



MEMBER AGENCY HANDBOOK

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Food Bank of North Central Arkansas

Member Agency Handbook

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Introduction

Congratulations on becoming (being) a member agency of the Food Bank of North Central Arkansas! Several policies, practices, and procedures are required of all Food Bank member agencies. The purpose of this Member Agency Handbook is to describe the requirements and provide information on how to have a successful program.

The Food Bank of North Central Arkansas collects, stores, and distributes food and grocery products to a network of over 75 agencies in 9 counties in North Central Arkansas. This network of agencies includes charitable organizations such as food pantries, soup kitchens, homeless shelters, non-profit adult daycare centers, senior citizen centers, back pack programs, school pantries, mobile pantries, and special care facilities. These agencies utilize the Food Bank of North Central Arkansas as a resource to secure food to distribute to individuals and families in need in their communities. Our nine county service area includes: Baxter, Boone, Fulton, Izard, Marion, Newton, Searcy, Sharp and Stone counties.

HISTORY OF THE FOOD BANK OF NORTH CENTRAL ARKANSAS

The Food Bank of North Central Arkansas had humble grassroots beginnings as the Norfolk Community Care Program. In 1982, a devastating flood crippled the area, and thousands were displaced and in need of food and shelter. To meet the immediate need, Alice and Hubert Ayers established a "soup kitchen" out of their home in Norfolk, and with the help of many volunteers and the Salvation Army, they served flood victims and rescue workers. In 1985, the Foodbank of NCA was officially formed under the sponsorship of the Norfolk United Methodist Church and operated as a Subsidiary Distribution Organization (SDO) of America's Second Harvest (now named Feeding America) through Ozarks Food Harvest, Springfield, Missouri. The Food Bank of North Central Arkansas/Norfolk Community Care Program (food distribution and Thrift Store) was housed in its early years in the basement of the old Norfolk Public School across from Norfolk City Hall.

On October 6, 1989, the organization was officially incorporated by the State of Arkansas as the "Foodbank of North Central Arkansas/Norfolk Community Care Program". In February 1990, the food bank received its 501 (c) (3) exemption status from the Internal Revenue Service. Alice Ayers served as executive director until her tragic death in 1999. Gene Boyd served as executive director until June 2006, Linda Finley served in that position until 2012, and Jeff Quick is the current CEO and President.

In 2007, the Food Bank of North Central Arkansas, in order to create a united state network, agreed to become an SDO of the Food Bank of Northeast Arkansas in Jonesboro which is a member of Feeding America. In 2008, the organization's name was changed to "Food Bank of North Central Arkansas" In 2009, the Food Bank of NCA entered into a contractual agreement with the Food Bank of NEA as a Partner Distribution Organization (PDO) after Feeding America proposed changes in the SDO status for food banks. As a PDO, the Food Bank of NCA does not

have direct membership in the Feeding America network but fulfills primary member functions (product distribution, agency relations, food solicitation, and fundraising, media and community relations for hunger related activities) on behalf of the member. As a PDO, the Food Bank of NCA must meet all Compliance Standards as outlined by Feeding America and is monitored on an annual basis by the Food Bank of NEA. As a result of this contractual agreement, the Food Bank of NCA receives food donations through Feeding America, as well as training and conference opportunities and inclusion in the Hunger Study research project.

The Food Bank of NCA is also a founding member of the Arkansas Hunger Relief Alliance which was established in 2004 in partnership with five other Arkansas food banks including: the Arkansas Foodbank Network, Little Rock; Harvest Texarkana, Texarkana; River Valley Regional Food Bank, Fort Smith; Food Bank of Northeast Arkansas, Jonesboro; and Northwest Arkansas Food Bank, Bethel Heights.

Our Vision, Mission, and Values

Our Vision: “Creating Communities without Hunger” by soliciting and distributing food and grocery products through a network of non-profit agencies

Our Mission: "Building Bridges from Hunger to Hope"

Our Values:

- **Integrity** – We will be open and honest in all relationships, dealings, and transactions.
- **Stewardship** – We will maximize and wisely use our resources for the long-term benefit of the community.
- **Accountability** – We will set clear standards against which to measure competence.
- **Service** – We are committed to providing excellent service. We will continue to strive to study, understand, and meet challenging needs with competence and compassion.
- **Partnership** – We will strive to collaborate, network, and enhance hunger relief efforts in Arkansas.

