

Completing the Healthy Food Pantry Assessment Tool¹

Please read through the Healthy Food Pantry Assessment Tool before completing an assessment on the food pantry environment.

Pantry Information:

Date of Visit: _____

Instructions:

- Record the date of the assessment.

Rater Name: _____

Instructions:

- Record the name of the rater conducting the assessment.

Name of Pantry: _____

Instructions:

- Record the name of the Food Pantry.

Pantry Address (if mobile, record the address of “home” location of pantry or mailing address)

Mobile Pantry

School Pantry

Instructions:

- Record the address of the Food Pantry.
- If the Pantry is located in a larger, multi-service building or community center, record the address of the larger building.
- If the Pantry is a mobile site or located in a school, record the address of the “home” location of the Pantry, or the mailing address. Then check the box to indicate whether the Pantry is a “Mobile Pantry” or a “School Pantry.”

Pounds of food distributed last month: _____

Instructions:

- Record the best estimation of the pounds of food distributed to clients, including food delivered to clients, within the previous calendar month.
- If this value is unknown, write “unknown.”
- Example: if the assessment is being completed on July 7, record the pounds of food distributed from June 1 to June 30 of that year.

Number of clients served last month: _____

Instructions:

- Record the best estimation of the number of individual clients that visited the Food Pantry and received food in the previous calendar month.
- If the Food Pantry agency counts individuals in terms of “families,” please list the number of families. Please indicate “individuals” or “families” in your answer.

The Healthy Food Pantry Assessment Tool

A. Location & Entrance

1. Is it easy to walk or bike or is there public transit to the Pantry?

- No
- Yes

2. Is the Pantry accessible by people of all abilities?

- No, No Access
- Yes, Limited Access or Alternative Entry
- Yes, Fully Accessible Main Entrance and Exit

Instructions:

- Select “No, No Access” if...
 - the lot or entrance space immediately in front of the Pantry entrance is gravel or has an uneven surface.
 - a person with limited abilities would have difficulty entering the Pantry.
- Select “Yes, Limited Access or Alternative Entry” if...
 - the lot or entrance space is gravel or has an uneven surface, but there is a smooth surface around the perimeter of the entrance space.
 - the Pantry has an entrance that is accessible for individuals of all abilities, but it is separate from the main entrance.
- Select “Yes, Fully Accessible Main Entrance & Exit” if...
 - the lot and entrance space have a smooth, even surface, a ramp, AND the main entrance and exit are accessible by people of all abilities.

3. Is there signage indicating the Pantry’s location from the nearest road?

- No
- Yes

Instructions:

- Select “Yes” if there is a sign indicating the Food Pantry’s location that is visible from across the street.
- Select “No” if there is no sign present OR if the sign is not clear from across the street.

4. On which days of the month is the Pantry open to serve clients? *In the calendar below, put an “X” for each day of the month the Pantry is open.*

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Week 1							
Week 2							
Week 3							
Week 4							

5. What hours is the Pantry open to serve clients on the days selected above? *Please describe if these hours are different for different client populations like seniors, refugees, etc.*

B. Food Availability to Clients – Food Distribution

6. Does the Pantry have access to a garden, farm, or farmers' market that provides fresh produce to the Pantry? This may include a produce or grocery rescue program that the Pantry, its parent food bank, or its food distributor has established with a local farm, farmers' market, or community garden.

Yes

No

Instructions:

- Select "Yes" if the Pantry receives produce directly from the farmer or gardener.
- Select "No" if the Pantry only receives produce from a food bank or grocery store.

7. What kind of food distribution does the Pantry use to send food home with clients? Choose ONE. "Client Choice" means that clients remove the items directly from the shelf themselves like they were "shopping" in a grocery store.

