

SCHOOL FRUIT  
AND VEGETABLE  
NUTRITIONAL  
P R O G R A M

+ **MILK**

# The BC School Fruit & Vegetable Nutritional Program

Includes +**MILK** for Grades K to 5



**BC**  
Agriculture  
in the Classroom  
Foundation  
[bcaitc.ca](http://bcaitc.ca)

# TOP 10

## WHAT YOU **NEED** TO KNOW TO RUN THE BC SFVNP IN **YOUR** SCHOOL



- 1** Ensure the BC Agriculture in the Classroom (BCAIRC) Program Office has a copy of your FOODSAFE Level 1 designate's certificate.
- 2** Refrigerate product upon its arrival at the school. Product must be eaten in the week that it arrives. When the product arrives, you are responsible for moving it to a FOODSAFE location in the school. Remember, unless it needs to ripen, all product must be refrigerated. This is especially important for milk, should your K-5 school be enrolled in +Milk.
- 3** Before preparing product for distribution to students:
  - Ensure a FOODSAFE Certified designate has checked that the product is safe to eat
  - Wash and dry your hands
  - Recommend rinsing of fruits and vegetables prior to consumption
  - Use only clean distribution bins
- 4** Parent Permission Forms must go home every September to every NEW student participating in the BCSFVNP. Your school is responsible for creating and distributing the forms. This also applies to those K-5 schools enrolled in +Milk.
- 5** Allergies and their management is the responsibility of the school. YOU must record the allergy via the school login if you want your school's delivery of a scheduled product to be CANCELLED. Three weeks notice is required. For those K-5 schools enrolled in +Milk, a fortified soy beverage will be available as an alternative.
- 6** Delivery dates, product listing, product information sheets and product reporting log sheets are found on the BCAIRC website [www.aitc.ca/bc/myschool/login](http://www.aitc.ca/bc/myschool/login).
- 7** If your order has not arrived by 3:00 pm on your delivery day, notify the BCAIRC Program Office at [help@aitc.ca](mailto:help@aitc.ca) or 1-866-517-6225.
- 8** Poor Quality Product - If the product is not suitable for consumption, as soon as you notice, take a picture of the product, its box, and the product expiry date. Then immediately upload the pictures on the school login, via the "Complete Log" link next to the product in the delivery list, and follow up with a phone call to BCAIRC office at 1-866-517-6225.
- 9** Complete your product log sheets and submit online, via your school login.
- 10** Submit your school's Annual Renewal Form online to the BCAIRC Program Office in MAY to ensure a smooth transition to the following year.

Revised July 2023



Supported by the  
Province of British Columbia  
through the Ministry of Education  
and Child Care

### PROGRAM INFO:

website: [www.bcairc.ca](http://www.bcairc.ca)

email: [help@aitc.ca](mailto:help@aitc.ca)

toll free: 1-866-517-6225

toll free fax: 1-877-825-6068



**Watch for this  
sticker on all  
product cases**

# **The BC School Fruit & Vegetable Nutritional Program + MILK (BC SFVNP +MILK)**

**We acknowledge the financial support of the  
Province of British Columbia  
through the Ministry of Education and Child Care.**

**Administered by**  
BC Agriculture in the Classroom Foundation (BCAITC)

**Partners in Distribution of BC Fruits, Vegetables and Milk**  
Save-On-Foods/Saputo BC/Independent Couriers

**Please Contact**  
BC Agriculture in the Classroom Program Office  
Toll Free 1-866-517-6225  
Abbotsford (local) 604-854-6064  
Fax 1-877-825-6068  
[www.bcaitc.ca](http://www.bcaitc.ca)

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## Welcome to The BC School Fruit & Vegetable Nutritional Program

Thank you for being a BC School Fruit & Vegetable Nutritional Program In-School Coordinator. Your school is part of a food literacy program that provides fresh fruit and vegetables to classrooms in your school. Similar programs in the UK and US have been very successful and positively received by students, parents and teachers.

### Objectives of The BC School Fruit & Vegetable Nutritional Program

The program is designed to:

- Increase students' acceptance of, exposure to, and willingness to try, BC-grown fruits and vegetables and BC-produced milk.
- Increase students' knowledge and awareness of fruits and vegetables as nutritious foods to eat plenty of (fresh, frozen, canned or dried) and knowledge and awareness of milk as a nutritious protein food and healthy beverage option.
- Increase students' knowledge about how fruits and vegetables, delivered as part of the program, can be prepared.
- Increase awareness of foods grown and milk produced in BC by students, educators and parents.
- Increase student access to BC-grown fruits and vegetables and BC-produced milk in schools.
- Support the BC economy and build relationships between industry partners by working with local growers, producers and distributors to bring fresh BC products to the schools across the province.
- Contribute to increasing the number of students who report that, at school, they are learning how to care for their physical health.
- Support the delivery of BC's curriculum through providing high quality, evidence-based, easily accessible, user-vetted resources for educators, with a specific focus on the Physical and Health Education subject and the Personal Awareness and Responsibility competency.



### Key Messages

- Pick and enjoy the taste of a variety of colourful, local fruits and vegetables
- Enjoy eating plenty of fruits and vegetables every day
- Wash hands before eating
- Wash fruits and vegetables before eating

### Product Supply and Delivery

The BC Agriculture in the Classroom Foundation is working with Save-On-Foods and independent grocers to deliver fruits and vegetables to school communities. All fruits and vegetables will be BC grown where possible.

Fruits and vegetables will be delivered to your school by Saputo BC or an independent courier or grocer. In some instances, we have arranged through your school principal for a volunteer driver to pick up and deliver your fruits and vegetables. All product is to arrive prior to 3:00 pm on your scheduled delivery day. Delivery times will vary from school to school, so please check with school personnel to determine a delivery schedule.

