunteers:**
  - Comply with all requirements outlined in this policy.
  - Immediately report unsafe conditions, illness, or injury.

### 1. Personal Hygiene & Protective Practices

All employees and volunteers must maintain high standards of personal cleanliness to reduce the risk of food contamination.

Personnel must:

- Wear clean clothing appropriate for food handling activities.
- Use hair restraints (e.g., hair ties, hats) where necessary.
- If fingernails are polished or artificial nails are used, the use of gloves is mandatory.
- If jewelry is worn over the hands and wrists such as rings or writbands, the use of gloves is mandatory.
- Refrain from eating, drinking, chewing gum, vaping, or smoking in food handling areas.
- Wear appropriate personal protective equipment as required (e.g. gloves).

## 2. Hand Hygiene (Handwashing)

Effective handwashing is required to prevent contamination.

### 2.1 When Handwashing Is Required

Hands must be washed:

- Before starting food handling activities
- Before putting on gloves and after removing gloves
- After using the washroom
- After breaks
- After touching face, hair, clothing, waste, cleaning tools, or non-food items
- After handling raw foods, allergens, or contaminated materials

### 2.2 Handwashing Procedure

Personnel must:

1. Wet hands with warm running water
2. Apply soap and lather for at least 20 seconds
3. Clean between fingers, under nails, and backs of hands
4. Rinse thoroughly
5. Dry hands using single-use paper towels
6. Turn off taps with paper towel



Handwashing facilities must remain accessible at all times.

The poster “6 Steps for Proper Handwashing” provided by FBC will be posted on a visible area near to the MSVUSU FB hand-washing station

### 3. Glove Use & Bare-Hand Contact Controls

Gloves are required when handling exposed or ready-to-eat foods, during repacking activities, or when an employee uses jewelry on hands or wrists, has enhanced nails, or volunteers have a cut or wound that must be covered. Gloves are not required for handling whole, intact produce (e.g., apples), provided proper handwashing and personal hygiene practices are followed.

Personnel must:

- Wash hands before putting on gloves.
- Change gloves when contaminated, torn, or after handling non-food items.
- **Never reuse disposable gloves.**

**Important: Gloves do not replace handwashing!**

## 4. Illness, Injury & Exclusion from Food Handling

### 4.1 Illness Reporting

Employees and volunteers must immediately notify the Food Bank Manager if they experience symptoms that could contaminate food, including:

- Vomiting
- Diarrhea
- Fever
- Open or infected wounds
- Respiratory illness that may affect food safety
- Any other contagious illness that could pose a risk for the clients

### 4.2 Work Restrictions

- Individuals experiencing illness symptoms will be excluded from food handling duties.
- Where appropriate, individuals may be reassigned to non-food handling tasks.

### 4.3 Cuts, Wounds & Injuries

- All cuts or wounds must be fully covered with a waterproof bandage and a glove.
- If adequate protection cannot be maintained, the individual must not handle food.

## 5. Training, Monitoring & Compliance

- All employees and operational volunteers receive food safety orientation and ongoing reminders.
- Supervisors monitor compliance during operations.
- Safe food handling posters and guidance materials are displayed in food handling areas.

## 6. Corrective & Preventive Actions

If non-compliance is observed:

- Unsafe practices are corrected immediately.
- Retraining is provided as required.
- Repeated non-compliance may result in removal from food handling duties.

### 6.18 Personnel Oversight/Supervision

The MSVUSU Food Bank (MSVUSU FB) ensures the effective implementation of safe food-handling practices through clearly defined management oversight and training responsibilities. The MSVUSU Students' Union Strategic Operations Manager is responsible for ensuring that the Food Bank Manager has access to and completes required food safety training. The Food Bank Manager is responsible for ensuring that all operational volunteers are properly trained, supported, and supervised to comply with safe food-handling practices. Staff and volunteers

are strongly encouraged to complete recognized food safety training, which may include, but is not limited to, Food Banks Canada training courses and government-recognized food safety training. When it is not possible for all staff or volunteers to be certified, at least one trained individual is present during each operational shift and assumes responsibility for supervising, monitoring compliance with food safety practices. Management monitors adherence to safe food-handling procedures on an ongoing basis to ensure consistent and effective implementation.

### 6.19 Operational Controls – Input for Food Safety and Food-Handler Practices

The MSVUSU Food Bank (MSVUSU FB) is committed to continuous improvement in its policies, practices, and service delivery. Input and feedback from stakeholders, including staff, volunteers, and Food Security Committee members, are actively encouraged during training sessions, Students' Representative Council (SRC) meetings, and other operational or planning forums. Innovative ideas and potential solutions for food safety, service delivery, and client support are welcome and considered. Proposed changes to policies are reviewed and discussed internally and, where required, submitted to the MSVUSU SRC for approval. Policies are periodically reviewed with staff and volunteers to support continuous improvement and to enhance the quality, safety, and effectiveness of services and resources provided to clients. Concerns could also be brought anonymously by placing them on the suggestions box.

