

The following policies will help ensure each client has access to an equal opportunity for assistance at all partner agencies. Agencies are expected to operate with standard policies/procedures, public contact information, and a regular distribution schedule.

Information for Clients:

- The following information must be posted for clients to view easily, even when the facility is closed (outside of the building, if possible):¹
 - Days & Hours of Operation
 - Documents Required from a Client (example: ID or Proof of Address)
 - Frequency with which client visits are allowed
 - Any restrictions (example, the zip codes served)
 - Note: For some programs, additional signage may be required to be posted during distribution
- **In the event of changes to policies** (eligibility, benefits, or services offered) or to the location or hours of operation, **agencies must**, at a minimum:
 - Inform their Agency Services Representative
 - Post a sign informing clients of the change
 - These signs should be posted in a timely manner and information should be communicated through other channels (online, newspaper, bulletin board, etc.)²
- In the event of a move or closure (whether expected or unexpected), agencies must post information about other locations for food assistance 30 days in advance of the change. Your Agency Services Representative can provide this information.

Information for St. Mary's Food Bank Alliance:

- Notify your Agency Services Representative in advance of any changes to lead staff, contact information, services provided, service eligibility, hours of operation, or delivery/distribution location and frequency.
- SMFB will do its best to adapt to changes but requires at **least 5 business days' notice**. Changes at the agency may prompt a need for re-inspection, re-training,

¹ CHRP Manual (2022), page 20-21

² CHRP Manual (2022), page 21

or SMFB mentorship. Repeated, last-minute changes may also restrict an agency's ability to participate in programs or partner with SMFB or overall eligibility of partnership.