

## SNAP Food Hamper Program – Flexible Food Selection Model Guidelines

SNAP Food Hamper program will transition into a flexible food selection store model starting Tuesday May 21<sup>st</sup>, 2024. Students will have the flexibility to choose the food items they bring home, based on their preferences and dietary needs.

### **Guidelines:**

1. **Show your Student ID:** Please bring your Student ID to your appointments. At the time of your appointment, SNAP staff will be checking your Student ID to verify your identity and to confirm your registration status with SNAP.
2. **Bring your own bags:** We are **no longer providing reusable grocery bags**. When coming in for your appointments, please remember to bring a bag with you to carry your food items home.
3. **One person at a time:** SNAP Food Pantries are limited in size. To promote the safety of students, only **ONE person** will be allowed in the pantry at a time. The next person will be asked to wait outside until the other person exits the pantry.
4. **Limit of up to 5 items:** To help us create equality in the number of items distributed to each student, each student will be allowed to select **up to 5 items** per appointment.
5. **Choose variety of items:** To promote freedom of choice for every student accessing SNAP, we encourage each student to select variety of items. For certain items (e.g., eggs, meat, dairy products), there will be a limit of **ONE** per person.
6. **Be mindful of selection time:** We want to ensure that students with booked appointments are served in a timely fashion. Please respect the next student waiting to enter the pantry by spending no more than 5 minutes selecting the food items.
7. **One appointment per week per campus:** To ensure equal opportunities for students to access food supports, students are allowed to book **ONE appointment a week per campus location**. A warning email will be issued to students who book multiple appointments within the same week. Multiple appointments will result in a warning email being issued. Repeated instances, constituting three strikes, will lead to the revocation of access to SNAP's programs and services.
8. **48-hour notice for rescheduling/cancellation of appointments:** If you need to reschedule your appointments, please notify SNAP at [snapsupport@sagbc.ca](mailto:snapsupport@sagbc.ca) at least 48 hours prior to your scheduled time.

9. **Notify if late/cancelling appointments:** Please be on time for your appointments. If there are circumstances where you are running late to the appointment or need to cancel your appointment, please make it a priority to notify SNAP at [snapsupport@sagbc.ca](mailto:snapsupport@sagbc.ca). Failure to attend without prior notice will result in a warning email being issued. Repeated instances, constituting three strikes, will lead to the revocation of access to SNAP's programs and services.
  
10. **Be respectful to SNAP staff & students:** Students can be turned away or denied access to the serves provided by SNAP due to inappropriate behavior, aggressive manner/behavior towards staff, the use of foul language, and any other behaviors that is listed in the GBC student code of conduct manual.

Your cooperation and adherence to these guidelines are greatly appreciated as we strive to provide the best support possible to our student community. Should you have any questions or need further assistance, please don't hesitate to reach out to us at [snapsupport@sagbc.ca](mailto:snapsupport@sagbc.ca).

Thank you for your understanding and cooperation.

Sincerely,  
**SNAP Team**