



FAQs: STUDENT NUTRITION ACCESS PROGRAM

Academic Term	Fall 2024
Program Operations Days	Monday - Thursday
Program Operations Hours	10am - 4pm

Question	When is the SNAP Pantry Flexible Food Selection program open?
Answer	<p>Monday, Wednesday, and Thursday at Casa Loma, St. James, and Waterfront campuses - by appointment only.</p> <p>The SNAP office is open Monday through Thursday between 10am - 4pm to answer any questions and help guide students in the SNAP registration process, alongside providing referrals for any extra support a student might need.</p>

Question	What is the SNAP Pantry Flexible Food Selection program?
Answer	<p>The SNAP Pantry Flexible Food Selection program provides GBC students with access to nutritious food items, including but not limited to non-perishables, perishables, meat and alternatives, dairy/dairy substitutions and fresh produce. Students can pick up to 5 food items a week to supplement their regular groceries.</p> <p>Please read the <u>Flexible Food Selection guidelines</u> on the website for further information.</p>

Question	How often can I pick-up food from the SNAP Pantry Flexible Food Selection program?
Answer	<p>Once a week, at one campus only.</p> <p>Please note that booking multiple appointments in a week takes away from other students' ability to book an appointment, and will lead to cancellation of your appointments.</p>

Question	Who is eligible for the SNAP Pantry Flexible Food Selection program?
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Answer	All current GBC students are eligible to receive food support through the SNAP Pantry Flexible Food Selection Program, including students who are full-time, part-time, coop/work-integrated learning, continuing education, and enrolled in tuition-free programs. <u>Alumni and those taking a semester break are not eligible.</u>
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Question	What do I need to bring to the appointment?
Answer	You must remember to bring a physical or digital Student ID to show SNAP staff during your appointment, as well as a reuseable bag to take food items home. SNAP is no longer giving out bags.

Question	Would I be able to get food items delivered to my address?
Answer	We are only delivering hampers for special circumstances. There is a food hamper delivery service only for students who have a "Physical Mobility Impairment Disability", and have successfully completed the registration form. If you fall under these parameters, please ensure to indicate when completing the registration form.

Question	Do I have to update my information I provided to SNAP every semester?
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Answer	Yes, at the beginning of each new semester, you must provide your current semester class schedule and fee breakdown for proof of enrollment and to update your information on our database system. For students registered in tuition-free programs, you must provide a letter of enrollment from your school.
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Question	Can I come on the weekends?
Answer	Unfortunately, the SNAP office is closed on the weekends. Operational hours are weekdays between Monday - Thursday.

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

Question	Can I pick up food earlier or later than my booked appointment?
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Answer	<p>We highly encourage you to pick up your food items during your booked appointment times, to prevent overcrowding of SNAP office/pantry spaces, and in respect of other students arriving at their scheduled time. Students who arrive much earlier/later may be declined and asked to return at their booked time.</p> <p>If you would like to reschedule your appointment due to circumstances, please send us an email at SNAPSupport@sagbc.ca at least 48 hours in advance.</p>
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Question	Can you save a specific food item for me?
Answer	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.

Question	What kind of food or meals do you have available at the SNAP Pantry?
Answer	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.

Question	I noticed that some of the food items are expired. Do you serve expired food items?
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Answer	<p>No. There is no expired food in the SNAP 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 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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Date updated	7/31/2024
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