**Parktown Food Hub**

**Frequently Asked Questions**

**Updated 2/15/2021**

1. When will you distribute food to the community?
   * We distribute food on Monday afternoons/evenings, three times per month, by appointment only.
   * We also distribute food on the second and fourth Thursdays of each month from the end of March to early November, starting at 4 pm.
   * To make an appointment contact the us by phone at 984-484-8475.
2. What if I cannot make it to the Hub at those times?
   * Currently we only offer regular distributions on scheduled days. If you have an emergency need contact the Hub at 984-484-8475 or by email at [ParktownHub@gmail.com](mailto:ParktownHub@gmail.com) and we will help.
3. Who is allowed to come get food?
   * Anyone in the community with a need is eligible to get food from the Parktown Food Hub.
4. I am single and do not live with my family. Can I get food, too?
   * Yes, anyone in need is eligible to receive food. The amount of food distributed will be based on supplies on hand and the size of your household. For example, a family of 4 will receive more food than a single individual.
5. How often will families be allowed to get food?
   * Each family unit will be allowed to visit the Parktown Food Hub one Monday per month. Families can also come to any and all Thursday distributions (see above).
6. What if I have an emergency situation?
   * Call us[ParktownHub@gmail.com](mailto:ParktownHub@gmail.com) or 984-484-8475 and we will work with you to meet your need.
7. What food does the Parktown Food Hub offer?
   * The items offered at the Hub will depend on the food donations we receive. In an optimal situation, food bank users will have access to non-perishable food, fresh produce, and frozen meats. We have a wide variety of non-perishable items that are almost always available.
8. How much food will I receive?
   * Parktown Food Hub was founded to be a supermarket-style choice facility. That means that when you come to the hub you will have a volunteer who tells you how many items of each type you are eligible to receive based on the size of your family. You get to choose which items you want. Choice-based pantries help to maintain the dignity of the person selecting food and reduce food waste.
   * Unfortunately, we are suspending the supermarket-style choice policy to keep our community safe during the COVID-19 pandemic. As long as the COVID-19 virus is active we will distribute monthly food boxes based on the dietary needs and preferences, as shared with us by a food preference form.
9. What non-food items does Parktown Food Hub offer?
   * We offer feminine protection based on availability.
10. Do you offer clothing and shoes?
    * No. We do not accept clothing donations and we do not give away clothing. Some fine local ministries that accept clothing and shoes are Dressed for Success, Urban Ministries of Durham, or Durham Rescue Mission.
11. What other services are available?
    * As a whole-person ministry the Parktown Food Hub will offer a variety of educational and support opportunities: wellness presentations, healthy eating events, social events, and connections to other services and opportunities related to health, housing, and community support. Watch the Parktown Food Hub Facebook page (https://www.facebook.com/ParktownFoodHub/), community newsletters, the bulletin board at the Parkwood HOA, the bulletin board at the hub, and other community bulletin boards for more information about community events.
    * As the COVID pandemic recedes we will be able to once again offer more opportunities.
12. How can I be a part of the Parktown Food Hub?
    * There are opportunities for everyone! If you are in need of food, we can help. If you need information about other community supports we are always working on ways to share information with you. If you are looking for a place to volunteer in South Durham we have many possibilities, with even more to come as Hub programming develops:
      + participating in events as a presenter or participant;
      + general volunteers;
      + wellness presenters (nurses, doctors, pharmacists, social workers, allied health professionals; including mental health presentations) (after COVID recedes)
      + food donors, including an opportunity to Adopt A Shelf
    * Volunteer times are posted on our SignUp Genius at this link: <https://www.signupgenius.com/go/20f0449a9aa2ba1f58-parktown>
    * If you wish you can also contact us at 984-484-8475 or [ParktownHub@gmail.com](mailto:ParktownHub@gmail.com) and we will help you register for the SignUp Genius.
13. Can my children participate?
    * We love children! However, due to safety and liability issues, we cannot allow children under 14 at workdays or distributions *unless they are accompanied by an adult.* Feel free to bring your children under 14 but please make sure that there is an adult who will be at the Hub with them the entire time they are present.
    * Children will not be allowed to eat or pick up food at the Parktown Food Hub without explicit parental permission. If children are to pick up food that parent must contact the hub staff and make special arrangements.
14. What is Adopt A Shelf?
    * In the Adopt A Shelf, program families, community groups, school groups, or individuals agree to keep one shelf of the hub supplied for one year. Adopt-A-Shelf is currently being revamped to take into account the circumstances of the COVID-19 pandemic.
    * Contact Pastor Sharon Schulze at 984-484-8475 if you or your family/group are interested in Adopting a Shelf.
15. I want to make a donation of food or money. What should I do?
    * Food donations can be made in several ways:
      + Come to General Volunteer hours – no need to call ahead. Those hours are:
        1. Mondays 1-4 pm
        2. Wednesdays 4-6 pm
        3. Thursdays 1-3 pm
      + Contact us at [Parktownhub@gmail.com](mailto:Parktownhub@gmail.com) to schedule a drop off time.
      + PLEASE DO NOT bring donations during distribution times, since staff and volunteers will be working with neighbors receiving food and will not be able to receive your donations.
      + PLEASE DO NOT leave food unattended on the church/food hub property. Always leave your donation with a staff member/volunteer associated with the Parktown Food Hub or Parkwood United Methodist Church. We cannot be responsible for food left unattended on the property and it may not make it to the people who need help.
      + We accept all shelf-stable groceries including canned goods, pasta, beans, rice, frozen foods (especially meat), condiments, spices, dry cereal, breakfast foods, etc. For safety and sanitary reasons we **DO NOT ACCEPT** the following:
        1. Anything in a glass container due to potential for breakage
        2. Sugar or anything else in paper packaging because paper containers are susceptible to breakage and pest infestation
        3. Alcoholic beverages
        4. Food that has been opened or partially used: please bring unopened items that are still in original packaging with nutritional information intact
      + We also accept feminine protection items.
    * Cash donations can be made:
      + By check. Mail to Parktown Food Hub, 5123 Revere Road, Durham, NC 27713 or drop the check off in the locked mailbox in front of the building.
      + Online via our PayPal account. Go to <paypal.me/ParktownFoodHub>
      + In cash: Come to the hub during our volunteer time and give the cash to Pastor Sharon or Aja. Be sure to get a receipt.
16. My garden is overflowing. Can you use fresh produce?
    * YES! We love fresh produce! Please contact us at 984-484-8475 or [ParktownHub@gmail.com](mailto:ParktownHub@gmail.com) to make produce deliveries. If we are not having a distribution in the next few days we will share the produce with neighbors in some other way. Your produce will go to hungry people.
17. How is the Parktown Food Hub connected to the pantry at Parkwood Elementary School?
    * Parkwood Elementary pantry administrator Aja Purnell-Mitchell has been central to the development of the Parktown Food Hub and is in charge of food acquisition for the Hub.
    * Ms. Purnell-Mitchell is fully integrated into the Parktown Food hub, serving the needs of the broader community, extending beyond children in the school system. Families, single people, and older people will all have access to the Hub.
    * The Parkwood Elementary Pantry will continue to operate, serving the needs of the children of Parkwood Elementary and others who receive services through specific programs like Backpack Buddies and Mobile Pantries. Funds dedicated for the Parkwood Elementary Pantry will be managed by the Parkwood Elementary Parent-Teacher-Student Association (PTSA).
    * During the COVID-19 pandemic the Parkwood Elementary pantry and the Parktown Food Hub will be coordinating all distributions out of the Parktown Food Hub facility.