**Special Cases**

\***Authorization to Get Food for Someone Else**

--Person picking up food must have signed, dated note from client giving permission to person to pick up food **EACH VISIT**. Check appropriate box for the visit. File note in alphabetical order by clients last name in file folder located on shelf behind desk.

--Client representative must present their picture ID.

**\*To Open An Account Without the Client Present**

--If anyone comes in for another person to acquire food in their name for the first time, the following requirements **MUST** be met before we can assist them with Weekly Menu-- EVEN **IF THEY HAVE A DHS REFERRAL LETTER**

1. Client representative must present a copy of the client’s photo ID and either a signed Client Information Form (located on shelf behind desk) or the ability to call the client during account set up.
2. Explain to the client representative (and client if they are on the phone) complete Pantry procedures of opening account including menu, DHS letter, referrals, etc.
3. Advise the client representative (and client if they are on the phone) representative is allowed to pick up food for client in the future as long as representative has a signed, dated note from client giving permission to representative and representative provides their own picture ID. A signed, dated note is required for each visit. Client’s ID is not required for subsequent visits.

**\*If other special cases arise, give client appropriate menu and document reason in comment section for the visit and highlight.**

**\*Spanish - Speaking Clients**

The following forms are available to aid Spanish-Speaking clients in completing the application process. These forms are located on the shelf behind the desk in the folder marked “Spanish Forms”.

-**Application** (have client fill out form so that you can complete the initial visit on the system).

-**Letter in Spanish** (for clients not eligible for food stamps—explains weekly menu 1st visit, daily thereafter and how to apply for food stamps for children born in United States and what is required by Food Pantry).

-**Letter in Spanish** (for clients eligible for food stamps-explains how to apply for food stamps and what is required by Food Pantry).

**\*System is Down**

In the event the system is down, all clients will receive daily menu. Only record units served on emergency tally sheet located on shelf behind desk. Advise weekly clients to return next business day to receive weekly menu. If clients DHS letter expired on day system was down, give weekly menu on next visit.

\*Volunteers will be notified by email if system is down.

\***Substitutions**

A doctor’s note is required for **ALL** substitutions with the exception of those clients who have no way to cook. **Record note in comment section for the visit. Return note to client. Note does not have to be reissued every 30 days.**

Canned beans instead of dry beans may be given to clients who have no way to cook.

SUBSTITUTIONS

***ALL SUBSTITUTIONS REQUIRE A DOCTOR’S NOTE FROM CLIENT***

**FOR 1 POUND DRIED BEANS**

CANNED BEANS ------------ 6 CANS

 OR

MAC & CHEESE OR PASTA---- 3 BOXES/PKG

 OR

CANNED SOUP---------------6 CANS

**FOR 1 18OZ JAR OF PEANUT BUTTER**

CANNED BEANS------------- 8 CANS

 OR

CANNED SOUP-------------- 6 CANS