



## **Food Pantry Frequently Asked Questions (FAQ)**

**Q: When is the SOS food pantry open?**

A: Tuesdays 1:00 pm-6:30 pm and Wednesdays 9:00 am-1:00 pm

**Q: Do I need an appointment to receive food from the food pantry?**

A: No, but you will have limited access to food. Visitors without an appointment can get produce, bread and canned goods. If you would like access to meat and additional canned goods, please call 734-484-9945 on Thursday or Friday to make an appointment.

**Q: How often can I come to the food pantry?**

A: You can come to the food pantry weekly to access fresh produce and limited canned good items. Also, you can schedule 12 appointments a year, which gives you access to the full pantry to get meat, bread, canned goods, personal care items, in addition to fresh produce.

**Q: What types of foods will I receive?**

A: Fresh produce, canned goods, bread, sometimes dairy (depends on availability) and other donated food. On average, each family leaves with 30 pounds of food for the week.

**Q: What is the difference between a full pantry appointment and a food walk-in appointment?**

A: A full pantry appointment gives you access to our meat freezers, personal care items and some extra canned goods. You may schedule an appointment 12 times a year. For a food walk-in appointment you will take a number, and get access to produce only. You may come to the food pantry as a walk-in once a week per household.

**Q: How do I schedule an appointment?**

A: Appointments are scheduled on Thursdays and Fridays for the next week. Call 743-484-9945 between 9 am and 4 pm or come to 114 N. River St. to sign up.

**Q: Do I have access to meat?**

A: Only during full pantry appointments.

**Q: Are personal care items available?**

A: Only during full pantry appointments.

**Q: What documentation do I need to bring with me?**

A: You do not need any specific documentation to access our food pantry.

**Q: Can I receive diapers?**

A: Yes, a parent of the child may pick up diapers during food pantry and walk in hours.

**Q: Do you have bus tokens?**

A: Yes, if you have a valid Fare Deal Card you may receive 2 half fare tokens 3 times a year.

**Q: If I need utilities assistance, can I get help during Food Pantry?**

A: No, please call our resource specialist on **Mondays** between 9 am and 12 pm at 734-484-5411.

**Q: Are there other days that I can get fresh produce?**

A: Any extra produce from that weeks' food pany is available on Thursdays and Fridays 9 am-4 pm.

**To ask more questions, please call the SOS Food Pantry at 734-484-9945.**