

How The Food Shelf Works



We do our best to provide you with food for 3-4 days of balanced and nutritious meals as well as basic personal hygiene items. Please note the following guidelines:

- 1. You may use the Food Shelf once per calendar month by appointment.
- 2. Limited walk-in appointments available every Wednesday. Walk-in slots count as your monthly appointment.
- 3. The Food Shelf is open four days per week at the following times:

Monday 10am - 3:30pmWednesday 10am - 6:30pmFriday 10am - 3:30pmSaturday 11am - 12:30pm

- 4. If you are unable to keep your appointment, you MUST call us by 10am the day of your appointment to reschedule.
- **5.** Missing an excessive number of food shelf appointments will not be tolerated. After 2 consecutive no-call no-shows you will be contacted by a staff member to address barriers to accessing this service. Out of respect to other members, please consider walk-in Wednesdays as an option to pre-scheduling appointment times you are unable to keep.
- 6. For emergency food requests please ask your case manager to call Dan Capelli, Tom Bichanga, or Arissa Anderson for approval.

You may receive emergency food only if you fall into one of these four categories:

- ◆ You are being admitted or discharged from a hospital, nursing home, adult foster home, or other medical institution;
- ♦ You are being admitted or discharged from a residential treatment program;
- ♦ You are a newly-enrolled member of The Aliveness Project
- ♦ You have just moved

If you are requesting food without an appointment for **any** other reason, we invite you to stop by or call to reserve a day-of appointment every Wednesday between 10am-6:30pm. You may also dial 211 for food assistance.

- 7. Closing hours posted above reflect the time of last intake (food shelf closes ½ hour after these times).
- **8.** Please bring cloth bags if you have them, or recycle your tall paper bags (with handles) by bringing them back to the Food Shelf we appreciate you helping us **GO GREEN!**