

## **Hands Up Chilliwack! Terms of Participation**

The following are the terms of participation for the Hands Up Chilliwack! program. Please thoroughly read these terms and agree at the bottom. This is meant to create an understanding of the requirements of the program to ensure participants are fully informed. If you have any questions, please do not hesitate to reach out to [michaela.reist@chilliwackbowsofhope.com](mailto:michaela.reist@chilliwackbowsofhope.com).

### **General:**

The Hands Up Chilliwack! program provides free meal kits, food literacy, and cooking skills for individuals and families. In order to participate, you must agree to all terms of participation for this program.

### **Requirements:**

Participation will require the following:

- Willingness to try the recipes that are provided, with the ingredients provided, even if participants have tried it before.
- Regular & consistent communication: Emails & phone calls should be responded to within a reasonable amount of time; 3 business days.
- Completion of each bi-weekly survey in order to have access to the next kit.

### **Participation:**

It is not mandatory to participate in every round of meal kits and you must opt-in before the deadline (the Sunday night of the same week you got the meal kit) by completing the previous kit's feedback form prior to each kit distribution. This is so we can effectively plan the round of kits and minimize waste.

### **Communication:**

Regular and consistent communication is necessary in order to effectively participate in this program. We actively strive to reduce and remove barriers that are communicated to us, so we know how best to support you.

### **Feedback Forms:**

Feedback forms are found on the program participant page on our website: <https://chilliwackbowsofhope.com/huc-programpage/>

Completion of the form is required each round by the Sunday after you receive your kit. For example, if you receive your kit on Tuesday October 25<sup>th</sup>, your feedback form for that kit will be due midnight, Sunday October 30<sup>th</sup>. You will not be added to the meal kits again until the feedback form of the last meal you received is complete. Timely completion of the feedback form will ensure you receive the next meal kit and help us build and fine-tune the program to provide the most needed support.

### **Dietary Restrictions:**

The Hands Up Chilliwack program can accommodate most dietary restrictions, such as major allergens, nut, dairy, and gluten-free.

Please let your program coordinator know if you or someone in your family has any dietary restrictions, and we will accommodate as best as we can. Though we attempt to provide a nut-free option, we can NOT guarantee that the processing facility is nut-free.

### **Accessibility:**

Chilliwack Bowls of Hope Society tries to accommodate all disabilities by working with you to make this program as accessible as possible. We understand that it may not always be possible to pick up your meal kits and have volunteers to support a delivery option.

### **Pick up / Delivery:**

Pickup/delivery of the meal kits happens Tuesdays (every other week). The location for pickup is our kitchen located at 45744 Yale Road. Pick-up is between 10:00 am to 11:00 am.

Please note, if you have a kit being delivered, someone must be home in order to accept the kit, as many of the items must be refrigerated. Deliveries will occur the same Tuesday between 11am-12:30pm.

If you fail to pick your kit up on the Tuesday, the kit will be available for pickup until Friday, between the hours of 8:00 am and 2:30 pm from our kitchen located at 45744 Yale Road. If your kit hasn't been picked up by 2:30pm on Friday of the same week, it will be redistributed elsewhere.

**Termination:**

We recognize that this program and its requirements may not be a good fit for every person and situations may change, causing challenges to meeting program requirements. Please let us know if you find you are unable to continue and if you wish to reserve your spot for participation in the future.

Failure to meet the requirements of the program, including completion of meal kit preparation, feedback forms, pick-ups, etc. will result in the participant being removed from the program.

**Food Liability Disclaimer:**

The programs of the Chilliwack Bowls of Hope Society are funded and supported by multiple grant and donation streams. We often receive donations of food or produce to help supplement our programs, and some food from time to time may be close to the best before date. Best before dates in Canada are not to be considered an expiry date, but more of a quality assurance, meaning that the product is of the highest quality until the best before date, and that quality may deteriorate after this date. For more information on best before and expiry dates, please visit <https://inspection.canada.ca/food-label-requirements/labelling/consumers/date-labelling/eng/1332357469487/1332357545633>

If food packaging is dented or damaged, or if you are unsure, please let our administrator know, and they will ensure that your item is replaced, as damaged products may be unsafe to consume.