



Food Bank Intake Form

First & Last Name: _____

Phone Number: _____ **Birth Date:** _____
(YYYY/MM/DD)

Email: _____

Gender (Please mark one)

Female ___ Male ___ Transgender ___ Other ___ Prefer Not To Answer ___

Address: (include apartment or unit numbers & Postal Code)

Housing type (Please mark one)

Emergency Shelter / Mission / Transitional ___ Evacuee ___ Own Home ___ Private Rental ___
Unhoused ___ Public (Social) Housing ___ Undisclosed ___ Youth Home/Shelter ___ Didn't Ask ___
With Family/Friends ___ Other ___ Don't Know ___ Prefer Not to Answer ___

Referred By (Please mark one)

Client/Family/Friend ___ EI ___ Unions ___ Media/News/Outreach ___ ODSP ___ OW ___
Other Food Bank Agency ___ Programs within agency ___ Didn't Ask ___ Don't Know ___
Prefer Not to answer ___ Other (Please Specify) _____

Ethnicity/Origin/Race (Please mark one)

Prefer not to answer ___ Indigenous ___ White ___ South Asian ___ Chinese ___ Black ___ Filipino ___
Latin American ___ Arab ___ West Asian ___ Korean ___ Japanese ___ South East Asian ___ Other ___
Didn't Ask ___ Don't Know ___

Disability (Please mark one)

Yes ___ No ___ Prefer Not To Answer ___ Don't Know ___ Didn't Ask ___

Have you lived in Canada for more than 10 years (Please mark one)

Yes ___ No ___ Prefer Not To Answer ___ Don't Know ___ Didn't Ask ___

(if the answer is no Month/Year of arrival in Canada _____)

Are you currently a University or College Student (Please mark one)

Yes ___ No ___ Prefer Not To Answer ___

Other Household Members

First & Last Name	Birth Date(YYYY/MM/DD)	Relationship	Gender
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Highest Education Level Completed (Please mark one)

Grade 0-8__ Grade 9-11__ Highschool Diploma__ OAC__ Post Secondary(some)__
Trade Certificate/Professional Accreditation__ 2 Year Degree__ 4 Year Degree__
Masters Degree__ PHD__ Don't Know__ Didn't Ask__ Prefer Not to Answer__

Country of Education: _____

Source of income (Please mark one)

Ontario Works (OW)__ **Canada Recovery Caregiver Benefit (CRCB)**__ No Income__ **OAS**__ WSIB__
Canada Recovery Sickness Benefit (CRSB)__ Canada Worker Lockdown Benefit (CWLB)__ **Other**__
CERB (Canada Emergency Response Benefit)__ **Child Support**__ Child Tax Benefit__ **CPP**__ EI__
Employed Part-Time__ Employed Full-Time__ **Private Disability**__ Private Pension__ **Student Loans**__
Provincial Disability(ODSP)__ **Scholarships**__ Spouse/Family Support__ **Universal Child Care Benefit**__

Dietary Considerations (If this does not apply to you, please leave this section blank)

Prefer not to answer__ Didn't Ask__ Don't Know__ Diabetic__ Other (please Specify)_____

Pets (cats/dogs please list how many and what kind): _____

Instant/Perked coffee(which do you prefer?): _____

Do you drink Tea (herbal, black, orange pekoe?): _____

Do you use Sugar or Whitener (please list): _____



HARVEST SHARE COMMUNITY FOOD PROGRAMS

Informed Consent Information Sheet

Harvest Share Community Food Programs is committed to protecting the privacy and the personal information of its network, donors, employees, beneficiaries, and other stakeholders.

Harvest Share collects and uses your personal information to manage programs, understand the needs of those we serve and improve services. This personal information will be shared with Banks Canada and Link2Feed to provide more complete support and conduct research and provide the national Hunger Count. All our partner agencies obey strict standards of confidentiality when collecting, using and sharing or disclosing your personal information. If you have any questions or concerns about the privacy of your personal information, please contact us directly at 705-774-9111.

Please know that:

- You have the right to receive a copy of the information about you that is stored in our Client Management System and/or Food Banks Canada's Link2Feed Client Intake software.
- You have the right to correct mistakes in information about you.
- Your information may be transferred to servers in other Provinces and outside of Canada.

Our resources and ability to serve your community depend in part on the information provided by our clients, as statistics are used to produce the National Hunger Count.

I have read and understood the information above and by signing this document I agree that my local food bank may collect, use and disclose my personal information for the purposes mentioned above. I also agree that my personal information will be entered into the Food Banks Canada's Link2Feed Client Intake software and may be entered into my local food bank's CMS.

In applying for assistance from my local food bank on behalf of my household, and sharing information about my family members, I confirm that I am sharing this information with the knowledge and permission of all household members aged 18 and over.

Client name (print) signature date

If you have questions, concerns or a complaint about how a staff member, intern or volunteer is handling your personal information, and you cannot resolve your questions or concerns with that person directly, please write to or email your local food bank.

All personal information collected is also helpful in creating statistical data, which we share with Food Banks Canada so that they may help meet our needs.

All information that is collected is stored in a safe and private manner.

Please add your signature to show that you have understood this information and if there is anything you are unsure of, please ask for clarification.

Please understand that deciding that you don't want your personal information used for any reason, does not affect your ability to continue to take part in our food programs.

Thank you for your help with this matter!