Each school will be provided with distribution bins to assist with delivery of the fruits and vegetables to classrooms. The bins can be easily cleaned after each use and are equipped for convenient stacking and storage.

**Note:** Fruit and vegetable crops are susceptible to many outside influences (i.e., weather, temperature and handling) that may affect their quality upon delivery. We allow for approximately 5% to 7% spoilage/unexpected damage per shipment depending on case quantities (i.e., 1 case apples = 15 bad apples, 1 case cucumbers = 9 bad cucumbers).





## Role of the In-School Coordinator

The In-School Coordinator is vital to the success of the BCSFVNP in the school. As the In-School Coordinator, you will be responsible for distributing and delivering fruits and vegetables to classrooms in your school, as well as working with BCAITC to monitor and record successes and challenges.

### Questions/Concerns:

- Email [help@aitc.ca](mailto:help@aitc.ca)
- Call 1-866-517-6225 between the hours of 8:00 am and 4:30 pm Monday to Friday
- Consult website: [www.aitc.ca/bc/myschool/login](http://www.aitc.ca/bc/myschool/login)
  - On your school login you will find all of the information you need to successfully run the BCSFVNP in your school including product listing, product information sheets and product reporting log sheets, delivery dates, scheduling, and product serving sizes

## Duties and Responsibilities

### Ensure Food Safety:

- Plan operations with BCAITC and your school's FOODSAFE Level 1 certified designate
- Submit a copy of your FOODSAFE Level 1 certified designate's Level 1 FOODSAFE certificate to BCAITC. All FOODSAFE Level 1 certificates must include a valid expiry date
  - Schools will not receive product until the FOODSAFE Level 1 certificate has been received
- Ensure the FOODSAFE Level 1 certified designate for your school is present when the cases are opened and when preparation and distribution of the product takes place

### Communicate:

- Oversee implementation, coordination and operation of the BCSFVNP
- Communicate information between your school's primary contact and BCAITC
- Submit your school's Annual Renewal Form online to the BCAITC Program office in June
- Involve staff and students in a whole-school approach; share the tasks of preparing and distributing fruits and vegetables
- Ensure parent permission forms go home every September for new students. Your school is responsible for creating and distributing the forms—samples available on the school login
- Record product information on the BCSFVNP product log sheets found on the school login page [www.aitc.ca/bc/myschool/login](http://www.aitc.ca/bc/myschool/login)
- Report any problems or concerns with the fruits and vegetables to BCAITC. If the product is not suitable for consumption, take a picture of the product, its box, the bar code and the product expiry date. Report your findings and upload the product photos, via the school login
- Participate in the evaluation of the BCSFVNP as feedback from BCSFVNP participants and stakeholders is key to assessing how we may improve the Program

### **Distribute the Product:**

- Prior to the product arriving make sure the fridge has been thoroughly cleaned and disinfected
- The in-school coordinator or FOODSAFE designate should receive the product at the time of delivery. Please ensure that it is refrigerated right away, if required. (For Storage and Refrigeration Specification, please see table on page 9)
- Handle the acceptance and delivery of fruits and vegetables according to FOODSAFE specifications:
  - Wash hands for at least 20 seconds in warm soapy water
  - Dry hands thoroughly using clean paper towels or another single-use device, as our hands can spread bacteria
  - Have clean clothes and hair controlled
  - Ensure serving containers are washed according to FOODSAFE standards
  - Check all produce before it is delivered to classrooms
- In-School Coordinators or volunteers with open cuts, or ill (with symptoms such as fever, chills, cough, diarrhea, vomiting), must be excluded from food contact activities
- Wash all fruits and vegetables provided in the BCSFVNP prior to consumption
  - This can be easily achieved right in their packaging, with clean drinking water (soaps or sanitizers are not needed), with the exception of sealed sliced products, which are ready to eat
  - Also, have students wash their hands with soap and water before eating

### **Communicate Importance of Hand Washing Procedures**

Hand washing is also especially important:

- Before and after eating
- Prior to preparing or handling food
- After going to the washroom
- After blowing your nose, coughing or sneezing
- After touching your mouth, face or hair
- After smoking and vaping
- After handling raw meat, poultry, fish, eggs or unwashed vegetables
- After handling dirty dishes
- After touching boxes or garbage
- After handling animals, birds, fish or reptiles



### Take Care of Distribution Serving Trays:

- Each school will be provided with classroom distribution trays equipped for easy stacking and storage
- The trays must be cleaned and sanitized following FOODSAFE standards before each use
- Place the appropriate amount of fruits or vegetables for the classroom in each tray and then deliver to classrooms.
- When snack time is over you will need to collect the classroom trays and wash them following FOODSAFE standards
- Ensure that these trays are kept from year to year to run the program
- Do not allow use of the trays on non-delivery weeks

### Distribute Extra Fruits and Vegetables:

- You may have leftover produce because we do not break case lots of produce for food safety reasons. If you have 90 students in your school, you may receive a case of apples with 110 pieces.
- Use leftover produce:
  - In the school Culinary Arts program or Home Economics class
  - Provide it to a school meal program in the school



### Manage School Information and Login

Upon acceptance into the BCSFVNP, each person who has been registered as a contact for the Program is able to use their email address when signing into the school login. Each contact is responsible for setting up and maintaining their password. We recommend bookmarking the school login page and accessing it once a week to check:

- List of deliveries
- Product log sheets
- Delivery policies and FAQs
- Product Case/Serving Size document (available to download from School Login >> BCSFVNP Tab >> Under "Printable Materials")
- Information Sheets (Primary and Intermediate Fresh Stories) for each product (available to download from website: [www.bcaitc.ca](http://www.bcaitc.ca) >> Click Educational Resources >> Enter "Fresh Story" >> Search)
- Available resource materials

## Update School Information

You can submit changes to your school's information using the appropriate online form on your school login:

- Changes to general school information **NOT** related to the BCSFVNP, such as principal, student population, school address, etc., can be made directly on the home page. Simply click on the appropriate "Edit" button, underneath the information that you wish to change.
- For changes **specific to the BCSFVNP**, such as In-School Coordinator, FOODSAFE designate, Do Not Deliver Dates, allergies, etc., there is a separate online form. Click on the "My Info" link in the BCSFVNP section to get to the page that shows your school's list of deliveries. Then, to make your change, click on the link "Edit My Info" located in the upper right corner.

