



## **Client Rights and Responsibilities**

The Client Rights and Responsibilities policy is to ensure a clear understanding of the client enrollment process and qualifications for continuity of service based on a mutual agreement, regardless of race, color, religion, sexual orientation, disability, political affiliation, belief, national origin, veteran or marital status.

As an agency, The Pantry of Broward will provide you with a supplemental, nutritious monthly box of food, share community resources, and assist with a variety of additional services available. We will also conduct semi-annual reviews consisting of a wellness check ensuring your wellbeing.

As a client we require, on a yearly basis, you provide us with current documents (income, rent, utilities, identification, etc.) in a timely manner, report any changes in your household, respond to our phone calls and/or emails/text, and pick up your food consistently. Additionally, if you are sending someone to pick up your food, it is your responsibility to notify us in advance or your food may not be released to that individual.

Failure to adhere to these guidelines will cause your case to be made inactive. However, before taking this action, we will make three attempts (consisting of two phone calls and a letter) to contact you over a 30-day period. If we are unsuccessful in reaching you, your case will be made inactive and you will no longer be eligible for our monthly food boxes or to participate in any special events such as our annual Thanksgiving food box/turkey giveaway, our Christmas Toys giveaway, or our Back-to-School giveaway (for grandparents only).

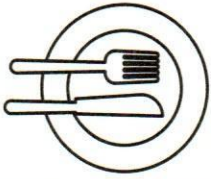
Should you desire to return as a client in the future, you may contact our office to be placed on a waiting list.

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**Client Signature / Date**

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**TPOB Staff Signature / Date**



**OVER 400,000 LBS  
OF FOOD DISTRIBUTED  
ANNUALLY**

**CLOSE TO 600 SENIORS &  
OVER 100 GRANDPARENTS  
RAISING GRANDCHILDREN  
SERVED MONTHLY**

**ALMOST 200,000  
VOLUNTEER HOURS  
LOGGED ANNUALLY**

The Pantry of Broward is a 501(c)(3) nonprofit organization located in Fort Lauderdale, Florida and serves low-income seniors (60 years old and over), and grandparents (of any age) who have legal custody of their grandchild or grandchildren and live in Broward County. Qualified candidates are entitled to our "Low-Income Senior Food Box Service Program" which offers pick-up services of a monthly, 55-pound food box consisting of nutritional staples such as dry and canned goods, along with fresh fruit, produce, baked goods and meats when available. If you are a qualified candidate, or know someone who is, and would like to become a client of The Pantry of Broward, please call us at 954-358-1481 or email our Program Services department at [Clientsethepantryofbroward.org](mailto:Clientsethepantryofbroward.org) to receive this and our other linkage services within Broward County.



## **ABOUT THE PANTRY**

In 2008, philanthropist Elizabeth "BJ" Buntrock, realized there was a need in Broward County for an organization that could cater to the unique needs of the food insecure elderly, and grandparents who have become the primary caregivers of their grandchildren due to unfortunate circumstances. Ms. Buntrock envisioned and founded The Pantry of Broward, Inc., an organization that would focus on providing food and support services to the most vulnerable population of seniors living in Broward County.

## **WAYS TO HELP**

- Consider us for a Grant
- Donate Nonperishable Food Items
- Hold a Fundraiser
- Host a Food, School or Toy Drive
- Make a Financial Donation
- Reward us when you shop on AmazonSmile.com
- Volunteer at our Warehouse

## NEW CLIENT ENROLLMENT CRITERIA

### CRITERIA:

- Must be a senior (60 years or older) or grandparent (of any age) who has legal custody or guardianship of their grandchildren
- Must be a resident of Broward County
- Must meet the financial criteria set by The Emergency Food Assistance Program (TEFAP) after their expenses are calculated
- May participate in the Supplemental Nutrition Assistance Program (SNAP)
- May participate in the Temporary Assistance to Needy Families (TANF)
- May receive Supplemental Security Income (SSI)
- May receive Medicaid

### REQUIRED DOCUMENTS:

- Copy of a valid and unexpired picture identification for all members in the household over the age of 18 years old (i.e., Driver's License, State ID, Green Card, or Passport)
- Copy of a Social Security Card
- Current proof of income for all applicable household members (i.e., Social Security (SSA), Supplemental Security (SSI), Employment Wages, Unemployment Benefits, Pension, Care Giver Benefits, Spousal Support, or Child Support)
- Copy of current lease agreement, mortgage statement, or homeowners association (HOA) statement
- Copy of all current utility bills (i.e., electric, cable, water, and home or cell phone)
- Copy of current car payment and auto insurance statements (if applicable)
- Copy of a recent bank statement (only if unable to provide any of the documents listed above)
- For Grandparents Only: A copy of the most recent legal paperwork showing any changes in custody or guardianship of any minors in your care and a copy of birth certificates for minors in your care

### BECOME A CLIENT TODAY

Clients@thepantryofbroward.org  
(954) 358 - 1481



@ThePantryOfBroward

### VISIT OUR WEBSITE HERE

