**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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