Markham Food Bank Service Standards and Client Rights & Privileges

### **Markham Food BanK** is committed to upholding the dignity and rights of all individuals who seek assistance from our organization. We believe that every visitor deserves to be treated with respect, compassion, and fairness. This document outlines **Markham Food Bank**’s service standards and the rights and privileges that clients have when accessing services at our food bank.

### Service Standards

In accordance with Feed Ontario’s Standards of Operations, **Markham Food Bank** is committed to upholding the following service standards in all interactions with its clients living within the city of Markham, as defined by the following geographical area: (north of Steeles avenue, east of Bayview Avenue, south of the Stouffville municipal boundary and west of York Durham Line).Individuals and families residing west of Bayview Avenue within the city of Markham will be serviced by The Richmond Hill Community Food Bank due to the proximity:

1. We will treat every person requesting help courteously and in such a way that dignity and self-esteem is never compromised. When we speak of people who use food banks we will do so with dignity, courtesy and respect. We will avoid stereotypes and generalizations.
2. We will serve people who come to us for help based on their self-determination of need and living within the city of Markham: (north of Steeles avenue, east of Bayview Avenue, south of the Stouffville municipal boundary and west of York Durham Line).Individuals and families residing west of Bayview Avenue within the city of Markham as will be serviced by
The Richmond Hill Community Food Bank due to the proximity:
3. We will recognize the diversity of Ontario, and of our own organization, and will strive for equality and inclusivity in our practices and delivery of services.
4. We will not discriminate against any person for any reason, including race, sex, gender, sexual orientation or preference, religion, disability, source of income, or any other group under the Ontario Human Rights Code.
5. We will respect the privacy of people we serve and strive to maintain the highest standards of confidentiality.
6. When we speak of people who use food banks we will do so with dignity, courtesy, and respect. We will avoid stereotypes and generalizations.
7. We will educate ourselves and others about the systemic and structural inequities that lead to people needing food banks.
8. We will strive to include food bank clients in our planning, decision-making, and governance.
9. We will strive to provide information about other community services to people who come to us for help.
10. We will not accept payment for the food we provide even if offered voluntarily and we will never require people who come for emergency food relief to pay a food bank membership fee, work or volunteer, or participate in any religious or political activities to access emergency food support.

### Client Rights and Privileges

In accordance with Feed Ontario’s Operating Policy Three: Food Bank Clients, people served by **Markham Food Bank** and its affiliates have, and should be aware of, the following client rights and privileges:

1. To be served with courtesy, dignity, and respect;
2. To be served based on need while living within the city of Markham 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 the food bank or related organization kept private and confidential;
5. To be informed about and consent to 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, subject to the limitations mentioned above;
7. To request preferred food items when practical and available in order to meet an individual’s health, ethnic, and/or dietary needs;
8. To be provided with information regarding community services and other community providers;
9. To be informed of the reason for referral or refusal of service, both verbally and, where possible, in writing; and

*To view Feed Ontario’s Standards of Operation and Operating Policy Three: Food Bank Clients, scan this QR code:*

1. To be able to bring their concerns or issues a complaint, in accordance with the client complaint process outlined and posted.