



Community Food Advisor Program 2009 Annual Summary Report

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CFA Program 2009 Annual Summary Report

The Community Food Advisor Program was established in the early 1990s by the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) in partnership with the Ontario Ministry of Health. The purpose of the program was to

- 1) provide people with education and training related to food safety and healthy eating and
- 2) to build community capacity in leadership and healthy eating using a volunteer peer education model.

It was piloted in 1992 in 3 sites across the province; Guelph, Kingston and London. Volunteers were recruited and trained on healthy eating, food safety and basic cooking skills. The pilot was evaluated in 1994 and rolled out provincially in 1995-96. Subsequent evaluations were conducted in 1997-98 and 2002. In 2000, the provincial coordination of the program was transferred to the Nutrition Resource Centre of the Ontario Public Health Association.

CFAs receive comprehensive training over a period of about 6 months including a minimum of 44 hours in class training and 10 hours direct community service. Their training also includes successful completion of the Food Handlers Certificate course. Upon completion of the training, Community Food Advisors graduate to become certified Community Food Advisors. To maintain their certification they each must complete a minimum of 2 update education sessions (5 hours) and 3 public service events (food demonstration, healthy promotion display, health eating presentation, etc.) Only Certified CFAs are permitted to deliver CFA presentations.

Over the 18 years the program has been available, approximately 2500 CFAs have been trained and 23 communities have participated.

In 2009, the CFA Program was active in 15 communities across Ontario.

- Brant County
- Durham Region
- Elgin – St. Thomas
- Hamilton, City of
- Huron County
- Kingston, Frontenac and Lennox & Addington (KFL&A)
- Middlesex – London
- Niagara, Regional Municipality of (Niagara)
- Ottawa
- Peel Region
- Renfrew County
- Sudbury & District

- Thunder Bay District
- Wellington – Dufferin – Guelph

Community Food Advisors are exceptional volunteers.

In 2009, 267 volunteers re-certified (up from 262 in 2008). There were approximately 340 Active CFAs at some point in the year including 40 new CFAs and 32 CFAs in Training. Overall, 72 new CFAs joined the program while 34 volunteers resigned due to changes in their lives. It is notable that roughly 1457 years of service have been provided by the current group of active CFAs. On average, CFAs volunteer with the program for 5.8 years. Some volunteers have contributed more than 18 years of service.

Between January 1 and December 31, 2009, CFAs provided 883¹ Health Promotion Activities reaching approximately 40,000 people and contributed at least 15,064² hours of volunteer service (~7.7 FTE). Approximately 50% of this time is spent on direct service provision, 23% on meetings, group coordination and event planning, 16% on resource development and education, and 14% on travel to events.

In 2009, CFAs were able to respond to 81% of Requests for Service (RFS) (842 of 1037 requests). Requests were not filled for the following reasons:

- 11% (20) were due to not enough volunteers,
- 38% (70) were because volunteers were not available for the time requested
- 22% (39) were cancelled by the requesting agency.
- 19% (31) were cancelled due to redeployment of staff and volunteers to support H1N1 Vaccination clinics.
- 5% (5) outside the mandate of the CFA Program

In 2009, in spite of significant curtailing of activities due to H1N1 redeployment of staff and volunteers at many health units, CFAs provided almost 10% more activities in 2009 as compared to 2008.

Community Food Advisors provide service to a huge variety of community organization and groups; 830 organizations requested placement (compared to 683 organizations in 2008~ a 20% increase). The types of organizations requesting service included:

- Community Groups (39%)
- Schools and Children's groups/camps (18%)
- Public Health Units (11%)
- Worksites (9%)

¹ Includes presentations provided in the community as part of CFA training.

² This number is under-reported by CFAs (volunteers don't track all the hours they volunteer).

- Markets and Fairs (5%)
- Food banks and Good Food Box programs (8%)³
- Supermarkets (3%)
- Other organizations (6%) ~ include placements at adult/alternative high schools, ESL classes, libraries, hospitals, long term care facilities, universities and colleges.

CFAs provide education and skill development related to the Ontario Public Health Standards, Chronic Disease Prevention Requirements 8 (food skills), 11 (public awareness re healthy eating) and 12 (advice, information and link to community programs re healthy eating) ^{4,5}

As in previous years, the most popular topics were:

- Healthy Eating
- Food Preparation / basic cooking
- Safe Food Handling/Food Safety
- Shopping/Budgeting

The types of services provided by CFAs are changing. In 2009, CFAs did more presentations with food demonstrations and cooking classes, often in partnership with a Registered Dietitian. CFAs also supported other Health Unit work such as the Nutritious Food Basket data collection, MHPS After-School Program pilot sites, H1N1 vaccination clinics, NutriSTEP implementation and grocery store tours in partnership with a Family Health Team.

CFAs provided services to all ages. While each individual program site may target a specific age group, across the province, CFAs are working more often with a mix of ages (46% of the time), just adults (25% of the time), and just children and youth (24% of the time) and seniors (5%).

