

## COMMUNITY EMERGENCY FOOD SECURITY PLAN ORGANIZATION SURVEY

*This questionnaire is to be filled out specifically by organizations that offered emergency food support during the onset and early stages of COVID aimed at understanding:*

- *The forms of emergency food support that took place early on in the COVID pandemic*
- *The challenges and opportunities with these forms of emergency food support*
- *What organizational data was saying about needs and access*
- *How we might begin to collect information about future collaboration*

*The information shared in this survey as it relates to your specific organization will be confidential. Only the project team will review the raw data and the data will be securely stored. General themes from across all data will be shared back with all participants and the broader community with no individual organization identifiers.*

### **Organization Information**

1. What is the name of your organization?
  
2. What sector best describes your organization? Select all that apply.
 

- Health	- Emergency Food
- Education	- Emergency Shelter
- Social Service	- Mental Health
- Indigenous Organization	- Political/Territorial
- Community Organization	- Other:
  
3. We are interested in understanding whom your organization serves. For each of the following groups, rank their priority in terms of your mandate, with one being the lowest priority and five being the highest. If you do not serve that population, use N/A. If your organization is open to all groups, rank every group as a 3 and then indicate your priority focus groups with a 5.

Ranking	Group
	Elders/seniors
	Families
	Adults
	Women
	Men
	2SLGBTIQ+
	Students
	Children
	Youth
	First Nation, Metis &/or Inuit peoples
	Homeless population
	Newcomers + Immigrants
	People of colour
	People facing mental health and/or addictions
	Other:

4. Is food a part of your regular program during non-emergency times?  
(ie. serving regular meals, distributing healthy food, cooking programs, education and awareness, etc.)  
Yes/No
  
5. If yes, what types of programs does the organization offer that relates to food? Select all that apply.
  - Community kitchen
  - Cooking programs
  - Good Food Box
  - Food banks/hampers
  - Food markets
  - Student/School nutrition
  - Community garden
  - Daily meals
  - Employment related programs
  - Education and awareness (ie. healthy eating, recipes, etc.)
  - Advocacy
  - Free coffee and/or snacks to participants
  - Other:
  
6. How many staff are employed by your organization?
  - 1 – 5
  - 6 – 10
  - 11 – 20
  - 21 – 50
  - 51 – 100
  - 100+

**Emergency Food Support During the COVID Pandemic**

7. What type(s) of emergency food support did you offer during COVID? Select all that apply.
  - Good Food Box-style
  - Weekly food packages
  - Food Hampers
  - Food Bank
  - Supporting food procurement (ie. for First Nation communities, organizations)
  - Offering meals (take out, drop-in, etc.)
  - Delivering weekly meals/lunches
  - Delivering food boxes/hampers
  - Offering gift cards
  - Providing funding support to programs or agencies
  - Referring clients to other food supports (ie. 211, other agencies)

- Advocating for clients to receive supports & services
  - Offering refreshments to clients
  - Other:
8. How quickly was your organization able to pivot to offer emergency food support?
- Less than a week
  - 1 – 3 weeks
  - 1 – 2 months
  - More than 2 months
  - Still trying
  - No pivot needed, continued regular service
  - Additional information:
9. Which of these challenges did your organization experience in offering emergency food support? Select all that apply.
- Limited funding to offer the food services needed
  - Timely access to external funding to offer emergency support
  - Health & safety issues, given COVID restrictions (ie. lack of PPE, limited understanding of social distancing protocol, untrained staff, etc.)
  - Out of date pandemic plans within organization
  - Needing to pivot to offer emergency food support (ie. not part of usual programming)
  - Difficulty procuring large amount of food
  - Lack of communication about food supports at a community level (ie. not knowing where to direct clients, interagency or community communication, etc.)
  - Limited or out of date database of clients
  - Lack of volunteers
  - Staffing challenges (ie. layoffs, work from home, isolating for COVID, etc.)
  - Difficulty accessing food donations from regular sources
  - People accessing food from multiple organizations
  - Contacting clients/patrons (ie. technology or access issues)
  - There were no challenges.
10. Please identify any additional challenges not listed above.
11. Share an example of something that worked well for your organization in their pivot or adjustment to offering emergency food support during COVID.
12. Was food waste an issue during your organization's emergency food support process?  
Yes/No

13. If yes, what was the cause of food waste?

- Equipment
- Red tape
- Lack of facility
- Lack of volunteers
- Client communication
- Duplication of efforts
- Other:

14. Did your organization see an increase in the need for food supports during March – June 2020 in comparison to the same time last year?

- Yes
- No
- No available data

15. Select the top three groups who predominantly accessed your organization's emergency food support.

- |                  |  |
|------------------|--|
| - Elders/seniors | - First Nation, Metis, &/or Inuit peoples                  |
| - Families       | - Homeless population                                      |
| - Adults         | - Newcomers + Immigrants                                   |
| - Women          | - People of colour   |
| - Men            | - People facing mental health and/or addictions challenges |
| - 2SLGBTIQ+      | - Other:   |
| - Students       |  |
| - Children       |  |
| - Youth          |  |

**Emergency Collaboration**

16. During the onset and early stages of the COVID-19 pandemic (March – June 2020) what resources did your organization need to serve your clients when pivoting to emergency food support?

- Containers for take-away meals
- Volunteers
- Food donations
- Funds (ie. for food, supplies, staffing, etc.)
- Safe food delivery
- Training to educate staff and volunteers on safe food handling/packaging
- Guidelines/advice on appropriate amounts of food in boxes or hampers
- Clear communication and collaboration with other agencies
- Ability to keep community food access hubs open
- A clear plan
- Other:

17. In future emergencies or crises, what kinds of resources could your organization offer to a collaborative community effort for emergency food support? Select all that apply.

- Kitchen space
- Refrigeration
- Vehicle(s)
- Human power (ie. volunteers, staff)
- Food donations
- Contact with vulnerable or hard to reach populations
- Funds that can be easily reallocated
- New funding
- Space for packaging food
- Space for food distribution
- Information or contact with food suppliers
- Coordination support
- Phone lines
- Other:

18. Share an example of a positive partnership or collaboration with others outside your organization during the response to the COVID-19 pandemic. These do not need to be food related.

19. What made these partnerships or collaborations positive?

- Clear communication
- Previous relationship
- Sustainability
- Mutually supportive
- Shared vision
- Developing innovative/outside-the-box solutions
- Centralized or consistent space for collaboration created
- Other:

20. Did your organization receive additional funds to offer emergency food support?  
Yes/No

21. If yes, where did that emergency funding come? Please name the funder(s).  
(i.e. Thunder Bay Community Foundation, Ontario Trillium Foundation, Breakfast Clubs of Canada, etc.)

22. If yes, would your organization have been able to provide emergency food supports without this additional funding?  
Yes/No/Maybe

**Additional Thoughts & Comments**

23. Would you be willing to participate in a follow-up interview to provide more context and details on some of the topics raised?  
(ie. what would make funding easier, how do you support clients in overcoming barriers, reducing pivot time, the specific model you used, future collaboration, etc.)  
Yes/No
24. If there is anything else you would like to share with the CEFSP project team, please include that here.