

COMMUNITY FRIDGE

Pilot Project Evaluation

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Community Fridge Pilot Project Evaluation

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Background

The Community Fridge (CF) Project has been piloted through a joint venture between the Community Food Action Network, the Temiskaming Shores Public Library, the Corporation of the City of Temiskaming Shores, and Timiskaming Health Unit. The project launched in the new Temiskaming Shores Public Library building on May 5, 2023. The fridge is in a public and accessible location within the community, offering foods donated by the local community and premises such as grocery stores.

The project was developed to decrease food waste and address a gap in access to nutritious food. Pre-pandemic, 1 in 10 families in Timiskaming struggled to put food on the table,¹ but by 2022, that number increased to an estimated 1 in 5 households in Timiskaming,² with 15% living with low income.³ Their income is not enough to pay for all basic expenses leaving them with limited options including using the local food bank. However, food banks primarily offer non-perishable food (e.g., canned legumes, rice), missing essential fresh foods for nutritious eating. Moreover, food waste is a serious issue in Canada; about 58% of all food produced goes to waste annually, contributing to environmental issues.⁴ Reducing food waste is the first step in the ladder to effectively address broader food waste issues.

The goal of the fridge is to decrease food waste in the community by rescuing food that is still in good shape and would otherwise go to waste, while also increasing access to fresh and nutritious food for all, including low-income individuals and families who struggle to afford healthy food. While in Southern Ontario there are similar community fridge projects, this is the first of its kind in Timiskaming, aiming to complement the local food banks and increase access to fresh fruits, vegetables and perishables including dairy products and other pre-packaged foods.

Evaluation Overview

The Timiskaming Health unit conducted an evaluation of the Community Fridge pilot project in November 2023. This evaluation was primarily an examination of the process and associated outcomes of implementing the Community Fridge Pilot project. Given the short time frame of the project, there were few outcomes that could be measured over a long period of time therefore the evaluation and associated indicators focused primarily on process implementation. This report is presented as the final report on the results from the Community Fridge Pilot Project evaluation and provides an overview of the evaluation methods and results. A summary with future recommendations for the Community Fridge is provided at the end of the report.

¹ Dias L. The Cost of Eating Healthy in Timiskaming.

<https://www.timiskaminghu.com/websites/timiskaminghu.com/files/CDPInjury/Food%20Insecurity/Cost%20of%20Healthy%20Eating%20-%202019-EN.pdf>. 2019. Accessed Feb 28, 2024.

² Ontario Agency for Health Protection and Promotion (Public Health Ontario). Response to scientific/technical request: Household food insecurity estimates from the Canadian Income Survey 2018- 2020. 2023.

³ Statistics Canada. *2021 Census of Population (Timiskaming District)*. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa; 2022.

⁴ Nikkel, L., Maguire, M., Gooch, M., Bucknell, D., LaPlain, D., Dent, B., Whitehead, P., Felfel, A. The Avoidable Crisis of Food Waste: Roadmap; Second Harvest and Value Chain Management International; Ontario, Canada. 2019.

Methodology

The Community Fridge Pilot Project evaluation framework (appendix A) was developed with input from the health unit Registered Dietitian and Research, Planning and Policy Analyst and was validated by project community partners. Evaluation indicators were developed to assess the process for project implementation and determine outcomes of this project.

Indicators were grouped under the following 3 categories:

- Coordination & Monitoring & Operations
- Food Donations & Consumption
- Overhead Costs & Revenue

A complete list of indicators can be found in Table 1.

TABLE 1: PROJECT INDICATORS CATEGORIZATION

Project Process Categorization	Indicators
Coordination & Monitoring & Operations	Donation process
	Number of volunteers recruited, trained, sustained throughout the program, number of volunteers who drop out, and total number of hours worked by each volunteer
	Donors, library staff, and volunteers' satisfaction
	Number of user complaints, nature of complaint, action taken
	Number of hours spent by the CFA Network members, the Age-Friendly Coordinator and the THU Dietitian to coordinate the planning, branding, social marketing, implementation, and evaluation of the community fridge project
	Date and number of times fridge was closed if there is an inability of the CFA network to provide services as outlined in the MOU Appendix C
	Date and time and frequency of Fridge inspections by health inspectors from the Timiskaming Health Unit
	Provision of a disclaimer in fridge area installed stating that the Community Food Action Network entirely runs this project, and the library is solely a host organization
Food Donations	Amount of food donated including donor, food type/category, quantity timeframe
	Number of food donor partners
	Quantity of food left in the fridge, amount spoiled and discarded
	Number and date of fridge monitoring - daily quality and temperature checks of the donated food
Overhead Cost & Revenue	All expenses related to fridge utility expenses, garbage removal, fridge maintenance, cleaning supplies as needed
	All revenue generated for the project through grants, including in-kind donations to the project
	Monetary donations
	Number of followers, number of posts associated with operation of Facebook/Instagram page
	Quantity and cost of supplies purchased for fridge including fridge thermometer, bins to put the food out while cleaning, hand sanitizer dispenser and gel, garbage bin/waste container, recyclable bags/garbage bags, a fridge clipboard for tracking donations and other items as needed for the operation of the Fridge
	Cost and provision of signs/materials for fridge including food allergy warning, safe fridge temperature, community fridge guide, volunteers guide, and other materials/signs.
	Cost and provision of liability insurance for the library building under which the Fridge shall be covered.

An Excel dashboard was developed to track all project indicators. Data for the Community Fridge pilot project was collected throughout the project using the Excel tool. A series of three surveys were also developed to measure the experience of project donors, volunteers, and the host organization of the community fridge. The surveys used a mixed method approach consisting of both qualitative and quantitative questions and were offered in both English and French. Surveys were distributed by email and were available for a period of 2 weeks in November 2023. Survey data was compiled by Survey Monkey and qualitative and quantitative results were analyzed by the Registered Dietitian at the Timiskaming Health Unit. Eight surveys were completed including two volunteers out of five, one donor out of one, and five library staff members out of seven.

