



Foodbank

of Southeastern Virginia
and the Eastern Shore



Partner Agency Manual

Mission and Impact

Mission Statement: “Leading the effort to eliminate hunger in our community”

Our Vision: A Hunger-Free Community.

Diversity Statement: We believe that the ethnic, cultural, and social diversity of our service area should be reflected in our staff, Board, and volunteers in a manner that promotes inclusion and a sense of belonging.

Values:

- **Quality:** We are committed to excellence in services, products and operation.
- **People:** We will treat all people with respect, dignity and courtesy. We will work to provide an inclusive culture in which all can work and learn together.
- **Stewardship:** We will use our resources wisely, with accountability to the public and concern for the environment.
- **Integrity:** We will be honest and fair in our dealings with others.
- **Collaboration:** We appreciate our community partners, donors, volunteers and employees for their commitment and support.
- **Equity:** We will encourage increased access to resources and opportunities that people or communities need to reach their full potential.

Since 1981, the Foodbank of Southeastern Virginia and the Eastern Shore, a member of Feeding America™ and the Federation of Virginia Foodbanks, has been providing food for hungry people throughout Southeastern Virginia and on the Eastern Shore. In our mission to lead the effort to eliminate hunger in our community, the Foodbank has distributed over 380 million pounds of food throughout our 4,745 square mile service area, which includes the cities of Norfolk, Portsmouth, Chesapeake, Suffolk, Franklin and Virginia Beach as well as the counties of Southampton, Northampton, Sussex, Isle of Wight and Accomack.



The Foodbank of Southeastern Virginia and the Eastern Shore Service Area

The Foodbank service area is 4745 square miles which includes the cities of Norfolk, Portsmouth, Chesapeake, Suffolk, Franklin, and Virginia Beach as well as counties of Southampton, Northampton, Sussex, Isle of Wight, and Accomack.



HOW DO WE DO IT?



INTRODUCTION TO THE FOODBANK

Thank you and WELCOME!

On behalf of the Foodbank of Southeastern Virginia and the Eastern Shore's staff and volunteers, we welcome you to our family. The Foodbank consists of over 190 agencies that help people in need of food assistance throughout South Hampton Roads and Virginia's Eastern Shore. As a partner of the Foodbank, your agency will be able to access a variety of food sources, network with other service providers in your area, and participate in some or all of our programs.

All of us at the Foodbank of Southeastern Virginia and the Eastern Shore truly appreciate our partner agencies' commitment to serving those who are food insecure and are additionally dedicated to adhering to all Foodbank policies and procedures explained in this Partner Agency Manual.



Directory

Foodbank of Southeastern Virginia and the Eastern Shore Main Office and Warehouse

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Telephone: 757-627-6599

Fax: 757-627-8588

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Agency Distribution Coordinator	Barbara Hayes 757-314-4571 bahayes@foodbankonline.org
Food Rescue Coordinator	Leonna Benson 757-314-4573 lbenson@foodbankonline.org
Federal Programs Coordinator	Dont'a Selden 757-314-4565 dselden@foodbankonline.org
Administrative Specialist	JoAnn Ross 757-314-4550 jross@foodbankonline.org
Finance Department (Billing Questions ONLY)	757-314-4570

Eastern Shore Branch

24530 Coastal Boulevard, Tasley, Virginia 23441

Mailing Address

P.O. Box 518, Onley, Virginia 23418

Telephone: 757-787-2557

Fax: 757-787-7850

ES Branch Manager	Colleen Brennan 757-787-2557 cbrennan@foodbankonline.org
ES Distribution Coordinator	Angel Fields 757-787-2557 afields@foodbankonline.org

Western Tidewater Branch

618 South St, Franklin, Virginia 23851

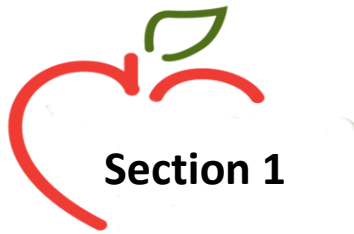
Telephone: 757-641-0682

Donor & Community Impact Manager	Teri Zurfluh 757-544-9027 tzurfluh@foodbankonline.org
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Organization Criteria

Organization Criteria

1.0 Each agency must be designated as a Church (includes synagogue, temple, mosque) or Public Charity. Each agency must be designated a 501(c)(3) as defined by the IRS. A copy of the 501(c)(3) determination letter designating agency as a public charity or a letter of affiliation or affirmation, or if a faith-based organization doesn't have 501(c)(3) status, documentation that they meet IRS guidelines must be submitted to the Foodbank of Southeastern Virginia before membership can be activated. The partner agency's non-profit status will be verified biennially by the Foodbank. The agency will provide a copy of this letter of designation by the IRS, and it will be kept on file at the Foodbank of Southeastern Virginia and the Eastern Shore.

Church: an organization that is designated as a 501(c)(3) or meets a majority of the attributes considered by the IRS in determining whether an organization is a church for federal tax purposes and as substantiated by appropriate documentation.

Public Charity: a nonprofit organization that is tax-exempt under Section 501(c)(3) of the IRS Code and that is classified as a public charity under Section 509(a)(1) or (a)(2) of the Code. For a 501(c)(3) to qualify as a 509(a)(1), it must meet certain criteria. As noted above, a 509(a)(1) nonprofit must exist to serve the public and must primarily be funded by the public (33 1/3%).

1.1 An agency that is a church or a program directly sponsored by a church may use the non-profit designation of the parent affiliation of that church. In the absence of a 501(c)(3) designation, a church may submit a 14-point letter that explains how the church meets the 14 characteristics that the IRS uses to define a church.

1.2 The Foodbank of Southeastern Virginia policy states that all participating agencies will have an on-site evaluation by a Foodbank representative prior to approval and at least once every two years thereafter. The purpose of the visit is to examine basic health, sanitation and safety standards, record-keeping procedures and agency structure to allow Foodbank staff to become better acquainted with agency operations.

