

## **DETAILS FOR THE MARCH 26<sup>TH</sup>, 2020 FOOD DROP**

### **I've attended a food drop in Douglas County. How is this one going to be different?**

The registration process is changing, and the starting pick up time. Instead of arriving at the church to register, receiving a time, and returning to pick up your food, you will register online or via phone, and arrive at the church one time to pick up your food. Pick-up times will start at 2:00 PM.

### **I've attended a food drop in Douglas County. How is this one going to be the same?**

You still have to register to receive food. The type of food will remain the same. The drive through pick up will remain the same.

### **Why can't I get a time immediately when I register online, or call in?**

We only can assign so many people during each time slot. We do not have automatic software that can create this timing system. We are doing the best we can with what we have in order to have the food drop.

### **What if I can't come on the pick-up day?**

Like our regular food drops, you must be able to pick up the food on the day assigned. Please call our office to discuss your situation. 320-834-7800

### **Can I come early?**

We cannot honor early pick-ups. We are trying to limit the social interactions as well as maintain order and traffic flow in the parking lot.

### **What if I registered, but did not receive a pick up time?**

If you do not receive an email, nor phone call, you must call our office. 320-834-7800  
It is important that you are registered and received confirmation of your pick-up time. Please be aware that our staff time is limited. If your email address or phone number is incorrect, or if your inbox or voicemail box is full, we cannot confirm your pick-up time. Your registration is not considered complete until you've received confirmation from us with your pick-up time. During pick-up, we will be checking your name and your pick-up time to be sure they match our records. Exceptions will not be made.

**United Way of Douglas  
& Pope Counties**

