

Client Handbook Sample 2

The _____ Food Bank and Resource Centre is here to help you if you live or work in _____. We have very limited resources to help people who are passing through our community on the way to somewhere else. However, if you are living and/or working here we will do the best we can to provide any assistance you may need.

Our few simple rules and requirements are as follows:

You must, if requested, show us your identification and allow us to record your name, birth date and date of your visit into our computer system. You may refuse to show your identification but you may not then be permitted to access our services except to enjoy a coffee and browse our information centre. Your name and birth date are used only to identify you in any future visits and to gather statistics that help us to obtain grants and funds. Your personal information is not given to anyone outside the Food Bank and Resource Centre under any circumstances. Our food bank has its own more stringent information requirements should you decide to register for ongoing help (for example monthly food).

We expect you to be honest with us. If we discover that you have been dishonest with us we reserve the right to deny you further services. We also expect that you will not use our services if you are already receiving similar services from another agency.

We expect you to be friendly and understanding – even if we are unable to provide you with the help you need. If we are unable to help you then we will record your need so that we can consider how we might meet it in the future. Any rudeness toward our staff or volunteers will not be tolerated and any aggressive behavior will be referred to the RCMP.

Whether you are happy or unhappy with the services we provide, we invite you to fill in an evaluation form so that we can continue to improve our food bank and resource centre.

Please Give us Your Feedback:

The _____ Food Bank is committed to providing the best service possible to our visitors, our clients, our volunteers and our donors. Please take a few minutes to fill in this evaluation form and tell us what you think of our centre, employees, volunteers and facilities. The information you provide will be reviewed by our board of directors at each meeting to implement changes and to support our fundraising initiatives.

Comments (continue on reverse if needed):



Optional:

Your Name: _____

Your Email Address: _____

Your Phone Number: _____