

# Client Policies

The Sherwood Shares Food Pantry warmly welcomes you to the food pantry and hopes that your experience with us is a positive one. Staff of the Sherwood Shares Food Pantry have created the following guidelines to provide you with information on what you can expect during your visit.

## Upon Arrival

- The Sherwood Shares Food Pantry opens its doors no sooner than 15 minutes before its scheduled opening. Those who arrive after closing time will have to return during the next pantry opening. Upon your initial visit an intake form must be completed and subsequently annually thereafter.
- A list of available items will be given to you. Please complete the form and return it to the volunteer to help assist you in getting your items. Delivery and mail options are available for those that reside in the 58782-zip code.
- Clients will be served in the order that they arrive.
- Please do not help yourself to anything on the shelves. Once you have completed your request form someone will assist you in gathering your items.

## Registration

- An intake form is required with your information.
- Please have a seat in our waiting area until your name is called.

## Obtaining Your Food

- When volunteers have filled your bags, they will be put in a wagon and brought up to the porch outside. This amount corresponds to the number of people documented in your family and County and State guidelines.
- Please understand that the Sherwood Shares Food Pantry cannot accept shopping lists. However, you may ask volunteers for your top two household needs and every attempt will be made to meet this need based on availability of the items and family size.

## Expectations for Behavior

- We are a Smoke Free Facility, there is to be no smoking anywhere on the property.

- The Sherwood Shares Food Pantry requests that all pantry participants behave appropriately and treat all staff, volunteers, and other pantry participants with respect and dignity. If you are unable to respect this policy, then pantry staff or volunteers – under the guidance of the supervisor on duty – will have no choice but to ask you to leave.
- At no time are any food pantry participants allowed to bring alcohol, drugs or weapons of any kind into the Sherwood Shares Food Pantry.
- Seating is provided at the Sherwood Shares Food pantry by the Senior Center. Please respect chairs and other property as replacements are costly and detract from the food pantry budget.
- Once you have been served you may not return to ask for other items.
- You may request items from the Sherwood Shares food pantry twice monthly.

## Grievances

Any and all grievances should be issued in writing to:

Sherwood Shares Food Pantry

PO Box 188

Sherwood, ND 58782

A grievance form may be obtained from the Sherwood Shares Facebook page

Please be as specific as possible regarding the issues that occurred, this includes unfair treatment, food issues and shortages.

All issues will be investigated and dealt with on a case by case basis.