### 6.20 Training – Food-Handler Training/Certification and 6.21 Training – Operations Management Training/Certification

The MSVUSU Food Bank (MSVUSU FB) ensures that all food-handling personnel are aware of potential food safety hazards and that trained, certified supervision is in place to support swift and appropriate action to protect clients. Food safety risks are actively monitored, and staff and volunteers are supported through training, supervision, and clear escalation processes.

#### **Purpose**

To ensure that food-handling personnel understand food safety risks, know how to respond when risks are identified, and are supported by trained and certified supervisors or managers during all food-handling operations.

#### **Scope**

This policy applies to all staff, operational volunteers and designated volunteer shift supervisors involved in food-handling activities at the MSVUSU Food Bank.

## Training & Certification Requirements

- The Food Bank Manager (FBM) is required to hold a recognized food-handling certification, which is good for 5 years. Training may be completed through the Food Banks Canada training portal or an equivalent recognized program.
- As a good practice, the material could be refreshed annually.
- Supervisors and managers involved in food-handling operations must complete Food Banks Canada food safety training or equivalent.
- Staff and operational volunteers are strongly encouraged to complete Food Banks Canada online training, in-house training provided by Feed Nova Scotia, or other recognized food safety training programs.

Training can be taken from: [Food Banks Canada training portal](#).

## Certified Supervision & Shift Coverage

- At least one supervisor or manager with valid food safety certification is present during each operational shift in which food handling occurs.
- The certified supervisor or manager on shift is responsible for:
  - monitoring food-handling activities,
  - identifying potential food safety hazards,
  - providing immediate guidance or corrective action, and
  - escalating issues to management as required.

## Records & Documentation

The MSVUSU Food Bank maintains:

- Dated training records for all personnel who have completed Food Banks Canada food safety training or equivalent on the **Volunteer Training Log**.
- Documentation demonstrating certified supervisory coverage for operational shifts, at the **Repacking and Labelling Log**.

*Records are retained by the Food Bank Manager and made available for verification or audit purposes.*

## Verification & Compliance

The Strategic Operations Manager periodically reviews training records and operational practices to confirm that food-handling personnel remain informed of food safety risks and that certified supervision is consistently maintained.

## Appendices

### Appendix - Attendance at the General Orientation Training

Date: \_\_\_\_\_

#### Attendance Log (EXAMPLE TEMPLATE) Annual General Students' Representative Council (SRC) Training

I verify that I have attended the SRC onboarding and was trained on the following topics:

| SRC Role/Position   | Full Name | Time In | Time Out | Received Student's Handbook? (Y/N) | Received copy of Financial Statements? (Y/N) | Received Food-banking Code? (Y/N) | Received xxxxx? (Y/N) | Signature |
|---|-----------|---------|----------|------------------------------------|--|-----------------------------------|-----------------------|-----------|
| President   |           |         |          |                                    |  |                                   |                       |           |
| Vice President Advocacy and Undergraduate Student Affairs |           |         |          |                                    |  |                                   |                       |           |
| Vice President Communications                             |           |         |          |                                    |  |                                   |                       |           |
| Vice President of Student Life                            |           |         |          |                                    |  |                                   |                       |           |
| Vice President Research and Graduate Student Affairs      |           |         |          |                                    |  |                                   |                       |           |
| Professional Studies Representative                       |           |         |          |                                    |  |                                   |                       |           |
| International Students' Representative                    |           |         |          |                                    |  |                                   |                       |           |
| Residence Representative                                  |           |         |          |                                    |  |                                   |                       |           |

|                                   |  |  |  |  |  |  |  |  |
|-----------------------------------|--|--|--|--|--|--|--|--|
| Gender Advocacy Representative    |  |  |  |  |  |  |  |  |
| Board of Governors Representative |  |  |  |  |  |  |  |  |
| 2SLGBTQIA+ Representative         |  |  |  |  |  |  |  |  |
| Transfer Students' Representative |  |  |  |  |  |  |  |  |
| Science Students' Representative  |  |  |  |  |  |  |  |  |
| First Year Representative         |  |  |  |  |  |  |  |  |
| Accessibility Representative      |  |  |  |  |  |  |  |  |
| Arts Representative               |  |  |  |  |  |  |  |  |
| BIPOC Representative              |  |  |  |  |  |  |  |  |
| Education Representative          |  |  |  |  |  |  |  |  |
| Indigenous Representative         |  |  |  |  |  |  |  |  |
| Mature Representative             |  |  |  |  |  |  |  |  |
| Chief Financial Officer           |  |  |  |  |  |  |  |  |
| Speaker - acts as the SRC chair   |  |  |  |  |  |  |  |  |
| Administrative Assistant          |  |  |  |  |  |  |  |  |
| Food Bank Manager                 |  |  |  |  |  |  |  |  |

