1. Our service area includes Spring Hill, Thompson Station, College Grove, Santa Fe and northern Columbia (those zoned for Spring Hill High, E.A. Cox Middle, or Santa Fe Unit Schools). Clients outside this service area will be served only on their initial visit. They will be provided information about food pantries in their community of residence.

2. On their initial visit, clients will be asked for a valid form of identification (driver’s license, passport, state-issued identification) and proof of residency (example: utility bill or lease). If applying for USDA based on participation in certain government-assisted programs, client will also be asked to provide proof of participation in such program, such as SNAP, Families First, SSI, LP, or Public Housing. These documents will be reverified each calendar year.

3. Clients in our service area may visit The Well for food assistance twice per calendar month during posted pantry hours. Clients may come anytime the pantry is open to receive bread when available.

4. When you arrive at The Well, please sign in and wait in the waiting area for your turn. Leaving the waiting area moves your name to the bottom of the list.

5. Food you receive from The Well is given to you free of any charge or obligation.

6. The Well Outreach does not discriminate against any person on the basis of race, ethnicity, gender, national origin, disability, religion, or age.

7. The Well exists to be the hands and feet of Jesus by serving those in need through supporting spiritual, emotional, and physical growth, so in the process of serving you, our volunteers will offer to pray with you. If you do not want this, please just tell the volunteer. No participation in prayer or any other religious activity is required in order to receive assistance.

8. Our shelves are stocked with donated goods. Availability of any item is determined by donations, so items may change from time to time.

9. The food you receive comes from donations from a variety of sources. The Well does its best to ensure that the food on our shelves is within the shelf-life guidelines provided by Second Harvest Food Bank. You will receive a copy of those guidelines. While The Well gives food in the belief that it is good, if it is found not to be, you are responsible for disposing of it properly. It is also your responsibility to thoroughly wash fresh produce before using. The Well and its Food Donors assume no responsibility for the quality of food after it leaves our facility.

10. In bad weather conditions, please consult the news before venturing out. If Williamson County Schools and extended care are cancelled due to weather conditions, The Well Outreach will also be closed.

11. We ask that you treat our volunteers, who are here to serve you, with kindness and respect. Failure to do so may result in termination of services.

I understand the above policies and procedures and agree to comply with such.

Signature: ____________________________ Date: ____________________________