

## **School Food Delivery (SFD) FAQ**

### **Q1: What is SFD?**

A1: We have heard that schools are encountering challenges when purchasing safe, affordable prepackaged food and produce items to operate their student nutrition program. As such, in November 2020 OSNP rolled out a new program as part of our COVID-19 response.

### **Q2: What is the cost to participate in the SFD program?**

A2: Schools will opt out of receiving their OSNP grant funds (April - June) and to instead participate.

### **Q3: What do I expect to receive by forgoing my grant cheque and instead participate in the SFD program?**

A3: The *program* offers weekly deliveries of 3 days worth of fresh produce. If schools or OSNP - Southwest (SW) have access to external funds schools could purchase food credits. Food credits may be used to purchase supplementary food items from one of our wholesale partners. This food would be delivered with produce deliveries.

### **Q4: What are the benefits of participating in the School Food Delivery program?**

A4: There are many benefits to participating in the *program*:

- To purchase safe, affordable prepackaged food and produce items so schools can operate their student nutrition programs.
- Your school will receive a variety of high quality fruits and vegetables (locally sourced when possible). We plan to purchase food from local farmers in your own communities which is a win-win for schools and local economies.
- The value of the food delivered is approximately two to three times greater than what could be purchased at your local grocery store. Because OSNP is purchasing food in bulk, we can leverage larger quantities at lower prices and also negotiate large food donations.
- Minimal reporting, budgeting, and/or ensuring funds are spent.

### **Q5: What will the menu look like?**

A5: In the 2020.21 school year, OSNP - SW offered two menu options to offer some flexibility to schools on what they could receive based on capacity at the school level while complying with COVID-19 public health and school board protocols. Due to the uncertainty of what the 2021.22 school year will hold and what the recommendations will be, we are offering two menu options (listed below). OSNP – SW is committed to providing the highest standard via the SFD program. Please be aware, if and when public health and school board lifts requirements, OSNP will consider sending food in bulk (no longer individually wrapped). We will communicate this once a decision is made however we wanted to make you aware.

At this time, you can expect a sample menu to look similar to chart below:

<b>MENU OPTION ONE</b>	<b>MENU OPTION TWO</b>
Low prep, pre-washed produce that will be sent in bulk (ie apples, mini cucumbers, pears)  *bulk produce would be pre-washed. For example: a case of 110 apples would be pre-washed and sent to your school in bulk case (wholesale) **potential for more variety	Pre-packaged  *all items would be either in natural packaging (ie clementines) or pre-washed, when the budget allows.

Applesauce Plastic spoons (individually packaged) Pears (pre-washed) Clementines Bananas	Applesauce Plastic spoons (individually packaged) Clementines Bananas
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**Q6: What if our school suspects that unsafe food has been served?**

A6: If you suspect that unsafe (i.e. spoiled or contaminated) food has been served to students, please:

- a) STOP service and take the food item(s) away from all students,
- b) remove items from area and contain items to ensure no further contamination,
- c) call your Public Health Inspector (PHI) ASAP to report this issue, and
- d) notify OSNP-SW and your local Community Development Coordinator to report the issue ASAP.

**Q7: How will allergies at our school be addressed?**

A7: Within the *school profile form* you (or someone at your school) will list all food items which are prohibited from entering your school. If you notice an item which is identified as an allergy by your school, you will receive a substitute in its place. Should your allergy list change, please notify OSNP-South West promptly.

*Please note: if you apply and are accepted to participate, you will be sent a school profile form to address allergies and other finer details.*

**Q8: What if, by accident, a weekly delivery includes an item which we cannot distribute due to allergies?**

Q8: If this occurs, please notify the driver of the item(s) which you cannot serve and ask the driver to take it away with them. Please report the situation to the OSNP-SW ASAP. Please refer to Q & A 9 (re: refusal of food/delivery).

**Q9: Is there anything we should do once the food is delivered to our school?**

A9: If you as the coordinator aren't always at the school or not the first point of contact, please inform the person(s) who will likely be accepting the food deliveries of the following:

When the delivery driver arrives, please:

- a) inspect ALL boxes/cases food for spoilage, quantities, etc.,
- b) acknowledge delivery and that you will inspect all boxes/cases by providing your name to the driver to record,
- c) ensure the food is properly stored (i.e. If items require refrigeration, please ensure they are refrigerated asap).

*Please note: you have the right to refuse/accept an item on a delivery if food is spoiled or if an allergen is present. If you refuse to accept food, contact OSNP - SW promptly so we are aware of this issue and can rectify the situation.*

**Q10: What if I find produce that's spoiled?**

A10: If you find food that's spoiled, please take a picture within 24 hours of delivery and contact [OSNP@von.ca](mailto:OSNP@von.ca).

*Please note: it is not always possible to deliver a replacement item the same week, as orders are placed in advance.*

*OSNP - SW will do its best, to work with our distributors or send additional produce the following week to make up for the shortfall.*

**Q11: How often will the food be delivered?**

A11: Food deliveries will take place one time per week. Once the application closes, we will be reviewing and working out the logistics. Depending on the number of applicants, OSNP might require delivery modification, more specifically in more remote locations (ie bi-weekly deliveries).

