

Southside Food Pantry Frequently Asked Questions

Q: Who may use the SFP?

A: If you are in need of supplemental food, you may come to the pantry, register, and receive food.

Q: Does the SFP supply all of my food needs?

A: No. We supplement your resources, you should not rely solely on the SFP to fulfill your nutritional needs.

Q: How do I register for the SFP?

A: Upon arrival, park on the side of the building near the ramp, go inside to room 10, and we will register you.

Q: Will the SFP mail my card to me?

A: No, we do not mail cards.

Q: Where does the food come from?

A: Food comes from the Central Texas Food Bank, HEB, and other local vendors that donate the food.

Q: How many times may I visit the SFP in a month?

A: You can visit the SFP 2 times per calendar month.

Q: Can I be refused service at SFP?

A: Yes. We operate as any business would, in that, confrontational customers may be refused service, for the protection of our volunteers.

Q: I have dietary restrictions, what should I do?

A: Upon registration, notify the volunteer assisting you, and they will give you instructions.

Q: What do I need to bring in order to sign up?

A: You don't need to bring anything; although not required we will ask to see an ID (or anything that has your name spelled correctly) just so that we enter your name properly into the system.

Q: How many pantry cards can I have?

A: One per household.

Q: What are your hours of operation?

A: The registration office (room 10) opens at 8:00am, food distribution begins at 9:00am and ends at 10:45am.

Q: Does SFP ever close during normal operating hours?

A: Thunderstorms will force us to close. We will be closed for holidays, church events, funerals, etc.

Q: If SFP has to close early, will I still be assisted?

A: If you are in line before it is blocked off with cones, you will be assisted (unless we've run out of food).