

TERMS & RULES OF SERVICE

CLIENTS WITH KITCHENS



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TO ENSURE THE PANTRY IS SAFE AND WELCOMING FOR ALL:

1. Treat all clients, volunteers, and staff with dignity and respect.
2. The following are **not permitted** on the premises:
 - » Alcohol
 - » Drugs or drug paraphernalia
 - » Physical Confrontation
 - » Smoking, including e-cigarettes and vaporizers, within 50 feet of HOH doors
 - » Weapons, firearms, or blades
 - » Profanity, threatening, or violent language or hate speech (dehumanizing language that is racist, transphobic, homophobic, etc.)
 - » Mail sent to HOH which contains any of these items will be returned to sender, and will result in immediate loss of mail service.
 - » Loitering outside of the Pantry is not allowed.
3. **Lining up outside the door is not permitted.** This includes placing bags or personal items as “placeholders.” **Please do not arrive at HOH earlier than 10 min. before we open.**
4. Bicycles and personal belongings may not be left overnight on the premises.
5. Please take only one check-in number per person.
6. **You must arrive 15 minutes prior to closing in order to shop.**
7. Restrooms are to be used only for their intended purposes. Misuse will result in loss of restroom access.
8. Shirts and shoes are required inside the Pantry.
9. **Inappropriate behavior on the premise of HOH will result in immediate, and possibly permanent, loss of services without a previous warning.**
10. All clients must complete a registration form. AM Clients must provide: ID and proof of residency.

Signing this document means you understand, accept, and agree to abide by the rules and terms of service.

NOTE: VIOLATION OF ANY OF THE ABOVE CAN RESULT IN PERMANENT LOSS OF SHOPPING PRIVILEGES.

CLIENT SIGNATURE:

DATE: / /

CLIENT'S PRINTED NAME:

RULES & CONSEQUENCES

TIER 1

Asked to leave for the day with food

- Drugs, drug paraphernalia (including marijuana), alcohol
- Disrespectful behavior towards staff, volunteers and neighbors
- Misuse of restroom, including bathing and shaving
- Smoking within 50 ft
- Loud use of profane language
- Not following shopping rules (taking more items than allowed)

Habitual problem (3 strikes) moves to a week long suspension.

If the problem persists, Staff will enforce additional sanctions

TIER 2

90 day suspension - may be asked to leave before food is received

- Using and/or distributing drugs on the premises
- Bringing weapons onto the property
- Refusing to leave Harvest of Hope or neighboring properties
- Physical altercations on Harvest of Hope or neighboring properties
- Damaging the Harvest of Hope or neighboring properties
- Loud, aggressive or belligerent language and/or behavior (including but not limited to intoxication, hate speech, name calling, inappropriate comments directed at others)
- Stealing from the Pantry or other clients
- Direct threats toward staff and volunteers or neighbors* (1 strike only)

After the 90-day suspension is up, clients will be asked to complete a written apology and re-sign the terms and rules for service

Habitual problem moves to Tier 3 (2 strikes)

TIER 3

Permanent suspension

- Unwanted physicality/touching of staff, volunteers or neighbors (including but not limited to hitting, kicking, elbowing, etc.)
- Exposing yourself/sexual assault
- Repeated violation of rules
- Urinating or defecating on Harvest of Hope premises and neighboring properties

You will no longer be able to receive services at Harvest of Hope, and may not be on the property.