I. Membership Criteria

The following criteria must be agreed to and complied with for your agency to become and remain a member in good standing of the Food Bank of North Central Arkansas. A representative of each member agency is required to sign a copy of the membership criteria agreement stating that they understand, agree to, and will follow these criteria. This document will be kept on file at the Food Bank of North Central Arkansas.

FOOD BANK OF NORTH CENTRAL ARKANSAS

Membership Criteria

The following criteria must be agreed to and complied with for your agency to become and remain a member in good standing of the Food Bank of North Central Arkansas.

1. Is incorporated and operating as a private non-profit organization or under the umbrella of such an organization and is established in the community.
2. Qualifies under section 501(c)(3) of the Internal Revenue Service code or meets the definitional requirements of the IRS code to qualify as a church.
3. Does not discriminate against any person because of race, gender, religion, political affiliation, sexual preference, or national origin.
4. Will not sell, transfer, barter, nor offer for sale the items supplied by the Food Bank of North Central Arkansas in exchange for money, property, goods, or services, or otherwise allow items to re-enter commercial channels.
5. Will use all items drawn from the Food Bank of North Central Arkansas only in activities included in its tax-exempt purpose and solely for feeding people who are ill, in need, or infants.
6. Will provide sanitary, reliable, and product appropriate transportation and sufficient personnel to pick up food at the Food Bank of North Central Arkansas warehouse.
7. Is licensed by the state and/or city as a food service establishment according to the service provided and will notify the Food Bank of North Central Arkansas of any changes in licensing status.
8. Has adequate storage and refrigeration and freezer space to ensure the wholesomeness of the food until it is used.

9. Will maintain good health and sanitation procedures for the types of food drawn.
10. Will accept food in “as is” condition and agrees to inspect such items, withholding from distribution and/or consumption any food that might be spoiled or inedible.
11. Will immediately discard any unfit food and advise the Food Bank of North Central Arkansas. (Your agency is not responsible for hidden, unobservable defects.)
12. Will maintain records on the receipt, distribution, and use of products from the Food Bank of North Central Arkansas sufficient to provide a clear audit for such products for at least 36 months after the receipt of such products.
13. Will permit representatives of the government and the Food Bank of North Central Arkansas to inspect records described in item 12. (Applicable to participation in USDA Commodity Distribution program).
14. Agrees to regular monitoring by the Food Bank of North Central Arkansas representative, or an affiliate thereof, to verify compliance with these criteria and the information provided on the agency’s application and monthly reports.
15. Will support the operation of the Food Bank of North Central Arkansas by paying a shared maintenance fee on a per pound basis for applicable products.
16. Understands that food received is a gift and not the result of any sales transaction; and as such, acknowledges that no express warranties are given and no implied warranties apply to the nature and condition of the food.
17. Affirms that the original donor, the Food Bank of North Central Arkansas, and its affiliates are held harmless from any claims or obligations in regard to the products received by the agency.
18. Will destroy and/or discard any food upon notice from the Food Bank of North Central Arkansas, or original donor that such food may not be fit for human consumption.
19. Will notify the Food Bank of North Central Arkansas whenever notice of any claim of liability with respect to food is received.
20. Will observe and implement any use-of-product restrictions placed on items by the Food Bank of North Central Arkansas at the request of the original donor.
21. Assumes any and all responsibility for food product liability relating to any act or failure to act by the agency associated with the distribution, storage, preparation, or service of food after the agency assumes possession of the food.
22. Will not use donated products for the purpose of fundraising.

23. Will submit a monthly report by the 10th day of the following month.
24. Never charges clients for food.
25. Never requires clients to pray, donate, or work to eat or receive products.
26. Will order and pick up products at least 4 times per year, unless deemed to be a special program approved by the Food Bank of North Central Arkansas.
27. Will be open at least 1 day per week for a minimum of 4 hours, unless deemed to be a special program approved by the Food Bank of North Central Arkansas

II. Recordkeeping and Reporting

Recordkeeping

All member agencies must keep a copy of the following on hand at all times:

- Memorandum of Agreement between your agency and the Food Bank of North Central Arkansas
- Membership Application, including all attachments
- Member Agency Handbook
- Paperwork indicating non-profit or church designation status
- Where applicable, a 501 (c)3 Designation Letter *no more than three years old*.
- Food Service License and/or other applicable licenses and inspection forms
- ServSafe certification

The following information must be collected and records maintained for at least three years. These documents will be examined during monitoring visits.