Pre-Packed Boxes ONLY (if this choice is selected, skip to question 11)

Mix of Pre-Packed Boxes & Volunteers Select Foods Clients Choose (if this choice is selected, skip to question 11)

Clients Choose and Volunteers Remove (if this choice is selected, skip to question 11)

Client Choice ONLY

Definitions/instructions:

- Pre-Packed Boxes ONLY: The Pantry provides clients with food in boxes packed by volunteers. The boxes may be packed based on the number of people in a client's household.
- Mix of Pre-Packed Boxes & Volunteers Select Foods Clients Choose: The Pantry offers clients a pre-made box or bag and then clients may choose from other foods available that day to add to their given foods. Clients can choose about half of the food items they receive.
 - Select "Mix of Pre-Packed Boxes & Client Choice" if the Pantry has designated hours for Client Choice (or "shopping style") and offers pre-packed boxes at other times.
- Clients Choose and Volunteers Remove: The Pantry offers clients a selection of foods that they can choose from, however the clients *are not allowed to remove the food themselves*. Volunteers remove food from the shelves and pack boxes or bags for the clients.
- Client Choice ONLY: The Pantry offers a shopping cart, shopping basket, or a bag that the client may fill by choosing from a selection of foods offered by the Pantry. The Client Choice model can also be referred to as "shopping style." Clients remove items directly from the shelf or display themselves without assistance or close supervision.
 - "Client Choice" means that clients remove items directly from the shelf themselves. Select "Client Choice ONLY" if this applies to how clients pick-up or choose foods.

8. Are FRUITS and VEGETABLES placed before other foods in the pick-up line? *Includes FRESH, FROZEN, CANNED, or DRIED fruits and vegetables.*

No	Yes, Half of fruits & vegetables are in front of other foods	Yes, ALL fruits & vegetables are directly in FRONT of all other foods in the line
0	1	2

Instructions:

- Select “No” *if* fruits and vegetables are the last option for clients to choose from in the line.
- Select “Half of fruits & vegetables are in front of other foods” *if* about 50% of the produce offered are placed AFTER the other food selections.
 - Example: Select this option if all the fruits are located in the beginning of the “shopping style” line and all the vegetables are at the end of the line.
 - Select this option *if* there is no orderly line for choosing foods and clients view all food groups at once.
- Select “Yes, ALL fruits & vegetables are directly in FRONT of all other foods...” *if* fruits and vegetables are the first food groups that clients see and can choose from.
- This question ONLY applies to the Client Choice model. This question should only be completed if “Client Choice ONLY” was selected for question 15.

9. Are fruits and vegetables placed at eye or waist level and easy to reach?

No, Difficult to see and reach	Yes, Somewhat Can see them & difficult to reach	Yes, Both easy to see and reach
0	1	2

Instructions:

- Select “No, Difficult to see and reach” *if* the produce is placed near the floor level and clients must bend over completely or squat to reach them.
- Select “Somewhat, can see them & difficult to reach” *if* the produce is placed 2 to 3 feet off the ground and clients must bend over slightly to reach them.
- Select “Both easy to see and reach” *if* the produce is placed around 4 feet off the ground and clients do NOT need to bend over to reach them.
- This question ONLY applies to the Client Choice model. This question should only be completed if “Client Choice ONLY” was selected for question 15.

10. Are there signs that highlight the LOCATION of fruits and vegetables within the Client Choice model? *Examples: arrows, item locator signs, daily availability lists, etc.*

Fewer than 2 signs	2 or more signs
0	1

Instructions:

- Select “Fewer than 2 signs” *if* there is 0 or 1 sign that points to the location of fruits and vegetables in the Pantry.
- Select “2 or more signs” *if* there are 2 or more signs that point to the location of fruits and vegetables in the Pantry.
- This question ONLY applies to the Client Choice model. This question should only be completed if “Client Choice ONLY” was selected for question 15.

11. Are there signs that highlight the NUTRITIONAL benefits of fruits and vegetables displayed throughout the Pantry?

No Signs	1-3 signs	4+ signs
0	1	2

Instructions:

- Walk through the area where clients may select fruits and vegetables. This includes fresh, frozen, canned, or dried fruits and vegetables.
- Count the number of “shelf-talkers” or small signs that are displayed with specific fruits or vegetables to highlight their nutrients or nutritional value. These signs MUST highlight some kind of nutrient (such as fiber, vitamins, minerals, protein, etc.).
 - See examples in the images below.
- Select “No Signs” if there are 0 small signs matched to fruits or vegetables.
- Select “1-3 Signs” if there are 1 to 3 signs matched to fruits or vegetables.
- Select “4+ Signs” if there are 4 or more signs highlighting nutrients in specific fruits and vegetables.

C. Fresh Fruits and Vegetables

12. Is FRESH fruit available to clients on the day of the Pantry visit?

- Yes
 No

Instructions:

- Select “No” if there is no fresh fruit available during the assessment.
 - If “No” is selected, skip to question 14.
- Select “Yes” if there is fresh fruit available during the assessment.

