

## Good Food Box (GFB) Tip Sheet for New Depots

This tip sheet was created based on the experience and advice of active depots. For information about the GFB program visit the Community Kitchens Calgary website <https://www.ckpcalgary.ca/index.php/program-services/good-food-box>.

For more information contact Ian at [gfb@ckpyyc.ca](mailto:gfb@ckpyyc.ca) or (403) 538-3780

### Setting up a depot:

- Apply to CKC to be a depot – click on the link above to download the one page application form.
- Determine how many staff or volunteers you will need to successfully run the depot. Usually 1-3 is sufficient but this depends on how tasks are allocated
- Consider a payment system that works for the depot taking into consideration potential barriers that may prevent people from being able to participate in the program – e.g. online orders and e-transfers work best for people with internet at home; some people are not set up to use online banking and are reluctant to use it (this has come up within the senior population), paying with cash requires an extra visit to the depot and could be difficult for people who are working during the time or are students, etc.
- Determine a delivery and pick up location that is accessible – for unloading the boxes from the truck and into the space as well as for the participants (i.e. near transit, wheelchair accessible, etc.)
- Determine how long the depot will be open for pick-ups and at what time. Consider having both a morning and evening pick up time to accommodate people's different schedules, having the depot stay open for several hours or having the pick-up occur on the weekend. Space to store the boxes when the depot is closed is required.

### Marketing:

- Promote the program through social media, Nextdoor app, email lists, posters - local businesses, faith buildings, recreation facilities, non-profits organizations, etc.
- Maintain an email list of people who have used the Good Food Box in the past. This can be used to send out reminders for upcoming order dates and inform them of any changes to the program.
- Maintain a phone list for people who do not have internet. A volunteer can be designated to call people on the phone list to remind them of upcoming order dates and inform them of any changes to the program.

### **Orders and payment:**

- You require a minimum of 5 boxes to place an order.
- The order and payment needs to be submitted to GFB by midnight of the monthly cut-off date. No changes can be made.
- To allow administrative time to submit the order, cut-off time for receiving orders from residents could be the day before.
- It is easiest to accept orders via email followed by an e-transfer payment for the order. If payment is being managed by a volunteer, it is recommended a separate account be set up for GFB orders only to avoid confusion.
- For cash orders, an order night can be set up where people can drop by to pay for their order if the depot is located in a facility that doesn't have public hours. Be sure to have two volunteers on site at all time for safety. Ask people to bring exact cash but have a small float ready in case they do not.
- Only submit orders to GFB that have been paid for ahead of time
- Send email confirmation that order and payment was received and remind participant of the date and time they will need to pick up their GFB. If the depot is open for more than one time slot (e.g. morning and evening), ask participants what time slot they will be picking up for.

### **Delivery Day:**

- Community Kitchen's truck will call when they are 10 minutes away. They usually arrive in the morning. Be sure to have someone on site when they arrive
- They will have you sign a form and will drop the boxes
- Load the boxes in to the depot space.
- You can call or text all participants to let them know the boxes have arrived and they must pick up their boxes within the designated timeframe.
- Determine what to do with any boxes that were not picked up. Some depots have a strict rule saying boxes must be picked up on the designated pick-up date or their order will be lost. Others will accommodate participants who are not able to pick up that day and arrange another pick up time. This often depends on the number of boxes a depot receives, their ability to store a box and volunteer or staff availability.