

TERMS & RULES OF SERVICE

CLIENTS WITHOUT KITCHENS



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TO ENSURE THE PANTRY IS SAFE AND WELCOMING FOR ALL:

1. I understand that the Pantry is a safe place that is welcoming to all and I agree to do my part in keeping it this way.
2. **I agree to treat all other clients, volunteers, staff, and the neighbors of HOH with dignity and respect.**
3. I understand that physical and verbal confrontation is not permitted, including hate speech, threatening or violent language.
4. I agree not to bring alcohol, drugs/drug paraphernalia, or weapons into HOH.
5. I understand that I am required to complete a registration form, and that I may be asked to update this at any time.
6. I understand that I must be fully clothed to enter the Pantry, including shirt and shoes.
7. I agree not to smoke (including e-cigarettes and vaporizers) within 50 feet of the building.
8. **I know that I am able to shop Monday-Friday from 12-2 pm and agree not to be on the property more than 10 minutes before service starts and must leave the property once my allotted time has concluded and have received food.**
9. I understand that I will be allotted a set amount of time to sign in, get coffee, use the restroom and phone, and shop for food. I also understand that I may not consume the food on-site and will be required to leave once my allotted time has ended.
10. I agree to take all my personal belongings with me when I leave. Harvest of Hope is not responsible for stolen property that is left unattended.
11. I am responsible for cleaning up after myself, throwing away my trash, and being a good steward of this space (both inside and outside).
12. I understand that the restrooms are to be used only for their intended purpose.
13. **I understand that if I violate any of the above terms there are consequences, up to permanent loss of services.** I know that I can ask for a list of rules and consequences at any time.

Signing this document signifies that I have read, understand, accept, and agree to abide by the above statements and terms of service at Harvest of Hope Pantry.

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.