## Monitor Risk of Food Allergies:

Allergic reactions to fruits and vegetables are common. About 5% of the population have allergies to fruits and vegetables. Priority allergens include: eggs, milk, mustard, peanuts, seafood (fish, crustaceans and shellfish), sesame, soy, sulphites, tree nuts, and wheat.

Not all severe allergic reactions can be predicted or avoided, but to protect students with severe allergies, the BC Ministry of Education has put into action, the British Columbia Anaphylactic and Child Safety Framework, and the Anaphylaxis Protection Order. For more information visit:

<https://www2.gov.bc.ca/gov/content/education-training/k-12/administration/legislation-policy/public-schools/anaphylaxis-protection#:~:text=Policy%20statement,are%20available%20to%20the%20public>

School administrators, teachers and parents can work to create a safe environment for students with allergies and have access to resources to assist them. The In-School Coordinators should be aware of any school procedures to promote a safe environment for students with severe allergies. The school procedures may affect how the program is offered in the school.

To register an allergy, visit the school login. Registering an allergy will cancel the school's order for that item. It is recommended that In-School Coordinators receive training in the following areas:

1. How to help prevent food allergens from getting into the produce
2. How to clearly label produce that is brought into schools

Some important information about how to help prevent allergens from getting into foods:

- If an allergen has been brought into the school, it is important that no traces of the food be found on anybody's hands or other surfaces
- Wash your hands after eating and thoroughly clean all equipment, utensils and surfaces that you use to handle and prepare the fruits and vegetables

### Cleaning Hands

The best way to get rid of all traces of food allergens (such as peanut butter) from your hands is washing with liquid detergent, bar soap or sanitizers. Wash hands with soap and warm water, dry hands, then sanitize. Sanitizer doesn't kill or remove allergens.

## Cleaning Surfaces

Clean-up is a 4-step process required for effective removal of micro-organisms (invisible germs to the eye) AND traces of food allergens.

1. Do a thorough cleaning of all surfaces with a soap and water solution using a scrubbing motion with the washing cloth.
2. Wipe down the scrubbed surface with a rinsed out cloth to remove any soap residue.
3. Wipe down the cleaned surface with a sanitizing wipe (e.g. Formula 409 (Clorox), Lysol Wipes, or a bleach solution, or a hydrogen peroxide solution).  
<http://www.foodsafe.ca/dilution-calculator.html>
4. Let the surface air dry – DO NOT dry wipe the surface as it removes the sanitizer before it can be effective.





## Allergy Information

It is the school's responsibility to be aware of, and alert us, when someone in their population might be allergic to the fruits and/or vegetables that are scheduled to be delivered. To check the products scheduled to be delivered to your school, go to your school login.

It is each school district's responsibility to keep abreast of any new and current allergy issues. Please consult with your school district in regards to policies, procedures, and the most up-to-date allergy information.

There are many variables in regards to allergies these days, and there are a variety of questions that should be answered before determining that an allergy would have cross-reactivity to related - and unrelated - foods. This is done by way of an "allergy profile" through your student's family physician. Other crucial information that each school should have on hand in regards to students' "allergy profile" is:

- Is it airborne?
- Is it by ingestion only?
- Is it a sensory allergy (through touch)?

If you would like further guidance in this area, please contact your school district.

## Program Products

The following is information on a selection of the fruits and vegetables served on a rotational/seasonal basis. Due to weather changes during the growing season, the distribution schedule of fruit and vegetable deliveries products available may vary.

We have created classroom information and activity sheets for each of the fruits and vegetables provided in the BCSFVNP. Encourage teachers to go to [www.bcaitc.ca/index.php/resources](http://www.bcaitc.ca/index.php/resources) and search for "Fresh Story"

### Plums

Plums are a tree fruit with a smooth skin and a stone or pit in the centre. Prune plums have dark blue skins with yellow flesh. Other plums can be red, golden or black on the outside and red or yellow on the inside. Prune plums have a natural powder-like haze covering the fruit, referred to as the "bloom." This is produced by the fruit for protection, has no flavour and does not wash off easily. The plums are safe to eat with the bloom and are very delicious.

#### Checking for Freshness:

Look for evenly-coloured, smooth fruit. Ripe fruit yields to gentle pressure.

### Pears

Pears are a tree fruit. The outer skin can be light green, yellow or even reddish or brown. They have a core in the middle like an apple.

#### Checking for Freshness:

Look for firm, well-shaped fruit. Use fully ripe fruit for immediate use. Minor scars and blemishes do not affect flavour.

### Cucumbers

Cucumbers grow on vines and belong to the same family as pumpkin, zucchini, watermelon and other gourds. We serve greenhouse-grown cucumbers that do not need to be peeled. The sweet, crunchy skin is rich in fibre.

#### Checking for Freshness:

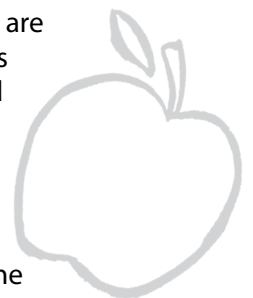
Look for firm, well-shaped bright green cucumbers. Discard soft, over-mature or yellowing fruit.

