

# WELCOME



## New Toronto Street Food Bank



**Daily Bread**  
Food Bank



**WELCOME**

## About New Toronto Street Food Bank

New Toronto Street Food Bank is located within Daily Bread Food Bank's facilities. We are here to facilitate food access to anyone who needs it.

We're part of Daily Bread Food Bank's network of agencies and have a dedicated team of staff and volunteers to serve you.

### Contact information:

Address: 191 New Toronto St., Etobicoke, ON M8V 2E7

(You'll find us through Gate 1; we're located within the main Daily Bread building, inside near the Welcome Centre)

Phone number: 416-203-0050 ext. 1

Website: [dailybread.ca/ntsfb](https://dailybread.ca/ntsfb)

### Hours of operation:

#### By appointment only, to shop with points:

- Tuesday: 10:10am-12:00pm, 1:30-4:00pm, 4:30-6:30pm
- Wednesday: 10:10am-12:00pm, 1:30-4:00pm, 4:30-6:30pm
- Thursday: 10:10am-12:00pm, 1:30-3:30pm, 4:00-5:30pm
- Friday: 10:10-11:30am and 1:00-3:30pm
- Saturday: 10:10-11:30am and 1:00-3:30pm

#### Drop-in only, for a grab-and-go food box:

- Sunday: 12:00-4:30pm
- Monday: 9:30am-12:00pm and 1:00-4:00pm

Please note: Hours of operation are subject to change.

Visit [dailybread.ca/ntsfb](https://dailybread.ca/ntsfb) for the most up-to-date information.

[DAILYBREAD.CA/NTSFB](https://dailybread.ca/ntsfb)





## About Daily Bread Food Bank

Daily Bread Food Bank works towards long-term solutions to end hunger and poverty and runs innovative programs to support individuals living on low incomes and experiencing food insecurity. Daily Bread distributes fresh and shelf-stable food and fresh-cooked meals to 193 food programs at 128 member agencies across Toronto. Daily Bread also publishes the influential *Who's Hungry* report, an annual survey measuring trends in food insecurity and poverty in Toronto, to educate the public and spark policy change.

**Vision:** End hunger in our city.

**Mission:** We collaborate with all to eliminate food insecurity, and advocate for solutions to end poverty.

### Values:

- **Rights-based:** We believe that food is a human right.
- **Evidence-based:** Our actions are informed by evidence and form impactful solutions.
- **Creative:** We continuously pursue new and refined solutions to serve the needs of our communities.
- **Equitable:** We embrace diversity of thought and actions and prioritize the voices of those affected by poverty.
- **Accountable:** Commitments we make are commitments we keep.

Find out more at [dailybread.ca](https://dailybread.ca).



# ACCESSING OUR FOOD PROGRAM



## **Who can access food at New Toronto Street Food Bank?**

Anyone is welcome to register for a Client ID number, then access food at our food bank. You can either book an appointment to shop with points Tuesdays-Saturdays or drop in for a grab-and-go food box on Sundays or Mondays. Client IDs are required for service any day of the week.

## **Do I need to show any documentation to register and access food?**

No documentation is required to register. During the registration process and periodic profile reviews, we will ask you to share certain information, but it is optional for you to share this information and you will not be denied food if you choose not to share this information.

Your individual answers are kept private. We group your answers with others' to understand who needs to use food banks. This helps us with our public campaigns and advocacy efforts that call on government to end poverty, so everyone can live a life of dignity and access the food they need.

## **I'm new, and I don't have a Client ID yet. How do I get one?**

New clients can register for an account and Client ID at <https://dailybread.link2feed.ca/create-account>.

Note: You'll need your name, birthdate and either a phone number or email address to register. If you're more comfortable registering in a language other than English, you can use the Google Translate drop-down menu in the top-right corner to change the language.



**SCAN TO CREATE A CLIENT ID**



## **I'm a returning client and I already have a Client ID. How can I book an appointment?**

Returning clients with a Client ID can make an appointment in the following three ways:

**1. Book online: <https://dailybread.link2feed.ca>**

This is the fastest option, and if you'd rather book your appointment in a language other than English, you can use the Google Translate drop-down menu in the top-right corner to change the webpage's language.

**2. Call us to book: 416-203-0050 ext. 1**

Office hours are Monday-Saturday, 9:00am-4:00pm.

If we miss your call, please leave a voicemail and we'll get back to you.

**3. Book on site:**

Every time you visit us to access food, you will have the opportunity to book your next appointment.

