

# CLIENT BILL OF RIGHTS

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- 1) This organization, a Partner Agency (PA) of Central Texas Food Bank (CTFB), will always treat you, the client, with dignity and respect.
  
- 2) If you have been referred here for the first time but you are not from this zip code or from this agency's service area, you will be served by this agency. If you are from a different county, you will be served and provided a referral to an agency in your county.
  
- 3) At no time should you be asked to make a donation of time or money in exchange for food assistance / food services.
  
- 4) At no time should you be required to participate in a religious or political activity at the time that you are receiving food assistance / food service. This includes, but is not limited to, listening to prayer, music, sermons, attending mass, or political rallies of any kind.
  
- 5) You, the client, should not be required to fill out anything other than an Income Eligibility Form to receive food assistance. You should not be required to show identification.
  
- 6) If you have any Civil Rights complaints, you can ask the agency for a USDA Complaint Form, which should be provided to you upon request. If you have any program complaints, you are able to ask the agency for an CTFB Grievance Form, which should be provided to you upon request.
  
- 7) Client Intake information collected by Central Texas Food Bank and its Partner Agencies is solely for purposes that are directly related to informing programmatic decisions and case management guidelines. Central Texas Food Bank does not sell or share your personal information with any other entity. Intake information does not interfere with existing, pending, or future benefits or social service assistance. A Client is not required to provide Intake information.
  
- 8) The Partner Agency will not refuse to distribute any products to, or engage in discrimination against, any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation (including gender identity), political beliefs, unfavorable discharge from the military or status as a protected veteran.

**MUST BE POSTED AND VISIBLE FOR CLIENTS, VOLUNTEERS AND STAFF!**