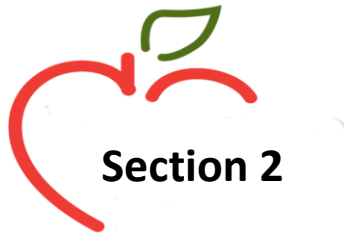
1.3 Foodbank partner agencies are assigned an account number upon application and site approval. Please remember that the account number that the Foodbank assigns you is very important. You should put this account number on all Foodbank correspondence (including checks and money orders) and always have it ready when you are calling a Foodbank representative.

1.4 As a member of Feeding America, the Foodbank has the right to institute additional criteria for member agencies to provide for the most efficient and safe use of the limited resources available to members. In addition, the Foodbank may change or revise policies or guidelines when necessary to comply with changes in network policy, government oversight or to increase efficiency and/or safety. We promise to make every attempt to communicate these changes as quickly and efficiently as we can.

1.5 Partner agencies are not to refer to their food pantry as a "Foodbank." "Foodbank" is a registered trademark of the Foodbank of Southeastern Virginia and the Eastern Shore.

1.6 The Foodbank reserves the right to refuse service to any organization that does not meet the minimum requirements of the Foodbank, does not correlate with its mission statement, or does not abide by the Foodbank's policies and procedures as listed in this Partner Agency Manual.

1.7 The Foodbank reserves the right to revoke the membership of any partner agency for reasons mentioned in this Partner Agency Manual or for any other reasons as determined by the Foodbank.



Partner Agency Requirements

Discrimination Policy

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is **prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age,** or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. Mail: or 2. Fax: (833)256-1665 or (202) 690 7442 or 3. Email: program.intake@usda.gov
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

The Foodbank is an equal opportunity provider and employer.

General Policy

The sole allowable use of food received from the Foodbank is for the care of the ill, needy, or infant populations. Any other use may violate Foodbank regulations.

The Foodbank does not require a neighbor to provide ID, proof of address, or any other information (except for CSFP food). An agency may NOT require an ID, proof of address, a social security number in whole or in part, or a birth certificate from a neighbor. The Foodbank simply needs an accurate count of **individuals and households** being served each month. You may choose your own method of intake; however, we ask that you not deny service to anyone in your service area or geographical boundary. At a minimum, a neighbor must be provided with a one-time food assistance package and information as to where they can find other food assistance. Please keep in mind that it is very difficult for a neighbor at your distribution to ask for food assistance. We ask that you simplify your intake process for your convenience, as well as the comfort of your neighbors.

Think: We want to be a gateway, not a gatekeeper to people getting food!

2.0 Agencies must post their hours of operation and pantry rules. These documents should be posted where neighbors may readily view them.

2.1 Agencies must be accessible via telephone or email. Foodbank staff must be able to contact an agency and receive a response in a reasonable amount of time not to exceed 48 hours.

2.2 Any changes to the agency infrastructure or the agency's physical location must be reported within one week of the change. This will ensure that proper changes are made to the agency file and all Foodbank information is accurate.

2.3 The agency should not rely exclusively on the Foodbank for its food and non-food products. Agencies must make an effort to obtain other sources of food by seeking donations, working with sponsors, and, when necessary, by purchasing from a wholesale or retail store.

2.4 The agency is encouraged to form affiliations with other agencies in the community that could improve its efficiency in providing assistance.

2.5 Food and/or non-food items received from your affiliation with the Foodbank may not be used for the purpose of fundraising, either as prepared food (such as spaghetti dinners or bake sales), or as prizes. Items may not be used in daily operations/facility upkeep, business/board/committee type meetings. Donated items cannot be consumed by staff or volunteers, including water/beverages, or used as compensation for staff/volunteers.

Distribution and Use of Foodbank Food

The community and corporate donors donate food and household products to the Foodbank with the expectation that it will be utilized to assist people in need. As a Partner, you are responsible for the product and must ensure it is used appropriately. Partner agencies must be good stewards of the donated commodities entrusted to them from the Foodbank. Partner agencies must comply with Section 170(e)(3) and other requirements for use and distribution of donated product.

2.6 The partner agency may not sell or barter any Foodbank products, including purchased product. All products must be distributed at no charge to eligible neighbors. There can be no suggested or implied donation or volunteer requirement.

2.7 The partner agency agrees not to require neighbor participation in activities in exchange for Foodbank products. The partner agency may not require attendance at any religious activities (such as services, religious studies, prayer, bible study or counseling) in order to receive Foodbank products. The agency understands it cannot have a food distribution within 30 minutes of a church activity.

2.8 Approved programs must provide a food distribution/meal at a **minimum** of one time per month, unless pre-approved by the Foodbank. Agencies must adhere to regular, established days and times as approved by the Foodbank. If an agency needs to adjust this schedule, the agency should contact the Foodbank so adjustments can be made on the Foodbank website.

2.9 All Foodbank products must be distributed directly to neighbors through Foodbank approved programs. The partner agency may not distribute any Foodbank product to another program within that agency for their distribution/use. Example: Foodbank products may not be used for a church function or meeting, funeral, social event, fundraiser, and other functions where business is conducted relating to Agency Partner.

2.10 A partner agency may provide food to ill or needy volunteers and/or staff if they are truly needy. If a volunteer qualifies for food, the volunteer must receive the same type, quality, and amount of product given in the same way as any other neighbor would receive the products. The partner agency agrees that staff, volunteers, or other persons who are ineligible will not use Foodbank products for personal use.

2.11 A Foodbank partner agency agrees that it will not distribute Foodbank products to any other outside agency, organization, or entity without prior written Foodbank authorization.

