

NCJWC TORONTO PASSOVER FOOD DRIVE FAQ

Q What is ODD Bunch and why did we choose them?

A Odd Bunch is a sustainable produce service that connects Canadians with top quality fruits & vegetables from local farms, greenhouses, and distributors. Odd Bunch's model is based on sourcing quality farm fresh produce that is rejected from retailers due to cosmetic imperfections like size, shape, & colour or a surplus harvest (think curly cucumbers, giant green beans, and tiny tomatoes; or a farmer harvesting 20% more than they planned).

Our volunteers ordered a sample box and were pleased with the quality and visual appearance of the contents. As a reference, you can see that they have excellent reviews online (Google Reviews - 4.7, 2,048 reviews, TrustPilot - 4.5, 489 Reviews) and can check their Instagram page (@oddbunchcanada, 193,000 followers) for many examples of their boxes received by existing customers.

Q Is there a concern that the produce will spoil?

A No, Odd Bunch delivers to over 30,000 Canadian homes every week and has developed leading logistics & distribution practises to ensure their boxes remain fresh until it is in the hands of the customer.

Q Will the contents comply with kashrut rules for Passover?

A Yes, we have requested that no beans or legumes be included in the produce boxes. We will also be coordinating the final selection of fruits & vegetables with the Odd Bunch team before produce boxes are delivered.

Q What about our branding? How will people know the box is from us?

A All boxes will have labels from NCJWC Toronto as well as from Reena. The Odd Bunch Produce boxes will also be delivered simultaneously with the Passover Food Boxes.

Q Why is this change important?

A The addition of a fresh produce box ensures that the vulnerable in our community receive healthy fruits and vegetables to enhance their Passover holiday.

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Q What is the packing and delivery process for Passover Food Boxes this year?

A All Passover Food Boxes will continue to be packed by our volunteers and community organizations however this year, deliveries will not be done by volunteers. The boxes we pack will be picked up by ODD Bunch, transported to their distribution centre, labelled and dispatched to the recipients who will be advised of the date of their delivery well in advance. This change will ensure that deliveries take place in an efficient and expert manner.

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Q Recipients always enjoy the ‘personal touch’ of our volunteers. How will this be accomplished?

A Odd Bunch is known for its outstanding customer service and their delivery team is highly trained, completing over 30,000 deliveries per week. They have been instructed to deliver boxes directly to the door of our recipients, and if requested, into the owner’s unit. This is a professional service they offer and we have confidence that our recipients will be thrilled with the content and the method of delivery.

Q Delivering Passover Food Boxes has been a family tradition. Won’t people be disappointed?

A We understand that some families will be disappointed that they don’t have the opportunity to have personal contact with the recipients by delivering Passover Food Boxes. The reality is that since the pandemic we have had increased demand for deliveries and insufficient numbers of drivers to deliver the packages. We have also received feedback from volunteers that the boxes were too heavy for them to carry and that there was some frustration in accessing the apartments, resulting in many returned boxes to our office. The new arrangement leaves the deliveries to the experts, ensures efficiency and puts fresh produce and Passover food in the hands of recipients in time for Passover. We still have some opportunity for community packers which will be found on our website.

**Thank you for everything each of you has done over the
years to make this project a success!**