Campus Food Bank Fall 2020 Client Handout

About Us
In response to the COVID-19 global pandemic, this is an updated version of our regular hamper program. We recognize that food security can be extra challenging during the current situation, so we are here to help. The Campus Food Bank is a confidential, non-profit organization that provides food hampers to University of Alberta community members (staff, students and alumni up to five years after graduation) who are in need. The food hamper is supplemental, and while it will not cover all elements of a healthy diet, it should help reduce your grocery costs. Substitutions can be made for those with allergies, or dietary restrictions. Campus Food Bank staff can answer any questions through email at info@campusfoodbank.com

Program Expectations
1. A ONEcard is needed to register and receive food hampers.
2. You are eligible to receive a food hamper every two weeks (at least 14 days apart).
3. Hamper requests are made online at campusfoodbank.com
4. We now have a blended model, with both delivery and in-person food hamper options on Thursdays.
5. We follow the Food Banks Canada standards for non-perishable items. For example, most canned items are safe to consume up to a year after the Best Before date. There is a difference between Best Before dates and products with Expiry dates. We do not give out any expired food items.
6. Check-ins with staff are required every 4 months to ensure your profile is up to date.
7. COVID-19 Clause: The Campus Food Bank reserves the right to refuse service to anyone who puts our team’s safety at risk. You must notify us before your hamper pick up or delivery date if you are feeling sick, have travelled outside of the country in the last two weeks, or are self-isolating. We will provide you with a delivery food hamper with zero contact. Not notifying us would mean no longer accessing our hamper program.

In-Person Option:
8. We have two location options for your hamper pickups. You can pick up your hamper outside the SUB Loading Dock, at the back of SUB OR in front of the Campus Food Bank office
9. Appointments are time specific. Please call our office at 780-492-8677 when you arrive. If the phone line is busy, please wait a couple of minutes, and then call again.
10. You will select perishables via phone, and then volunteers will bring out the full hamper to you.
11. Masks and social distancing are required to pick up your food hamper. Our volunteers will do the same, and keep zero contact for everyone’s safety.

Delivery Option:
12. These appointments are limited, so priority goes to those who are ill, isolating or physically unable to travel to campus.
13. Hampers could be dropped off any time between 10am-7pm, so you must be home to accept it any time. Our delivery team will call to notify you and then step away for you to take your hamper. You must answer that call so that we can drop off your hamper.
14. **Our delivery team will not enter any apartment buildings or houses.** They also cannot leave a hamper unattended outside homes or apartment buildings.
15. Delivery food hampers will only contain non-perishable foods such as canned protein, soups, ready meals, dried pasta, rice, etc. These hampers will not include fresh or frozen items.
16. Due to the current pandemic and these changes to our program, we cannot accommodate specific item requests or refusals of certain items. We will not accept any items back from your hamper at any time. If you do not want or like an item, please donate it to others who are in need.
Resources

Financial Support Resources
- University of Alberta Student Connect
  Help for financial questions. The UofA also offers a Supplementary Bursary for eligible students, in response to the global pandemic.
  https://www.registrar.ualberta.ca/ask-student-connect/index.php?id=contact-us

COVID-19 Pandemic Update Resources
- University of Alberta Dean of Students
  https://www.ualberta.ca/current-students/index.html
- Graduate Student Association
  https://www.ualberta.ca/graduate-students-association
- Alberta Health Services
  Updated COVID-19 recommendations and other health notifications for Alberta.
  https://www.albertahealthservices.ca/

Food Support Resources
- WECAN Food Baskets
  This program offers a low cost produce and meat basket on a monthly basis. Payments are currently accepted online, and orders are delivered mid-month. Find more details, including payment deadlines and delivery dates at: https://campusfoodbank.com/wecan OR http://wecanfood.com/
- Fresh Routes Mobile Market
  In person market on Wednesdays on campus from 11am-1pm (inside Van Vliet, by the Chopped Leaf during the colder months). Find low cost fruits and vegetables at the market, or check out their delivery options.
  https://freshroutes.ca/
- 211
  Phone and online resource for social and community support resources in Edmonton.
  https://www.ab.211.ca/

Recipe Resources
- Campus Food Bank Website-Cook with Us Virtually
  We currently offer weekly cooking demo sessions via Zoom. We try to include variations in each recipe, so you can use what you have at home to participate. Or try recreating the recipes on your own time.
  https://campusfoodbank.com/cook-with-us-virtually
- Good and Cheap -Leanne Brown
  This FREE PDF cookbook was created to stretch small amounts of money and ingredients into delicious meals.
- Atco Blue Flame Kitchen
  Here you will find many different recipes to use your hamper ingredients in, as well as how to videos to help you cook foods you may not have used before.