

SCS Pantry Plus Clients Instruction

1. How does Pantry Plus appointment system work?

- Pantry Plus is an appointment-based program. You will be assigned an appointment time based on your availability to shop at the time and open appointment times.
- You can shop pantry once every other week. Weeks will be color coded for reference on the “SCS Food Distribution Calendar”. Your appointment will be either a green square week or an orange circle week. You will be assigned a day and time, for example: “Green (square) week Wednesday 10am”.
- You can’t shop pantry before your appointment. Please show up on your appointment day and time.
- Your appointment is for the calendar year. You will be allowed to reschedule twice a year.
- If you miss 3 shopping cycles in a row (6 weeks), your appointment time will be cancelled. You’ll be able to shop pantry during walk-up hours (see instruction 4) until you reschedule an appointment.
- Call the SCS main number 408-738-4321 or visit our office to discuss any issues.

2. How to shop Pantry Plus?

- Please arrive within 10 minutes of your appointment time. You will not be checked in earlier than your scheduled time. If you arrive 10 minutes after your scheduled time, you will miss your appointment time. You will be able to shop pantry as a walk-up (see instruction 4).
- A menu will be given to you after each pantry shopping for use at your next visit. Fill out the menu before you arrive. You will shop for some items while we will assemble your menu order.
- No substitutions for food you don’t take. No exchanges for food in your bag.
- You can send another person to pick up your food. They must have your SCS food program card and a signed alternative pick-up form.
- One person can shop for a maximum of 3 households if the appointments are on the same day and time. Inform SCS of your multiple household shopping needs when you schedule your appointment.
- Prepacked Pantry Express bags are available during all pantry hours. Ask for a Pantry Express bag if you are in a hurry and can’t shop.

3. What if you miss your appointment?

If you miss your appointment, you can shop pantry within the next 7 days as a walk-up. After the 7 day grace period, you will have to wait until your next appointment time.

4. How to shop pantry as a walk-up?

- If you miss your appointment, you can shop pantry as a walk-up at the end of each weekday pantry shift (see calendar) 11:30am-12pm or 4:00pm-4:30pm. We can only serve a maximum of 20 walk-ups each shift. A lottery will be conducted to give out numbers at 11:30am and 4pm. Do not arrive early. This is a lottery system and arriving early does not set your place in line nor guarantee entry into the pantry as a walk-up. If more than 20 people are waiting, Pantry Express bags will be available for those not issued a shopping number.
- Walk up pantry is not available on Saturdays.

5. Other instruction

- Please keep your food distribution calendar. We recommend taking a picture of the calendar with your phone in case you lose it.
- Please bring your own shopping bags. We recommend three.

Any questions? Please call our main number 408-738-4321.