

Parktown Food Hub
Frequently Asked Questions
Updated 10/29/19

1. When will you distribute food to the community?
 - Currently we distribute food two times per month.
 - In early 2020 we will evaluate the times and dates and adjust as needed.
 - To make an appointment contact the us by phone at 919-423-5057. A small number of walk-in times will also be available on each distribution day.

2. What if I cannot make it to the Hub at those times?
 - Because the Parktown Food Hub is a choice pantry, we can only offer regular distributions on scheduled days. If you have an emergency need contact the Hub at 919-423-5057 or by email at ParktownHub@gmail.com.

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 time per month.

6. What if I have an emergency situation?
 - Emergencies can be handled in two ways:
 - Stop by the church and ask the people staffing the hub for a Quick Support Bag. When you receive a Quick Support Bags we will only ask for your name, to put in our records. The bags are available one time per month and are in addition to regular food distribution. The Bags are designed for an immediate emergency and include food for a 1-2 meals.
 - Apply to receive an Emergency Food Box. To receive an Emergency Food Box you will need to complete some paperwork and share more information. Once approved you will be given instructions to pick up the Emergency Food Box at either Parkwood Elementary School or Parktown Food Hub. To request an Emergency Food Box contact the hub at ParktownHub@gmail.com or 919-423-5057.

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.

8. How much food will I receive?

- Parktown Food Hub is 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.

9. What non-food items does Parktown Food Hub offer?

- We offer diapers and baby wipes to families with small children. We also 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.

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 housing, health resources, and 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;
 - intake volunteers;
 - stocking volunteers;
 - wellness presenters (nurses, doctors, pharmacists, social workers, allied health professionals; including mental health presentations)
 - food donors, including an opportunity to Adopt A Shelf
- Currently general volunteer times (stocking, cleaning, paperwork, etc.) are
 - Mondays 1-4 pm
 - Wednesdays 4-6 pm
 - Thursdays 11 am-1pm
- We also always need volunteers to help distribute food.

13. Sign me up! What do I need to do to volunteer?

- We use SignUp Genius to make it easy for you to volunteers. This link: <https://www.signupgenius.com/go/20f0449a9aa2ba1f58-parktown> will take you to the SignUp Genius where you can sign up for General Volunteer dates/times or Distribution dates/times.
- If you wish you can also contact us at 919-423-5057 or ParktownHub@gmail.com and we will help you volunteer.

14. 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 get food without parental permission and special arrangements with Food Hub staff.

15. 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. The Hub coordinator will contact you when supplies are low so you can work with your group to replenish the supplies on the shelf. Most shelves hold a single item: rice, corn, pasta, peanut butter, canned tuna, etc.
- Contact Hub Coordinator Sharon Schulze if you or your family/group are interested in Adopting a Shelf.

16. I want to make a donation. What should I do?

- 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 11 am-1pm
 - Contact us at 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:
 - Anything in a glass container due to potential for breakage

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- Sugar or anything else in paper packaging because paper containers are susceptible to pest infestation
- Alcoholic beverages
- Food that has been opened or partially used: please bring unopened items that are still in original packaging with nutritional information intact
- Expired items
- We also accept all sizes of diapers, baby wipes, and feminine protection items.

17. My garden is overflowing. Can you use fresh produce?

- YES! We love fresh produce! Please contact us at 919-423-5057 or 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 who receive distribution out of Parkwood Elementary School or with other Durham food pantries. Your produce will go to hungry people.

18. 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.
- 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).
- The Parktown Food Hub will work closely with Ms. Purnell-Mitchell, 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. Funds dedicated for the Parktown Food Hub will be managed by the Parkwood United Methodist Church acting as fiscal agent and providing nonprofit, tax-deduction status to donations to the Hub.