

SNAP POLICIES

To ensure a smooth and efficient experience for all students, we kindly request your cooperation in adhering to the following SNAP policies:

1. **Time Management**: When scheduling a Hamper appointment with SNAP, please allocate sufficient time for travel to ensure timely arrival at your appointment. Please be advised that repeated instances of lateness or failure to attend appointments without prior notice may lead to the revocation of your access to SNAP services.
2. **Communication**: If, for any reason, you are unable to make your appointment on time, please make it a priority to promptly notify SNAP by emailing snapsupport@sagbc.ca at least 24 hours prior to your appointment. Keeping us informed of any delays or unforeseen circumstances is crucial to maintain effective operations.
3. **Communication Etiquette**: When communicating with SNAP staff or volunteers, we expect students to maintain a respectful and professional tone. Please refrain from using offensive language, engaging in disrespectful behavior, or making derogatory remarks. Open and constructive communication will facilitate a positive experience for everyone involved.
4. **Respectful Conduct**: As stated in the [George Brown College Student Code of Conduct](#), students are expected to uphold a safe and respectful learning and working environment. It is essential to refrain from any behavior that may tarnish the reputation of the College or compromise campus safety.
5. **Confidentiality and Data Privacy**: Your privacy is of utmost importance to us. Any personal information shared with SNAP will be treated with strict confidentiality and used solely for the purpose of providing you with the necessary support. We adhere to all relevant privacy regulations to safeguard your information.
6. **Fair Usage**: SNAP strives to ensure fair and equitable access to its services. As such, we kindly request that students limit their appointments to once a month to allow other students the opportunity to benefit from the program. This policy helps us maximize our resources and reach as many students as possible.
7. **Eligibility Verification**: SNAP reserves the right to request verification of your eligibility as a student at George Brown College or any other documentation required to access SNAP services. We appreciate your cooperation in providing the necessary information to ensure that resources are allocated fairly and to those who genuinely require assistance.

8. **Reporting Concerns:** If you have any concerns or issues regarding your experience with SNAP or observe any violations of SNAP policies, we encourage you to report them to the SNAP team and Program Coordinator. Your feedback is crucial in maintaining the integrity and effectiveness of our services.
9. **Non-Discrimination Policy:** SNAP is committed to providing equal access to services and maintaining an inclusive environment for all students. Discrimination based on race, color, religion, gender, sexual orientation, disability, or any other protected characteristic is strictly prohibited. We strive to create a welcoming and supportive atmosphere where every student feels respected and valued.
10. **External Resources:** While SNAP aims to provide comprehensive support, we recognize that there may be circumstances where additional resources and services are required. SNAP may provide information and referrals to external organizations or agencies that can assist students with specific needs beyond our scope. Please reach out to SNAP for more information and guidance.
11. **Program Modifications:** SNAP reserves the right to modify or update its policies, procedures, and services as necessary. Students will be informed of any significant changes through official SNAP communications channels and platforms. It is important to stay informed and up-to-date with SNAP's policies to ensure compliance and maximize the benefits of the program.
12. **Resource Management:** SNAP strives to efficiently manage its resources to meet the needs of as many students as possible. Students are expected to use SNAP services responsibly and refrain from any misuse or hoarding of resources. Misuse or abuse of SNAP services may result in a review of eligibility and potential consequences.
13. **Respect for SNAP Staff and Volunteers:** SNAP is grateful for the dedicated staff and volunteers who work tirelessly to support students. We expect all students to treat SNAP staff and volunteers with respect, courtesy, and appreciation. Any form of harassment, verbal abuse, or disrespectful behavior towards SNAP personnel will not be tolerated and may result in immediate suspension of services.
14. **Proper Use of SNAP Facilities:** When visiting SNAP facilities, students are expected to respect the premises and use the designated areas appropriately. Any intentional damage, vandalism, or unauthorized use of SNAP facilities is strictly prohibited and may result in the suspension of services and potential liability for the costs of repairs.
15. **Program Suspension or Termination:** SNAP reserves the right to suspend or terminate services to any student who consistently violates SNAP policies, engages in fraudulent activities, or exhibits behavior detrimental to the program's integrity or the well-being of other participants.

We believe that by adhering to these policies, we can ensure a positive and supportive atmosphere for all SNAP participants and uphold the values of George Brown College.

Thank you for your attention to these policies, and we appreciate your commitment to maintaining a mutually beneficial relationship with SNAP and the College.