

COMPLAINT PROCESS

After you have returned home from the food shelf, if you discover a faulty product, (spoiled, contains foreign objects, sour taste, etc...) please follow this process:

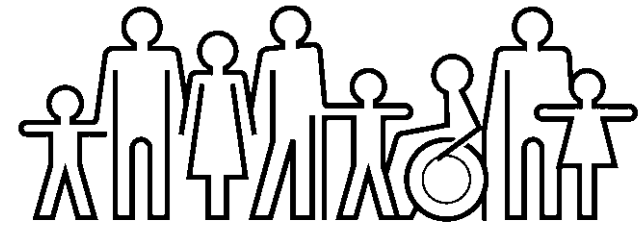
- If you have not already consumed the product, please refrain from doing so.
- Please keep any packaging from the product, (containers, plastic wrap, labels, nutrition facts, etc...)
- Call Winona Volunteer Services: 507-452-5591 to inform staff of the defect and return the product and any packaging to WVS so that we can pass on this information to appropriate distributors, companies, etc.

TOBACCO-FREE

The Winona Volunteer Services properties will be tobacco-free. Thank you for not using any form of tobacco or electronic cigarettes on the WVS properties.

www.winonavs.org

507-452-5591



Winona Volunteer Services, Inc.

Supplemental Food Shelf

Everything You Need to Know...

Important Information about the Supplemental Food Shelf (SFS):

Winona Volunteer Services (WVS) would like to make your experience at the Food Shelf a pleasant one. We are a non-profit organization existing on donations of food, money, and volunteer time. We want you to feel comfortable coming here, so if you have suggestions or experience a problem, please ask to speak to the Executive Director or call 452-5591.

We hope that you will appreciate the food that has been donated by the generous residents and businesses of our community and purchased through our area food bank.

The assistance you receive from the food shelf is meant to supplement your food budget. Please understand that the food shelf is not intended to supply all of the food needs of your household.

This handbook is a tool offered to help you understand the Food Shelf guidelines. Our goal is to serve all Food Shelf shoppers fairly and to eliminate any misinformation about the food shelf.

OTHER ASSISTANCE

- If you find that you have run out of food resources (including money), you can apply for **emergency food** through the office. You must use your Food Shelf card before getting emergency food
- If you need other types of help, please come to the office. We will do our best to connect you with **additional services**.
- We distribute Nutrition Assistance Program for Seniors (NAPS) food boxes to qualifying individuals on the first Wednesday of the month between 2:00 – 4:00pm. To qualify for **NAPS**, please come to the office and ask for more information.
- If someone age 60 years or older is listed as part of your household, you may shop on the 1st Wednesday of the month between 2 pm & 4 pm during **Senior Day**.
- If you need assistance with special dietary considerations, meal planning, or recipes, please ask to speak with our **Nutrition Educator**.
- **Food Shelf Shopping 101** is a conversation you can have with our Nutrition Educator. It will help you make the best use of the food you choose from the Food Shelf. Meal planning, budgeting and dietary needs can be part of this conversation. Call for an appointment.
- Community representatives may approach you inside the Food Shelf with resource information.

PLEASE BE CONSIDERATE...

- Make sure **your children** remain with you at all times. Children are only allowed to sit in designated grocery carts; please **request one of these carts** from the volunteers if you have small children. Please do not allow your children to run on top of the pallets or down the aisles. Any accident your child has caused to another person or Winona Volunteer Services property is **your responsibility**.
- All food you receive from the Food Shelf is intended for **your household only**. Anyone who sells, steals, or gives the food away will be **permanently** barred from the program.
- It is our intent to provide services to all of our clients in an atmosphere of respect and cooperation. In order to do this, we will **refuse to serve** anyone who displays the following: *-Physically or verbally aggressive behavior - Argumentative behavior - Use of profanity - Refusing to leave when asked -Unwilling to abide by Food Shelf policies -Under the influence of alcohol or illegal drugs*
- For everyone's protection, video **cameras** are installed in the Food Shelf, Clothes Shop, waiting room, and the exterior of the buildings.

ELIGIBILITY

- In order to qualify for the Supplemental Food Shelf (SFS) you must be a resident of Winona County.
- Your total household income before taxes must fall under the guidelines provided below:

Income Eligibility: (200% of Federal Poverty Guidelines) July 1, 2017- June 30, 2018					
Family Size	Annual Salary	Monthly Income	Family Size	Annual Salary	Monthly Income
1	\$24,120	\$2,010	5	\$57,560	\$4,797
2	\$32,480	\$2,707	6	\$65,920	\$5,493
3	\$40,840	\$3,403	7	\$74,280	\$6,190
4	\$49,200	\$4,100	8	\$82,640	\$6,887

Non-Discrimination Statement

In accordance with the Minnesota Human Rights Act and the USDA Civil Rights Regulations, Winona Volunteer Services Supplemental Food Shelf does not and will not discriminate on the basis of race, color, creed, national origin, sex, religion, age, sexual orientation, gender expression, marital status, or status with regard to public assistance, disability or political belief.

