

**ORGANIZATIONAL ROLES,  
POLICIES and PROCEDURES  
Of**



**North Huron**  
**Community Food Share**

*APPROVED BY BOARD OF DIRECTORS FEBRUARY 23, 2026.*

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## VISION AND GOVERNANCE

### Mission Statement

The mission of the North Huron Community Food Share (“NHCFS” or the “Organization”) is to provide immediate hunger relief and healthy sustainable solutions by empowering our community through resources and collaboration.

### Our Vision

We envision a community in which everyone has enough nutritious food and resources to move towards self-sufficiency.

### Governance Mandate

The Board of Directors (the “Board”) shall oversee and support the activities of the NHCFS through effective leadership and strategic governance.

## VALUES

### Dignity and Respect

We treat every person, clients, volunteers, donors, and partners, with compassion, fairness, and respect. We honour the inherent dignity of all who come through our doors.

### Community-Centered Service

We exist to serve our community, and we make decisions that reflect local needs, voices and lived experiences. We work collaboratively to strengthen food security for everyone.

### Equity and Inclusion

We are committed to creating an environment where all individuals feel welcome, valued and supported, regardless of background, identity, or circumstance.

### Integrity and Accountability

We act with honesty, transparency and responsibility in all aspects of our work. We steward resources carefully and uphold the trust placed in us by the community.

### Volunteerism and Shared Responsibility

We recognize that our strength comes from volunteers. We value teamwork, shared effort and the belief that everyone has something meaningful to contribute.

### Stewardship and Sustainability

We use our resources wisely, reduce waste wherever possible, and make decisions that support long-term organizational and community well-being.

### Collaboration and Partnership

We work with local organizations, donors, businesses and community members to build a stronger, more resilient food system.

Compassionate Leadership

We lead with empathy, humility and a commitment to continuous learning, ensuring our actions reflect the mission and values of the NHCFS.

## **ORGANIZATIONAL ROLES & RESPONSIBILITIES**

### **Introduction**

All board members and volunteers are required to review these policies and procedures in full and sign the “Global Acknowledgement of Policies and Procedures” attached as Appendix A. A signed acknowledgement must be submitted prior to commencing duties.

### **Board Member**

#### Job Summary

Board members will assume an active role in fundraising by providing leadership as well as participating in fundraising initiatives, soliciting donations to support the financial health of the organization and fulfill the NHCFS mission.

A majority of Board members must be at arm’s length from one another, meaning they are not related by blood, marriage, common-law partnership, or business relationships that could compromise independent decision-making.

#### Primary Duties

- Leadership, governance, and oversight.
- Reviewing agenda and supporting materials prior to board and committee meetings,
- Approving the annual budget, audit reports, and relevant business decisions; being informed of and meeting all legal and fiduciary responsibilities.
- Serving on committees and taking on special assignments as needed.
- Representing NHCFS to stakeholders; acting as an ambassador for the organization
- Ensuring NHCFS commitment to a diverse board and volunteers that reflects the communities that it serves.

#### Term of Office

NHCFS Board members will serve a minimum of a three-year term and may be reappointed for subsequent three-year terms, subject to Board approval and organizational needs. Board meetings will be held monthly, and committee meetings will be held in coordination with full Board meetings. Attendance at Board meetings and participation on one or more committees is required.

#### Qualifications

- Demonstrates genuine interest in addressing food insecurity and supporting local families.
- Lives in or has strong ties to the community served by the NHCFS.
- Available to attend regular Board meetings and participate in committee work or events.
- Works collaboratively with Board members and volunteers.
- Upholds ethical standards and respects confidentiality and governance policies.

## Board Chair

### Position Summary

The Board Chair's primary responsibility is the effective functioning of the Board in its role of governing the NHCFS. The Board Chair strengthens the Board's overall effectiveness by acknowledging and supporting the individual and committee work of the Board members. The Chair presides at all meetings of the Board, the executive committee, the AGM and other meetings as required.

### Primary Duties

- Ensures the efficient and proper operation of the affairs and operations of the NHCFS.
- Assists the Board in establishing the guiding principles, policies, and mission for the NHCFS.
- Supports the Operations Manager, Treasurer and Bookkeeper to ensure optimal financial and operational management,
- Works with the Operations Manager and Secretary to create the agenda for Board meetings.
- Leads and facilitates Board meetings.
- Encourages and assists in the development of leadership among individual Board members.
- Assists the nominating committee to identify and recruit new Board members.
- Assists the fundraising committee, as required.

### Accountability

The Board Chair serves and is accountable to the Board of Directors of the NHCFS.

### Authority

The Board Chair has no formal authority to direct the Board or the affairs of the NHCFS, unless authorized by the Board. Like other Board members, the Board Chair is entitled to make motions and vote on matters before the Board.

The Board Chair serves as the spokesperson for the NHCFS.

Any contract entered by the Board Chair is with the prior knowledge and approval of the Board and/or the Executive Committee of the Board.

### Time Commitment

Up to 10 hours month (Board meetings, preparing for Board meetings, attending special events).

### Term of Office

The Board Chair shall serve a three-year term and may be reappointed for additional terms, subject to approval by a majority vote of the Board of Directors.

### Committee Membership

Chairs the Executive Committee, if one exists.

### Qualifications

- A commitment to, and a clear understanding of, the values, objectives, mission and functioning of the NHCFS.
- Knowledge of meeting procedures, governance policies and by-laws of the NHCFS.
- Knowledge of and influence in the community.
- Able to understand concepts and articulate ideas.
- Sufficient time to devote to the primary duties.

## **Board Vice-Chair**

### Job Summary

The Vice-Chair supports the Board Chair in leading the organization's governance and strategic oversight. They serve as a key partner in building a strong, collaborative board and step in when the Board Chair is unavailable.

### Term of Office

The Vice-Chair shall serve a three-year term and may be reappointed for additional terms, subject to approval by a majority vote of the Board of Directors.

## **Board Secretary**

### Position Summary

The Secretary ensures accurate documentation of Board activities and supports smooth communication across the organization. This role is essential for maintaining transparency, accountability, and continuity in Board operations.

### Primary Duties

- Record and distribute minutes from Board and committee meetings.
- Maintain attendance records and track action items.
- Assist in scheduling meetings and preparing agendas with the Board Chair.
- Maintain official records including bylaws, policies, and Board resolutions.
- Ensure secure and organized storage of Board documents.
- Update Board contact lists and organizational files as needed.
- Serve as a liaison for Board correspondence.
- Circulate meeting materials and updates to Board members.
- Coordinate with volunteers or community partners when needed.
- Ensure Board activities align with governance policies.
- Support the Board Chair and other officers in administrative tasks.
- Help prepare annual filings or reports if applicable.

### Accountability

The Secretary is an executive member of the Board of Directors of the NHCFS and is to be appointed in a manner consistent with the by-laws. He/she is accountable to the Board and, like

other members of the Board, has no authority to direct volunteers or act on matters outside the duties outlined in their position description. The Secretary participates in Board meetings as a voting member.

#### Time Commitment

Ten hours per month (Board meetings, executive committee meeting and secretarial duties as described below).

#### Term of Office

The Secretary shall serve a three-year term and may be reappointed for additional terms, subject to approval by a majority vote of the Board of Directors.

#### Qualifications

- A commitment to, and a clear understanding of, the mission of the NHCFS.
- Demonstrates interest in food security and supporting local families.
- Able to keep accurate records, manage documents, and track Board activities.
- Comfortable drafting meeting minutes, correspondence, and agendas.
- Familiar with email, word processing, and file sharing tools (e.g., Google Docs, Microsoft Word).
- Ensures accuracy in records and follows up on action items.
- Consistently attends meetings and follows through on responsibilities.
- Maintains confidentiality and upholds governance standards.

## **Board Treasurer**

#### Job Summary

The Treasurer will offer guidance to the Board in ensuring good fiscal planning, decision-making, and financial oversight at a governance level.

#### Primary duties

- Oversee the work of the Bookkeeper by ensuring that good financial record keeping procedures are in place for dealing with revenues and expenditures and banking practices are in place.
- Assist in the preparation of the annual budget and its presentation to the Board for approval.
- Ensure that the appropriate monthly or quarterly financial statements are presented to and reviewed by the Board.
- Ensure that the Board monitors the organization's financial performance and alerts it to any important discrepancies between planned and actual figures.
- Ensure that government tax filings and remittances are submitted on a timely basis.
- Ensure that liabilities are settled in a timely manner.
- Serve as a co-signer of cheques with at least one other signing officer.
- Ensure that excess funds and reserves are properly held and invested.
- Verify that donations are handled appropriately and that grants and service delivery contracts are accounted for in accordance with the requirements of funders.

- Along with the Bookkeeper, meet with the external auditor annually, or more often if needed, to identify any financial control and record keeping problems or deficiencies and oversee action by the Board Chair and Executive Committee to address them.
- Recommend to the Board the need for a review or renewal of the auditing services provided
- Assists the Board Chair and Executive Committee with the development and presentation of the annual report.
- Present or co-present the organization's financial report and recommend appointment or reappointment of auditor at the Annual General Meeting.
- Help, along with the Board Chair, keep the Board informed of important financial events, trends, and issues relevant to the organization.