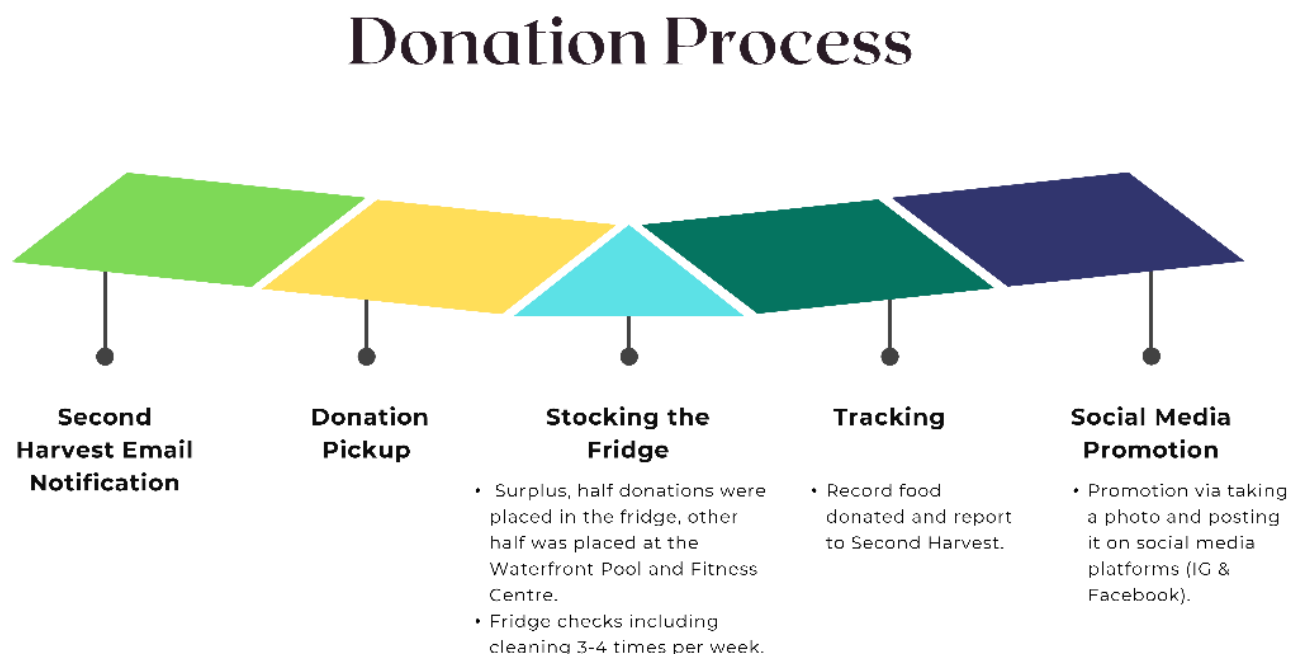
Evaluation Findings

Coordination and Monitoring & Operations

Donation Process

The donation process worked seamlessly during the 6-month evaluation from the perspectives of both donors and Community Fridge Action Network (CFAN) members who are coordinating and operating the CF. For donations, the Second Harvest App was utilized to partner with a local grocery store. The donation process started when CFAN members received an email from Second Harvest notifying them that a donation was ready to be rescued. Then, a CFAN member would pick up the donation, drop it off and stock the fridge. If there was food donation surplus, then the individual would place half of the donation in the fridge, and the other half was placed at the nearby Waterfront Pool and Fitness Centre staff fridge for storage. The food in storage would then be moved to the CF when the fridge was empty. During the drop off, a fridge check was conducted, including checking the temperature of the fridge and cleaning it. The CFAN member would report the food rescue on the Second Harvest app and record the donation in a tracking dashboard created for this evaluation. After the food was donated, the last step was the promotion of the fridge restock on social media platforms such as Instagram and Facebook that were created for this specific project. Figure 1 highlights the donation process.

FIGURE 1: COMMUNITY FRIDGE DONATION PROCESS



The primary donors during the pilot period were the Independent Grocer, Snack Shack, community members, and community garden at the Pool and Fitness Centre through the My Healthy Kids/Age-Friendly Program. Only the Independent Grocer using the Second Harvest application provided feedback stating they are very satisfied with the process as donations are picked up quickly. According to them, everything is operating well and there is nothing challenging about the donation process or using the Second Harvest App. The donor noted that *“as long as there is a need, donation will continue to come”* from them. Non grocery store donors would notify the CFAN via the community fridge email or contact the Age Friendly Coordinator and follow a similar process of email notification, donation pick up, fridge stocking, tracking and social media promotion.

Human Resources for Project Success

As this was the first project of its kind in our region, human resources needs were high. The CFAN members met monthly for an hour. The THU Registered Dietitian affiliated with the project, who also chairs the CFAN, spent approximately 130 hours over 7 months on this project on activities such as volunteer training, volunteer tracking spreadsheets, volunteer coordination, social media promotion, coordination, and administration support for CFAN meetings. CFAN members who actively cleaned and stocked the fridge spent roughly 28 hours per member over the evaluation period. The Age Friendly Coordinator for the City of Temiskaming Shores spent 140 to 168 hours for the past 7 months. Activities undertaken by the CFAN include coordinating the planning, branding, social media marketing, implementation, and evaluation of the community fridge project. The CFAN was always able to provide the services outlined in the MOU (appendix C) which resulted in the continuous operation of the fridge with no major user complaints. The primary complaint from community members was wanting the fridge to be stocked more often, a challenge that continued to persist with this initiative. Another

challenge was the time commitment needed for the success of the project from the City staff and the THU Registered Dietitian.

