

Client Handbook Sample 3

The _____ Food Bank has established rules which all employees, clients, and volunteers are required to follow. These rules will be reviewed with each employee and volunteer during their initial orientation. Failure to comply with rules may result in disciplinary action up to and including dismissal.

- Firearms, knives and other implements intended to be used as weapons are strictly prohibited from the premises.
- No alcohol can be brought onto or consumed on site. No illegal drugs can be brought onto or consumed on site.
- Physical fighting and violent or abusive (including verbally abusive) behaviour will not be tolerated.
- Theft, vandalism and other abuses or misuses of property is prohibited.
- No smoking within 15 feet of any doorway
- Participate in promoting a safe environment
- Not interfere with other clients receiving service
- Not engage in theft or other unlawful activities
- Not engage in physically aggressive behavior
- Not use inappropriate language when interacting with staff, volunteers or clients
- Not misuse services

If the client fails to behave in an acceptable manner:

1. First offense
 - The individual will receive a warning.
2. Second offense
 - The individual may be suspended from services for an indefinite period of time at the discretion of a staff member.
3. Third offense
 - The individual may be restricted from services permanently at the discretion of a staff member.