

Supporting Client Verification – Frequently Asked Questions

Why has the onboarding process change?

Our onboarding process has changed to both improve our client experience and to assist in managing our limited resources while providing equitable access to food support.

Are there benefits for clients who participate?

Yes, once verified:

- Clients can prebook up to 4 appointments at a time. This will reduce the amount of time they spend on intake and allow them to obtain a more consistent schedule.
 - Clients won't need to provide detailed financial and situational information each time they book.
 - Clients will receive a link that will have their information prefilled to make their booking experience more convenient.
 - Clients will experience a streamlined check in process, only needing to show ID for one adult picking up the hamper.
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What documentation is required?

If unverified, households must provide:

- Physical Government-issued ID for all household members (pictures or photocopies will not be accepted)

Once verified, households must provide:

- Physical Government-issued ID for only the adult picking up the hamper (pictures or photocopies will not be accepted)

To participate in the new onboarding process clients must provide:

- Physical Government-issued ID for all household members (pictures or photocopies will not be accepted)
 - Original physical or PDF copies of income documents for each household member over 18
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Will agencies still be able to book on behalf of clients?

Yes. Agencies can still book for clients either online or through our call centre.

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How long is a client's verification valid?

12 months from the date of successful verification.

What if a client doesn't have all the documents yet?

Clients will be allowed up to three hamper pickups while they gather the necessary documents. After that, they must complete the onboarding process in person at our main warehouse (5000 11 St SE) before they will be able to book another hamper. No appointment is required for verification.

Will clients be able to complete verification at Satellites?

Satellite clients who are interested in verifying their documentation can only do so at our main location . Once verified, they are welcome to continue picking up their hampers at satellite locations as usual.

What if the client's household changes during that time?

Clients must present ID for new household members at their next hamper pickup. The household's size will be updated accordingly. New members must complete the onboarding process for the household to resume prebooking hampers as a verified household.

What documentation is acceptable for income verification?

The following are accepted as income verification:

- a. AISH Approval Letter
- b. AISH Health Benefits Card
- c. AISH Monthly Statement
- d. Alberta Adult Health Benefits Card
- e. Alberta Income Support Approval Letter
- f. Alberta Income Support Monthly Statement
- g. Alberta Seniors Annual Benefit Statement
- h. Calgary Parking Low Income Market Permit
- i. Calgary Transit Low Income Transit Pass
- j. CRA Notice of Assessment
- k. Employment Insurance Benefit Statement
- l. Fair Entry Approval Letter
- m. Fair Entry Recreation Fee Assistance Card
- n. Foundational Learning Assistance Confirmation Email
- o. Two most recent pay stubs totaling one month of income
- p. Proof of full-time enrollment in school
- q. Resettlement Assistance Program confirmation
- r. WCB

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Can photos or scanned copies of documents be used?

No. Clients must present original physical or digital documents for verification; photocopies or digital photos will not be accepted.

What support is available to clients struggling with documentation?

Agencies can provide referrals for clients, for more information, please contact us at hampers@calgaryfoodbank.com.

Do agency staff picking up on behalf of a client need to bring the clients physical ID and income documentation?

If the client has already been verified, agency staff do not need to bring the client's ID or income documents when picking up on their behalf.

For new or unverified clients, agency staff do not need to bring the client's ID but are invited to bring accepted documentation on behalf of the client for verification.

For more information on client onboarding, please contact us at hampers@calgaryfoodbank.com.