Engagement

The project was promoted across 2 social media platforms, Instagram and Facebook. The Temiskaming Shores Community Fridge Facebook page has 519 followers, 38 posts and 383 likes as of January 17th, 2024. The last fridge stock post reached 2,196 people and comments primarily focused on when the fridge will be restocked. On Instagram, the fridge account has 175 followers and 45 posts as of January 29th, 2024. Total accounts reached over the last 90 days include 150 accounts. The platforms are used to share important information regarding the fridge use, provide guidelines to donating fresh produce to the fridge by community members, and encourage local businesses to collaborate with the project, in addition to fridge restocks.

Volunteer Experience

Volunteers played a key part in the smooth operations of the CF during the pilot. Community volunteers interested in supporting the project were invited to participate in training sessions. In August 2023, two training sessions were offered and held at the library covering the following topics: understanding the CF initiative and its goals, food donations and guidelines for food safety, fridge inventory management, and communication and coordination among volunteers. Four volunteers started in September of 2023, with another volunteering joining two months later, and conducted fridge checks and cleaned the fridge which took about 10 minutes to complete. They were assigned dates based on a monthly schedule which aimed to have the fridge checked and cleaned 3-4 times per week. The volunteers would take a photo of the fridge and email it to the CF Gmail and record the following information: time of fridge check, temperature of the fridge in Celsius, if the fridge is stocked, if they cleaned the fridge, a list of discarded items, any comments about the food quality or quantity. Two volunteers filled out the survey and reported being very satisfied with the overall experience supporting the CF and the training received. They found the process of conducting fridge checks to be easy and takes very little time. For example, one volunteer said *“The fridge check role is very easy to do and takes very little time. I like that I can do it at any time during the day (within library hours)”* and another mentioned *“Easy to take a photo and email a note to the Community Fridge gmail from my own phone.”*

Library Staff Experience

A disclaimer was installed in the fridge area stating that the Community Food Action Network entirely runs this project, and the library is solely a host organization. Five satisfaction surveys (appendix B) were completed by library staff and results demonstrated that they were somewhat satisfied (n=2) to very satisfied (n=3) with the donation process. Library staff reported that *“People seem to be able to access the Fridge very easily. It seems to be a much-needed service, based on the number of people who are using it and asking about it. So far operationally everything has worked well”* and that *“Volunteers have been helpful in answering questions we receive from the public.”* All library staff surveyed support and would recommend the CF to continue being housed at the library. For example, one member said *“YES. This is a perfect place for such a thing. I just wish more people knew and could access it”* while another mentioned *“Yes! It is a great resource for the community and is very well-used. The library hours allow access on weekends and several evenings a week. I think it is a great project and am happy we are hosting it at the library.”* According to one member, a challenge identified is *“If there is time between stock-up days we sometimes have a lot of inquiries--at times people didn't seem to understand that it*

was not the library that is stocking the Fridge. On a few occasions some people seemed to be taking everything in the Fridge and not leaving anything for others. If the Fridge is continually stocked it seemed like this was happening less frequently.”

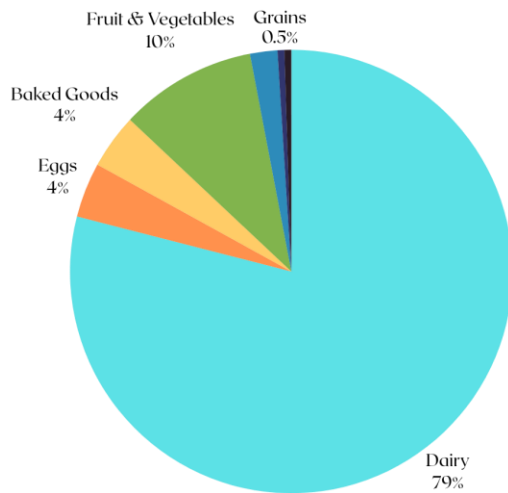
Food Donations

The amount of food rescued through the Second Harvest application includes 24 rescues which equate to 2,567 Kgs of greenhouse gas emissions that have been saved from going into the atmosphere and an estimated amount of \$2,148. The Kgs of greenhouse gas emissions are unable to be tracked for donations received outside of grocery stores using the Second Harvest application, therefore, the number of greenhouse gas emissions saved is higher than 2,567 Kgs. Food category rescues include:

- 79% dairy products,
- 4% eggs,
- 4% baked goods,
- 10% vegetables and fruits,
- 0.5% grains,
- 0.5% water and juice.

Of the total amount of food items donated, which was roughly around 2,800, only 1.6% were thrown out due to safety concerns (i.e., broken seal of food packaging, rodent marks), all the rest were taken by local community members.

FIGURE 2: FOOD DONATIONS BY CATEGORIES

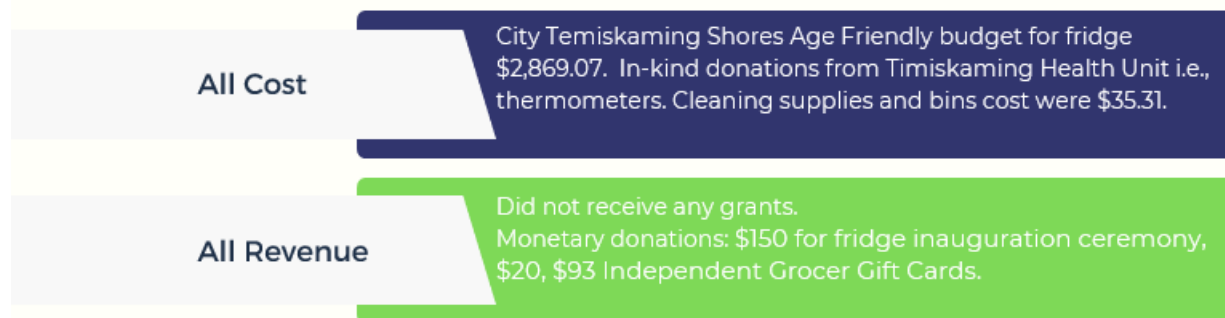


Overhead Cost and Revenue

The cost of the fridge was \$2,869.07, purchased July 27th, 2021, using the City of Temiskaming Shores Age Friendly budget. The utility expenses, garbage removal and fridge maintenance costs were minimal. The project received in-kind donations such as thermometers, signs/materials for fridge including food allergy warning, safe fridge temperature, community fridge guide, volunteers guide, and other

materials/signs from the Timiskaming Health Unit. A routine yearly inspection was conducted by a THU Public Health Inspector. No revenue was generated through the project and the project did not receive grants. The pilot started accepting monetary donations halfway through the pilot. Monetary donations included a donation from Centre d'éducation des adultes in the amount of \$150 which was used to purchase the initial food when opening and the refreshments for the ceremony, \$20 cash from a community member and \$93 in Independent Grocer Gift Cards. The gift cards were used to purchase food for the CF when it was running low on donations.

