



## Client Rights and Responsibilities

Rights	Responsibilities
To receive fair and equitable treatment regardless of race, colour, religion, age, sex, sexual orientation, marital or family status, housing or income status, or disability	To treat all other guests, volunteers, and staff members at the Moose Jaw & District Food Bank (MJFB) with courtesy and respect
To not be asked questions that don't apply to the services of the MJFB, and to understand why questions are being asked of you	To provide accurate information regarding yourself and family* during related screening questions
The information you provide will be collected, used, and maintained in a confidential way	To report changes to your household, address, employment, or other factors related to initial screening questions in a timely manner
To ask questions about services until you are comfortable in your understanding	To use MJFB food for yourself and your household ONLY (i.e., not to sell or trade to others)
To receive food that is safe to eat	To avoid doing anything illegal in the MJFB or on MJFB property (e.g., carrying a weapon)
To raise concerns and complaints	To raise concerns and complaints in a respectful way by speaking with staff, or calling/emailing after you left
To receive a response to any concern or complaint raised	To actively participate in the complaint/concern process and to accept the resolution of the issue once agreed upon and/or confirmed by management