

Rules, agreements and information regarding Voedselbank Weert

On entry and participation Voedselbank Weert only

In general

- Voedselbank Weert is a non-profit organization. Voedselbank Weert completely consists of volunteers who want to help people like you from the goodness of their hearts. We as Voedselbank want everyone to feel welcome and we would like to help where needed.
- Our foodbank is part of Voedselbank Netherlands. The services we offer must meet strict requirements. That is why we have set some rules and agreements for our clients.

Conditions

- We will keep providing food for the duration of the period you need help. In principal the maximum period is 3 years.
- The Voedselbank is entitled to stop providing food at any time. We will personally inform you of the reasons.
- Rescreening takes place periodically. On request of the Voedselbank you have to hand in a number of documents again. If we haven't heard from you within a period of two weeks, a reminder will be sent. If we still don't get a reply, we are forced to unsubscribe you from our client list.
- Any changes in your daily personal life, such as the birth of a child, a new income, someone leaving the household are to be directly passed on to your intaker or to us by using this email aanmelden@voedselbankweert.nl. If we don't get informed of these changes we are forced to unsubscribe you from the client list.

Contact and communication

- Any questions regarding application can be asked via e-mail: aanmelden@voedselbankweert.nl unless you have agreed otherwise with your intaker. Do you prefer to speak to someone in person? In that case you can make an appointment on a Friday afternoon or you can ask questions when registering when you arrive.
If you have any other questions you can contact us using info@voedselbankweert.nl or call 06 219 275 65
- For complaints, please refer to the complaints procedure that you can find on our website.
- If you are not able to pick up your food package and or someone else has to pick up the package in your place (only in very exceptional cases), you must report this by telephone on Friday between 12:00 and 14:00 by calling number 06-339 861 93

Please note: if you are absent 3 times without signing out, you will be automatically removed from the list of applicants and won't receive food packages anymore in the future.

- Check our website www.voedselbankweert.nl regularly. Here you can find the latest news and a lot of relevant information. Think of contact details, frequently asked questions. You will also find, for example, a list of useful addresses of authorities that may also be of service to you. The food bank also regularly shares messages on its Facebook page.
- Three times a year (Easter, summer holidays and Christmas holidays) food bank does not distribute food packages. You will be informed of this in time. We will try to include something extra (if available) on the last day.
- More information about the origin of the food bank can be found at www.voedselbankennederland.nl

Food distribution

- Upon arrival, you must always register and show your participation card. This participation card contains your name and depending on the color of the card, the size of the packages will vary. Beware: without showing your personal participation card, no food package will be provided. **In case of loss or theft of the card you should immediately consult the Voedselbank.**
- The contents of the food package consist of foods that are obtained free of cost. The food bank applies strict hygiene requirements and food safety. We therefore recommend the following measures:
 - Products that are close to their best before date are best served immediately, processed or frozen.
 - make sure that the frozen products that you do not use immediately, go straight into the freezer at home.
- The food you will receive is a supplement to your weekly groceries. The contents depend on what the food bank receives.
- The food bank strives for a fair distribution. Not everyone gets the same products in the package (after all, we depend on the quantity and type products that we receive) but we distribute equivalent products whenever possible.
- Because the Voedselbank is dependent on the food received, there may be a shortage of packages. You will be informed about this in time.
- If you have food preferences for special reasons, you may inform us during the intake. If possible, we will take it into account.
- It may happen that you are offered food that you do not like, or that it is too much. Indicate this immediately so that the food is not thrown away. The food bank is under no obligation to provide you with an alternative product.

Code of Conduct

- Privacy is an important value within the Voedselbank. This means that we will not provide your personal information to third parties. Our volunteers have also signed an

agreement to not share any of the information with others. We also expect you, as our client, to respect the privacy of others.

- Our volunteers do not receive any form of payment, they do their job because they want to help people from within hearts. We expect from our clients that they treat our volunteers with respect, as they will do the same. Clients who treat our volunteers in a bad manner will be immediately denied access to the Voedselbank. This also applies to clients who cause damage to our property and/or commit theft.

Participant
declares to have noted these rules and agreements and to act accordingly.

Signature client

date:

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intaker's paraph: