

Guest Guidebook

Welcome to Gunnison Country Food Pantry. We are so glad you are here. This guide will help you understand what we expect of you while shopping for your household.

Guests can expect to park on the West side of the building on 14thst and enter only from the West Side.

We ask that you are patient while other guests are being helped.

- Our goal is to serve everyone on a first come first serve basis.
- We may offer you a number when you arrive.
- Have a seat and make yourself at home.
- We are striving for a personalized experience and that means some people may need more time and assistance shopping.
- You can expect the same kind of treatment when it's your turn.

If you need to update your personal information, please do so with the volunteer at reception when you are checking in.

GCFP believes in personal service.

- We will ask your name so we can address you properly.
- Your name and household number will be written on a white board attached to your shopping cart.
- Volunteers are available on the shopping floor to help answer questions, help you understand household guidelines and to assist you as you shop.

Gunnison Country Food Pantry asks that you provide your own bags or boxes each time you come to shop.

- Please label your bags or boxes with your name.
- After you check in, a volunteer will offer to place your bags/boxes at checkout.

First time guests will be offered a box or bag for shopping. If you have forgotten a box or bag let us know and a volunteer will let you know where you can find something to use for the day.

SHOPPING

After you check in you are free to shop.

While shopping please keep an eye out for household guidelines. These guidelines are based off your household size. Our daily plan is meaningfully thought through. Gunnison Country Food Pantry shares what we are given in an equitable fashion. This means that we strive to serve our first guest as much food and as much variety as will be served to our last guest.

The household sizes are as follows:

- 1-2
- 3-4
- 5 or more

Volunteers on the floor will help point out household guidelines for the day, recommend food, explore cooking options, and chat with you about your day.

Begin your shopping in the fresh produce area and end your shopping by choosing bread.

One way in, One way out.

All guests MUST go through check out. If household guidelines need to be adjusted, this is where that can happen. If there is an item that you need but did not see it during your shopping trip, please ask your check out volunteer and they will do their best to see if we can find it.

While you shop, we request that everyone use a cart.

You will bag/box your groceries at the checkout location.

You may use your cart to take your food to your car. Please return the cart inside when you are done loading your groceries.

GCFP does not have a public restroom. If it is truly an emergency, please let someone know and we can allow for use.

GUEST BEHAVIOR

GCFP reserves the right to refuse service to any guest that displays but not limited to the following behaviors: agitated, angry, belligerent, threatening or harassing in ANY way. The guest will be escorted out the door and off the property. If a guest chooses to not cooperate, the authorities may be called.

- 1) First warning the guest may return to do their shopping on a different day during the week of the incident after they have calmed down.
- 2) Second warning the guest will be asked to return the following week after the incident occurred.
- 3) Third warning and the Guest will NOT be permitted to return until the following month after the original incident.
- 4) Any further situations that arise will result in expulsion.

Service Animals

Gunnison Country Food Pantry does allow our space to be shared with a Service Animal that performs a specific task. We DO NOT allow emotional support animals to enter the Pantry.

Definition of a Service Dog:

A service dog is trained to carry out specific tasks to assist a person with a disability. The disability can be physical, mental-health related, or medical. Colorado follows the American with Disabilities Act by restricting service animals to canines and miniature horses. A canine does not have to meet any specific requirements regarding height or weight. The task a service dog performs must be related to their owner's disability. The task(s) must be an act that their owner would not be able to perform easily or safely without assistance.

GCFP has the right to ask an owner to remove the dog from the building or not allow entrance into the building with the animal for any disruptive or dangerous behavior.

A service dog must always be harnessed and MUST always remain under the owner's control unless such device interferes with their ability to perform.

We have the right to ask two questions regarding the animal.

1. Is this a service animal?
2. What task has the animal been trained to perform?

If the owner is not able to explain the task the animal has been trained to perform, GCFP has the right to ask the owner to remove the dog from the building, and not allow entrance with the animal.

GCFP has the right to ask an owner to remove the dog from the building or not allow entrance into the building with the animal for any disruptive or dangerous behavior.

Thank you for being here and we look forward to serving you and creating a safe and kind place for you to shop!

