



## CANASTA FAMILIAR CLIENT POLICIES

Comunidades Latinas Unidas En Servicio warmly welcomes you to the Canasta Familiar- food pop-up distribution - and hopes your experience with us is a positive one. Staff of the Canasta Familiar has created the following guidelines to provide you with information on what you can expect during your visit.

### UPON ARRIVAL

- The Canasta Familiar hours of operation are every Monday from 3:00pm to 5:00pm and every Wednesday from 2:00pm to 5:00pm at CLUES Minneapolis.
- The Canasta Familiar will open its doors no sooner than 30 minutes before its scheduled opening. Canasta Familiar participants can begin to line up at 1:30pm for CLUES Minneapolis and CLUES St. Paul participants can begin to line up at 2:30pm to receive a ticket number as this will ensure your place in line.
- **If you arrive before 1:30pm or 2:30pm you will be asked to come back at 1:30pm or 2:30pm.**
- **We ask that only the person with the ticket number enters the building as we have a very limited waiting area.**
- No tickets are distributed after the scheduled closing time.
- Canasta Familiar participants can shop every week.

### REGISTRATION

- Once you have signed up and have your ticket, please wait patiently until your number is called to enter the Canasta Familiar. **If you are not present when your number is called, you will lose your place in line and you will have to take another ticket from the ticket counter if we have not passed closing time.**
- Please have a seat in our waiting area until your number is called.
- When your number is called, you will be invited by a friendly staff or volunteer to enter the Canasta Familiar.

### OBTAINING YOUR FOOD

- Once inside the Canasta Familiar, volunteers will share with you up to the number of items you can select from each area. This amount corresponds to the



number of food available, and participants served through the Canasta.

**Additional requests of items are unable to be fulfilled.**

- While in the Canasta Familiar, participants can select from the items on display on the tables. **Special requests of specific items not on the display table are unable to be fulfilled.**
- When selecting your items, please be mindful of the other participants after you. Please make your selection and move forward to the next section.
- Once you have selected your items, no changes can be made. **Trade or changes of items already selected are unable to be fulfilled.**
- When concluding your shopping at the Canasta Familiar, please exit the Canasta through the front door.

#### **EXPECTATIONS FOR BEHAVIOR**

- The Canasta Familiar requests that all participants behave appropriately and treat all staff, volunteers, and other pantry participants with respect and dignity. If you are unable to respect this policy, and pantry staff or volunteers – under the guidance of the Supervisor on duty – will have no choice but to ask you to leave.
- Seating is provided while you wait to be served. Please respect chairs and other property.
- Please be considerate of others and **take only the resources you need.**
- **Children should always be under the supervision of parent or guardian.**
- The Canasta Familiar will refuse service to anyone that is belligerent or under the influence of drugs or alcohol.
- If you are removed from the Canasta Familiar, we will no longer be able to serve you.
- Once you have been served **you may not return to ask for other items as there are other participants waiting to be served.**