Campus Food Bank September 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 should last at least 4-5 days and will help reduce your grocery bill. Substitutions for those with allergies, or dietary restrictions can be made. Campus Food Bank staff can answer any further questions through email at info@campusfoodbank.com

Program Expectations
1. A ONEcard is needed to register and receive hamper deliveries.
2. You are eligible to receive a 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. 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 delivery date if you are feeling sick currently, have travelled outside of the country in the last two weeks, or are self-isolating due to potential other exposure to COVID-19. We will still provide you with a food hamper with zero contact. Not notifying us would mean no longer accessing our hamper program.

In-Person Option:
8. Pickups do NOT take place inside SUB at the Campus Food Bank office. Instead, they take place outside the SUB Loading Dock, at the back of SUB. See our Clients website page or google the Students’ Union Building for directions to drive or walk there.
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. Hampers could be dropped off any time between 10am~7pm on the pick up day, so you must be home and available 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.
13. Our delivery team will not be able to enter any apartment building or home. They also cannot leave a hamper unattended outside homes or apartment buildings.
14. 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.
15. 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 (between Grad Residences and Telus Centre). 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.