#### Accountability

The Treasurer is an executive and voting member of the Board of Directors of the NHCFS and appointed in a manner consistent with the by-laws. He/she is accountable to the Board for the fulfillment of the duties and responsibilities outlined below.

#### Authority

The Treasurer, as other Board members, has no authority to direct volunteers or take independent action on matters outside of the duties outlined unless given such authority by the Board.

#### Duty

The treasurer is to contribute to the NHCFS to the best of his/her ability and to fulfill this role in a conscientious and forthright manner.

#### Time Commitment

Five hours per month (monthly Board meeting, meeting with the Bookkeeper, Executive Committee and any possible committee meetings).

#### Term of Office

The Treasurer shall serve a three-year term and may be reappointed for additional terms, subject to approval by a majority vote of the Board of Directors.

#### Committee Membership

The Treasurer is automatically a member of the Executive Committee, if one exists, and will normally chair the following committees when and where such are necessary:

- Budget Committee.

#### Qualifications

- Commitment to the organization's mission and strategic directions.
- An understanding of, and experience with, good financial management and reporting practices.
- An appreciation of the kind and level of financial information needed at a board level by his/her organization to support decision making.
- An ability to commit the time required to fulfill the responsibilities described.

## **Bookkeeper (Financial Administrator)**

### Job Summary

The Bookkeeper is responsible for implementing and/or maintaining the organization's bookkeeping system, for day-to-day accounting, such as journal entries, processing invoices, account reconciliations and bank deposits and charitable donation receipts. The Bookkeeper also keeps records of assets and liabilities and assists with preparation of financial statements and reports.

### Primary Duties

- Pick up mail from the post office, process mail as appropriate.
- Prepare cheques to pay NHCFS expenses.
- Serve as a co-signer of cheques with at least one other signing officer.
- Perform basic accounting procedures, such as accounts payable, accounts receivable, general ledger entries.
- Deposit charitable donations.
- Prepare donation receipts for Board Chair's signature, process when complete.
- Reconcile bank account monthly.
- Prepare financial report, as directed, for monthly Board meeting and annual general meeting.
- File annual T3010 Registered Charity Information Return.
- With the Treasurer, meet with the external auditor annually.
- Assist the Treasurer/Executive Committee in the preparation of the annual budget.
- Advise the Treasurer/ Board Chair of any relevant financial trends and/or issues.

### Accountability

The Bookkeeper/Financial Administrator is accountable to the Board Treasurer/Board Chair for the fulfillment of the duties and responsibilities as set out above (Primary Duties).

### Authority

The Bookkeeper/Financial Administrator has no authority to direct volunteers or take independent action on matters outside of the duties outlined unless given such authority by the Board Treasurer/Board Chair.

### Time Commitment

This is a part-time volunteer position, with flexible hours, approximately eight hours per month.

### Qualifications

- Commitment to the NHCFS mission.
- Good working knowledge of QuickBooks Accounting Software, MS Word & Excel.
- Good financial management and reporting practices and organizational skills.
- Strong organizational skills.
- An ability to commit the time required to fulfill the responsibilities described.

## Operations Manager

### Job Summary

The Operations Manager will offer guidance to the Board Chair and the Board in ensuring good fiscal planning and decision-making.

The Operations Manager is responsible for all aspects of procurement and distribution of food including pickup, receipt, storage, and distribution to community members in need.

The Operations Manager is responsible for the orientation and training of volunteers to ensure that client needs are met.

### Primary Duties

- Manage all aspects of food inventory and procurement, controls and distribution.
- Manage relationships with key operations vendors.
- Maintain adequate food supply to provide the best quality food for anticipated client needs within budget.
- Order and receive food and validate invoices suppliers.
- Coordinate the delivery and receiving of food.
- Stock shelves and ensure all food is sorted and stored in a safe and sanitary manner.
- Directs invoices to the bookkeeper for payment.
- Utilize FIFO (first in, first out) inventory practices to ensure food quality and minimize waste.
- Organize and oversee food distribution process with help of other volunteers.
- Orient volunteers to food available and tasks to be done to prepare for food distribution.
- Manage client parking and entry/exit from NHCFS with the help of volunteers.
- Implement food share safety policies and procedures as set out by the Huron County Health Unit.
- Train, motivate, supervise, and evaluate volunteers ensuring volunteers are properly trained supervised and made aware of the standards of hygiene, confidentiality, and customer service policies to which they must adhere.
- Assign tasks to volunteers as appropriate.
- Communicate client issues with the Board and devise ways of improving the client experience, including resolving problems and complaints.
- Provide monthly operational reports for Board meetings.
- Assist with intake, as required.
- Report 'Link-to Feed' stats to the Huron County Distribution Centre monthly.
- Order weekly from the Huron County Distribution Centre.

### Accountability

The Operations Manager is a voting member of the Board of Directors of the NHCFS and appointed in a manner consistent with the by-laws. He/she is accountable to the Board for the fulfillment of the duties and responsibilities outlined below.

### Time Commitment

- Twenty hours per month (monthly Board meeting, meeting with the Bookkeeper, Executive Committee, and any possible committee meetings).
- This is a volunteer position.

### Term of Office

The Operations Manager shall serve a three-year term and may be reappointed for additional terms, subject to approval by a majority vote of the Board of Directors.

### Committee Membership

The Operations Manager is automatically a member of the Executive Committee and chairs the Food Procurement Committee.

### Qualifications

- Commitment to the organization's mission and strategic directions.
- An understanding of, and experience with, good financial management and reporting practices.
- An ability to commit the time required to fulfill the responsibilities described.
- Good organizational skills.
- Strong leadership abilities and people management skills.
- Basic computer skills.

## **Volunteer**

### Purpose

Volunteers are essential to the mission and daily operations of the NHCFS. Their time, skills, and compassion help ensure that food and support reach those who need it most. This policy affirms the organization's commitment to meaningful, respectful, and inclusive volunteer engagement.

### Expectations

- Volunteers are treated as valued members of the team. Their contributions are recognized and celebrated.
- Volunteer opportunities are open to individuals of all backgrounds, abilities, and lived experiences. NHCFS actively seeks to remove barriers to participation.
- Volunteers receive appropriate orientation, role-specific training, and ongoing support to ensure they feel confident and safe in their work.
- Each volunteer role includes a description of duties, time commitment, and reporting structure. Volunteers are expected to uphold the organization's values and conduct standards.
- NHCFS is committed to providing a safe environment for volunteers. All volunteers are covered under the organization's anti-violence and harassment policy and are briefed on safety protocols.
- Volunteers are regularly acknowledged through thank-you events, personal notes, and public recognition. Feedback is welcomed and used to improve the volunteer experience.

### Qualifications

- Reliable and professional
- Comfortable interacting with clients
- Patient and non-judgmental
- Honest, friendly, and impartial
- Detail oriented
- Able to keep confidentiality
- Able to read and follow instructions to complete a task independently
- Able to follow policies and procedures
- Good communication skills

### Procedure

- Arrive at work at 8:45am.
- If unable to come in for a scheduled shift, notify the volunteer coordinator as early as possible so that a replacement can be found.
- There are 7-8 volunteers for every shift in the NHCFS. Tasks will be assigned for the day and advise of any special items to be given out.
- Between 9:00 am to 1:00 p.m. or until clients are served.
- There is a client order form to tell you the quantities of food to pack according to the number of individuals in the family. The food is packed into a grocery cart.
- When all the food items are collected in the grocery cart, take the cart to the exterior door of the pick-up area for clients to pack their own food in their containers to take to their vehicles.
- Restock shelves as required.

### Working Conditions

- This is a smoke-free workplace.
- Closed toed shoes are required for safety.
- Long periods of standing may be required.
- Some heavy lifting is required.
- Volunteers work directly with clients.

### Recruitment Process

- Coordinators assess current volunteer needs based on program goals and seasonal demands.
- Use community boards, social media, local newsletters, and word-of-mouth to advertise roles.
- Include role descriptions, time commitments, and any special requirements.
- Interested individuals complete a short application (online or paper).
- Informal interviews may be conducted to match interests and skills.
- Reference checks or police record checks may be requested for sensitive roles.
- New volunteers receive a welcome packet and attend a brief orientation.
- Role-specific training is provided to ensure safety and confidence.
- Volunteers are placed in roles that suit their strengths and availability.
- Ongoing support is provided through check-ins and feedback opportunities.

### Equity & Accessibility

- We actively seek volunteers from diverse backgrounds.
- Accommodations are made for physical, mental, or scheduling needs whenever possible.
- Discrimination or harassment of any kind is not tolerated.

## **Cleaner/Custodian**

### Job Summary

This is a paid contract position reporting to the Board Chair. The NHCFS will be cleaned as often as deemed necessary by the Board of Directors but at a minimum of twice per month.

### Primary Duties

- Disinfection of high touch surfaces. Door handles freezer, refrigerator, cupboards, shopping cart, shovel handle, light switches.
- Disinfect flat surfaces, including tables, counters, and shelving.
- Wash windows inside and out.
- Wash entrance door and North Huron Community Food share sign.
- Office: Dust desk, computer, wipe table and chair legs, clean floor, and clean window.
- Main area: Swiffer corners, light fixtures, clock.
- Kitchen area: Wipe down countertop, cupboards, coffee maker, clean laundry sink.
- Washroom: Clean washroom.
- Dust top of refrigerators.
- Wipe baseboards.
- Vacuum mats.
- Wash the outsides of the garbage cans.
- Wash all floors, entrance way, main area, office. Changing water between areas.
- Wet mop the corridor in the North Huron storage area used by the food share once per month.

