



## Safety Policy

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

1. Start with the baseline of treating everyone with respect. Treat others the way they want to be treated.
2. Be patient, be kind, and be polite.
3. Be empathetic. Understand that people may not know the rules or understand how the program works. They may feel uncomfortable asking for help.
4. Smile. Make people feel welcome and valued.
5. Don't judge.
6. In difficult situations try to remain calm and try to explain your policies are to keep everyone safe and ensure fair treatment for all.
  - a. Address the behavior, not the individual. Inform client that inappropriate behavior needs to stop immediately or they will be asked to leave
  - b. Look to your other volunteers for support and keep distance between you and the upset client.
  - c. Get help, especially if threats or violence occurs or is possible. Trust your instincts. If you do not feel safe, call 911.
7. Two warnings (document in their computer file) will be given to the client before the client is asked to make permanent changes to the food pickup process including the option to remain outside to receive food or assign a proxy.