

COMMON QUESTIONS

Why is the Virtual Food Pantry only for people with qualifying incomes?

We focus on strengthening people to overcome hunger because we're part of West Suburban Community Pantry, a nonprofit dedicated to serving people facing tough times. The law requires that we only serve households with qualifying incomes to maintain our nonprofit status and receive food from government programs to share with our community.

How far in advance do I need to order groceries?

You can place an order as soon as 24 hours before picking up groceries. However, it's best to order at least a couple of days before you need groceries. That way, you can get food when you need it at a convenient location. We offer pickups every day except for Sunday, but each pick up location is open at different days and times.

Do the groceries change that you have available?

Yes, we offer a variety of different groceries, depending on what foods have been recently donated or purchased. However, we almost always have bread, rice, soup, canned vegetables, milk, eggs, peanut butter, and beans.

How do I get my grocery order at my pickup location?

- At all locations except Ward School and West Suburban Community Pantry, simply pull up or walk up to the large West Suburban Community Pantry truck to get your groceries.
- A volunteer will be there to look at your ID, order confirmation number, and recent piece of mail (or proxy form if someone else is picking up for you). After that, they will give you your order.
- At Ward School, go to the bus pick-up lane to get your order. If you have a car, you can simply pull into the lane.
- At West Suburban Community Pantry, go to the door labeled 118 to get your order. Park in the space in front of door 118 if you have a car.

How many times can I use the Virtual Food Pantry?

You can receive food weekly from any of West Suburban Community Pantry's programs, including the Virtual Food Pantry.

Who do I contact if I have other questions?

Contact us at (630) 512-9921 or virtualfoodpantry@wscpantry.org

