

Bethlehem Lutheran Church Food Pantry
Guidelines for receiving food orders

1. Due to the closing of the Salvation Army's call center on May 30th the following policies will go into effect starting on Monday, June 2, 2014.
2. We will serve only zip code **48910 from Cavanaugh north to the Red Cedar river and from S. Washington east to U.S. 127**. If you reside in this geographical area, you may come to our pantry for your food order. Those clients already in our system may continue to come to our pantry even if they have another zip code. All new clients will have to use these new boundaries when considering where to go for food.
3. Our days of operation are as follows: Mondays, Wednesdays and Fridays by appointment only. **WE DO NOT TAKE WALK-INS**. We are open in two hour blocks on those days and the times vary, so make sure when you call, you get the correct time for you to arrive to get your order.
4. All prospective clients, both old and new, will call Bethlehem Lutheran Food Pantry at **517-485-3613**. **You may call on Tuesdays from 9:00 a.m. to 10:00 a.m..** to schedule appointments for food orders. When calling please take note that calling on Tuesday will be for Wednesday appointments Also, make sure you are calling within the time frames mentioned above. When calling in, please adhere to the time frames mentioned as we will not take calls early. For example: if you call at 8:45 a.m. we will not answer until 9:00 a.m. in fairness to all callers. So, **PLEASE DO NOT CALL EARLY!**
5. You will be required to show two pieces of identification to receive your order, such as your driver's license and a utility bill to verify your address. Please make sure you have these in your possession when you arrive.
6. When calling, you will need to give the same information as you did with the Salvation Army. You will give your name, number and ages of those in your household and your correct address in order to receive your order. If you are picking up for somebody other than yourself, you will need a note from them, stating why you are picking up for them and their identification as well as your own.
7. **NO-SHOWS. The same policy is still in effect. If you fail to make your appointment and don't call, you will be subject to a penalty of 2 additional weeks before you can make your next appointment. Please make sure you call if you can't make it. If we receive your call, saying you can't make your appointment, you will not be penalized and can re-schedule at that time. So, please make every effort to call if you can't make it.**
8. **CANCELLATIONS**. The same policy as before. If you have to cancel, just call and we will set up a new appointment with you for the next available day we are open.
9. **Please remember that you can only get one food order every 30 days from one food pantry. If you go to more than one pantry in a given 30 day period, you are in violation of the rules and will be penalized with a 30 day suspension for the first violation, 90 days for the second and indefinitely for the third. We check with our other food pantries on a weekly basis and compare our client lists, so, duplication of services will be spotted. Please adhere to the rules!**
10. **We reserve the right not to serve you if our volunteers believe that you are under the influence of alcohol or other drugs or if you use profane or abusive language or if you become belligerent toward them.**

Bethlehem Lutheran Food Pantry
549 E. Mt. Hope Ave.
Lansing, MI 48910
517-485-3613