



FAQs: STUDENT NUTRITION ACCESS PROGRAM

Academic Term	Spring/Summer 2024
Program Operations Days	Monday - Thursday
Program Operations Hours	10am - 4pm

Question	When is the food pantry program open?
Answer	Monday, Wednesday, and Thursday at Casa Loma and St. James campuses. Wednesdays and Thursdays only at Waterfront campus. The SNAP office is open Monday through Thursday to answer any question and help guide students in the SNAP registration process, alongside give referrals for any extra support a student might need.

Question	What is the Food Pantry program?
Answer	The food pantry program provides GBC students access to nutritious food and/meals available. This includes, but are not limited to non-perishables, perishables, meat and alternatives, dairy/dairy substitutions and fresh produce.

Question	Are there Food Hampers available for pick-up?
Answer	Starting May 2024, we are transitioning into a Food Pantry program and will no longer have hampers available for pick-up. In this new model, students will be able to select a mazimum of 10 food items. Students are still required to book their appointments online.

Question	Would I be able to get a food hamper delivered to my address
Answer	Unfortunately, we are only delivering hampers for special circumstances. This service is only for full-time students who have successfully completed the food pantry online registration form and are "Self-isolating/Self-quarantine/self-isolation" and/or have a "Physical Mobility Impairment Disability"

Question What do I need to bring with me in order to register?

Answer	The student must remember to bring their GBC student ID and proof of appointment.
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Question	Do I need to provide a printed copy of my current class schedule?
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Answer	No, you do not need to print your current class schedule because before coming for your scheduled appointment you would have had to register and submit your current timetable.
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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 to help us update your information on our database system.
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Question	Can I come on the weekends?
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Answer	Unfortunately, the SNAP office is closed on the weekends. Operational hours are weekdays between Monday - Thursday.
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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 visit at a time when you will be heading home soon after, as long as, it's during our hours of operation.

Question	Can you save a specific food item for me?
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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.
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Question	What kind of food or meals do you have available at the SNAP food 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

Question	I noticed that some of the food items are expired. Do you serve expired food items?
Answer	<p>No. There is no expired food in the Food 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 food 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</p>

Question	Am I still able to participate in the food pantry program even if I
Answer	If you were enrolled in Winter Semester you must register again.

Date updated	4/12/2024
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