



Visiting the Market at Hastings Family Service

The following information will help you prepare for your visit to the Market food shelf. If you have questions, feel welcome to call us at 651-437-7134.

Scheduling an appointment:

- Please call 651-437-7134 for available appointment times. Due to increased demand, same day appointments may not be available. Please try to schedule appointments 2-3 days in advance so we may best meet your schedule.
- If an appointment is not immediately available, an emergency bag can be provided to help until your appointment day.

When you arrive for your appointment:

- Please arrive 10-15 minutes before your appointment time and enter through the Programs and Services door located on Ramsey Street. The volunteer receptionist will greet you and check you in for your appointment.
- You will be required to show a current piece of mail postmarked within the last two weeks or a utility bill due within the month of the appointment for EVERY adult in the household. If you do not have mail, please let us know when scheduling your appointment and we can send some to your residence before your appointment. The adult who comes to the appointment must also have a photo I.D. and knowledge of income and expenses for the entire household.
- You will be asked to fill out the Emergency Food Request Form. You are welcome fill this form out advance. The form can be found at www.hastingsfamilyservice.org.

What to expect during your appointment:

- You will meet with an emergency service worker who will listen to you to see how HFS can best help you with your current situation. They will also provide you with resources that may be useful to you.
- In most cases, you will be able to shop for your own groceries from the Market, including meat, fresh dairy, produce and personal care items. A volunteer will pack your groceries for you and be available if you have questions. You will also receive a dairy and produce voucher for a local grocery store.
- Children are welcome to come to an appointment with you. We have a designated play area in the Market where the child and parent can always see each other.

Cancelations:

- If if you are running late for your scheduled appointment we may not be able to serve you that day and may need to reschedule. If you know you are going to be unable to make your appointment, please call and cancel so we can open that time up for another family.