## COMMITTEES

Board committees play a vital role in supporting the overall effectiveness of the organization. They are essential instruments of governance, accountability, and mission delivery, enabling the Board of Directors to fulfill its responsibilities with focus and agility.

Each committee operates under a specific mandate that reflects the core values of the organization. Through their work, committees help ensure that strategic decisions are informed, inclusive, and aligned with the needs of the community.

Committees are expected to:

- Act in accordance with the Organization's bylaws and policies.
- Maintain transparency and ethical standards in all deliberations.
- Collaborate with staff, volunteers, and stakeholders where appropriate.
- Report regularly to the Board with recommendations and updates.

This policy applies to all standing and ad hoc committees established by the Board.

The committees listed below are responsible for their mandated activities. These committees consist of members of the Board of Directors of the NHCFS. The committees meet on an as-needed basis. They are accountable, and report back, to the Board of Directors at regular meetings. All of these committees can call on other Board members to support their activities as necessary.

### Budget Committee

The Budget Committee is responsible for overseeing the development, monitoring, and evaluation of the organization's annual budget. It ensures that financial resources are allocated effectively to support the NHCFS's mission of promoting food security, community engagement, and responsible stewardship. The Budget Committee will consist of the Treasurer and one other Board member.

### Fundraising Committee

The Fundraising Committee is responsible for developing and implementing strategies to secure financial and in-kind support for the NHCFS's programs and operations. Its work ensures the long-term sustainability of the Organization and strengthens community engagement through inclusive, values-driven fundraising.

#### **Key Responsibilities**

##### Strategy & Planning

- Develop an annual fundraising plan aligned with the NHCFS's strategic goals
- Identify diverse revenue streams (e.g., grants, individual donors, corporate sponsors, events)
- Set realistic fundraising targets and track progress

##### Donor Engagement

- Cultivate relationships with current and prospective donors

- Ensure donor communications reflect the Organization’s mission and values
- Promote transparency and gratitude through regular updates and recognition

#### Campaigns & Events

- Plan and execute fundraising events (e.g., Stuff the Bus and Relief Truck)
- Collaborate with local businesses, service clubs, schools and faith groups for sponsorships and partnerships
- Evaluate campaign effectiveness and apply learnings to future efforts

#### Grant Support

- Identify grant opportunities and support volunteers in application processes
- Maintain a calendar of deadlines and reporting requirements

#### **Guiding Principles**

- **Community-Centric Fundraising:** Prioritize relationships over transactions; center the voices and needs of marginalized communities.
- **Mission Integrity:** Ensure all fundraising activities align with the NHCFS’s values and do not compromise its advocacy or equity commitments.
- **Transparency & Accountability:** Maintain clear records, ethical practices, and open communication with donors and stakeholders.

### **Grant Application Committee**

The Grant Application Committee is responsible for identifying, evaluating, and preparing grant proposals that align with the NHCFS’s mission and strategic priorities. The committee ensures that applications are timely, compelling, and compliant with funder requirements—helping secure resources to advance food security, equity, and community resilience.

#### **Key Responsibilities**

##### Grant Identification

- Research and track relevant grant opportunities from government, foundations, and corporate sources.
- Maintain a calendar of deadlines and reporting requirements.
- Prioritize grants that align with the NHCFS’s values and capacity.

##### Proposal Development

- Collaborate with staff and program leads to gather necessary data and narratives.
- Draft and review grant applications, budgets, and supporting documents.
- Ensure proposals reflect the food share’s impact, equity commitments, and community voice.

##### Compliance & Reporting

- Ensure applications meet eligibility criteria and submission guidelines.
- Support post-award reporting, including financial tracking and outcome documentation.
- Maintain organized records of submitted and pending grants.

##### Capacity Building

- Recommend improvements to internal systems for grant readiness.
- Share learnings and templates to build organizational knowledge.
- Support training for staff or volunteers involved in grant writing.

## **Guiding Principles**

- **Mission-Driven Funding:** Pursue grants that strengthen the NHCFS's core programs and values.
- **Equity & Inclusion:** Prioritize opportunities that serve marginalized communities and reflect lived experience.
- **Transparency & Accountability:** Maintain clear communication with funders and internal stakeholders.

## **Food & Resource Collection Committee**

The Food and Resource Collection Committee is responsible for coordinating the acquisition of food, supplies, and essential resources to support the NHCFS's operations. This includes building partnerships, organizing drives, and ensuring equitable access to donated goods. The committee's work directly supports the Organization's mission of food security, community engagement, and resource stewardship.

### **Key Responsibilities**

#### Sourcing & Procurement

- Identify and engage local farms, grocers, businesses, and individuals for donations.
- Coordinate seasonal and emergency food drives.
- Seek out non-food essentials (e.g., hygiene products, baby supplies) based on community needs.

#### Logistics & Inventory

- Work with staff/volunteers to manage incoming donations.
- Ensure proper storage, rotation, and distribution of collected items.
- Track inventory levels and flag shortages.

#### Community Engagement

- Promote donation opportunities through local media, schools, faith groups, and service clubs.
- Organize volunteer-led collection events and campaigns.
- Educate the public on the impact of their contributions.
- Build and maintain relationships with donors, suppliers, and community organizations.
- Explore opportunities for shared resources or bulk purchasing agreements.

### **Guiding Principles**

- **Dignity First:** Ensure all collected items meet quality standards and reflect respect for recipients.
- **Local First:** Prioritize sourcing from local producers and businesses to strengthen community ties.
- **Equity & Inclusion:** Ensure culturally appropriate and diverse food options are considered.

## **Operations Committee**

The Operations Committee provides oversight and strategic guidance on the NHCFS's core operational functions, including food distribution, volunteer coordination, facility management, and compliance. Its role is to ensure that services are delivered efficiently, safely, and with dignity to all community members.

## **Key Responsibilities**

### Service Delivery & Logistics

- Evaluate and improve food distribution processes.
- Ensure safe handling, storage, and transportation of food and supplies.
- Support scheduling and coordination of volunteers and staff.

### Facility Oversight

- Monitor the condition and functionality of the NHCFS's physical space.
- Recommend improvements to layout, safety, and accessibility.
- Advise on equipment needs and maintenance plans.

### Compliance & Best Practices

- Ensure adherence to local, provincial, and federal regulations (e.g., food safety, TEFAP if applicable).
- Review and update operational policies and procedures.
- Support training for staff and volunteers on safety and service standards.

### Capacity Building

- Identify operational bottlenecks and recommend solutions.
- Advise on scaling operations to meet growing community demand.
- Explore partnerships or shared services to improve efficiency.

## **Guiding Principles**

- Efficiency with Compassion: Streamline operations while preserving the dignity of those served.
- Safety First: Uphold the highest standards of food safety and volunteer well-being.
- Mission-Driven: Ensure every operational decision supports the NHCFS's core values.

## **Volunteer Coordinator Committee**

The Volunteer Coordinator Committee is responsible for guiding and supporting the recruitment, onboarding, engagement, and retention of volunteers. It ensures that volunteer involvement reflects the food share's values of equity, compassion, and community empowerment.

## **Key Responsibilities**

### Recruitment & Outreach

- Develop strategies to attract volunteers from diverse backgrounds and age groups.
- Build partnerships with local schools, churches, service clubs, and businesses.
- Promote volunteer opportunities through community channels and events.

### Onboarding & Training

- Support the development of orientation materials and training sessions.
- Ensure volunteers understand their roles, safety protocols, and the NHCFS's mission.
- Provide input on role descriptions and expectations.

### Volunteer Support & Retention

- Foster a welcoming and inclusive environment for all volunteers.
- Recommend recognition strategies (e.g., appreciation events, certificates, shout-outs).
- Address volunteer feedback and suggest improvements to enhance engagement.

### Policy & Oversight

- Review and advise on volunteer policies, including screening, confidentiality, and conduct.

- Ensure compliance with legal and ethical standards for volunteer management.
- Monitor volunteer data and trends to inform Board decision.

### **Guiding Principles**

- Dignity in Service: Treat every volunteer as a valued contributor to the mission.
- Equity & Inclusion: Ensure volunteer opportunities are accessible and welcoming to all.
- Community Building: Use volunteerism as a tool to strengthen relationships and civic pride.

## **Nominating Committee**

The Nominating Committee is responsible for identifying, recruiting, and recommending candidates for the Board of Directors and its committees. It ensures that the Board maintains a diverse, skilled, and mission-aligned membership capable of guiding the NHCFS's strategic direction and community impact.

### **Key Responsibilities**

#### Board Recruitment

- Assess current Board composition and identify gaps in skills, experience, and representation.
- Develop and implement a recruitment strategy to attract qualified candidates.
- Seek individuals who reflect the community's diversity and share the NHCFS's values.

