



“Food for Thought”

Client Newsletter

April 2010

Welcome to Loaves & Fishes! We pleased to be able to serve residents of Ayer, Devens, Groton, Harvard, Littleton and Shirley. We hope that this newsletter will help you to understand how the pantry operates and what we are able to do to help you.

Opening Admission Policy

The doors to the pantry open at the following times:

Wednesday & Friday 9AM

Tuesday evening 5:15PM

Saturday morning 8:00AM

We have implemented a lottery system to determine the client order and token numbers when the pantry opens. Each driver/individual client will pick a random token based on the number of people in line when the doors open. If you are a passenger you will not pick a token. You will shop after your driver and be given a number such as 10a, 10b.

This means that being first in the parking lot does not mean that you are the first served at the pantry. We hope that this will allow you to use your time more effectively and make the entry process fair for all the clients.

If you arrive at the pantry after the lottery is over, you will take a token from the Greeter as usual based on the number of clients already in the pantry.

Please see the Client Advocate if you have any concerns about this policy.

Clerk's Office

The clerk's office has been moved into the conference room. When entering the building please head to the waiting room. You will be called to see the clerk through the door in the Steward's area closest to the bulletin board. Please follow the posted signs.



Please put your cell phones on silent or vibrate while you are in the pantry. Please use them only to call for rides or for emergencies.



Help Us Go Green!

We spend a lot each year buying paper bags to pack groceries in. Please help us save that money for food by bringing in your own recyclable cloth bags to pack your groceries in. If you have three cloth bags with you, you can pick an item off of our special “GREEN” shelf. We hope that in the future, everyone will have at least four bags for their own groceries.

From the Stewards' Desks

Household POR's Needed

We ask everyone to bring in annually a proof of residence for each person in the household. If you do not bring in one for a person, that person will be removed from the household and will not be eligible for services. Talk with a Steward if you have questions about what can be used for an annual POR for a household member.

Be sure to bring your own proof of residence with you every time you come to the pantry.



For the safety of your children, please keep them with you at all times. Do not leave them unattended in the waiting room or let them go to the bathroom alone. Children age 12 and under must go with their parent through food distribution. Children age 13+ should wait in the waiting room while their parent shops.

No Smoking, Please



Smoking is not allowed anywhere on the L&F property. If you must smoke, please do it inside of your car or off the property.



Welcome to the Clothing Room!



You are welcome to browse in the clothing room after you have checked in with the clerk and received a clothing room pass. Please observe these guidelines:

- Limit the amount of time you spend there to about 10 minutes.
- You may take 2 small grocery size bags of clothing. If you need more, talk to the steward about it first. **YOU MAY ONLY TAKE CLOTHING FOR YOURSELF AND MEMBERS IN YOUR HOUSEHOLD.**
- Keep children with you. Don't allow them to play under the racks.
- Please put clothing back on the racks if it falls on the floor.
- Put hangers in the boxes that are available for that purpose.
- If you need to leave to talk with the steward or shop before you are done, ask for a "Return Clothing Pass" from the attendant and leave your bags of clothing in the room.
- The clothing room closes 30 minutes before the end of the open session.

Food Safety

Our frozen meats with store labels must be thawed in the refrigerator and cooked 12-24 hours after thawing. Items on our shelves have been checked and are safe to consume in accordance with State safety standards.