- Documents of transactions between your agency and the Food Bank of North Central Arkansas, including total pounds of products you receive from the Food Bank by item. (The invoices you receive from the Food Bank will supply this information.)
- Monthly Reports
- A documented method for non-discriminatory distribution to people in need.

For assistance in developing a method of counting and recordkeeping, please contact the Food Bank of North Central Arkansas at (870) 499-7565.

Reporting

Agencies are responsible for submitting a Monthly Report *even if no orders were placed or received* during any given month. A report form is provided as an attachment to this handbook and can also be found on the Food Bank of North Central Arkansas web site:

www.foodbanknca.org.

The report is due the 10th of each month and covers the previous month. For example, the report for January distribution is due by February 10th. These reports are very important and failure to complete and submit the reports will affect your participation in the Food Bank of North Central Arkansas program. You may scan and email or fax your report. If an agency is late submitting their report, they are first notified by phone or email.

III. Monitoring Visits

The safety of the products we distribute and the efficient and respectful service to those we serve is of utmost importance. As such, the Food Bank of North Central Arkansas is required to monitor member agencies every 18 months to ensure compliance with all membership requirements. This inspection has a two-fold purpose: 1) to provide an opportunity for interaction on your agency's premises and 2) to identify any potential problems and assist in solving them. The visit also enables the Food Bank staff to assure donors that we have a sound system of protecting, accounting for, and distributing their donated products. We also use the monitoring visit to renew your Memorandum of Agreement.

Your agency's practices regarding the hunger relief services you provide will be reviewed during the monitoring visit. Other items that will be checked include:

- sanitizing processes
- the cleanliness of the areas where food is stored and handled
- the cleanliness of all appliances and equipment involved
- the availability and condition of hand washing stations and restrooms
- records described in Section II
- storage and garbage disposal
- pest control
- temperature control in storage areas
- refrigerators and freezers
- vehicles used to transport food and grocery products
- customer service standards

For your information, a copy of the monitoring visit report form is included in the Attachments section of this Handbook. Once the report is completed, a representative from your agency will be asked to review and sign the report. A copy of the completed and signed report will be provided to your agency.

Feedback from our agencies is also very important to us, so we sincerely appreciate all of your suggestions, needs, or concerns, whether during the monitoring visit or throughout the year.

IV. Types and Uses of Products

Types of Products

Types of products available include: 1) shared maintenance fee food, 2) purchased products, and 3) United Way donated products.

Shared maintenance fee: Shared maintenance fee products can be ordered by all member agencies. There is no cost of the products; however, a shared maintenance fee is charged for these items. This fee helps to cover the cost of warehousing and transporting the products to the Food Bank of North Central Arkansas.

Produce: Fresh produce is available for agencies at various times throughout the year.

Purchased Product: Because the Food Bank of North Central Arkansas is not able to get all types of food donated, we use our large buying power statewide to purchase items in which our agencies have expressed an interest. Some items that we purchase on a regular basis include peanut butter, canned vegetables, macaroni and cheese. Our goal is to provide these items less expensively than your agency could purchase them at local retail stores. These items are noted as purchased items on the food list menu.

Uses of Products

Food Bank of North Central Arkansas products may be used to feed on-site feeding facility employees or volunteers only when meals are primarily prepared for people in need. No products may be ordered solely for the employees and volunteers, and all food ordered must be appropriate for the ages and needs of the people served. Agencies may use cleaning and paper products for the up-keep of the facilities in which the feeding programs or food pantries are located.