#### Candidate Evaluation

- Review applications and conduct interviews as needed. See Board Member Application Form attached as Appendix B.
- Evaluate candidates based on commitment, availability, and alignment with the mission.
- Present nominations to the Board for approval.

#### Orientation & Succession

- Support onboarding of new Board members.
- Promote leadership development and mentorship within the Board.

#### Community Engagement

- Encourage volunteers and community members to consider Board involvement.

### **Guiding Principles**

- Equity & Inclusion: The nomination process is designed to encourage broad participation and ensure fair consideration of individuals with diverse backgrounds, perspectives, and experiences.
- Transparency: Maintain clear criteria and open communication throughout the nomination process.
- Mission Alignment: Ensure nominees demonstrate a commitment to the food share's vision and values.

## **Facilities Projects and Maintenance Committee**

The Facilities and Maintenance Committee is responsible for overseeing the upkeep, safety, and functionality of the NHCFS's physical space, including buildings, equipment, and grounds. It ensures that the environment supports efficient operations, dignified service delivery, and community engagement.

## **Key Responsibilities**

### Facility Oversight

- Monitor the condition of the building, storage areas, and outdoor spaces.
- Identify and prioritize maintenance needs, repairs, and upgrades.
- Ensure compliance with health, safety, and accessibility standards.

### Maintenance Planning

- Develop and maintain a seasonal maintenance schedule.
- Coordinate with contractors, volunteers, or municipal services for repairs.
- Track maintenance expenses and advise the Budget or Finance Committee.

### Safety & Accessibility

- Conduct regular safety inspections (e.g., fire exits, refrigeration, lighting).
- Recommend improvements to enhance accessibility and comfort for all users.
- Ensure proper signage, cleanliness, and hazard mitigation.

### Resource Stewardship

- Advise on energy efficiency, waste reduction, and sustainable practices.
- Support decisions around equipment purchases, upgrades, or disposal.
- Maintain inventory of tools, appliances, and facility-related assets.

## **Guiding Principles**

- Dignity in Space: Ensure the facility reflects care, respect, and hospitality for all who enter.
- Safety First: Uphold rigorous standards for cleanliness, hazard prevention, and emergency readiness.
- Sustainability: Promote environmentally responsible practices in maintenance and upgrades.

## **Public Relations/Communications Committee**

The Public Relations/Communications Committee is responsible for developing and executing strategies that promote the NHCFS's mission, programs, and impact. It ensures clear, consistent, and values-driven communication with the public, stakeholders, and media, thereby strengthening visibility, engagement, and support.

## **Key Responsibilities**

### Messaging & Branding

- Craft and maintain consistent messaging that reflects the NHCFS's values of dignity, equity, and community.
- Develop and refine brand assets (e.g., logo, tagline, visual style).
- Ensure all communications are inclusive and culturally respectful.

### Media & Outreach

- Build relationships with local media outlets for coverage and public service announcements.
- Draft press releases, op-eds, and media kits for events and milestones.
- Respond to media inquiries and coordinate interviews when needed.

### Digital Presence

- Oversee website updates, blog content, and visual storytelling.
- Manage social media platforms with engaging, mission-aligned content.
- Monitor analytics and adjust strategies to improve reach and engagement.

### Community Engagement

- Promote events, campaigns, and volunteer opportunities.
- Create newsletters, flyers, and outreach materials for distribution.
- Support donor and stakeholder communications, including thank-you messages and impact reports.

### Internal Communication Support

- Collaborate with other committees to share updates and successes.
- Ensure transparency and clarity in Board and volunteer communications.

### **Guiding Principles**

- **Authenticity:** Communicate with honesty, warmth, and respect for lived experience.
- **Accessibility:** Ensure materials are easy to understand and available in formats that meet diverse needs.
- **Mission Amplification:** Use storytelling to deepen public understanding of food insecurity and inspire action.

## **POLICIES**

### **Signing Authority (Finance)**

#### **Purpose**

To sustain its mission and uphold its designation as a registered charity, the NHCFS is committed to operating with the highest standards of fiscal responsibility, transparency, and accountability. All financial practices must reflect the organization's values of stewardship, equity, and community trust.

#### **Responsibility**

- Board Chair
- Operations Manager
- Treasurer

#### **Policy Statement**

Signing authority is delegated by the Board of Directors to designated officers and staff, as outlined below:

- Cheques and Electronic Payments: Require two authorized signatures. Authorized signatories include the Board Chair, Treasurer, and Bookkeeper.
- Contracts and Agreements: Must be reviewed and approved by the Board prior to signing. Only the Board Chair may sign on behalf of the organization.
- Grant Applications and Funding Agreements: May be signed by the Board Chair, with prior Board approval or committee recommendation.

### **Investment**

#### **Purpose**

To guide the responsible management of surplus funds in a way that supports the Organization's mission: improving food access, reducing waste, and fostering community resilience.

#### **Guiding Principles**

- Investments must not conflict with the NHCFS's values (e.g., avoid companies involved in food waste, environmental harm, or unethical labour).
- Prioritize low-risk investments to protect the NHCFS's assets.
- Ensure funds are accessible when needed for operations or emergencies.
- Maintain clear records and report investment activity to the Board and stakeholders.

#### **Risk Management**

- Avoid speculative investments.
- Diversify holdings to reduce exposure.
- Ensure compliance with local laws (e.g., Ontario's *Trustee Act*).

## Cash Reserve

### **Purpose**

The purpose of this policy is to ensure that NHCFS responsibly manages donated funds, maintains financial stability, and plans for future operational and capital needs. This policy guides the establishment, use, and review of both the operating cash reserve and the capital reserve fund.

### **Operating Cash Reserve**

NHCFS maintains an operating cash reserve to ensure the Organization can consistently purchase sufficient food and supplies to meet client demand. This reserve supports continuity of service during periods of fluctuating food costs, variable donation levels, or unexpected increases in client need.

- NHCFS prepares annual income and expense budgets, recognizing that both revenue and expenditures are influenced by changing client demand and food prices.
- As a guideline for determining an appropriate reserve level, the Board reviews the actual cost of food from the previous fiscal year (ending May 31).
- Food expenditures and reserve adequacy are reviewed by the Board at its annual meeting each June.

### **Capital Reserve Fund**

To plan responsibly for future needs, NHCFS maintains a capital reserve fund dedicated to the replacement of essential equipment, including refrigeration units and computer systems.

- Each year, a portion of any cash surplus may be allocated to the capital reserve fund.
- The Bookkeeper, Treasurer and accountant, in consultation with the Board, review financial results and determine the appropriate annual contribution to the capital reserve.
- Funds in the capital reserve are restricted for capital replacement and may not be used for operating expenses unless authorized by the Board under exceptional circumstances.

### **Support for the Huron County Food Bank Distribution Centre**

NHCFS may direct a portion of its cash reserve to provide support payments to the Huron County Food Bank Distribution Centre (the “Distribution Centre”). This support is essential to sustaining the weekly shipments of free food and supplies that NHCFS relies on to serve low-income families and individuals in its catchment area.

Without the ongoing operations of the Distribution Centre, NHCFS would be unable to meet community food security needs. Support payments, when made, must be approved by the Board and aligned with the Organization’s financial capacity.

### **Governance and Review**

- The Board of Directors is responsible for overseeing adherence to this policy.
- The policy, including reserve levels and capital planning assumptions, will be reviewed annually at the June Board meeting or more frequently if financial conditions warrant.
- Any changes to reserve targets or allocation practices require Board approval.

## Fundraising

### **Purpose**

The purpose of this policy is to ensure that all fundraising activities conducted on behalf of the NHCFS are ethical, transparent, and aligned with our mission to support community food security. This policy guides Board members, volunteers, and anyone involved in fundraising to ensure compliance with legal and ethical standards.

### **Guiding Principles**

All fundraising activities must:

- Be truthful and must not make claims that are misleading or cannot be upheld.
- Accurately describe the Organization's activities and the impact of donations.
- Respect the dignity, privacy, and intentions of donors.
- Reflect the values and needs of the community we serve.
- Uphold transparency and accountability in all communications.

### **Required Disclosures**

All fundraising communications, whether verbal, written, or electronic, must clearly disclose:

- The organization's name.
- The purpose for which funds are being requested.
- The Organization's policy regarding official income tax receipts, including any minimum donation amount required for a receipt.
- Upon request, whether the individual seeking donations is a volunteer, employee, or contracted third party.

These disclosures ensure donors can make informed decisions and maintain trust in the organization.

### **Board Responsibilities**

Board members play an active role in supporting the financial health of the organization. They are expected to:

- Provide leadership in fundraising initiatives
- Participate in fundraising activities and events
- Solicit donations when appropriate
- Promote the mission and work of the NHCFS within the community
- Ensure that a majority of board members remain at arm's length from one another to maintain transparency and independence

### **Volunteer Responsibilities**

Volunteers may support fundraising activities by:

- Assisting with events and campaigns.
- Sharing information about fundraising initiatives.
- Helping with donor stewardship.
- Following all policies related to privacy, anti-spam, and ethical conduct.

Volunteers are not required to solicit donations unless they choose to do so.

## **Acceptable Fundraising Activities**

Fundraising activities may include:

- Community events.
- Donation drives.
- Grant applications.
- Partnerships with local businesses.
- Online or social-media-based campaigns.
- Direct appeals to donors.

