



Rights & Responsibilities

The Food Rx program provides groceries at no cost to participants who enroll in Food Rx through a Houston Food Bank Food Rx partner organization. Participants will receive a Food Rx card that they can use to redeem groceries at a Food for Change Market. Groceries are dependent upon Food for Change Market availability and can include:

- Fresh, seasonal produce (apples, bananas, pineapples, carrots, potatoes, onions, peppers)
- Canned fruits (in water or 100% juice) and vegetables (low-sodium or no salt added)
- Frozen lean meats (chicken, turkey)
- Unsweetened low-fat or skim/non-fat dairy items (milk, milk alternatives)
- Eggs
- Whole grains (pasta, rice, bread)
- Low sodium or no salt added canned goods (chicken, tuna, tomato sauce)
- Other items (beans, nuts, peanut butter)

At each visit, a participant can expect to see and receive different items. This means that you may not get the exact same products each time you redeem your Food Rx. Participants will be able to redeem the Food Rx as long as they maintain eligibility in their organization's program. Food Rx cards cannot be used or exchanged for funds and have no cash value. They can only be used at a participating Houston Food Bank partnered Food for Change Markets.

Where can I redeem the Food Rx?

You will be able to redeem the Food Rx twice a month at the network of Food for Change Markets. Please see the attached FFC market list or visit this website: <https://www.houstonfoodbank.org/our-programs/food-for-change/ffcmarketlocator/>.



Rights & Responsibilities

Program Responsibilities

- Provide updates to Food Rx participants about their eligibility to participate in a timely manner
- Notify participants if they are no longer eligible for Food Rx as soon as possible
- Provide Food Rx cards that are valid and eligible for redemption at Food for Change Markets

Participant Rights

A Food Rx participant will:

- Be treated with respect & dignity at the Food for Change Market
- 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 Rx program, a participant will:

- Maintain eligibility for program as determined by the participating organization to receive a Food Rx without interruption
- Allow name and/or Food for Change ID to be released to Food for Change Markets to track the Food Rx redemption rate
- Treat all Market Managers and volunteers at the Food for Change Markets with dignity and respect
- Respect all guidelines regarding quantity of food allowed at the Food for Change Markets

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