Volunteer Recognition Activities are an essential part of working with volunteers. CFA Volunteer Recognition events held during 2009 included special recertification lunches and dinners, often including entertainment, giveaways and service pins that acknowledged the contributions of the volunteers. In addition to hosting events during National Volunteer Week in April, many coordinators organized seasonal celebrations, such as summer barbecues, 'Sneaky Santa' gift exchanges at Christmas and year-end Potluck Dinners. Through-out the year tokens of appreciation included gift cards for Tim Horton's,

³ This number has doubled since 2008.

⁴ Food Skills: A collection of *skills/techniques* that are used to transform basic food ingredients into culturally appropriate meals suitable for consumption. Food skills require *basic knowledge* of ingredients, preparation methods, safe food handling, and cooking times. It also involves the *tasks* of menu-planning, food selection, purchasing, preparation and consumption (CFA Food Skills evaluation working definition)

⁵ OPHS 2008 Chronic Disease Prevention, Requirements 8, 11, 12
http://www.health.gov.on.ca/english/providers/program/pubhealth/oph_standards/ophs/cdp.html#down7

gas cards, calendars, and cookbooks. Many sites also sent 'Care and Concern' cards or gifts acknowledging life events. Please see [page 14](#) for the complete list.

Five sites ran promotional activities. In addition to the distribution of promotional items (reusable produce bags, spatulas, bookmark, pamphlets, etc.), sites developed articles and recruitment ads for their local and regional newspapers. One site created a display at the local library and another meet directly with local agencies about CFA services. Most sites report they do not do promotion because their CFAs are booked to capacity.

All the sites conducted educational updates throughout the year. These included presentations from guest speakers (including Lynn Roblin (Suppertime Survival), Ellie Topp (home canning expert) and Mairilyn Smith (Home Economist and author) as well as peer training events about current issues or products (knife safety, knife skills, home preserving, cooking demonstration skills, making garnishes, healthy eating on a budget, sensitivity training for working in food banks). In 2009 a number of CFA groups also toured local Food Banks. One hundred and forty (140) CFAs from across the province (about 40% of all CFAs) participated in the CFA Annual Conference and Educational Event held in Brampton (hosted by Peel Region CFAs). Please see [page 15](#) for the complete list.

CFAs primarily use NRC Presentation Kits as the basis for their community work. However, some CFA sites also developed their own resources including interactive games for children; handouts and recipes about cooking with Ontario root vegetables; new displays on Canada's Food Guide; displays and teaching kits on beverages highlighting sugar content; kitchen kits and a "meal in a bag" Southwest Soup kit. Please see [page 19](#) for the complete list.

Challenges reported for 2009 included volunteer related issues, lack of funding, H1N1 redeployment (impacting scheduled training, service provision etc), and tracking the "work" done by CFAs. Please see [page 22](#) for the complete list.

Groups also report a variety of highlights each year. In 2009 some highlights included 10 year celebrations, graduation of new CFAs, team building effect of conference hosting, and collaboration with external agencies on new initiative. Please see [page 20](#) for the complete list.

In 2009 additional information on mileage reimbursement and food preparation practices was collected in the Annual Summary Survey. CFA volunteers travel to and from service activities in their own vehicles. Nine of 15 host organizations reimburse mileage. The average rate is \$0.41 per kilometer.

CFAs often need to prepare food for Food Demonstrations prior to the actual demonstration or presentation. Some Health Units allow this preparation to be in the CFA's home in acknowledgment of their training as a Certified Food Handler and because most CFAs do not have access to a certified kitchen. In 2009, we collected information on this practice. Seven sites allow home food preparation. Only two sites have access to a certified kitchen.

CFA Annual Summary Report – Details and Tables

CFA Volunteers

CFA volunteers in training in 2009

Health Units	Number of CFAs
Ottawa	19
Sudbury	13
Total	32

New CFAs (trained in 2008)

Health Unit	Number of CFAs
Durham	21
Halton	19
Total	40

Volunteers transferred to a different CFA program

Health Unit	Number of CFAs
Halton	1
Total	1

CFAs on Leave of Absence in 2009

Health Units	Number of CFAs
Durham Region	2
Guelph	1
Hamilton, City of	1
Huron	1
KFL&A	1
Niagara	1
Ottawa	1
Peel	11
Sudbury	1
Total	20

Volunteers recertified in 2009

Health Units	Number of CFAs
Brant County	3
Durham Region	18
Elgin – St. Thomas	16
Halton	0
Hamilton, City of	23
Huron County	13
KFL&A	27
Middlesex – London	12
Niagara	32
Ottawa	17
Peel Region	48
Renfrew County	7
Sudbury & District	10
Thunder Bay District	8
Wellington – Dufferin – Guelph*	33
Total	267

* includes Guelph CFA group + Orangeville-Dufferin CFA group

Volunteer resignations

Number of volunteers resigning in 2009 **34**

Reason for resigning	Number of time reported
Life Changes	31
Concern over how program is run	2
Did not enjoy volunteering for program	2
Volunteer moved	4
Too much time required	1

Number of active CFAs

As of December 31, 2009

Health Units	Number of CFAs
Brant County	3
Durham Region	38

Elgin – St. Thomas	16
Halton	16
Hamilton, City of	27
Huron County	12
KFL&A	27
Middlesex – London	9
Niagara	29
Ottawa	35
Peel Region	29
Renfrew County	3
Sudbury & District	21
Thunder Bay District	8
Wellington – Dufferin – Guelph	32
Total	304

Total volunteer hours contributed in 2008, 2009

Hours	2008	2009
In direct service	3573	3978
In meetings	3173	2991
Preparing for service/cleanup	2022	2670
Spent in education updates	1925	1541
Spent travelling	1822	1940
Spent developing resources	680	642
Other hours	337	302
Total	13 532	15 064

These numbers likely under-represent the actual hours contributed by the volunteers.

