

PROVIDER BILL OF RIGHTS*



AS AN EMERGENCY FOOD PROGRAM THAT DISTRIBUTES FOOD, YOU:

- **are able to have** a set geographic area that only serves people that live in that area as long as you provide a referral to a guest's local emergency food program after you serve them the first time.
- **are able to require** documentation to prove the number of people in a household as long as these requirements have been explained to the guest on a previous visit.
- **are able to require** documentation to prove a household's address as long as these requirements have been explained to the guest on a previous visit.
- are able to limit how often you serve each guest in order to ensure all guests receive enough food.
- **are able to refuse** services to anyone that is hostile, disruptive, aggressive, threatening to staff, volunteers, or other guests.
- **are able to serve** volunteers in need of food assistance as long as they register as guests and they do not receive preferential treatment or more food than other guests.
- **are able to terminate** services of a volunteer if that volunteer does not follow program rules, is disruptive, or disrespectful to staff, other volunteers, or guests.

* Hunger Prevention Nutrition Assistance Program (HPNAP) 2016

PLEASE POST THIS CLIENT BILL OF RIGHTS IN
YOUR FACILITY FOR ALL YOUR CLIENTS TO SEE.



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DERECHOS DEL PROVEEDOR*



COMO SITIO DE ALIMENTACIÓN DEL PROGRAMA DE ALIMENTOS, USTED:

- Puede tener un área geográfica específica que solo sirva a personas que vivan en esa área, siempre y cuando proporcione una referencia a otro lugar de alimentación después de servirles la primera vez;
- Puede requerir documentación para comprobar el número de personas en un hogar, siempre y cuando estos requisitos se hayan explicado al cliente en visitas anteriores;
- Puede requerir documentación para comprobar la dirección de un hogar, siempre y cuando estos requisitos se hayan explicado al huésped en visitas anteriores;
- Puede limitar la frecuencia con la que sirve a cada huésped para asegurar que todos reciban suficiente comida;
- Puede negar el servicio a cualquier persona que sea hostil, disruptiva, agresiva o amenazante hacia el personal, los voluntarios u otros huéspedes;
- Puede servir a voluntarios que necesiten asistencia alimentaria, siempre y cuando se registren como clientes y no reciban un trato preferencial ni más comida que otros huéspedes;
- • Puede dar por terminado el servicio de un voluntario si este no sigue las reglas del programa, es disruptivo o falta al respeto al personal, otros voluntarios o huéspedes.

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BECAUSE IT TAKES MORE THAN FOOD TO FEED THE HUNGRY



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