



## FAQs: STUDENT NUTRITION ACCESS PROGRAM

<b>Academic Term</b>	Winter 2024
<b>Program Operations Days</b>	Monday - Thursday
<b>Program Operations Hours</b>	10am - 4pm

<b>Question</b>	When are hamper pick ups?
<b>Answer</b>	Monday, Wednesday and Thursday. The SNAP office is open Monday through Thursday to answer any question and help guide students in the SNAP registration process alongside give referrals for any extra support a student might need.

<b>Question</b>	Am I still able to pick a food hamper even if I was enrolled in summer semester
<b>Answer</b>	If you were enrolled in Spring/Summer Semester you have to register again. Please complete out assesment form on our SNAP Website.

<b>Question</b>	Am I able to get my hamper deliverd to my address
<b>Answer</b>	Unfortunately, we are only delivering hampers for special circumstances. This service is only for full-time students who have successfully completed the food pantry online registration form and are "Self-isolating/Self-quarantine/self-isolation" and/or have a "Physical Mobility Impairment Disability"

<b>Question</b>	What is the Food Hamper program?
<b>Answer</b>	The food hamper program provides GBC students access to nutritious food and/meals available. These food included but are not-limited to Non-perishables, perishables, meat and alternatives, dairy/dairy subsituitions and fresh produce available.

<b>Question</b>	What do I need to bring with me in order to register?
<b>Answer</b>	The student must remember to bring their GBC student ID and Proof of appointment

<b>Question</b>	Do I need to provide a printed copy of my current class schedule?
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<b>Answer</b>	No, you do not need to print your current class schedule because before coming for your scheduled appointment you would have had to Register and submit your current timetable
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<b>Question</b>	Do I have to update my information I provided to SNAP every semester?
<b>Answer</b>	Yes, at the beginning of each new semester, you must provide your current semester class schedule to help us update your information on our database system.

<b>Question</b>	Can I come on the weekends?
<b>Answer</b>	Unfortunately, the SNAP office only operates on weekdays.

<b>Question</b>	Can I leave my food or meals at SNAP and come back to pick them up in the afternoon?
<b>Answer</b>	Unfortunately, we do not have the capacity to store everyone's food items. If possible, please try to visit at a time when you will be heading home soon after, as long as, it's during our hours of operation.

<b>Question</b>	Can you save a specific food item for me?
<b>Answer</b>	Unfortunately, we endeavour to distribute all food items in the most equitable way possible, however, if we run out of the item you're looking for, you will have to wait until we receive more.

<b>Question</b>	What kind of food or meals do you have available at the SNAP food pantry?
<b>Answer</b>	Given our limited financial resources, SNAP relies heavily on food donations, therefore, the quantity and variety of food supplies will vary on a daily and/or weekly basis. Available products commonly include dairy, eggs, canned or dry goods and some fresh produce.

<b>Question</b>	I noticed that some of the food items are expired. Do you serve expired food items?
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<b>Answer</b>	<p>No. There is no expired food in the Food Pantry. There are two kinds of date markings: Best Before and Expiration dates. An Expiration date is not the same as a Best-Before date. Expiration dates are required only on certain foods that have strict compositional and nutritional specifications which may not be met after the expiration (formulated liquid diets, foods prescribed by a physician for diet, meal replacements, nutritional supplements, and baby formulas).</p> <p>Best Before dates tell you the amount of time that an unopened food product, when stored under appropriate conditions, will retain its: freshness, taste, nutritional value, or any other qualities claimed by the manufacturer.</p> <p>Therefore, we do stock foods in the food pantry that are past their Best Before dates because these dates only affect the quality of the product, they do not affect the safety of the food. Also, because we rely heavily on donations—often off the shelves of grocery stores who cannot sell past Best Before dates—these foods are often our only option.</p>
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