

# **BILL OF RIGHTS - DARRINGTON FOOD BANK**

## **RIGHTS OF THE CLIENT**

- The right to be treated with respect and dignity.
- The right to receive services which are non-discriminatory and sensitive to differences of race, culture, language, sex, age, national origin, disability, creed, and socioeconomic status.
- The right to confidentiality.
- The right to lodge a grievance with the provider, if the client believes his/her rights have been violated.
- The right to receive services without being asked to make a donation of time or money in exchange for food assistance.
- The right to receive services without being required to participate in religious or political activity.
- The right to receive services without being required to show proof of national residency or a social security card.

## **RIGHTS OF THE DARRINGTON FOOD BANK**

- The Agency has the right to refuse service to a client if:
  1. The client is intoxicated/ under the influence and/or brings alcohol or drugs onto the property.
  2. The client is belligerent and disrespectful to agency staff, volunteers, or other clients.
  3. The client verbally or physically assaults any volunteer or client or threatens verbal or physical assault.
  4. The client commits a crime, including theft, while on property.
  5. The client brings a firearm or any type of a weapon onto the property.
  6. The client fails to comply with staff/volunteer requests.
- The agency has the right to request information on the Food Bank intake form, however, documents and verification are not required for service.
- The agency has the right to determine its own hours of operation and service guidelines as long as availability to clients is a priority and all clients are served equally.

**THANK YOU!**