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 – 3:30pm
   - Wednesday 10am – 6:30pm
   - Friday 10am – 3:30pm
   - Saturday 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, Arissa Anderson or Jimmy Mattson 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!**