CFA Requests for Service and Placements, 2008, 2009

Requests for Service

	2008	2009	% change
Total number of requests for CFAs	904	1037	+15%
Total number of requests completed	768	842	+9.5%
Training placements		41	
Total number of requests not filled	136	176	+30%
Percentage of requests filled	85%	81%	

Reasons Requests for Service were not filled

Reasons	Number	%
Not enough volunteers	20	11%
Volunteers were not available for the time requested	68	38%
Request cancelled by agency	40	22%
Requests outside the mandate of the CFA program	9	5%
Cancelled/ rescheduled to 2010 due to H1N1	31	19%
Insufficient notice	8	5%
Total	177	

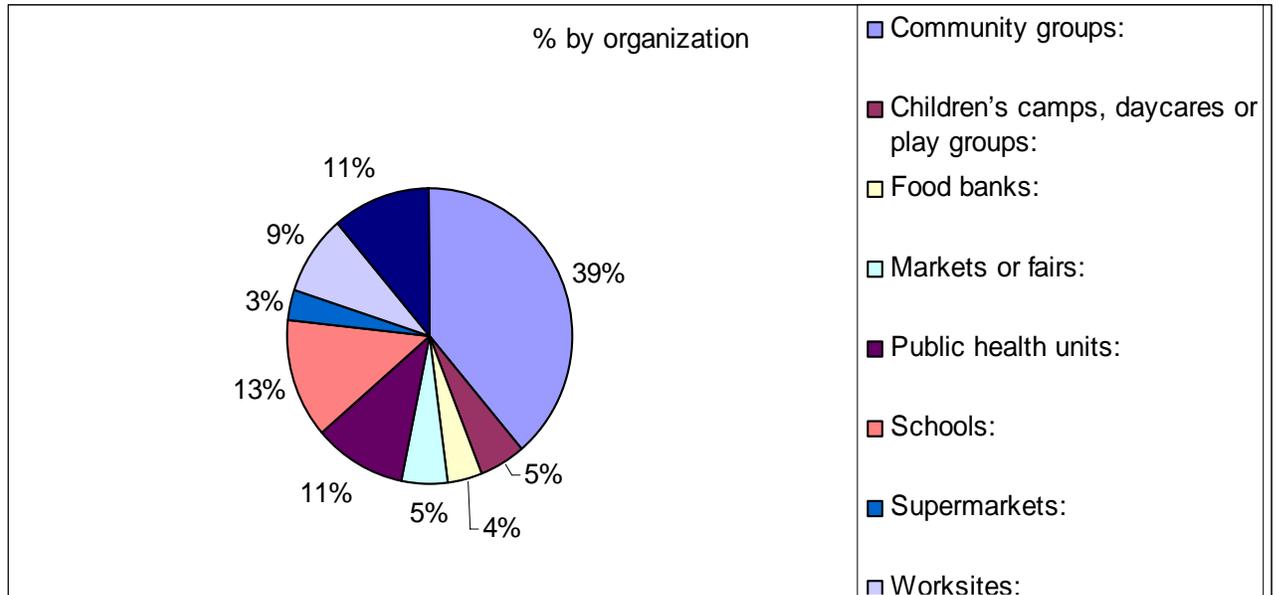
Organizations requesting service ⁶

Organizations	2008		2009	
	number	%	number	%
Community groups	273	40	323	39
Schools ⁷	136	20	108	13
Public health units	101	15	88	11
Worksites	43	6	74	9
Markets or fairs	36	5	43	5
Food banks	30	4	33	4

⁶ From Wellington – Dufferin – Guelph: Numbers reflect the placement sites that completed a request form. Often there was more than one event per site request, which is not reflected in the numbers.

⁷ Schools include six Adult High Schools where ESL courses were offered.

Children's camps, daycares or play groups	29	4	41	5
Supermarkets	12	2	27	3
Other organizations ⁸	23	3	93	11
Total	683		830	



⁸ 'Other' category included: Nutritious Food Basket Pricing (5), Malls and Community Centres (4); Churches (3); Events organized by CFAs (2); Libraries (3); Local TV stations (2); Resource Centres (2); Good Food Box in partnership with Kingston Community Health Centre (36); YMCA (1); Long Term Care Facility (1)

Types of service provided 2008, 2009

Type of Service	Number	Number	% change
Presentations	349	343	--
Presentations with Food Demonstration	225	166	- 26%
One time		153	
Series of 2 or more		13	
Displays	207	118	- 42%
Recipe Sampling / Taste Test Booths	8	89	
Community Kitchens/Cooking Club	19	52	+ 173%
One time		27	
Series of 2 or more		25	
Other services ⁹	73	49	
Total	881	817	

