



## GUIDELINES FOR AGENCIES SERVING TEFAP

- Any person who is eligible for TEFAP is entitled to every TEFAP commodity as long as they are available.
- The pantry is not permitted to decide who gets offered what products based on family size.
- Pantry vol/staff may not determine what the client “needs” just because they know the person and feel they don’t need certain items. Personal bias is not permitted.
- Any of the above practices is a violation of a person’s civil rights and could lead to problems for the pantry.
- REMEMBER! All boxes/bags are prepared the same unless the pantry runs out of an item.
- First come, first serve. You cannot hold boxes/bags for your volunteers or family members. They are in line like everyone else.
- Please post your days and hours of operation at your pantries’ entrance.