

## HELP US SHARE THE WORD

We're asking something special of you in this newsletter—to **join us as an ambassador** in reaching food insecure community members during the pandemic. It's as simple as reading about the details of what we're doing and helping us spread the word to others who may be in need.



Clients are some of our best ambassadors. Pamela was happy and proud to explain the unfamiliar process to new clients who drove her here for food after her recent eye surgery.

## PANTRY HOURS

*We've expanded our Monday hours into early evening.*

**Mondays: 2-6 pm**

**Wednesdays: noon-3 pm**

**Fridays: noon-3 pm**

## BACK ON FAMILIAR GROUND

Delivering food safely outside with expanded hours



We're glad to be back at our Prospect Street location after operating out of Jackson Street School for 18 weeks over the spring and summer. We've made every effort to design a process that's clear and straightforward:

- When clients first enter our driveway, volunteers greet them, and orient newcomers to ensure a smooth visit.
- Everyone is served outdoors, in their car or on foot, for safety.
- Clients can come once every week for pre-bagged groceries, including produce and other perishables.
- Folks who aren't able to come in person can have a friend or family member pick up groceries for them.
- Anyone living in one of the 18 towns we serve (*see inside*) is welcome.

Our **smiling eyes** and our **masks** show we care. Staff members and volunteers alike bring unfailing warmth to the goal of helping clients feel welcome.



Carlos, Distribution Manager

1,244  
new clients  
served

34,714  
client  
visits

Over 505,000  
pounds of food  
distributed

\$209,550 spent on  
food *valued at over*  
\$878,000

“I am amazed with the staff’s flexibility and devotion in this crisis. Their dedication has never wavered.”

—Margaret, a longtime volunteer

## A WELL-ROUNDED FOOD PACKAGE BRIGHTENS EACH VISIT



In late summer we settled back in at our home base on Prospect Street and began streamlining our new distribution processes. With a dramatic increase in client visits since March, we’re giving out substantially more food than ever before. To compensate for diminished choices inherent in the pre-bagged grocery offerings, we focus on providing a variety of fresh produce and shelf-stable items, and special extras like fresh bread, meat, and vegetarian and gluten-free options.

## SERVING WITH EFFICIENCY AND EASE

Connecting warmly across safe distances

### WHAT CLIENTS WILL EXPERIENCE

- Efficiency—takes much less time than before
- Safety and distance—contactless food distribution
- Volunteer assistance for loading car as needed
- Rotating selections and a focus on nutrition
- Supplemental bags with Thanksgiving extras
- Toiletries and diapers when available
- Resources and referral information



### MEETING THE NEED WHERE IT'S NEEDED MOST

On-site distribution at the Center is supplemented with:

- Doorstep deliveries to low-income and senior-housing sites through Grow Food Northampton
- Food deliveries by taxi for some clients who are homebound
- Booked-service pick-ups for walkers from around town on a trial basis through the PVTA (partnership in progress)



### We are able to serve people from any of these communities

- |              |             |              |              |
|--------------|-------------|--------------|--------------|
| Chesterfield | Hadley      | Middlefield  | Westhampton  |
| Cumington    | Hatfield    | Northampton  | Williamsburg |
| Easthampton  | Haydenville | Plainfield   | Worthington  |
| Florence     | Huntington  | South Hadley |              |
| Goshen       | Leeds       | Southampton  |              |

“I love welcoming all the friendly, smiling faces of our volunteers! Asking the all-important health screening questions when they arrive helps keep everyone safe and sound.” —Diane, Volunteer Manager



## THE ESSENTIAL HEART & SOUL REMAIN, WHILE THE FAMILIAR IS CHANGING

If you were to visit the Center before and then during the pandemic, you'd see that nearly everything looks different. The light, bright, open pantry, which used to be busy with client families and volunteers, is now divided up into safely-distanced workstations for volunteers, separated by Plexiglas. Despite these physical changes, the small crew of volunteers remain as dedicated as ever as they serve our clients—directly or indirectly—with the care and compassion they always have.



Volunteer Stacia puts together shelf-stable items for weekly food packages, as seen through a newly-installed Plexiglas panel.



Karen and Ken have been volunteering together weekly for over a decade. Our safety protocols allow them to continue their valuable work in tandem.



Shelving creates divided workstations to keep volunteers safely distanced. Each area is self-contained, eliminating guesswork and ensuring quality control.

## CONNECTING WITH ISOLATED CLIENTS

Artemis recently reached out to over 100 clients who hadn't come to us since the pandemic hit.



## Increasing our reach at a critical time

We know that many of those we serve are **at risk for both hunger and social isolation** as they stay home to protect themselves. Our Pantry Coordinator, Artemis, reached out to clients who hadn't visited us since March, to check on their well-being and make sure they knew the multiple ways they could get food from us. Her outreach paid off, with many **feeling reassured about their safety** in coming back to us.



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 Artemis Kampner  
*Pantry Coordinator*

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United Way of Hampshire County

## ESSENTIAL CHANGES FOR THE WINTER

Moving back to Prospect Street in late summer required modifying our building to successfully manage safe distribution for clients outside and socially-distanced workstations for volunteers inside. Now, entering into the colder, wetter seasons, and as we brace for continued months of outdoor distribution, the systems we have in place have to be made more sustainable. One such enhancement is replacing the temporary tents outside with a kiosk equipped with heat and electricity so volunteers can more comfortably and safely greet and direct visitors while braving the elements. Additionally, we will be transforming two vestibule windows into “drive-up” style transaction windows, allowing staff members indoors to interact with and pass food to people in their cars.



Staff and volunteers make do with imperfect building fixtures until structural enhancements have been completed.



Heidi, *Executive Director*

## AN APPEAL TO YOU, OUR DONORS

With our warehouse and pantry filled with shelves of supplies and pallets of groceries, we don't currently have the space or the personnel available to accept community food donations. We miss seeing you and feeling your encouragement during in-person visits, and we know it's disappointing for those who want to help their neighbors in that way during an emergency. Fortunately, your financial donations can go a long way in supporting our work, and we're grateful for gifts of every size at a time like this. In partnering with the Food Bank of Western Massachusetts and buying items wholesale, we amplify the spending power of every dollar you can contribute. Please join us with a gift this season!

## KEEPING UP-TO-DATE WITH OUR WEBSITE

In the face of dramatic changes during the pandemic, we're taking extra steps to keep our website updated. We know



how hard it is to be sure the information you find

on the web is current, so we've designed this handy graphic to visually orient you to what's new and different about our services at this time. Visit **northampton-survival.org** to stay informed, and please let us know if there's information you're looking for that you don't see answered there.