Figure 3: Revenue and Cost of Project



Testimonials

In addition to the survey data, the health unit received additional feedback via email from the local community as a data source. To showcase the importance of this project and the impact it has had see as follows:

"A patient came into the clinic the other day and was noticeably unwell. He was stating that this month was difficult for him and that he was struggling. I noticed that he was pale, seemed very tired and that his stomach was growling quite loudly. The patient admitted that it had been a few days since he had last eaten, but that he was getting some money in a few days and would be ok. After providing him with a bite to eat, I told him about the Community Fridge and explained that it was there, and he could access it during times when he was struggling. This patient does not use the food bank even though he is able to, saying he likes to save that for families who need it more than himself.

The patient called me the next day, thanking me profusely for telling him about the community fridge. He was able to get some eggs, bread and juice to 'tide him over' until he had some money. He is very thankful that the Community Fridge is there as it really helped him this month!"

Lessons Learned

The project objectives were met during the implementation of the Community Fridge Pilot Project: the pilot decreased food waste in the community by rescuing food that is still in good shape and would otherwise go to waste, while also increasing access to fresh and nutritious food for all, including low-income individual and families who struggle to afford healthy food. While progress towards increasing access to fresh and nutritious food for all has been made, challenges remain as discussed in the evaluation findings above. For instance, an ongoing challenge throughout the implementation stage of the project was ensuring that the fridge is stocked more consistently, as that has been one of the main concerns from the comments on the social media pages. This highlights the need to continue to pursue more partnerships with other local donors and continue efforts by the CFAN to increase awareness about the project.

Overall, the project was successfully implemented as planned and could be replicated in other communities. Furthermore, as the majority of the resources and process guidelines have already been developed for this Community Fridge project, it is likely these could be shared with organizations that are interested in starting a Community Fridge project in their community which may result in fewer human resources needed to get the project off the ground than were needed for this pilot.

Recommendations

A list of recommendations based on the findings from the Community Fridge pilot project evaluation was developed below to guide future project success.

The success of the community fridge was a result of the partnerships formed between the Community Food Action Network, the Temiskaming Shores Public Library, the Corporation of the City of Temiskaming Shores, and Timiskaming Health Unit as evidenced by the feedback received from the library staff surveys. Therefore, the first recommendation is:

1. Continue to foster mutually beneficial relationships with the Library Board and sign a new MOU to have the community fridge continue to be housed at the library.

The project required significant human resources by both THU and City staff. While maintaining the project is expected to require fewer hours than the pilot phase, fostering additional volunteer capacity to carry out future project tasks will reduce the need for paid staff from partnering organizations. The second recommendation is:

2. Continue to build local capacity within the community through volunteers to take ownership of the CF moving forward by focusing efforts on recruiting and training them.

The amount of food rescued through the Second Harvest application includes 24 rescues which equate to 2,567 Kgs of Green House Gas emissions that have been saved from going into the atmosphere from one local donor. To continue to address issues of food waste, the third recommendation is:

3. Continue to pursue partnerships with other local donors and continue efforts to increase awareness about the project to ensure that the fridge is stocked often as according to library staff it is very quickly emptied once filled.

One of the key goals of the CF pilot project was to reduce food waste. The project evaluation found that out of all the food donations, only 1.6% were thrown out due to safety concerns, demonstrating that collecting and recycling food waste is a possibility in the future. Therefore, the fourth recommendation is:

4. Start to explore the viability of local restaurants and other food premises donating food that would otherwise go to waste to provide food access and reduce food waste locally to align with project goals to reduce food waste.

Community Fridge Project Evaluation Framework

Project Description

The Temiskaming Shores Community Food Action network is proposing the implementation of a Community Fridge pilot project in the new Temiskaming Shores Public Library building (285 Whitewood Avenue).

What is a Community Fridge?

- A fridge located in a public and accessible location within a community, offering donated foods (such as vegetables and fruits, pre-packaged, sealed foods) free of charge.
- The food in the fridge is donated by the local community and its food premises (e.g., restaurants, caterers, grocery stores). We are planning to only accept produce, and store bought, shelf-stable food or pre-packaged items (milk, cheese, yogurt, eggs, bakery items, etc.)

What is the goal of a Community Fridge?

1. Decrease food waste in the community by rescuing food that is still in good shape and would otherwise go to waste.
2. Increase access to fresh nutritious food for all, including low-income individuals/families who struggle to afford healthy food.

Why is this project important?

- Pre-pandemic, 1 in 10 families in Timiskaming struggled to put food on the table. Their income is not enough to pay for all basic expenses. They can use the local food bank, but food banks mostly offer non-perishable food (e.g., canned legumes, rice). Fresh foods are missing, and they are essential for healthy eating.
- The community fridge would complement the local food banks and give access to fresh fruits, vegetables and perishables including dairy products and other pre-packaged foods.
- Food waste is a serious issue - about 58% of all food produced in Canada is wasted each year. The methane gas released from wasted food is bad for our environment, in a time when we are already dealing with the impacts of climate change. Reducing food waste is the first step in the ladder to effectively address the problem. The community fridge could help alleviate the impact of food waste on climate change. Food that is no longer needed (by food premises or local community members) but still good to eat could be taken by the fridge users, instead of going to waste. In southern Ontario, there are numerous Community Fridge projects to reduce food waste, however, none is available in Timiskaming, and therefore, the fridge would be a great first step to address the issue of food waste.

