



### Frequently Asked Questions

#### **Q: How do I sign up for the Foodbank?**

A: If you are a student, visit [theuwsa.ca/foodbank](http://theuwsa.ca/foodbank) and fill out a registration form. You will receive a confirmation of receipt email immediately and can expect an email within the week with information about your first appointment. If you have questions about the application form, or if you do not receive a confirmation email, contact [vpia@theuwsa.ca](mailto:vpia@theuwsa.ca). If you are NOT a student, call Winnipeg Harvest at **204-982-3660** to register.

#### **Q: How frequently can I use the Foodbank?**

A: You are eligible for an appointment every second week, and are welcome to come as a walk-in on your off-weeks. Walk-in clients take home food that is leftover from registered clients who missed their appointment. Unfortunately, we cannot guarantee food quantities for walk-ins. You may also access the Emergency Food Fund once an academic term. To access this service, contact [vpia@theuwsa.ca](mailto:vpia@theuwsa.ca) or come by the UWSA Office in the Bulman Student Centre. Please do not request access to the Emergency Food Fund during the operating hours of the UWSA Foodbank (Fridays, 2-5p.m.).

#### **Q: Where is Foodbank and what time do I need to be there?**

A: Foodbank is held in the basement of Riddell Hall, in the Bulman Student Centre, which is underneath the cafeteria on the main floor, next to the UWSA office. Foodbank check-in runs from 2:00 p.m. to 3:30 p.m. (even if you're already registered, you need to check-in, it's like taking attendance). At 3:30 p.m. we begin distribution for registered clients. We do not check-in students between 3:30-4 p.m., while running distribution. If you arrive late, please wait until the coordinator announces that they are now checking-in late clients before approaching the check-in desk.

#### **Q: What do I need to bring?**

A: You will need to bring your Manitoba Health Card to check-in. We do not provide bags so please bring your own from home. We recommend 3-4 cloth bags, a large backpack, or a duffle bag.

#### **Q: Once I'm registered, how do I sign-up for my appointments?**

A: Once you have filled out your registration form, you will be signed-up for your first appointment and will receive a confirmation email from the Foodbank Coordinator. When you check-in for each appointment, you must request to rebook your next appointment (two weeks from that date)—the volunteer at the check-in desk will confirm the date of your next appointment. **If you miss your appointment, or would like to rebook for a different date, you can email [foodbank@theuwsa.ca](mailto:foodbank@theuwsa.ca) with**

**the subject heading: Rebooking. You must include your full name and MB Health Card # in all rebooking emails.** Appointments may take 1-2 weeks to schedule, depending on capacity and the date of your last appointment.

**Q: What if I have class or work during Foodbank?**

A: If you are not available between 3-3:30 p.m. on Fridays, you can request a hamper. **To request a hamper, you must email [foodbank@theuwsa.ca](mailto:foodbank@theuwsa.ca) on the date of your appointment BEFORE noon with the subject: Hamper + the date. You must include your full name and MB Health Card # in each email requesting a hamper.** Please remember to request rebooking in this email. You must pick up your hamper between 3:30-5:30 p.m. on the day of your appointment. If you fail to pick up your hamper we will no longer allow you to use the hamper service.

You are also welcome to send someone to pick up your food or hamper on your behalf. This person must bring a note with your full name, MB Health Card #, and signature.

If none of these arrangements work for you, please contact Winnipeg Harvest at 204-982-3660 to find another convenient Foodbank location.

**Q: Can both my roommate and I register for the Foodbank?**

A: Unfortunately, it is Winnipeg Harvest policy that adults in the same household must be registered together—this means that you only get one unit of food, every two weeks, for both of you. Please let the Foodbank Coordinator know if you will need them to divide the food on your behalf. We also recommend that you come in as a walk-in on your off-weeks, and utilize the Student Emergency Food Fund, in order to compensate for the smaller hampers.

**If you have any questions, please email the VP Internal Affairs at [vpia@theuwsa.ca](mailto:vpia@theuwsa.ca) or call 204-786-9975**