



**LAKEVIEW PANTRY**  
Food for Today, Hope for Tomorrow



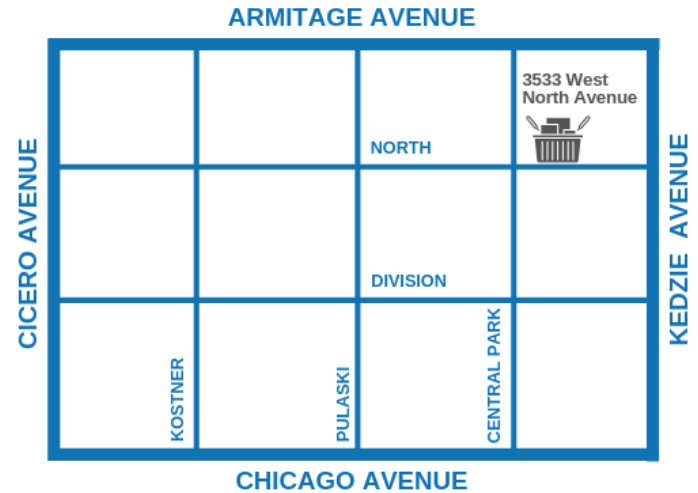
*More than housing...hope!*

[www.lacasanorte.org](http://www.lacasanorte.org)  
[www.lakeviewpantry.org](http://www.lakeviewpantry.org)  
773-276-4900

## WELCOME TO THE FRESH 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): Armitage Ave. (2000 N) to the north, Kedzie Ave. (3200 W) to the east, Cicero Ave (4800 W) to the west, and Chicago Ave (800 N) to the south. If you do not live in our service area, please contact Greater Chicago Food Depository at 773-247-3663 or [www.chicagosfoodbank.org](http://www.chicagosfoodbank.org).
- If you are an active client of La Casa Norte.



### Our Programs:

#### Food: Pantry Site at La Casa Norte

- Each household may come in for a full allotment of food once a month.
- Please remember that you can receive food from ONE of the markets ONCE a month. For other local resources, please ask for a food referral.

#### Information and Referral

- Services provided include referrals and information related to: housing, health, employment/education, shelters, legal, youth programs, public assistance, women's programs, senior services, immigration and early childhood

#### Community Center

- A Nutrition Center that includes a fresh market food pantry (11-3PM, Mondays and Wednesdays), a hot meal program (5:30-6:30PM, Mondays and Wednesdays), nutrition education workshops, and interactive cooking demonstrations.
- A youth drop-in center that offers daily programming for youth ages 16 - 24, emergency beds for youth ages 18 - 24.
- Full service preventative and primary care clinic Howard Brown Health, (773) 388-1600.
- Clothing Closet that offers free clothing and household items (11-3PM Mondays).

3533 W. North Ave  
Chicago IL 60647  
773-276-4900

**Fresh Market Hours**  
Monday & Wednesday:  
11am to 3pm

**Community Café**  
**Hot Meal Hours**  
Monday & Wednesday:  
5:30pm to 6:30pm

**Clothing Closet Hours**  
3543 W. North Ave  
Monday: 11am to 3pm



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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:**

- We do not allow clients to line up or wait outside before we open. When we first open, everyone draws a number to find out who is first to receive food. After that, it's "first come - first served."
- Get a number and be seated. When we call your number, come up to the intake desk.
- Once you have your number, please do not leave the building. We do not allow smoking or loitering outside the building. If you leave, you will lose your place in line and need to take a new number when you return.
- 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.
- Bring proof of address and ID for everyone in your household. We may not ask for these items every time, but you should have them just in case.
- Bag your food quickly. Feel free to bring your own bags and shopping carts.
- Let us know if you have a special diet - we will try to accommodate you as much as possible.
- Leave any items that you do not want. We may not be able to give you substitutions.

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

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## YOUR RECORDS

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 and we will accept:**

- Postmarked mail from the last six months
- 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
- **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

**Every 6 months we will also ask for ID verification and we will accept:**

- Being present, in-person at the intake desk
- A current government-issued ID
- Social Security card
- Library card
- Postmarked mail with name/address
- Consulate card or matricula
- For children, we are flexible and accept the following:
  - \* In-person at the intake desk
  - \* School documents
  - \* Medicaid card
  - \* Health records
  - \* Birth certificates
  - \* Social Security cards

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## **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 the Fresh Market 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 the Fresh Market.**

- 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 (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.

## **CORE VALUES**

We value the belief that when we:

Work **COLLABORATIVELY**

Demonstrate **EMPATHY**

Cultivate **MUTUAL RESPECT**

Provide access to **RESOURCES & OPPORTUNITIES**

Create a **JUST EXPERIENCE FOR ALL PEOPLE**

The result is that people have the **POWER TO CREATE CHANGE** within themselves, their families, and their communities.

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## Program Staff Contact Information

- **Pantry Coordinator**  
**Minerva Perez, [minerva@lakeviewpantry.org](mailto:minerva@lakeviewpantry.org)**  
**773-525-1777 ext. 245**
- **Pantry Coordinator**  
**Megan Evans, [megan@lakeviewpantry.org](mailto:megan@lakeviewpantry.org)**  
**773-525-1777 ext. 224**
- **Manager of Pantry Programs**  
**Carrie McCormack, [carrie@lakeviewpantry.org](mailto:carrie@lakeviewpantry.org)**  
**773-525-1777 ext. 210**
- **Nutrition Center Assistant**  
**Diana Torres, [diana@lacasanorte.org](mailto:diana@lacasanorte.org)**  
**773-276-4900 ext. 240**
- **Community Engagement Coordinator**  
**Rebecca Sumner Burgos, [rebecca@lascasanorte.org](mailto:rebecca@lascasanorte.org)**  
**773-276-4900 ext. 214**
- **Information & Referral Specialists**  
**Genesis Quinonez, [genesis@lacasanorte.org](mailto:genesis@lacasanorte.org)**  
**773-276-4900 ext. 204**  
**Jazmin Perez, [jperez@lacasanorte.org](mailto:jperez@lacasanorte.org)**  
**773-276-4900 ext. 246**

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