



Administration Office – 196 Wentworth St N, Box 368  
Hamilton, ON L8L 7W2 www.mission-services.com  
Phone 905-528-4211 Fax 905-521-0251

**October 2, 2023**

Mission Services of Hamilton is grateful to be able to serve the families who come to the Good Food Centre.

Beginning June 1<sup>st</sup> 2023 Mission Services implemented an appointment system to increase our quality of services and decrease wait times. The process improved our ability to provide food and support.

To continue to adapt to new challenges and higher numbers of clients, **we will be refining our appointment system beginning November 1st, 2023.** The system will remain the same with the exception that ***all appointments will now need to be collected on the date supplied.*** As always, clients are required to provide ID for all household members and proof of address and source of income.

*If you miss an appointment you will be able to book another one at the next available opening.*

This change will continue to align our service strategy with the other emergency food service providers in Hamilton. After careful consideration of this model over the last 4 months, we believe this will be a positive change.

Our hours and days of service will not change.

Increasing our efficiency will allow us to reduce wait times and allow us to provide an increase in the amount of emergency food to each person in need.

We look forward to implementing this positive change and continuing to serve our neighbours when they need us most.

Sincerely,

Mission Services Hamilton.

*Act Justly, Show Mercy, Offer Hope*