Sub-Distribution

2.12 Agency Sub-Distribution: A Foodbank partner agency agrees that it may sub-distribute excess product under the following guidelines:

Sub-distribution: Definition and Eligibility

The Foodbanks may permit selected Agency Partners to sub-distribute excess Product obtained from or enabled by the Foodbank to other approved Agency Partners or Partner Foodbank Programs if:

1. the Product being sub-distributed is in excess of what the agency will be able to distribute and needs to be sub-distributed to maintain quality and/or be distributed while it is safe for human consumption
2. the Product is only sub-distributed once, and only to agencies who are in good standing
3. The Foodbank maintains a process for notifying sub-distributing agencies of any changes to the status of the entities receiving sub-distributed Product

Sub-distribution - Written Agreement

The Foodbank and any sub-distributing agency must be parties to a written agreement reflecting agency agreement to:

1. handle and distribute all sub-distributed Product in accordance with its primary signed agency or the Foodbank Partner Agreement
2. only sub-distribute Product once and only to other agencies approved by the Foodbank
3. track all sub-distributed Product to ensure Product is able to be recalled in accordance with the Foodbank's recall program
4. take and document sample temperatures at the time of pickup and delivery for all chill/frozen foods
5. not charge fees in relation to sub-distributed Product (prohibited fees include: handling; delivery, transfer, and referral; and any other fees)
6. adhere to Product integrity and food safety procedures at all times including during the transfer of Product
7. report unsafe food handling and transportation practices to the Foodbank

Sub-distribution Monitoring

The Foodbank will review sub-distribution activities as part of biennial agency inspection.

Sub-distribution Food Safety Training

All agency staff or volunteers who handle Product as a part of a sub-distribution program must complete current required food safety training.

The Retail Rescue Program

2.13 Retail Rescue Program – Partner agencies may choose to participate in the Retail Rescue Program.

Definition and Eligibility

The Foodbank may permit select agencies to pick up Product donations on the Foodbank's behalf for approved donors in their Service Area.

Requirements

The Foodbank and any agency participating in such program must be parties to a written agreement reflecting such agencies agreement to:

1. handle and distribute all Product obtained through the program in adherence with their primary signed Agency Partner agreement
2. provide a point of contact for the Foodbank and the donor site to call for pick-up, scheduling, or other needs, and notify the Foodbank when contact information changes
3. transport frozen and refrigerated Product using approved devices to maintain safe food temperatures including, for example, passive temperature control devices such as coolers and thermal blankets, or active temperature control devices such as a refrigerated vehicle or refrigeration unit
4. take and document sample temperatures for all frozen and refrigerated Product at the time of pickup and again at the delivery site
5. pick up Product on the days and times agreed upon with the Foodbank and the donor
6. contact the Foodbank regarding any issues that arise with donors
7. document the weight, and, if required by the donor, product type and location of each pick-up, and accurately report this information in MealConnect
8. work in partnership with the Foodbank and any other approved agencies assigned to the same donor, if applicable
9. appropriately represent the Foodbank to the donor
10. ensure that all staff or volunteers who handle Product have required food safety training
11. adhere to Foodbank policies and procedures provided to agency in training and other materials

Retail Rescue Monitoring

The Foodbank will review program-specific requirements during agency inspection.

Retail Rescue and Food Safety Training

Agency staff or volunteers who handle Product in connection with the program must complete required food safety training.

Neighbor Choice

The concept of Neighbor Choice is focused on creating an atmosphere of dignity for the neighbor. This includes considering: the service hours that are most conducive to your target population, ensuring the neighbors are respected by program volunteers and staff and, giving neighbors the option of choosing what food supplies is most needed by their family. Many food pantries follow the practice of pre-bagging groceries for neighbors. While this may be convenient for the partner organization and its volunteers, it does not take into account the special needs of each neighbor who visits the pantry. Pre-assembled grocery bags may contain items the neighbor household is unfamiliar with, allergic to, unable to consume based on dietary restrictions, or able to get from other sources such as WIC. In these situations, the food pantry is utilizing resources to obtain and distribute the product that is neither helpful nor useful to their target population. Since the pre-bagged option generally contains similar items, the model assumes that food needs for every household are virtually the same, which is almost never true. If you need help setting up a Neighbor Choice pantry or converting your old pantry-style to Neighbor Choice, it would be our pleasure to help you with the conversion! Many of our partners are using this method with much success. Give us a call to set up a visit and see for yourself!

Food Safety

Partner agencies agree to receive, transfer, use, and handle product safety and properly in accordance with applicable law.

To maintain the integrity of the food distributed by the Foodbank, while ensuring it remains healthy and safe for consumption, agencies must be trained in proper food storage and safe handling practices. Each partner agency agrees to observe safe food handling practices in transportation, storage, handling, and distribution.

2.14 All agencies must have at least two active program representatives to take an approved Basic Food Safety Course provided by the Foodbank.

2.15 The partner agency point of contact for each agency must undergo food safety training every two years to remain compliant with Foodbank policy. This will ensure that proper food safety knowledge and practices are being implemented throughout our network. If the agency representative with food safety training departs from the organization, the Foodbank should be notified, and another representative will need to be trained within 14 days.

2.16 Each agency should have an individual who is a Certified Professional Food Manager supervising the preparation and serving of food items. Partner Agency utilizing food provided by the Foodbank to make meals are required to take food managers certification training.

2.17 The partner agency must be capable of loading and transporting product from the Foodbank warehouse in a manner that ensures safe handling and ensures that safe temperatures for foods are maintained. The partner agency must have adequate help to pick up product at the Foodbank or to unload a delivery made at its agency. All products must be transported directly from the Foodbank to the approved partner agency site.

When transporting products, agencies will do so in a manner that prevents contamination and adulteration.