Topics covered¹⁰

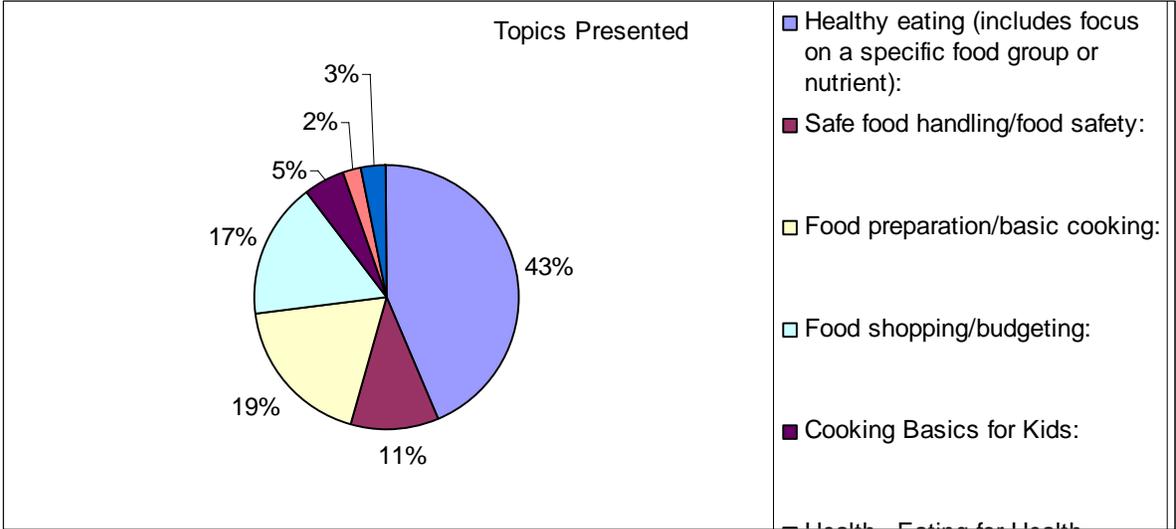
Topics	2008		2009	
	number	%	number	%
Healthy eating	617	51%	522	44%
Food preparation/basic cooking	227	19%	222	18%
Safe food handling/food safety	170	14%	127	10%
Food shopping/budgeting	170	14%	205	17%
Cooking Basics for Kids ¹¹			61	5%
Healthy Eating for Healthy Aging ¹²			24	2%
Other	32	3%	38	3%
Total	1,216		1199	

⁹ Includes: Supermarket Tour (25); Handwashing (1); Food Basket Pricing (5); CFA assistance with training new CFAs (8), Forum/focus test group (2); Good Food Basket help(1).

¹⁰ More than one topic may be covered at a CFA event

¹¹ CFA Presentation Kit

¹² CFA Presentation Kit



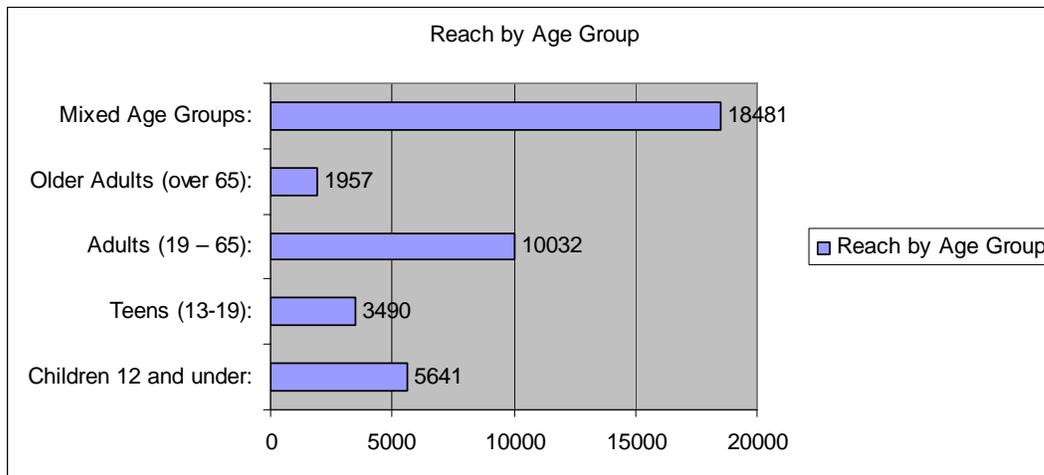
CFA Program Reach

2008: 47,841

Age Range	Number	Percent	Number	Percent
Children 12 and under	106	13.9%	6,011	12%
Teens (13-19)	41	5.4%	2,736	6%
Adults (19 – 65)	389	51.0%	16,531	35%
Older Adults (over 65)	77	10.1%	2,939	6%
Mixed Age Groups	150	19.7%	19,624	41%
Total	763	100.0%	47,841	100.0%

2009: 39 601

Age Range	Number	Percent	Number	Percent
Children 12 and under	76	10%	5641	14%
Teens (13-19)	67	9%	3490	10%
Adults (19 – 65) ¹³	363	48%	10032	25%
Older Adults (over 65)	62	8%	1957	5%
Mixed Age Groups	192	25%	18481	46%
Total	760	100.0%	39601	100.0%



¹³ This number is significantly lower than 2008 as a result of the 42% decrease in “displays” which previously attracted large numbers of attendees but with little interaction; the increase in cooking classes etc. means lower quantity is replaced with higher quality interaction. As well, many sites had to curtail activities due to H1N1 redeployment.

