

RIGHT TO REFUSE SERVICE POLICY:

To ensure St. Vincent de Paul maintains a high standard of service and provide a safe work environment for our employees, volunteers and client families, St. Vincent de Paul reserves the right to refuse or discontinue service to food bank clients. Service may be denied to any client who acts inappropriately by disrupting the normal provision of services, or if a client's behavior or environment threatens the safety of the Organization's employees, volunteers or client families.

Inappropriate behavior includes, but is not limited to the following:

- Unreasonable demands for service
- Threatening or erratic behavior
- Misrepresentation of the need for service
- Inappropriate physical contact
- Personally threatening and/ or using offensive language

Any St. Vincent de Paul employee or volunteer can exercise the right to refuse service when confronted by a client acting inappropriately or when facing an unsafe situation. They will notify their supervisor of the situation immediately and appropriate action will be taken.