13. What is the overall VARIETY of FRESH fruit in the Pantry on the day of the visit? *Count each kind of fruit as one type; for example, yellow apples, red apples, and green apples would only count as ONE type of fruit.*

None Available	Limited 1-3 types	Moderate 4-6 types	Wide Variety 7+ types
0	1	2	3

Instructions:

- Count the number of different types of fresh fruit that are available in the Pantry (for example, apples, oranges, pears, grapes, etc.).
- If you count 7 different types of fresh fruit, you may stop counting and select “3,” as this is the maximum number of points possible.
- Select the choice that best matches the number of different types of fresh fruit available in the Pantry.
- ONLY answer this question if “Yes” was selected for question 12.

14. Are FRESH vegetables available to clients on the day of the Pantry visit?

- Yes
 No

Instructions:

- Select “No” if there are no fresh vegetables available on the day of the visit.
 - If “No” is selected, skip to question 16.
- Select “Yes” if there are fresh vegetables on the day of the visit.

15. What is the overall VARIETY of FRESH vegetables in the Pantry on the day of the visit? *Count each kind of vegetable as one type; for example, romaine lettuce, iceberg lettuce and butter lettuce would only count as ONE type of vegetable.*

- Refer to instructions for question 13 to measure the variety of fresh vegetables.

None Available	Limited 1-3 types	Moderate 4-6 types	Wide Variety 7+ types
0	1	2	3

16. Does the Pantry have FROZEN storage?

- Yes
- No

Instructions:

- Select “Yes” if the Pantry has frozen storage for foods that are given to clients. This storage may be on-site or off-site.
- Select “No” if the Pantry does not have ANY frozen storage for foods given to clients.
 - If “No” is selected, skip to question 19.

D. Frozen Fruits, Vegetables and Lean Protein

17. What is the overall VARIETY of FROZEN fruit and vegetables in the Pantry on the day of the visit? *Count all frozen fruits and vegetables.*

- Select the option that corresponds with the number of different types of frozen fruit or vegetables.
- Do NOT count frozen meals like lasagnas, mixed noodle dishes, pies, pot-pies, TV-trays, breaded meat products, frozen potatoes, or frozen snack products such as “Pizza Rolls.”
- Count *mixed vegetables* as 1 type of frozen vegetable. *If the Pantry offers different kinds of mixed vegetables, do not count them separately.*
 - For example, if the Pantry has a bag of peas & carrots and another bag with peas, corn, onions & carrots, count this as 1 type of frozen vegetable.
- Count *mixed fruit* as 1 type of frozen fruit.
 - For example, if the Pantry has a bag of frozen mixed berries and another bag with mixed tropical fruit, count this is 1 type of frozen fruit.

Example: If the Pantry’s freezer contains...

- mixed berries
- stir-fry vegetables
- blueberry waffles
- mixed tropical fruit
- peas & carrots
- spinach

→ Count this as 3 types of frozen fruit and vegetables. (The mixed berries and mixed tropical fruit count as 1 type of frozen fruit. The stir-fry vegetables and peas & carrots count as 1 type of frozen vegetable. The blueberry waffles do not count as a frozen fruit or vegetable. The frozen spinach counts as the third type of frozen fruit and vegetable.)

None Available	Limited 1-3 types	Moderate 4-6 types	Wide Variety 7+ types
0	1	2	3

18. What is the overall VARIETY of FROZEN and FRESH lean protein in the Pantry on the day of the visit? *Count all frozen or fresh lean protein sources, includes fresh protein that has been frozen. Do NOT count DAIRY or EGGS in this question.*

Variety of FROZEN & FRESH Lean protein. One type counts as a type of packaged LOW-FAT poultry, seafood, tofu, or low-fat prepared legume or bean product. Count any of the following as lean protein.

- Chicken with skin removed
- Turkey with skin removed
- Clams or Mussels
- Lobster or shrimp
- Cod, flounder or Sole
- Low-fat luncheon meat
- Tofu
- Hummus or low-fat nut butters
- Low-fat meat substitutes

★ If peanut butter is NOT labeled as LOW-FAT, do not count it in variety.