Food Bank of North Central Arkansas products can never be:

- ✗ Sold, bartered, or traded
- ✗ Used as compensation or gifts for volunteers or employees
- ✗ Used at an agency function or party (unless it primarily benefits needy clients)
- ✗ Used at a church supper, board meeting, fund-raisers, or any events that are not to feed people in need
- ✗ Used for any purpose other than to further an agency's services to people in need

V. Shopping List and Pick-Up Procedures

Shopping List

The Food Bank of North Central Arkansas has an on-line shopping list that is available on our website which can be accessed once you have been approved as an agency.

Food Bank Ordering and Pick-Up Guidelines

Placing Orders

The Shopping List is updated Monday through Friday daily by 9A.M. on the website <http://www.foodbanknca.org/AgencyTools.aspx> under the Shopping List.

Shopping Lists must be completed and will be accepted the following two ways:

1. (preferred) method via email to warehousefbnca@centurytel.net or
2. via fax to 870-499-3500.

Please complete the Agency name portion of the shopping form. Incomplete orders will not be processed.

Verbal, over the phone orders or requests not on the official shopping order sheet will not be accepted.

Do not send duplicate fax orders unless asked to do so by distribution services.

If the order is received via email a response stating receipt of order with date and time of pickup will be sent. If received by fax, a distribution representative will contact you with date and time.

If a Partner Agency is unable to pick up at its appointed time, an agency representative should email or call the Food Bank at 870-499-7565 to reserve another pick up time.

Due to space and safety concerns, shopping the warehouse is not permitted. Orders for items must be placed at least 48 hours in advance of pick-up.

Deadlines for placing orders:

Pick-up day	Order received by	Time
Monday	No Pickups will be scheduled	
Tuesday	Friday (the previous week)	9 a.m.
Wednesday	Monday	9 a.m.
Thursday	Tuesday	9 a.m.
Friday	No Pickups will be scheduled	

Pickup dock hours are 8A.M. – 3P.M. Tuesday, Wednesday and Thursday
Saturdays and Sundays are not considered available days for pickup as FBNCA is not staffed.

There may be an order limit on some items. Limits are determined both by the quantity available in inventory and by the number of families/individuals served by the Partner Agency.

If a Partner Agency places an order but is unable to pick up at the scheduled appointment time, they must contact FBNCA, preferably 24 hours in advance of scheduled pickup time if possible.

Once an order is placed, no additional items may be added to that order.

Schedule Pick-Ups

A Partner Agency must request a pickup day and time from Distribution Services. Appointments will be made on a first come, first served basis.

During order pick-up, FBNCA warehouse staff or drivers are in charge please do as instructed and treat staff with respect.

If the Partner Agency arrives on time, the Partner Agency personnel will be asked to sign in and then they can be seated in the break/reception area and wait for the distribution assistant to greet them. For issues of fire safety, each agency representative entering the warehouse must sign in and out.

Plan to arrive no more than 20 minutes before your scheduled pick-up.

If a Partner Agency is late or early, the agency personnel will follow the same sign-in procedures listed above, however they must wait in the reception area for their appointed time. Any agency that knows it is going to be late should call FBNCA as soon as possible. If the agency is more than 20 minutes late without prior notification, they may be asked to reschedule the pick-up day and time at the discretion of FBNCA distribution staff. The agency vehicle may then be backed

up to an empty dock. Only one (1) vehicle may be backed up to the dock at a time.

If an agency fails to arrive at the designated pick-up time, and has not called FBNCA to re-schedule within 48 hours of the original appointment, the Partner Agency may be subject to a \$15 re-stocking fee.

Warehouse Procedures

Partner Agency personnel must stay within the areas of the warehouse accessible to those picking up orders. These areas include the front of the warehouse manager's desk, the office manager's office, the loading area and the pathway leading to the restrooms. Partner Agency personnel are not allowed in the main portion of the warehouse or in the freezer.

Warehouse Regulations

- Only 2 people per Partner Agency are allowed on the dock at one time.
- Do not smoke or chew tobacco while in the building or on the dock.
- No food or drink is allowed in the warehouse.
- Only individuals 18 or older are allowed in the warehouse.
- Children under the age of twelve are not allowed in the warehouse or on the loading dock. Children must remain in the agency vehicle or the break/reception area under adult supervision at all times. FBNCA staff is not responsible for supervising children.
- Do not operate warehouse equipment.
- Be aware of special notices posted in and around the warehouse.
- Notify the warehouse staff of any irregularities or potentially hazardous conditions. This includes any spills.
- Cased items in the cooler are to be handled only by FBNCA personnel. Partner Agencies should not remove cased items from the cooler, even if they are listed on the work ticket.
- Warehouse hours are subject to change at the discretion of FBNCA.
- Anyone on the loading dock or in the warehouse MUST wear appropriate, closed-toed shoes (no flip-flops, sandals, high heels, etc.) and sleeveless shirts are prohibited.

