



Services Provided:

Food, clothing and household items are provided at no cost to you.

Thanksgiving & Christmas assistance is also available. Notice will be posted in the pantry when applications are available. Please note filling out an application does not guarantee that you will be selected.

Christmas assistance is limited to children 13 years of age and younger.

Services not provided:

Assistance with rent or utility bills.

Pantry Hours:

Thursdays:

6:30 p.m. to 9:00 p.m.

Saturdays:

9:00 a.m. to 2:00 p.m.

You must be signed in 1/2 hour prior to closing time to receive service for that day

Service Area:

Assistance is provided for all persons residing in the Beech Grove Area (46107).

Additional Zip Codes serviced:

46203 (South of Raymond St.)

46227

46237

46239 (South of Troy Ave.)

46259

Contact Information:

Servant's Heart of Indy, Inc.

5602 Elmwood Ave., Suite 212

Indianapolis, IN 46203

Phone: 317-788-9433

E-mail: info@servantsheartofindy.org



Client Information

WELCOME TO SERVANT'S HEART

OUR MISSION STATEMENT:

To share God's abundance and demonstrate Christ's love by serving the needs of families.

PURPOSE:

Servant's Heart is a local nonprofit pantry outreach focused on serving the needs of local families. Support for this outreach is comprised of civic groups, churches, corporations, and individual volunteers - all working together to lend a helping hand in our community.

FIRST VISIT:

You will be asked to fill out an application form, sign a waiver, and provide the following information:

- Picture ID
- Social Security Cards for all persons living in your household
- Proof of Address dated within the last 30 days (Examples of acceptable proof are utility bills, doctor bills or legal documents.)

Junk mail is not valid proof

RETURN VISITS:

You are allowed to visit the pantry once a month.

Each time you visit the pantry you will be required to show your picture id and proof of address dated with-in the last 30 days.

SHOPPING INFORMATION:

Our pantry is client choice and you will be shopping for your family. Each client is given 20 minutes to shop. Please adhere to this time limit out of respect to other clients waiting to shop.

When it is your turn to shop, you will be given two shopping sheets. The green sheet is used for grocery items. The gold sheet is for clothing & household items.

As you shop mark down the number of items that you are taking. Please note the limits given for each section on the sheets. Not everything listed on the sheets may be available since we rely on donations to stock our pantry.

When you have completed your shopping please go to the front counters where a volunteer will check you out.

Please let a volunteer know, if you need any help.

PANTRY RULES:

1. We have zero tolerance for clients under the influence of alcohol and/or drugs. You will be asked to leave immediately.
2. No smoking is allowed on premises.
3. Arrive no more than 10 minutes before pantry opens. Clients may not wait inside before pantry opens.
4. You may visit the pantry once in a calendar month.
5. Upon arrival sign-in, families will be allowed to shop in the pantry in the order which they arrive. You must be signed in 30 minutes prior to closing to shop.

6. On your first visit, you must fill out the application form, sign waiver, and provide the required documents (picture id, social security cards for everyone in household and proof of address dated in last 30 days).

7. You are required to fill out a new application form for any updates.

8. Please claim only those persons living in your household.

9. Please respect the time limit shown on the upper right hand corner of shopping sheet. You will be given 20 minute shopping time limit. If others are waiting, you may be asked to limit your time to 15 minutes.

10. Print client name on shopping sheet.

11. Mark down the number of items you are taking on your shopping sheet.

12. Respect the posted limits on your sheet.

13. Take only what you need for members of your household, not for neighbors or friends.

14. Proceed to check out counter when your time is up. Once you have started checking out your visit is over.

15. Treat everyone with the same respect, kindness, and compassion that you would want.

16. Cooperate with volunteers and staff.

17. Anyone causing a disturbance will be asked to leave.

18. Do not loiter.

We reserve the right to refuse service to anyone not willing to comply with the rules.