

Client Handbook Sample 1

Behavior Agreement

Acceptable behavior

1. Positive attitude
2. Courteousness and friendliness
3. Responsibility
4. Empathy

Unacceptable behavior

1. Rule breaking. See code of conduct
2. Being confrontational or threatening towards staff, volunteers or others
3. Aggressive or insulting behavior. See code of conduct.
4. Misuse of service

Consequences

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.

All clients at the _____ food bank are required to abide by the code of conduct. To continue to use the services, clients must:

- Take responsibility for own actions
- Abide by rules of facility
 - Ensure understanding of rules and expectations
- Communicate in a respectful manner to clients, staff and volunteers
- Respect the portions of each item given out each day
 - Do not request for more of one item
 - Do not ask for substitutions
- Respect rights and property of others
- Report all forms of abuse (verbal or physical) to staff member
- 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