### Apples

An apple is called a "pome fruit," because it has seeds in the middle protected by a core. There are many varieties of apples, each with a slightly different shape and colour. Some common apples grown in BC are: Red and Golden Delicious, McIntosh, Royal Gala, Fuji, Ambrosia, Jonagold and Spartan. We serve both whole apples and sliced apples. The sliced apples are pre-washed, cut, packaged and ready to eat in portion sizes.

#### Checking for Freshness:

Look for well-shaped, smooth skinned fruit that is free of bruises. Brownish freckled areas on the skin are natural and do not affect flavour.



## Tomatoes

Tomatoes are the fruit of a vine plant. They have an edible skin that protects a juicy flesh. Most tomato varieties are red when ripe, but some are yellow and orange. We serve the following vine-ripened greenhouse-grown mini tomatoes varieties: strawberry tomatoes, cherry tomatoes, grape and concerto grape tomatoes.

### Checking for Freshness:

Look for smooth, well-formed, firm tomatoes that are uniform in colour.

## Carrots

Carrots are a root vegetable. We serve 'Sweet-Bites' and 'Sugar Snacks' baby carrots. These are special varieties of sweet carrots that have been peeled, cut and rounded off.

### Checking for Freshness:

Look for firm, clean, bright orange carrots that are well shaped. Peeled carrots may have a white discolouration called 'carrot blush'. Although completely safe to eat, it can be easily rinsed off.

## Oranges

Mandarin oranges are citrus fruits. They have orange skins like navel oranges, but the skin is loose and easy to peel. Mandarin oranges do not grow in BC, but for many years BC residents have looked forward to this seasonal winter treat imported from Asia.

### Checking for Freshness:

Look for plump fruit that is a uniform, bright orange in colour and free of blemishes.

## Grapes

Table grapes are fruiting berries that grow in bunches on a vine. Grapes come in lots of different colours – red, black, dark blue, yellow, green, orange and pink. They are meant to be eaten fresh, unlike the smaller wine grapes.

### Checking for Freshness:

Look for pliable green stems and plump fruit.

## Kiwi fruit

Kiwi fruit are egg-shaped, fuzzy brown berries, with a green decorative fruit on the inside, and edible skin.

### Checking for Freshness:

Look for well-shaped, smooth skin that is free of bruises. Kiwi fruit is ripe and ready to eat when you can press the outside with your thumb and it gives to light pressure. If it is firm, ripen on the counter for 3 days.

## Blueberries

Blueberries are small round blue berries grown on bushes.

### Checking for Freshness:

Look for firm, clean, berries that are uniform blue in colour.

## Sugar Snap Peas

Sugar Snap Peas are grown in pods on a plant.

### Checking for Freshness:

Look for plump, crisp pods that are bright green with no sign of yellowing or white spots.

## Mini Peppers

Mini peppers are smaller, sweeter varieties of peppers. They are grown hydroponically on plants in a greenhouse.

### Checking for Freshness:

Look for smooth, well-formed, firm peppers that are uniform in colour.

## Strawberries

Strawberries are red heart-shaped berries, grown on plants on the ground.

### Checking for Freshness:



Once picked, strawberries start to lose their sweetness, so it is best to eat them right away. Strawberries will stay their freshest when dry and cold, and any added moisture will soften the berries and encourage mold growth.





## Suggested Portions

PRODUCT	ESTIMATED SERVINGS PER CASE	ESTIMATED QTY/PIECES PER PERSON
Apples, Various Assortments	113 - 125	1 Apple
Apricots	132	1 Piece
Blueberries, 2 lb clam	56	1/2 Cup
Carrots, mini 1 lb/2 lb bags	5/bag – 12/bag	3-4 carrots
Cheese Sticks, Marble Cheddar & Mozza (Lactose Free)	100	1 Cheese Stick
Cucumbers, Mini	96 - 140	1 Piece
Grapes	80	10 Grapes
Kiwifruit, Various Assortments	76 - 117	1 Piece
Oranges, Mandarin (Various Assortments)	20-90	1 Piece
Peaches, Various Assortments	48 - 54	1 Piece
Pears, Various Assortments	48 - 135	1 Piece
Peppers, Mini	96	1 Piece
Plums, Various Assortments	80 - 200	1 Piece
Snap Peas BULK BAG	42/bag	3 Pieces
Strawberries	70	3-4 Berries
Tomatoes, Various Assortments	114 - 180	3-4 Pieces
Milk, 120 mL cup	64 per case - 16 per tray	1 x 120ml cup
Milk 2 litres/4 litres	16 - 30	1 x 120ml serving
Soy, Fortified Beverage	12 per 1.89L	1 x 120ml serving

