



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

**Sheridan Market**  
3945 N. Sheridan Rd.  
Chicago, IL 60613  
(773) 525-1777

**La Casa Norte's  
Fresh Market &  
Community Café**  
3533 W. North Ave.  
Chicago, IL 60647  
(773) 276-4900

**The Hub**  
5151 N. Ravenswood Ave.  
Chicago, IL 60640  
(773) 525-1777

**Contact Us**  
volunteers@lakeviewpantry.org  
(773) 525-1777

Dear Volunteers,

Lakeview Pantry relies on people like you, individuals who want to make a difference in the world and in their community, to help it complete its mission. You truly are the face of our organization and our representatives in the community. We strive to provide quality food, friendly service and hope for tomorrow. You are the bearers of that hope. Together we can work to eliminate hunger in our community and provide quality service to our neighbors. This is our primary goal and what brings us together.

We can also use this opportunity to learn from each other. Our diverse histories provide us with the chance to grow, establish new relationships and work to end poverty together. The connections we develop here can change hearts and minds, raise awareness of our cause and recruit new advocates for those in need. Thank you for being someone who makes a difference, and thank you for joining our Lakeview Pantry Family.

Sincerely,

*Aliya Prescott*

Aliya Prescott  
Manager of Volunteers





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## Volunteer Welcome Packet

### **Scheduling Details:**

Scheduling on your personal site is quick and easy. To access your personal site, request a link by entering your information at [www.lakeviewpantry.org/volunteer/existing-volunteers](http://www.lakeviewpantry.org/volunteer/existing-volunteers). You'll get an email with a link to your page where you can sign up for shifts, cancel shifts and update your personal information.

### **Full Shift Time:**

Please make sure to arrive on time and stay for the entire shift. Exceptions can be made ahead of time for specific circumstances. Please simply do your best to communicate with us about any issues that may arise with shifts. We really appreciate your cooperation and understanding of this need. Lakeview Pantry would not be able to achieve all that it does without you and its many other dedicated volunteers.

### **Cancelation Policy:**

Should you need to cancel for any shift, please let us know as soon as possible. The best way is to email [volunteers@lakeviewpantry.org](mailto:volunteers@lakeviewpantry.org). If you need to cancel the day of your scheduled shift, please contact the Coordinator for your shift.

### **Parking:**

Parking can be limited at our Sheridan Market and at La Casa Norte, however both are very accessible by public transit. We encourage use of public transportation if possible. At Sheridan, please DO NOT park in the Walgreens parking lot next door. They will tow and charge fines. Parking is available at The Hub and is also accessible by public transit.

### **Community Service Policy:**

If you need community service hours, we can aid you in completing them. Please note, we do not accept theft or violent crime charges. Before your first day, we will need documentation of your charge on file. Keep in mind that you are responsible for tracking all of your hours. The Manager of Volunteers will sign off on your hours upon completion and request. Request letters by email only.

### **Bringing Friends:**

If you would like to attend a shift with a friend, please email [volunteers@lakeviewpantry.org](mailto:volunteers@lakeviewpantry.org).

### **Dress Code:**

Please make sure to wear appropriate clothing for volunteer work in our food pantry, such as casual wear. Closed-toed shoes are required. Please do not wear anything revealing or with inappropriate words or pictures. Simple, functional clothing is best as a way of being in solidarity with our clients. Lakeview Pantry t-shirts are available for volunteers.

### **If Issues Arise:**

Should any issues arise while you are volunteering "on the floor" (i.e. at the counters, intake desk, etc.), please find a staff member immediately and say "**I need you right now.**" We will know to provide help and support right away as soon as we hear this phrase. Please approach a coordinator with any general inquiries about the Pantry and the Manager of Volunteers for any specific inquiries concerning the Volunteer Department.



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## Pantry Operations

Clients can receive food at the following locations, days and times:

### Sheridan Market

- Monday\*, Wednesday\*, Friday\*: 12 p.m. – 4 p.m.
- Tuesday\*, Thursday\*: 5 p.m. – 7:30 p.m.
- Saturday: 11 a.m. – 3 p.m.

### La Casa Norte

- Fresh Market: Mondays & Wednesdays, 11 a.m. – 3 p.m.
- Community Café (Hot Meal): Mondays & Wednesdays, 5:30 – 6:30 p.m.

