

## Right to Refuse Service Policy:

In order to maintain a high standard of service and provide a safe work environment for its employees, volunteers, and guest families, this Organization reserves the right to refuse or discontinue service to guests. Service may be denied to any guest who acts inappropriately by disrupting the normal provision of services, or if a guest's behavior or environment threatens the safety of the Organization's employees, volunteers, or guest families.

### **Inappropriate behavior includes, but is not limited to:**

- Unreasonable demands for service
- Threatening or erratic behavior
- Misrepresentation of the need for service
- Inappropriate physical contact
- Personally threatening and offensive language

Any Organization employee or volunteer can exercise the right to refuse service when confronted by a guest acting inappropriately or when facing an unsafe situation. They will notify their supervisor of the situation immediately.

This institution is an equal opportunity provider.