BC SCHOOL FRUIT AND VEGETABLE NUTRITIONAL PROGRAM			
FRUIT & VEGETABLE STORAGE GUIDE			
<div>  <p><b>* READ <u>ALL</u> STORAGE &amp; HANDLING INFORMATION LOCATED ON PRODUCT CASE</b></p> <p><b>* KEEP SCHOOL REFRIGERATOR AT 4°C</b></p> </div> <div>  <p><b>* FOR PRODUCTS THAT MAY REQUIRE RIPENING (I.E.) PEARS, ENSURE CASE &amp; PLASTIC LINER ARE OPENED TO ALLOW PRODUCT TO BREATHE</b></p> </div>			
FRUIT / VEGETABLE	ROOM TEMPERATURE STORAGE	REFRIGERATOR STORAGE	SPECIAL TIPS
	20° to 22° C	4°C / 40°F	
<b>APPLES</b> August - January	No - apples tend to soften 10 times faster at room temperature	2 months	
<b>APPLES</b> February - July	No - apples tend to soften 10 times faster at room temperature	2 to 3 weeks in perforated plastic bag in crisper	
<b>APRICOTS</b>	Store loosely until ripe	1 week; store uncovered in a single layer	
<b>BLUEBERRIES</b>	Do not store at room temperature	10 days, loosely covered	Store in shallow container.
<b>CARROTS</b>	Do not store at room temperature	check package best before date	Carrots absorb odours from apples and pears.
<b>CUCUMBERS</b> Greenhouse-grown	3 days; store at 10°C	If not serving within 3 days, store for up to 1 week	Greenhouse-grown products are happiest at the 5°C/41°F temperature
<b>MANDARIN ORANGES</b>	1 week; store loosely in open or perforated plastic bag	1 month; store loosely in open or perforated plastic bag	Mandarin oranges produce odours that are absorbed by meat, eggs and dairy products.
<b>PEACHES</b>	Store loosely until ripe then transfer to refrigerator	1 week; store uncovered in a single layer	
<b>PEARS</b>	Store loosely until ripe (Note: Ensure case and plastic liner are opened to allow pears to breathe!)	2 to 3 days; store uncovered in a single layer	Pears are ripe when flesh around stem gives to gentle pressure.
<b>PEPPERS</b> Greenhouse-grown	3 days; store at 10°C	If not serving within 3 days, store for up to 1 week	Greenhouse-grown products are happiest at the 5°C/41°F temperature
<b>PLUMS</b>	Store loosely until ripe (Note: Ensure case and plastic liner are opened to allow plums to breathe!)	Once ripe, 3 to 5 days	Grey bloom on plums is natural and indicates freshness. This does not have to be washed off.
<b>SUGAR SNAP PEAS</b>	Do not store at room temperature	1 to 3 days; store loosely in plastic bag	
<b>TOMATOES</b> Greenhouse-grown	3 to 4 days, uncovered, out of direct sunlight, until ripe; when ripe use in 1 to 2 days	No; stops ripening and affects flavour	Greenhouse-grown products are happiest at the 5°C/41°F temperature. Refrigerate only when well ripened, but will affect flavour.
<p>Source: Canadian Produce Marketing Association (CPMA), BCSFVNP Suppliers            Information about storing fruits and vegetables can be found on the CPMA website at the following link:  <a href="https://cpma.ca/docs/default-source/education/2022/cpma_2022_storage-guide.pdf">https://cpma.ca/docs/default-source/education/2022/cpma_2022_storage-guide.pdf</a></p> <p>Issued by BC Agriculture In the Classroom</p>			



## Delivery Policies

We will provide product 12 or 24 weeks of the school year depending on your order. Access your particular school's product and delivery schedule on your **school login**:

- Delivery drivers are simply required to drop the product (Product being fruit or vegetable, and milk – if applicable) off at the reception desk of the school and obtain the name of person receiving. They are not contracted to put the product in the fridge or take it to a secondary location. It is then, the responsibility of the school coordinators for moving the product to a FoodSafe location in the school.
- The product is scheduled to be delivered between 8:00 am and 3:00 pm on your delivery date. Requests for exact delivery times cannot be accommodated, as some drivers have very large routes and times may change depending on various circumstances.
- BCAITC requires a minimum of 3 weeks' notice to cancel or reinstate a school's delivery date at the school's request (i.e.: Pro-D day, Sports Day, etc.)
- Due to our advance ordering process we are unable to accommodate requests for product substitutions or reschedule cancelled orders.
- If we've been advised of a specific fruit and/or vegetable allergy for your school your delivery will be automatically cancelled. If there are deliveries in which your school does not want to participate due to allergy concerns that we are unaware of, we ask that you inform us 3 weeks in advance so that we may cancel your school's order.
- There is no delivery of product during the weeks that have a statutory holidays.
- Product deliveries are suspended over the Christmas break and during most of the month of March.
- Deliveries that coincide with a school closure date that we have been informed of by you will be automatically cancelled. We are not able to reschedule.

## Product Log Sheets

To assist you in managing the Program and provide us with valuable feedback, we have created online log sheets that allow you to track, rate and comment on details of each of the products delivered to your school.

- Access the online product log sheet through your school login at **[www.aitc.ca/bc/myschool/login](http://www.aitc.ca/bc/myschool/login)**. The log sheet shows a summary of the products by name, delivery date and status. Click on “Complete Log” next to a delivered product to open a log entry for that product.
- Submit completed reports online through your school login.

### Example of a Product Log Sheet:

#### Delivery Log Entry

All fields are required, unless otherwise noted.

<b>School name</b>	A R MacNeill Secondary
<b>Delivery</b>	Apr 17th, 2018: Tomatoes, Grape (2 lb)
<b>Date received</b> Did not receive this product or any replacement? Click here to report it.	<input type="text"/>
<b>Date served</b>	<input type="text"/>
<b>If you received a substitute product, what was it?</b>	Tomatoes, Grape (2 lb)
<b>How would your school rate the quality of the product?</b>	[Please select an option] ▼
<b>How would your school rate the likeability of the product overall?</b>	[Please select an option] ▼
<b>Was the recyclable packaging manageable?</b>	[Please select an option] ▼
<b>Was there enough product to serve all students?</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Would your school like to see this product again?</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Are you sharing the Product Information Sheet “Fresh Story” with teachers?</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Comment</b> (Optional)	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
<b>Submitted by (your name)</b>	<input type="text"/>

For further questions regarding the log sheets, call the Program Office at 1-866-517-6225 or 604-854-6064

# The BC School Fruit & Vegetable Nutritional Program FAQ's

## Frequently Asked Questions

**1. Q What if there is a problem with our delivery?**

**A** If there is an issue with the condition and/or quality of the produce, please take pictures and e-mail them to [help@aitc.ca](mailto:help@aitc.ca).

