



FROST STUDENT ASSOCIATION

Policy 21 Type: Food Security Name: FOOD CUPBOARD PROCEDURE

SCOPE

To provide food to Frost Students who are in an **“Emergency Situation”** due to financial difficulty or other extenuating circumstances while attending Fleming College, Frost Campus. This procedure provides students a clear set of guidelines governing their acceptance into and use of the Food Cupboard. These guidelines will ensure students receive a **“FAIR SHARE”** of available food, and ensure we are following OAFB policies. Single household access only. Families will be referred to another community food bank.

Available 3 times per semester by appointment only.
Open Tuesdays and Thursdays 1:00 p.m. to 4:00 p.m.
Contact: FSA@flemingcollege.ca for an appointment
Miss 3 appointments, no service for 2 months.

PRIVACY

Protection of privacy. The FSA Food Cupboard will strive to ensure that all information provided by their clients remains private and confidential.

Those served by the FSA Food Cupboard may be asked to disclose the following information, which may be collected and/or recorded by the FSA Food Cupboard:

- Full Name(s)
- Address
- Birth Date(s) of those being served.
- Student Number

CLIENT PRIVILEGES

- To be served with dignity and respect.
- To be served based on need and no other criteria.
- To be served regardless of race, sex, sexual preference, religion, or disability.
- To have any personal information that is provided to the food cupboard or related organization kept private and confidential.
- To be informed about the usage and storage of their own personal information.
- To request any records or files that include their own personal information and to have that information provided within a reasonable time period, subject to the limitations mentioned above.



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- To be served equitably in relation to others who make use of the food cupboard.
- To be informed of the reason for refusal of service, both verbally and in writing.
- To be able to bring their concerns or complaints to Food Cupboard Administration or the FSA Board of Directors.

CLIENT RESPONSIBILITIES

- Be courteous and polite at all times.
- Complete the Client Intake Form in full.
- Provide information requested by the food cupboard within the guidelines of this policy.
- Abide by the policies and procedures of the food cupboard.
- Inform the food cupboard of any changes in personal status.
- Make appointments during the Food Cupboard hours as posted by the FSA.
- 15 minutes per appointment only.
- Provide Student ID.

REFUSAL OF SERVICE

Students may be refused service if they;

- ❖ Are unable or unwilling to fulfill the responsibilities outlined above.
- ❖ Are intoxicated or under the influence of alcohol or narcotics while attempting to be served.
- ❖ Are verbally or physically abusive to staff or Board members while attempting to be served.
- ❖ Are found to be selling food that was provided by the food cupboard or related organization.
- ❖ Have provided false information to the food cupboard or related organization.
- ❖ Have already been provided service recently by another emergency hunger relief program in their community

FOOD DISTRIBUTION (PER VISIT, IF AVAILABLE)

- ❖ 15 items only per student.
- ❖ 2 Toilet Paper rolls = 1 item
- ❖ 1 Razor = 1 Item (*if available*)
- ❖ 1 Box of Tampons/Pads = 1 Item (*if available*)
- ❖ NO EXCEPTIONS, unless specified by Food Cupboard Administration