



## Frequently Asked Questions

### Weekly Food Distribution

**Q: Who is eligible to receive assistance?**

A: We post the updated household income eligibility guidelines on the “Our Services” page on our website. These guidelines are determined by the Ohio Department of Job and Family Services as part of the Emergency Food Assistance Program. There is no limit to the number of times you may attend our pantries.

**Q: When and where do weekly food distributions take place?**

A: We post the updated weekly food distribution schedule for each month on the “Our Services” page on our website. This schedule reflects the most up-to-date information.

**Q: Do I need to sign up or provide advanced notice before attending a distribution?**

A: All of our services are on a first come, first served basis. You don’t need to sign-up or have a referral, nor do you need to speak to someone in advance, you may simply come to one of our scheduled locations at the scheduled times.

**Q: Do you operate under inclement weather?**

A: We reserve the right to cancel due to inclement weather or extreme temperatures. Generally, if the temperature is below 25 degrees Fahrenheit, or if Akron Public Schools closes for inclement weather, we will cancel our distribution for that day.

**Q: How do I find out if distribution has been cancelled due to inclement weather?**

A: To find out if our distributions are closed due to extreme cold or snow, visit WNIR 100.1 FM, WAKR 93.5 or WKYC channel 3 Television to find out if we are closed. However, signing up for text messages is the BEST way to find out about any changes.

**Q: How do I sign up for text alerts?**

A: Open a new text message on your phone. In the “to” area type [\(844\) 703-4188](tel:8447034188), in the area where you would type a message type [GOODSAMHUNGER](mailto:GOODSAMHUNGER). Hit “send”. You will now be able to receive text message reminders for the most up-to-date information. You will receive texts from our toll-free number: (844) 703-4188.