Specifically, we need pictures of:

- the actual produce
- the outside of the boxes in which the produce arrived
- any expiry dates on the boxes or on the packaging inside the boxes

Call the BCSFVNP office's toll-free number **1-866-517-6225** as soon as possible after you've e-mailed the pictures and steps will be taken immediately to correct the problem.

**2. Q What products need to be refrigerated?**

**A** For a complete list of the refrigeration needs of all our produce, refer to our **Fruit and Vegetable Storage Guide** on page 13.

**3. Q Are all the fruits and vegetables provided in the Program grown in BC?**

**A** All fruits and vegetables in the Program are grown in BC except for mandarin oranges. There may be occasions when growing conditions affect our BC crops and we will need to utilize other sources, such as Canadian produce and in some instances imported products. But we do our best to ensure top quality BC produce whenever possible.

**4. Q Is the produce organic?**

**A** Some of the produce we provide in the Program is organically grown. Many of the products we use are not certified organic, but are grown utilizing organic practices.

**5. Q Is conventionally grown (non-organic) produce safe?**

**A** Absolutely. BC boasts some of the safest growing practices in the world. The Canadian Food Inspection Agency regularly checks produce for pesticide residues and our produce is considered some of the safest in the world. All of the fruits and vegetables used in the Program are HACCP certified. This means that the growers follow all the best growing practices, and packing and safety techniques.

**6. Q What do we do with leftover produce?**

**A** One reason you may have leftover produce is that, for food safety reasons, we do not break case lots of produce. Each school has the ability to utilize leftover produce however they see fit. Some schools use leftover produce for sports teams, in the school Culinary Arts or Home Economics class, provide it to a school meal program, while others package it up and send it home with children they feel are in need. This is a school-based decision.

**7. Q Do we have to prepare the produce before serving it (i.e., washing it, cutting it up)?**

**A** The fruits and vegetables provided in the BCSVNP have been on a journey since their harvest at the grower so it is always a good idea to wash them prior to consumption.

This can be easily achieved in most cases right in the packaging. Tree fruits have all been water bathed, but it's a good idea to rinse prior to consumption. This is a good opportunity to emphasize with students one of the BCSFVNP objectives of safe food handling, no different than washing your hands. The fruits and vegetables that we provide are easily consumed without slicing or dicing. Enjoy them whole!

8. **Q What is the best time to serve the produce?**

**A** Those fruits and vegetables listed under "What products need to be refrigerated?" must not be left un-refrigerated for more than 2 hours. Other produce can be left out and served in class at the teachers' convenience.

9. **Q What are the safety requirements for storing and handling produce?**

**A** The safety requirements for receiving, storing and handling the produce are outlined on pages 3-7 in the **In-School Coordinator's guide**. Your school is required to have a FOODSAFE Level 1 certified handler. All hand washing and safety procedures as outlined in the FOODSAFE guide must be followed. All produce should be checked for freshness before being delivered to the classroom. Any quality issues should be recorded in the Monthly Log located on the School Login and reported to the BC SFVNP office. (See question "What if there's a problem with my delivery?").

10. **Q Does the In-School Coordinator have to have FOODSAFE certification?**

**A** Not necessarily. As long as there is at least one person in the school with FOODSAFE certification who is inspecting the produce before distribution, then the In-School Coordinator does not need to have this training.

11. **Q Why is the produce sometimes under-ripe?**

**A** This is not uncommon. In order for you to have the highest quality produce, we order from our suppliers up to 6 weeks in advance of your delivery date. Since we don't want it to be over-ripe when it gets to you (thus inedible), we err on the side of caution so the produce may be a little under-ripe. Under-ripe produce also endures the trip from the supplier to the schools much easier than over-ripe produce. Please wait until your produce is ripe before you distribute it to the students. If your produce is a little under-ripe, placing it out on the counter next to some bananas (which give off a natural ethylene gas) will help it ripen quicker.

12. **Q How should I distribute bulk items, such as blueberries?**

**A** Upon enrollment, each school on the Program is issued a one-time stipend to help with costs for distribution implements such as bowls, spoons, paper cupcake holders, etc. One method that we've heard used by schools was to use paper cupcake holders for each student's serving. They are recyclable and inexpensive.

13. **Q What is the \$250 cheque that my school received upon enrollment in BCSFVNP?**

**A** A \$250 one-time stipend cheque was provided upon enrollment in BCSFVNP, to be used to support the Program in your school. This grant is to be used to cover costs that may be incurred to administer the Program. Some schools use the funds to purchase cups, toothpicks, and other materials that assist them in the distribution of products to the

students according to FOODSAFE requirements. As long as it is used in a manner that supports the implementation of the Program in your school, usage of the funds is at the school's discretion.

There will not be replacement cheques sent for lost or stale-dated stipend cheques.

14. **Q Does my FOODSAFE Level 1 Certificate expire?**

**A** Up until Jun 29, 2013, none of the FOODSAFE Level 1 certificates had an expiry date. It was a one-time training. As of June 29, 2013 all new FOODSAFE Level 1 certificates issued in BC have a five-year expiry date. FOODSAFE Level 1 certifications without an expiry date expired on July 29, 2018. To obtain a new certificate holders can take an inexpensive and short three-hour refresher course. For accurate information on this topic, please contact the FOODSAFE Authority in your area through [foodsafeca.ca](http://foodsafeca.ca).

15. **Q Why is FOODSAFE certification so important?**

**A** The main reason to take FOODSAFE training is to protect the public from foodborne illnesses.

It is our responsibility to ensure that the fruits and vegetables are safe to eat before they leave our supplier. It is the school's responsibility to guarantee that they have a FOODSAFE Level 1 certified person inspecting all produce before it is distributed to the students.

