

POLICY

The Poverello Center, Inc. respects the rights of individuals it serves and expects its staff, volunteers and visitors to abide by the rights and responsibilities of the center.

PROCEDURE

I. The following are the rights and responsibilities of clients of the Poverello Center, Inc.:

A. RIGHTS

As a client of The Poverello Center, Inc., you have:

The privilege of participating in a food distribution program, as well as other assistance programs offered here free of charge.

The right to receive courteous and respectful service from all staff and volunteers who represent our organization.

The right to be treated fairly without regard to age, race, color, religion, gender, sexual orientation, national origin, marital status, physical or mental handicap, or citizenship status.

The right to confidential and private consultations upon request.

The right to an orientation to services offered including the food pantry, wellness center, volunteer opportunities and thrift store.

B. RESPONSIBILITIES

Be truthful

Respect each other

- Respect all rules, policies and procedures.
- Supervise children always.
- Drive safely.
- Respect parking guidelines.
- Use respectful language and behaviors.
- Be thoughtful of other clients.

Respect the environment

- Do not smoke anywhere on the grounds.
- Do not eat or drink while inside the building.
- Do not loiter before or after program hours.

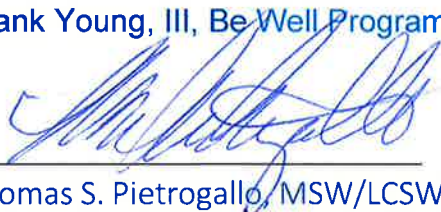
All clients are expected to follow these rules to be served at The Poverello Center, Inc. Disregard for the above responsibilities may result in a discontinuation of services.

II. These rights and responsibilities shall be posted in client services area, provided at intake and available in the three major languages used in our area, English, Spanish and Haitian/Creole.



Approvals:

Signature: _____ Date: _____
Frank Young, III, Be Well Programs Manager

Signature:  _____ Date: 06/11/19
Thomas S. Pietrogallo, MSW/LCSW, MBA
Chief Executive Officer

BOD Approved Date: 06.22.16

Date Established: 10.2013

Date Revised: 06.07.2016; 07.09.2017