



# UPDATED Client Service Information

Effective July 1, 2018

<b>Distribution Hours:</b>	Monday	1:00-5:00 PM (must be checked in by 4:30 pm)
	Wednesday	1:00-4:00 PM (must be checked in by 3:30 pm)
	Friday	1:00-4:00 PM (must be checked in by 3:30 pm)

- Doors open at 1:00 PM.
- If you choose to arrive before 1:00 pm, prepare for various types of weather conditions. The doors will remain locked until 1:00 pm.
- Numbers will be distributed to clients in line at 1:00 PM based on the order of arrival at the front door.
- Only one number will be given out per client unless you are authorized to pick up groceries for another client.
- You will lose your place in line if you are not present when your number is called.
- **All clients must be checked in by 4:30 PM on Mondays and 3:30 PM on Wednesdays and Fridays. If you arrive after the last check in time, you will be asked to return on the next distribution day.**
- If you are in dire need of emergency food outside of the State College Food Bank's regular distribution hours, please go to the emergency Food Pantry located at 410 South Fraser Street, State College.

## Referrals

Please notify the Food Bank of any changes in your household information. Some changes might require obtaining a new referral. A new referral will be required if you wish to add people. We highly suggest going to the original referring agency to add new household members. The only exception to this rule will be the birth/adoption of an infant.

## Other Services and Programs:

### "Free Shelves"

Supplement your monthly grocery supply by visiting the "free shelves" in the front lobby at the Food Bank on Monday, Wednesday, and Friday mornings between the hours of 9:00 am and 12:00pm. Free food items are put out on shelves that may include: produce, past-date bread and bakery items, past-date canned goods or other food product (within one year of expiration), and other bulk grocery items. You are welcome to stop in and "shop" from these shelves, but please take only what your household will consume, and **bring your own grocery bags**. The Food Bank will not provide bags. All free product is "take at your own risk."

### Next-Service-Date Reminder Cards

During check-in, every household is given a reminder card for their next service date. Please be sure to keep your reminder card in a safe place. If you misplace your reminder card and call the Food Bank to ask about your next service date, **we may not be able to provide an immediate response**. In that case, you will be asked to provide your name and telephone number, and a Food Bank representative will call you back within 24 hours to confirm your next service date.

## Reminders:

- Please be respectful to others, whether inside or outside on the State College Food Bank property.
- Smoking is not permitted inside the building, outside in the parking lot, or anywhere on Food Bank property.
- Individuals are not allowed to sit in the lobby during the morning when the "Free Shelves" are out.
- You are responsible for supervising your children at all times. Children are not allowed to ride in the shopping carts.