

Right to Refuse Service Policy – All Faiths Food Bank

To maintain a high standard of service and provide a safe work environment for our staff, volunteers, and clients, this Organization reserves the right to refuse or discontinue service to guests. Service may be denied to any guest who acts inappropriately by disrupting the normal provision of services, or if a guest's behavior or environment threatens the safety of the Organization's staff, volunteers, or other guests.

Agency: _____

- **Name of Client:** _____
- **Client Date of birth and/or ID (if known):** _____
- **License Plate # (if known):** _____

Date of Incident: _____ **Time of Incident:** _____

Behaviors (Check all that apply):

- Unreasonable demands for service
- Threatening or erratic behavior
- Under the influence of drugs, alcohol, or other substances
- Misrepresentation of the need for service
- Inappropriate physical contact
- Personally threatening and offensive language (directed specifically at one or more persons)
- Other (please describe): _____

Action Taken (Check all that apply):

- Warning but allowed service
- Warning and refused service
- Police called
- Trespassed

Client's Signature: _____ or

Check: Refused Signature

Authorized Agency Rep. Signature: _____

FOR STAFF USE ONLY:

- **Description of incident:** [Provide a detailed description of the incident, including any specific actions or words that caused concern. Attach a separate page if needed.]

- **Witnesses statement(s):** [Please include first name of witness, and any other contact information if necessary. Attach a separate page if needed.]

- **Please attach a copy of the trespass order (if applicable)**
- **Please attach any relevant documents, photos, etc. (if applicable).**
- **A copy should be provided to the neighbor (if possible).**

Person making report on behalf of agency:

Name: _____

Phone: _____

Email: _____

Send this completed form to: Darla Walters, Agency Relations Coordinator, dwalters@allfaithsfoodbank.org and Ana Hernandez, Agency Relations Program Assistant, ahernandez@allfaithsfoodbank.org.