FOR APPROVAL

## Appendix - Recommendations for optimal training

### MSVUSU GENERAL TRAINING SESSION'S CONTENT

|  |  |
|--|--|
| Background:                              | Education on MSVUSU services, businesses and history. MSVUSU organizational structure, Board's role, decision procedures, land acknowledgment.   |
| Food Banking System:                     | What does the FB do, People served, Most demanded products, Hours of operation, Staff and volunteers, Programs, SOE, Food-banking Code, Informed consent process through Link2Feed.  |
| Financial/Fiduciary:<br>Legal/Fiduciary: | Audit report, Budget, Administrative expenses, Main donors, Compensation. Constitution, By-laws, policies, Referendums (Food Security and Orientation Fee), roles and responsibilities of each Counsellor, Strategic and Operational Risk, Personal and Professional Conduct, Anti-oppression training, Occupational Health and Safety, Violence, Harassment, Bullying, Resolution for Disrespectful Behavior, Confidentiality, Education on Roberts Rules of Order, Discipline, Probation period. |
| Other trainings:                         | Health and safety at the workplace, Training, Code of Ethical Conduct, Taking care of the SU's assets.   |
| Committees:                              | Committee membership is to be discussed, and Councillors appointed to appropriate committees.  |
| Materials:                               | <a href="#">Policy VII: Employee Handbook</a> , Financial statements, Food-banking Code.   |
| Signatures:                              | Attendance at the General Orientation Training<br>Conflict of Interest<br>Confidentiality agreement<br>Code of Ethical Conduct<br>Food Banking Code  |

(Adapted from: [Policy II Transition for the Students' Representative Council \(SRC\)](#))

Appendix - Performance Objectives Form

Date: \_\_\_\_\_

|                         |                               |                             |                            |
|-------------------------|-------------------------------|-----------------------------|----------------------------|
| <b>Employee's name:</b> |                               | <b>Review conducted by:</b> |                            |
| <b>Position:</b>        |                               | <b>Position:</b>            |                            |
| <b>Signature:</b>       |                               | <b>Signature:</b>           |                            |
| <b>Number:</b>          | <b>Performance Objective:</b> | <b>Timeframe:</b>           | <b>Performance Status:</b> |
|                         |                               |                             |                            |
|                         |                               |                             |                            |
|                         |                               |                             |                            |

FOR APPROVAL

## Appendix - MSVUSU Food Bank Conflict of Interest Policy

MSVU Students' Union is committed to upholding the highest standards of integrity, transparency, and ethical conduct. All employees, board members, and volunteers are expected to act in good faith, with the best interests of the organization and avoid situations where personal, professional, or financial interests may conflict (or appear to conflict) with their duties and responsibilities.

### Definition of Conflict of Interest

A conflict of interest is any situation in which an individual's personal, financial, or other interests, or those of a family member or associate, could compromise, or be perceived to compromise, their professional judgment, objectivity, or loyalty to MSVU Students' Union.

### Examples of Conflicts of Interest

Conflicts of interest may include, but are not limited to:

- Personal or business relationships with suppliers, clients, or donors.
- Holding secondary employment or engaging in business activities that interfere with your responsibilities as a member of the MSVUSU.
- Using organizational property, information, or relationships for personal gain.
- Accepting gifts, favours, or services that could influence decision-making or create a sense of obligation.
- Participating in decisions where a close personal connection is in place.
- Participating with external affiliations that could affect perceived impartiality.

### Process to disclose and manage Conflict of Interest

All conflicts of interest or potential conflicts of interest must be disclosed in writing to the immediate manager or the Strategic Operations Manager (SOM). The board members will then assess all written disclosures, and the Administrative Assistant will give a written response with the appropriate action. If a conflict of interest is determined, the individual must recuse themselves from being present at any discussions or votes addressing the situation.

Minutes of board or meetings should reflect when a board member steps out because of a conflict.

*If unsure whether a situation constitutes a conflict of interest, consult your supervisor or the SOM before proceeding.*

### Investigation and Disciplinary Action

Violations of this policy will be reviewed on a case-by-case basis. Disciplinary actions may include warnings, reassignment, or termination.

*(Adapted from: [Student's Handbook](#), 1.03 Conflict of Interest Policy from FBC and Summerland FoodBank Policy of Conflict of Interests.)*

I acknowledge that I have read and understood this guideline and have had opportunities to ask questions for clarity, and I agree to adhere to it in its entirety.

---

Name of Employee (Please print)

---

Signature of Employee

---

Date

## Appendix - Confidentiality Agreement

Guiding principles:

1. Confidentiality is important in establishing and maintaining trusting and lasting relationships among employees and guests.
2. Confidentiality is the cornerstone to ensuring that privileged information is accessible only to those authorized to have access.
3. Confidentiality acknowledges respect for an individual's right to privacy and includes information that may be inadvertently shared or overheard.

I understand that confidential information must be protected and used only in the interests of MSVU Student Union and that respect for the confidentiality of personal and business information must be considered when sharing information electronically, when sharing hard copy documents, when storing and/or destroying hard and soft copies of documents and when verbally sharing information. I understand that the discussion of personal information about employees and guests of MSVU Student Union without authorized consent is unethical. I will abide by this Confidentiality Agreement to ensure respect for the information, employees, and members of MSVU Student Union.

(Source: [Student's Handbook](#))

I acknowledge that I have read and understood this guideline and have had opportunities to ask questions for clarity, and I agree to adhere to it in its entirety.