All fundraising activities must be approved by the Board or designated committee.

## **Donor Stewardship and Privacy**

The NHCFS is committed to respecting donor rights. We will:

- Protect donor information in accordance with privacy policies.
- Use donations only for their intended purpose.
- Provide receipts in accordance with our receipting policy.
- Acknowledge donations appropriately.
- Honour requests for anonymity.

## **Financial Accountability**

All funds raised must be:

- Deposited promptly into the NHCFS's bank account.
- Recorded accurately in financial records.
- Reported to the Board regularly.
- Used in alignment with the organization's mission and approved budget.

The Treasurer or designated financial lead oversees financial tracking and reporting.

## **Ethical Standards**

The NHCFS will not engage in fundraising activities that:

- Mislead donors.
- Exploit vulnerable individuals.
- Conflict with the organization's mission or values.
- Compromise the integrity or independence of the organization.

## **Anti-Fraud**

### **Purpose**

To safeguard NHCFS's assets, reputation, and mission by preventing, detecting, and responding to fraud, bribery, and corruption.

### **Guiding Principles**

- We maintain zero tolerance for fraud, bribery, and corruption.
- All staff, volunteers, trustees, and partners must act with integrity and report any suspected wrongdoing.
- We commit to investigating all allegations fairly and promptly.

## **Definition of Fraud**

Fraud is any intentional act of deception for personal or financial gain, including:

- Misuse of funds or assets.
- False expense claims.
- Identity or impersonation fraud (e.g. fake emails requesting payments).
- Vendor fraud (e.g. payment redirection scams).

## **Scope**

Applies to:

- Staff, volunteers, Board members.
- Contractors, suppliers, and partners.
- Anyone handling or accessing NHCFS resources.

## **Prevention Measures**

- No single person controls all financial processes.
- Internal reviews and external audits where feasible.
- Safe channels for reporting concerns.
- Staff and volunteers educated on fraud risks and red flags.
- Confirm bank details and legitimacy before payments.

## **Reporting & Response**

- Suspicions must be reported to the Board Chair.
- Reports will be investigated confidentially and promptly.
- Proven cases may result in disciplinary action or legal referral.
- All incidents are documented and reviewed to improve controls.

## **Review & Oversight**

- Policy reviewed annually by the Board.
- The Board monitors compliance and updates procedures.
- All staff and volunteers must acknowledge the policy upon onboarding.

## **Anti-Spam**

### **Purpose**

The purpose of this anti-spam policy is to ensure that all electronic communications sent on behalf of the NHCFS comply with Canada's Anti-Spam Legislation (CASL) and reflect our commitment to respectful, transparent, and responsible communication with our community.

### **Scope**

This policy applies to all individuals who send electronic messages on behalf of the NHCFS, including:

- Board members
- Volunteers
- Committee members
- Anyone authorized to communicate on behalf of the organization

Electronic messages include email, text messages, social media messages, newsletters, and any other digital communication.

### **Commitment to Compliance**

The NHCFS is committed to:

- Sending electronic messages only to individuals who have provided express consent or who fall under permitted implied consent as defined by CASL.
- Ensuring all messages clearly identify the organization as the sender.
- Providing accurate contact information in every message.

### **Consent Requirements**

#### Express Consent

We will obtain express consent before adding individuals to mailing lists or sending promotional or fundraising messages. Express consent may be collected:

- In writing (paper or electronic).
- Through online forms.
- During program registration.
- Through volunteer or donor sign-up processes.

Express consent does not expire unless withdrawn.

#### Implied Consent

Implied consent may apply when:

- An individual has made a donation within the past two years.
- An individual has volunteered within the past two years.
- An individual has an existing relationship with the organization.

Implied consent must be monitored and renewed as required by law.

### **Content Requirements**

All electronic messages sent on behalf of the NHCFS must include:

- The organization's name.
- A method to contact the organization (email, phone number, or mailing address).
- A clear, truthful subject line and message content.
- An unsubscribe or opt-out option for mass communications.

### **Prohibited Activities**

The following activities are strictly prohibited:

- Sending unsolicited commercial or fundraising messages.
- Using misleading subject lines or sender information.

### **Responsibilities**

#### Board of Directors

- Ensure compliance with CASL.
- Approve and review this policy annually.
- Oversee communication practices and risk management.

### Volunteers and Staff

- Follow this policy when sending any electronic communication.
- Use only approved mailing lists and communication tools.
- Report any concerns or suspected violations.

### **Reporting and Compliance**

Anyone who believes they have received an unsolicited or inappropriate message from the NHCFS may report it to the Board Chair. All reports will be reviewed promptly and corrective action taken as needed.

### **Policy Review**

This policy will be reviewed annually to ensure ongoing compliance with legislation and alignment with organizational practices.

## **Privacy**

### **Purpose**

To protect the personal information of all participants, volunteers, and donors, and to ensure transparency in how information is collected, used, and stored.

### **What We Collect**

We may collect limited personal information such as:

- Participants: Name (optional), contact details (if voluntarily provided), dietary or accessibility needs.
- Volunteers: Name, contact info, availability, emergency contact.
- Donors: Name, contact info, donation details (type, frequency, preferences), and public recognition preferences.

### **How We Use It**

- To communicate about food share schedules, updates, or special offerings.
- To coordinate volunteer and donor activities.
- To maintain a donor list for internal tracking and optional public acknowledgment.
- To respond to questions, feedback, or accommodation requests.

### **Donor Requests & Lists**

Donors may request:

- To remain anonymous.
- To be publicly acknowledged (e.g., on signage, social media, newsletters).

Donor lists are:

- Used internally for coordination and gratitude.
- Never sold, traded, or used for external fundraising without permission.

### **What We Don't Do**

- We do not require ID, income verification, or personal documentation to access food.

- We do not sell or share personal information with third parties.
- We do not publish donor names.

### **How We Protect It**

- Paper records (if any) are stored securely.
- Digital records are password-protected and access is limited to authorized volunteers.
- We regularly review our practices to ensure privacy and data safety.

### **Your Rights**

- You may request to view, update, or delete your personal information at any time.
- You may opt out of communications or data collection.

## **Equity, Diversity and Inclusion (EDI)**

### **Purpose**

The purpose of this policy is to ensure that the NHCFS operates in a manner that is equitable, inclusive, and welcoming to all community members. We are committed to creating an environment where every person (clients, volunteers, board members, donors, and partners) is treated with dignity, respect, and fairness.

### **Guiding Principles**

Our commitment to EDI is grounded in the following principles:

- **Equity:** We work to remove barriers that prevent individuals from accessing food, services, and opportunities. We recognize that people experience different circumstances and may require different supports to achieve fair outcomes.
- **Diversity:** We value the unique identities, backgrounds, and experiences of all individuals. We believe diversity strengthens our organization and enhances our ability to serve the community.
- **Inclusion:** We strive to create a welcoming environment where everyone feels respected, supported, and able to participate fully in our programs and governance.

### **Scope**

This policy applies to all individuals involved with the NHCFS, including:

- Board members.
- Volunteers.
- Clients and program participants.
- Donors, partners, and visitors.

### **Commitment to an Inclusive Environment**

The NHCFS is committed to:

- Providing services without discrimination based on race, ethnicity, ancestry, place of origin, citizenship, religion, gender, gender identity or expression, sexual orientation, age, disability, socioeconomic status, family status, or any other protected ground.
- Ensuring that all volunteers and board members interact with clients and each other in a respectful, non-judgmental manner.

- Creating a physically and emotionally safe environment for all participants.
- Ensuring that policies, procedures, and decision-making processes reflect principles of fairness and inclusion.

## **Responsibilities**

### Board of Directors

- Uphold and model EDI principles in governance, decision-making, and community engagement.
- Ensure recruitment practices encourage diverse representation and maintain a majority of board members at arm's length from one another.
- Review this policy annually and update it as needed.

### Volunteers

- Treat all individuals with dignity and respect.
- Follow all policies and procedures related to equitable service delivery.
- Report concerns or incidents that may violate this policy.

### Leadership (Chair, Coordinators, Committee Leads)

- Provide guidance and support to volunteers and board members in applying EDI principles.
- Address concerns or complaints promptly and appropriately.
- Ensure training and orientation materials reflect EDI commitments.

## **Accessibility**

The NHCFS will work to ensure that its programs, services, and facilities are accessible to all community members. This includes:

- Reducing physical, communication, and procedural barriers.
- Providing information in clear, understandable formats.
- Offering reasonable accommodations whenever possible.

## **Anti-Discrimination and Anti-Harassment**

Discrimination, harassment, or disrespectful behaviour of any kind will not be tolerated. This includes verbal, physical, or written actions that demean, intimidate, or exclude others.

Concerns or complaints will be addressed through the organization's Conflict Resolution or Complaints Procedure.

## **Continuous Improvement**

The NHCFS recognizes that EDI is an ongoing commitment. We will:

- Seek feedback from volunteers, clients, and community partners
- Review our practices regularly
- Adjust policies and procedures to better reflect community needs

## **Policy Review**

This policy will be reviewed annually by the Board of Directors to ensure it remains relevant, effective, and aligned with best practices and community expectations.

