

Procedure for food distribution/ food assistance

« Food security means that at all times, all people, can procure a sufficient quantity of healthy and nutritious food at a reasonable cost. »

La Source d'Entraide food distribution program is available to all citizens of Saint-Lazare that live in a difficult financial situation. Those applying must meet our eligibility requirements and conditions with respect to the rules established by the organization.

How to open your file

To proceed with the opening of a file with the food distribution/assistance, you must contact Andrée-Anne Lavigne by email (aalavigne@sourcedentraide.org) or by phone (450 455-8000 poste 3).

Here is a complete list of documents that must be provided at your first meeting:

Proof of residence:

- Copy of lease or mortgage payments
- Hydro Québec invoice
- Invoices for telephone/cellular phone/television/internet.

Identity Verification:

- Copy of Medicare card for each member of your family

Verification of revenue for all family members (if applicable):

- Pay slips
- Social assistance and social solidarity statement
- Employment insurance statement
- Pension statement (retirement)
- Child care benefit statement (Federal)
- Family allowance (Provincial)
- GST/QST credits
- Support payments

- Any other document(s) pertinent to the opening of your file (other expenses or revenues) or a copy of your latest bank statement.

How the food distribution/assistance works

Once your file has been accepted, you will receive an appointment time to pick up your 1st food basket. It is then your responsibility to contact us a week in advance to set a date for your next pick up. Food baskets are offered on Mondays only.

You must present yourself at the time of your appointment. If you are late or if you are unable to make your appointment, you must advise us as quickly as possible by phone at 450-455-8000 extension 3.

If you are late or miss an appointment without prior notification, a preliminary warning will be placed in your file. After the second warning, la Source d'Entraide reserves the right to revoke your privilege for assistance.

Verbal or physical violence toward our staff or our volunteers will NOT be tolerated at any time.

To pick up your food basket, you may park at the rear of the building (in front of the garage door) and wait for an employee.

Content of food baskets

Food basket will be composed of non-perishable items, frozen products before expiration date and gift cards (as they become available). Gift cards cannot be exchanged for alcohol, tobacco, or lottery tickets. The non-perishable products can be consumed, without danger, even if the expiration date has passed.

You must inform us of any food allergies or specific diet. If you refuse certain items, they can not be exchanged or replaced for something else.

If you have cats or dogs, please let our team know and when possible, we will add pet food to your pick up.

By signing this document, you are declaring that you understand the required steps for the food distribution program offered by la Source d'Entraide and you confirm that the information and documents you have provided are accurate and complete.

Equally, you confirm NOT to be receiving food distribution from another organization.

La Source d'Entraide reserves the right to cancel your food basket if the information provided is incorrect and to share those information with other food banks.

Name

Signature

Date