

Food Pantry Policy

The purpose of the food pantry is to assist families and individuals in need of food support.

Before receiving food, a client must:

1. Complete a **Client Registration Form**
2. Provide **Photo ID**
3. **Letter of Consent – if applicable**
4. Every year starting in July you must re-register if you wish to continue in the program.

How do I qualify to get food?

- Reside in one of the following cities:
Irvine, Newport Beach, Tustin, Lake Forest, Mission Viejo, Aliso Viejo, Laguna Hills, Laguna Niguel, Rancho Santa Margarita, Dana Point, and all other South Orange County cities.
- If you are not a resident within our coverage area, please ask the front desk for organizations which may assist you. You may also call 2-1-1.

How do I receive food and how many times may I access the food pantry?

- Please make an appointment prior to food pick up. Food appointments are available on **Tuesdays, Wednesdays and Thursday** between the hours of 9:20am-4:30pm.
- You may pick up food no more than one time per month, letting **30 days lapse between visits**. Please call **(949) 552-2727** to schedule an appointment.
- Emergency food is available if clients need food before their 30 days between appointments has lapsed. Emergency food is available any time during open business hours.

What will happen when I show up to receive food?

- 1st Visit
 - We will collect information about you and your family/household. We collect this information to create your food pantry file and assist you in identifying other needs.
 - You will be asked to sign-in and complete the Registration Form.
 - We will make a copy of your Photo I.D., which will be kept in your file.
 - Also, you will meet briefly with one of our volunteers. During this visit you will receive information about the Food Pantry and other programs available at Families Forward. Feel free to ask questions or obtain additional resources.
- Ongoing Visits
 - After scheduling your appointment ahead of time, please report directly to the food pantry for your food appointment (if your documentation is up to date and you have a scheduled food appointment). You will sign in and show your photo ID at the food pantry.

Is there any other information I need to know?

- Food allocations are prepared in advance and subject to availability. In consideration of our clients, please contact us if you need to cancel or reschedule your appointment. This will enable us to accommodate another family in crisis.
- We are occasionally able to make food substitutions, but they are subject to availability. We solely depend on donations and cannot predict what food items will be donated.
- ***If you cannot pick-up food, please write a letter of consent indicating who you're allowing to pick up on your behalf. This letter must be signed, dated, and will need to be renewed every year. The person picking up on your behalf must show I.D. when picking up.***

Families Forward and our volunteers try our best to check for quality and freshness of the donated products provided to you. Although it is rare, there may be an occasion where you might inadvertently receive spoiled or expired food. If you should come across food items that you think may be spoiled or expired, please bring it to our attention so that we may remedy the situation.

I, _____, have read and understood the statement above. Initials _____ Date: _____