## Conflict of Interest

### Purpose

It is in the best interest of the NHCFS to be aware of and properly manage all conflicts of interest and appearances of a conflict of interest. This conflict-of-interest policy is designed to help directors, officers and volunteers of the NHCFS identify situations that present potential conflicts of interest and to provide the NHCFS with a procedure to appropriately manage conflicts in accordance with legal requirements and the goals of accountability and transparency in the NHCFS operations.

### Responsibility

Chair of the Board of Directors, Individual Board Members

### Definitions

In this policy, a person with a conflict of interest is referred to as an “interested person”. For purposes of this policy, the following circumstances shall be deemed to create a conflict of interest:

- A director, officer or volunteer, including a Board member (or a family member of the foregoing) is a party to a contract, or involved in a transaction with the NHCFS for goods or services.
- A director, officer or volunteer (or a family member of any of the foregoing) has a material financial interest in a transaction between the NHCFS and an entity in which the director, officer or volunteer, or a family member of the foregoing, is a director, officer, agent, partner, associate, employee, trustee, personal representative, receiver, guardian, custodian or other legal representative.
- A director, officer or volunteer (or a family member of the foregoing) is engaged in some capacity or has a material financial interest in a business or enterprise that competes with the NHCFS.
- A person who has a conflict of interest with respect to a contract or transaction that will be voted on at the meeting shall not be counted in determining the presence of a quorum for purposes of the vote.

Other situations may create the *appearance of a conflict* or present a *duality of interests* in connection with a person who has influence over the activities or finances of the NHCFS. All such circumstances shall be disclosed to the Board, and a decision made as to what course of action the Organization or individuals should take so that the best interests of the NHCFS are not compromised by the personal interests of stakeholders in the organization.

### Policy Statement

It is the policy of the NHCFS that:

- Each Board member and volunteer is responsible for preventing real or perceived conflicts of interest.
- Board members and volunteers should perform and appear to perform their duties in a way that will maintain public confidence in the NHCFS.
- Board members and volunteers must not take advantage of their position or appear to take advantage of their position, or of information obtained due to their position.

Accordingly, Board members and volunteers will:

- Identify at a Board meeting any issue to be considered by the Board to be a real or potential conflict of interest. This disclosure should be recorded in the minutes of the meeting.
- Refrain from participating in or trying to influence decisions of the Board on such issues.

In addition, it is the responsibility of the Board to:

- Ensure all Board members and volunteers understand the nature of conflict of interest and have received a written copy of the NHCFS Conflict of Interest policy.
- Instruct a Board member with a conflict of interest in a particular matter not to be present for discussion or voting on the matter if the member's presence might influence the decision.

Contravention of the policy may result in a request from the Board Chair for a Board member to resign from the Board.

See Declaration of Conflict of Interest attached as Appendix C.

## **Conflict Resolution**

### **Purpose**

To ensure that all volunteers, staff, and participants feel safe, respected, and heard when conflicts arise within the food share environment.

### **Guiding Principles**

- All individuals are treated with dignity.
- Conflicts are addressed calmly and constructively.
- Every concern is taken seriously and resolved impartially.
- All discussions are kept private unless disclosure is required.

### **Step-by-Step Resolution Process**

- Individuals are encouraged to speak directly to the person involved in a calm, respectful manner.
- This should happen in a private setting to avoid embarrassment or escalation.
- If direct communication is uncomfortable or unsuccessful, a neutral third party (e.g., a coordinator or trusted volunteer) may be asked to mediate.
- The mediator facilitates a respectful dialogue and helps both parties find common ground.
- If the issue remains unresolved, it may be brought to the attention of the NHCFS's Board.
- A written summary of the concern may be requested to ensure clarity.
- The Executive team will review the issue and propose a fair resolution within 10 business days.
- A follow-up meeting may be scheduled to ensure the solution is working and relationships are restored.
- Retaliation against anyone raising a concern is strictly prohibited.
- All parties are encouraged to approach conflicts with empathy and a willingness to listen.
- A record of conflicts and resolutions may be kept to help improve future practices.

## Anti-Violence and Harassment

### Purpose

NHCFS is committed to providing a safe, respectful, and inclusive environment for all volunteers, clients, and visitors. Violence, harassment, and bullying of any kind will not be tolerated.

### Definitions

- Violence includes any act or threat of physical force that causes or could cause harm.
- Harassment includes unwelcome comments, conduct, or gestures that offend, intimidate, or humiliate.
- Bullying includes repeated unreasonable behavior that creates a risk to health or safety.

### Expectations

All individuals involved with NHCFS are expected to:

- Treat others with dignity and respect.
- Communicate in a courteous and inclusive manner.
- Refrain from any form of physical, verbal, or psychological abuse.
- Report incidents promptly and truthfully.

### Reporting & Response

- Concerns or incidents should be reported to the Board Chair or another designated Board member.
- All reports will be taken seriously and handled confidentially.
- Corrective action will be taken as needed, up to and including removal from the Organization or legal reporting.

### Review & Accountability

This policy will be reviewed annually by the Board of Directors. Updates will be made as needed to ensure continued safety and alignment with legal standards.

## Volunteer Recognition

### Purpose

To honor and appreciate the time, energy, and compassion that volunteers contribute to our food share. Recognition helps build morale, strengthen relationships, and encourage continued engagement.

### Guiding Values

- Gratitude: Every act of service is valued.
- Consistency: Recognition is ongoing, not just occasional.
- Inclusivity: All volunteers are celebrated, regardless of role or hours served.

### Recognition Practices

#### Regular Appreciation

- Verbal thank-yous during shifts.

- Annual small gift.

#### Feedback & Growth

- Invite volunteers to share ideas and feedback.

## **No-Cost Food Access**

### **Purpose**

To ensure equitable, dignified, and consistent access to nutritious food for individuals and families experiencing food insecurity, without financial barriers.

### **Guiding Principles**

- Access to food should not depend on income, housing status, or documentation.
- Services must be welcoming, non-judgmental, and culturally respectful.
- Prioritize local partnerships, volunteers, and feedback from those served.
- Operate in ways that reduce food waste and support local producers when possible.

### **Eligibility & Access**

- No proof of income is required.
- Used only to improve service delivery and track demand.
- Food is distributed equitably to ensure all participants have access to a fair share.
- If supplies are limited, we may use a first-come, first-served or rotating system to ensure fairness.

### **Food Sourcing**

- Accept food from individuals, grocers, farms, and food rescue programs.
- Supplement donations with ethically sourced staples when needed.
- Collaborate with farmers, co-ops, and community gardens.

### **Food Distribution**

The NHCFS provides food assistance to clients on a once-monthly basis, offering enough supplies to support approximately 7 days of household needs. Our goal is to distribute all available food each month in a fair and equitable manner. To ensure that clients who visit later in the month have access to appropriate support, we manage our inventory carefully and reserve sufficient supplies throughout the entire distribution cycle. This approach allows us to serve all clients with consistency, dignity, and fairness, regardless of when they are able to attend.

### **Food Choice**

- Individuals may provide input into the foods that best suit their dietary needs, preferences, and cultural traditions.
- No one is required to take items they do not want or cannot use.
- We recognize and honour diverse dietary practices, including vegetarian, vegan, gluten-free, and allergy-sensitive needs, when available through donated food supplies.
- Volunteers will do their best to label and organize food to support informed choices.

## **Operations & Oversight**

- All volunteers receive orientation on food safety, confidentiality, and respectful service.
- Monthly review of inventory, distribution data, and client feedback.
- Annual impact report shared with stakeholders and funders.

## **Risk & Safety**

- Comply with Ontario food safety regulations.
- Maintain insurance for liability and volunteer protection.
- Establish protocols for handling complaints, emergencies, and safeguarding vulnerable individuals.

## **Informed Consent**

### **Purpose**

This policy ensures that all participants understand the nature of our food share program, including how food is sourced, handled, and distributed, and that they voluntarily choose to participate with full awareness.

### **Who This Applies To**

- All individuals receiving food from the program
- All volunteers involved in food collection, handling, and distribution

### **Key Points of Informed Consent**

#### Voluntary Participation

- Participation in the food share is entirely voluntary.
- Individuals may choose to stop participating at any time without penalty.

#### Food Sources

- Food is donated by community members, local businesses, farms, and other partners.
- Some items may be close to or past their best-before dates but are assessed for safety before distribution.

#### Food Safety

- Volunteers follow basic food safety guidelines during handling and distribution.
- However, the program cannot guarantee allergen-free or contamination-free food.

#### Personal Responsibility

- Participants are responsible for deciding which foods are suitable for their dietary needs and health conditions.
- The program is not liable for any adverse reactions or outcomes from food consumption.

#### Privacy and Respect

- Personal information shared with the program (e.g., for registration or special dietary needs) will be kept confidential.
- All participants and volunteers are expected to treat each other with respect and dignity.

## Access for People with Disabilities

### **Purpose**

To ensure that individuals with disabilities have equitable, respectful, and safe access to all services provided by the food share program.

### **Commitment**

We are committed to creating an inclusive environment where everyone, regardless of ability, can participate fully and with dignity.

### **Policy Guidelines**

#### **Physical Accessibility**

- Volunteers will assist with carrying food items upon request.

