**Parktown Food Hub**

**Frequently Asked Questions**

**Updated 8/22/2022**

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 Thursday of each month from the end of March to early November, starting at 4 pm.
   * We *may* also have distributions on the fourth Thursday of each month. These are not locked in and may be scheduled month to month.
   * Check our calendar (soduco.org/events) to verify distribution days and times.
   * 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.
   * Unfortunately, we suspended the supermarket-style choice policy to keep our community safe during the COVID-19 pandemic. For now and for the foreseeable future we distribute monthly food boxes based on the dietary needs and preferences, as shared with us by a food preference form that each family completes.
9. What non-food items does Parktown Food Hub offer?
   * We offer feminine protection and adult incontinence garments 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, most often in partnership with other organizations. The best place to keep up with all activities and services is the Parktown Food Hub Facebook page (<https://www.facebook.com/ParktownFoodHub/>). You do not have to have a facebook account to view the page.
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;
      + volunteering;
      + donating food, including our Adopt-A-Shelf program
    * 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! To maintain the highest standards of safety and create a positive experience for everyone, children under 14 are welcome at general prep workdays *only if 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.
    * Due to the fast pace and arrangement of cars, people, and food to be distributed, no volunteers under age 14 are allowed to help with food distributions whether or not a responsible adult is 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 at least six months.
    * Groups can adopt a shelf for one, two, or all three Monday distributions per month. The number of food items will depend on the item and the number of weeks your group adopts.
    * 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. The terms of our agreement with the Food Bank of Central and Eastern North Carolina are such that we cannot use food that has been left outside. Any donations left sitting outside will have to be thrown away.
      + 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 and adult incontinence garments.
      + We do not carry baby food or diapers.
    * 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](file:///Users/MDiva/Dropbox/%20South%20Durham%20Connections/%20%20Parktown%20Food%20Hub/FAQ%20-%20Food%20drive%20info/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.