



Syme Woolner Neighbourhood & Family Centre

Food Bank Procedures

Eligibility:

Syme Woolner's Food Bank is open to all who are in need. In order to be eligible to access our Food Bank you must reside within our catchment area.

The boundaries of our catchment area are as follows:

Lawrence Avenue West (Northern), **St Clair Avenue West** (Southern),
Dufferin Street (Eastern), **Black Creek Drive/Weston Road** (Western)

Requirements:

If you meet the eligibility criteria, before you can access the food bank, we will need you to complete an Intake Form. The Intake Form will provide us with basic information about your household, which will enable us to serve you better. We also ask that you bring proof of address and ID when you are completing the Intake Form.

Food Bank Appointment:

After you have completed the Intake procedure, you will need to inquire about booking a food bank appointment. This can be done through telephone or in person, by notifying the receptionist or Assistant Drop-In Worker. Your name and contact information will be noted, and then passed on to the Senior Drop-In Worker. The Senior Drop-In Worker will then contact you within 2-3 business days to book your appointment.

If you are unable to attend your food bank appointment please notify us at least 72 hours before your appointment. In the event that something comes up on short notice, please inform us as soon as possible.

Food Bank Day:

Fridays are our Food Bank days. You will receive an appointment for the Food Bank scheduled between 9:30am – 1:30pm. Please note that the food bank will be on break from 12:00pm – 1:00pm, and will resume after 1:00pm.

If you have been given an appointment card, please present it to the receptionist when you arrive for your appointment. If you do not have a card, please provide the receptionist your name and your appointment time. After your appointment is verified, a food bank worker will come to assist you as soon as possible.

Please note: Syme Woolner does not provide grocery bags for clients to carry their food.

After you have received your food, you will be given a new food bank appointment card from the receptionist. Please ensure that you have received a new appointment card before leaving the premises.

Emergency Food Bank:

In the event that you did not receive any food for the current month and you are in dire need, you may be eligible for Emergency Food. Emergency food will be given at the discretion of the Senior Drop-In Worker. You may request emergency food through telephone or in person. If you are given authorization for emergency food you will be asked to come in at a certain time with your own bags/cart/etc. After receiving emergency food you may request a new food bank appointment for the following month.

Emergency Food Bank services are available every day except on Thursdays, Fridays, and during Corporate Events/Holidays.

Please note that Emergency Food Bank services are subjected to availability and will have to be approved by the Senior Drop-In Worker.

Contact Information:

To book or cancel your appointment and for all other Food Bank related inquiries, please contact us at: **416-766-4634 ext. 228**