

RETURN TO IN-PERSON SHOPPING: FREQUENTLY ASKED QUESTIONS



The Open Door will return to in-person shopping at the Gloucester Food Pantry and Ipswich Community Food Pantry beginning Monday, November 2.

After more than six years of online ordering, we are excited to welcome you back into our food pantries to choose your own groceries. In-person shopping was a successful model for many years before the pandemic and offers greater choice and flexibility while allowing us to serve more people.

Q: What's changing?

A: Anyone who previously placed online orders for pickup at either pantry will now schedule an appointment to shop in-person. Appointments will be available through SmartChoice at FOODPANTRY.org.

Q: Will delivery clients be affected by this change?

A: No. People who qualify for our delivery program will continue receiving deliveries.

Delivery clients will still have access to our full inventory through SmartChoice and may continue placing orders by phone if needed.

Q: What does this mean for people who use the Food Lockers?

A: There is no change to the Food Locker program. You may continue to place orders from a limited inventory and pick them up through the lockers.

If you are able to visit one of our food pantries, we encourage you to shop in-person to access our full selection of groceries.

Q: What happens if I don't have an appointment?

A: If you arrive without an appointment, we will continue to offer pre-packed emergency grocery bags (we call these "Quick Trips") containing approximately 3-5 days worth of food.

Our team can also help you obtain login credentials and show you how to schedule future appointments online.

Q: What if I am new? Where do I start?

A: Apply to be a new shopper with us at FOODPANTRY.org or call us at 978-283-6776. **Need food now?** Stop by either location during business hours for a Quick Trip and meals to-go.

Q: How much food can I choose?

A: We encourage you to select foods that work best for your household. Items have posted household quantities so everyone can enjoy a wide variety of choices.

RETURN TO IN-PERSON SHOPPING: FREQUENTLY ASKED QUESTIONS (CONTINUED)



Q: How often can I shop in-person?

A: Once a week, just like with online ordering.

Q: Which door should I use at the Gloucester Food Pantry?

A: Please enter through the door on the left side of the building when you park in the rear parking lot.

Q: Where should I park at the Gloucester Food Pantry?

A: Please turn down the lane off of Emerson Ave that runs parallel to the yellow/orange wall. You can park in our rear parking lot or in any spaces marked for client parking.

Q: What if I need help making an appointment?

A: Our staff is happy to help. If you need assistance using SmartChoice, setting up your account, or scheduling an appointment, please call us at 978-283-6776 or ask a staff member during your next visit.

Q: What if I'm running late or am going to miss my appointment?

A: Please let our team know as soon as you can by calling 978-283-6776 ext. 271. If we can accommodate you later in the day, we will do our best, or we can help you reschedule.

Q: Can I make an appointment to shop in-person over the phone?

A: You can, but we encourage you to sign-up online. If you don't have internet access, you can leave a message at 978-286-6776 and a member of our team will call you back.

Q: Do I need to bring re-usable bags?

A: Re-usable bags are encouraged but not required. We have bags available on site as well.

Q: Will I have the same selection of groceries shopping in-person as I did when I ordered online?"

A: Yes, you will have the same selection as you did online. As with online ordering, our inventory is subject to change week to week depending on supply chain, etc.

THANK YOU for your patience and understanding as we make this transition.

Our team is looking forward to welcoming you back into the pantry to provide a shopping experience that offers more choice and community.

Most importantly, please know that we are committed to making sure you have access to the food you need. If you have questions or need assistance, don't hesitate to reach out to a member of our team. We're here to help.