



Operational Philosophy & Workplace Culture

Our Mission

To alleviate hunger and promote healthy eating for residents in need.

Our Guiding Principle

We ensure our systems serve people rather than making people serve our systems. Our priority is serving people in need. When policies make it hard for people to access food, we adapt our operations.

Core Values

We treat every person with dignity and respect, offer choice whenever possible, and create a welcoming environment. We minimize barriers and meet people where they are. Our first response is 'how can we make this work' rather than 'that's not possible.' We meet people from all walks of life without judgment, exercising empathy and respect. We collaborate with other agencies, build for long-term sustainability, and invest in our people.

How We Operate

- ★ Safety is non-negotiable. Food safety, facility safety, and people's safety always come first.
- ★ We serve people when they need help. We don't turn people away if someone is present to serve them, and we have food available.
- ★ We provide choice and variety within available constraints, respecting cultural food preferences and dietary needs.
- ★ We maintain boundaries kindly. Being client-centered doesn't mean having no limits. We say no when necessary but remain firm and compassionate.
- ★ We act with integrity, even when no one is watching. We protect confidential client and donor information.

Making Decisions

When faced with a decision not covered by existing policies, ask: Does this serve our mission? Does this treat people with dignity? Does this reduce barriers? Is this sustainable? What precedent does this set?

Understanding these principles helps us make better decisions when facing situations not covered by existing policies. As leadership changes and our organization evolves, these values ensure we remain focused on what matters most: serving our community with dignity, reducing barriers, and keeping people - not systems - at the center of our work.

This work matters. The people we serve matter. How we do this work matters.