

AGENCY 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 home food pantry or have them call Food Bank of Central New York at (315) 437-1899 ext. 0 for a referral.
- You 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.
- You 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.
- You are able to limit how often you serve each guest in order to ensure all guests receive enough food.
- You are able to refuse service to anyone that is hostile, aggressive or threatening to staff, volunteers or other guests.
- You are able to serve income eligible volunteers as long as they register as guests and they do not receive preferential treatment or more food than other guests.
- You 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.