



LAKEVIEW PANTRY

Food for Today, Hope for Tomorrow

www.lakeviewpantry.org

773-525-1777

WELCOME TO LAKEVIEW PANTRY'S ONLINE MARKET!

Requirements for Food Assistance:

- Your income level is at or below the government's guidelines.
- You live in our service area (see map to the right): North Ave. (1600 N) on the south, Lakeshore Drive on the east, Western (2400 W) on the west, and Bryn Mawr (5600 N) on the north. If you do not live in our service area, please contact Greater Chicago Food Depository at 773-247-3663 or www.chicagosfoodbank.org.

Our Programs:

Food: Online Market

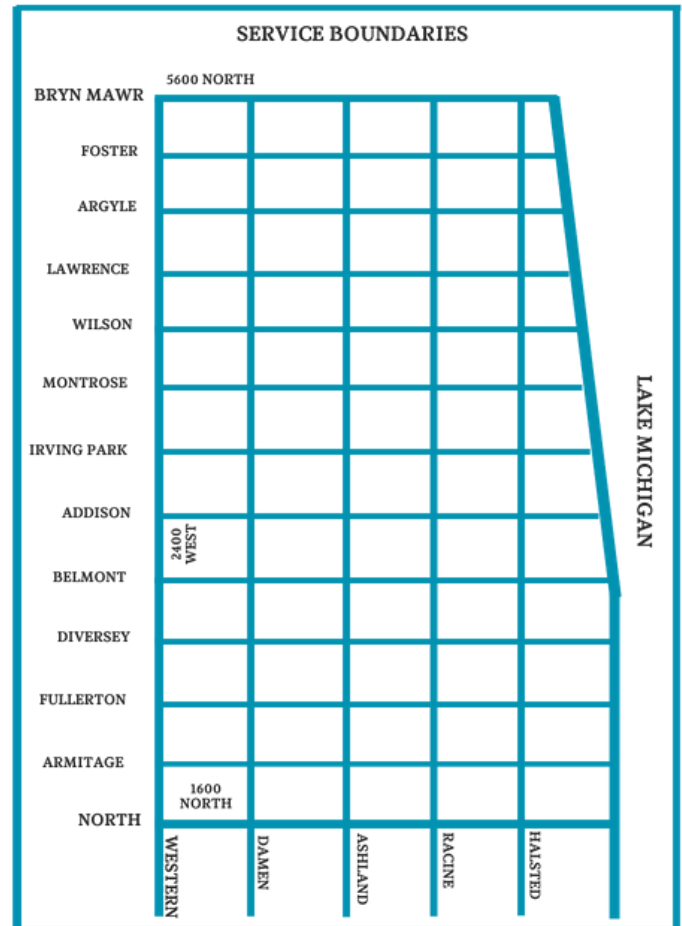
- Each household may place an order and pick up a full allotment of food once a month.
- Each household may come to our Sheridan site at 3945 N. Sheridan for additional produce once a week.

Food: Home Delivery Program

- For disabled and elderly clients who cannot physically come into the Pantry.
- Application required. If you are eligible, you may receive food once a month.

Social Services

- For individuals living inside and outside of the Lakeview Pantry service area.
- Services provided include: one on one support with a caseworker; assessment and referral to local resources; public benefits assistance; job search and support; mental health counseling
- Location and Hours: During food distribution (M/W/F 12-4pm, Tues 5-7:30pm) and by appointment as needed. You can sign up for a specific time when you customize your order.



Pickup Location
5151 N. Ravenswood Ave.
Chicago, IL 60640
773-525-1777

Tuesdays (Order Placement)
Office Hours: 11am - 2pm
Thursdays
Order Pickup: 11am - 2pm

Online Market Contact
773-302-0125
onlinemarket@lakeviewpantry.org



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We are dedicated to providing food for our clients in a comfortable and efficient manner.

For the comfort and safety of everyone, please remember:

- You can arrive any time within your pick up window. If you have a car, you can pull up and have your order brought out to you. Simply show something with your name on it to the volunteer that approaches your vehicle.
- We will treat you with respect. Please respect the other people waiting and working. Please speak quietly and respectfully.
- Please do not have alcohol, drugs or weapons when you visit. Please do not come under the influence of drugs or alcohol. If necessary, we will call police to ensure the safety of all.
- You can pick up each month from the Online Market **OR** from another Lakeview Pantry location, and you can change between programs at any time.

