



CUE CUPBOARD

Community Guidelines

The goal of the CUE Cupboard is to provide healthy and nutritious food to students 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. Your 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. WECAN baskets can be purchased at any time.
3. 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.
4. Orders must be received no later than the Monday of each week (for pickup on either the Tuesday or Wednesday). To ensure your order is available on time, please submit your application for approval the previous week. Please let us know which day and which time you will be picking up your hamper.
5. Orders must be picked up during these times:
 - Tuesdays - 12:15 pm to 12:45 pm OR 3:30 pm to 4:00 pm, **OR**
 - Wednesdays - 11:50 am to 12:30 pm OR 3:30 pm to 4:00 pm
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 must be picked up at the CUE Cupboard, which is located in AW106.

8. There is a maximum of 20 items per hamper. 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. Returning CUE Cupboard clients are asked to please bring back bags for hamper packing during the pick-up appointment.
10. Additional Resource information is available upon request of the client.