Community Facilitator Best Practice Guidelines
Food Skills for Families

Prior to Program

✓ Connect with the Host Organization/Kitchen Site to confirm program dates and times.
✓ Conduct a kitchen tour to ensure kitchen readiness. Immediately report issues to Host.
✓ Obtain a list of registered participants, if less than six (6) participants registered, contact Food Skills for Families (FSF) team for support.
✓ Prepare for FSF program using the Facilitator Guide from the chosen curriculum.
✓ Communicate with FSF team as needed.

Prepare for Session Five - Grocery Store Tour

✓ Once the FSF program is confirmed with Host, arrange a Shopping Tour for Session Five. Dependent on your participant’s needs and accessibility, this can be led in-store or in-class. You may also choose to lead it yourself or connect with an in-store dietician.
  ○ In-Store Tours: Select a grocery store, connect with store manager to gain permission to conduct a store tour. Lead the tour or connect with in-store dietician. Provide participants with instructions on where to meet, when to meet, and other necessary information prior to the store tour.
  ○ In-Class Tours: This is a good option if your group is unable to visit a store in person. Notify the FSF team if you are delivering session five in-class and use the following manual, Grocery Store Tour: Facilitator Manual for In-Class Tour.

During Program

✓ Create a welcoming space by treating all FSF program participants with courtesy and respect.
✓ Deliver the FSF program using the Facilitator Guide as an outline to relay key healthy eating messages, and to facilitate the sharing of food knowledge and practices amongst participants.
✓ The Facilitator will not solicit personal services or sales to FSF program participants.
✓ Communicate with FSF team as needed.

Grocery Shopping & Supplies

✓ Responsible for all aspects of groceries required for the program (shopping, safe food handling, transportation and reimbursement). Pre-approved grocery items listed in the Facilitator Guide will be reimbursed. Communicate any substitutions made to the pre-approved grocery list to FSF staff prior to invoicing for reimbursement considerations.
✓ Reimbursement may also include necessary food safe supplies (i.e. bleach, paper towels, etc.).

Room Set-up

✓ Arrive 1 hour prior to each session to set up, sanitize and open kitchen and teaching space.
✓ Ensure kitchen and eating space are left cleaner than when the program started.


**During Program Continued ...**

**Evaluation Forms**

- At Session One, support all participants in filling out the **Session One Form**.
- At Session Six, support all participants in filling out the **Session Six Form**.

**Communication with Host**

- Communicate with the Host Organization about ongoing session planning, program registrations and FSF program delivery.
- Contact Host Organization if there is a need to re-schedule a session and notify the FSF team of the schedule change.

**Referrals and Resources**

- Refer FSF program participants seeking more in-depth information related to their health to any of the following resources:
  - Always advise to seek advice from their professional health care team
  - Health Link BC: www.healthlinkbc.ca | phone: 811
  - FSF website: www.foodskillsforfamilies.ca
  - BCHLA website: www.bchealthyliving.ca
  - Dietitians of Canada: www.dietitians.ca
  - Canada’s food guide: www.food-guide.canada.ca
  - Additional resources can be found in the Participant Handbook and Facilitator Guide.

**Confidentiality and Safety**

- BCCDC collects personal information and is subject to the provisions of the **BC Freedom of Information and Protection of Privacy Act** (FIPPA). FSF program participant lists are to remain confidential and are the property of BCCDC, and therefore cannot be used for other purposes.
- Locate first aid kit and understand first aid procedures within the Host Organization. Fill out and submit the **Incident Report Form** to the FSF team within 24 hours of a first aid incident.
- Immediately communicate to Host if any equipment or appliances are not in good working order.

**After Completion of Program**

- Communicate with FSF team as needed.
- Submit the Facilitators Summary Report online within two weeks of program completion.
- Submit all documents and return any unused materials to BCCDC within two weeks of the program completion.
- Submit an invoice to BCCDC for agreed services and amount as per Contract.
  1. Submit all grocery or program expenses to BCCDC. Include scanned copies of receipts as a PDF (as per Letter of Agreement/Contract).
- Invoices to be submitted to BCCDC (Attn: Food Skills for Families) will include the following:
  1. Name and full address of the person billing
  2. Dates and shopping time detailed
  3. Total amount billed for the invoice
  4. GST number (if applicable)