CFA Program Activities

Volunteer Recognition Activities

Brant County

The Brant Community Healthcare System honoured the CFAs at their annual Volunteer Recognition dinner in April.

Durham Region

Recognition at recertification event with dinner and a gift

Recognition and graduation event in September - gift of uniform for new CFAs and hat for existing CFAs

Gift basket during holiday season in December-

Basket filled with items from local farm producers cards sent for any life event (birth of child, death in family..)

Elgin – St. Thomas

Invited to Community Volunteer Recognition event hosted by Volunteer Elgin for Volunteer Week

Volunteer Week gifts from NRC

Catered dinner in November for Christmas

10th anniversary celebration/re-cert/educational session event

Halton

A graduation ceremony was held April 3rd for all CFAs with provision of a gift

Volunteer Pot Luck Celebration held December 2009 with the provision of a gift for all volunteers

Informal recognition is incorporated on an ongoing basis

Huron County

CFA's were invited to may 2009 volunteer appreciation luncheon with all health unit volunteers

June 2009 recertification dinner and gifts

December 2009 Christmas potluck and gifts for CFA's

KFL&A

National Volunteer Week Breakfast - April

Recertification Event - December

Theatre Night - International Day of Volunteer - December

All five Networking Meetings have refreshments, skill development and sharing opportunities

Niagara

Formal volunteer recognition event
Recertification
Daily recognition during National Volunteer Week
Forwarded agency evaluation forms to the volunteers
Informal recognition ongoing

Ottawa

Recertification; celebrating 10 years plus 13 years of service
April: National Volunteer Week
Two potlucks: June and December

Peel Region

National Volunteer Week- Stage West dinner and theatre
January Recertification Meeting- refreshments and gift
December Potluck Meeting-gift

Sudbury & District

Educational opportunity at Chapman's Landing Cooking School in Nipissing with Registered Dietitian Nancy Guppy.
Planned a Christmas Meal (local food where possible) and bread making workshop but was cancelled due to weather.
Sent Holiday Cards to all CFAs (seasoned and in training) with Tim's Gift cards.

Thunder Bay District

Summer dinner

Wellington – Dufferin – Guelph

CFAs receive recognition at re-certification in the spring and at a holiday party before the break in December.

Educational updates

Brant County

CFAs attended a presentation on canning skills and the use of local foods organized by a farming community group.

Durham Region

Review of administrative processes for the program (resources available, forms..)
Healthy Eating on a Budget, working with low income groups - repeat with seasoned CFAs the same session that was completed with CFAs in training
Lynn Roblin - Supertime Survival cooking session (Nov)
4) Customer Accessibility training

Elgin – St. Thomas

Food for Thought component in each of our meetings (our dietitian introduces us to a new product, a hot issue - then we have a discussion about the product/issue)

Knife Sharpening

Making Garnishes

4 CFA's attended provincial conference

Halton

May 2009-All volunteers were provided training on the Baby Friendly Initiative

November 2009-All volunteers were provided with Halton's Common messages in-service (encourages Health Canada's Vitality approach when addressing issues around healthy eating etc)

Hamilton, City of

Cost of Eating Well...an overview of the annual Nutritious Food Basket survey (March '09)

Portion Distortion (May '09)

Guest Speaker: Mairlyn Smith, co-author of Ultimate Foods for Ultimate Health (Oct '09)

Huron County

February short update on Basic Shelf

March short update on NRC resources

April short update on Colour It Up

May toured new R.E.A.C.H. centre in Clinton - rooftop gardens, commercial kitchen, and many other facilities.

September review of Community Kitchens website.

November mandatory Accessibility training for all staff and volunteers by Sarah Clemons, County of Huron.

NutriSTEP assistant training cancelled because program implementation was delayed.

KFL&A

May 12, 13- Nutritious Food Basket training

May 25 - Cooking Demonstration Skills

May 29 - CFA Conference

July 29 - Computerized Camera and Computer training in Kitchen

April 14, Sept 9 - Kitchen and Knife Safety

Sept 21 - School Health and Nutrition Update

Nov 23 - Movtiv8 Workplace Series Update

Nov 30 - AODA Training

Middlesex – London

Canning Workshop, provided an opportunity to discuss healthy foods being taken from one season into the next

Nutritious Food Basket provided an opportunity for CFAs to understand the importance of advocating for change to ensure that the food in a nutritious food basket is available to everyone.

Food demonstrations

Niagara

Accessibility for Ontarians Disability Act

Healthy Eating and Physical Activity

Due to H1N1 outbreak, volunteers were given various topics and articles of interest regarding food safety and healthy eating online and through email.

Ottawa

Update of "Fish" Food Preservation with Ellie Topp

Tour of The Ottawa Food Bank

Sensitivity Training for working in food banks

Peel Region

Effective Communication & Presentation Skills

Food Safety Refresher

Tour of the Mississauga Food Bank

How to Conduct a Food Demonstration (presented by CFAs)

Home Preserving

Sodium & Fats

Prenatal & Child Nutrition

CFA Conference education sessions attended by many

Sudbury & District

Played the "Last Straw Game"

Reviewed Healthy Eating on a Budget activity

Reviewed Student Nutrition Programs - need for sustainable funding

Reviewed Dietetic Intern's research project on CFA program and CFAs invited to Dietetic Intern's final presentation on research findings.

