



## **Guide to Our Food Pantry**

*Updated January 2022*

The free shopping-style food pantry at William Temple House, located at 2023 NW Hoyt Street in Portland, is open on Tuesdays, Wednesdays, and Thursdays from 11 am – 2pm. The pantry is available to anyone seeking food assistance. We are an equal opportunity provider and we do not require visitors to provide proof of income, residency, or citizenship in order to access the pantry.

At 10:50am on service days, we hold a lottery to randomly select the order in which clients access the pantry. We limit the number of shoppers in the pantry at a time for safety.

At the start of the lottery, you will be given one half of a ticket, and the other half will be placed in a container for the drawing. We will mix up the tickets in the container and pick them out one at a time. When the last three numbers on your ticket are called, that means it is your turn to check in at the front desk.

At the front desk, we will ask you for your name and the number of people you are getting food for. If this is your first time visiting the food pantry, we may ask you to fill out paperwork for Link2Feed, our online tracking system. You may also choose to sign in anonymously.

Once you are signed in, we will give you a form that includes your name and a number. This number will mark your spot in line. The first person in line will be given #1, then #2, and so forth.

A staff member will call out each number in order as space becomes available in the food pantry. You may have a seat in the lobby or wait outside for your number to be called.

When your number is called, you will be directed to the food pantry located in the basement. In the pantry, we will ask you to select any hygiene supplies or household items you would like at the front table. Then you can grab a shopping cart and pick out your groceries.

## **William Temple House Food Pantry Frequently Asked Questions**

### **Why is there a lottery held in the morning?**

The lottery system, which involves using tickets to randomly select the order clients shop for food in, is a way to make the food pantry accessible for everybody. We use the lottery system so that people do not need to line up early in the morning to save their spot in line, to avoid disagreements about the order people arrive in, and to give people who are unable to wait in line before opening a chance to get an early shopping time.

The lottery is held at 10:50am on service days for everyone here at that time. Clients arriving after the lottery has ended will be served on a first-come first-served basis.

### **How long are wait times for the pantry?**

Wait times to access the pantry are dependent on the number of people who come in each day. Some days it may take 5 minutes for your turn to come up, while on busier days the wait may be an hour or more depending on your place in line. There are typically about 18-22 people who shop in the pantry each hour. We ask that everyone takes the time they need to pick out their food, while also being courteous of the people waiting for their turn behind them.

Typically, the beginning of the month tends to have shorter wait times than the end, and Thursdays tend to be the least busy day of the week.

If the anticipated wait time does not work with your schedule, you are welcome to step out after you have checked in at the front desk and return to shop by 1:45. Alternatively, you may request to make a shopping list at the front desk, and a member of our team can bring the food up to you in the lobby. This process is typically has faster wait times.

## **What types of food are available?**

The food pantry is stocked with an assortment of fresh produce, meat, dry goods, frozen foods, dairy products, and ready-to-eat items. Since most of our food comes from donations, the specific items we have can look a little different each day.

## **How much food will I have access to?**

We aim to put as few limits as possible on food items so that you can pick out exactly what works best for you. In some cases, we do have limits on food items so there will be enough for everyone who is shopping each week.

Most items we offer are donated, which means that some days we may have a lot of a certain item, and other days we may have less available or none at all. Clients are always welcome to take as much produce as they need, and we remove limits on other items whenever we can.

## **How do I request an ADA accommodation?**

Our staff are happy to assist you while you are at William Temple House. Please let us know how we can help. Staff members are available to shop for you based on your specific requests, help carry items up and down the stairs, or assist you in accessing food in other ways.

**Stairs:** For stair-free access to the lobby, you may use the side door of the building that is located off the parking lot. The food pantry is located in the basement of our building. Physical access to the pantry requires travel down two flights of stairs. We do not have an elevator.

**Lighting:** The pantry is lit using fluorescent overhead lights and spotlight-style accent lights. The accent lights may be turned off upon request.

**Scents:** Due to the nature of the pantry, we are unable to ensure a scent-free environment.

**Parking:** There is an ADA parking spot located at the end of the parking lot reserved for vehicles with a Disability Placard. Metered parking is available on the street.

To discuss your needs further or make additional requests, please talk to a staff member, email us at [kryan@williamtemple.org](mailto:kryan@williamtemple.org), or call (503) 715-0320.

### **Do I need an ID to access services?**

No, IDs are not required to access the food pantry. We will ask you for a name to check you in, but no proof of identification will be requested. You may also choose to sign in anonymously if that best suits your needs.

### **Should I bring anything with me?**

Some people find it helpful to bring reusable bags, carts, or other items to pack and transport their groceries in. We typically have boxes and paper bags available in the food pantry if you choose not to bring your own.

### **What COVID-19 safety precautions are being taken?**

Everyone is required to wear a mask while in the building and stay 6 feet away from those around them. We are limiting the number of people inside at one time to allow for adequate spacing. The chairs in the lobby have been spread out, and air purifiers are running throughout the building. We will continue to monitor the situation, make changes as needed, and welcome feedback on how to improve.

### **I have another question not answered here.**

For more information, please contact Kevin Ryan, Director of Social Services, at [kryan@williamtemple.org](mailto:kryan@williamtemple.org) or (503) 715-0320.