



May 2025

Client Agreement – Friends In Need Food Bank

Welcome to Friends In Need Food Bank. This agreement outlines the services we provide and the expectations we have to ensure a safe, respectful, and supportive environment for everyone in our community.

Eligibility

To receive services, clients must:

- Live in Pitt Meadows or Maple Ridge, BC.
- Meet eligibility criteria based on overall need.
- Provide proof of address, source of income, and household size.

Services Provided

We provide weekly food collection that include perishable and non-perishable food items, feminine hygiene products, and baby care essentials. Details about your pickup schedule and weekly items are included in your welcome package.

Code of Conduct

Our **Code of Conduct** is posted in public areas of the food bank and must be followed at all times.

By accessing our services, clients agree to:

- Provide accurate and up-to-date information about their household.
- Show government-issued photo ID at each visit.
- Treat staff, volunteers, and other clients with dignity and respect.
- Respect the rights, safety, and property of others.
- Not engage in theft, aggressive behaviour, or any unlawful activity.
- Use food bank services responsibly and only for their own household.

We maintain a **zero-tolerance policy** for:

- Violence, harassment, threats, or intimidation of any kind.
- Disruptive or distressing behaviour that affects others' well-being or the operation of the food bank.
- Being under the influence of alcohol, illegal or controlled substances while on-site.
- Bringing or consuming alcohol or illegal substances on the premises.

- Bringing firearms, knives, or other dangerous items intended as weapons onto the premises.
- Theft, vandalism, or any abuse or misuse of property.
- Smoking within 15 feet of any food bank entrance.

Clients who violate these rules may be:

1. **Given a verbal or written warning** (first offence).
2. **Suspended from services indefinitely** (second offence, at the discretion of the **General Manager**).
3. **Issued a No Trespass Order**, in accordance with **RCMP guidelines**, and banned from entering the premises (third offence). In this case, you may designate a trusted family member, friend, or outreach worker to collect a hamper on your behalf.

Any incidents involving physical aggression, illegal substances, weapons, or theft will be reported directly to the **RCMP**.

Missed Pickups

- **Outreach Clients/Workers:** You are responsible for attending your scheduled pickup or notifying us in advance if you are unable to attend. After **three missed pickups** without notice, you will be removed from the outreach program.
- **Home Delivery Clients:** You must be home during the delivery window or contact us in advance if you won't be available. After **three separate missed deliveries**, you will be removed from the home delivery program.

Privacy

In accordance with the **PIPA (Personal Information Protection Act)**, you may decline to show ID or provide personal information. However, doing so will limit our ability to offer personalised or ongoing support.

By becoming a client of Friends In Need Food Bank, you agree to follow this agreement. These rules are in place to protect the safety, dignity, and fairness of our services for all members of our community.