If you are a student, fill out the DISH Intake Form. For faculty/staff, please click here. Once we verify your Bunker Hill student/faculty/staff status, you will receive an email within 1-2 business days with your Shopper ID and PIN.

Log into Smart Choice and enter your assigned Shopper ID and PIN. On the home page, you will see several categories: fruits, vegetables, dairy, proteins, grains, and hygiene. By clicking on each category, you will be able to see what items are available.

On the home page, you will see your points balance on the top right-hand corner. Students have 35 points per month, and faculty/staff have 30. In order to maximize our resources, we are limiting orders to one per client, per month. Please use all of your points in one order.

When you are ready to add an item to your cart, click on the item and select the quantity you would like and select “add to cart.” Each item has a short description, a point assignment, and a limit per month. This is to ensure that our inventory stays consistent and so that we have enough for everyone. For example, you are only able to select one of each hygiene products per month.

When the item is added to your cart, you will see it on the right-hand side of your home screen. Once you have finished selecting the items for your cart, click on the “checkout” button on the bottom right-hand side of the screen.

Once you click the green “checkout” button, you will be able to select your preference for pick-up or delivery. Use the gray arrows on the side of the box to select what you prefer. Please note that our delivery slots are on a first-come, first-serve basis and fill up quickly during the first week of the month. If you do not see a delivery option, it means that all slots have been filled and you must come to campus to pickup your order. When selecting a time slot, keep in mind that the time window for all deliveries is between 10-4pm and your delivery date may change based upon your location in Boston.

Once you make your selection and select a time, you will receive a confirmation email. If you selected a delivery option, the food pantry coordinator will reach out to you on the Monday or Tuesday of the week of your delivery. If you selected pick-up, the food pantry coordinator will text you to confirm your pick-up and send along additional instructions.

Thank you for using the DISH Food Pantry! Please see below for a list of Frequently Asked Questions. If you need additional assistance using the Smart Choice software, please do not hesitate to email dish@bhcc.edu or call 617-228-2045. We are here to make this experience easy and efficient for you!
Frequently Asked Questions

• Is the DISH Food Pantry open for walk-ins during the COVID-19 Pandemic?
  o Yes! After a long hiatus, the DISH Food Pantry is now open for walk-ins. Our hours are Monday-Thursday, 11am-3pm.
  o In addition to providing walk-ins, pick-ups, and deliveries to students’ homes, our staff is available virtually and able to assist students with getting connected to local food resources in their communities. Email molly.hansen@bhcc.edu for more information.

• Who does the delivery? Why did I get a message that my delivery date changed?
  o The DISH has been lucky to partner with Snap Chef. This organization assists us with delivery to students’ homes. Proper Personal Protective Equipment (PPE) and cleaning protocols are in place to reduce the spread of COVID-19.
  o When your DISH Delivery arrives, our Snap Chef driver will call the number that you listed in Smart Choice. Please make sure your phone is on and ready to receive calls on the day of your delivery.
  o In order to make the route as efficient as possible, your delivery date may be changed. For example, if you had selected Wednesday, the food pantry coordinator may contact you and ask if it is okay if we deliver Thursday instead.
  o Typically, we split up the deliveries by these neighborhoods:
    ▪ Day 1: Malden, Revere, Everett, Medford, East Boston, Lynn, Melrose, Winthrop, Chelsea
    ▪ Day 2: Dorchester, Quincy, Boston, Roslindale, South Boston, Roxbury, Jamaica Plain

• How many points do I have per month?
  o Current BHCC students receive 35 points per month, and faculty/staff receive 30 points per month. These points will automatically be loaded onto your Smart Choice account on the first day of each month.
  o Please note that these points do not rollover. For example, if you do not use your points for one month, they will not carry over to the next month.

• I have a large family at home. Am I able to get more points per month?
  o We understand that the pandemic has caused increased hardships on our students and their families. If you and your family are in need of additional points, please contact Molly Hansen at molly.hansen@bhcc.edu for assistance. Each request will be evaluated on a case-by-case basis.
What types of products are available at the DISH Food Pantry?
  o We offer a variety of non-perishable items, fresh refrigerated and frozen products, and hygiene items. Each item’s point value is based upon serving size and quantity of items available. Your points stretch far—most items are between 1-3 points and will last you for a while!

What if an item in my order is not what I expected?
  o If you receive your order and find an item(s) are not what you expected, please do not hesitate to contact us. We are happy to refund your points or figure out another solution.
  o Please note that the DISH Food Pantry distributes some items that are past the “best-by” or “use-by” date. These items will be labeled in Smart Choice so that you are aware before you choose. Many times, food items are still considered good and safe to eat past the packaged “best-by” date. Please visit the USDA Website for more information.

Can you help me apply for SNAP (Supplemental Nutrition Assistance Program, also known as food stamps)?
  o While we do have information in the DISH about SNAP, please contact the Single Stop Office at singlestop@bhcc.edu for assistance with the application.

The amount of food/hygiene items I received in my order are not enough for me and/or my family. Where should I go to find more items?
  o Daily Table (low-cost groceries & produce with free delivery within two miles of their store locations)
  o Boston Farmers Market (affordable and fresh produce with many locations across Boston)
  o Boston Eats (no-cost meals available to Boston youth—ages 18 and under)
  o Fair Foods ($2 bags of produce at various locations across Boston)
  o Greater Boston Food Bank Pantry Locator (type in your zip code to find pantries near your home)