• 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 one business day with your Shopper ID and PIN.

• Log into Smart Choice and enter your assigned Shopper ID and PIN. If you are logging in for the first time, there will be a survey that you will be prompted to complete. This survey will gather your preference for pick-up or delivery, your address, and your phone number. This information will be kept private and only used by the Food Pantry Coordinator for confirming DISH Food Pantry orders.

• 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 in each category.

• Also on the home page, you will see your points balance on the top right-hand corner. Students have 30 points per month, and faculty/staff have 25. In order to maximize our resources, we are limiting orders to one per student, 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 product 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 complete your order, click on the green "check out" button on the bottom right hand side of the screen. Please note that all times listed are flexible and subject to change. By checking out and selecting a time, you are simply confirming your order submission. The Food Pantry Coordinator will contact you via phone or email to confirm the date/time or your pick-up or delivery. We will work with you and your schedule to determine the best option!

• Once you check-out, you will receive a confirmation email with a summary of your visit and some additional information.

• 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 No, due to local and state health guidance, the DISH Food Pantry is closed to walk-ins. However, we are offering deliveries and on-campus pick-ups by appointment.
  o In addition to providing 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, Somerville
    ▪ Day 2: Dorchester, Quincy, Boston, Roslindale, South Boston, Charlestown, Cambridge, Roxbury, Jamaica Plain, Allston/Brighton/Brookline, Arlington

• How many points do I have per month?
  o Current BHCC students receive 30 points per month, and faculty/staff receive 25 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 non-perishable and frozen items are nice, but I would like more fresh fruits/vegetables. Where should I go?
  o Friday Food Market (low-cost produce and delivery)
  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)