Including, without limitation, the following requirements:

- 1) Temperature Controlled for Safety (TCS) foods must be staged, transported, and held at temperatures appropriate to the relevant food item (e.g. safe temperatures for hot and cold TCS foods)
- 2) When transporting TCS foods, agencies must use a visible active temperature retention system (e.g. refrigerated vehicle) or a passive temperature retention system (e.g. insulated coolers or bags, thermal/freezer blankets) for the safe transportation of hot and cold food
- 3) All vehicles use for transporting product must have clean food storage areas and be maintained to prevent contamination or adulteration of the transported product

Recalls

A recall occurs when action is taken to remove a food from the market because there is evidence that it is unsafe, adulterated, or mislabeled. When food is adulterated, it may be impure, unsafe, or unwholesome; contain a pathogen (for example, Salmonella), a foreign material (for example, plastic), or an undeclared allergen; or there may have been a packaging failure.

In the event of a recall, agencies that purchased the recalled product will be notified via phone call, and or letter. The notification will provide the name of the product, affected lot numbers, why the recall has been initiated, what the problem is, and an explanation of what will happen if the product is used or consumed.

Your role as the agency, is to examine your inventory and quarantine product subject to recall. In addition, if you may have further distributed this product, please identify your neighbors, and notify them at once of the product recall. Your notification to your neighbors may be enhanced by including a copy of the recall notification letter that the Foodbank provides to you. If your neighbors have any of the affected products, depending on the severity, they may have to bring the product back to your agency so you can bring it back to the Foodbank for further investigation. If the recall is not as severe, and does not require further investigation, you may be asked to dispose of the product at your site. A form will be included, asking what steps you took to advise your neighbors of the recall, and what you did with the food. You will be required to complete the form, return it to the Foodbank, and keep it on file for your records.

Food Storage and Handling

All Foodbank food storage and handling regulations must be followed to ensure neighbor safety. It is imperative that partner agencies take the appropriate steps to ensure product quality.

2.18 A secure, dedicated food storage facility with adequate capacity and lighting should be available. It must be safe, sanitary, and dry to ensure the integrity of the food until used or distributed. Food should never be stored in any area that is not specifically designated as a food storage area.

2.19 The partner agency may only store, prepare or distribute Foodbank products in approved areas at approved sites.

2.20 Food received from the Foodbank may NEVER be stored at a private residence and can only be kept at a Foodbank approved location.

2.21 The partner agency must get approval from the Foodbank in writing before changing or adding a distribution site.

2.22 Outside shall be free of debris/contaminants.

2.23 Garbage cans shall be covered and emptied frequently to prevent unwanted pests.

2.24 There should be no holes or gaps in the pipe conduits, screens, floor, ceiling, or doors. Door gaps should not exceed 1/4 of an inch.

2.25 Food must be stored in a locked and secure facility to protect against theft and vandalism.

2.26 Maintain a clean and dry climate-controlled storage area. The recommended temperature is 50°F –70°F degrees for dry storage.

2.27 Store food a minimum of six inches off the floor, and all products should be adequately spaced from walls and ceiling to allow for proper air circulation.

2.28 The shelves should remain clean with no debris on the floor.

2.29 The partner agency must take adequate steps to ensure that food items obtained from sources other than the Foodbank have adequate labeling and are free of serious defects that may pose a health hazard.

2.30 No severely dented/rusted cans.

2.31 The partner agency should rotate, label, or take periodic inventory of the food items to ensure freshness. Remember, FIFO (First In First Out.)

2.32 Cleaning or toxic supplies must be stored lower than food items or in a separate storage area. Paper goods, diapers and feminine hygiene products should also be isolated from chemicals.

2.33 Do not stockpile products obtained from the Foodbank. Foodbank product, including USDA commodities may not be stored for more than 90 days past receipt.

2.34 Personal or volunteer food should be kept in a separate area to avoid confusion.

2.35 Baby food and baby formula must be discarded after the expiration date.

Refrigerator/Freezer Areas

2.36 If authorized to distribute frozen and/or chill product, the partner agency must have adequate refrigeration and/or storage space at the site of distribution.

2.37 Refrigerators and freezers should either be in a locked area, or they must be lockable.

2.38 All freezer and refrigerator units shall be clean and odor free with no sources of contamination.

2.39 There must be a thermometer in all cold storage units. (add addendum regarding thermometer gun must be in the unit)

2.40 Refrigerators should run at 40°F or below and freezers should run at 0°F or below. Room temperature for storage of dry goods should be between 50-70 degrees.

2.41 All food products, regardless of source, must be clearly labeled with the item name and ingredients.

2.42 Protein products must be frozen before the sell by date. Only properly refrigerated or frozen items may be distributed.

2.43 Temperatures should be monitored at least three times per week for each unit and recorded on a temperature log.

Foodbank Partner Agency Management & Training

2.44 If there is a transition in partner agency point of contact, training must occur within 14 days of taking over the program, unless otherwise specified by a specific program.

2.45 The Foodbank guidelines state that partner agencies must inform the Foodbank if the program is altered, discontinued, changes location, or undergoes any significant change. If the authorized representative or the agency director is replaced, it is imperative that the Foodbank is notified immediately by documenting the changes in writing to update the account details.

2.46 All Foodbank partner agencies must maintain a filing system that includes Foodbank Invoices, neighbor intake forms, Temp logs. All paperwork must be kept for two fiscal years, and made available at site visits and upon request.

2.47 All pantry programs must maintain confidentiality of neighbor information. Agencies will take appropriate administrative and technical measures designed to protect individual privacy and data confidentiality and security. Information received cannot be shared with any third party.

2.48 The partner agency will submit regular statistics via the partner agency monthly report, entry of intake data into Link2Feed or Service Insights by the first day of the month following the distribution month. If the monthly report is not submitted by the 7th day of the month, the agency account will be placed on hold until the reports have been received.

2.49 Partner agencies must notify the Foodbank within 24 hours after an order pickup or delivery if there are any discrepancies with their order. The Foodbank is not responsible for any order discrepancies after that time frame.

2.50 Partner agency accounts must be used on a regular basis to keep the Foodbank partnership active. Once the account has been inactive for six months, the agency must reapply for partnership.

