March 16, 2020

Dear CRS Clients,

At CRS, our top priority is ensuring the safety, health and well-being of everyone who enters our doors. Effective immediately we will have new procedures for our food pantry as well as for those seeking financial assistance. Our main goal is to limit the visits to the pantry.

**FOOD PANTRY**:

* The CRS lobby will be closed. No one will be able to enter the lobby.
* There will be no bread or baked goods available until further notice
* Call 440-933-5639 to place your grocery order. You may do this from home or from your car. We will pack your groceries into a reusable bag.
* When you arrive at CRS, **stay in your car**. Call 440-933-5639 and your groceries will be brought to you.
* Snack bags will be available for school aged children (while supplies last)
* If you need groceries more than once per month they will be available, however toiletries and cleaning supplies are still only once per month.

**TEMPORARY GROCERY DELIVERY OPTION**:

* If necessary, you can request that your groceries be delivered.
* When you call to place your order, please tell us if it is for pick-up or delivery.
  + If you call before noon, your groceries will be delivered between 1:00 and 2:00 that day.
  + If you call after noon, your groceries will be delivered the following day between 1:00 and 2:00.

**FINANCIAL ASSISTANCE**:

* Please call 440-933-5639 to discuss your situation with a client coordinator. We will attempt to provide assistance without the need for you to come into the office.

We will continue to review these procedures and make adjustments when necessary.

Thank you for your patience and cooperation during this health emergency.

Thank you,

Pam Ohradzansky

Executive Director

Community Resource Services