\_\_\_\_\_  
Name of Employee (Please print)

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

## Appendix - Code of Ethical Conduct

### 4.2 Code of Ethical Conduct

You have a right to choose to live and work by your own moral values if those values do not compromise, in any way, your effectiveness in your work. You have a responsibility to do your work competently and to refrain from any conduct that is unbecoming for an employee of MSVU Students' Union. You have a duty to conduct yourself ethically with integrity, fairness and honesty with every co-worker and member. If you require additional information to clearly define ethical conduct, please contact your supervisor.

The best definition of ethical behaviour is to imagine that something you said or did is now on the front page of your local newspaper. If your behaviour was ethical, you would be proud of what was reported. If your behaviour was not ethical, you would feel uncomfortable reading the article.

(Source: [Student's Handbook](#))

I acknowledge that I have read and understood this guideline and have had opportunities to ask questions for clarity, and I agree to adhere to it in its entirety.

\_\_\_\_\_  
Name of Employee (Please print)

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

*This signed acknowledgment will be placed in your Personnel File.*

## Appendix - The Ethical Food Banking Code



### The Ethical Food Banking Code

Food Banks Canada, the provincial associations, and affiliate food banks/programs will:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, color, religion, sex, sexual orientation, gender identity, gender expression, income source, age, and mental or physical ability.
2. Treat all those who access services with the utmost dignity and respect.
3. Implement best practices in the proper and safe storage and handling of food.
4. Respect the privacy of those served and will maintain the confidentiality of personal information.
5. Not sell donated food.
6. Acquire and share food in a spirit of cooperation with other food banks and food programs.
7. Strive to make the public aware of the existence of hunger and of the factors that contribute to it.
8. Recognize that food banks are not a viable long-term response to hunger and devote part of their activities to reducing the need for food assistance.
9. Represent accurately, honestly, and completely their respective mission and activities to the larger community.

(Source: <https://foodbanksCanada.ca/food-banking/#code>)

I acknowledge that I have read and understood this guideline and have had opportunities to ask questions for clarity, and I agree to adhere to it in its entirety.

\_\_\_\_\_  
Name of Employee (Please print)

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

## Appendix - Data Protection Policy

### Purpose

The purpose of this policy is to establish standards for the collection, use, storage, and protection of personal and confidential information. MSVUSU Food Bank is committed to protecting the privacy and security of all individuals whose information is collected, including clients, volunteers, staff, and partners.

### Scope

This policy applies to all MSVUSU Food Bank volunteers, employees, and Board members who collect, access, or manage personal or sensitive information.

### Responsibilities

All MSVUSU FB employees and volunteers are responsible for appropriately collecting, storing, and handling data. Each group or individual handling data must ensure that it is handled and processed by this policy.

### Food Bank Manager (FBM) and Strategic Operations Manager (SOM)

- Ensure that data protection practices are implemented and followed
- Provide guidance and training on data handling when required
- Respond to data-related concerns or incidents
- Ensure that systems and processes used for storing data are secure
- Keeping the Board updated about data protection responsibilities, risks and issues
- Checking and approving all contracts or agreements with third parties that may handle MSVUSU FB sensitive data
- Assigning the responsibility for the performance of regular checks and scans of the MSVUSU FB systems to ensure security hardware and software are functioning properly
- Evaluating any third-party services that MSVUSU FB is considering using to store or process data
- Ensuring all marketing initiatives abide by data protection and anti-spam principles

### Volunteers and Staff

- Handle all personal information responsibly and confidentially
- Ensure that only those who require access to sensitive data for their work are provided access
- Utilizing strong passwords which are not shared
- Not disclosing sensitive data to unauthorized parties internal or external to MSVUSU FB
- Report any data breach or concern immediately to the FBM

## Board of Directors

- The Board of Directors is ultimately responsible for ensuring that MSVUSU FB meets its legal obligations regarding data privacy.

## DATA CLASSIFICATION

All information within the MSVUSU FB systems should be classified to ensure appropriate Information Security measures are taken to protect the information. The sensitive nature of the information should determine the level of protection required. Confidentiality and integrity should be assessed before classifying any information asset. The classification of any asset must be appropriate to the sensitivity and confidentiality of the data contained.

All information, data and documents must be processed and stored strictly with the classification level assigned to the item.

Data can be classified under four categories.

- 1. Confidential** - Highly sensitive data intended for limited, specific use by a workgroup, department or group of individuals with a legitimate need to know. Explicit authorization by the data owner or the Strategic Operations Manager is required for access due to legal, contractual, privacy or other constraints.
- 2. Restricted** - Data is sensitive, and access is restricted. Disclosure is limited to individuals on a need-to-know basis.
- 3. Internal** – Information that must be guarded due to proprietary, ethical, or privacy considerations and must be protected from unauthorized access, modification, transmission, storage or other use. Internal Data is information restricted to personnel with a legitimate reason to access it.
- 4. Public** – Information that may or must be open to the general public. It is defined as information without existing local, national, or international legal restrictions on access or usage. While subject to disclosure rules, public data is available to all employees and all individuals or entities external to the organization.

## DATA STORAGE

Any personal information entrusted to MSVUSU FB will be protected with a combination of technological and procedural security controls to prevent the details from being accessed by non-authorized personnel, stolen, modified or in any other way divulged to unauthorized persons.