16. **Q Will our school receive a delivery on a non-instructional day?**

**A** Days where your school does not have a representative to sign for a delivery and therefore cannot accept product, should be registered as a "no-deliver" day on the School Login. These days may include Pro-D days, holidays, spring break, etc. Once submitted, these changes will move seamlessly into our database. Please remember — we require a **minimum of 3 weeks' notice** in order to reinstate or cancel a delivery.

If you know of someone at your school who will be available to accept the delivery on a day when students are not in session, we do not need to be advised of that date and cancellation is not necessary.

17. **Q If we cancel a delivery date, does the product come on a different day?**

**A** If a delivery date is cancelled, the product is not rescheduled for another day. The school will forfeit that delivery.

18. **Q What is an acceptable amount of spoiled or damaged produce in a delivery?**

**A** Fruit and vegetable crops are susceptible to many outside influences such as weather, temperature, and handling. Any variation in these influences can affect how quickly or slowly they ripen. Anything less than 5% of spoiled produce in your delivery is within a somewhat normal range. If more than 5% of your delivery is spoiled, please refer to "What if there is a problem with our delivery?" for instructions on what to do.

19. **Q Is wax added to the whole apples?**

**A** Unless the apples are organic a wax coating is added to whole apples. When apples are still on the tree they have a natural protective coating that slows dehydration and seals in moisture, but after they are picked the natural coating is removed. They are waxed to keep them fresh and looking fine.



The wax that is used is vegetable based, completely edible, safe, and approved by Agriculture and Agri-Food Canada. It is used very sparsely — a single gallon of wax will coat five tons of apples!

It's not just apples that are waxed. Citrus fruits, rutabagas, cucumbers, many tomatoes, melons, and peppers also go through this same waxing process.

20. **Q How do we know how much to distribute to the students?**

**A** A recommended portion is: 1 medium-sized fruit or vegetable, or 1/2 cup (125 mL) of raw, fruits or vegetables. Refer to the **Suggested Portions document** for distribution recommendations on page 12.

21. **Q What if we have a student who is allergic to a product?**

**A** Program coordinators have access to the list of scheduled products on the Delivery Schedule located on the School Login. Specific allergies can be registered on the School Login and that delivery will be automatically cancelled.

## +MILK

### Kindergarten to Grade 5 Students Only

Thank you for choosing to add milk to your distribution of fruits and vegetables. You'll find that much of what you already do applies to the handling of milk. If anything, it's easier, as there is no washing required.

## Role of the In-School Coordinator

The role of the In-School Coordinator is vital to the success of +Milk in your school. As the In-School Coordinator you will:

- Plan how to operate +Milk with the BCAITC and your school's primary contact for the Program
- Work with your school's primary contact to communicate information between your school and the BCAITC
- Remind your principal to distribute the BCSFVNP +MILK parent brochures to all kindergarten to grade 5 students enrolled in +Milk in September
- Make a list or note of students who require a fortified soy beverage as identified by their parents on their Reverse/Consent Forms. Keep this list for reference throughout the year
- Plan how you will distribute milk in your school. (i.e. recruit student volunteers or parents to help with distribution; consider distribution of milk with fruit or vegetable snacks etc.)
- Ensure product is refrigerated as soon as it is received. Optimal refrigeration for milk is similar to fruits and vegetables at 4° C (40° F). Ensure that the refrigerator has a thermometer so you can check the temperature
- Follow the British Columbia Anaphylactic and Child Safety Frameworks Order in the event of an allergy to milk (which is rare), as mandated by the BC Ministry of Education. For more information visit <https://www2.gov.bc.ca/gov/content/education-training/k-12/administration/legislation-policy/public-schools/anaphylaxis-protection#:~:text=Policy%20statement,are%20available%20to%20the%20public>
- Report any problems or concerns, and feedback about the milk via the school login at [www.aitc.ca/bc/myschool/login](http://www.aitc.ca/bc/myschool/login). If the milk is not suitable for consumption, then take a picture of the product, its box, the bar code and the product expiry date. Record your school name and contact information, and upload pictures via the online school login
- To help you remember essential duties, please be sure to display the poster provided: **Top 10 – What You Need to Know to Run the BCSFVNP +MILK in Your School**
- Instruct students to rinse the plastic milk cups when finished
- Submit your school's Annual Renewal Form online to the BCAITC Program office in June to ensure a smooth transition to the following year. This online form is available via the school login at [www.aitc.ca/bc/myschool/login](http://www.aitc.ca/bc/myschool/login)
- Recycle or reuse your plastic cups for arts and crafts or other creative uses (for ideas, download **A Cow's Tale Information and Activity Sheets** at [www.bcaitc.ca/index.php/resources](http://www.bcaitc.ca/index.php/resources)) Or return them to Return-It collection sites for the 10-cent deposit refund

## School Information and Login

Upon acceptance into +Milk, each person who has been registered as a contact for the Program is able to use their email address when signing into the school login. Each contact is responsible for setting up and maintaining their password. We recommend bookmarking the school login page and accessing it once a week to check:

- List of deliveries
- Product log sheets
- Delivery policies and FAQs
- +Milk Classroom Information & Activity Sheets (available to download)

## Updating School Information

You can submit changes to your school's information using the appropriate online form on your school login:

- Changes to general school information **NOT** related to the +Milk, such as principal, school address, etc., can be made directly on the home page. Click on the appropriate "Edit" button, underneath the information that you wish to change.
- For changes **specific to +Milk**, such as +Milk In-School Coordinator, grades K to 5 student population, allergies to soy (product of soy beans), etc., there is a separate online form. Click on the "My Info" link in the +Milk section, to get to the page that shows your school's list of deliveries. Then, click on the "Edit My Info" link located in the upper right corner.

## Milk Allergy and Intolerance

Milk allergies affect a very small number of children. These children usually outgrow their allergy, and with a doctor's approval, can often drink milk by age 3.