Evaluation

The community fridge project is a new project that will be piloted through a joint venture between the Community Food Action Network, the Temiskaming Shores Public Library, and the Corporation of the City of Temiskaming Shores. The success of the pilot project will be evaluated to monitor and document the quality of the program implementation process and determine if program outcomes were met using appropriate indicators.

Indicator monitoring and evaluation

Indicators are measures of project impacts, outcomes, outputs, and inputs that are monitored during project implementation to assess progress toward project objectives. Indicators may also be used later to evaluate a project's success.

Measuring Indicators will show:

1. The relationships between a project's impacts, outcomes, outputs, and inputs.
2. Potential problems along the way that can impede the achievement of project objectives.

Indicators to monitor for the Community Fridge project are highlighted in grey in the evaluation charts below and include:

- Amount of food donated by categories (vegetables and fruits, pantry items, etc.), amount of food taken, amount of food wasted
- Average number of users a day, week, month
- Number complaints of food user
- Amount of food donated, from food business OR private households/community members
- Number of partners involved
- Daily quality and temperature checks of the fridge by volunteers
- Food inspection - yearly inspection by THU health inspectors (once a year)
- Cleaning of the fridge and supplies
- Budget: costs to run the fridge, and revenues including in-kind donations (if any)
- Number of volunteers and hours worked per month (total, average by individual)
- Facebook/Instagram page: number of followers, likes, questions, comments to determine engagement and reach
- Run a small questionnaire for users to determine satisfaction
- Staff/volunteer/donor questionnaire

The Community Fridge project evaluation will include indicators in its process evaluation monitoring strategy and determine if these indicators were met by the six-month pilot project end.

Process evaluation

Measuring the quality of program implementation efforts is very important and will show how well the work plan and program process are proceeding. Measuring implementation efforts will also help identify what is working successfully with the community fridge project and what aspects of the project plan may need to be improved or changed.

Measuring implementation will show:

1. Whether the project has been implemented as planned and
2. How well things are going

As the community fridge project proceeds, several implementation process factors will be evaluated, both those within the project control and those that are beyond the control of the project. Suggested factors to monitor are based on the project objectives and intent to implement as planned. Process factors to evaluate are included in the charts below.

Coordination and Monitoring & Operations

Item to monitor	Rational	Organization responsible	Suggested data gathering method	Timeframe
Number of volunteers recruited, trained, sustained throughout the program, number of volunteers who drop out, and total # of hours worked by each volunteer	Will show how labour intensive the project is	CFA network /individual volunteer hour tracking	Tracking sheet	Project duration
Volunteers' satisfaction	Help with volunteer recruitment and sustainment	THU/CFA network	Survey	Six-month mark
Fridge user satisfaction	Help improve user satisfaction and project sustainability	THU/CFA network	Survey	Ongoing
Food donor feedback/satisfaction	Help improve donor satisfaction and project sustainability	THU/CFA network	Survey	Six-month mark
Library board feedback/satisfaction with project	Help improve staff satisfaction and project sustainability	THU/CFA network	Survey	Six-month mark
Number of user complaints, data, nature of complaint, action taken to resolve complaint	Help improve user satisfaction and project sustainability	CFA network	Tracking sheet to track customer complaints, data, nature of complaint, action taken to resolve complaint	Duration of project
Number of hours spent by the CFA Network to coordinate the planning, branding, social	To document labour and determine	CFA network	Tracking hours spent on the	Project duration

marketing, implementation, and evaluation of the community fridge project	baseline for improvement and documentation for sustainability		project per day/week/month	
Number of hours spent by the Age-Friendly Coordinator at the City of Temiskaming Shores on the community fridge project	To document labour and determine baseline for improvement and documentation for sustainability	Age-Friendly Coordinator	Tracking hours spent on the project per day/week/month	Project duration
Number of hours spent by THU dietitian in the planning, branding, promotion, volunteer training for the community fridge project	To document labour and determine baseline for improvement and documentation for sustainability	THU Dietitian	Tracking hours spent on the project per day/week/month	Project duration
Date and number of times fridge was closed if there is an inability of the CFA network to provide services as outlined in the MOU appendix C.	Fulfilling obligation for tracking according to appendix	CFA network	Tracking sheet – include # of times fridge was closed and length of time of closure	As incidence occurs
Provision of a disclaimer in fridge area installed stating that the Community Food Action Network entirely runs this project, and the library is solely a host organization	Fulfill obligation and responsibility	CFA network	Checklist to ensure task is completed	
# Of times library staff were asked about the fridge	Fulfilling obligation for tracking according to appendix	CFA network/library staff or library board	Tracking sheet – include # of times people asked the library staff about the fridge	As incidence occurs

Food Donations & Consumption

Item to monitor	Rational	Organization responsible	Suggested data gathering method	Timeframe
Amount of food donated including donor, food type/category, quantity timeframe	To see if goal to reduce food waste is met	CFA network/volunteers	Tracking sheet, Donation	Duration of the project

			information form (Ex: # of bags/ boxes, items type, amount of each item, # of shelves filled etc.)	
Number of food donor partners	To document baseline for improvement and for project sustainability	CFA network	Tracking sheet, Donation information form	Duration of the project
Quantity of food left in the fridge, amount spoiled and discarded	To see if goal to reduce food waste is met	CFA network/volunteers	Tracking sheet	Weekly
Number and date of fridge monitoring - daily quality and temperature checks of the donated food	To ensure health protocols followed to reduce chance of food borne illness	CFA network	Tracking sheet	Duration of the project

