1. Print out 20-30 sheets of the “**Client** Pantry Phone Intake During COVID-19” forms.
2. Print out Food Box contents after making sure everything on that sheet is available, if not make the required adjustments. For more information, please check the “food box examples” and the “tips” sheets.
3. Open up the google docs “Food Pantry Sign-in” sheet, link can be found in the G drive.
4. Make sure that carts are clean and ready for the beginning of the day, each cart will be used to fulfill one order.
5. We start taking phone calls at 10:00 am. Appointments can be set up from 10:00 am-2:00pm, time slots are very 10 minutes.
6. Once you receive a phone call from a client who is interested in coming in for this day you can fill out a Client sheet. Intake is done on the phone and make sure you notify the client that no one is allowed inside the building and that they need to use our intercom to talk to the receptionist.
7. Forms need to be organized chronologically depending on the pickup time slot.
8. The Client form needs to be taped on one of the carts, that cart will be used to fulfill the client’s order from the food we have in the pantry (some prepackaged bags for dry goods are already prepared from the previous day and can be found in the conference room).
9. Bagging area is currently held outside the pantry.
10. Once the food is bagged the cart needs to be rolled down to the front desk area, the receptionist will make sure the food is given to the correct family and that the cart is cleaned.
11. The client sheet needs to be marked as “picked up” and sent back to the pantry along with the cart, the receptionist needs to check the “Picked up” box in the google docs form.

**Walk-ins**

Any client that does not make an appointment and comes to the building in need of food can be given prepackaged bags, these bags are housed in the room across of the front desk. The receptionist is to type in the information needed on the bottom of the same-day google docs sheet.