



WELCOME TO LAKEVIEW PANTRY!

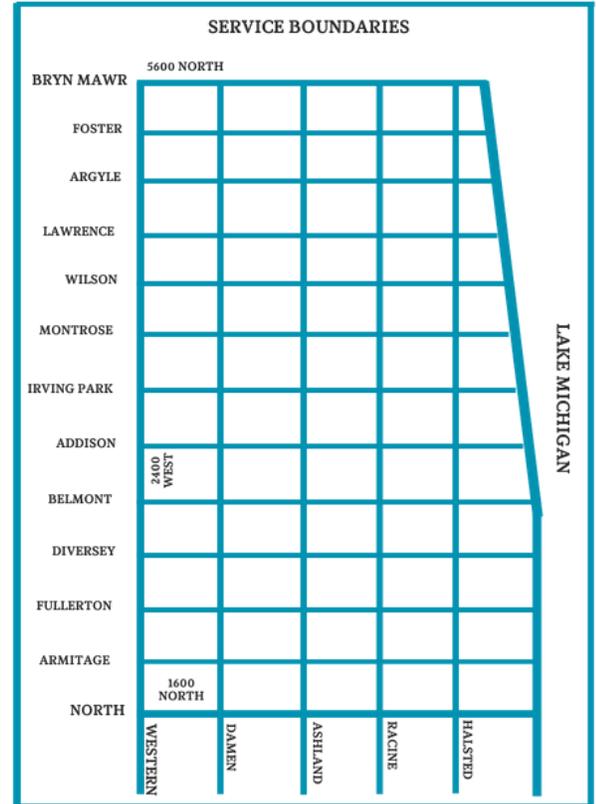
Requirements for Food Assistance:

- 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:

Get Food

- **Sheridan Market**
 - Each household may come in for a full allotment of food once a month, and for additional produce once a week.
- **Home Delivery Program**
 - For disabled & elderly clients who cannot physically come into the Pantry. Application required. If eligible, you may receive food once a month.
- **Online Market**
 - Each household may place an order online and pick up a full allotment of food from one of our sites once a month, and visit the Sheridan Market for additional produce once a week.



Mental Wellness Services

- We offer individual, couples & group counseling, focusing on crisis stabilization and connection to long-term mental health services as needed.

Social Services

- For individuals living inside and outside of the Lakeview Pantry service area.
- Services include: one on one support with a caseworker; assessment and referral to local resources; public benefits assistance; job search and support; mental health counseling & more.
- If you have an infant or toddler, please ask us about diapers, baby food & formula. Our inventory changes daily based on donations so we cannot guarantee anything. For children age 0-12, you may be able to apply for additional items such as backpacks, school supplies, toys, and books.



LAKEVIEW PANTRY

Food for Today, Hope for Tomorrow

www.lakeviewpantry.org

773-525-1777

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 on the counter. We may not be able to give you substitutions.
- Please note, we serve all clients one time. If a client is out of our service area, we will refer them to a closer pantry near their home address.

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

3945 N. Sheridan Road
Chicago, IL 60613
773-525-1777

Monthly Food Distribution
M/W/F 11am - 4pm
T/Th 5 - 7:30pm
Sat 11am - 3pm

Weekly Distribution (Produce)
M/W/F 2 - 4pm
T/Th 5 - 7:30pm
Sat 1 - 3pm

Drop-In Case Management
M/W/F 12 - 4pm
T/Th 5 - 7:30pm



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
- Memorandum of understanding from approved partner agencies
- **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



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 (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

- **Home Delivery Manager:** Eva Trampka eva@lakeviewpantry.org x224
- **Manager of Pantry Programs:** Carrie McCormack carrie@lakeviewpantry.org x210
- **Pantry Coordinators:** Angela Cimarusti, Sarah Beck, Minerva Perez, Katy LeDuc, Lara Scott pantrycoordinators@lakeviewpantry.org x217
- **Online Market Coordinator:** Esther Lindor onlinemarket@lakeviewpantry.org x231
- **Manager of Social Services:** Colleen Montgomery colleen@lakeviewpantry.org x216
- **Director of Programs:** Jennie Hull jennie@lakeviewpantry.org x214

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