Overhead Costs & Revenue

Item to monitor	Rational	Organization responsible	Suggested data gathering method	Timeframe
All expenses related to fridge utility expenses, garbage removal, fridge maintenance, cleaning supplies as needed	To determine baseline expenditure for project sustainability	City of Temiskaming Shores	Budget tracking	Semi-annually
All revenue generated for the project through grants, including in-kind donations to the project	To determine expenditure for project sustainability	City of Temiskaming Shores, CFA network	Project workbook/excel tracking sheet	Project duration
# Of followers, # of posts and costs associated with operation of Facebook/Instagram page –	To determine effectiveness of fridge marketing	CFA network	Digital tracking on Facebook and Instagram	Project duration
Quantity, cost, type and amount of promotion and branding and distribution	To determine expenditure	CFA network	Budget tracking, location tracking	Project duration

including flyers, handbills, brochures, fridge magnets etc.	for project sustainability		for promotional materials	
Quantity and cost of supplies purchased for fridge including fridge thermometer, bins to put the food out while cleaning, hand sanitizer dispenser and gel, garbage bin/waste container, recyclable bags/garbage bags, a fridge clipboard for tracking donations and other items as needed for the operation of the Fridge	To determine expenditure for project sustainability	City of Temiskaming Shores	Budget tracking, location tracking for promotional materials	Project duration
Cost and provision of signs/materials for fridge including food allergy warning, safe fridge temperature, community fridge guide, volunteers guide, and other materials/signs.	To determine expenditure for project sustainability	THU	Checklist, budget tracking of printing costs (when applicable)	Quarterly or semi-annually
Cost and provision of liability insurance for the library building under which the Fridge shall be covered.	To determine expenditure for project sustainability	The City of Temiskaming Shores	Insurance documents	Project duration

Cleaning, Eating at Library & Health, and Safety

Item to monitor	Rational	Organization responsible	Suggested data gathering method	Timeframe
Date and time and frequency of Fridge inspections by health inspectors from the Timiskaming Health Unit	To ensure health protocols followed to reduce chance of food borne illness	THU	Database entries/tracking	Yearly
Number and date fridge and fridge area cleaned in the	To ensure health	City of Temiskaming	Tracking sheet	Weekly

week, cleaning schedule of cleaners including date, time, and person's name	protocols followed to reduce chance of food borne illness	Shores/CFA network /volunteers		
Provision of physical distancing signage, alcohol-based hand gel availability	To ensure health protocols followed to reduce chance of COVID and another germ spread	THU and City of Temiskaming shores	Tracking sheet	Signage - One time Hand sanitizer - weekly or as needed

Appendix B: Surveys

Community Fridge Donor Survey

Please take 3 minutes to complete the Community Fridge Survey to help us continue to improve the volunteer experience. Your insights help us understand your experiences, preferences, and areas for improvement. All responses are anonymous and will inform the pilot project evaluation and project next steps.

1. How satisfied are you with the donation process?
 - Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied

2. What is working well with the donation process? Please describe.

3. Is there anything challenging with the donation process? If yes, please describe.

4. Have there been challenges with the Second Harvest app? If yes, please describe.
5. Is there a way to improve the donation process for donors? Please describe.
6. How can we continue to encourage retail donors to donate to the Community Fridge Pilot Project?

Thank-you for being a volunteer with the Community Fridge pilot project and for completing this survey.

Community Fridge Evaluation – Library Staff Survey

Please take 3 minutes to complete the Community Fridge Survey to help us continue to improve the volunteer experience. Your insights help us understand your experiences, preferences, and areas for improvement. All responses are anonymous and will inform the pilot project evaluation and project next steps.

1. How satisfied are you with having the Community Fridge at the Temiskaming Shores Public Library?
 - Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
2. What has worked well with having the Community Fridge at the library? Please describe.
3. Have there been any challenges with having the Community Fridge at the library? If so, please describe.
4. Would you recommend the Community Fridge continue to be at the library? Please explain.

Thank-you for being a volunteer with the Community Fridge pilot project and for completing this survey.

Community Fridge Evaluation – Volunteers

Please take 3 minutes to complete the Community Fridge Survey to help us continue to improve the volunteer experience. Your insights help us understand your experiences, preferences, and areas for improvement. All responses are anonymous and will inform the pilot project evaluation and project next steps.

1. What is your volunteer role? Please check all that apply.

- Fridge temperature check
 - Drop off
 - Pick up
2. How satisfied are you with your volunteer orientation and training?
- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
3. How satisfied are you with your volunteer experience overall?
- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
4. What has worked well in your volunteer role with the Community Fridge Pilot project? Please describe.
5. Have there been any challenges in volunteering with the Community Fridge Pilot Project? If yes, please describe.
6. Have community members asked you about the Community Fridge Pilot Project?
- Yes
 - No
7. Do you have any suggestions on how to improve the volunteer experience?
8. Do you have any suggestions on how we can increase the effectiveness of the Community Fridge project?

Thank-you for being a volunteer with the Community Fridge pilot project and for completing this survey.

Appendix C: Memorandum of Understanding

A Memorandum of Understanding (MOU) made between
THE COMMUNITY FOOD ACTION NETWORK
(hereinafter referred to as the CFA Network)

THE TEMISKAMING SHORES PUBLIC LIBRARY
(hereinafter referred to as the Library)

-and-

THE CORPORATION OF THE CITY OF TEMISKAMING SHORES
(hereinafter referred to as the City)

This MEMORANDUM OF UNDERSTANDING is hereby made and entered into by and between the Community Food Action Network, the Temiskaming Shores Public Library, and the Corporation of the City of Temiskaming Shores.