Overview of March Break cooking activities (recipes and associated activities).

Overview of community based food programming (watched video on youth farming and selling food - Fort Wyte Farms).

Thunder Bay District

Food preservation, how to use local beef, films, cooking with the seasons

Wellington – Dufferin – Guelph

A number of activities were provided: -

Re-think your drink demonstration in the Spring
Update on fats at a Guelph Meeting
Dufferin and Guelph CFAs attended an education update on Salt, Vit D, Family Meals and Colour it Up in October
Both groups received an update on trans fat and school legislation and some CFAs attended the Good Food Festival in Toronto in the Spring

Promotional activities

Durham Region

Development of promo items - reusable produce bags and spatulas with our logo on them.
No other promotion as volunteers are currently at capacity with requests.

Halton

Presentations &/or promotion of the program was provided to potential referral sources (e.g. YMCA, food banks, seniors centres, seniors groups, work places, Ontario Early Years centres etc)
The program was also promoted by providing CFA bookmarks & brochures to events where appropriate (e.g. workplace health fair, Fall community Fairs etc.)

Kingston

Met with some community groups to inform them about the Basic Shelf Cooking program and the role of the CFAs.

Middlesex – London

Displays were created on located in the Central Library. The location was in the corridor that connects the Library with the main street and a mall. High traffic area. The event was open to several organizations so the draw from other agencies add to the increase in traffic.

Sudbury & District

Advertisements in various community newsletters e.g. Community Connections (SDHU newsletter), Older Adult Centre newsletter and the Leisure Guide.

Fundraising activities

Durham Region

only on our request for service form there is a question about donations. Typically will get about \$100 per year.

Partnerships developed

Elgin

A local church wanted to start cooking classes for members of their congregation and friends about basic cooking skills. One of our CFA's attends this church and took on the project with expert advice from Elgin St. Thomas Public Health

Guelph

Clifford Market
Senior men's cooking in Orangeville

Huron

CFA's provided presentations and assistance with the Ministry of Health Promotion Ontario Poverty Reduction Strategy funded After-School Program at the R.E.A.C.H. centre in Clinton.

Partnership with *Calling All Three Year Olds screening fair* (for NutriSTEP) postponed due to H1N1

Ottawa

The Ottawa Food Bank and three Food Hamper Programs
Extended Market project to two additional Markets (Ottawa Farmers' Market and Metcalfe Farmers' Market)

Activities/resources developed

Brant

Resources and handouts for a presentation on cooking Ontario's root vegetables were developed.

Hamilton

Interactive Games (cards, coloured balls) for food group classification for use with young children at Ancaster Fair A large canvas banner of Canada's Food Guide -- arcs are purposely blank , but food pictures can be attached with velcro either for display purposes, or as part of food group classification activities with children

Huron County

RD developed new Canada's Food Guide display by CFA request
purchased several cookbooks throughout the year (The STOPS's Good Food for All seasonal recipes from a community garden, Bernardin's Guide to Home Preserving, So Easy to Preserve.

Beverage & Sugar content display/models

KFL&A

The School Health dietitian launched a new cooking program "Under Cookstruction" for at risk high school youth. CFAs were involved in the development and pilot launch of the program. A recipe and manual were developed for the program.

The Adult team dietitians launched a new two part cooking series called 'Making Meals at Home'. CFAs were consulted in the development and launch of the pilot program. A workbook and wipe-board were developed for this program.

Niagara

Began to develop display boards and orient displays for individual topics

Ottawa

Two separate displays (Juice and Cola Kits) were combined into one kit (Juice and Other Beverages). Three kits available for use by CFAs only.

Peel Region

"Cultural Food Adventure" cookbook and cultural booths for CFA Conference

Sudbury & District

Meal in a Bag - Bag with all the ingredients to make a healthy soup "Southwest Bean Soup" from the CFA binder. Used as prizes at CFA Placements.

Kitchen Kits - kits with some basic necessities for the kitchen. Also used as prizes at CFA Placements.

Highlights

Brant

Conducting 2 Men's Cooking classes (2 series of 4 classes) to some very keen senior men was a highlight. I have listed 12 requests for service because the CFAs did 2 series of Men Making Meals (8 classes), another series of 3 classes for an Ontario Works group and a one-time demonstration (total of 12, but actually only for 3 organizations).

Durham

Training our new group of volunteers and having them graduate.
The reach of the program and increasing number of requests

Elgin

10th Anniversary celebration

Major shift from presentations to hands on cooking classes! in 2008, 13% of hours were presentations with only 2% being cooking classes in 2009, 7% of hours were presentations and 31% of hours were cooking classes

Guelph

The Fall education event

Halton

The completion of training & graduation of 19 new CFA volunteers
The launching of the new Halton CFA program

Hamilton

Ancaster Fair Activities CFAs were no longer permitted to do food demonstrations at this outdoor event, and were very concerned that public participation at their booth would suffer. The planning group put together visual displays about portion distortion, sugar content in beverages, fat content in fast foods, etc. Feedback from the 20 CFAs participating in Ancaster Fair placements was extremely positive! They were thrilled to see that their booth was in fact more popular than ever! They were kept continuously busy over the weekend; ended up extending their shifts in the afternoon, and ran out of food guides (400 had been supplied)!

