



A member of **FEEDING AMERICA**

## Client-Centric Values

At MANNA FoodBank, we hold people experiencing hunger and food insecurity in WNC at the center of our actions and decisions.

- **Client Choice**
  - Recognizes the dignity of your neighbors
  - Allows people to choose foods according to how they're able to transport, store, and prepare food
  - Serves specific dietary and medical needs while reducing food waste
  - Values all cultural backgrounds
- **Equity, Diversity, & Inclusion**
- **Trust & Respect**
  - The people who come to you for help know what they need, how much they need, and when they need it- just like you do. If a client lives in another county, your pantry is most convenient for them depending on where they live, work, go to the doctor, or other factors. Foster an atmosphere of trust.
  - Offer a welcoming environment and always err on the side of compassion
  - Respect clients' time
- **Outreach & Communication**
  - Invite the Spanish-speaking community and let them know they're welcome
  - Offer information on other resources, and advertise your services via multiple methods both print and digital
  - Ask for feedback
  - What are the things someone new would need to know?
- **Access**
  - Eligibility criteria = Self-determined
  - Open more than once a month
  - Vary hours to allow for everyone's schedule, include evenings and weekends
  - Offer Non-food items
- **Education & Advocacy**
  - Shed assumptions and judgements, get to know your clients' stories
  - Learn about structural inequalities and the root causes of poverty
  - Become a SNAP Referral Partner

**Involving, educating, and uniting people in the work of ending hunger in Western North Carolina**

627 Swannanoa River Road, Asheville, NC 28805  
828-299-FOOD (3663) Toll-free: 877-299-3663 Fax: 828-299-3664 [mannafb@feedingamerica.org](mailto:mannafb@feedingamerica.org)  
[MANNAFoodBank.org](http://MANNAFoodBank.org)

