

# Grateful Hearts: Food Distribution Program

*By Appointment Only.*

## 1 Call to make an appointment

562.431.0880 Ext. 301

If our call center representatives do not answer, leave a message with:



- You Name
- Your Phone Number
- State that you would like to make an appointment

Due to the high volume of calls, please wait up to 48 hrs for your call to be returned. Our call center is working diligently to return all calls. Thank you!

## 2 Appointment Days and Times



When our call center representative returns your call, they will schedule your appointment on one of the following days available:

**Wed, Thrs, & Sat  
9:45 am-1:15 pm**

The call center representative will confirm your appointment and provide you with all the information you need for your appointment.

If you will not be able to attend your appointment, please call us and cancel your appointment a minimum of two hours in advance; this will give others an opportunity to obtain services.

## 3 First time Clients

**You will be asked to fill out an application on the day of your first appointment.**

**Please make sure to bring the following items on the day of your first appointment:**

1. Photo ID
2. Proof of residence; must be current (within 60 days); no junk mail will be accepted.

**Additional documents are needed for other household members:**

1. Proof of residence for members over the age of 18; must be current (within 60 days); no junk mail will be accepted.
2. Birth certificate or custody documents for members 17 years old and under.

**Please keep in mind:**

- Due to the COVID19 pandemic, our food distribution service has been moved to our parking lot.
- This means that we are no longer practicing "client choice" for the time being and until further notice. Instead, we are pre-packing bags of food to distribute quickly in the parking lot.
- Clients that have a vehicle, are to remain in their vehicle and receive "drive-through" service.
- Clients that are arriving by foot are to stand in line and maintain a 6-foot distance between them and other people.
- Please abide by your appointment time. **DO NOT** come to your appointment early; we are trying to prevent having more than 10 cars and people in our parking lot at a time.