None Available	Limited 1-3 types	Moderate 4-6 types	Wide Variety 7+ types
0	1	2	3

Instructions:

- Refer to the examples of lean protein listed above.
- Count ONLY lean meats such as: skinless poultry, lean pork, lean beef, lean fish, bison, and other meats that are naturally low in fat.
- Do NOT count meat items with visible fat, “marbling,” or large fatty deposits.
- If “None Available” is selected, skip to question 19.

E. Canned and Dried Fruits, Vegetables, and Lean Protein

19. Are MOST of the CANNED vegetables labeled as “low-sodium” or “no salt added” on the day of the Pantry visit?

No Low-Sodium (None of the cans are marked as low sodium)	Some Low-Sodium (Less than 50% of cans are marked low-sodium)	Most Low-Sodium (50% of cans or more are low-sodium)	ALL Low-Sodium (ALL cans are labeled as low-sodium)
0	1	2	3

Instructions:

- Select “No Low-Sodium” if none of the canned vegetables available to clients are labeled low-sodium.
- Select “Some Low-Sodium” if less than half of cans are labeled as low-sodium.
- Select “Most Low-Sodium” if 50% of the cans or more are low-sodium.
- Select “ALL Low-Sodium” if 100% of the canned vegetables available to clients are labeled as low-sodium

20. Are MOST of the CANNED fruits labeled as “low-sugar,” “no sugar added,” or “canned in own juice” on the day of the Pantry visit?

No Low-Sugar (None of the cans are marked as low-sugar)	Some Low-Sugar (Less than 50% of cans are marked low-sugar)	Most Low-Sugar (50% of cans or more are low-sugar)	ALL Low-Sugar (ALL cans are labeled as low-sugar)
0	1	2	3

Instructions:

- Select “No Low-Sugar” if none of the canned fruits available are labeled as low-sugar.
- Select “Some Low-Sugar” if less than half of the canned fruits are labeled as low-sugar, no sugar added, or canned in own juices.
- Select “Most Low-Sugar” if 50% of the cans or more are labeled as low-sugar.
- Select “ALL Low-Sugar” if 100% of the canned fruits are labeled as low-sugar.

21. What is the overall VARIETY of dried or canned lean proteins available to clients on the day of the Pantry visit? *Select the best option that corresponds to lean proteins available.*

No Variety (None Available)	Limited (Only Dried Beans or Lentils)	Moderate (Dried Beans, Lentils, & Low-fat Peanut Butter)	Wide Variety (Beans, Lentils, Low-fat Peanut Butter AND Tuna canned in water)
0	1	2	3

Instructions:

- Only count canned proteins that have less than 5g of total fat per 3 oz. serving.
- Peanut butter should only be counted if it is low-fat.
- Do NOT count dairy or eggs in this question.
- Do NOT count cans that have bulges. These cans are not safe for clients and therefore do not contribute towards the variety score.
- Do NOT count cans with deep dents. Minor dents (small dents) that are smaller than half an inch are acceptable. For example, a small dent would be smaller than the width of a dime.

F. Low-Fat Dairy, Eggs, and Grains

22. What is the overall VARIETY of low-fat dairy items? *Choose variety based on the criteria below. Please note, variety types are different for low-fat dairy products.*

Low-fat Dairy items: these are items that are milk or soy based and meet ALL of the following criteria:

- Contain 7+ grams of protein per 1 cup (or 8 oz.) serving
- Contain less than 5 grams of total fat per 1 cup (or 8 oz.) serving
- Contain at least 300 mg of calcium per 1 cup (or 8 oz.) serving

Count as LOW-FAT Dairy products:

- Fat-free milk, any kind (canned, dried, fluid, etc.)
- 1% fat milk, any kind
- Low-fat kefir
- Low-fat yogurt
- Fat-free yogurt
- Low-fat cottage cheese
- Fat-free cottage cheese
- Low-fat cheese
- Fat-free cheese
- Soy milk

None Available	Limited 1-2 types	Moderate 3-4 types	Wide Variety 5+ types
0	1	2	3

Instructions:

- Count the number of low-fat dairy items available on the day of the assessment.
- 1 type of low-fat dairy item counts as a distinct packaged product.
- In general, cheese will NOT be considered a low-fat dairy item.

