

## **What you will Experience at Lakeview Pantry – A Step by Step Guide**

### **1. Welcome and announcements**

We begin each distribution day with some brief announcements from LVP Staff. These announcements include a brief description of our programs, a quick review of the most important policies or rules and a review of how to use our programs.

We often have guests from other organizations on site who want to spread the word about other services they can offer.

We ask people who are coming to LVP for the first time to identify themselves so that we can save time by getting some paperwork done while people are waiting to be served.

This is also an opportunity for anyone to ask questions if they are confused or don't know what to do.

### **2. Lottery**

To begin the day we've found the only fair way to decide 'who goes first' is to hold a 'lottery' in which everyone in the room will pick a number at random from a basket full of folded paper numbers.

After the lottery, and as the day goes on, people take a number from a dispenser that looks very much like the ones used in old-fashioned butcher shops.

### **3. Intake process**

We call each person up to the Intake desk one household at a time. We ask for the person's name and search for existing clients in our database and make new records in the database for first-time clients.

We ask for simple information such as names, address, birthdate, number of people in a household, dietary restrictions/ allergies and about a person's access to a kitchen.

There are between 1 and 3 signature sheets each client must sign at intake which correspond to the U.S.D.A. and I.D.H.S.-state and federal agencies that monitor Lakeview Pantry.

Once we've found the information we need in our database we tell our volunteer crew who will be served next and how many people are in the household.

### **4. Collecting and Selecting Food**

This begins at the first counter. One of LVP's many volunteers will place a sample of food items from all possible categories on the counter and help clients make selections which suit their tastes, diets or access to a kitchen.

Clients are encouraged to trade items they don't want for similar items which suit their needs whenever possible.

Once all selections have been made at the first counter, clients can move on to the next counter which will offer different items with a different volunteer helping them make selections in the same way.

Other non food items are frequently available such as personal care/ hygiene items, household cleaning supplies and even fresh flowers.

**5. The Clothing Room**

This option is available for interested clients after they receive food. To access the clothing room, clients sign up on a list and are then allowed to access the clothing room two people at a time.

Even though we refer to this area as the clothing room, it can contain many other kinds of useful items including cooking equipment, books, toys and other small household goods.

**6. Packing up**

As you can imagine, this can add up to a heavy load for people to carry, especially for a household of 4 or more people. To help with this, we keep a small number of shopping carts on hand that clients can borrow from LVP in exchange for a valid state of Illinois ID which the pantry keeps until the cart is returned.

For clients who use a car, we have loading zones/parking lots adjacent to both of our distribution sites.

**7. Bread and Produce**

In addition to the above visit, available once per month, clients are also encouraged to return once per week for additional breads, fresh fruits and vegetables, and a trip to the clothing room.