2.51 The partner agency is highly encouraged to send at least one representative to Foodbank sponsored meetings, such as quarterly meetings, networking meetings, and the Agency Advisory Council meeting.





Monitoring and Inspection

Monitoring and Biennial Inspection

The purpose of the biennial inspection is to ensure partner agencies are adhering to all Foodbank requirements. Feeding America requires Foodbank partner agencies to be monitored at a minimum of every two years. The Foodbank may choose to conduct these monitoring visits annually and reserves the right to monitor any agency unannounced.

The Foodbank reserves the right to visit and inspect agencies without prior notice.

Agency agrees that it will only receive and store product at multiple locations if:

- All locations individually meet the requirements of the agreement
- All locations have been inspected and are approved prior to receiving and distributing food

3.0 Inspection visits will include an examination of food storage areas, review of invoices, intake forms, and temp logs, and a short interview regarding the program. Files with required forms should be kept on site and available for review. At the conclusion of the inspection, agencies will need to sign an Agency Inspection Form, confirming that a Foodbank representative completed the site visit.

3.1 Any required corrections or improvements should be made immediately but shall be made within 30 days of the site visit.

3.2 The Foodbank reserves the right to suspend the agency's membership privileges until required corrections are made. An agency in gross violation of Foodbank policy may be immediately suspended until any problems are corrected.

3.3 Agencies who prepare and distribute food must have an individual who is a Certified Professional Food Manager supervising the preparation and serving of food items. Partner Agency utilizing food provided by the Foodbank to make meals are required to take food managers certification training.

3.4 Attempts to visit agencies for inspections are made on an availability basis and as a courtesy to our agencies. If we are unable to contact an agency by phone or email to schedule a visit, we will make a written attempt to contact the agency. If we are still unable to contact the agency, we will suspend services until this requirement has been met.

3.5 In the event that an agency is found to be out of compliance during a site visit and the compliance issue is or could adversely affect product integrity, donor relations, neighbor access to services, or reputation of the Foodbank, the agency will be given an "Out of Compliance Warning" and a corrective action plan that must be implemented within 30 days. Documentation of the corrective actions will be kept in the agency's file. Agency representatives will follow-up within 30 days of "Out of Compliance Warning" to ensure the situation is being remedied. If a partner does not take corrective action within 60 days, the Foodbank has the right to place the partner agency on suspension or terminate the partnership based on severity of the situation. Situations that challenge civil rights and/or food safety take highest priority.

Inspections Checklist

At this time, your intake records, invoices, temp logs, and food storage areas will be inspected. The following is a checklist of what we look for when we come:

- 1) Food is stored on shelves, pallets, or in cabinets.
- 2) There is no evidence of insects or rodents in food storage area.
- 3) Agency regularly checks grains, rice, nuts, seeds, spices, etc. for signs of pests.
- 4) Does the agency exterminate? If yes, how often?
- 5) Food storage area is clean and well kept.
- 6) Food is stored separately from cleaning supplies and other non-food items.
- 7) Food is stored at least 6 inches off the ground and 4 inches off the wall and 2 inches from the ceiling
- 8) Refrigerator and freezer are clean and well maintained.
- 9) Thermometers in *each* separate freezer and refrigerator If no, what does not have a thermometer?
- 10) Room temperature for dry storage is between 50-70 degrees
- 11) Refrigerator is 32-40 ° F.
- 12) Freezer is at or below 0° F.
- 13) Agency has some routine for checking and recording the temperature of cold storage.
- 14) Cold foods are kept cold, and dry foods are kept dry.
- 15) No food is stored off site or in someone's home.
- 16) Agency representatives take food from Foodbank or Retail Rescue outlet directly to the site for proper storage.
- 17) Agency has made provisions to transport refrigerated/frozen products from Foodbank to agency site.
- 18) Agency uses First In, First Out system.
- 19) Food is kept in a secure area.
- 20) Storage area is dry (free from moisture.)
- 21) Is there any evidence of stock piling?

On-Site Feeding Programs Only

- Are sinks clean and maintained?
- Is stove clean and maintained?
- Are temperature guidelines posted?
- Is the dining area clean (tables, floors, etc.)?
- Do you have your Kitchen License?

You must keep your product invoices and other records on site so that when we come out to inspect, we can look at these too. Please have these available at the time of your inspection.



Fiscal Management and Accountability

Fiscal Management & Accountability

The Foodbank of Southeastern Virginia and the Eastern Shore is an organization that makes every effort to provide low-cost quality food and non-food items to its partner agencies so they may distribute to neighbors.

Fees:

- Application Fee \$25
- Purchased Food (sold at cost)
- Returned Check Fee \$25
- Restocking Fee \$150 per instance

Products are purchased by the Foodbank to supplement donations and are distributed at cost to the agency. These fees serve as a recuperation of the cost of having a variety of products shipped and stored from all over the country.

Payment Methods

4.0 An agency check is the preferred method of payment, although credit cards, cashier checks and money orders are also accepted. The agency account number must be included with the payment, either in writing or by enclosing a statement. Agencies must allow a minimum of 24 hours for the Foodbank to enter payments into an agency account. If the agency has exceeded its credit limit due to a late payment, further access to product will not be allowed until the payment has been credited to the account.

4.1 The agency must maintain good credit with the Foodbank by always keeping their agency account current.

4.2 New agencies must maintain a credit balance to ensure that they are financially viable and able to meet their financial obligation to the Foodbank.

4.3 The Foodbank reserves the right to place a member agency on “HOLD” for unpaid balances. Failure to pay within 30 days may cause an interruption in services. Continued failure to pay an account in a timely fashion may result in other financial arrangements such as a pre-payment agreement or termination of partnership with the Foodbank.

4.4 The agency must keep all invoice records for a minimum of two years.

4.5 A returned check fee of \$25 will be charged on any returned checks. If a check is returned, another form of payment will be required (e.g. cashier’s check, money order, cash.) If an agency has several returned checks, they may be asked to make payments for an indefinite amount of time using an alternative form of payment and or may be subject to termination of their partnership.



Monthly Reporting and Record Keeping

Reports

5.0 All Foodbank Partner Agencies must fill out reports to track how many individuals and households they are serving if they are not using Link2Feed or Service Insights. These reports include, USDA, CSFP, and agency Monthly Reports. Please email all reports to fsevarereports@foodbankonline.org.

If you participate in additional Foodbank programs you will be required to track additional information beyond individual and household intake:

- **Retail Rescue** MealConnect
- **USDA/TEFAP** Monthly intake, temp logs, and inventory list
- **CSFP** Applications, proxy forms, list of clients who receive product, temp log

5.1 Paper reports are **due the 1st day of the following month** with the final deadline being the 7th. Report forms are due even if no food was received or distributed. Complete appropriate reports in their entirety. All Link2Feed and Service Insights data should be inputted no later than the 7th.

Consequences if not turned in on time:

- If any/all monthly reports are not received by the 7th of the month, your account will be put on hold. You will not be able to order on AE3, pick up previously placed orders and a restocking fee will be charged, and you will not be able to shop at the Marketplace.
- If you participate in retail rescue and have not turned in those reports for two consecutive months, your retail rescue privileges will be terminated and assigned to another agency.

5.2 If you have not served any neighbors, please indicate by marking zeros all the way through the report. If you do not submit a report, we will assume that you have forgotten to do so which may result in suspension of services until all reports are appropriately submitted.

5.3 If your agency turns in reports for 6 months or more with zeros, the agency will be made inactive.

Neighbor Intake Forms

5.4 The agency must maintain adequate neighbor records.

The agency should have the following information on record:

- The total number of neighbors served per household
- The number of people in each age category

Temperature Logs

5.5 All cold storage units are required to have a thermometer that is readily accessible. Thermometer readings must be logged 3 times weekly and kept on-site for two years. Refrigerator temperatures should be held at 32°F-40°F, and freezer temperatures should be held at 0°F or below. Dry Storage: 50-70°F. Two years of temperature logs should be made available to the Foodbank representative during inspections.

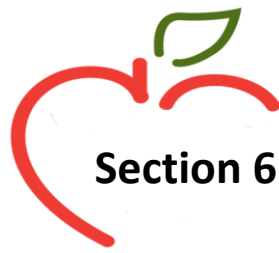
- Temp Logs are required to be turned in for USDA programs and must be kept on file at the agency along with your other records to review upon inspection.

5.6 Retail Rescue agencies are required to take temperatures of their chill & frozen product while at the store and a second time when you arrive at your location. Taking one temp at the store ensures that they have given us the food at the correct temp, and the second temp is to ensure that your agency transported the food correctly, under a freezer blanket or a cooler with ice or ice packs.

Inspection & Food Manager Certificate

5.7 If the partner agency is a meal provider, a member of the agency must hold a professional Food Manager's certificate. A current copy must be provided to the Foodbank for the agency's file.





Ordering and Pick Up Procedures

Ordering and Pick Up Procedures

Agency Express (AE3): Agency Express is a web-based ordering system that allows agencies to process and manage Foodbank orders online. Agencies can search for food items, view item details, submit orders and review the status of orders through this system. To be eligible to use this system, agency representatives are required to attend a training session. You can arrange for training by calling the Distribution Coordinator.

The partner agency's contact person and authorized shoppers are the only people allowed to place orders.

The Foodbank product list can be found on AE3. The product list shows you the item number, a description of the item, how the food is packaged, the unit price, the weight, and the unit of measurement (e.g., cases, boxes, etc.) Please note that you cannot access USDA food product unless you are an authorized USDA agency.

6.0 When placing your order, you will schedule a date and time to pick up your order.

6.1 The latest you can schedule an appointment for pick up is three business days from the day you place your order. If you would like to add on to your order, you must submit your add-on within three business days before your pickup day. Orders must be placed by 1pm.

6.2 You may make an appointment in AE3 to shop for donated product in the Agency Marketplace without placing an order for pick-up. The "shopping only" appointments can be made for the next available day.

6.3 Agencies are responsible for bringing their own freezer blankets/coolers/boxes/bags/totes to transport food products.

6.4 Only AE3 trained individuals can place orders. Agencies are not allowed to share their logins.

6.5 Only AUTHORIZED shoppers from your agency are allowed to pick up orders. If your agency needs to add or remove shoppers, please email the Partner Relations Manager and the Partner Support Coordinator the names of the individuals.

6.6 If an order is not picked up at the scheduled time, we will hold the order for 48 hours before we restock the order. When the order is restocked, a \$150.00 restocking fee will be charged to the agency's account. This applies to all agencies including USDA agencies.

PLEASE NOTE: If your account is on hold for non-reporting or for an overdue balance, you may not place an order, pick up an existing order, or shop at the Marketplace.

Marketplace Hours:

8am – 11:45am M, T, W, F (order pickup & shopping)

9am - 11am Thursday (shopping only)

2pm – 4pm Thursday (order pickup & shopping)

*** Make sure you check the Hot Sheet for any changes or updates.*

When picking up your order and/or shopping our donated goods, please ensure that you adhere to all protocols: please do not arrive more than five minutes prior to your scheduled appointment time. If you are going to be late, please contact the Agency Distribution Coordinator.

Order Pickup Protocol

Sign in with the Marketplace Assistant

- Please wait in the Marketplace for your order
- Once order is pulled, check to make sure all product is accounted for with staff/volunteer
- If your vehicle is large enough, your order will be loaded onto your vehicle by the forklift operator
- If your vehicle is not large enough for a pallet, the forklift operator will put the pallet by your vehicle; you will then load your vehicle
- If you are picking up chill or frozen products, you must have freezer blankets that cover the pallet
- You must take your entire order in one trip

Shopping Protocol

- Sign in with the Marketplace Assistant
- You cannot shop if your account is on hold
- You can shop if you made an appointment and have room in your vehicle
- You have 30 minutes to shop
- You will be told if there are limits on anything
- Max of 3 approved shoppers per agency in the Marketplace
- Changes to shoppers/contacts must be sent in to the Partner Relations Manager
- If you placed an order, you must load your order in your vehicle before you shop
- Once you are finished shopping, we will weight your product
- Dry, chill, and frozen are each weighed separately, please separate it on your cart
- Once product is weighed, you can take product outside and load your vehicle
- Come back inside and sign your invoice

General Protocol

- Do not block any doors or open bays
- Do not walk through forklift bays/doors
- Listen for forklifts
- Wear closed toe shoes
- No standing or walking on pallets
- No food or open containers in warehouse/marketplace
- No one under the age of 18 allowed in warehouse

Signing In

There is one sign-in sheet for “Order Pickup.” Find your agency name and sign your name in the space provided.

If you have placed a pickup order, you must pick that up first. Once you have verified the order and loaded it into your vehicle, you may proceed to the Agency Marketplace to shop. All allotted shopping appointments are 30 minutes long. If you arrive late, that time will be deducted from your shopping time on the floor.

Carts

You have access to your choice of three gray flatbeds carts. Please kindly return your carts to the Marketplace. Please do not leave carts in the parking lot.

Shopping in the Marketplace

Donated product that is available varies in selection and quantity. You will notice that some items have limits. This is due to the high demand and low availability of the product. The **LIMIT per item** is for **each AGENCY**, not each agency shopper. We request that you honor the posted limits.

Product shall be categorized to be weighed out. It is a good idea to keep items in their categories as you shop, eliminating the need to sort at the scales. Below are the categories you will need to sort them into:

- Dry Goods
- Frozen Products
- Chill Products
- Pet Food
- Produce

Weighing Out

Once you have completed your shopping appointment, you will check out at the scales. Your product will be weighed by category. While your invoice is being printed, you may load the invoiced product into your vehicle.

Please see the Marketplace Assistant and sign your invoices BEFORE you leave.





Programs & Other Resources

Programs Offered to Agencies

Partnership - It allows you access to shop at the Marketplace and order on AE3 to acquire food for your pantry, soup kitchen, etc.

Retail Rescue - This program builds relationships in our community between local donors and partner agencies. It is an effort to collect prepared and perishable food from area supermarkets, restaurants, caterers to distribute immediately to the hungry at on-site feeding agencies. The Retail Rescue Program identifies member agencies for participation based on the size and need of their feeding program and their ability to pick up donations on a regular basis. The Foodbank of Southeastern Virginia and the Eastern Shore facilitates the relationship between the local donor and the partner agency. Retail Rescue is anything perishable such as produce, baked goods and prepared foods. Please contact the Retail Rescue Coordinator for more information and for the reports (reference p. 5 for contact information).

TEFAP/USDA (Temporary Emergency Food Assistance Program) - This federal program is for low-income individuals of any age. Please contact the Federal Programs Manager for more information (reference p. 5 for contact information).

Other Resources

Root Cause Work- We are passionate about addressing the root causes of hunger. We address this by connecting those who utilize our programs with other resources including SNAP (Supplemental Nutrition Food Program AKA Food Stamps) and also advocating for them with the government on the local, state, and national levels.

Health Equity Programs Manager - Priyanka Montagna 757-201-6279
pmontagna@foodbankonline.org

Provide guidance related to health equity and nutrition programs to improve food equity and healthy food nutrition education. Works with partner agencies on conversion to a healthy client-choice food pantry model.

Healthy Food Pantry Program

Service Insights Analyst – Tiara Sumner 757-201-6281 ssumner@foodbankonline.org
Contact if you have Link2Feed or Service Insights questions.

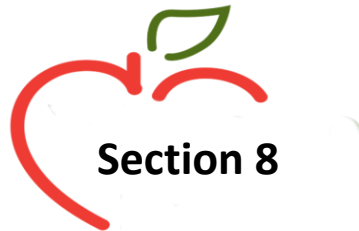
Contacts for Root Cause Work:

Nicole Todd, Director of Programs 757-314-4566

ntodd@foodbankonline.org

Tori Stamps, SNAP Community Access Mgr 757-985-2265

tstamps@foodbankonline.org



Suspension, Termination and Appeal

The Foodbank of Southeastern Virginia and the Eastern Shore is a member in good standing of Feeding America, the National Network of Foodbanks. As such, we are held to several standards which in turn are instituted for Foodbank partner agencies. When partner agencies are not in compliance with policies and procedures of the Foodbank, some action may be necessary to bring the agency back into compliance.

The following sanctions are examples of non-compliance issues and corrective actions that will be taken:

Probation

The purpose of the probationary period is to notify a partner agency of a minor compliance violation. However, improvement is necessary to avoid suspension. During the probationary period, the partner agency retains all rights and privileges. If the compliance violation is not rectified by the end of the probationary period, the partner agency will be suspended. This decision will be made by the Partner Relations Manager and/or the Director of Partner Agency Services.

Suspension

An agency may be placed on suspension by the Foodbank until a specific problem or issue is corrected. While under suspension, the agency will lose its Foodbank privileges, including the ability to order and receive food and other products. An agency under suspension may be terminated by the Foodbank if the agency fails to correct the problem within the timeframe provided.

Reasons for suspension and/or termination include, but are not limited to:

- Failure to comply with the food storage requirements of the Foodbank, or failure to correct food storage problems found during a Foodbank inspection visit.
- An agency or its representatives that sells, transfers, or barter for money or services any items obtained from the Foodbank.
- Requiring individuals to attend a religious service or meeting in order to receive the Foodbank food assistance.
- Denying services based on race, appearance, age, religion, national origin, gender, sexual orientation, (including gender identity) disability, or political affiliation.
- If, at the time of the inspection the Agency is in gross violation of the Foodbank standards the suspension may be immediate, with privileges terminated if the standards are not met within 30 days. Please be advised that this is a case-by-case scenario to be evaluated by Foodbank staff and directors for a final decision.

Termination

The procedure for termination of a Partner Agency is as follows:

- **The loss of non-profit, tax-exempt status by the agency will result in immediate termination of membership.**
- Post-investigation, the termination decision will be decided by the Foodbank staff.
- A letter will be sent to the agency explaining the specific reasons for the termination and a description of the appeals procedure.

Grievance Procedure

Any agency that has been sanctioned in any way for non-compliance may appeal that decision. The agency may request in writing an appeal interview with the Agency Advisory Council. This council has a voting member on the Foodbank’s Board of Directors and is comprised of member agency representatives. The Agency Advisory Council is oriented to Feeding America Agency Relations guidelines. After reviewing the appeal with the agency, the council deliberates and determines the disposition of the matter. The absolute last appeal for an agency is a written request to the Foodbank Board of Directors, who will handle the request.





General Information

Agency Advisory Council

The Foodbank is very appreciative of our Partner Agencies and their dedicated endeavors to meet the needs of the food insecure in our communities. Partner Agency opinions and suggestions are extremely valuable to us. The Foodbank Agency Advisory Council meets to discuss upcoming events, goals, successes, challenges, partner agencies thoughts and ideas, and any changes in policy. We encourage all agencies to be a part of this group! To become a council member you will need to submit an application during open enrollment. All agencies are invited to attend the meetings but only the agency council members will be able to vote.

Agency Communications

- “Hot Sheet” is a weekly email that is sent out to partners.
- Quarterly Newsletters that are sent out and can be accessed online at foodbankonline.org.
- Zoom meetings will be held to get agency feedback and answer any questions agencies have. These will be announced in the “Hot Sheet.”

Inclement Weather Policy

In the event of inclement weather, please check the Foodbank of Southeastern Virginia’s social media sites for information on Foodbank closures or time delays. We will also email the partner agency point of contact with closure or time delay information. If you have an order for pick up or a delivery scheduled for the same day we experience a closure, please call the Distribution Coordinator to reschedule.

Date Definitions

There are no uniform or universally accepted descriptions used on food labels for open dating in the United States. As a result, there are a wide variety of phrases used on labels to describe quality dates. Go to USDA’s website to get a full list and explanation of each here:

<https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/food-product-dating>

If you still have questions about food safety, please contact Leonna Benson (reference p. 5 for her contact information).

Sample Forms

The forms below are samples. You can get all forms on the Foodbank website under the Agency Toolbox. You can also ask Partner Agency Services staff to email you a copy.



County _____

Site Location _____

Date _____

Please list one household per line. All information on this sheet must be completed.

Household	How many members of the household are of the following age?			Have you visited a food pantry or foodbank since July 1st? : (circle one)	Zip Code
	Children 0-17	Adult Ages 18-59	Adult Ages 60+		
1	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
2	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
3	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
4	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
5	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
6	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
7	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
8	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
9	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
10	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
11	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
12	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
13	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
14	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	
15	Children 0-17 _____	Adult Ages 18-59 _____	Adult Ages 60+ _____	Yes / No	

PLEASE TOTAL THIS PAGE

Children 0-17 - NEW	Adult Ages 18-59 - NEW	Adult Ages 60+ - NEW	NEW Households	Returning Households
Children 0-17 - Returning	Adult Ages 18-59 - Returning	Adult Ages 60+ - Returning	Total New Individuals	Total Returning Individuals



Foodbank

of Southeastern Virginia
and the Eastern Shore

Mobile Pantry Distribution Intake Form

County

Site

Location

Date

Please list one household per line. All information on this sheet must be completed.

Have you visited a food pantry or foodbank since July 1st? : (circle one)

House- hold How many members of the household are of the following age?

1 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

2 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

3 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

4 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

5 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

6 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

7 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

8 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

9 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

10 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

11 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

12 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

13 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

14 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

15 Children 0-17 ____ Adult Ages 18-59 ____ Adult Ages 60+ ____ Yes / No

PLEASE TOTAL THIS PAGE

	NEW Children 0-17	NEW Adult Ages 18-59	NEW Adult Ages 60+	TOTAL NEW Individuals	TOTAL NEW HH
	RETURNING Children 0-17	RETURNING Adult Ages 18-59	RETURNING Adult Ages 60+	TOTAL RETURNING Individuals	TOTAL RETURNING HH

Partner Agency Monthly Report

Agency Number:



Partner Agency Name:

Contact Person's Name:

Month:

Contact Person's Phone:

Year:

New

Individuals whose first visit was this month.

- Add up all of the **Children age 0-17** and put that figure here:
- Add up all **Adults age 18-59** and put that figure here
- Add up all **Adults age 60+** and put that figure here:
- Count all of the Households whose first visit was this month and put that figure here:

	New Children Ages 0 to 17
	New Adults Ages 18-59
	New Adults Ages 60+

<input type="text"/>	Number of New Households
----------------------	--------------------------

Returning

Count all individuals who received food this month, **but are not a new client**, and place those numbers below:

- Add up all of the **Children age 0-17** and put that figure here:
- Add up all **Adults age 18-59** and put that figure here
- Add up all **Adults age 60+** and put that figure here:
- Add up all **Returning Households** and place that number here:

<input type="text"/>	Returning Children Ages 0 to 17
<input type="text"/>	Returning Adults Ages 18-59
<input type="text"/>	Returning Adults Ages 60+

<input type="text"/>	Number of Returning Households
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Email to FSEVAreports@foodbankonline.org

Due on the 1st of each month, late after the 7th

Updated Jan 2024

Foodbank
800 Tidewater Dr.
Norfolk, VA 23504
757-627-6599

