

Client Expectations

Food Pantry

- Enter through the Northwest door.
- Do not park in the building's loading area on the North or east side.
- Present a Warren County ID or a recent utility bill with your name and address.
- Check-in at the front desk.
- Enjoy gathering your bread and bakery items.
- Please be mindful of others and take what you need.
- Animals-No pets allowed. Service animals specifically trained to aid a person with a disability are welcome. Emotional support animals are not permitted.
- We do not turn away anyone, the computer data collection does not determine food availability.
- Notify our volunteers if you are walking or on a bike.
- If you do not have a refrigerator or freezer, let us know, and we will help you select food accordingly.
- Please be patient as you are waiting, an order can take 20-30 minutes to fill.
- The food you are given is for you and your family.
- A volunteer will help you bring your groceries to your vehicle.
- Return all grocery carts to the Food Pantry.
- Ask questions if you do not understand the policies.

Thank you for visiting the food pantry. We are honored to serve you!

Client Expectations

Clothing and Household Items

- Enter through the Northeast door.
- Do not park in the building's loading area on the North or east side.
- Present a Warren County ID or a recent utility bill with your name and address.
- No shopping carts, wagons, or unoccupied strollers are allowed.
- Please take only what you and your family need and will use.
- Please be respectful of other clients.
- Our volunteers work very hard to provide you with the best clothes and products, please be respectful and do not throw anything on the ground.
- The Helping Hand does have the right to limit the number of items per person or family.
- Animals-No pets allowed. Service animals specifically trained to aid a person with a disability are welcome. Emotional support animals are not permitted.
- Remember that our mission is to serve you, it is not the intention of our donors that items will be removed from the Helping Hand and SOLD in and capacity.
- Some items may be reserved for our monthly sale which pays for our monthly bills so we can continue to support our community.

Thank you for shopping with us!

**The Helping Hand Food and Clothing Pantry
Of
Warren County**

CLIENT HANDBOOK

**109 East Clinton
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Facebook: The Helping Hand of Warren County

Website: warrencountyhelpinghand.com

Mission Statement:

Compassionately cultivate community and provide essential needs and resources such as food and clothing, household items at no cost to them.

This institution is an Equal Opportunity Provider

Revised 2024