

## Meal Service Delivery for Non-Profit Housing Sites

### Frequently Asked Questions

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#### Summary:

- BC Housing is working to coordinate food supplies for non-profit housing providers to supply to tenants around the province. This is to address any gaps where existing food/meal suppliers are unable to meet increased demands due to the current COVID-19 crisis.
  - The aim is to ensure that tenants have a sustainable supply of food/meals.
  - BC Housing is intaking requests from non-profit housing providers through the [Online Housing Partner Contact Form](#) located on the [BC Housing's COVID-19 section](#) of our website.
  - AHMA will coordinate and provide any requests on behalf of their members. However, any AHMA member could submit their own request.
  - These meal requests are being assessed by BC Housing staff and triaged for distribution province wide. This is to support those who are facing food insecurity due to COVID-19, including those who are rated high-risk and cannot go into stores, as well as those who have lost access to affordable food options due to the current crisis.
  - BC Housing encourages all non-profit housing providers across the province to use, and/or build on, existing on-site food services or food vouchers.
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#### **Q1: As a non-profit housing provider, how do I make requests for more meal requests?**

BC Housing has a team accepting requests from non-profit housing providers via our Online Housing Partner Contact Form, which includes meal requests. Meal requests are then assessed by BC Housing staff and triaged for distribution.

If you are going to be sourcing food/meals yourself, and your needs change (i.e., increase or decrease), reach out to your Non-Profit Portfolio Manager (NPPM) as soon as possible.

If you need BC Housing to source and deliver food/meals, and your needs changes (i.e., increase or decrease), please submit a request through the Online Housing Partner Contact Form.

AHMA will coordinate and provide any requests on behalf of their members. However, any AHMA member could submit their own request.

**Q2: What do non-profit housing providers receive under the meal delivery service?**

There will be a single daily delivery of fresh meals for breakfast, lunch and dinner. There will be a vegetarian option available. We may not be able to accommodate all dietary restrictions, but we will strive to meet those needs wherever possible – let us know about these in the Online Housing Partner Contact Form, including requests for kosher and halal options.

**Q3: What if we are running low on supplies?**

If you are going to be sourcing the food/meals yourself, and your needs change (i.e., increase or decrease), reach out to your Non-Profit Portfolio Manager (NPPM) as soon as possible.

If you need BC Housing to source and deliver food/meals, and your needs changes (i.e., increase or decrease), please submit a request through the online form.

AHMA will coordinate and provide any requests on behalf of their members. However, any AHMA member could submit their own request.

**Q4: Who is eligible for assistance with meal requests?**

BC Housing is supporting people who reside in the buildings operated by our non-profit partners, and who require meal assistance to help them through the current COVID-19 pandemic. If you, as the non-profit housing provider, determine that there is a need for additional meals for residents to remain safe and healthy during the current crisis, please reach out.

BC Housing will review our support for the additional expenditure for meals, either through increasing your budget to use your existing suppliers or by having our supplier provide the meals to your building.

All of BC Housing's non-profit housing partners can request assistance through our Online Housing Partner Contact Form. BC Housing encourages all housing providers to use, and/or build on, existing on-site food services or food vouchers.

AHMA will coordinate and provide any requests on behalf of their members. However, any AHMA member could submit their own request.

**Q5: Are there any buildings or operators that will be prioritized over others?**

BC Housing will be evaluating and prioritizing requests. Part of this evaluation will be to look at whether there is an existing meal supply, and whether an existing meal supply channel can be expanded.

**Q6: How often should non-profit housing providers submit meal requests?**

Please do your best to regularly review your requirements.



If you are going to be sourcing the food/meals yourself, and your needs change (i.e., increase or decrease), reach out to your Non-Profit Portfolio Manager (NPPM) as soon as possible.

If you need BC Housing to source and deliver food/meals, and your needs changes (i.e., increase or decrease), please submit a request through the online form.

**Q7: How will meals be delivered?**

Meal deliveries that are arranged directly by BC Housing will be delivered once per day to the lobby (or other pre-determined central onsite location) of the building. Deliveries will generally be made between 8am – 1pm, seven days a week.

**Q8: How will non-profit housing providers distribute meals within their buildings?**

It will be the non-profit housing providers' responsibility to determine onsite logistics; however, we encourage you to reach out to your Non-Profit Portfolio Manager (NPPM) for advice and support. The process will be different for each site.

**Q9: Who is providing the meals?**

BC Housing is working with numerous non-for-profit meal providers and some private sector organizations that have significant capacity to provide a high volume of meals. Which organizations provide meals to which building will vary depending on the building location and the volume of requests that come through.

**Q10: When will the meal delivery begin?**

BC Housing is working to mobilize with the meal suppliers as soon as possible. The earliest that an order could be fulfilled would be Friday, April 10.

**Q11: What is the budget for meal provision? What if we run out of budget room for this?**

We encourage all non-profit housing providers to reach out to their Non-Profit Portfolio Manager (NPPM) to discuss what costs will be covered by BC Housing. Typically, this is calculated at approximately \$20 per person per day.

**Q12: Is there a limit for how long BC Housing will fund the provision of meal services?**

This is a response to a crisis situation, and there are evolving circumstances that can change day by day. BC Housing will continue to evaluate the need on an ongoing basis. It is important to note that there is no shortage on food or meal supply services at this time.



**Q13: What happens if there are tenants who are self-isolating due to COVID-19?**

The approach to interacting with tenants should follow the advice of the Provincial Health Officer and the Ministry of Health. Regular updates are also shared through BC Housing's COVID-19 Update e-newsletter: <https://www.bchousing.org/COVID-19>

We all need to follow Public Health orders and directions from local health authorities; it is our collective effort as a community to try to prevent the spread of the virus and mitigate the demand on our healthcare system.

**Q14: What about community housing providers who are not funded by the Province?**

Community housing providers are encouraged to consult local governments and the [Province's website](#) for resources related to COVID-19. The Province has a range of supports for all British Columbians – for example, seniors can dial 211 to be connected to resources for meal provision in their communities. Families facing food insecurity can connect with their local school districts for options on meal services.