4.05 Public Policy Statement – Provision of Free, Unconditional Access to Core Food-Support Services

1. Purpose: Kimberley Helping Hands Food Bank's (KHHFB) commitment to provide core food-support services at no financial cost and without conditional requirements. It ensures dignity, equity, and non-discriminatory access to food assistance.

2. Policy Statement: KHHFB services are free. Clients will not be asked to pay for food, directly or indirectly. Food is never conditional on: participation in religious activity or prayer; volunteering; event attendance; sharing personal stories; providing excessive documentation; or accepting services from other organizations.

3. Accessibility and Equity: KHHFB serves all individuals regardless of age, gender, religion, citizenship, immigration status, housing status, disability, or income. Reasonable steps are taken to remove access barriers.

4. Confidentiality and Consent: Basic information may be collected for planning or registration, but clients control their data. Informed consent is required, and declining to answer non-essential questions will not affect service access.

5. Enforcement and Oversight: All staff and volunteers are trained on this policy. Any instance of conditioning food access on non-essential participation or documentation will be addressed immediately.
Concerns can be reported confidentially to: 250 432 5753, kimberleyfoodbankmanager@gmail.com

6. Review: This policy is reviewed annually by the Board of Directors to ensure compliance with best practices and community needs.

KHHFB provides food with dignity

No barriers, no judgment, and no strings attached