

AGENCY BILL OF RIGHTS

- 1) This organization, a Partner Agency (PA) of Central Texas Food Bank (CTFB), has the right to request that an Income Eligibility Form be completed in order to receive USDA food products.
- 2) This PA has the right to determine its own hours of operation and as long as availability to clients is a priority and all clients are served equitably in a dignified and non-discriminatory manner. Services guidelines and hours of operation should be clearly posted for clients to see.
- 3) The pantry has the right to refuse service to a client only if:
 - The client is creating a stressful situation for other clients
 - The client is belligerent and disrespectful to agency staff / volunteers
 - The client is posing a safety threat to other clients
 - The client is requesting food services above and beyond that which all other clients are receiving

Do you have compliments, concerns, or questions? Please call Central Texas Food Bank with any compliments or concerns you have about this CTFB Partner Agency at 512.684.2503.

MUST BE POSTED FOR CLIENTS, VOLUNTEERS AND STAFF TO SEE.

