



Fresh For Kids 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.

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 BCAITC 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. Dairy products and eggs must be refrigerated.

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

A 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 Fresh for Kids 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 Fresh for Kids 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 the Monitoring Risks guide. It is recommended that your school 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 BCAITC office. (See question "What if there's a problem with my delivery?").

10. 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.

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

A 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.

12. 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 foodsafety.ca.

13. 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 person inspecting all produce before it is distributed to the students.

14. 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 4 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.

15. 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, and will not be charged.

16. 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.

17. 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.

18. 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.

19. 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 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 Fresh for Kids.

2. Q How big is the single-serve portion per student?

- A** The milk comes in 120 mL foil top cups or 125 ml cartons. One portion is provided per student.

3. Q Are the containers recyclable?

- A** The milk containers are #5 plastic, which is recyclable.

Or return them to Return-It collection sites for the 10-cent deposit refund.

4. Q How do I return the Milk crates?

- A** The school receiver and/or 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.

5. 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 BCAITC 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>.

6. 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

7. Q What do we do with extra Milk?

- A** You may utilize any additional milk servings however you see fit. Leftover servings may be distributed to sports teams or school meal programs. This is a school-based decision.

8. 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 4 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.

9. 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.

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

- A** Please visit www.bcdairy.ca or call the BC Dairy Association at 1-800-242-6455.