



**Policy 21**  
**Type: Food Security**  
**Name: FOOD CUPBOARD PROCEDURE**

**SCOPE**

To provide food to Frost Student members who are in an “*Emergency Situation*” due to financial difficulty or other extenuating circumstances while attending college. This procedure provides students a clear set of guidelines governing their acceptance into and use of the Food Bank. These guidelines will ensure students receive a “*FAIR SHARE*” of available food, and ensure we are following OAFB policies.

**PRIVACY**

**Protection of privacy.** The FSA Food Cupboard will strive to ensure that all information provided by their clients remains private and confidential.

Those served by the FSA Food Cupboard may be asked to disclose the following information, which may be collected and/or recorded by the FSA Food Cupboard:

- Full Name(s)
- Address
- Birth Date(s) of those being served
- General Source of Income (e.g. OSAP, Student Loan, Scholarships, Employment etc.)

Those served by the FSA Food Cupboard may be asked to present the following information or documentation for review:

- Student ID for all individuals.

If produced voluntarily by a client, an Ontario Health Card may also be used, but the FSA Food Cupboard cannot request health cards for review.

It should be noted that such information or documentation cannot be recorded or photocopied by a food bank or related organization.



# FROST STUDENT ASSOCIATION

## **CLIENT PRIVILEGES**

- To be served with dignity and respect.
- To be served based on need and no other criteria.
- To be served regardless of race, sex, sexual preference, religion, disability, or source of income.
- To have any personal information that is provided to the food bank or related organization kept private and confidential.
- To be informed about the usage and storage of their own personal information.
- To request any records or files that include their own personal information and to have that information provided within a reasonable time period, subject to the limitations mentioned above.
- To be served equitably in relation to others who make use of the food bank.
- To be informed of the reason for refusal of service, both verbally and in writing.
- To be able to bring their concerns or complaints to Food Bank Administration or the FSA Board of Directors.

## **CLIENT RESPONSIBILITIES**

- Be courteous and polite at all times.
- Provide information requested by the food bank within the guidelines of this policy.
- Abide by the policies and procedures of the food bank.
- Inform the food bank of any changes in personal status.
- Make appointments during the Food Bank hours as posted by the FSA Office Manager.
- 15 minutes per appointment only.
- Complete the Client Intake Form in full
- Provide Student ID

## **REFUSAL OF SERVICE**

Students may be refused service if they;

- ❖ Are unable or unwilling to fulfill the responsibilities outlined above.
- ❖ Are intoxicated or under the influence of alcohol or narcotics while attempting to be served.
- ❖ Are verbally or physically abusive to staff or Board members while attempting to be served.
- ❖ Are found to be selling food that was provided by the food bank or related organization.
- ❖ Have provided false information to the food bank or related organization.
- ❖ Have already been provided service recently by another emergency hunger relief program in their community



# FROST STUDENT ASSOCIATION

## **FOOD DISTRIBUTION (PER VISIT)**

- ❖ 18 items only per student.
- ❖ 2 Toilet Paper rolls = 1 item
- ❖ 1 Razor = 1 Item
- ❖ 1 Boxes of Tampons/Pads – 1 Item
- ❖ NO EXCEPTIONS, unless specified by Food Bank Administration