**SCAN TO BOOK AN APPOINTMENT**



# WHAT TO EXPECT

**Here's what to expect when you visit New Toronto Street Food Bank on Tuesdays-Saturdays (appointments required). On Sundays and Mondays, you'll receive a grab-and-go food box, and no appointment is necessary, although you do still need to present your Client ID.**



## **1. Welcome; let a volunteer know you're here.**

- Please arrive no earlier than 15 minutes before your appointment time, but please be on time. We cannot guarantee that we will hold your appointment if you are more than 10 minutes late.
- Enter the building through Gate 1, then up the wheelchair-accessible ramp. Find a volunteer wearing bright yellow-green safety stripes in the waiting area outside the food bank doors. Let them know your name and appointment time.
- While you wait, feel free to make your next appointment, get a cup of coffee, browse our community pamphlets, or visit our community outreach table for more information on services available to you.
- We will lend you a shopping cart that you must return to the designated area before you leave; please bring your own reusable bags to carry your food back home.

## **2. Have your Client ID number ready and check in.**



- When it's time for your appointment, you will be invited to the check-in table.
- Please have your Client ID ready so volunteers can look up your appointment time and mark that you've arrived.
- You'll then get a ticket with the number of points that you can use for food. The number of points you receive is based on the number of people in your household.





# AT THE FOOD BANK



### 3. Use your points to choose the food you need.

- You'll find a selection of shelf-stable items, produce, meat, dairy products and more at the food bank.
- Each item's point cost and limit are posted below the food product or attached to a produce basket.
- Keep track of how many points you're spending as you select your food. Points cannot be rolled over to future visits.
- If you're not sure how many points you've used, you can ask the checkout volunteers for help.
- Tip: Because our selection varies every day, we recommend accessing our food bank before going to a grocery store so you can supplement whatever you receive at the food bank with any groceries you may need.



### 4. Check out and return your cart.

- When you're ready, head to the checkout table where a volunteer will assist you and calculate the points you used.
- If your items cost too many points, you will be asked to make decisions about what items to keep and return. If you have extra points left over, the volunteer will give you time to look for other items to add to your basket.
- When you are finished packing up your food, please return your cart to the designated area.

Please note: These procedures may change slightly, as we're always trying to make our processes as efficient and helpful as possible for everyone.

# FOOD BANK FAQs



## **What kind of food is available?**

We strive to provide nutritious and culturally appropriate food choices that may include fruits, vegetables, dairy, protein and grains. However, options may sometimes be limited due to demand and the donations we receive.

## **Where does the food come from?**

There are two main sources for the food we distribute:

- Donations from the public: Community members donate non-perishable goods, which we then sort and check for safety and quality.
- Donations and purchased food from community partners: Local businesses like Ontario farms donate and sell us fresh produce, meat, dairy products and more.

Daily Bread is a nonprofit organization. We do not receive government funding.

## **How much food will I receive, and how often can I go?**

Our goal is to provide each client visiting with two to three days of food (please note this amount may vary from time to time). You can visit a single food bank in the Daily Bread network a maximum of once per calendar week (Sunday-Saturday).

If you need additional food support, please visit Information & Referral Services for more information on nearby food programs.

## **What's the best day of the week to come?**

We recommend that you visit at a day and time that works best for you. We typically offer the same amount and types of food each day.

Please note that Tuesdays-Saturdays are by appointment only. If you prefer to drop in for a grab-and-go food box, please instead visit us on Sundays or Mondays.



## **When I shop with points, why are some items limited to only one or two?**

This happens when we don't have enough of an item to last the whole day. If we had no limit on the item, then we may run out before you arrive for your appointment.

## **What if I live far away from New Toronto Street Food Bank? Are there other food banks near me?**

One of the easiest ways to find food banks and other services near you is 211. This is a 24-hour service offered by the province of Ontario in 150+ different languages that helps people find social services and community programs. Here's how you access it:

- Visit [211ontario.ca](https://211ontario.ca) and search for food banks near your location
- Call "211"
- Text "211"

You can also find a Daily Bread Food Bank food program near you using the map on our website. Visit [dailybread.ca/foodprograms](https://dailybread.ca/foodprograms) or scan the below QR code with your phone's camera to find the map.



**[DAILYBREAD.CA/FOODPROGRAMS](https://dailybread.ca/foodprograms)**

## **I gave some information when I registered for a Client ID. Do you share my information with anyone?**

Staff and volunteers who have access to personal information are required to sign and adhere to a confidentiality agreement and practice data security. Daily Bread uses Link2Feed food banking software, which has security features detailed at [link2feed.com/security-features](https://link2feed.com/security-features)

We do not share personally identifiable information outside the network of Daily Bread member agencies without consent unless required to do so by law, valid court order, or to protect Daily Bread and its clients, volunteers, or staff. You do not have to provide the requested information to access food. You should never be denied food at any Daily Bread member food bank. If this has happened to you, please let us know by emailing [clientservices@dailybread.ca](mailto:clientservices@dailybread.ca).