**Physical Copies:** Any data stored on paper should be stored securely where unauthorized individuals cannot see or access it. The guidelines below apply to all physical copies of data;

- When not in use, should be kept in a locked drawer or cabinet
- Should not be left where unauthorized individuals could see them
- Should be shredded and disposed of securely when no longer required for business or retention purposes.

**Electronic Data:** Electronic data must be protected from unauthorized access, accidental deletion and hacking attempts. The guidelines below apply to all electronic data;

- Should be protected by strong passwords that are changed regularly and never shared
- Only stored on MSVUSU OneDrive, SharePoint or other cloud services.
- Data should be backed up frequently, and the backup function should be tested frequently.
- Shall be protected with approved security software and a firewall
- No data shall be saved on an employee's laptop or external media, such as an external hard drive, unless expressly authorized by the SOM.

**Data Sovereignty:** Data sovereignty means that digital data is subject to the laws of the country in which it is located. Only data stored within Canada and data flowing within our borders fall within Canadian privacy laws.

As a Not-for-Profit, MSVUSU FB data is not restricted in its storage location; however, the data owner should be aware of where the data is stored, as it will be subject to the laws of that jurisdiction.

## DATA USE AND EXCHANGE

- All information, data, and documents are the responsibility of the item's owner or a custodian appointed by the item's owner.
- When working with personal or sensitive data, employees must ensure their computer is locked when unattended.
- Data classified as confidential must not be sent to a printer in a public area without an authorized person safeguarding its confidentiality during and after printing.
- If Data categorized as Confidential, Restricted or Internal is to be exchanged with a third party, formal agreements outlining approved use and security control requirements must be in place. Owners of sensitive data are responsible for ensuring that the security of the data is adequate and appropriate during and after transportation/transmission. This may include data encryption or secure file-sharing platforms.
- Information being shared via email must be encrypted with a password, and the email addresses must be verified to ensure the communication is addressed to the appropriate recipients and that those recipients are authorized to receive such information.
- Sensitive information may only be sent via fax where more secure transmission methods

are not feasible. The recipient must be available to receive the information at the time it is being sent.

- Sensitive information must not be recorded on voice mail systems.
- If sensitive information is being shared on a phone call, the MSVUSU FB employee/volunteer sharing is responsible for ensuring that all participants take reasonable precautions to prevent the information from being overheard.

## DATA DISPOSAL

- All data must be disposed of when it is no longer necessary for business purposes or exceeds the data retention requirements.
- Physical documents should be shredded and disposed of securely.
- Individual files should be deleted from the system, and the user should ensure residual copies are also cleared from the recycle bin application if deleted on a computer.

## Appendix - Canada's Anti-Spam Legislation (CASL)

MSVUSU FB is committed to ensuring that anyone to whom we send electronic communications does not receive spam from our organisation. We only send commercial electronic messages (“CEMs”) in compliance with our Anti-Spam Policy, which has been developed by Canada’s Anti-Spam Legislation (“CASL”).

This Anti-Spam Policy applies to all employees, volunteers, contractors and other representatives of MSVUSU FB, who send CEMs on behalf of MSVUSU FB.

## DEFINITIONS

- For this policy, the following terms are defined:
  - **Commercial Activity:** Any particular transaction, act or conduct or any regular course of conduct that is commercial, whether or not the person who carries it out does so in the expectation of profit, other than any transaction, act or conduct that is carried out for law enforcement, public safety, the protection of Canada, the conduct of international affairs or the defence of Canada.
  - **Commercial Electronic Message (CEM):** Any message sent by telecommunication, including emails sent to an email account, text messages sent to an instant messaging or telephone account, automatic voice messages, social media messages, etc., to get the recipient to participate in a commercial activity.

## SCOPE

When sending out a CEM, or when a CEM is sent out on behalf of MSVUSU FB, proper expression of consent or implied consent as defined in CASL from the recipient and that the

CEM contains the following:

- a) Identifying information so that the recipient knows that the message was sent by or on behalf of MSVUSU FB;
- b) MSVUSU FB's contact information so that the recipient can contact us; and
- c) If MSVUSU FB intends to distribute subscription-based communication, such as a newsletter, there **must be** a clear unsubscribe mechanism on every CEM sent out by or on behalf of MSVUSU FB. MSVUSU FB will ensure that:
  - A confirmation page for unsubscribe requests will be included that captures the submitted request date. This will be at no cost to the recipient, and when MSVUSU FB receives a request to unsubscribe, it will complete the request within ten (10) business days of it being sent.
  - If an individual notifies a MSVUSU FB worker directly that they wish to unsubscribe, the worker will advise their supervisor so that MSVUSU FB may delete this individual from the MSVUSU FB contact list.

MSVUSU FB is committed to respecting our members', stakeholders' and donors' right to be spam-free and strives to ensure that every message we send provides only relevant information to the recipient. We realize that preferences may also change.

## CONSENT

- The law prohibits any person from sending (or causing or permitting to be sent) a CEM unless the recipient expressly or implicitly consents to receiving the message. Without consent, MSVUSU FB is limited in how and when we can communicate through CEM. Under CASL, there are two types of consent: express and implied. Each has rules and requirements that MSVUSU FB follows when obtaining such consent.
- Consent may be withdrawn at any time, and MSVUSU FB will ensure that the unsubscribe process is quick and easy for everyone.

