

# Harvest Share Community Food Programs (HSCFP)

## CLIENT RIGHTS

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

1. To be served with dignity and respect.
2. To be served based on need and no other criteria.
3. To be served regardless of race, sex, sexual preference, religion, disability, or source of income.
4. To have any personal information that is provided to HSCFP kept private and confidential.
5. To be informed about the usage and storage of their own personal information.
6. To request any records or files that include their own personal information and to have that information provided within a reasonable time frame, subject to the limitations mentioned above.
7. To be served equitably in relation to others who make use of HSCFP.
8. To request preferred food items when practical and available to meet dietary needs.
9. To be provided with information regarding community services, and other community providers.
10. To be asked for consent when providing any personal data beyond basic information as outlined above.
11. To be informed of the reason for referral or refusal of service, both verbally and in writing.
12. To be able to bring their concerns or complaints to the staff or Board of Directors of HSCFP, related organization, and/or Feed Ontario

