



TERMS & RULES OF SERVICE

To ensure that Harvest of Hope Pantry is safe and welcoming to all shoppers:

I understand that I am required to **complete a registration form**, and I may be asked to update this at any time.

I agree to treat all other clients, volunteers, staff, and the neighbors of Harvest of Hope Pantry with **dignity and respect**.

I understand that **physical and verbal confrontation is not permitted**, including hate speech, threatening or violent language and unwanted physical contact.

I agree **not to bring alcohol, drugs/drug paraphernalia, or weapons** into Harvest of Hope Pantry.

I agree that **restrooms** are to be used only for their intended purpose.

I understand this is a place where **everyone must be fully clothed**, including a shirt and shoes, to enter.

I understand **there is no smoking** within 50 feet of the building. (including e-cigarettes and vapes)

I understand that **all shoppers will be respectful of this space**. Including cleaning up after yourself, throwing away trash (indoors and outside).

I agree to arrive **no earlier than 10 minutes** before service starts. I understand I can come to shop: Monday - Saturday 9 AM - 2 PM and Tuesday and Thursday 4:30-6:30 PM.

I understand that **all shoppers have 30 minutes** to sign in, get coffee, use the restroom and shop for food.

I understand that I **may not consume food on-site** and will leave the premises after my shopping time. All shoppers must take all their personal items and food with them.

I understand that if I violate any of the above terms, there are consequences and that can mean a permanent loss of shopping privileges.

I understand that I **can ask** for a list of rules and consequences at any time.

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



CONSEQUENCES

TIER 1: One day suspension

Shopper may be asked to leave before food is received

- 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)

If this is a habitual problem (3 strikes), shopper will have a 1 week suspension. If the problem persists, Staff will enforce additional consequences.

TIER 2: 30 day suspension

Shopper may be asked to leave before food is received

- Drug use and/or distribution on the premises
- Weapons on the property
- Refusing to leave Hope Pantry or neighboring properties
- Physical altercations at Hope Pantry or neighboring properties
- Damaging the Hope Pantry facility or neighboring properties
- Loud, aggressive or belligerent language and/or behavior (examples: including but not limited to: intoxication, hate speech, name calling, inappropriate comments directed at others regarding appearance, gender, disability, clothing, shouting,
- Stealing from Hope Pantry or other clients
- Direct threats toward staff and volunteers or neighbors* (1 strike only)

After the 30 day suspension, clients will be asked to re-sign the terms and rules for service.

Habitual problem (2 strikes) Shopper consequences are Tier 3

TIER 3: Permanent Suspension

- Unwanted physical contact or touching of staff, volunteers or neighbors (including but not limited to hitting, kicking, elbowing, shoving, etc.)
- Exposing yourself or any form of sexual assault.
- Urinating or defecating on Hope Pantry premises and neighboring properties.
- Repeated violation of any of the above rules in the terms & rules of service.

You will no longer be able to personally receive services at Harvest of Hope, and may not be on the property. You may use a proxy shopper (someone you have chosen to shop for you).

Harvest of Hope Pantry www.HopePantry.org