



## **GENERAL POLICIES, UPDATED JUNE 2021**

### **INCOME GUIDELINES<sup>1</sup>:**

Number in Family/ Household	Gross Annual Amount (200%)
1	\$25,760
2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320
For each additional person, add:	\$9,080

- If your income does not fall within these guidelines, but you are in need of assistance, please do not hesitate to contact us at 216-932-3115 or [info@clevelandchesedcenter.org](mailto:info@clevelandchesedcenter.org).

### **COVID PROTOCOLS:**

- Due to the high percentage of medically vulnerable clients who we serve, until further notice we will **require masks for everyone over 2 years of age**, covering your nose and mouth at all times while on the premises.
- Only **two individuals per household** will be allowed during each monthly visit.
- If you are concerned about shopping in person or must shop with more than one child, please see the section on private appointments/pickups.
- To prevent crowding, we may ask anyone who has been in the Center longer than 20 minutes to complete their shopping and allow for the next customer to shop.
- If your family is in **quarantine** and you are in need of food, please contact our office for **delivery** arrangements. Please allow up to three business days for us to arrange delivery.

### **GENERAL INFORMATION:**

- **Produce** distributions (drive through only) are **every Tuesday** from 2:00 pm to 3:00 pm in the rear parking lot.
- Grocery and clothing shopping is **once per calendar month**, in person or pick-up.
  - After your first visit, you will be asked to complete a client information form by phone or email. You can access the form on our website <http://www.clevelandchesedcenter.org/clients.html>
  - When shopping, please adhere to the monthly product limits posted near each product<sup>2</sup>.
  - If you miss your monthly shopping, **we do not allow make-up visits**. Please shop the first week of the following month and contact the office at the end of the month if you are struggling.
- Clothing and assorted donations *may not be dropped off* during client shopping times unless they coincide with drop-off hours<sup>3</sup>.

### **PRIVATE APPOINTMENTS/PICKUPS:**

- Limited slots are available for reasons of *medical concern, need for privacy, or other extenuating circumstances*.
- Pickups and private appointments must be **scheduled** by calling 216-932-3115 or by visiting <http://www.clevelandchesedcenter.org/clients.html> and submitting the appropriate form.
- Private appointments are only available if scheduled and *confirmed* with our office **at least 24 hours** prior to the appointment time.
- Please be considerate to our clients and staff and *do not request private appointments for reasons of convenience*. This way appointment slots will be available for those who truly *need* them.

<sup>1</sup> Family size for the purpose of income should be calculated by adding the number of adult heads of household plus unmarried children relying on you for basic expenses.

<sup>2</sup> Family size for the purpose of product limits should be calculated according to the number of people currently living with you at home and relying on your income for sustenance.

<sup>3</sup> Please visit the website for drop off hours.