

Harvest Share Community Food Programs (HSCFP)

CLIENT RESPONSIBILITIES

Those served by HSCFP should be aware of the following client responsibilities:

1. To be courteous and polite.
2. To provide identification for each member of the family or each person that is being served in accordance with this policy's guidelines.
3. To abide by the policies and procedures of HSCFP.
4. To inform HSCFP of any changes in personal information (ex. Change of address, change of phone number, change in family size, etc.).
5. To refrain from calling staff and volunteers at their homes.
6. To ask volunteers or staff to perform only those tasks that have been requested or approved by HSCFP.

REFERRAL & REFUSAL OF SERVICE

Refusal of service. An individual or family served by HSCFP **MAY** be refused service if they:

1. Are intoxicated or under the influence of narcotics while attempting to be served.
2. Are verbally or physically abusive to Staff, Volunteers, or Board Members while attempting to be served.
3. Are found to be selling food that was provided by HSCFP.
4. Have provided false information to HSCFP.

