

The Open Arms Food Pantry operates under following policies. If you have questions, please feel free to contact us via [e-mail](#).

1. All guests of the Open Arms Food Pantry (OAFP) are to be treated with kindness and respect in the spirit of hospitality and love as modeled by Jesus.
2. The OAFP will serve all people in the Metamora Township High School school district, Low Point and Washburn, IL independent of other services offered by other organizations and agencies. This includes Metamora, Germantown, Riverview, Spring Bay, Cazenovia, Low Point, and Washburn including all rural areas.
3. If persons from outside our geographical area come to the pantry, we will provide them with food the first time and then assist them in finding services in their geographical area.
4. There are no income restrictions. We will serve all who come.
5. No identification is required to receive food.
6. No forms are required to receive food.
7. The only information gathered will be basic information, such as name, address and number of persons in the household. This information will be kept private and not used for any purpose other than serving the needs of our guests.
8. This is a supplemental food program and is not designed to meet all the nutritional needs of a person or family. When determining the amounts of food given to our guests, we take into account the size of the family and the ages of those in the household.
9. The pantry is open from 9 am to noon each Tuesday and Saturday. Guests can come once every 14 days and will receive food to supplement their diet for those weeks.
10. While our goal is to have enough food to supplement the needs of all who come, in the event that we run out of food on a particular day the pantry will close until the following scheduled distribution time.
11. We will allow others to pick up food for neighbors and those who are shut-in at the discretion of the OAFP staff as long as the person who is getting food picked up on their behalf is already registered with the pantry.
12. Any disputes that arise during the distribution of food will be resolved in a manner keeping with the spirit of reconciliation and peace building, keeping in mind policy #1. All decisions of the OAFP staff are final.