### 1. Express Consent

- Under express consent, the intended recipient gives explicit permission (electronically, in writing, or orally with documentation) to MSVUSU FB to send emails. Under the CASL regulations, if a donor or other individual has previously given express consent to MSVUSU FB to send CEMs, there is no requirement to requalify or reconfirm the consent agreement.
- MSVUSU FB will use an opt-in approach to allow individuals to confirm they want to receive the company's emails.

*Requirements:* To obtain express content, MSVUSU FB must:

- Clearly describe the purpose of requesting consent from the recipient.

- Identify MSVUSU FB as the organization seeking consent and, if different, identify on whose behalf consent is sought.
- Include all essential company information within the CEM, such as MSVUSU FB name and contact information (address and phone number).
- Ask for the recipient's contact information, such as mailing address (PO boxes are valid), telephone number (home or business), email address, or website address.
- Inform the recipient that they can unsubscribe or withdraw consent anytime.
- Make a note in the recipient's file:
  - a. whether consent was obtained;
  - b. when it was obtained (date and time);
  - c. why it was obtained (main purpose); and
  - d. How was it obtained (by telephone, in person, etc.)?

Please note the following when obtaining express consent:

- MSVUSU FB must document express consent.
- Express consent does not expire unless consent from the recipient is withdrawn.
- If an initial email to an individual based on a referral is sent, MSVUSU FB will state in the message the name of the person or organization who made the referral.
- Opening emails or clicking on other links does not constitute express consent. The recipient must affirmatively act by clicking a link indicating they consent to receive MSVUSU FB emails.

## 2. Implied Consent

For every individual with whom MSVUSU FB has an *existing business* or *non-business relationship*, MSVUSU FB has *implied consent* from that individual even if they never explicitly gave consent.

The following criteria must be met for an *existing business relationship*:

- a) MSVUSU FB has sold, leased or bartered products, goods or services to the recipient within the two (2) years before the message was sent unless consent has been withdrawn; or
- b) MSVUSU FB received any inquiry from the customer within the previous six (6) months unless consent is withdrawn.

The following criteria must be met for an *existing non-business relationship*:

- a) MSVUSU FB has received a donation or gift from the recipient within the two (2) years before the message was sent unless consent has been withdrawn;
- b) The recipient was a volunteer for MSVUSU FB or attended a MSVUSU FB event within the two (2) years before the message was sent unless consent is withdrawn or

c) The recipient was a member of MSVUSU FB within the two (2) years before the message was sent unless consent is withdrawn.

### **EXCEPTIONS TO CONSENT**

MSVUSU FB must obtain consent for every CEM we send or have sent out on behalf of MSVUSU FB except for CEMs that:

- a) Provide factual information about a subscription, membership, account or similar relationship;
- b) Present information directly related to the employment relationship;
- c) Deliver a product, including updates or upgrades concerning a transaction;
- d) Have a primary purpose of raising funds for MSVUSU FB. This includes:
  - General solicitations for funds;
  - Promotions of fundraising events;
  - Other events or services are undertaken to carry out MSVUSU FB non-profit mission.

Whether or not consent is required, MSVUSU FB will ensure that the recipient only receives the messages they want. When in doubt, MSVUSU FB will ensure that the recipient has expressly or implicitly consented.

## Appendix - MSVUSU Food Bank Complaint Policy

The MSVUSU Food Bank is committed to providing excellent service and will handle any complaints respectfully and confidentially, not retaliating against any clients who make good-faith complaints. The MSVUSU is committed to handling complaints in a timely and prompt manner and in accordance with the operations of the MSVUSU.

Any individual, donor, prospective donor, member of the general public, provincial association, affiliate food bank, and/or business who may have a complaint about Food Banks Canada are encouraged to contact the Students Union directly through phone or email at [su.strat.opps@msvu.ca](mailto:su.strat.opps@msvu.ca).

### When addressing concerns or complaints:

- Privacy and Confidentiality will be respected at all times.
- All complaints must be tracked in the organization's complaint tracking file, recording the contact information of the complainant, a summary of the complaint, who received the complaint and what action was taken.
- The initial response to a complaint will occur as soon as possible and not more than 3 days from receiving the complaint.
- Every effort will be made to review and respond to a complaint within 10 business days.
- It is important to ensure that there is no real or perceived reprisal resulting from an individual bringing forward a concern or complaint.
- Approach depends on the risk level (low, medium or high) of a complaint.

| Complaint's risk levels  |   |  |
|--|---|--|
| <p><b>Low:</b><br/>General comments/complaints about food banks, food bank use, fundraising, communications.</p> | <p><b>Medium</b><br/>Issues related to our communication (advertising, programs etc) Quality of service provided by food banks and/or food bank staff/volunteers<br/>General comments about quality of food provided by food banks.<br/>Issues related to how donated funds are invested.</p> | <p><b>High Risk</b><br/>Impacts the reputation of Food Banks Canada, a provincial association or affiliate food bank.<br/>Impacts the reputation of a donor.<br/>Impacts the safety of the public, an employee or volunteer at a food bank.<br/>High risk safe food handling practices.<br/>Breach of Foodbanking Code of Ethics.<br/>Suggestions of legal/financial wrongdoing<br/>A threat to involve the media.</p> |

