



Respect and Cooperation Policy

Valley Outreach staff and volunteers are dedicated to providing services to all clients in an atmosphere of respect and cooperation. Valley Outreach is committed to maintaining a space for all that does not discriminate based on race, gender, religion, nationality, or any other characteristic protected by law. To ensure a safe and welcoming environment, Valley Outreach reserves the right to refuse to serve to individuals displaying any of the following:

Prohibited behaviors include:

- Disruptive behavior (e.g., arguing, use of profanity, loudness)
- Aggressive, abusive, or threatening behavior (physical or verbal)
- Any form of harassment (sexual, physical, discriminatory, etc.)
- Arriving under the influence of alcohol or illegal drugs
- Violent actions or theft
- Bringing firearms or other weapons onto the premises
- Engaging in disrespectful, dishonest, or uncooperative behavior

If any of the above behaviors occur during service, Valley Outreach may take one or more of the following actions:

- Issue a verbal warning
- Issue a written warning
- Temporarily or permanently ban services

If a service suspension is enacted, alternative food arrangements will be made available. Access to Valley Outreach programs may be reinstated after meeting with the appropriate staff. The Valley Outreach Grievance Procedure is accessible to those who believe they have been unjustly denied services or treated unfairly. Staff will provide a copy of the grievance procedure upon request.