23. What kind of eggs are available to clients on the day of the Pantry visit? *This includes whole, fresh, powdered, or fluid packaged eggs. Select the best option that corresponds to the eggs available.*

None Available	Only Powdered or Dry Eggs	Powdered AND Fluid packaged eggs	Whole, fresh eggs, or any other type
0	1	2	3

Instructions:

- Select “None Available” *if...*
 - no eggs are available to clients on the day of the assessment.
 - eggs are available but they are expired.
- Select “Whole, fresh eggs, or any other type” *if* fresh eggs are available to clients and they are not expired.

24. What is the overall VARIETY of grain items (examples below) on the day of the Pantry visit? *Do NOT count pastries, cookies, cakes, and sugary grain items*

Single Grain Examples

Quinoa Bulgur wheat
Popcorn Oatmeal
Rice Barley

Refined Grain Examples

Sliced bread Tortillas
Pasta Muffins & bagels
Cereals Crackers

None Available	Limited 1-3 types	Moderate 4-6 types	Wide Variety 7+ types
0	1	2	3

Instructions:

- Count single and refined grain items.
- Consider 1 type of grain item as a packaged product or a whole grain item (examples above).
- Do NOT count grain items with over 10g of added sugar per serving.

25. Of the grain items (examples above) what is the availability of WHOLE GRAIN products on the day of the Pantry visit?

None Available (<i>None of the grain items are whole grain; all grains are “white”</i>)	Some Whole Grain (<i>Less than 50% of grain products are whole grain</i>)	Most Whole Grain (<i>More than 50% of grain products are whole grain</i>)	ALL Whole Grains (<i>Over 90% of all total grain products are whole</i>)
0	1	2	3

Instructions:

- Look through the selection of grain items available at the Pantry and identify the items that are whole grain. *Each of the following are whole grain ingredients:*

Whole wheat	Whole-grain corn	Brown rice	Bulgur	Rolled oats
Whole rye	Buckwheat	Wild rice	Millet	Whole oats
Whole-grain barley	Popcorn	Quinoa	Oatmeal	

- If the first item listed on the ingredients list is a whole grain (listed above), count the item as a whole grain.
- Select “None Available” *if* none of the grain products are whole grain or ALL grain products are white and refined.
- Select “Some Whole Grain” *if* less than 50% of grain products are whole grain.
- Select “Most Whole Grains” *if* half of grain products or more are whole grain.
- Select “ALL Whole Grains” *if* ALL grain products, or more than 90% of the grain products, are whole grain.

G. Policies of the Food Pantry

The questions in this section may not be directly observable to the partner agency rater during the Pantry assessment. Partner agency raters should pose these questions to a Food Pantry manager, staff member, or a volunteer leader who is familiar with the Pantry’s policies.

26. Does the Pantry have documented Nutritional Guidelines for food brought IN to the Pantry? *Examples include procurement policies with recommendations on low-sodium items, high protein foods, or avoiding bringing candy or soda pop into the Pantry.*

- Yes
 No

Instructions/definitions:

- “Nutritional guidelines for food brought IN to the Pantry” refers to a food procurement policy that outlines the types of food the Pantry will accept for distribution to clients.
 - In this question, do NOT count food safety guidelines for not accepting spoiled food.
- Select “No” *if*...
 - the Pantry currently has no guidelines relating to the nutrients in the foods they accept.
 - the Pantry only has a spoken policy that is not currently documented.
- Select “Yes” *if* the Pantry has a documented policy regarding the nutrient requirements of foods brought into the Pantry.

27. Does the Pantry have documented Nutritional Guidelines for food given OUT by the Pantry to clients? *Examples include food distribution to clients: policies that ensure every client gets a food from the MyPlate food groups or not sending candy or sweets home with clients.*

- Yes
 No

Instructions/definitions:

- This question refers to a policy that outlines the types of food that the Pantry will send home with clients.
 - In this question, do NOT count food safety guidelines for not donating spoiled food to clients.
- Select “No” *if*...
 - the Pantry currently has no guidelines for the nutrients in the foods they distribute to clients.
 - the Pantry only has a spoken policy that is not currently documented.
- Select “Yes” *if* the Pantry has a documented policy regarding the nutrient requirements of foods given out to clients.

28. Does the Agency and/or the Pantry have a documented “Respect & Dignity policy” for how clients and volunteers are treated and expected to act? *Examples include a written policy covering client behavior in the Pantry or a non-discrimination policy.*

- Yes
 No

Instructions:

- Select “No” *if* a policy for how clients and volunteers are treated is spoken only and not currently documented.
- Select “Yes” *if* a policy is currently documented for expectations on how volunteers and clients should act and treat each other within the Pantry.

