

# 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.

BECAUSE IT TAKES MORE THAN FOOD TO FEED THE HUNGRY



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