Please note: prior to the start of the program, OSNP will provide you with more specifics.

**Q12: What if a holiday falls on the day/week of delivery?**

A12: In the case that a holiday falls on a day/week you're expected to receive your SFD order, all deliveries will be pushed back a day. (Ex. Monday deliveries will be moved to Tuesday, Tuesday to Wednesday, etc).

**Q13: How should we serve the food?**

A13: Student Nutrition Programs (SNPs) may serve the program in a safe manner. Please contact your local health unit and school board for compliance.

**Q14: What if we find there's still too much/not enough of the "baseline" food being delivered?**

A14: If you find the food quantities problematic, please contact OSNP - SW via email ([OSNP@von.ca](mailto:OSNP@von.ca)) and copy your local Community Development Coordinator as soon as possible to allow sufficient time to make appropriate adjustments.

Orders are sent to our partners well in advance, so there may be a slight delay when changing volumes.

*Please note: OSNP can't commit to increasing numbers but will try our best to accommodate and will work case by case.*

**Q15: Can extra food be sent home with students or be used in an after school club/program?**

A15: No – as much as we don't want to waste food, we have to ensure the food being delivered to the student nutrition program stays in the student nutrition program. Because we can't control what other individuals do with the food in terms of safe food handling, etc. we must restrict the sharing of food outside of your SNP. If you have extra food, please refer to Q & A14.

**Q16: Who delivers the food?**

A16: Please expect one of OSNP - SW local, regional and/or provincial partners to deliver your orders.

**Q17: What online reporting has to be done while participating in the program?**

A17: Programs who are participating in the program are to report on the following:

- # of volunteers,
- Volunteer hours,
- Students served,
- Days operated,
- Any additional food and/or supplies purchased,
- Donations from sources other than OSNP, and
- If no food was purchased, as required, please sign off on the financial page to close off the month.

**Q18: Is there a deadline to modify/cancel my weekly produce order?**

A18: Yes, we are requesting that all modifications are submitted to [OSNP@von.ca](mailto:OSNP@von.ca) by noon on Tuesday. Please DO NOT send requests to the distributor. Since OSNP - SW is monitoring and tracking orders, volumes, etc. we are asking for any menu changes be sent to OSNP - SW.

**Q19 : What if I miss the deadline to change my order?**

A19: If a request is submitted past the deadline date (*12:00 pm on Tuesday*), we can not guarantee that we will be able to accommodate your change for the following week. You will have the option to decrease or cancel the following week, if you find your school will have a surplus of produce remaining.

We understand that with all the uncertainty surrounding COVID-19, it may be difficult to meet this requirement (ex. if your school is dismissed due to an outbreak). Please notify [osnp@von.ca](mailto:osnp@von.ca), so we can connect with our distributors to ensure your school is removed from delivery.

**Q20: If our school “opts out” of a specific item that's listed on the weekly menu, will we receive a replacement item?**

A20: Unfortunately, replacement items are not included, if a request has been made to cancel or opt out of a menu item. If a school requests not to receive a specific item, we can increase the volume of a produce item that is already being offered to ensure the school has enough food to supply their SNP. This request must be submitted before the Tuesday deadline date, as orders are secured through our distributor.

**Q21: Will spoons be delivered with our weekly SFD orders?**

A21: A case of spoons will be delivered to all participating schools during the first week to accommodate any menu items that might require spoons (ie applesauce). Schools will need to notify ONSP well in advance when they require more spoons. ONSP will not automatically send out spoons. Please connect with your local Community Development Coordinator or email [osnp@von.ca](mailto:osnp@von.ca)

**Q22: What if I misplace my log-in credentials?**

A22: No worries! Please reach out to your local Community Development Coordinator and they will be able to resend you this information.

Online Ordering Links

Evans Wholesale <https://order.evanswholesale.net/>

Produce Express <https://order.fresherproduce.ca/login>

**Q23: Will there be an opportunity for schools to change between menu 1 and 2 at some point during the school year?**

A23: We are requesting that you select a menu option and not switch back and forth each week. With tight deadlines to secure items and the sheer volume of schools participating in SFD, we are unable to accommodate menu switching. If an item is not offered on your selected menu, we can not switch your school to the “other” menu, to meet this request. If you opt out of a menu item and request an alternative menu item that’s not listed on the weekly menu already, we aren’t able to accommodate this request. However, we’re happy to increase the volume of a menu item that already exists on that weekly menu. This will ensure limited waste, streamlining the process while ensuring you have enough produce to serve in your student nutrition program.

Please note: this will only come into play if public health guidelines are in effect. As mentioned above, two menu options will be offered while schools follow COVID-19 protocols.

**Q24: I have heard of food credits. What are they and will I receive them?**

A24: Food credits are based on additional funding and with that are based on a few different factors (targeted, level of need, past purchasing habits, spending to date, etc). Credits were a bonus - merely additional support and aren’t guaranteed to schools. We encourage communities to use extra dollars to support their programs (for example: additional food credits, enhance food offerings) or for schools to apply for additional funding (for example: PCCC funding). Please reach out to your local Community Development Coordinator for further funding opportunities.

*If you have any questions or concerns, please reach out to your local Community Development Coordinator*