

# **HUG FOOD PANTRY**

## **Frequently Asked Questions**

**Q. How do I become a member of the Food Pantry?**

**A. Email us at [jane@hugclt.org](mailto:jane@hugclt.org) to set up a time for an in-person appt. to complete some brief paperwork and receive your membership card**

**Q. What do I need to bring to sign up?**

**A. We don't require identification or proof of income, we only ask that you fill out a short application with basic info, and you will become a member on the spot!**

**Q. How do I make an appointment?**

**A. Members can go to our website at [www.hugclt.org](http://www.hugclt.org) and click on the "Online Bookings" option in the header menu to select a day and time!**

**Q. What if my english isn't very good?**

**A. No worries! We have multiple bilingual volunteers on site, and translation technology to ensure you are understood and appreciated!**

**Q. Do I need a referral?**

**A. No, everyone is welcome that is in need of Food Assistance.**

**Q. How many appointments can I make?**

**A. Only one appointment per week, per member.**

**Q. How do I receive my food?**

**A. Once you have completed your online booking, you can pick up your food on the designated date and time at our facility. Parking is available in the back, simply ring the loading dock bell for service when you arrive.**

**Q. What other assistance do you offer?**

**A. We also offer the following based on availability: dog food, cat food, hygiene items, diapers, adult incontinence products, feminine hygiene products, and toilet paper.**

**FOR ADDITIONAL QUESTIONS, PLEASE EMAIL US AT [CONTACT@HUGCLT.ORG](mailto:CONTACT@HUGCLT.ORG)**