We are happy to serve you! Let us know how we can further assist you.

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YOUR RECORDS - FOR ONLINE MARKET ONLY

Every 6 months, we will update your records. We are here to assist you, so please ask for staff if you have any questions. We want to make this as easy as possible - but records must be updated on a regular basis.



Every 6 months, we ask for **address verification**. We will accept:



Upload or email to
onlinemarket@lakeviewpantry.org:

- A **current** lease
- Utility bill from the last six months
- Consulate card within six months of issue date
- Government-issued ID within the last six months only



Bring in during office hours:

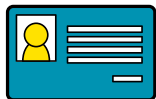
- Postmarked mail from the last six months

**We can mail you a letter - just bring it back and that serves as proof of residency!*



We CANNOT accept the following as address verification:

- Letters from other household members
- Handwritten rent receipts
- Any document more than six months old
- Government-issued ID cards more than six months old
- Medicaid/Medicare cards
- Any altered document



We will also ask for **ID verification** at your first visit **AND** when adding an additional household member. We will accept:



Upload or email to
onlinemarket@lakeviewpantry.org:

- A current government-issued ID
- Social Security card
- Consulate card or matricula
- For children, we are flexible and accept the following:
 - * In-person at the intake desk
 - * School documents
 - * Medicaid card



In-person during office hours:

- Being present, in-person at the intake desk
- Library card
- Postmarked mail with name/address

- * Health records
- * Birth certificates
- * Social Security cards



IMPORTANT INFORMATION ABOUT FOOD EXPIRATION DATES

It is very important to us that the food we give you is safe to eat. We carefully examine food that we receive from various sources like the Greater Chicago Food Depository, wholesalers, and local grocery stores. Some food items from GCFD are poorly labeled and hard to define as "safe" - we are working diligently with GCFD to make sure the manufacturer has ensured safety.

We are constantly communicating with GCFD to get clearer information about the canned goods (canned vegetables, canned chili, etc.) and dry goods (pasta, cereal, etc.) we receive. When we get updated information regarding these food items, we will share it with you.

Our offerings include specific types of food where quality is ensured:

1) FROZEN MEATS (beef, chicken, fish, and pork):

We receive food from grocery stores marked with a "sell by" date. The "sell by" date is for FRESH (not frozen) meat. Both the stores and Lakeview Pantry freeze these meats before the "sell by" date.

- Meat can be frozen for up to 3 months past the "sell by" date.
- Keep meat frozen (0°F or colder) until it is cooked.
- You may eat meat safely if it is fully cooked after defrosting.
- NEVER re-freeze meat after it's defrosted.

2) FRESH DAIRY (milk, cheese, eggs, and yogurt):

Dairy products marked with a "sell by" date are usually good for 7 days after the date. We only accept dairy products that are within 7 days of that date.

- Keep products in the refrigerator (32-40°F).
- Some products, especially yogurt and sour cream, can last even longer.

PLEASE NOTE: We do our very best to keep food safe, but there is always a risk of contamination at the factory or store prior to arriving at Lakeview Pantry.

- Tell us if you ever have a problem.
- If you ever have a question, please ask. We'll do our best to answer it!
- If you ever get sick from Pantry food, or find it spoiled, contact the Director of Programs at 773-525-1777 ext 214 immediately.

Reference: "Serving Safe Food" Certification Coursebook, p. 176. The Educational Foundation of the American Restaurant Association

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CLIENT BILL OF RIGHTS

To be treated with dignity and respect by Lakeview Pantry staff and volunteers.

To receive food that is safe.

To be served in a comfortable and safe environment.

To be informed of any requirements, guidelines, and procedures to receive our services.

To be informed of any changes to our services in a timely manner.

To receive prompt and honest answers to your questions about our services.

To have the opportunity to give us feedback about your experience at Lakeview Pantry.

To have your records kept confidential.

To submit a grievance if you have a serious concern.

To receive food without discrimination as to race, color, religion, ethnic background, gender, sexual orientation, national origin, national ancestry, age, disability, or veteran status.

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Program Staff Contact Information

- **Online Market Coordinator:** Esther Lindor, esther@lakeviewpantry.org x231
- **Home Delivery:** Eva Trampka, eva@lakeviewpantry.org x224
- **Manager of Social Services:** Colleen Montgomery, colleen@lakeviewpantry.org x216
- **Director of Programs:** Jennie Hull, jennie@lakeviewpantry.org x214

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