Loading Orders

Each Partner Agency is responsible for loading its own order. Only persons loading the vehicle should be on the dock. Partner Agencies must use the side ramp or stairs to get on the dock. Jumping on and off the dock will not be tolerated. All others should wait in the reception area. *(No unattended children under the age of 12). Please note that any FBNCA distribution personnel reserve the right to limit the number of people on the dock at his/her discretion.*

The Partner Agency should provide a vehicle or vehicles large enough to transport the order. To help the agency judge the size of its order, the agency may ask the FBNCA Distribution Services Assistant for the estimated weight. This estimated poundage includes all ordered items.

FBNCA warehouse or agency personnel reserve the right to limit the amount of product leaving the Food Bank dock, if they feel the load distribution of the product exceeds the safety limitations of the vehicles capacity.

It is the responsibility of the Partner Agency to make sure the order is correct. Each case or package should be checked as it is loaded into the vehicle. When an agency representative signs the receipt, he or she accepts it as printed and the Partner Agency will be charged for all items for which it signs.

Partner Agencies receiving dairy and/or frozen items must bring coolers to transport these items from FBNCA to their facilities if travel time is more than 40 minutes. The agency may not receive these items without the appropriate insulated containers or freezer blankets.

Please note, FBNCA schedules one appointment every hour, so it is important that each Partner Agency load its vehicle(s) in a timely manner.

Check Out

After all food is loaded, the Partner Agency representative should bring the signed copy of the invoice to the warehouse staff, retaining a copy for the agency's records and kept on file for 3 years.

Return Policies

A food item may be returned for credit only if its condition makes it unsafe for use or consumption. Such condition includes excessive rust, dents or infestation. The final decision as to the safety of the item will be made by the FBNCA Product Recovery Officer who is trained to make such determinations.

The agency is required to return the item to receive the credit. No credit will be issued without the item being physically returned.

Credit will be issued on the agency's next monthly statement.

FBNCA reserves the right to replace the item with a comparable item.

Pick-Up Procedures

Each agency must have on record at the Food Bank of North Central Arkansas a list of people authorized to order and pick up products at the Food Bank. (See Authorized Personnel Form in Attachments section of this Handbook.) Persons not on your agency's authorized list will not be able to shop at the Food Bank of North Central Arkansas. Keeping this form accurate and up to date is important to ensure that your agency is always able to select and receive products from the Food Bank.

We appreciate your cooperation in helping us serve all agencies in a timely and efficient manner. If you have questions about any of the Pick-up Procedures, please call the Food Bank of North Central Arkansas at (870) 499-7565.

Direct Delivery (DD) from The Food Bank

The Food Bank of North Central Arkansas provides Direct Delivery (DD) service to three locations in our service area in order to reduce travel time and distance for Partner Agencies to pick up food orders. The food is transported in a refrigerated truck, thereby ensuring products' safety and freshness. FBNCA provides this service at no charge. Agencies in the vicinity of a Direct Delivery drop site meet at a preset time and location to pick up their orders.

The FBNCA Agency Relations Coordinator sends an email with the dates and times for Direct Deliveries by the first of each month. You are responsible for keeping track of these dates.

Placing Direct Delivery Orders

Direct Delivery orders will be accepted the following two ways:

1. via email to warehousefbnca@centurytel.net (preferred method)
2. or faxed to 870-499-4500.

Direct Delivery orders must be received by Distribution Services within the first week of the month and no later than the 1st Friday of the month. Orders received after this date will be considered a pickup order and scheduled accordingly.

Verbal, over the phone orders or requests will not be accepted.

The Shopping List is updated Monday through Friday daily by 9am on the website <http://www.foodbanknca.org/agencytools.aspx> under the shopping list.

