

| FOOD SAFETY | NO | SOMEWHAT | YES |
|---|-----------------------|-----------------------|-----------------------|
| Do you offer novel proteins for pets with allergies? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you offer prescription food to pets with health requirements? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you use a client choice model? (clients can choose what food items they take) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you use a traditional Pantry model? (clients get what they get, no choices available). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you offer soft or dehydrated food? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you offer grain free foods? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| WRAPAROUND SERVICES | NO | SOMEWHAT | YES |
|--|-----------------------|-----------------------|-----------------------|
| Do you connect clients to vet services? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you connect clients to or preform behavioural modification services? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you connect clients to or preform grooming services? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you connect clients to or provide nail-trimming services? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you post information on wraparound services? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have written policies on wraparound services offered by your pet food bank? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| BRANDING | NO | SOMEWHAT | YES |
|---|-----------------------|-----------------------|-----------------------|
| Are practices standardized across all locations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is the purpose of the program clear? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are your organization’s values and mission supported by your food bank? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is the program inclusive? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you collect data and stories from the food bank? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

AFTER THE SELF-ASSESSMENT

Now that you have completed the Self-Assessment, you can see the areas in which your Pet Food Bank is strong as well as the areas that can be improved. The practices outlined in this assessment are further detailed throughout the Strengthening Animal Food Banks in British Columbia Manual. To get the most out of this document, we encourage you and your Pet Food Bank staff, volunteers, and or board to read the entire manual. If you are interested in learning what steps your Pet Food Bank can take to adopt a specific practice, or if you want to learn more about why a certain practice is recommended, you can skip to the section that includes your topic of interest.

SELF-ASSESSMENT
Creating a plan to strengthen your Pet Food Bank

This checklist is intended to identify service areas within a food bank program. It can serve as a tool to determine current level of service as well as present ideas for strengthening pet food bank work in your community. The BC SPCA has additional resources so please contact SPCA Food Bank at foodbank@spca.bc.ca

| VOLUNTEERS | NO | SOMEWHAT | YES |
|--|-----------------------|-----------------------|-----------------------|
| Do you have defined volunteer roles? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you know what your volunteer needs are? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you recruit volunteers beyond your host organization? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you use online sign-ups for volunteers? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have a volunteer training program or orientation plan? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you train regular volunteers in conflict de-escalation, cultural awareness, and interacting with vulnerable people? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you train volunteers in emergency plans? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you track volunteer time? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you solicit volunteer feedback? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have policies for volunteer recruitment, training, and appreciation? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| ACCESSIBILITY | NO | SOMEWHAT | YES |
|---|-----------------------|-----------------------|-----------------------|
| Do you know if your hours of operation overlap with other local food banks? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you collaborate with other local food banks to ensure clients can access pet food all week? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you survey clients about pantry hours? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Have you evaluated your pet food bank location to see if rural clients are able to access services? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you post food bank information on your website or social media page? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you post a physical sign with food bank location and times? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Have you established clear policies on when the food bank will close for weather or emergencies? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you recruit volunteers to help distribute pet food? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you translate pantry documents into commonly spoken languages? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you serve out-of-area clients? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you offer free parking and bike racks? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Have you ensured that the pet food bank is accessible for people with mobility aids? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Have you ensured that the food bank location is safe for animals to attend? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| REGISTRATION | NO | SOMEWHAT | YES |
|--|-----------------------|-----------------------|-----------------------|
| Do you ask registration questions? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you ask registration questions in a private space? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you inform clients on how their information will be used? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are all of your registration questions necessary? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you require clients to show proof of address? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you require clients to show ID? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you require clients to show proof of income? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you use digital tools for registration? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you post a list of expectations for clients and volunteers? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is your program appointment based? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is your program drop-in based? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have written policies for food bank registrations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you explain how registration works? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you read the registration to clients? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you use simple language on all forms and documents? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| EMERGENCY & SUPPLEMENTAL ASSISTANCE | NO | SOMEWHAT | YES |
|---|-----------------------|-----------------------|-----------------------|
| Are pet food and supplies offered regularly? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are pet food and supplies offered only in emergency situations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| CLOSURES | NO | SOMEWHAT | YES |
|--|-----------------------|-----------------------|-----------------------|
| Are clients informed of closures? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are closures posted in multiple areas (Social media, at the food bank location)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are alternate resources provided to clients? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are clients told when re-opening is expected? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| CLIENT ENGAGEMENT | NO | SOMEWHAT | YES |
|---|-----------------------|-----------------------|-----------------------|
| Do you introduce yourself to new clients? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you engage in active listening? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is this a welcoming environment? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have strategies to receive ongoing client feedback? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is the program explained to new clients? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are options available for people with communication barriers? (inability to read, hard-of-hearing, ESL, no way to be reached by phone/email)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| FOOD SOURCING | NO | SOMEWHAT | YES |
|--|-----------------------|-----------------------|-----------------------|
| Do you source donations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you purchase food supplies? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you ask for specific items in pet food drives? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have written policies for food sourcing? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you use social media to source items? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you ask manufacturers for donations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you receive donations in-kind (physical donations)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you receive corporate donations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you receive donations from manufacturers? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you ask retailers for donations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| FOOD DISTRIBUTION | NO | SOMEWHAT | YES |
|---|-----------------------|-----------------------|-----------------------|
| Do you distribute open bags of food? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you distribute food beyond its best before date? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you supply larger amounts of food to clients with larger pets, or multiple pets? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have written policies for distribution? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you distribute food at in-person Food Bank Events? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you distribute food via Organizational Partnerships? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you drop off food to rural or Indigenous communities? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you distribute food via in-person walk-ins? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |