

RESOLVING PROBLEMS AT JACK'S: THE LATEST DRAFT

- 1. Jack's will not discriminate against customers because of their homeless status.**
- 2. Jack's will not be punishing or retaliating against those who are hanging around nearby at other places off Jack's property but who have violated none of Jack's rules. They will not be refused service even if the management would prefer that folks not assemble on the church lawn, for instance.**
- 3. Jack's will allow those who have been previously 86ed in the last two months to return provided they agree to abide by health and safety regulations. Jack's management may ask for one on one conversations with those who have had problems in the past to reassure everyone concerned.**
- 4. Jack's asks customers to recognize they are in a confined space where folks come to enjoy a meal. We ask you to avoid swearing, screaming, and loud abusive language that may disturb other customers who wish to eat in peace.**
- 5. Jack's will clarify, for those who don't know, what their particular concerns are and have been in the last few months. These include: not smoking in or near the restaurant, not coming back with used cups and getting extra beverages, mellow language, no diaper changing on the tables, and no non-service dogs on the property. We also ask customers to pick up their orders promptly or be prepared to suffer cold food without complaint. If folks decline to abide by these rules when asked, they will be asked to leave.**
- 6. If asked to leave, please do so. If you wish to appeal this decision or discuss it with the owner, please call Connie at Jack's at 423-4421 or at home at 429-8870 . You can also contact Ronee (see below).**
- 7. Jack's will try to accommodate folks with special problems (such as strong odors), but requests that they (a) find a friend to buy the food, and (b) have the food taken to go. This is not intended to insult the customer, but to show respect for all concerned. It is for the comfort of other customers and to avoid Health Department complaints. Jack's has never had any and we want to keep it that way.**
- 8. Jack's asks customers to be sensitive to the volume and rhythm of the customer flow at Jack's and limit their time there to a reasonable period considering others who are waiting.**
- 9. If problems arise, Jack agrees to contact Ronee (pronounced Ron-NAY) of the Calvary Episcopal as a possible mediator and encourages youth/homeless to do the same if they have problems: 851-0444.**