29. Is the “Respect & Dignity” policy or statement visible in a place where clients and volunteers can see it within the Pantry space?

- Yes
 No

Instructions/definitions:

- Look for the “Respect & Dignity” policy from a place where clients have access.
- Select “No” *if* the policy is within a manual and not visible to clients unless they request to see it.
- Select “Yes” *if* the policy or statement is posted where clients can see it.

30. Is Food Safety Training a documented requirement for Staff or Volunteers who have leadership positions?

- Yes
 No

Instructions/definitions:

- Consider individuals “staff” if they are paid by the Pantry or agency, receive a stipend, or belong to a service corps such as AmeriCorps volunteers. Volunteers who serve the Pantry on a regular basis and who have leadership responsibilities (such as managing other volunteers) should be considered “staff” for this question.
- Select “No” *if*...
 - any type of food safety training is not documented as a requirement for paid or volunteer staff of the Pantry or agency.
 - food safety training is a spoken expectation only.

- Select “Yes” if food safety training is a documented requirement for paid or volunteer staff in leadership positions in the Pantry.

31. Is Food Safety Training a documented requirement for Volunteers that do not have leadership positions within the Pantry?

- Yes
 No

Instructions/definitions:

- This question refers to volunteers who serve the Pantry on a less routine schedule and do not have leadership roles or responsibility over other volunteers.
- Select “No” if...
 - food safety training is not documented as a requirement for volunteers.
 - food safety training is a spoken expectation only.
- Select “Yes” if food safety training for volunteers is a documented requirement for their service in the Pantry and may include a threshold of hours in service.

H. Services

32. Does the Pantry provide or partner with another agency to deliver Nutrition Education Classes on site?

- Yes
 No

Instructions/definitions:

- Nutrition Education Classes are considered a single class or series of classes that takes place on site at the Pantry in a space separate from where clients may pick up or select foods.
- Nutrition Education Classes may be provided through a partner agency, such as a private non-profit or public university system. Common agency partners that deliver low-income nutrition education include SNAP-Ed (Supplemental Nutrition Assistance Program Education) and EFNEP (Expanded Food and Nutrition Education Program).
- Select “No” if the Pantry ONLY hosts food or cooking demonstrations (either in the space where food is given to clients or in the space where clients wait to check-in). Count those in question 58 only.
- Select “No” if the Pantry does not currently provide any Nutrition Education Classes on site within the calendar year.
- Select “Yes” if the Pantry hosts at least one nutrition education class on site and in an area separate from where clients are receiving food. These classes may also include cooking segments.

33. Does the Pantry host food demonstrations, provide samples, or distribute recipes to clients?

- Yes
 No

Instructions/definitions:

- Food demonstrations are considered short presentations where volunteers, staff, or

partners demonstrate how to prepare or use foods available at the Pantry.

- Samples are considered small portions of food that clients may taste that DO NOT count as part of their food allotment. These samples may be to demonstrate a healthy recipe, or to let clients taste a less familiar food that is available at the Pantry.
 - Do NOT include samples that are unhealthy, such as bakery desserts or candy.
- Recipes are considered lists of ingredients, menus, pamphlets, cookbooks, or handouts that are distributed to clients for free.
 - These materials may be in different languages.
- Select “No” *if* the Pantry does not host food demonstrations, provide samples, OR offer recipes materials to clients.
- Select “Yes” *if* the Pantry hosts food demonstrations, offers samples, OR offers recipe materials to clients for free.

34. Does the Pantry have visual or spoken referrals to WIC, TANF, SNAP, etc.?

Yes

No

Instructions/definitions:

- WIC represents the Supplemental Nutrition Program for Women, Infants, and Children.
- TANF represents Temporary Assistance for Needy Families.
- SNAP represents Supplemental Nutrition Assistance Program, formerly known as the Food Stamp Program.
- Select “No” *if* the Pantry does NOT refer clients to any low-income assistance services.
- Select “Yes” *if* the Pantry displays signs, posters, pamphlets, or cards to refer clients to other services that can help them meet temporary need.
 - This includes policies where volunteers verbally refer clients to other services.