## **Can I take pictures or videos while in the food bank?**

We do not allow filming, photography, or interviews of any person in the food bank without consent.

## **I have feedback about my experience at the food bank. Where can I submit it?**

We welcome feedback! Please submit your comments at [dailybread.ca/feedback](https://dailybread.ca/feedback).

You can also scan the QR code below with your phone's camera to find this page.

[\*\*DAILYBREAD.CA/FEEDBACK\*\*](https://dailybread.ca/feedback)





# OTHER SERVICES AT THE FOOD BANK



## **Information & Referral Services**

Our Information & Referral Services centre located on site at Daily Bread Food Bank provides information and referral support related to the following:

- Additional food access
- Ontario Works (OW) and Ontario Disability Support Program (ODSP)
- Income support (Employment Insurance, Canada Pension Plan, Old Age Security, and Child Tax Benefit)
- Housing matters, legal matters and fighting an eviction
- Replacing identification
- Employment
- Free or low-cost clothing, glasses, furniture and beds
- Free or low-cost medical and dental services
- Immigration and newcomer services
- Crisis counselling and mental health services
- Other services as needed

Visit the centre on site or call 416-203-0050 x1. Office hours are Monday-Saturday, 9:00am-4:00pm.

If we miss your call, please leave us a voicemail and our dedicated volunteers will return your call within 48 hours.

## **Community Information Table**

The Community Information Table in Daily Bread Food Bank's Welcome Centre area provides opportunities for agencies and organizations to connect with clients and community members and to give information about their programs and services. Watch the TVs in our waiting area for information about upcoming visits and events. Past agencies that have visited include Service Canada, Canada Revenue Agency and Elections Ontario.

## **Community Meal on Thursday nights**

Daily Bread's Community Meal Program runs every Thursday from 5:30-7:00pm. Guests can enjoy a free hot meal, including a choice of meat or vegetarian entrée, sides, soup, coffee/tea and dessert. Everyone is welcome.



VOLUNTEERING



## **Want to give back and get volunteer experience? We need volunteers!**

We want our food bank to represent our community. Come be part of our team and learn new skills by volunteering with us! You can also help us by offering insight into how the food bank is run and how we can provide better service.

Lunch is free and available to on-site volunteers. If you book an afternoon shift and would like to have lunch, please arrive 30-40 minutes prior to the start of your shift to enjoy your meal.

To volunteer, you need to be 15 years old or older, able to stand for long periods of time and able to lift 30-40 pounds. For more information and to register for your first shift, please visit [dailybread.ca/individualvolunteers](https://dailybread.ca/individualvolunteers).

**[DAILYBREAD.CA/INDIVIDUALVOLUNTEERS](https://dailybread.ca/individualvolunteers)**







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MAIN ENTRANCE



# RESEARCH AND ADVOCACY FAQs



[DAILYBREAD.CA/RESEARCH-AND-ADVOCACY](https://dailybread.ca/research-and-advocacy)



## **Why do you periodically ask for information from food bank clients? What do you do with it?**

Daily Bread is more than one of Canada's largest food banks; we also conduct research on why people need food banks and use that research to advocate for poverty-ending policy solutions. We believe that food is a human right. That means no one should face barriers in accessing the food they need. We call upon the government to create policies that will eliminate poverty and food insecurity in our city.

The information collected helps us to understand the unique experiences and challenges of the people we serve. In addition to providing impactful and direct feedback to help us improve our service, this information helps to guide our Research and Advocacy efforts to end poverty – the root cause of hunger and food insecurity.

## **Do you use my name or other identifiable information in your reports?**

No. We do not include personally identifiable information in any publications without consent, and we do not share personally identifiable information outside the Daily Bread network without consent unless required to do so by law, valid court order, or to protect Daily Bread and its clients, volunteers, or staff.

## **How do you protect my information?**

Staff and volunteers who have access to personal information are required to sign and adhere to a confidentiality agreement and practice data security. Daily Bread uses Link2Feed food banking software which has security features detailed at [link2feed.com/security-features](https://link2feed.com/security-features).

## **I'd like to participate in surveys for food bank clients to help your Research & Advocacy work. How do I sign up?**

Thank you for participating! Please visit [dailybread.ca/clickhear](https://dailybread.ca/clickhear) to sign up for our Click/Hear program, which surveys food bank clients about specific topics once a month.

## **I'm interested in being interviewed by journalists who are writing stories about food insecurity.**

Toronto journalists often ask us to connect them with food bank clients who'd like to share their stories. If you're interested in being interviewed for a future article or TV news segment, please contact us at [clientservices@dailybread.ca](mailto:clientservices@dailybread.ca) with your full name, phone number and a short bio about your experience with accessing food banks.



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**We look forward to serving you!**