

SAFE, Inc. / Neighbor - Services Agreement

At SAFE, Inc., we are committed to fostering a supportive, dignified, and welcoming community for everyone we serve. This agreement outlines the mutual responsibilities we share with our neighbors and the commitments we make to ensure a positive experience for all. By participating in our food pantry, you agree to uphold these responsibilities, and we pledge to honor our commitments to you.

Our Commitment to You

As a valued neighbor, SAFE, Inc. promises to provide:

1. **A Calm and Welcoming Environment:** A safe, organized space where you feel valued and supported.
2. **Respect and Dignity:** Courteous, non-discriminatory treatment from all staff and volunteers, regardless of your background or needs.
3. **Access to Food Resources:** Nutritious food options, available twice a month, free of charge, based on eligibility and availability.
4. **Community Support:** Referrals to other community agencies for additional services, as needed and agreed upon.
5. **Open Communication:** A process to share compliments, concerns, or questions, with prompt and fair responses from staff (contact information below).

Shared Responsibilities

To maintain a positive and respectful community, we all agree to:

SAFE, Inc. will:

- Provide high-quality, nutritious food when available.
- Train staff and volunteers to deliver compassionate, efficient service.
- Maintain a clean, safe, and accessible facility.
- Listen and respond to your feedback with fairness and respect.

As a Neighbor, you agree to:

1. **Treat Others with Respect:** Interact kindly with all neighbors, staff, and volunteers. Harassment, verbal abuse, demeaning comments, foul language, threats, or aggressive behavior are not permitted.
2. **Promote a Safe Environment:** Avoid disruptive actions, such as shouting, pushing, or any behavior that disrupts pantry operations or others' experiences.
3. **Maintain a Quiet Space:** Speak at a conversational level and refrain from using cell phones while shopping to ensure a calm and focused environment.

4. **Exercise Patience:** Follow staff and volunteer instructions, wait your turn, and respect pantry procedures to ensure fairness for all.
5. **Ensure Safety, No Weapons:** For the safety of our community, no weapons of any kind are permitted on SAFE premises. Report any safety concerns to staff or volunteers immediately.
6. **Respect Pantry Guidelines:** Adhere to all posted rules and staff directions regarding shopping procedures, eligibility, and conduct.
7. **Communicate Needs:** Notify a staff member or volunteer if you have a concern, question, or feel unsafe for any reason.
8. **Alert Staff to Concerns:** Alert staff or a volunteer at any time should you have a concern, problem; or feel unsafe for any reason.
9. **Honor Appointment Times:** Arrive no more than 15 minutes early for your scheduled appointment, or contact us to reschedule if you cannot attend.

Our Mutual Commitment

SAFE, Inc. is dedicated to serving our community with compassion and equity. Your cooperation helps us create a respectful, supportive environment for everyone. Thank you for partnering with us to make SAFE, Inc. a place where all neighbors thrive.

Consequences for Non-Compliance

To protect our community, violations of this agreement may result in a verbal warning, temporary suspension, or permanent exclusion from pantry services. In severe cases, law enforcement may be involved. Decisions will be made fairly, with an opportunity to discuss concerns.

SAFE is dedicated to serving our community with dignity and respect. We value your cooperation in maintaining a positive environment for everyone. Thank you for partnering with us to create a supportive and respectful community at SAFE.

Acknowledgment

I have read and understand the SAFE, Inc. Neighbor Services Agreement. I agree to uphold the responsibilities outlined to support a positive experience for all.

Neighbor Name (Printed): _____ **Date:** _____

Neighbor Signature: _____

SAFE, Inc. Representative: _____ **Date:** _____

SAFE, Inc.

www.safealamance.org

#336-525-2120