



CUE CUPBOARD

Community Guidelines

CUE Cupboard is an initiative to assist CUE student who may be facing issues with food insecurity and financial hardship

1. **A CUE Cupboard Application** must be filled out and approved by Campus Life (CL). Clients will be required to answer a series of statistical questions. personal information is used to determine how often a client uses CUE Cupboard. All personal information will be kept confidential by CL.
2. Clients may access the service on an 'as needed' basis, which will be reviewed and approved by the CUE Cupboard coordinator. Individuals are allowed up to 3 hampers per semester and 1 hamper per month.
 - Emergencies will be considered on a case by case basis.
3. All international students are required to meet with the International office before receiving their second hamper if one is needed. This is to provide further support and resources to students who may need them.
4. Once an application has been submitted, you will receive an email within 48 hours with the status of the application, which will indicate if your application has been approved or denied.
5. When an order has been filled the client will receive an email with 2-3 pick up days/times available in the next week to select from based on their schedule. The CUE Cupboard coordinator will be available for approx. 20 minutes at each pick up time.
 - If pick up time is listed for 11:00 am students will have until 11:20 to pick up their order.
6. If you are in an emergency situation and don't have food or access to food, please email us at cuecupboard@concordia.ab.ca and let us know your situation. We will do our best to respond as soon as possible and create a hamper to help you in your time of crisis.
7. All hampers are to be picked up at the CUE Cupboard, which is located in the Allan Wachowich building at AW106

8. There is a maximum of 20 items per hamper. Each item has a limit of 1 or 2 per order. If an order exceeds this amount, the CUE Cupboard Coordinator will either modify the order or send it back to the client for resubmission.
9. Additional Resource information is available upon request of the client.
10. Specialized hampers such as Holiday Hampers during the winter holiday season are NOT considered as one of the three hampers clients are limited to receive each semester.