KFLA

The integral part CFAs played in the development of the two new cooking based programs, from assessing, planning, piloting and evaluating them.

The increased diversity of clients reached by CFAs through the programs and presentations.

The team building with the work on the CFA conference.

The engagement the education updates offered at the Networking Meetings, by the public health dietitians and other speakers.

London

Continued participation in the collaborative effort with the HOMES project. This outreach initiative provides the CFA's with an opportunity to take part in a large project.

The initiative delivers different presentations in a series. The CFAs deliver the Healthy Eating on a Budget as their contribution to the project.

Niagara

Active and engaged volunteers who traded in their CFA hats to help out at our H1N1 clinics!

Ottawa

New group of CFAs. Classroom training began in January and completed in June; then community placements for the rest of the year.

New partnership with The Ottawa Food Bank.

Peel

Hosting the CFA Conference
Stage West dinner and theatre recognition event for National Volunteer Week
December Potluck where both groups were combined (good networking)
Good Food Festival and fall fairs

Sudbury

The Training was a great opportunity to promote the program throughout the Sudbury & District Health Unit Catchment area.

ThunderBay

The Eat Local workshop series

Local Programming Challenges

Brant

As Out-Patient Dietitian with the Brant Community Healthcare System, I have insufficient time available to expand the CFA program as it should be expanded. The program is in danger of being discontinued as my time is being taken up with a larger out-patient load. I would appreciate all the help that the NRC could give in helping convince the Brant County Health Unit that the CFA program could greatly benefit them and be a good use of their staff resources.

Durham

There was one CFA (in training) who left the program as she felt there was a lack of sensitivity within many CFAs. We are having an education update session April 7, 2010 relating to sensitivity - "opportunity for cultural understanding" workshop with a professor from George Brown coming to facilitate this session.

Elgin

We have a lack of CFA's available during the day -
We also need more CFA's in the East end of the County

Guelph

Meeting space
Completing all placements

Halton

Challenges related to volunteers performance--after much discussion with the volunteers it was decided that the program was not an appropriate match & they resigned from the program

Challenges related to organizations unrealistic expectations of the CFA volunteers--after meetings & discussion we were able to enable the organization to bring expectations to a realistic level

Hamilton

H1N1 - placements, meetings, etc. all put on hold beginning October 26 due to redeployment of CFA coordinator and other health unit staff -unknowns with respect to timelines of when placements would need to cease, and when things would get back to "business as usual" -recertification event had to be cancelled (February 2010 meeting replaced the formal celebration)

Funding - eligibility for funds is changing now that work related to environmental supports and policy is taking priority; - Food Bank sampling program (which our CFAs are very passionate about) will no longer be funded, and CFAs are going to have to tap into their honorarium funds in order to provide these monthly recipe demonstrations
Volunteer Support - lacking in my workplace; thankful for the ability to network with other CFA coordinators at face to face meetings, etc.

Huron

A proportion of CFA Coordinator's position was funded through another program and the health unit decided not to renew that or her contract. We have been without a Coordinator since October 1, 2009. The RD, admin support and the CFA volunteer lead have been trying to jointly fill this role until another alternative is possible. It has been very challenging to keep morale up in this situation. The health unit is taking steps to secure temporary funding for a Volunteer Coordinator position that will coordinate the community gardens, CFA's and a new Physical Activity Advisor program based on the Niagara program.

KFLA

Attempting to develop a accurate reporting system to calculate CFA contributions and fit it into the NRC reporting system.

The need to ensure the experienced CFAs are current in their nutritional recommendations made in presentations. We chose to meet individually with CFAs and discuss their strengths / challenges and provide guidance.

London

The London Community Resource Centre's challenge is in a lack of staff to assist with coordination. We have been success with the help of students and volunteers. If a part time staff person was in place, the program would be much more active in the community and the CFA volunteers would be able to provide presentation to a larger audience.

Niagara

H1N1 caused us to put our program on hiatus. As a result many presentation requests could not be filled.

Ottawa

Biggest challenge was staff deployment to H1N1. CFA volunteer coordinators was able to arrange placements so that all could be evaluated. Some requests received by OPH were postponed until 2010. Two snow storms resulted in cancelling two classroom trainings, including the first one. The training schedule had to be adjusted several times to incorporate these cancellations.

Peel

- 1) Not all placements were filled-ongoing problem
- 2) Shortage of evening placements- ongoing situation
- 3) CFAs did not submit all of the forms (including participant feedback forms) therefore, some information missing- need frequent reminders
- 4) Submission of forms difficult for some CFAs-Placement Summary Form revised and now have a process (option) for electronic submission
- 5) Recording statistics in an effective and consistent manner-spreadsheet revised but, modifications needed
- 6) ROP website re:CFA Program needs updating and more information on the public page- ongoing task
- 7) Number of CFAs has decreased- currently evaluating the program to determine next steps
- 8) Survey revealed that many CFAs do not conduct food demonstrations- have begun to address with education sessions and peer mentoring but, there is still more work to do e.g. training kit on conducting food demos from NRC. The survey gave an indication of other areas of interest to CFAs.
- 9) Existing displays have become monotonous for CFAs

Sudbury

We had hoped to conduct the CFA Training using videoconferencing but this wasn't possible due to some technical problems. In the future this shouldn't be as large of a problem as most of the Health Unit's branch offices now have their own videoconferencing capabilities.