#### **Communication Support**

- Information about the program will be available in accessible formats (e.g., large print, plain language).
- Volunteers will be trained to communicate respectfully and clearly with individuals who have speech, hearing, or cognitive disabilities.

#### **Service Animals**

- Service animals are welcome in the parking lot of the NHCFS.

#### **Priority Access**

- Individuals with disabilities may request priority access to food distribution lines.

#### **Feedback and Accommodation Requests**

- Participants may request specific accommodations by speaking with a volunteer or contacting the program coordinator.
- All feedback will be taken seriously and used to improve accessibility.

#### **Respect and Inclusion**

- Discrimination or harassment based on disability will not be tolerated.
- Volunteers and participants are expected to uphold a culture of respect and inclusion.

### **Agreement**

By participating in the food share program, individuals agree to uphold these values and practices. We welcome everyone and strive to meet diverse needs with care and flexibility.

## Health and Safety

### **Purpose**

To protect the health, safety, and well-being of all participants, volunteers, and visitors involved in the food share program.

### **Food Safety**

- All food will be handled using basic hygiene practices (e.g., clean hands, sanitized surfaces, proper storage).
- Perishable items will be kept refrigerated or distributed promptly.

- Expiry dates will be checked, and food past safe consumption will not be distributed.
- Volunteers will be trained to identify and remove spoiled or unsafe items.

### **Personal Hygiene**

- Volunteers must wash hands before handling food and wear gloves when appropriate.
- Anyone feeling unwell (e.g., with flu-like symptoms or gastrointestinal illness) should refrain from volunteering or attending.

### **Clean Environment**

- Distribution areas will be kept clean, organized, and free of hazards.
- Waste will be disposed of properly and regularly.
- Cleaning supplies will be available for spills or sanitation needs.

### **Physical Safety**

- Pathways will be kept clear for mobility aids and safe movement.
- Heavy lifting will be done safely, with assistance when needed.
- First aid supplies will be available on-site, and volunteers will know how to access them.

### **Emergency Preparedness**

- Emergency contact information will be kept for volunteers.
- In case of fire, severe weather, or other emergencies, a basic evacuation plan will be posted and reviewed.

### **COVID-19 and Communicable Illnesses**

- We follow current public health guidelines regarding masks, distancing, and sanitization.
- Participants and volunteers are encouraged to stay home if sick and notify coordinators if exposed to contagious illness.

### **Reporting and Feedback**

- Any health or safety concerns should be reported to the program coordinator immediately.
- Feedback is welcomed to improve safety practices and address risks.

## PROCEDURES

### Annual Board Performance Review Process

#### **Purpose**

To ensure the Board of Directors remains effective, accountable, and aligned with the mission of the NHCFS. The review provides a brief, constructive opportunity to reflect on strengths and identify areas for improvement.

#### **Frequency**

- Conducted once per year during an in-person Board meeting, typically in the first quarter.

#### **Process**

- **Board Discussion:** The Board participates in a short, guided conversation about overall performance, including meeting effectiveness, governance responsibilities, communication, and teamwork.
- **Chair Review:** Board Members collectively provide feedback on the Board Chair's leadership and facilitation, led by the Vice-Chair.

#### **Documentation**

- Only high-level themes and agreed-upon actions are recorded in the minutes. Individual comments remain confidential.

#### **Follow-Up**

- The Board incorporates identified improvements into its annual work plan or training needs.

### Complaints Resolution

#### **Receiving a Complaint**

- Complaints can be made in writing, or by email.
- Anyone (clients, volunteers, donors, or community members) can submit a complaint.
- Staff or volunteers receiving the complaint must listen respectfully and record the details.

#### **Initial Response**

- Acknowledge the complaint within 3 business days.
- If possible, resolve the issue immediately and inform the complainant of the outcome.
- If not resolved, escalate to the Board Chair.

#### **Investigation**

The Board Chair will:

- Review the complaint.
- Speak with relevant parties.
- Document findings.
- Aim to resolve and respond within 10 business days.

### **Resolution & Follow-Up**

- Provide a clear explanation of the outcome.
- If the complainant is not satisfied, they may escalate to the Board Chair.
- All complaints are logged and reviewed quarterly to improve services.

### **Confidentiality & Respect**

- All complaints are handled confidentially.
- No one will face retaliation for raising a concern.

## **Safety Plan for Agitated or Violent Clients**

### **Purpose**

To ensure the safety of all participants, volunteers, and staff by providing clear steps for responding to agitation, aggression, or violence in a respectful and de-escalating manner.

### **Prevention and Awareness**

- Create a calm, welcoming environment with clear signage and respectful communication.
- Train volunteers to recognize early signs of agitation (e.g., raised voice, pacing, clenched fists).
- Encourage volunteers to stay calm, avoid arguing, and maintain personal space.

### **Immediate Response Steps**

If a client becomes agitated or aggressive:

- Stay calm and non-confrontational
- Use a calm tone and body language.
- Avoid touching the person or making sudden movements.
- De-escalate.
- Listen actively and acknowledge feelings: “I hear that you’re upset.”
- Offer choices or solutions if appropriate: “Would you like to step aside and talk?”
- Maintain safety.
- Keep a safe distance and avoid blocking exits.
- Signal another volunteer discreetly for support if needed.
- Do not engage in arguments.
- If the situation escalates, disengage and prioritize safety.

### **If Violence Occurs**

- Call 911 immediately if there is physical danger to anyone.
- Remove other participants from the area calmly.
- Do not attempt to physically restrain the individual.

### **After the Incident**

- Document the event with time, location, and details.
- Notify the Board Chair and any relevant authorities.
- Offer support to affected volunteers or participants.
- Review the incident to improve future response and prevention.

## **Ongoing Support**

- Provide volunteers with basic de-escalation training.
- Maintain a list of local mental health and crisis support services.
- Encourage a culture of compassion, boundaries, and safety.

## **Feed Ontario and Huron County Food Bank Distribution Centre Deliveries**

The Huron County Food Bank Distribution Centre (the “Distribution Centre”) is a key partner in providing immediate hunger relief. They are an important part of the product supply chain for the NHCFS. They collaborate regularly with the NHCFS to provide the collection and distribution of resources to the NHCFS.

### **Procedure**

- Orders are placed biweekly for dry goods and frozen items, meat, eggs, milk, and produce based on current inventory needs. A list of available items is sent to the Operations Manager who then makes the biweekly order.
- An order form comes weekly for produce, eggs, and milk.
- A monthly statistics form is completed for the Distribution Centre using stats from the link2feed database. The Statistics form is sent to the Operations Manager.

### **Volunteer Roles**

- The Distribution Centre truck delivers every Monday. One week is both produce and dry goods. The next week is produce and other perishable goods as ordered. These weeks alternate continuously through the year.
- The assigned volunteers are to arrive at NHCFS at 9:30am.
- The Operations Manager will inform volunteers if product needs to be picked up at Hortons Dairy.
- Volunteers are to make sure fridges are wiped down with sanitizer ready for receiving product.
- Volunteers are to get garbage ready to put at the curb. The garbage is to be placed in clear plastic bags with a green garbage tag put on it (tags are kept in the desk drawer in the office).
- The volunteers get direction from the Operations Manager of any packaging or stocking that needs to be completed.
- When the Distribution Centre truck arrives, the volunteers help unload eggs, milk, and produce and put in the appropriate fridges. Eggs are to be put in cartons if needed and write the appropriate date on the cartons.
- The volunteers are to leave the milk in bags and place it in the milk fridge.
- The volunteers are to put the produce in the fridge. The potatoes go on the shelf in the back storage room.
- The volunteers unload the dry goods and put them on the appropriate shelves. The front area is to be stocked first. Any excess products are to be stored in the back rooms, in the appropriate locations.
- Volunteers are to put frozen items in the freezer. Boxes are to be unpacked to make distribution more efficient.
- The assigned volunteers are to make sure there are enough boxes available for Wednesday's opening.

- Volunteers will complete any other duties as assigned by the Operations Manager.
- The volunteers turn down the heat to 15 degrees and turn the lights off.
- The volunteers lock the door upon leaving NHCFS.

## **Business Continuity and Emergency Response**

### **Purpose**

This policy ensures that the NHCFS can continue essential services during emergencies and resume normal operations as quickly and safely as possible. It provides clear guidance for volunteers, board members, and partners during disruptions such as severe weather, power outages, equipment failure, facility damage, or public health emergencies.

### **Scope**

This policy applies to all operations, including:

- Food intake and distribution.
- Volunteer activities.
- Facility access and safety.
- Communications with clients, volunteers, and partners.
- Protection of food, equipment, and records.

### **Guiding Principles**

- Safety first for clients, volunteers, and partners.
- Continuity of essential services whenever safely possible.
- Clear communication and timely updates.
- Respect and dignity for all community members.
- Practicality - decisions must reflect volunteer capacity and available resources.

### **Definitions**

- Essential Services: Minimum operations required to provide food to the community (e.g., emergency food hampers).
- Disaster/Emergency: Any event that disrupts normal operations, including weather events, power outages, equipment failure, fire, flood, or public health directives.
- Continuity Lead: The Board Chair or designate responsible for coordinating the response.

