

# Adding your fridge to the LA Community Fridge network

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### Check-in FAQs

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# 1 Getting your fridge location set up

If you need a fridge, fill out this form and our team of fridge movers will be in touch: Request a
<u>fridge</u>
Once the fridge is installed, we recommend painting it ASAP or at least putting up signage that

Once the fridge is installed, we recommend painting it ASAP, or at least putting up signage that says "Free food / Comida gratis." This is to ensure that the fridge isn't mistaken for a fridge that's up for grabs.

Adding a shelf/pantry is a good idea so there's space for shelf stable items like bread and rice.
2 Add your fridge to the LA Community Fridges
network
When you start a fridge as part of LACF, all we ask is that you agree to <a href="these quidelines">these quidelines</a> to keep visitors safe. You can do this after you've confirmed a location for your fridge, but you don't have to be set up yet.
Submit this form to agree to the host guidelines and provide information about your fridge: <a href="Adda a new fridge to the LA Community Fridges network">Adda new fridge to the LA Community Fridges network</a>
When your fridge is live, let us know and we'll add you to the LACF map. You can email <a href="mailto:lacommunityfoodshare@gmail.com">lacommunityfoodshare@gmail.com</a> or post in #tech-team on Slack.
3 Launching your fridge and getting it online
On our website, we have a map of all the LA Community Fridges, plus info about each one:
<ul> <li>☐ After your fridge is added to our website, anyone visiting the fridge can check-in online. To get your fridge added to the fridge map on our website, you have a few options: DM us on Instagram, post in the #tech-team channel on Slack, or email us at Iacommunityfoodshare@gmail.com. Please include a front-facing photo of the fridge.</li> <li>☐ You can click here to see the check-in form for yourself LACF Check-in form</li> <li>☐ There's more info on how Check-ins work below.</li> <li>☐ Print your fridge's check-in flyer and post it up on your fridge (There's more info on check-ins below) If you don't find your flyer in this folder, let us know and we'll get you one: OR / Check-in flyers.</li> </ul>
☐ You can also use any other flyers you'd like from this folder: Flyers
4 Joining Slack to see check-ins and get support
Our online check-in system is for neighbors and volunteers to stay up-to-date with what's going on at each fridge. When anyone checks in at a fridge, that information automatically goes to two places: Our website & Slack (a messaging platform) where volunteers for that fridge can see it.
<ul> <li>Slack is a messaging app for groups. It is the place where we organize as a group, and it's the place where you can see real-time check-ins from your fridge.</li> <li>Not everyone involved with LACF is on Slack, and that's ok!</li> <li>We encourage hosts and highly involved volunteers for each fridge to join, if for no other reason than to see check-ins. Plus, there are hundreds of people there to get support.</li> </ul>
Read below for info on how to join Slack:

- 1. **Fill out this quick form:** Join the LA Community Fridge Slack. You'll receive an email when you've been added to the LACF Slack.
- Download the app: For convenience we recommend downloading the app on mobile and/or desktop! But you can also access it from any browser using this link: https://lacommunityfridge.slack.com/
  - a. Slack for iPhones
  - b. Slack for Android
  - c. Slack for Apple Computers
  - d. Slack for Windows computers
- 3. **Join your fridge Channel:** Each channel in Slack is a group of folks interested in the same topic. On the LACF Slack, each fridge has its own channel. <u>Click here for instructions on how to join your fridge's channel.</u>
- 4. **Customize your notifications.** By default, you'll receive Notifications from every channel you join, but that can get overwhelming! No worries, it's easy to fix. <u>Here's how.</u>

## More tips & resources

- Keep a close eye on it. When you're close to launching a fridge, we recommend getting a crew
  of 5-10 people who will actively look after the fridge daily for at least a month. Maybe start a
  cleaning schedule and add it to this list: <u>LACF Cleaning Shifts</u>. A new fridge needs time to
  become a trusted source of food in the community, so it's most crucial that the fridge stays
  immaculate and stocked as much as possible.
- Start an Instagram account for your fridge, or just start posting from the host's company Instagram. This is a great way to drum up support.
- **Ask for help!** If you have any issues or need guidance, we have a network of 1k+ volunteers who have been active with LACF in various ways. Some for several years! Post in Slack or DM us on Instagram as soon as you need support or guidance.
- Scarcity mentality: When you first launch your fridge, you may notice that people take a lot of food. Perhaps more than you think they need. First off, there's no way to know how much food someone needs for themselves or their families, so leave people to take what they'd like anonymously and without confrontations. Second, this is especially common when a fridge first launches, as people may be living with a scarcity mentality. It's unclear how long the fridge will be there, so folks may take enough food to last them a while.
- Talk to local restaurants about the fridge and encourage them to drop off excess food or prepackaged meals (labeled with date, and ingredients (if possible). Here's a flyer you may find handy: 
   Restaurant handout english.pdf.
- **Fridge on the fritz?** If you have issues with your fridge and need a replacement, we got you. Just fill out this form and we'll be in touch: Request a fridge

- If your fridge gets a citation or any pushback from the city or the cops, reach post in the #general channel in Slack or DM us or email <a href="mailto:lacommunityfoodshare@gmail.com">lacommunityfoodshare@gmail.com</a> You can also reference this document from UCLA: <a href="mailto:Community Fridges: Legal Ouestions and Answers">Community Fridges: Legal Ouestions and Answers</a>
- Updating our website is easy! If you need the hours or location changed, or if you need to remove your fridge from the map (temporarily or permanently) post in #tech-team on Slack or email us

### **Check-in FAQs**

We have an online check-in system so that neighbors and volunteers can stay up-to-date with on what's going on at each fridge. When anyone checks in at a fridge, that information goes to our website and to Slack (a messaging platform) where volunteers for that fridge can see it.

### Where does the check-in info go?

When someone checks into a fridge, within a few minutes, that information is reflected in a couple places:



# This is how check-ins look on our website, lacommunityfridge.com

New info is populated to show how much food is available and what the person requested.



#### This is how check-ins looks on Slack

Slack is a messaging platform. This is where many people involved with LACF organize efforts or post updates. Every check-in for each fridge is also automatically posted to that fridge's dedicated Slack channel. In Slack, all the fields from the check-in are shared in that fridge's channel, including cleanliness, temperature, notes, photos, etc. This way, folks who are active with that fridge are made aware of any issues with the fridge right away.

### How does someone check-in?

The check-in form is just a link. That link can be accessed in any number of ways, but mainly:

- A QR code posted on a fridge (you can find a QR flyer for each fridge here <u>OR / Check-in flyers</u>)
- Going to our website and finding the fridge
- Doing one of the above and bookmarking the link to revisit later

### When should you check in?

It's best to check in within a few minutes of visiting a fridge. Food usually moves fast, so submitting information that's an hour old is probably out-of-date.

### What does the check-in form ask?

At minimum, a check-in asks

• Food level: How full is the fridge?

• Cleanliness: How clean is the fridge?

• Temperature: What's the temperature?

### We also encourage people to:

- Add photos
- Include what's fully stocked up
- Include what the fridge needs more of
- And add notes