WCFR Locker Fact Sheet

At **Women & Children's Free Restaurant & Community Kitchen**, we offer delicious, chef-prepared meals, preselected fresh protein, dairy, produce, and nonperishable groceries for women — no fees or documentation required.

On April 14, 2026, we launched a convenient, flexible system to pick up free dinners and groceries. No more long car lines and limited hours, and we've expanded our service days and hours to offer more options to fit your schedule.

The system promotes independence and self-help. You will:

- *create your own account*
- ***schedule** and place your own order*
- *use the kiosk to access your locker*
- *unload your locker*
- *load your car or cart*

We ask that you read this information carefully and keep it handy for future reference.

PICK UP TIMES (You select your pick up day and time through our online system.)

This is not a drop-by or line-up service. We currently offer the following days and times for pickup:

Tuesday	9:00 AM	12 Noon	3:00 PM
Wednesday	9:00 AM	12 Noon	3:00 PM
Thursday	9:00 AM	12 Noon	3:00 PM

PICK UP DETAILS

- There is no need to arrive more than 5-10 minutes before your pre-scheduled pickup window opens. Your food is yours as long as you pick it up within your 2-hour pickup window.
- Please remain in your car or off-site until pickup begins. Our team is preparing for your arrival and reloading lockers between pickup slots, so they need space to do so. Please save questions and conversation for your turn at the lockers.
- There are 16 lockers for each time slot listed above. Fewer people per slot reduces wait time.
- If you drive to our location, park in any open spaces in our parking lot or free street parking.
- The parking spot closest to the locker structure is reserved for ADA use only.
- When you arrive, proceed to the locker area and wait in line. Please have your locker access info ready on your phone or printed.
- We have "locker porters" who are volunteers ready to provide direction and assist you.
- When it is your turn to enter the fenced locker area, you will scan your access code at the kiosk, your locker will open, and you will remove items from the locker and place them on a cart.
- A locker porter will assist you with any additional food outside of the lockers.
- Roll the cart to your vehicle for self-loading and return the cart to the locker area. If you have a physical limitation that requires assistance, please ask one of our team members for help.
- If you arrive on foot, be sure to bring your own cart.
- You will be outside during this process, so please dress appropriately for the weather. As you know, Spokane experiences a broad range of weather conditions.

LOCKER GUIDELINES & ETIQUETTE

- You must pick up your own order. Do not send someone to pick it up for you.
- Your Shopper ID and PIN are for you; please do not share them with others.
- You have 2 hours from your scheduled pickup time to pick up your food.
- You may change your pickup time or cancel your order by emailing info@wcfrspokane.org.
- If you miss the pickup time, the system will automatically cancel your order, and the food will be restocked for another family.
- ▪ If you arrive late for your food, we cannot accommodate you. We are busy serving scheduled shoppers and cannot add you to another group of shoppers.
- Missed pickups and last-minute cancellations may mean this service is not for you. Those instances are tracked in our system.
- If you miss more than two pickups, your access may be revoked for up to 6 months. We know this may seem strict, but it's important to ensure that everyone who needs the food can get it. Sometimes another woman may be counting on it for herself and her family, and we want to make sure it goes to those who truly need it.
- WCFR is a safe zone for women. If an adult male accompanies you, please have them remain in your car or stay off-site (across the street) while you are being served.
- Pets are not permitted in our parking lot or service area, but you may leave your pet in your car. If you ask for assistance and a WCFR team member feels uncomfortable due to your pet's behavior (such as barking, lunging, or jumping), we are unable to help load food into your vehicle. Remember, pets often love their owners but may not always be comfortable around others.

If you have read and followed these instructions and still have questions, we're here to help! Email us at info@wcfrspokane.org, and we'll respond as quickly as possible.

Thank you for taking the time to read this information. It is indeed lengthy, but we hope it answers any questions you may have and helps you access food from our lockers.

As always, WCFR provides dignified service for women, and we ask for one thing: mutual respect—with our team and the other women in this special community.

We are so happy to have you as a valued member of our WCFR family, and it is our pleasure to serve you.

Have a wonderful day!

The WCFR Management Team:

Lisa Diffley. Executive Director

Bonni K. Cockburn. Director of Philanthropy & Finance

Melissa Berry. Director of Nutrition Services & Executive Chef

Jessica Gebhardt. Volunteer Services Manager

Liam Parry. Inventory & Distribution Manager