

Rights and Responsibilities

Clients Have the Right to: Receive professional, courteous, and caring assistance that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status.

The Food Shelf and Clients share responsibility in ensuring a safe, welcoming environment for all seeking service or working at the Food Shelf.

What you can expect from the Food Shelf

- To be treated with respect, courtesy and professional competence.
- To ask questions at any time and expect honest answers
- To request to review your records.
- To have information about you treated as strictly confidential.
- To have support and serve as a resource to you.
- To provide information and/or referrals to other resources as needed or requested.
- To maintain a professional and safe environment.

What the Food Shelf expects from Clients

- To treat Food Shelf other clients, staff and volunteers with respect.
- To provide accurate information about your household and current situation.
- To communicate with volunteers or staff if you have concerns or suggestions about the care you receive here, so we can work together to provide you with the best possible service in the future.
- To be discreet and respectful of other clients' visits to the food shelf. In other words, "what happens at the food shelf, stays at the food shelf."
- Not to sell or offer for sale any food or other forms of assistance received from the food shelf.

Our intent is to create a place where people can come to be treated with dignity and respect. Individuals not following these guidelines may be asked to leave and will not be invited back to the food shelf until the situation has been reviewed by leadership or the Food Shelf. Alternative methods will be set up by the Food Shelf to ensure that everyone is still able to receive needed food support in the meantime.

Grievance Procedure – If anyone believes they have not received fair treatment or proper services they have the right to file a complaint or appeal. If anyone feels their rights have not been respected, we encourage contacting a supervisor or board of directors. Please see our formal Grievance Policy.

By signing below, I acknowledge that I have read or a worker has explained my rights and responsibilities and I agree to follow these guidelines.

Client Name: _____ Client Signature: _____

Date: _____