

CALGARY FOOD BANK

Hamper Pick Up Policy

Purpose

To ensure organized, fair, and respectful distribution of food hampers to eligible clients of the Calgary Food Bank. This policy helps to maintain efficiency, safety, and equitable access to food hamper services for all clients.

Scope

This policy applies to all clients receiving services through the Calgary Food Bank Emergency Food Hamper and Home Delivery programs, as well as all staff or volunteers responsible for client intake, verification, and service delivery.

DEFINITIONS

Client: An individual or household receiving food assistance from Calgary Food Bank.

Household: All persons related by blood, marriage, adoption, or common-law, and any unrelated roommates, sharing a single Calgary residence.

Hamper pickup: The scheduled in-person collection of a food hamper at a designated Calgary Food Bank location by the client, or a person authorized to pick up on the client's behalf.

Hamper delivery: The scheduled delivery of a food hamper to an approved home delivery client by an authorized home delivery volunteer.

Agency workers: Staff from an approved organization who pick up hampers on behalf of clients.

Third party: An individual picking up a hamper on behalf of a client who is not affiliated with an approved organization (i.e., family member, friend, neighbour).

1. POLICY REQUIREMENTS

Clients must comply with the following requirements when picking up a food hamper.

1.1 Appointment Required

All hamper pickups must have a scheduled hamper appointment.

Appointments may be scheduled by phone, through the online form, or in person. Appointments can only be scheduled in person for clients who have never accessed the Calgary Food Bank before.

1.2 Arrival Within Assigned Time Window

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Clients must arrive within their assigned pickup window.

Arriving early will result in the client not being checked in until their assigned pick-up window.

Arriving late will result in the appointment either being cancelled or rescheduled to the next available appointment time.

Repeated missed appointments may affect future booking privileges.

1.3 Arrival at Booked Location

Clients must arrive at the location specified in their hamper booking.

Arriving at the wrong location may result in the appointment being cancelled or rescheduled, and service may not be guaranteed at that location.

1.4 Identification Requirements

For unverified households, all household members listed on the hamper must present a valid physical government-issued identification at time of pickup.

For verified households, only one household member must present a valid physical government-issued identification at the time of pickup.

Identification must be provided for any new household members at the hamper pickup. If identification is not provided, the hamper size will remain unchanged.

Agency workers must present a valid work identification badge from their organization or valid physical government-issued identification as outlined for the clients.

Third parties picking up on behalf of a client must follow the same identification requirements as clients.

Failure to meet identification requirements, will result in:

- Removal of unidentified household members from the hamper

1.5 Accepted Identification Documentation

Identification must be physical, government-issued, and not more than six months expired.

Accepted forms of identification include:

- a. Alberta Government Identification Card
- b. Alberta Health Care Card
- c. Birth Certificate
- d. Driver's License
- e. Passport
- f. Permanent Residence Card
- g. Refugee Protection Identity Document
- h. Treaty Status Card

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Photocopies and pictures of identification will not be accepted.

1.6 Home Delivery

Home delivery clients are required to respond either by phone or email to confirm they will be available for the delivery. No response for a delivery will be considered unconfirmed and be put back in the delivery pool.

Any issues with the hamper or delivery must be communicated within 24 hours of receiving the food.

There are no guarantees that substitutions to hamper items can be made.

1.7 Clients wishing to receive more than three Hampers annually must complete income verification and become a verified household in accordance with the [Income Verification Policy](#).

1.8 Use of Food

Clients must follow the [Food Exchange and Return Policy](#) when accessing Food Bank services.

Resale of food hamper items is strictly prohibited.

Exchanges or claims for missing items must be made before leaving the Food Bank premises. Clients must present their hamper receipt when reporting missed items.

1.9 Code of Conduct

Clients must follow the [Code of Conduct](#) when accessing Food Bank services.

1.10 Monitoring and Review

This policy will be reviewed annually by the Client Services Department, with updates presented to senior leadership for approval. Non-compliance incidents will be reported quarterly to identify process improvements.