## Approach:

1. An MSVUSU member will take note of the complaint and contact information. Then thank the person for their input.
2. All complaints will be recorded in the Complaints Tracking and Summary Report and risk will be assessed according to its risk and resolved accordingly as follows:
  - Low-risk complaints can be addressed directly by staff who regularly field calls through the General Line. Determine if the complaint requires further follow-up/response.
  - Medium and high risk inquiries and complaints: Will be addressed with the FBM and SOM to discuss and receive support for appropriate responses. These types of inquiries and complaints will be addressed on a case-by-case basis and may need to be escalated to the SRC for resolution.
3. Debrief of the Complaints Tracking and Summary Report will be reviewed twice a year or sooner if needed by the MSVUSU President, and it will be identified if there is a required change in the MSVUSU Food Bank policies, processes, programs etc. to reduce the opportunity of a similar situation or complaint.

### ***Do you have a concern or complaint?***

*MSVUSU food bank is committed to providing excellent service. We recognize that from time to time there may be inquiries, concerns or complaints and we believe that our stakeholders have the right to tell us about them. If you faced any concern or complaint, please e-mail it at: [foodbank.manager@msvu.ca](mailto:foodbank.manager@msvu.ca): [su.strat.opps@msvu.ca](mailto:su.strat.opps@msvu.ca). However, if you feel it is not fully resolved, the Food Banks Canada Customer Experience Hotline is available to you at 1.877.280.0329 or [complaints@foodbankscanada.ca](mailto:complaints@foodbankscanada.ca).*

## Appendix - MSVUSU Food Bank Accessibility Policy

The MSVUSU FB committed to fostering a welcoming, inclusive, and accessible environment for all clients, including individuals with disabilities. We recognize that accessibility needs vary and strive to ensure equitable access to our services at all times.

Community members are encouraged to report any accessibility-related needs or concerns to the Food Bank Manager (FBM) or directly to the Student Operations Manager (SOM). If additional action is needed, the SOM will escalate the issue to the MSVUSU President, who may refer the matter to the Students' Representative Council (SRC) for timely resolution.

### Our Commitments:

- Maintain a barrier-free physical space with wide aisles, clear walkways, and safe layouts.
- Ensure the entrance is accessible for wheelchairs, walkers, and strollers.
- Welcome support persons, guide dogs, and service animals at all times.
- Provide accommodations for dietary restrictions.
- Design and maintain an accessible website and consider sensory needs such as lighting and noise.
- Proactively address any unforeseen barriers—physical, attitudinal, systemic, communicative, technological, or sensory—by seeking alternative solutions to ensure equal access for all.

*Do you have any questions or feedback on the way MSVUSU Food Bank conducts its work with people with disabilities? Let us know by e-mail: [foodbank.manager@msvu.ca](mailto:foodbank.manager@msvu.ca): [su.strat.opps@msvu.ca](mailto:su.strat.opps@msvu.ca). To receive a response, please include your name and contact information with your feedback.*

*Accessibility is a shared responsibility. Together, we can create a food bank that treats everyone with dignity, care, and respect.*

*(Source: [Food Banks BC Accessibility Policy](#), [Accessible Stakeholder Service Plan FBC](#))*

## Appendix - MSVUSU Food Bank No-Cost Access Policy

The MSVUSU Food Bank (MSVUSU FB) is committed to providing food assistance at **no cost and with no expectation of anything in return**, guided by the following premises:

- To access the service, the student must demonstrate being an MSVU active student by providing their student ID.
- Through our non-discriminatory approach, food assistance is not contingent upon income, background, race, ethnicity, gender, disability, sexual orientation, religion, age or participation in other services.
- Personal information of individuals seeking food assistance will be treated with the utmost confidentiality.
- Clients should never feel obligated to offer donations (monetary, food items, or otherwise) or volunteer time in exchange for receiving food.

If there are questions or concerns about no-cost access, clients are encouraged to speak with the Food Bank Manager by e-mail: [foodbank.manager@msvu.ca](mailto:foodbank.manager@msvu.ca) or to the MSVUSU's Strategic Operations Manager at: [su.strat.ops@msvu.ca](mailto:su.strat.ops@msvu.ca) . To receive a response, please include your name and contact information with your feedback.