WHEREAS the CFA Network is made up of community members who are passionate about issues related to food security, food justice and sovereignty, understand the impacts of food waste on climate change, and are eager to help and give back to the community, including members from the following organizations:

- City of Temiskaming Shores – Lynn Julien, Age-Friendly Coordinator
- Timiskaming Health Unit – THU staff
- Community Food Action Network Volunteer – Peggy Morin
- Community Food Action Network Volunteer – Susan Hughes
- Community Food Action Network Volunteer– Yvonne Walford;

WHEREAS the Library is a Public Library Board that has been established pursuant to the provisions of the Public Libraries Act, RSO, 1990, c. P.44 (hereinafter referred to as "the PLA") as amended and which operates the public libraries within the geographic boundaries of the City of Temiskaming Shores in accordance with the provisions of that Act;

WHEREAS the City is a municipal corporation incorporated pursuant to the provisions of the Municipal Act, 2001, SO., 2002, c.25 as amended;

WHEREAS the CFA Network, the Library and the City wish to enter into a Memorandum of Understanding to outline the roles and responsibilities of the Community Fridge project in Temiskaming Shores;

AND WHEREAS the Age Friendly Coordinator from the City of Temiskaming Shores serves as a backbone support organization and back-up the project in the event that Community Food Action Network Volunteers are unable to fulfill their roles in this project.

NOW, THEREFORE, THE CFA NETWORK, THE LIBRARY AND THE CITY HEREBY STATE AS FOLLOWS:

1. COMMUNITY FRIDGE OVERVIEW

- The City of Temiskaming Shores – Age Friendly Community has funded the Fridge.
- The Fridge will be located at the Temiskaming Shores Public Library entrance lobby on the right-hand side of the stairwell.
- The project will be piloted for six months, and a process evaluation will determine the project's continuity.
- The food in the Fridge will be available to anyone free of charge.
- The CFA Network will accept food donations for the Fridge from local community members and local food premises such as restaurants, caterers, and grocery stores.

2. FRIDGE REGISTRATION

- The Fridge will be registered as a food premise and inspected by health inspectors from the Timiskaming Health Unit.

- The CFA Network will notify a Public Health Inspector before operations begin.
- The THU will schedule a pre-opening inspection and routine inspection(s) thereafter.
- The Community Fridge is to be entered into the inventory as a food premise with the following information:
 - **Owner Name:** City of Temiskaming Shores, 325 Farr Drive.
 - **Operator's Name:** Community Food Action network
 - **Address:** Temiskaming Shores Public Library, 285 Whitewood Ave. West.
- The Community Fridge operators will be informed of and must follow the Ontario food premises regulation under the HPPA.

3. COORDINATION AND MONITORING

- The CFA Network is entirely responsible for operating the Community Fridge project. The Library is solely a host organization, and the City provides in-kind support.
- The CFA Network will provide all the services as set out in Appendix A, attached hereto, with its network of volunteers.
- The CFA Network coordinates the planning, implementation, and evaluation of the community fridge project, relying on members and a group of volunteers and supported by the Age-Friendly Coordinator at the City of Temiskaming Shores.
- Planning, branding, promotion, volunteer training (when needed) and evaluation to be supported by Timiskaming Health Unit staff as availability allows.
- The CFA Network will add a disclaimer in the fridge area, stating that the Community Food Action Network entirely runs this project and the Library is solely a host organization.
- The CFA Network will be responsible for providing contact information to answer users' questions and respond to reported issues.

4. FOOD DONATIONS

- Anyone (local businesses or community members) interested in donating food will contact a CFA Network member and volunteers to accept and inspect the food before placing it in the Fridge.
- CFA Network members and volunteers will handle Community Fridge food donors (local businesses or community members) and will require them to fill out a *Donation Information Form* to record what was donated, the quantity, and by whom.
- For large batch donations by food businesses, the CFA Network members and volunteers can coordinate pickups with food donors, inspect them, and place them in the Fridge.

- CFA members and volunteers will conduct quality checks of the donated food and temperature checks of the Fridge daily.

5. OVERHEAD COSTS

- The City will oversee utility expenses; any utility increase will be budgeted as necessary.
- The City will provide additional garbage removal service for the Temiskaming Shores Library as required.
- The City will provide maintenance of the Fridge.
- Cleaning supplies will be supplied by the CFA Network: (spray, cloth, gloves, bucket, paper towel, dustpan and brush, broom)
- The CFA Network shall provide all promotion and branding: flyers, handbills, brochures, fridge magnets (printing costs)
- The THU shall provide all food allergy warnings, safe fridge temperature and other signs to encourage users to "take what they need and avoid touching what they do not need" as needed.
- The City shall provide a Fridge thermometer, bins to put the food out while cleaning, a hand sanitizer stand and gel, a garbage bin/waste container, recyclable bags/garbage bags, a fridge clipboard for tracking donations and other items as needed for the operation of the Fridge.

6. LIABILITY AND LIABILITY INSURANCE

- The Donation of Food Act (1994) Provides protection to food donors and those distributing donated food from liability for damages from injuries or death caused by consuming donated food.
- The City shall provide liability insurance for its building, under which the Fridge shall be covered.

7. CLEANING

- The City will be responsible for nightly cleaning of the fridge area by adding to the City's regular cleaning time and schedule.
- Additional cleaning supplies will come from the City's regular stock. If cleaning becomes a burden, the City will budget for additional resources to keep the Fridge in a welcoming and sanitary condition.
- Signage and disinfectant will be available for all users to disinfect the Fridge's high-touch surfaces, such as the handle.
- The CFA Network shall make the fridge cleaning schedule available for the volunteers to document the date, time, and person's name.

8. EATING INSIDE THE LIBRARY

- The Library has rules limiting what types of food can be eaten inside.
- Large meals are not allowed inside the Library.
- Small snacks and beverages are allowed in approved areas.

- The CFA network will adapt the Library's rules to prevent visitors from taking food inside the Library to eat and to preserve the Library equipment.

9. EVALUATION

- The CFA Network will be responsible for evaluating the project.
- After six months of launching the pilot, the CFA network will be responsible for conducting a process evaluation, looking into the amount of food donated, used, and wasted, user and donors' satisfaction, the number of users, food usually donated and used, and costs incurred.
- To measure implementation efforts and identify what is working successfully and what aspects of the project plan may need to be improved or changed.
- To evaluate and check if other food items, such as prepared meals from inspected kitchens, could be accepted.