Lactose intolerance also affects a small number of children. It isn't life threatening, but can cause gas, stomach bloating, or diarrhea. For information on lactose intolerance, visit [www.bcdairy.ca](http://www.bcdairy.ca) or **contact the BC Dairy Association at (1-800-242-6455).**

Fortified soy beverage will be provided as an alternative for all students who cannot drink milk. Fortified soy beverage is best served cold. Therefore, refrigerate prior to serving.

## Storage and Refrigeration of Milk

### 1. Keep it cold

Milk is a perishable food. Temperature control is the most important factor in maintaining its quality and freshness. Store milk at **4° C (40° F) or lower.**

Check the temperature of your refrigerator with a thermometer to make sure it is always at **4° C (40° F) or lower.**

Put milk in the refrigerator as soon as possible after it is picked up or delivered. Even short periods of time out of the refrigerator will increase growth of low temperature bacteria. Although not harmful, these may cause off-flavours and spoilage.

2. Check the best before date and consume milk before that date.
3. Leave milk in its original containers. Make sure the extra milk is stored at 4° C (40° F) or lower until distributed.

### **What to Do with Extra +MILK**

You may utilize any additional milk servings however you see fit. Leftover servings may be distributed to sports teams or home economics class or school meal program. This is a school-based decision.

## **+MILK** Frequently Asked Questions

1. **Q How is +Milk being delivered to the school?**  
**A** It will be delivered on the same day, in the same refrigerated truck as the fruits and vegetables on the BCSFVNP.
2. **Q How is the fortified soy beverage delivered?**  
**A** Since fortified soy beverage has an extended shelf life it will be delivered twice per school year; once in September and once in January. It does not require refrigeration for storage purposes, so does not need to be delivered with your +Milk delivery.
3. **Q How big is the single-serve portion per student?**  
**A** The milk comes in 120 mL foil top cups. One portion is provided per K to 5 student.  
 The fortified soy beverage serving size is 120ml.
4. **Q How big are the +Milk trays?**  
**A** Each milk crate has 4 trays with 16, 120mL cups/tray. In total, each crate holds 64, 120 mL cups of milk. Each crate weighs approximately 10.28 kg.
5. **Q Are the containers recyclable?**  
**A** The milk containers are #5 plastic, which is recyclable.  
 The fortified soy beverage containers are recyclable at most bottle recycling locations.  
 Or return them to Return-It collection sites for the 10-cent deposit refund.
6. **Q How do I return the +Milk crates?**  
**A** The school receiver and/or BCSFVNP In-School Coordinator will remove the milk from the crates and ensure it is put directly into the refrigerator. The driver is required to take away the crates when he/she returns on the next delivery.
7. **Q What if I have a split class i.e. grades 5/6? Do the grade 6 students participate in +Milk too?**  
**A** Yes, both grades in a split grade 5/6 class should receive milk. Please include these students in your population numbers that you provide to us in the online form.
8. **Q What if there is a problem with our +Milk delivery?**  
**A** If there is an issue with the condition and/or quality of your milk, please record the issue and upload any pictures on the School Login, via the "Complete Log" link next to the product in the delivery list. Specifically, we need pictures of:
  - the actual milk containers
  - the outside of the boxes in which the milk arrived
  - any expiry dates or best before dates on the boxes or the packaging inside the boxes
 Call the BCSFVNP office toll-free number as soon as possible after you've uploaded the pictures and steps will be taken to correct the problem. **1-866-517-6225.**

If the milk is frozen, it is still good to drink. Just thaw it in the fridge. If it separates upon thawing, have the students shake the containers a few times before consuming. For more information go to <http://bcdairy.ca/milk/articles/keeping-milk-fresh>.

**10. Q What do we do with expired milk?**

**A** Discard any expired milk and recycle the containers. Or return them to a Return-It collection site for a 10-cent refund.

**11. Q Do I need FOODSAFE certification for the school to participate in +Milk?**

**A** Yes. To be enrolled in the +Milk program, you need to be enrolled in the BC Fruit and Vegetable Nutritional Program, which requires FOODSAFE Level 1 certification.

**12. Q What are the safety requirements for storing and handling milk?**

- A**
- keep milk cold
  - put milk in the refrigerator immediately after delivery
  - store milk in the fridge at 4° C (40° F) or lower
  - check the temperature of your refrigerator to make sure it maintains a temperature below 4° C
  - check the best before date and consume milk before that date

**13. Q Will our school receive a delivery on a non-instructional day?**

**A** Days where your school does not have a representative to sign for a delivery and therefore cannot accept product, should be registered as a “no-deliver” day on the School Login. These days may include Pro-D days, holidays, spring break, etc. Once submitted, these changes will move seamlessly into our database. Please remember — we require a **minimum of 3 weeks’ notice** in order to reinstate or cancel a delivery.

If you know of someone at your school who will be available to accept the delivery on a day when students are not in session, we do not need to be advised of that date and cancellation is not necessary.

**14. Q If your fruit and vegetable delivery is cancelled due to a product allergy in the school, will our +Milk delivery be cancelled as well?**

**A** No, your +Milk delivery will still arrive at your school on your scheduled delivery date. It’s only the cancelled fruit or vegetable that won’t be delivered on that date.

**15. Q Where can we get more information on BC milk?**

**A** Please visit [www.bcdairy.ca](http://www.bcdairy.ca) or call the BC Dairy Association at 1-800-242-6455.

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© First Printing 2005  
Twentieth Printing 2023  
BC Agriculture in the Classroom Foundation  
202-2313 West Railway Street  
Abbotsford, BC V2S 2E3



**We acknowledge the financial support of the  
Province of British Columbia through the Ministry of Education and Child Care.**



