



**CLARINGTON EAST FOOD BANK
CLIENT SERVICES AND CARE
#4.05 No Cost Food Access Policy**



#4.05 No Cost Food Access Policy	
Policy Section: Client Service and Care	Original Date: Nov. 2024
Approved By: Board of Directors	Applies to Board, Employees and Volunteers
Review By: Executive Director and Board of Directors	Review Date: Annually September
Standard of Excellence: 4.05	# of Pages: 2

1. DEFINITIONS

2. POLICY

CEFB is committed to upholding service standards in accordance with Feed Ontario’s Standards of Operations directing that core food support services are provided to Neighbours at no financial costs and without being implicitly/explicitly tied to other conditions.

3. PURPOSE

The purpose of this policy is to ensure that Board members, Staff, Neighbours and Volunteers are aware of CEFB and Feed Ontario Standards of Operations related to access to food.

4. PROCEDURE

1. In accordance with **Feed Ontario’s Standards of Operations**, CEFB is committed to upholding the service standards identified in **F 4.05.01 No-Cost Food Access** in all interactions with its visitors.
2. Annually Board Members, Staff and Volunteers will be trained/made aware of this policy.
3. The ED will maintain an environment and programs that support the service standards and clients rights and privileges.
4. F 4.05.01 No-Cost Food Access will be posted at CEFB in an easily visible location and on our website.
5. Upon registration with CEFB, Neighbours will be made aware of **Client Rights and Privileges** identified in **F4.05 No Cost Food Access**.

5. ROLES AND RESPONSIBILITIES

Executive Director or Designate ensures that F 4.05.01 is posted and accessible.



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6. REFERENCES

1. Feed Ontario Standards of Excellence Resource #4.05

7. APPENDIX

Document Name
F 4.05.01 No Cost Food Access

8. REVISION CONTROL

Date	Revision Details	Revision #	Effective
Sept. 2025	Procedure: Service Standards are referenced in F4.05 No Cost Food Access and deleted from procedure; Clients Rights and Privileges are referenced in F4.05 No Cost Food Access and deleted from procedure.	Revision #1	Sept. 18, 2025