

program bill of rights

As an Emergency Food Program that distributes food, you:

- Are able to have a set geographic area that only serves people that live in that area, as long as you provide a referral to a guest's local emergency food program after you serve them the first time;
- Are able to require documentation to prove the number of people in a household as long as these requirements have been explained to the guest on a previous visit;
- Are able to require documentation to prove a household's address as long as these requirements have been explained to the guest on a previous visit;
- Are able to limit how often you serve each guest in order to ensure all guests receive enough food;
- Are able to refuse service to anyone that is hostile, under the influence, aggressive or threatening to staff, volunteers, or other guests;
- Are able to serve income eligible volunteers as long as they register as guests and they do not receive preferential treatment or more food than other guests;
- Are able to terminate services of a volunteer if that volunteer does not follow program rules, is disruptive, or disrespectful to staff, other volunteers or guests.

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