



## Long Valley Community Assistance Program (LVCAP) Client Rules and Regulations (updated June 2020)

Please be mindful that LVCAP is not a government agency and is staffed by a 100% volunteer workforce, who willingly give their time to serve you. The LVCAP food pantry is housed by the grace of the Long Valley Presbyterian Church. The following are some general rules and regulations regarding behaviors while on the premises:

1. Food pantry hours are every Monday from 10am – noon and 1<sup>st</sup> and 3<sup>rd</sup> Monday evenings from 6pm – 7:30pm. Please arrive no earlier than 9:30am for the Monday morning food pantry or 5:30pm for the 1<sup>st</sup> and 3<sup>rd</sup> Monday evening pantry hours. **Please refer to your calendar for pantry closing dates and special holiday distribution dates.**
2. **DURING COVID19 the first car in line is the first person to be served. All others will be taken in order of their place on-line. YOU MUST WAIT IN YOUR CAR UNTIL IT'S YOUR TURN.**
3. **Until further notice masks must be worn when shopping at the food pantry.**
4. If you routinely help shop for another food pantry client we will require a note from said client and you may be asked to shop for yourself first, and then take a place at the end of the line to shop for the second client.
5. You must use the yellow, reusable shopping bags we provide. If you fail to bring your bags we will provide 3 plastic bags for your use.
6. You are allowed 6 bags per month, but you only 3 bags can be used in one week. This helps prevent food shortages for our other clients.
7. No foul language, abusive or rude behavior. Please treat each other kindly, courteously and with respect. You're not always aware of what someone else is going through. Physical disabilities are not always visible.
8. No drugs or alcohol, or evidence of being under the influence of drugs or alcohol.
9. No smoking while on church property.
10. Weapons of any kind are not permitted on church property.
11. No destruction, abuse or littering of the property.
12. Please dress appropriately. Shoes and shirts are required.
13. No stealing or fraud, including:
  - Use of fraudulent ID.
  - Falsification of any information provided.
  - Circumvention of eligibility requirements.
  - Selling of products received from LVCAP.

**LVCAP volunteers reserve the right to take appropriate action for a violation of the above rules and regulations or any other serious infraction, including discourteous and disrespectful behavior. Such action may include removal of the client from the property. Repeated offenses may mean removal from the program.**

Please remember that the LVPC church secretary works for the church, not the food pantry. Please ask food pantry volunteers for assistance. If the food pantry is not open a volunteer can be reached through email at [longvalleycap@gmail.com](mailto:longvalleycap@gmail.com).