### **Risk Assessment**

The NHCFS recognizes the following common risks:

- Severe weather (snowstorms, heat waves, flooding).
- Power outages.
- Refrigeration or freezer failure.
- Facility access issues (damage, water leaks, HVAC failure).
- Volunteer shortages.
- Transportation disruptions.
- Public health emergencies.

A risk review is conducted annually by the Board or Operations Committee.

## **Activation of the Plan**

The Continuity Lead activates this plan when:

- The facility becomes unsafe or inaccessible.
- Essential equipment fails.
- A public health directive limits operations.
- Volunteer capacity drops below safe operating levels.
- A partner agency notifies the NHCFS of a relevant emergency.

The Continuity Lead may delegate tasks as needed.

## **Roles and Responsibilities**

### Board of Directors

- Provide oversight and decision-making.
- Approve temporary operational changes.
- Communicate with key partners (municipality, United Way, food banks, donors).

### Continuity Lead (Chair or designate)

- Assess the situation.
- Decide whether to modify, suspend, or relocate operations.
- Coordinate communication.
- Document decisions and actions.

### Volunteers

- Follow safety instructions.
- Report hazards or disruptions.
- Support modified operations when able.

## **Continuity Strategies**

### Severe Weather

- Follow municipal or provincial advisories.
- Cancel or delay operations if travel is unsafe.
- Notify volunteers and clients through established channels.
- Reschedule distribution when possible.

### Power Outage

- Do not open freezers or coolers unless necessary.
- Monitor temperature logs.
- If outage exceeds safe time limits, contact maintenance or partner agencies for cold storage support.
- Document any food loss.

### Equipment Failure (e.g., refrigeration)

- Contact approved maintenance provider.
- Move food to backup units or partner facilities if available.
- Prioritize distribution of perishable items.
- Record incident and losses.

### Facility Damage or Access Issues

- Suspend operations until the building is deemed safe.

- Explore temporary relocation options (church halls, community centres, partner agencies).
- Notify clients and volunteers.

#### Volunteer Shortage

- Reduce services to essential distribution only.
- Cancel non-essential tasks (sorting, special programs).
- Use call-out list to request additional help.

#### Public Health Emergencies

- Follow public health directives.
- Shift to low-contact or curbside distribution.
- Provide PPE as required.
- Limit number of volunteers on site.

#### Communication Plan

##### Internal (Volunteers & Board)

- Email, phone tree, or group messaging.
- Updates posted at the facility when safe.

##### External (Clients & Community)

- Website and social media updates.
- Notices posted at the facility.
- Coordination with partner agencies (municipality, social services, schools).

All communication must be clear, timely, and respectful.

### **Records & Documentation**

During any disruption, the Continuity Lead documents:

- Nature of the incident.
- Actions taken.
- Food loss or damage.
- Volunteer or client impacts.
- Costs incurred.

Records are reviewed at the next Board meeting.

### **Recovery & Resumption of Services**

Once the emergency has passed:

- Inspect facility and equipment.
- Restock essential supplies.
- Notify volunteers and clients of reopening.
- Conduct a brief debrief to identify improvements.

### **Annual Review**

This policy is reviewed annually by the Board or Operations Committee and updated as needed to reflect new risks, resources, or lessons learned.

## Waivers and Agreements for Volunteer Drivers

### **Part A (Personal Vehicle Use and Insurance Waiver)**

I, and my heirs, executors and administrators, understand that *NORTH HURON COMMUNITY FOODSHARE* does not assume any responsibility for or obligation to provide me with financial or other assistance, included but not limited to medical, health, auto, home or disability benefits or insurance in the event of injury, illness, death or property damage (including vehicle damage). I expressly waive any such claim for compensation or liability on the part of NORTH HURON COMMUNITY FOODSHARE. I agree to maintain at my own expense, automobile liability insurance on any vehicle I own and use during my volunteer duties.

\_\_\_\_\_  
Volunteer Name  
(print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **Part B (Volunteer Physical Activity Waiver)**

I understand that the services I provide to *NORTH HURON COMMUNITY FOODSHARE*, may include activities that may be hazardous to me, including but not limited to, lifting or carrying boxes and bags (max. 30-40 lbs.), driving and/or riding in a vehicle and crossing streets. As a volunteer, I hereby expressly assume the risk of injury or harm from these activities and release NORTH HURON COMMUNITY FOODSHARE from all liability. I also acknowledge the risk of injury to others in an accident.

\_\_\_\_\_  
Volunteer Name  
(print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **Part C (Volunteer Confidentiality Agreement)**

I agree to hold strictly confidential any information I obtain in the performance of my volunteer duties relating to clients, donors, agencies, workplace accounts and any other information about *NORTH HURON COMMUNITY FOODSHARE*, that is identified as confidential. I agree to share information between other Food Share volunteers and staff on a need-to-know basis, in order that they may fulfill their responsibilities.

\_\_\_\_\_  
Volunteer Name  
(print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# APPENDICES

## APPENDIX A

### Global Acknowledgement of Policies and Procedures

I acknowledge that I have received, read, and understand the policies and procedures of the organization, dated “\_\_\_\_\_, 2026.” I agree to comply with all expectations, guidelines, and responsibilities outlined within these documents.

I understand that it is my responsibility to seek clarification on any policy or procedure that I do not fully understand. I further acknowledge that failure to follow these policies and procedures may result in corrective action as determined by the organization’s leadership.

By signing below, I confirm my commitment to upholding these standards in my role as a board member or volunteer.

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

Role (Board Member / Volunteer): \_\_\_\_\_

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

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

## APPENDIX B

### BOARD MEMBER APPLICATION FORM

#### 1. APPLICANT INFORMATION

Full Name: Click or tap here to enter text.

Preferred Name (optional): Click or tap here to enter text.

Address: Click or tap here to enter text.

Phone Number: Click or tap here to enter text.

Email Address: Click or tap here to enter text.

Best way to contact you: Click or tap here to enter text.

#### 2. ABOUT YOU

Current occupation or primary role: Click or tap here to enter text.

Relevant skills or experience: Click or tap here to enter text.

(e.g., governance, finance, fundraising, communications, volunteer management, community engagement)

Share a brief summary of your background and interests:

Click or tap here to enter text.

#### 3. MOTIVATION & ALIGNMENT

Why are you interested in serving on the NHCFS Board?

Click or tap here to enter text.

What strengths or perspectives would you bring to the Board?

Click or tap here to enter text.

What does community service or volunteerism mean to you?

Click or tap here to enter text.

#### 4. AVAILABILITY & COMMITMENT

Are you able to commit to attending monthly board meetings?

Yes  No  Unsure

If unsure, please explain: Click or tap here to enter text.

Are you willing to participate in committee work or special projects as needed?

Yes  No

Estimated hours per month you can commit: Click or tap here to enter text.

## 5. GOVERNANCE & COMPLIANCE

Have you served on a board before?

Yes  No

If yes, please describe your role and experience: Click or tap here to enter text.

Are you currently involved with any other organizations that may create a conflict

Yes  No

If yes, please explain: Click or tap here to enter text.

## 6. REFERENCES

### Reference #1

Name: Click or tap here to enter text.

Relationship: Click or tap here to enter text.

Contact Info: Click or tap here to enter text.

### Reference #2

Name: Click or tap here to enter text.

Relationship: Click or tap here to enter text.

Contact Info: Click or tap here to enter text.

## 7. ADDITIONAL INFORMATION

Is there anything else you would like us to know?

Click or tap here to enter text.

## 8. APPLICANT DECLARATION

I confirm that the information provided in this application is accurate to the best of my knowledge. I understand that submitting this form does not guarantee a board position and that all applications will be reviewed according to the North Huron Community Food Share's by-laws and governance policies.

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

Date: Click or tap here to enter text.

## APPENDIX C

### CONFLICT OF INTEREST DECLARATION

Name of Volunteer/Board Member: \_\_\_\_\_

Role (if applicable): \_\_\_\_\_

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

#### Purpose

The Food Share is committed to fairness, transparency, and the responsible use of community resources. This declaration ensures that all volunteers and board members act in the best interests of the organization and the people we serve.

#### Definition of Conflict of Interest

A conflict of interest occurs when a personal, family, or financial interest could influence — or appear to influence — a person's decisions or actions on behalf of the Food Share. Conflicts may be real, potential, or perceived.

Examples include (but are not limited to):

- Personal or family financial benefit from Food Share decisions
- Preferential treatment of a business, supplier, or partner
- Using Food Share information, resources, or relationships for personal gain
- Participating in decisions where you or someone close to you stands to benefit

#### Declaration

By signing this form, I declare the following:

##### 1. Current Conflicts

I have no known conflicts of interest to declare at this time.

OR

I have the following conflict(s) of interest to declare:

##### 2. Ongoing Duty to Disclose

I agree to promptly disclose any conflict of interest that arises in the future, whether real, potential, or perceived.

##### 3. Duty to Recuse

I agree to remove myself from discussions, decisions, or votes where a conflict of interest exists or could reasonably be perceived to exist.

4. Commitment to Integrity

I understand that the Food Share relies on trust, fairness, and responsible stewardship. I commit to acting in the best interests of the organization and the community at all times.

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

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

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