

Loaves & Fishes Food Pantry, Inc.

Client Code of Conduct

To ensure the safety and comfort of everyone at Loaves & Fishes, as a client I agree to:

- Treat staff, volunteers, and other clients with dignity and respect.
- Be honest and cooperative with staff and volunteers.
- Respect Loaves & Fishes' property and follow the guidelines and policies of the pantry, which I have received.

The following list of behaviors while at the pantry will result in losing the privilege to shop at Loaves & Fishes:

- Physically or verbally abusive behavior.
- Attending the pantry under the influence of alcohol or drugs.
- Sexual or other unwelcome harassment.
- Possession of weapons or firearms on Loaves & Fishes property.
- Any inappropriate conduct.

Loaves & Fishes reserves the right to refuse or adjust services to any client who demonstrates a danger to themselves or others, or who requires services beyond the scope of our agency.

Please see our Counselor with any questions.

Loaves & Fishes' mission is to provide nutritious food, in an atmosphere of kindness and respect, to individuals in need who reside in Ayer, Devens, Dunstable Groton, Harvard, Littleton and Shirley

1/2020



**Serving the residents of
Ayer, Devens, Dunstable,
Groton, Harvard, Littleton
and Shirley**

**Open Pantry Hours:
Every Wednesday and Friday
9:45AM to 12:30PM**

**First and Third Saturday
9:00AM to 11:00AM**

**Second Tuesday of the month
6:00PM to 8:00PM**

- If the Ayer/Shirley School District is delayed or closed due to inclement weather, L&F will be closed. For pantry closings, call us or check our website.
- Pre-packed groceries are provided if you arrive in the last 30 minutes of a session.
- Please call our Counselor for assistance.

234 Barnum Road, Devens, MA

(978) 772-4627 x 312

<https://loavesfishespantry.org>

Requirements

- Live in Ayer, Devens, Dunstable, Groton, Harvard, Littleton or Shirley.
- A valid POR (proof of residency) **each time** you shop at the Pantry. A proof of residency is a letter or document from an organization, such as a utility bill, with
 - your name
 - residential address
 - a recent date
 - Digital POR is accepted**
- Annual POR for each member of the household. A valid POR for children includes:
 - school papers
 - medical papers
 - lease with child's name
 - Digital POR is accepted**We do not accept:
Social security cards, birth certificates, or picture IDs.

Failure to provide an Annual POR for a household member will result in the removal of that member from your household.

We reserve the right to ask for POR for any household member at any time throughout the year.

Services

- Shop for groceries at the Pantry twice a month.
- Milk vouchers valid at Shop and Save in Ayer.
- Thanksgiving and Holiday distribution.

Shopping for another client

You may shop for another client with their proof of residence and a note giving you permission to shop.

Help us “Go Green”

You may get an extra item from a special “Green” shelf if you bring 5 reusable cloth/canvas grocery bags with you each time you shop.

Confidentiality

Any client information given to L&F is confidential and will not be shared without your written consent, except when there is a threat of harm to yourself or others or as required by law.

Expectations

- Parents must keep children under the age of 18 supervised and with them at all times.
- No food or drink while shopping. Only covered drinks are allowed in the waiting room.
- No cell phone use in the facility. Please take emergency calls outside.
- Absolutely no smoking anywhere on L&F property.

Violation of any of these expectations may result in being asked to leave the Pantry.



Client Parking

Clients may park in our lot or on the street. Please do not park in the bike lane or at the Post Office during business hours. Handicapped parking is available in the designated spots in the Post Office Parking lot.