If you feel you have been discriminated against, please ask for our grievance procedure by contacting the Executive Director at 507-452-5591.

APPLYING FOR THE FOOD SHELF

- To apply for a FS card, please bring **proof of current address for all adults (18 & up) in the household.** **Examples:** utility bill, lease, tax statement, etc. Please be able to tell us all of your household income from all sources. **Examples:** wages, SSI, MFIP, Disability, Social Security, child support, or cash assistance. *(No proof of income is needed.)*
- Each qualifying household is allowed **one Food Shelf card.**
- If you have a continued need for the Food Shelf after 12 months, you will need to **renew your Food Shelf card.** At that time, you will need to bring proof of current address for all adults (18 & up) and knowledge of all household income.
- Please **do not lose your card.** We no longer issue duplicate cards. If you lose your card, you can apply for a single-use card in the office each month prior to visiting the Food Shelf. We will issue you a new card when your 12 months are up.

WHAT WE ASK OF YOU

- The Food Shelf is **staffed by volunteers.** Please be considerate of their time and arrive at least 30 minutes before the scheduled closing time. This way you will have enough time to shop.
- It is unnecessary to be at the Food Shelf before our doors open. The doors will not open earlier than the scheduled time.
- If all carts are being used when you arrive, you will be asked to wait outside until a cart is available.
- If you are using more than one food shelf, such as the St. Charles Food Shelf, please **choose only one** for your monthly supplement.
- **DO NOT BACK YOUR CAR ONTO SECOND STREET TO EXIT.** Please exit through the alley onto Chestnut Street.
- If you have a **service or therapy dog**, we require you to show your paperwork to office staff before bringing your dog into the food shelf.

THE FOOD

- The food arrives daily from a variety of sources; there **is not a 'best day'** to shop at the Food Shelf. Shop on the day when you need the food the most.
- We make every attempt to discard unusable food items. However, there may be times when we miss an item. Remember, you are taking food **freely at your own risk** and the Winona Volunteer Services Food Shelf cannot be held responsible for these donations.
- Remember to **wash** all fruits and vegetables.
- Check that all liquids and semi-liquids are **sealed**.
- Product will last past the "Sell By" date under proper storage conditions in your home refrigerator or freezer. Fresh milk, if stored properly, has a shelf life of at least 10 days past the date listed on the container. Milk should always be stored at 40 degrees or cooler.
- "Sell by Date" is the last date a product should be offered for sale by the grocer. It designates when stores should replace their stock for maximum freshness.
- All baby food, sandwiches, and eggs must be distributed by their "best if used by" dates. *These are the ONLY food items on which this date needs to be strictly followed.*

FOOD SHELF HOURS

Monday	10:00 a.m. – 1:00 p.m.
Tuesday	10:00 a.m. – 1:00 p.m.
Wednesday	10:00 a.m. – 1:00 p.m.
Thursday	3:00 p.m. – 6:00 p.m.
Friday	2:00 p.m. – 5:00 p.m.

These hours are listed on the back of your Food Shelf card

- If you are planning to renew your Food Shelf card or need a single-use card, please come **during Food Shelf hours only**.
- If the Food Shelf is closed due to **extreme weather conditions** or another type of emergency, we will inform Winona Radio about the closing. You can listen to KHME 101.1 FM, KWNO 1230 AM, KAGE 95.3 FM, or KAGE 1380 AM. A similar message will be recorded on our answering machine at 452-5591.

HOW TO USE THE FOOD SHELF

- You must have a current Food Shelf **card with you** to shop in the food shelf.
- You can use your Food Shelf card once a month. You can only shop for the **current month**. If you missed shopping in any given month, you lose that month.
- Any household member or friend may **shop for you**, using your card if you are unable to shop for yourself. They must present your Food Shelf card at checkout.
- During Food Shelf hours, enter the Food Shelf, take a cart and choose the number of items according to your household size (see ITEMS section).
- The **bread and bakery treats** are for those shopping in the Food Shelf that day, and are not counted toward your items. You cannot get these items unless you are doing your monthly shopping. When available, we place bread and bakery in the Clothes Shop for general taking.
- The **fresh produce** does not count towards your item total but may be limited at times.
- In the cooler with the milk and eggs are other items that are **not counted** as items. You may choose 4 of these.
- When you are ready to checkout, hand your Food Shelf card and your empty bags to the volunteers **before** you take your food out of the cart.
- A **\$1 donation** is suggested at check-out, but not required.

- It is your responsibility to be sure you have all of your bags of groceries when you leave the Food Shelf.

We will not replace forgotten items.

ITEMS

- The number of items you may choose is based on household size and is indicated on your Food Shelf card.

# in your household	1 – 3	4 - 5	6 & up
Max Total Items:	30 items	35 items	40 items
Max Meat Items (included in total):	3	4	4

- Some items are limited. Please refer to the yellow list in your cart. If you have questions, ask a volunteer or staff member.
- Please bring your shopping bags each time you visit the Food Shelf.
- A **calendar** will be put in your grocery bag each time you shop. This is the main way we let you know about upcoming events, classes, closings, and holiday happenings.