

IMPORTANT CLIENT INFORMATION

PLEASE READ ALL CAREFULLY!

DISTRIBUTION MINISTRIES

336-751-1060; 336-753-8081

1. **Hours:**

- A. If the front gate is closed when you arrive, please drive on – do not pull in and wait in front of the locked gate, or wait in a line in the middle of the highway – this is *very dangerous* to you and to others. Many times serious accidents have almost occurred because of these two situations.
- B. Clients need to be at Storehouse:
 - 1. **Mondays, Wednesdays, Thursdays: 8: 30 AM**
 - 2. **Tuesdays: 12:30 PM**
 - 3. **Wednesdays: SENIORS ONLY (65+): 1:30 PM**
(Seniors, may, of course, come at the normally scheduled hours if they choose.)
Occasionally, a receptionist may not be able to come in until 9 AM (or 1 PM on Tuesday) to unlock the lobby doors – please be patient – she will be here.
- C. Pushing, shoving, breaking-in-line, or getting a number for another family is not allowed.
- D. Please have your Storehouse ID card out and ready to give to the receptionist upon arrival. (Once you receive a card on your initial visit, you need to keep it in your wallet and *bring it each time you come* – to sign in, to get your food, etc.)
- E. We are a completely volunteer ministry, with no paid staff. Many of our volunteers are elderly and are able to only work a three hour shift. We will do our very best to see as many clients as possible and will make sure no one goes without at least an emergency food bag. Please be patient with us as we attempt to serve you.

2. **Sign-In Numbers:**

- A. **Orange numbers** are given to Davie County residents
- B. **Purple numbers** are given to out-of-county residents
- C. **Pink numbers** are given to clients who 1) came in after 9:30 AM on Monday, Wednesdays, and Thursday, or after 1:30 PM on Tuesday – *regardless of county*, or 2) have come in after we have reached the number of clients we can reasonably see in a shift (eight clients per interviewer). We will do our best to help you – however, *there is no guarantee you will receive more than an emergency food bag. If this happens, you may, of course, come back the following day and try again.*

3. **Order of Being Interviewed:**

- A. Davie County clients are interviewed first.
- B. Out-of-county clients are interviewed after Davie County clients have been seen.
- C. Clients with pink numbers (*regardless of county*) are interviewed after the Davie County and out-of-county clients have been interviewed.

4. **Return Vouchers:**

- A. Clients who *leave the interviewer's office after 11 AM*, are able to get food only; if they wish, they will be given a Return Voucher to come back for clothing within the next seven days without having to wait to be seen.
- B. *Return Vouchers are good only for the return date listed on the voucher* – they are *not* good after the return voucher date has passed.

C. Clients with Return Vouchers:

1. Need to be at Storehouse at 9 AM Mondays, Wednesdays, and Thursdays; 1 PM Tuesdays
2. Do not need a sign-in number
3. Must first check in at the Receptionist Desk.
4. Are not eligible for food orders or food in the shopping area on the date of their Return Voucher.

5. **Out-of-County Clients:**

Davie County is the second smallest county in North Carolina. We have eleven counties coming to us for help – six of them on a regular basis. Keeping enough food to feed everyone is a daily battle. During your first visit, your interviewer will give you a list of places in your own county where you can receive food. We ask you to please help us by first going to the places in your own county for food before coming to Storehouse.

6. **What to Bring to the Interview:**

- A. On a client's first visit, they need to bring 1) ID and 2) proof of residency (ex: a current electric bill). *If the client did not know to bring proof of residency on the first visit, they may bring it on their second visit.*
- B. **EVERY VISIT**, clients **MUST** bring **proof of gross income for their ENTIRE HOUSEHOLD** (past four weeks of check stubs) (if there has been any income). If there are more than two households in the home (ex: the various families do not eat together, do not store their food together, *and the client is requesting help only for those in their family*, the client does not need to bring the income of the other families in the household.)
If a client receives **cash income**, they **MUST** bring either 1) a dated and signed note on letterhead from their employer stating what they made in the past four weeks **or** 2) keep an ongoing record of incoming financial earnings in a spiral notebook (*not* on a single sheet of paper) recording the name of the person in the household receiving cash, date the money was received, amount received, and from whom the cash was given- each person in the household who receives *any* cash income needs to do this each time they are paid – regardless of the amount.

7. **Holiday Programs for Davie County Residents**

- A. We start signing up mid-September for **Thanksgiving** (families) and **Christmas** (children (newborn through 12th grade) and seniors (age 65+)).
- B. **Clients must pick-up request forms to fill out before being interviewed on a Friday morning.**
 - 1) Forms must be **completely** filled out in English *before coming for the interview.*
 - 2) Parents are responsible for being sure all requests are **in-expensive**, non-violent, non-occult, and appropriate for a Christian ministry to give out. Please go to the stores and check out your children's requests for costs and appropriateness *before* you fill out your papers.
- C. Clients must bring proof of gross income for the past 4 weeks (if there has been any income) and **MUST BRING PROOF OF RESIDENCY** (ex: current electric bill).
- D. Parents who work on Friday mornings may make a Thursday evening appointment for an interview.

8. **Storehouse Rules and Guidelines**

- A. Please use Storehouse only if you are *truly in need*.
- B. You are encouraged to come no more than once a month - unless your need is critical. We do not want anyone to go hungry.
- C. **No items received from Storehouse may be sold or given to another family** – a report or suspicion of a client doing so can be grounds for permanent dismissal from the ministry.
- D. **Clients are not allowed to smoke on the premises** (building or grounds) and **cigarette butts are not to be discarded on the property**.
- E. Alcohol, drugs, and weapons are not allowed on the premises (building or grounds).
- F. **Cussing, using the Lord's name in vain, using vulgar language, or rude behavior are not allowed on the premises** (building and grounds).
- F. Clients are expected to dress modestly – no breasts, stomach, hips, etc. showing. If you come in revealing clothing, you 1) may be given a shirt to cover you, or 2) may be asked to go home to change your clothes.
- G. Parents are responsible for their children's safety at all times and are to keep their children with them at all times.
- H. Clients must ask for the items they need *during the interview*.
- I. **Clients are not allowed to eat or drink inside** the Storehouse.
- J. Clients are asked **not to leave trash on the floors, furniture, the parking lot, etc, and to not throw clothing and hangers on the floor**.
- K. Clients must check out all items they are receiving at the check-out counter before leaving the shopping area. To not do so is considered theft.
- L. Once you have checked out at the check-out counter, clients are not to re-enter the Shopping Area.
- M. Please return your shopping cart to the Shopping Area before you leave.
- N. **Dishonesty, stealing, rude behavior, selling items from Storehouse, etc. are all grounds for permanent dismissal from the ministry**. Any client who does so, will be asked to leave – 1) either to not come back again, or 2) to go before a Review Committee for a decision to be made whether the client should be put on warning, suspended for a specific amount of time, or told to not come back.

2010 Holiday Schedule (Service will not operate)

November 24th
November 25th
November 27th

December 20th
December 21st
December 22nd
December 25th
December 27th
December 28th
December 29th
December 30th

*** During December the Distribution Ministry will check phone messages in case of emergencies.**