Finding time to dedicate to the program. There is always more that could be done. To address this challenge we are developing better systems and sharing more information internally about the program to help process move more smoothly.

Thunder Bay

Maintaining support with limited time, fewer requests for service, only 3 CFAs available during the day

Suggested Changes

Elgin

We do not feel there are any unrealistic boundaries or rules that make the program ineffective

Halton

Continue to update CFA resource materials
Increase provincial funding for CFA educational updates

Hamilton

Local CFAs need a more user friendly system for reporting stats (for example, is it necessary for them to break down how much time is spent in resource development vs. preparation vs. delivery, travelling, etc. The majority do a very poor job at keeping accurate records (some never do submit their logsheets despite weeks & months of repeated requests), and the most time consuming piece for me is trying to sort through their mess. My concern is the tremendous amount of time I'm having to spend trying to accurately tabulate what I know to be a compilation of guesswork.

KFLA

A better recording system to reflect the huge amount of work generated by CFAs.
A CFA Scope of Practice document that reviews the mission, values and position description of the CFA.

London

If would like to include Nutrition students in program as part of a mentorship program. They would be able to assist with the development of the presentation and the delivery in cooperation with the certified CFAs. They could also assist with the coordination piece and the administrative role.

Niagara

Training materials. Our RD's had to create their own Power Points in some cases as the messaging was outdated. Some of the accompanying materials didn't align with the topic.

Peel

Provide more educational /training opportunities re: conducting food demonstrations
Explore other activities of interest to CFAs e.g. cooking classes, grocery store tours, service to food banks and college/university students
Develop an interactive food skills display and promotional item (grocery pad)

Sudbury

I'm really looking forward to receiving the training workshop on food demos. I think this will be very helpful.

Consistent forms across the province (e.g. CFA Request forms, summary forms, activity forms).

A consistent database to track all of the required information. It would be great to have a place (web based) that CFAs could access to enter their hours directly and where community members could make requests.

Thunder Bay

Further promotion, however only 3 CFAs are available during the day when most of the placements are requested.

Additional Resources Needed

Brant

Having the Brant County Health Unit take over the sponsorship of the CFA program is my goal.

Durham

This year we are looking at putting some of the more popular recipes into a recipe card format. We are also looking at a "banner bug" promoting the program and highlighting what we do and who we are (not sure if this is something similar to what the NRC was thinking for the sites??)

Elgin

On-line training. We find it difficult to find a large number of people available to train at once. An online program with in class segments would be very helpful.

Halton

Provide all CFA presentations on a USB stick for CFAs & incorporate a training session (as part of the standard training) on the use of power point
Increased support around administrative issues

Hamilton

Volunteer Coordinator and Administrative Support personnel, or at least \$\$ to be able to hire some help.

Promotional Items (giveaways) for CFAs to share with the public as prizes, etc.

London

The increase in the multi-cultural community in London and for that matter the province needs to be addressed. If we are pro-active and start to take a look at the unique qualities that presents themselves with these populations, we will be able to ensure that the new comers do not fall into bad habits and are introduced to foods that are a healthy substitute to those found in their country of origin.

Niagara

A communications toolkit would be great so we can better promote our program.

Peel

Would appreciate a CFA Banner to take to displays.

Sudbury

As outlined above - online tracking and request tools.
Modules for educational updates e.g. social inequities.

Thunder Bay

Organizational commitment to run a new training

Additional Information

Mileage

CFA volunteers travel to and from service activities in their own vehicles. Some host organizations reimburse mileage, but not all.

Mileage paid	Amount /km
Brant	0
Durham	.25
Elgin-St Thomas	.42
Halton	.20
Hamilton	0
Huron	.45
Kingston	.47
London	0
Niagara	0
Ottawa	.427
Peel	.52
Renfrew	0
Sudbury	.43
Thunder Bay	.5
Wellington Dufferin Guelph	0

Food Preparation at Home

CFAs often need to prepare food for Food Demonstrations prior to the actual demonstration or presentation. Some Health Units allow this preparation to be in the CFA's home in acknowledgment of their training as a Certified Food Handler and because most CFAs do not have access to a certified kitchen. In 2009, we collected information on this practice. Seven sites allow home food preparation. Only two sites have access to a certified kitchen.

Kitchen work and access	Home prep allowed	Certified Kitchen
Brant	No	No
Durham	Yes	No
Elgin-St Thomas	No	Yes
Halton	No	No
Hamilton	No	No
Huron	Yes	No

Kitchen work and access	Home prep allowed	Certified Kitchen
Kingston	Yes	Yes
London	Yes	No
Niagara	No	No
Ottawa	Yes	No
Peel	Yes	No
Renfrew	No	No
Sudbury	No	No
Thunder Bay	Yes	No
Wellington Dufferin Guelph	No	No