



## **Expectations and Information**

Our Daily Bread Mansfield Food Pantry, Inc (the "Pantry") was established in 1997 to serve fellow members of our community. Our goal is to maintain an environment which is welcoming to everyone as we minister to each other, by supplementing food and household goods to those in need.

We are an all volunteer managed Pantry. We rely on our caring volunteers to operate the Pantry successfully. We recognize and are extremely grateful for the time and talent of our many volunteers.

The Pantry welcomes you and hopes that your experience with us is a positive one. We have created this document to provide you with information on what to expect during your visit.

### **Expectations:**

We expect that you will treat all volunteers and other clients with respect and dignity. No disorderly or threatening behavior towards our volunteers or other clients will be tolerated at any time. No drugs or alcohol, or anyone under the influence will be tolerated on the premises at any time. Persons suspected of being under the influence or being disorderly or threatening, will be asked to leave and may be prohibited from returning to the Pantry in the future.

In order to receive food and household items from the Pantry, you must be a Mansfield resident. You must provide proof of Mansfield residency in the form of a bill or first-class piece of mail, dated within the past 60 days with your name and address on it. The Pantry re-registers and re-verifies residency of all clients annually, usually in the fall. You may use the Pantry, once a week, for as long as you need.

### **Confidential Information:**

All of the information you provide to us is strictly confidential. Client counts are used to apply for various grants and to report monthly to the Greater Boston Food Bank. If there are any changes to the information you give us, please notify us immediately so that we may update our records.

### **Shopping:**

Once registered, you will receive an email on Sunday afternoon with links to our online order form and available Thursday appointments. There are two ways to shop, and 3 sets of hours of distribution.

- 1) You may shop by placing an online order. Our volunteers will bag your groceries and you will pick them up on Thursday. The online order form contains non-perishable food items only. When you arrive to pick up your order, you will choose bread, dessert, fresh fruits and vegetables, dairy products, and frozen meat.
- 2) Alternatively, you may shop our aisles for non-perishable items "in person" and also choose the perishable items listed above.

In either case, our volunteers will accompany you through the various stations and will assist you with your groceries.

### **Hours of Operation:**

The Pantry is open on Thursdays from 10:00 a.m. – noon, and 5:00 - 7:00 p.m. You must make an appointment to come to the Pantry on Thursdays (drop-ins are not permitted). If you don't have online access, you may call the Pantry to make an appointment. Please note that appointment times are limited and fill up quickly. Please call the Pantry between 1:00 p.m. Sunday and Monday afternoon to make an appointment. Appointments are on a first come, first served basis.

We are open on a first come, first serve basis on Saturdays between 9:00 a.m. – 11:00 a.m. If our volunteers are ready, we may open prior to the scheduled time.

When you arrive at the Pantry, please check-in with the volunteer and remain in the waiting room until it is your turn. You are not permitted to shop until after you have been checked in.

### **Limitations:**

The food you receive is supplemental. Please take only what you need and be respectful of those shopping behind you and of any limits that are established (either as noted on the shelves or presented to you by our volunteers). If you rely on the Pantry for all your food needs, please let us know. We may be able to direct you to other sources for help.

The items that you receive are for your use and for the members of your household that you included on your registration form. The re-sale or exchange in any way of any food or item received from the Pantry is strictly prohibited. If a neighbor or friend is in need of food, ask them to email or call us to register.

It is important to remember that the Pantry is a precious resource which could be closed at any time if members of the community are uncomfortable coming here for food or if volunteers choose not to assist due to unpleasant exchanges at the Pantry. We welcome your assistance in ensuring that the Pantry remains a welcoming and enjoyable resource in the community.

### **Gift Card Policy:**

Our Daily Bread Mansfield Food Pantry ("the Pantry") has, on occasion, been the recipient of gift card donations to assist in supplementing the food needs of our community. To be eligible to receive a gift card from the Pantry, recipients must be **completely registered with the Pantry seven days prior to the distribution date of gift cards.**

To register with the Pantry, you must be a Mansfield resident, complete a registration form, and present a First Class mailing (dated within 60 days) confirming your Mansfield address. Everyone is required to register with the Pantry annually.

### **Questions?**

If you have any questions, please contact us:

- General information and to register: [info@mansfieldfoodpantry.org](mailto:info@mansfieldfoodpantry.org) or 508-339-1343
- Online ordering and appointments: [maria@mansfieldfoodpantry.org](mailto:maria@mansfieldfoodpantry.org)

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