



Frequently Asked Questions: Grocery Pick-up

Is the Grocery Pick-up Free?

Yes, this program is free for all UTSC students and staff!

What is the Helpful Hygiene Program?

This program takes place every second week of the month during the Grocery Pick-up. When we have the Helpful Hygiene Program, students and staff can take up to 2-3 hygiene products!

How often can I sign-up?

You can sign up once a week, or drop-in between 4-5PM during the pick-up with your T-card.

Why do I have to sign-up for a timeslot?

By signing up for a specific time, we can plan for the number of students to expect and sign students into the centre faster.

Why can't I access the forms?

The form for each time slot has a maximum capacity. If you are unable to access your first choice, feel free to sign-up using any available form for any other time slot.

Can I change my time slot?

Yes, please email us, or let us know when you arrive that you had initially signed up for a different time slot.

What if I can no longer come?

We understand that things happen! We ask that you email us so we know not to expect another student - especially during the last timeslot!

Additionally, you can have a friend pick-up your groceries for you! Please have them let us know that they are picking up for you during sign-in.

When do the sign-up forms close?

For Friday pickup, the form is posted on Sunday afternoon and closes on Thursday night, a reminder email is sent before Friday!

For Monday pickup, the form is posted on Tuesday afternoon and closes on Sunday night, a reminder email is sent before Monday!

Where is the grocery pick-up located?

We operate out of the Food Centre Room. It is in SL 210-B, on the second floor of the Student Centre, past the Women and Trans Centre!

What is the procedure when I arrive?

There may be a line up outside the room when you come. This is because only 4 people are allowed in the space at a time. You will be asked to sign-in with the coordinators with your first name, and you can start browsing inside the room or outside in the produce section.

What if I have dietary restrictions?

We try our best to accommodate a variety of dietary restrictions! Without a doubt, we will have refrigerated/frozen vegan and vegetarian options available. Oftentimes we have halal meat and dairy-free milk alternatives!

Can I grab my own produce?

No. To ensure produce limits and safe food handling is taking place, we ask that only our volunteers handle the produce!

What types of food can I expect to see?

- A selection of shelf-stable items on the shelves along the wall.
- Either bread, hygiene products, or miscellaneous items on the grey table in the middle of the room.
- A selection of dairy products and meat products in the industrial fridge.
- A selection of fruits and vegetables outside the room.

What specific food items will you have next week?

Unfortunately, we have no way of predicting exactly what items we will receive each week! We may be able to provide an educated guess, but the types of food items and quantities vary weekly!

Why are some of the food items past the best before date?

The Best Before Date is not the same as the Expiry Date, and food can be consumed past the Best Before Date if stored and handled properly. Ultimately, it is your decision whether or not you would like to take these items. If you would like a guide to Best Before Dates, click this link:

<http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/EH/FPS/Food/FoodBanksCanadaGuidelinesforFoodShelfLife2013.pdf>.

How do the limits work?

We must have limits on items to ensure that everyone accessing our grocery pick-up is accounted for. Typically, there is a limit of 1 item per shelf, unless otherwise specified.

Where does the food come from?

The bulk of the food found at the pick-up comes from a weekly food order that is placed with the Daily Bread Food Bank. They source the food directly from companies, grocery stores, or other organizations.

During the summer growing season, we also receive produce that is grown on the UTSC Campus Farm, as well as from the UTSC Farmers Market. Some of them are one-of-a-kind!

Do you take donations?

If you would like to donate to the Food Centre, you **MUST** contact us at foodcentre@scsu.ca.

***If you have a question that was not answered, please contact us!
Email: foodcentre@scsu.ca***