

- 1) The pantry has the right to verbally request information on the San Antonio Food Bank pantry intake form.
- 2) The pantry has the right to determine its own hours of operation and service guidelines as long as availability to clients is a priority and all clients are served equally. Services guidelines and hours of operation should be clearly posted for clients to see.
- 3) The pantry has the right to refuse service to a client only if:
 - The client is creating a stressful situation for other clients
 - The client is belligerent and disrespectful to agency staff / volunteers
 - The client is posing a safety threat to other clients
 - The client is out of their service area AND they have already been served by the agency for a one time emergency assistance
 - The client is requesting food services above and beyond that which all other clients are receiving

Compliments or Concerns?

Please call the San Antonio Food Bank with any compliments or concerns you have about this San Antonio Food Bank partner agency at (210) 337-3663.

**Must be posted for clients and
volunteers / staff to see!**