**FRESH FOOD BOX FOR HALTON**

**FREQUENTLY ASKED QUESTIONS**

1. **What is Fresh Food Box for Halton?**

Fresh Food Box for Halton (formerly referred to a Halton Fresh Food Box) is a community-based program providing all Halton residents, but particularly those on limited incomes, seniors, and new Canadians, direct access to fresh fruits and vegetables grown locally (mostly) by the farmers in Halton and the surrounding area. Not only does this program provide great value for the dollar, but hopefully encourages its recipients to increase their intake of the recommended servings of fruits and vegetables as part of a healthy diet.

The Halton Fresh Food Box was operated under the organizational umbrella of St. Christopher’s Anglican Church in Burlington. This program was suspended at the beginning of the COVID-19 pandemic in March 2020. Kerr Street Mission has revived this program – under the new name – Fresh Food Box for Halton - with the first distribution commencing July 2021.

1. **Who is Kerr Street Mission?**

As its website <https://www.kerrstreet.com/> indicates, Kerr Street Mission in Oakville is a faith-based community centre that has been supporting vulnerable and at-risk children, families and individuals, providing essential services through innovative programs and partnerships for more than twenty years.

Fresh Food Box for Halton is one of Kerr Street Mission’s newest programs to connect families with fresh produce sourced from the agricultural community in Halton and the surrounding area.

1. **What is Grace United Church’s role in the Fresh Food Box for Halton?**

Grace United Church is one of a number pick-up depots within Halton Region that are starting the program in July. Kerr Street Mission is working to have additional depots up and running over the next couple of months. Clients who wish to pick up their food boxes from Grace United Church will place their orders on-line through the church website <https://graceunitedchurchburlington.com/fresh-food-box-halton/> .

1. **How does the program work?**

Online orders are placed at <https://graceunitedchurchburlington.com/fresh-food-box-halton/>. The order form button is contained within this link. Purchasers place their orders by the 19th of the month prior to the month in which the pick-up is to occur (for example, for an August order, the order must be placed by July 19th).

Purchasers have two opportunities to pick up their boxes either on the 1st and/or 3rd Tuesday of the month.

Purchasers also have two options for size of food boxes: 1) small for $10.00; and 2) large for $20.00. Both boxes will contain the similar items – a combination of staple foods (e.g., potatoes, onions, and apples) and seasonal produce.

1. **How do I pay for my order?**

In order to streamline operations and keep administrative costs to a minimum, Grace United Church is encouraging all purchasers to pay for their orders via e-transfer to FFBHatGrace@gmail.com.

1. **Will I know before I place my order what it will contain?**

Purchasers won’t know the exact contents of their order before placing it; however, they can be assured that the contents will contain high-quality, locally-sourced fruits and vegetables. In the off-season, some items (such as bananas) will come from international sources, in addition to locally-sourced seasonal produce and staple items.

After placing an order, purchasers will be advised via email of the food box contents the week prior to delivery. This will assist purchasers with grocery list preparation to supplement the food box contents.

1. **Where do I pick up my food box order?**

If you placed your order through the Grace United Church website, you will pick up your order at the front portico entrance (outside) Grace United Church, 2111 Walkers Line (one block north of Upper Middle Road), Burlington. The hours of operation are 3:30 p.m. to 6:00 p.m.

1. **How do I know it is safe to pick up my order given COVID-19?**

COVID-19 Protocols will continue to be in place for the foreseeable future:

* Please self-assess your health prior to coming to the church. If you are feeling unwell, please stay home and arrange for someone else to pick up your order. Please email [FFBHatGrace@gmail.com](mailto:FFBHatgrace@gmail.com) to let us know who will be picking up your order.
* If possible, please plan to arrive alone to minimize the number of people gathering.
* Masks will be mandatory when picking up your order.
* A portable hand sanitizer stand will be available in front of the pick-up table – we ask that you use it before approaching the pick-up table.
* When you arrive please be prepared to line up along the sidewalk six feet apart (strips of tape are on the concrete) in the event that several other clients have arrived at the same time to pick up their Food Box.

1. **When do I pick up my food box order?**

FFBH has two pick-up options per month – the 1st and 3rd Tuesdays of the month. The hours of operation are 3:30 p.m. to 6:00 p.m. All orders are placed by the 19th of the month before the pickup dates. If the 1st Tuesday falls immediately after a holiday Monday, the 1st pick up will be the Wednesday of that first week. For example, the first Tuesday in August (August 3rd) falls immediately after Civic Holiday Monday (August 2nd), the 1st pick-up date will be Wednesday, August 4th.

1. **What if I do not like or want one or more of the items in my Food Box?**

Your Food Box will contain high-quality, locally-sourced fresh fruits and vegetables. While we all don’t like every kind of fruit or vegetable, we hope that you will at least give your Food Box contents a try. Recipe cards will be included to give you ideas on how to prepare your produce items. Alternatively, we suggest that you offer your unwanted items to your family members, friends or neighbours. Maybe they will like the produce so much – they will order a box too!!

1. **Do I need to bring my own bags?**

The orders come prepackaged in cardboard boxes so no need to bring bags. If you are arriving by public transit you may find it more convenient to bring a cloth bag in which to carry your Food Box home.

1. **What if I can’t get there to pick up my box?**

We understand, life happens! If you know at the time of placing your order, please assign an alternative name on the order form question [Name of the person picking up your order if different from the Customer Name above.]

If short notice, please ask a friend or neighbour to come to pick up your Food Box on your behalf. Please email us at [FFBHatGrace@gmail.com](mailto:FFBHatGrac@gmail.com) to let us know to whom we will be releasing your Food Box.

1. **What if I miss the order deadline?**

The order deadline is always the 19th of the month for the following month pickup to make it easy to remember. You will receive a calendar of pick-up dates to post on your fridge. We will be sending our current customers reminder emails on the 18th of each month to ensure everyone is aware of the order deadline as well.

1. **Where do I go to get more information?**

**Please email us at** [**FFBHatGrace@gmail.com**](mailto:FFBHatGrace@gmail.com)