



Right to Refuse Service Policy

In order to maintain a high standard of service and provide a safe work environment for its employees, volunteers, and client families, this Agency reserves the right to refuse or discontinue service to food pantry clients. Service may be denied to any client who acts inappropriately by disrupting the normal provision of services, or if a client's behavior or environment threatens the safety of the Agency's employees, volunteers, or client families.

Inappropriate behavior includes, but is not limited to the following:

- Demands outside the scope of usual services
- Threatening or erratic behavior
- Misrepresentation for the need for service
- Inappropriate physical contact
- Personally threatening and offensive or profane language

Any Agency employee or volunteer can exercise the right to refuse service when confronted by a client acting inappropriately or when facing an unsafe situation. They will notify their supervisor of the situation immediately.