



# LAKEVIEW PANTRY

Food for Today, Hope for Tomorrow

[www.lakeviewpantry.org](http://www.lakeviewpantry.org)

773-525-1777

## WELCOME TO LAKEVIEW PANTRY'S ONLINE MARKET!

Geared toward busy individuals and families, our **Online Market** offers the same healthy food and social services—custom ordered directly from your mobile device or computer.



Orders can be placed on **TUESDAYS**.  
Customize your cart and lock it in by midnight.



Pick up your order on **THURSDAY** of the same week at our new warehouse, The Hub, at 5151 N. Ravenswood between 2pm and 7pm.

**Current clients:** Email [onlinemarket@lakeviewpantry.org](mailto:onlinemarket@lakeviewpantry.org) to receive a password for your account.

**New clients:** Sign up at [lakeviewpantry.org/onlinemarket](http://lakeviewpantry.org/onlinemarket).

### Requirements for Food Assistance:

- Your income level is at or below the government's guidelines
- You have access to cooking and refrigeration facilities in your home
- You live in the city of Chicago — there are no service area boundaries for the Online Market

### Our Programs:

#### Food: Online Market

- Each household may place an order and pick up a full allotment of food once a month.

#### 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: You may sign up for a specific time at The Hub (Thurs 2-5pm) when you customize your order, in addition to our drop-in hours at our Sheridan Market, 3945 N. Sheridan (M/W/F 12-4pm, Tues/Thurs 5-7:30pm), and by appointment as needed.

#### Pickup Location

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

#### Tuesdays (Order Placement)

Office Hours: By appointment only  
**Thursdays**  
Order Pickup: 2pm - 7pm

#### Online Market Contact

773-302-0125  
[onlinemarket@lakeviewpantry.org](mailto: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 pickup 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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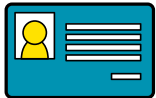
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## YOUR RECORDS - FOR ONLINE MARKET ONLY

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.



We will 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](mailto: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
  - \* Health records
  - \* Birth certificates
  - \* Social Security cards



In-person during office hours:

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



## 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](mailto:esther@lakeviewpantry.org) x231
- **Home Delivery:** Eva Trampka, [eva@lakeviewpantry.org](mailto:eva@lakeviewpantry.org) x224
- **Manager of Social Services:** Colleen Montgomery, [colleen@lakeviewpantry.org](mailto:colleen@lakeviewpantry.org) x216
- **Director of Programs:** Jennie Hull, [jennie@lakeviewpantry.org](mailto:jennie@lakeviewpantry.org) x214

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