Turkey and Food

How much do the turkeys cost?  There is no cost, nor Shared Maintenance Fee.

What is the size of the turkeys we will receive?  Because the turkeys are donated, please anticipate a variety of sizes. Most will be 12-15 pounds.

Will we receive fresh or frozen turkeys?  You will most likely receive frozen turkeys. For those programs picking up on the Tuesday or Wednesday before Thanksgiving, we will make every effort to have thawed turkeys for you.

Will there be sides with the turkeys this year?  What will the sides be?  Thanksgiving meal side dishes are often donated. We will likely have a variety available for your appointment time, but we have no way of knowing what they will be in advance.

Could our Meal program request chicken instead of turkey?  Yes. Please contact us. (Please see the Partner Program Turkey Line Contact info on next page.)

Where, what or when is the...

What is the link to the Turkey Request System?  Foodshare’s Turkey Request System can also be found in the Online Ordering section of the Partner Resources page of our website.

What is our password?  Your password is your five digit Agency Ref number followed by the word “turkey”. Example: 12345turkey

When is our Turkey Appointment time?  Your scheduled appointment time can be found by logging in to the Turkey Request System.

Where can I find the Turkey Request Forms used for clients?  Pantry Turkey Request Forms can be found in the Partner Resources page of our website under Agreements and Forms.

Oops. What should I do now?

I am locked out of the Turkey Request System. What should I do now?  Your program will be locked out of the Turkey Request System when your turkey request is greater than your cold storage capacity. BEFORE calling Foodshare to have your account reset, please review your freezer and cooler space, as well as your anticipated number of turkeys. (Please see the Partner Program Turkey Line Contact info on next page.)

Our estimated number of turkeys has changed since we set our appointment time. Do we need to notify someone at Foodshare?  If your actual number of turkey requests exceeds your estimate by 20 turkeys or more, please call us so we can make the adjustment on our end. (Please see the Partner Program Turkey Line Contact info on next page.)
Turkey and Thirty
Frequently Asked Questions—continued

Requesting Turkeys for Clients

Where can I find the Turkey Request Forms used for clients? Pantry Turkey Request Forms can be found in the Partner Resources page of our website under Agreements and Forms.

How long do I need to keep my Turkey Request Forms? Please keep your paper copies of the Turkey Request forms until December 31st.

My client’s town is not listed in the drop down menu of towns. What should I do? Please confirm that the client lives in a town in Foodshare’s service area (Hartford or Tolland County). If you feel a town in Hartford or Tolland County is missing from the list, please contact us (see below).

Can I request a turkey for a household in Massachusetts? No. Eligible clients must live in Hartford or Tolland Counties.

I accidentally entered the wrong house number (or street address, or apartment number, or birthday) when entering client data. What do I do now? We will need to fix this on the back end, please contact us. (Please see Partner Program Turkey Line Contact info below).

Pantry list of “approved” Households

When will our pantry receive our “accepted” list of households? We will do our best to email the list to you by November 3rd.

What do I tell a client if their household was not “approved” for our pantry? Please let them know that their Request was considered a duplicate and that they are likely approved at the other pantry (or program) where they made a Request.

Our client says they did not make a Request at another pantry. Can you help? Reports detailing why the Request was considered a duplicate, and at which pantry the client is on an “approved” list can be generated, however it is a very time consuming process. Before asking the Partner Program team to pull this information, please consider this: In 2017 there were 1,185 duplicate Requests made at 94 of the 104 pantries that requested turkeys. We ask that you limit your requests for this information as much as possible.

Contacting the Partner Program Team

Need to speak to someone at Foodshare about your Programs’ Turkey Requests?

If your question or concern wasn’t answered here, please contact us:

Partner Program Turkey Line: (860) 856-4334

NEW

www.foodshare.org • 860-286-9999
450 Woodland Avenue, Bloomfield, CT 06002