

From: Hawthorne Park Pantry Team

To: Hawthorne Park Residents

Subject: Updated Pantry Guidelines – Effective December 12, 2025

Dear Residents,

We hope you are doing well. We would like to share some important updates to our Friday Pantry distribution process. These adjustments help ensure fairness, safety, and a positive experience for all residents who participate.

Updated Pantry Guidelines (Effective 12/12/2025)

#### 1. Item Limits

Each household may select a total of 5 items. Within this limit, the following groups count as one item each:

- 2 drinks (must be two different kinds)
- 2 snacks (must be two different kinds)
- 2 fruit cups (must be two different kinds)

After making your selections from the above categories, you may choose 2 additional items of your choice.

Please Note:

If extra items become available, Pantry staff will notify residents during distribution. We kindly ask that you do not request additional items unless they are offered.

Picking Up Your Items

To maintain accuracy and fairness, residents may no longer pick up items on behalf of other households.

If you are able to walk, please plan to come in person to sign in and collect your items.

If you are ill and unable to attend in person, please text your name, phone number, and apartment number to 202-304-0958 by 4:00 PM on Friday. (Requests received after 4:00 PM cannot be accommodated.) You will receive a confirmation call, and your items will be delivered to your door at the end of distribution.

This service is reserved only for residents who are genuinely sick and unable to attend.

#### Respect Toward Staff

Our Pantry team works hard each week to sort, stock, and distribute these items so that our community can benefit from this free resource. To keep the Pantry welcoming and orderly, we ask everyone to maintain a respectful environment.

- Please speak to staff kindly and courteously at all times.
- Disrespectful behavior—including raised voices or inappropriate language—will not be tolerated, just as staff will not speak to residents inappropriately.
- Please do not direct staff on how items should be distributed or who should receive them. The Pantry is provided for the benefit of all Hawthorne Park residents.

If a staff member says “no,” we ask that you respect that decision.

Residents who choose not to follow these guidelines may lose the privilege of participating in Pantry distributions.

Thank you for your cooperation and understanding as we work together to keep this process fair, efficient, and enjoyable for everyone.

Warm regards,

Dee, Linda, and Pauline

Hawthorne Park Pantry Team