

Partner Agency & Guest Bill of Rights



CONSUMER (GUEST) OF FOOD FROM AN EMERGENCY FOOD PROGRAM:

- You are entitled to receive food free of charge.
- You are not required to give donations, work or participate in religious services to receive food.
- You will be treated with dignity and respect at all times.
- You will receive food without discrimination against the basis of age, race, family status, gender, disability, religious belief, or sexual preference.
- You will be provided with clear policies and procedures for receiving food.
- You are free to refuse any food items that do not meet your dietary or religious standards.
- You will receive food that meets local, state, and federal standards for food safety.
- You will not be turned away on your first visit because of a lack of identification, referral, or proof of address. Documentation may be required to verify other members of your household.
- You are not required to provide any part of your Social Security Number to receive food.

EMERGENCY FOOD PROGRAM DISTRIBUTING FOOD:

- Is able to set a geographic service area and serve only those that live in the geographic area so long as a referral to the appropriate program is provided.
- Is able to require documentation to prove address and number of people in a household, so long as this requirement is posted where it can be viewed by guests or clients.
- May limit how often it serves guests in order to ensure all guests may be served.
- May refuse service to anyone who is hostile, aggressive, or threatening to staff, volunteers, or other guests.
- May serve income eligible volunteers, so long as they register as guests and do not receive preferential treatment or more food than other guests.

This program is a partner agency of Food Bank of Central New York.

For questions or more information, please contact our Agency Relations Department at (315) 437-1899 ext. 256 or agencyinfo@foodbankcny.org