

Rights & Responsibilities

The Food Scholarship Program is a way to provide free groceries to participants. Participants earn food scholarships by committing to complete *INSERT SPONSORING PROGRAM NAME*. Accepted participants will earn a Food for Change Scholarship Card (physically or electronically) that they can use to redeem groceries at a Food for Change Market. Groceries are dependent upon market availability can include:

- Fresh & seasonal produce (mangos, apples, pineapples, bananas, carrots, potatoes)
- Frozen meat (meat, chicken, turkey)
- Dairy items (eggs, almond milk, juice)
- Grains (pasta, rice, bread, tortillas)
- Canned Goods (soups, tuna, veggies,)
- Other items (juice, drinks, snacks)

At each visit a participant can expect to see and receive different items. This means you will likely not get the exact same products each time you use a Food for Change Scholarship ID Card. Participants can receive food scholarship as long as they maintain <u>eligibility</u>. Food for Change Market Cards cannot be used or exchanged for funds and have no cash value. They can only be used at a participating Food for Change Market.

Where can I redeem the Food Scholarship?

You will be able to redeem the Food Scholarship at:

(Please see attached market list or visit the website:

https://www.houstonfoodbank.org/our-programs/food-for-change/ffcmarketlocator/)

Program Responsibilities

- Provide updates with regards to participant's Food Scholarship eligibility to participant in a timely manner
- Notify participant if they are no longer eligible for Food Scholarship as soon as possible
- Provide Food Scholarship ID and cards that are valid and eligible for redemption at Food for Change Market

Participant Rights

A Food Scholarship Participant will:

Be treated with respect & dignity at the Food for Change Market

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 Have an opportunity to select food items at a Food for Change Market through a client-choice model

Participant Responsibilities

To remain enrolled in the Food Scholarship program, a participant will:

- Maintain eligibility for program as described above to receive Food Scholarship without interruption
- Allow name and/or participant ID to be released to Food for Change Market to track redemption rate
- Treat all Market Managers and volunteers at the Food for Change Market with dignity and respect
- Respect all guidelines regarding quantity of food allowed at the Food for Change Market

Food for Change Market Rights

The Food for Change Market 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 Market staff/volunteers
- The client is posing a safety threat to other clients
- The client is requesting food services above and beyond that which all other clients are receiving
- All refusals must be documented

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