



Client Rights and Privileges

In accordance with **Feed Ontario's Operating Policy Three: Food Bank Clients**, people served by our food bank and its affiliates have, and should be aware of, the following rights and privileges:

1. To be served with courtesy, dignity, and respect;
2. To be served based on need and no other criteria;
3. To be served regardless of race, sex, sexual preference, religion, disability, or source of income;
4. To have any personal information that is provided to the food bank or related organization kept private and confidential;
5. To be informed about and consent to the usage and storage of their own personal information;
6. To request any records or files that include their own personal information and to have that information provided within a reasonable time period, subject to the limitations mentioned above;
7. To request preferred food items when practical and available in order to meet an individual's health, ethnic, and/or dietary needs;
8. To be provided with information regarding community services and other community providers;
9. To be informed of the reason for referral or refusal of service, both verbally and, where possible, in writing; and
10. To be able to bring their concerns or issues a complaint, in accordance with the client complain process outlined and also posted.



**Scan the QR Code to view
Feed Ontario's Standards of Operation and
Operating Policy Three: Food Bank Clients**