

## **Get Your Groceries Policies**

SNIWWOC's 'Get Your Grocery' Program, also known as 'Your Food, Your Choice' is a food security support service provided to low-income racialized women including transgender women and two-spirit community members located in Victoria, BC.

Before you apply, please read this document carefully and apply only if you agree to the terms below. We reserve the right to change these terms of use in the future.

### **Proof of income & dependents:**

Your dependants and household income may affect your eligibility for the program.

If you are common law or married, please submit their proof of income, as household income is considered in your eligibility.

Examples of proof of income: last pay stub, letter of termination from your last job, income assistance statement, tax return from last year (T4), Notice of Assessment, statement of disability, or any benefits you may be receiving.

If you are claiming dependents who are not your common law/married partner (children, grandchildren, etc) please submit proof.

Examples of proof of dependent(s): care card, birth certificate, childcare statement, passport, school registration forms, custody document, vaccine document, letter from doctor and/or social worker, status card, benefit forms.

### **Confidentiality:**

Your information: name, address, phone number, proof of income and information about dependents are confidential between you and SNIWWOC, unless required by the law.

### **Gift Card & Gift Certificate Usage:**

The gift cards or gift certificate that you receive from SNIWWOC should only be used by you and/or your household members. Any other usage of the cards and certificates are not allowed. If we find inappropriate usage of cards or certificates, we will immediately terminate your access to all SNIWWOC services and we may report the incident(s) to appropriate authorities.

Once you receive the gift cards or gift certificate numbers, no changes or exchanges can be made. For questions about gift card usage for specific grocery stores, please contact the business directly as we are unable to troubleshoot any technical issues. SNIWWOC takes no responsibility for errors made by the grocery gift card issuer.

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### **Availability:**

One household can reapply after three months of receiving their first gift card, and can reapply a second time after 6 months of receiving their second gift card. If you are needing to reapply 3 or more times, you wait 6 months between receiving each gift card. This is subjected to change and while supplies last. We cannot guarantee your future receipt of a gift card & gift certificate.

### **Harassment of SNIWWOC Staff:**

Mistreatment of SNIWWOC staff or volunteers will result in immediate termination of all SNIWWOC services. We may report the incident(s) to appropriate authorities.

### **Reasons for Service Termination:**

1. Harassment of SNIWWOC staff or volunteers
2. Not complying with the policies above
3. Not providing eligibility documentation