



Client Eligibility

- The client must be **registered and in good standing** with the Surrey Food Bank.
- The client must be **unable to visit the food bank location** due to a severe injury, illness, or other condition that prevents them from leaving their home (**homebound**).
- The client must provide a **referral from a medical practitioner** confirming the need for delivery and indicating the **required duration** (maximum of six months). After this period, a **new doctor's note** will be required if delivery is still needed.
- **New mothers** are eligible for delivery **for two weeks postpartum**. Any additional time will be assessed **on a case-by-case basis**.
- The client must be unable to visit the food bank location due to **short-term surgery recovery** (for a maximum of **three months**).

The following **are not eligible** to meet the eligibility requirements of the Hamper to Your Home delivery service:

- Minor or short-term disability/illness.
- Lack of transportation or inability to afford transportation.
- Safety concerns for drivers and/or volunteers.
- Abuse or misuse of the service.
- Unacceptable behavior toward staff or volunteers.
- The client is not home at the agreed-upon delivery time.

The Surrey Food Bank reserves the right to reassess need and/or discontinue delivery if we believe that the above-mentioned conditions are occurring or if the service is being abused. Any questions, don't hesitate to get in touch with 604-581-5443 or email us at hampers@surreyfoodbank.org



Client responsibilities

The Hamper to Your Home program is for clients who are homebound due to a disability or long-term illness and are unable to pick up their hamper at the Surrey Food Bank.

- To remain in good standing with the Surrey Food Bank, clients must update their file every six months. Updates must include a doctor's letter for everyone in the household.
- Clients must be home at the agreed delivery date. If you will not be home, please notify the Surrey Food Bank at least 24 hours before your delivery. Deliveries are typically scheduled around the same time every two weeks, so please plan appointments accordingly. If three deliveries are missing, the delivery service will be suspended, and the spot may be offered to someone on the waiting list.
- Clients must notify the Surrey Food Bank if they are moving or if their telephone number changes.

Please notify the Surrey Food Bank if you no longer require the Hamper to Your Home program.

Phone – 604-588-5443 ext. 104

Email – hampers@surreyfoodbank.org