*(Source: Sommerland Policies and Procedures Manual)*

## Appendix - Best-Before-Date Guidelines established by Food Banks Canada

# GUIDELINE FOR DISTRIBUTING FOOD – PAST THE BEST BEFORE DATE



|                           | THE FRAME PAST BEST BEFORE   | PRODUCE                                     | JUICES AND SOFT DRINKS         | BREAD & BAKERY   | PACKAGED GRAINS, CEREALS & BAKED GOODS   | MEAT & SEAFOOD                                | DELI MEATS   | PREPARED FOODS   | MILK AND NON-DAIRY ALTERNATIVES         | CULTURED DAIRY   | CHEESE                                      | FATS   | GENERAL GROCERY (SHELF STABLE)   | NON-FOOD   | INFANT FORMULA AND NUTRITIONAL SUPPLEMENTS |
|---------------------------|--|---|--------------------------------|--|--|---|--|--|---|--|---|--|--|--|--|
| PRODUCT DESCRIPTIONS      | Fruit / Vegetables - Whole, Uncut, Unpeeled, Undamaged                           | Fruit & Vegetable Juices & Soft Drinks      | Loaves, Rolls, Bagels, Muffins | Granola, Flours, Rices, Dry Pastas, Cookies, Crackers, Breakfast/Lunch Cereal Bars | Packaged and Bulk Meats, Poultry, Fish   | Deli Meats, Sausages                          | Prepared meals, fresh pasta, cooked meats, Mixed Salads, Soups, Stews, Cut produce | Milk (Fresh, Powdered, Canned, UHT tetrapak); Soy & Almond Beverages | Yogurt, kefir, sour cream               | Cottage cheese, cream & soft cheeses, hard cheeses                       | Butter, Margarine; Cooking Oils (most)      | May include: Canned pastas, canned meats/fish, Tomato Sauces, condiments, etc. | Laundry Detergent, Mixed Product Pallets, Deodorants, Body Washes, Diapers, Infant Wipes | <b>Note:</b> These products contain Expiry Dates - not Best Before Dates |  |
| ROOM TEMPERATURE          | Fresh, whole 1-7 days  | Less than 2 hours (if refrigeration needed) | Up to 1 Week                   | NA   | Less than 2 hours  | Less than 2 hours (if refrigeration needed)   | Less than 2 hours  | Less than 2 hours (if refrigeration needed)                          | Less than 2 hours                       | Less than 2 hours  | Less than 2 hours (if refrigeration needed) | NA   | NA   | <b>DO NOT DISTRIBUTE PAST EXPIRY DATE</b>                                |  |
| REFRIGERATED              | Fresh, whole; leafy greens 1 day - 2 months (depending on produce and condition) | 7-10 days (if refrigeration needed)         | 2 Weeks                        | NA   | 3-4 days whole pieces; 1-2 days ground; 1-2 days seafood/fish  | 3-5 deli counter; 7 days commercially package | 2-3 days meal items; 3-4 days cut fruits and vegetables                            | 1-2 Days (if refrigeration needed)                                   | 1-2 weeks cultured                      | 1-2 weeks cottage cheese; 3-6 months hard blocks; 1-2 months soft blocks | 1-5 Months                                  | NA   | NA   |  |  |
| FROZEN                    | 1 Year   | 1 Year                                      | 3 Months                       | NA   | Beef, lamb pork, veal, whole poultry 12 months; poultry pieces 6 months; ground meat 2-3 months; fish 2-6 months; and shellfish 2-4 months | 2-3 Months                                    | 4 Months   | 6 months; texture may change   | 1-3 months culture; texture will change | 6-12 months hard cheese blocks; 3-6 month soft blocks                    | 6-12 Months                                 | NA   | NA   |  |  |
| CANNED / JARRED / BOTTLED | NA   | 1 Year                                      | NA                             | NA   | NA   | NA  | NA   | 1 Year   | NA                                      | NA   | 6-12 Months (shelf stable oils)             | 1-2 Year   | 1 Year   |  |  |
| BOXED / BAGGED            | NA   | 6-12 Months                                 | Up to 1 Week                   | 6-12 Months  | NA   | NA  | NA   | UHT - 6 months, Powdered*  | NA                                      | NA   | NA  | 6-12 Months  | 1 Year   |  |  |
|                           |  |   |                                |  |  |   |  |  |   |  |   |  |  |  |  |

\* Milk powder: Temperature is a critical quality factor for milk powder. Keep milk powder COOL.

**Best Before Date:** 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. Some manufacturers changed their wording in 2018 to "Better Before".

**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 not be shared past the date on the packaging.**

**Products include:** Infant Formula (Canned or Boxed, Liquid or Powdered), and many Nutritional Supplements and Meal Replacements (Canned, Boxed, or Ready to Use, Liquid or Powdered). Note that baby foods for older babies and toddlers have Best Before dates, not expiry dates.

### Food Products and their ability to be shared should always be based on:

- 1) Ensuring the product has been handled safely (i.e. Chilled product is kept chilled).
- 2) Assessing all packaging 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 Labeling on Pre-Packaged Foods, Date Modified: 2013-07-07, Available at: <http://www.inspection.gc.ca/food/information-for-consumers/fact-sheet/labeling-food-packaging-english/date-labeling/13323574-894-874-33235764-5633>
- 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. 852-870.
- 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. Legazlo, L. Marzotto, 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. 4, No. 10, 2008, pp. 2070-2078.
- StillTasty.com and EatByDate.com for additional guidelines.
- Utah State University Cooperative Extension Service, Food Storage: Dried Milk, Available at: <http://extension.ussu.edu/foodstorage/html/dried-milk>

**INFORMATION:** Contact Food Banks Canada at 1-877-535-0950 or [info@foodbankscanada.ca](mailto:info@foodbankscanada.ca) | Date created: January 2011. Date updated: February 2019.

