

# **FOOD PANTRY DISTRIBUTIONS**

## **CUSTOMER RIGHTS AND RESPONSIBILITIES**

### **CUSTOMER RIGHTS**

- To receive safe, healthy food free of charge without discrimination.
- To be treated with courtesy and respect under Civil Rights Guidelines.
- To have all information provided held confidential except as mandated for provider applications and reports.

### **CUSTOMER RESPONSIBILITIES**

- To treat volunteers and other customers with courtesy and respect.
- To provide family information with requested documentation annually.
- To check in at each distribution attended.
- To provide written permission for any food picked up by others.
- To attend Pantry at least once a year (if food is typically picked up by a proxy), when possible.
- To provide containers to transport food received.
- To follow pantry procedures on food amounts based on family size.
- To provide feedback as requested to improve pantry operation.
- To recognize that distributions are providing 3 days of food per person.