



Senior Nutrition Program



Meals on Wheels

Contra Costa County

Right to Refuse Service Policy

In order to maintain a high standard of service and provide a safe work environment for its employees and volunteers, the Senior Nutrition Program reserves the right to refuse or discontinue service to home-delivered meal program clients. Service may be denied to any client or family member who acts inappropriately by disrupting the normal provision of services, or if a client's behavior or environment threatens the safety of the Senior Nutrition Program employees or volunteers.

Inappropriate behavior includes but is not limited to the following:

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

Any Senior Nutrition Program employee or volunteer can exercise the right to refuse service when confronted by a client/family member acting inappropriately or when facing an unsafe situation. They will notify their supervisor of the situation immediately for follow-up investigation.

Verification of inappropriate behavior or an unsafe situation may result in suspension or termination of service.