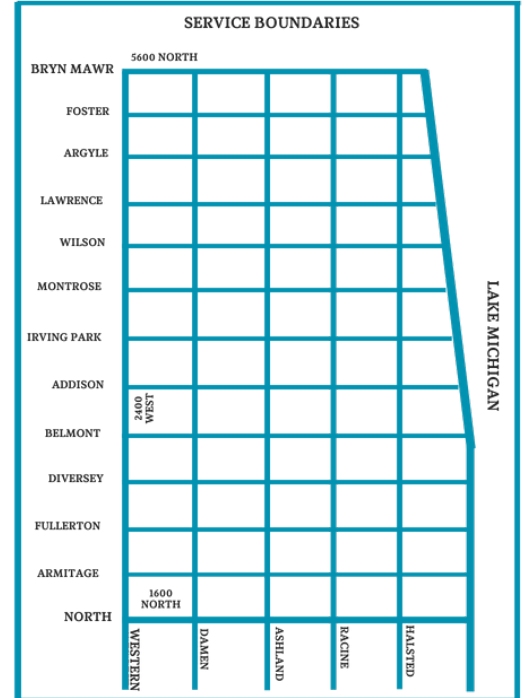
### Online Market

- Pick up on Thursdays\*, 2 – 7 p.m.

\*Clients can also receive social services during this time.

### Requirements:

- Client income level is below the government's guidelines.
- For Sheridan Market: Client lives in our service area: North on the south, Lake Shore Drive on the east, Western on the west, and Bryn Mawr on the north.
- If a client does not live in our service area, please tell them to contact Greater Chicago Food Depository at (773) 247-3663 or [www.chicagosfoodbank.org](http://www.chicagosfoodbank.org) for a referral.
- You can find more information at [www.lakeviewpantry.org/get-food/requirements](http://www.lakeviewpantry.org/get-food/requirements).



### Services:

#### Food

- Each household may come in for a full allotment of food once a month.
- Clients may come in for produce and bread once a week.

#### Social Services

- Case management services
- Job search and support
- Emergency financial assistance

#### Mental Wellness Services

- Free mental wellness support for individuals, couples & groups

For more information, please call (773) 525-1777 or visit [www.lakeviewpantry.org](http://www.lakeviewpantry.org).



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## Other Ways to Help Lakeview Pantry

Thank you for your support!

- **Donate Now:** Plus, ask your employer if they will match your donation. You can also sign up to become a Pantry Partner, donating on a monthly basis. To make a donation, visit [lakeviewpantry.org/donate](http://lakeviewpantry.org/donate) or contact us at [development@lakeviewpantry.org](mailto:development@lakeviewpantry.org) to learn about our Annual Fund and how your donation makes a difference!
- **Fundraise for Us:** Host an event to benefit Lakeview Pantry or launch a personal campaign to raise money from your friends and family. For more information, visit [www.lakeviewpantry.org/fundraise-for-us](http://www.lakeviewpantry.org/fundraise-for-us) or contact Ashley Friend at [ashley@lakeviewpantry.org](mailto:ashley@lakeviewpantry.org), (773) 525-1777 ext. 225.
- **Plan a Food Drive:** Help us keep our shelves stocked by planning a food drive. For more information, visit [www.lakeviewpantry.org/host-a-food-drive](http://www.lakeviewpantry.org/host-a-food-drive) or contact Bill Thomas at [bill@lakeviewpantry.org](mailto:bill@lakeviewpantry.org), (773) 525-1777 ext. 213.
- **Become a Sponsor:** Whether you represent a corporation, grocer, or are an individual donor, we have various sponsorship opportunities available that offer you recognition at our events, on our website and at our new building. To learn more about our sponsorship levels and the opportunities available, visit [www.lakeviewpantry.org/ways-to-help/corporate-sponsorship-opportunities](http://www.lakeviewpantry.org/ways-to-help/corporate-sponsorship-opportunities) or contact Angie Davis at [angie@lakeviewpantry.org](mailto:angie@lakeviewpantry.org), (773) 525-1777 ext. 222.
- **Connect with Us Online:** Sign up for our e-newsletter at [www.lakeviewpantry.org/news-events](http://www.lakeviewpantry.org/news-events) and follow us on Facebook, Twitter, Instagram and LinkedIn @LakeviewPantry!

We are grateful for your support, and we want you to stay in touch!

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