

Owen Sound Good Food Box - Customer Information Sheet



How much is the Good Food Box?

The Good Food Box costs \$15.00.

When do I order my Good Food Box?

You can order your Good Food Box anytime before the 3rd Tuesday of each month. This is the last day that you can place your order.

Where do I order a Good Food Box?

You can order your Good Food Box at the following locations:

- **Central Westside United Church** - 310 10th St. West, Owen Sound (bottom of 10th St. West)
- **St. Mary's Church** - 554 15th St. East, Owen Sound (Top of St. Mary's hill)
- **St. Andrew's Church** - 865 2nd Ave West, Owen Sound (Down the street from the library)
- **On pick-up day** - You can pre-pay for next month's box on pick-up day

Orders will not be accepted over the phone or through email

Where do I pick up my Good Food Box?

You can pick up your Good Food Box in the basement of the Central Westside United Church.

When do I pick up my Good Food Box?

Your Good Food Box must be picked up on the **4th Tuesday of each month between 12:00pm and 2:00pm.** After 2:00pm your box will be left in the basement of the church with your name on it. You have until 5:00pm to pick up your box.

Can I have my Good Food Box delivered?

The Owen Sound Good Food Box will no longer be accepting delivery payments and arranging deliveries for the customers. If you would like to have your Good Food Box delivered, you must contact the delivery company yourself to arrange pick-up and payment.

Busy Bee Delivery offers a discounted rate of **\$5.00** for Good Food Box deliveries.

- You must contact Busy Bee directly to arrange delivery of your Good Food Box.
- Please contact Busy Bee at least one day in advance of the pick-up day.
- You must pay the driver for the delivery cost when he makes the delivery.

Call: Busy Bee Delivery ~ 519-377-5959

Cost: 1-5 boxes to one location = \$5.00

6-10 boxes to one location = \$8.00



Frequently Asked Questions

Is there subsidy available for Good Food Box customers?

Grey County offers financial support to **families with children** who wish to access the Good Food Box program. The subsidy provides eligible applicants with a \$7.00 monthly subsidy on the purchase of one Good Food Box per month. This subsidy is only available to families with children.

If you would like to find out more about this subsidy, please contact **Patricia Courtney** at the YMCA: **519-376-0484**.

I can't pick up my box before 5:00pm on pick-up day, what do I do?

You can arrange to have a friend or family member pick up your box for you. Or, you can call the Central Westside United Church (519-376-8319) and tell them that you will not be able to pick up your box on pick-up day. The coordinator can leave your box in storage at the church until the next day. *Boxes can only be held for 1 day*. It is your responsibility to arrange to have your box picked up. The Good Food Box Coordinator is not responsible for making phone calls to remind customers to pick up their boxes. Boxes that are not picked up by 3:00pm the next day will be donated to the Food Bank or Union place.

Oops! I forgot to pick up my Good Food Box - can I get a refund or pick up a box next month instead?

Unfortunately, no, we cannot give refunds or credits for boxes that have not been picked up. It is the customer's responsibility to remember and make arrangements to pick up their box on pick-up day.

Oops! I missed the order date, can I place my order now?

Unfortunately, no, we cannot take orders after the 3rd Thursday of each month. Under no circumstances will an order site accept your order after this cut-off date. However, they will be happy to take your payment now as a pre-payment for the next month.

I would like to order a Good Food Box, but I don't have the money right now.

Can I place my order now and pay you on the pick-up day?

Unfortunately, no, we cannot accept orders without full payment in advance. Under no circumstances will an order site accept your order without full payment at the time that you place your order.



Who runs the Owen Sound Good Food Box program?

The Owen Sound Good Food Box program is run entirely through the generosity of volunteers in your community. The Site Coordinator is an important volunteer position that requires a considerable commitment. Please be kind and understanding of the time and effort that these volunteers give to be able to offer you this program each month.

The Central Westside United Church oversees the program and provides packing space. The Grey Bruce Health Unit also provides support and helps with promoting the program. There is no profit earned on the produce that is sold and there is no regular funding to support the program. All of the money that is collected from the customers goes directly towards purchasing the food and keeping the cost low for you.

Can I volunteer for the Good Food Box program?

Of course! We are always looking for volunteers to help out on packing day and with lots of other duties. Please contact the Good Food Box Site Coordinator to learn more about how you can help out!

How do I contact the Owen Sound Good Food Box program?

Call or visit the Central Westside United Church: 519-376-8319.