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**POLICY**

The Poverello Center, Inc. requires clients adhere to certain ethical and conduct codes.

**PROCEDURE**

I. The following are expected from all clients of The Poverello Center, Inc.:

- Use respectful language
- Eat places other than the waiting room, thrift store or wellness center
- Refrain from bringing alcohol or drugs to Poverello
- Begin to think about quitting smoking and don't smoke on site (Call 1877-U CAN NOW)
- When picking up food, stay in the area once you've completed your selections
- Be patient and listen for your client number to be called
- Always wear footwear to Poverello
- Make sure there's a doctor's letter if you want someone else to pick up your food
- Maintain good supervision over children through adult supervision at all time
- Keep your noise to yourself (cell phones, music, etc.)
- Use cell phones outside the building
- Stealing is prohibited and will result in termination of services and possible prosecution
- Be courteous to volunteers, other clients and staff
- Physical and verbal confrontations are prohibited
- Pets/Animals must be authorized by the Food Pantry, Wellness Center or Thrift store Manager
- You must always respect others confidentiality
- Unauthorized individuals are not permitted in the food service area
- Do not take food pantry items that you will not use or eat

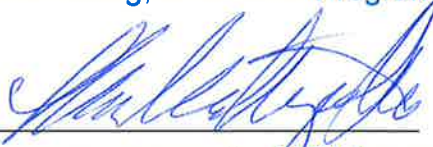
II. Clients who violate the Code of Ethics and Conduct will be asked to leave the premises.

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III. Continued violations may result in termination of access to our services.

Approvals:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Frank Young, III Be Well Programs Manager

Signature:  Date:   
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; 06.11.2019