10. HEALTH AND SAFETY

- The CFA Network will encourage fridge users to sanitize their hands upon entering the Library and before using the Fridge.
- The CFA Network will make an alcohol-based hand rub (at least 70%) available for fridge users.
- The CFA Network will place signage to respect physical distancing.

This is the entire operating agreement between the CFA Network, the Library and the City. Any amendments to this Memorandum of Understanding will be produced in writing and signed by the approved signing officers (noted below).

This agreement will be in place for six months from the date of signing. The agreement may be reviewed on an annual basis upon renewal.

The CFA Network, the Library and the City hereby agree that either party to this Memorandum of Understanding may terminate the Memorandum of Understanding upon providing to the other party no less than six months prior written notice, including a motion of Council or the Board, of its intention to terminate this Memorandum of Understanding.

Any matters in dispute between the parties in relation to this Memorandum of Understanding (and amendments thereto) may be referred by either party to binding mediation by an agreed-upon mediator. The cost of mediation will be shared equally between the parties.

Any notice or other communication to be given in connection with this Memorandum of Understanding shall be given in writing and may be given by personal delivery, facsimile, email or by registered mail addressed to the recipient as follows:

TO THE CITY:

The Corporation of the City of Temiskaming Shores
PO Box 2050, 325 Farr Drive
Temiskaming Shores, Ontario
POJ 1K0
Attention: City Clerk

TO THE LIBRARY:
Temiskaming Shores Public Library Board
PO Box 668, 285 Whitewood Ave. West
Temiskaming Shores, Ontario
POJ 1P0
Attention: Library CEO

Or such other address or individual may be designated by written notice by either party to the other. Any notice given by personal delivery or facsimile shall be conclusively deemed to have been given on the day of actual delivery or transmission thereof and if made or given by registered mail on the third day, not counting Saturday, Sunday or statutory holiday in Ontario, following the deposit thereof in the mail.

This Memorandum of Understanding shall be governed by and construed in accordance with the laws of the Province of Ontario.

Neither this Memorandum of Understanding nor any of the rights or obligations of either of the parties hereunder may be assigned without the prior written consent of the other party to this Memorandum of Understanding.

IN WITNESS WHEREOF the parties have executed this Memorandum of Understanding

SIGNED, SEALED AND DELIVERED
in the presence of

_____ Signature: Corporation of the City of Temiskaming Shores	_____ Printed Name:	_____ Date:
_____ Signature: Timiskaming Health Unit	_____ Printed Name:	_____ Date:
_____ Signature:	_____ Printed Name:	_____ Date:

Appendix 1

1. LEFTOVERS AND WASTE MANAGEMENT

- CFA Network volunteers will donate any food leftover (before it goes bad) to other community initiatives.
- A community compost bin may be purchased by the CFA Network and placed in a community garden in New Liskeard.

2. FOOD DONATIONS AND ACCEPTED FOODS

- Accepted foods are whole fresh vegetables and fruits. These are low-risk food, and no labelling is required.
- Also accepted are sealed, pre-packaged, grab-and-go, ready-to-eat food items (i.e., cheeses, unopened pasteurized milk and yogurt, hummus, peanut butter, granola bars, salads, soups, nuts, dried fruits), eggs (traceable stamped eggs, with clean shells and a use-by date), plant-based beverages (fortified soy beverage, almond beverage, etc.), water bottles, 100% fruit juice in single servings, bread and bakery items (bread without fillings, whole grains, and pasta).
- Fresh produce grown in backyards is accepted if it is in a good condition.
- Priority is to be given to food that requires refrigeration.
- Non-perishables may be accepted if there is extra room in the Fridge.
- Donations of non-perishable goods would be better suited to other initiatives in the community, such as food banks.
- The CFA Network members will provide signage for redirection locations of non-perishable food donations.
- Food items requiring a freezer will not be accepted.
- Non-Food item donations will not be accepted.
- High-risk foods such as homemade food/meals, mouldy produce, raw meats/fish and seafood, foods with damaged packaging (e.g., dented cans, opened packages), home-canned foods, unpasteurized dairy products, juices, unstamped eggs, alcohol, spoiled/mouldy food, leftovers, expired food, and partially consumed foods, will not be accepted.

3. FOOD SAFETY

Multiple rules to be put in place to ensure food safety:

- The THU staff will prepare food donation guidelines to be placed on the Fridge.
- The Fridge will be registered as a food premise and inspected by health inspectors from the Timiskaming Health Unit.
- The Fridge and its contents are to be monitored regularly by CFA Network volunteers and members (every day) to ensure food that is inappropriate to consume is removed, and the Fridge is kept clean.

4. CFA NETWORK MEMBERS AND VOLUNTEERS

- CFA Network members will help with the following:
 - Recruit 10-20+ volunteers through community outreach.
 - Volunteers to fill out a *volunteer signup form*.
 - Community outreach:
 - To connect with local food businesses/farms to rescue food.
 - To connect with other initiatives in the community, such as food banks, to share excess donations.
 - Answer online inquiries.
 - Post social media updates on fridge status.
 - Provide and monitor the *volunteer cleaning signup sheet*.

- Volunteers will help with the following:
 - Spread the word about the community fridge.
 - Take and edit photos of fridge contents.
 - Coordinate pickups and stock food donations in the Fridge (when needed).
 - Distribute and deliver donations to other initiatives in the community.
 - Organize the Fridge throughout the day, so products are safely and attractively displayed and grouped.
 - Conduct frequent quality checks and inspect products in the Fridge.
 - Keep the Fridge clean and organized throughout the day.
 - Support proper disposal of waste when needed (ex: separating packaging, sorting recycling).

5. FRIDGE TEMPERATURE CHECKING

- The CFA Network will be responsible for monitoring the Fridge temperature.
- The Fridge must be kept at 4C or colder.
- A digital thermometer is to be kept inside the Fridge.
- Donated food will be a low risk; volunteers will check the temperature at least once daily on a maintained schedule, and a check record will be documented to follow food safety best practices.