Powell River Action Centre Society – Food Bank

Client Service and Care
Policy 2024

Welcoming Environment Policy

The Standard for the Welcoming Environment Policy states that the organization provides a private area to conduct client intake and/or conduct any conversation with clients where personal information is discussed.

The Powell River Action Centre Society Food Bank does not currently have a dedicated private room within the centre. To mitigate this, it is the policy of the Food Bank to ensure that there are no other clients in the food bank when personal information is discussed or gathered. Clients are brought into the food bank individually for intake and the intake worker is the only one in the area of the intake. Other staff and volunteers are asked to go to the back of the food bank to work there while the intake process is completed. On the occasion where a client comes to the door while an intake is in process, the greeter will go outside and gather the required information to ensure that the client receives their hamper without having to wait. The intake process changes to a non-personal discussion while the hampers are being taken out then resumes once that process is complete.

The second standard of this policy is to ensure that there is a dedicated staff person or volunteer to greet clients as they arrive in a welcoming and respectful way.

As the Powell River Action Centre Society space is small, it is the policy that people accessing our food bank for services and support are greeted at the door when they arrive. The greeter meets them just outside the door with a friendly hello and a smile and takes whatever information is required. Staff and volunteers gather the hampers and bring them personally to the people waiting. While they are waiting, they are free to sort through the free boxes of donated clothing and shoes, blankets, coats, or whatever might be available on any given day.