- Your Harvest Share Family

Print: _____ Signature: _____

Print: _____ Signature: _____

Print: _____ Signature: _____

Print: _____ Signature: _____

Print: _____ Signature: _____

To all Harvest Share Clients,

Due to the high volume of people accessing food bank services at Harvest Share there are new rules in place for clients. To accommodate as many clients as possible, we are asking clients to be aware of the following rules:

1. If you are unable to make your appointment, please contact the office at least one hour prior to your scheduled pick up, so we may offer the appointment to another food bank visitor. PLEASE NOTE: If you do not contact the office, you have forfeited your appointment & will need to reschedule. You will have to wait until the next available appointment, this could be 1-2 weeks. If you miss an appointment scheduled outside of our regular hours(9am-4pm) with no call, you no longer qualify for appointments outside of regular hours until 3 consecutive “regular hours” appointments have been attended. It is very important to let staff know if you cannot attend your appointment time in advance.
2. If you are running late, please contact the office ASAP and let us know. If you arrive more than an hour late for your appointment with no call to let staff know you are running behind, you have forfeited your appointment time. You will now have to wait until the next available appointment to receive food – this could be 1-2 weeks.
3. If you arrive early for your appointment, you will be asked to leave and come back at your scheduled appointment time. Harvest Share runs by appointment so we can meet the needs of everyone. Coming early does not mean you will get your hamper early.
4. If you have missed multiple appointments, we will not pack your food hamper until you arrive at the food bank for your appointment. This saves staff and volunteers from having to pack and then put away food multiple times. You will be waiting AT LEAST 10-15 minutes for your order to be prepared.
5. Clients will receive ONE reminder call 1-2 days before their appointment. Harvest Share requires a call back to confirm the time if you do not answer. **PLEASE CHECK YOUR VOICEMAIL.** If you do not have a phone/do not return our call, you will be waiting on your hamper to be packed when you arrive. Visitors will no longer receive a call the day of the appointment if they do not show up. You will automatically forfeit your appointment and it will be up to you to call or stop in to reschedule

If you have any questions or concerns, please reach out to Harvest Share staff by

Office: 705-774-9111

Email: harvestsharedelivery@gmail.com

Or coming directly into the office to chat with an employee. **Thank you for your cooperation!**

Harvest Share Community Food Programs (HSCFP)

CLIENT RESPONSIBILITIES

Those served by HSCFP should be aware of the following client responsibilities:

1. To be courteous and polite.
2. To provide identification for each member of the family or each person that is being served in accordance with this policy's guidelines.
3. To abide by the policies and procedures of HSCFP.
4. To inform HSCFP of any changes in personal information (ex. Change of address, change of phone number, change in family size, etc.).
5. To refrain from calling staff and volunteers at their homes.
6. To ask volunteers or staff to perform only those tasks that have been requested or approved by HSCFP.

REFERRAL & REFUSAL OF SERVICE

Refusal of service. An individual or family served by HSCFP **MAY** be refused service if they:

1. Are intoxicated or under the influence of narcotics while attempting to be served.
2. Are verbally or physically abusive to Staff, Volunteers, or Board Members while attempting to be served.
3. Are found to be selling food that was provided by HSCFP.
4. Have provided false information to HSCFP.



Harvest Share Community Food Programs (HSCFP)

CLIENT RIGHTS

Those served by HSCFP should be aware of the following client rights:

1. To be served with dignity and respect.
2. To be served based on need and no other criteria.
3. To be served regardless of race, sex, sexual preference, religion, disability, or source of income.
4. To have any personal information that is provided to HSCFP kept private and confidential.
5. To be informed about the usage and storage of their own personal information.
6. To request any records or files that include their own personal information and to have that information provided within a reasonable time frame, subject to the limitations mentioned above.
7. To be served equitably in relation to others who make use of HSCFP.
8. To request preferred food items when practical and available to meet dietary needs.
9. To be provided with information regarding community services, and other community providers.
10. To be asked for consent when providing any personal data beyond basic information as outlined above.
11. To be informed of the reason for referral or refusal of service, both verbally and in writing.
12. To be able to bring their concerns or complaints to the staff or Board of Directors of HSCFP, related organization, and/or Feed Ontario

ATTENTION HARVEST

SHARE CLIENTS

Emergency Bag Information:

1. Emergency Bags are only available on Monday, Wednesday & Fridays between 1:30pm-2:45pm.
2. Emergency bags are available ONCE between appointments. If you no-show for your appointment with no call or reason it does not mean you qualify for another emergency bag. You will have to wait for your next appointment.
3. If you are only 14 days from your last appointment, we will refer you to another food bank agency.
You must be at least 18 days from your last appointment to be eligible for an emergency bag.

Please contact a staff member if you have any questions.
705-774-9111 OR harvestsharedelivery@gmail.com



March 28th, 2025



The Ethical Food Banking Code

Food Banks Canada, the provincial associations, and affiliate food banks/programs will:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, color, religion, sex, sexual orientation, gender identity, gender expression, income source, age, and mental or physical ability.
2. Treat all those who access services with the utmost dignity and respect.
3. Implement best practices in the proper and safe storage and handling of food.
4. Respect the privacy of those served and will maintain the confidentiality of personal information.
5. Not sell donated food.
6. Acquire and share food in a spirit of cooperation with other food banks and food programs.
7. Strive to make the public aware of the existence of hunger and of the factors that contribute to it.
8. Recognize that food banks are not a viable long-term response to hunger and devote part of their activities to reducing the need for food assistance.
9. Represent accurately, honestly, and completely their respective mission and activities to the larger community.



March 28th, 2025