

CALGARY FOOD BANK

CODE OF CONDUCT

Let's work together to ensure food is accessible to everyone in our city.

OUR VALUES

- We do what we say we will do
- We value open and honest communication
- We care about people
- We have each other's backs
- We are resourceful

RESPECT OUR SERVICES

- Our staff and volunteers aim to provide kind, efficient service. Please move along after receiving your food to make space for others.
- Please arrive close to your scheduled appointment time. Service beyond appointment time is provided at the discretion of staff to ensure smooth operations for all clients.
- Follow all Calgary Food Bank policies and service guidelines as outlined by Calgary Food Bank staff.

RESPECT OTHERS

- Treat fellow clients, staff, and volunteers with courtesy and respect.
- Follow the directions of Calgary Food Bank staff and security personnel at all times.

LOSS OF ACCESS TO SERVICES

The following may result in temporary or permanent restrictions on your access to Calgary Food Bank services. This includes, but is not limited to:

- Abusive, discriminatory, or threatening behaviour
- Being under the influence or using substances on the premises
- Theft, vandalism, or illegal activity
- Possession or use of a weapon
- Unauthorized video or photography
- Ignoring directions from staff or accessing restricted areas
- Repeated refusal to follow Calgary Food Bank guidelines

Decisions regarding service limits or suspensions are made at the discretion of Calgary Food Bank staff.