

PROGRAM BILL OF RIGHTS

As an Emergency Food Program that distributes food, you:

- May serve people from a set geographic area, as long as you serve and refer clients from outside the area during their first visit
- May require documentation to prove the number of people in a household as long as you have explained these requirements to clients on a previous visit
- May require documentation to prove a household's address as long as you have explained these requirements to clients on a previous visit
- May create a policy for how often you serve each client in order to ensure all clients receive enough food (minimum service is one visit per month)
- Can refuse service to anyone that is hostile, aggressive or threatening to staff, volunteers, or other clients
- May serve volunteers as long as they register as clients and they do not receive special treatment or more food than other clients
- May release a volunteer if that volunteer does not follow program rules, is disruptive, or disrespectful to staff, volunteers or clients