Direct Delivery Ordering – Things to consider

There may be a quantity limit on some items. Limits are determined both by the quantity available in inventory and by the number of families/individuals served by the Partner Agency.

Do not send duplicate orders unless asked to do so by Distribution Services.

Once an order is placed, no additional items may be added to that order.

DD Partner Agencies are permitted to place an order for pick up at the FBNCA warehouse on the weeks where no Direct Delivery service is available.

Direct Delivery Procedures

Each agency must arrive at the designated DD drop site on or before the scheduled time. The FBNCA driver is not obligated to wait for a late arrival. Late arrivals will be served last. If the driver has to bring the order back to FBNCA, that agency will be charged a 10 cent per lb re-stocking fee.

Tobacco product use is prohibited at the DD drop site.

All safety procedures (listed below) must be followed. Agency representatives should never enter the Food Bank truck. The pallet jack may be operated only by the FBNCA driver.

It is the agency's responsibility to provide a vehicle large enough to accommodate their order. The agency should provide enough help to load its order in a quick and timely manner. Agencies are encouraged to help each other.

The agencies should practice good housekeeping at the DD pick-up site. Trash should be put in containers or boxes and pallets should be neatly stacked.

Agencies receiving dairy and/or frozen items must bring appropriate transportation for these items. FBNCA is not responsible for mishandling of food once turned over to agency.

The agency must check its order against the receipt as the order is loaded into its vehicle. Any discrepancy must be brought to the attention of the FBNCA driver at the time of delivery. Credit will not be issued for any shortage reported after the agency has departed the DD drop site.

Pick up procedures are subject to change by the FBNCA driver's discretion. Agencies will be notified in writing before new policies take effect.

The agency has the right to refuse only one (1) item per pick-up whether at a delivery location or from the warehouse.

Please note that the role of the FBNCA delivery driver is to bring pallets of the product and unload them at a pre-determined location. Your agency volunteers and staff are responsible for moving, loading or breaking down the pallets and moving the product from the distribution area.

Safety

The recipient agency agrees to provide necessary training to their staff and volunteers for safe distribution and delivery of product. The recipient agency is responsible for assuring compliance of the following procedures:

- Non-FBNCA personnel are never allowed in the FBNCA vehicles or inside the safety zone marked by cones.
- Only FBNCA staff is permitted to operate any Food Bank equipment. This includes, but is not limited to: the pallet jack, lift gate mechanism and box cutter.
- Partner Agency must provide a staff member or volunteer to insure Food Bank safety rules are followed.
- At the FBNCA driver's discretion, any agency representative may be asked to leave the premises if his or her presence is deemed unsafe.

Direct Delivery Return Policy

A food item may be returned for credit only if its condition makes it unsafe for use or consumption. Such condition includes excessive rust, dents or infestation. The final decision as to the safety of the item will be made by the FBNCA Product Recovery Officer who is trained to make such determinations.

The agency is required to return the item to receive the credit. No credit will be issued without the item being physically returned. Credit will be issued on the agency's next monthly statement.

FBNCA reserves the right to replace the item with a comparable item

Direct Delivery Locations: (as of July, 2016)

Direct East:

Fred's

200 Hospital Drive

Cherokee Village, AR 72529

Direct South:

Old Strawberry Plant

Loading Dock

Marshall, AR

Direct West:

Winkler Logistics

805 Cottonwood Rd,

Harrison, AR 72601

VI. Fees and Payment Information

Fees

The shared maintenance fee is an apportioned assessment to member agencies that helps cover the costs of collecting, sorting, storing, and distributing donated products to member agencies. *This is not a charge for the products.*

Payment Information

When you pick up your order you will be issued a receipt which serves as your invoice. An invoice is past due after 30 days and renders the agency subject to suspension of membership until payment is received or arrangements for payment are made.

If your agency is experiencing difficulty with payment, an agency representative should contact the Food Bank immediately at (870) 499-7565.

Debtors are subject to payment plans or suspension. The agency may ask to be removed from the payment plan once the balance is paid off. At the discretion of the Food Bank of North Central Arkansas, an agency may remain on a payment plan indefinitely. Failure to adhere to the payment plan may be cause for suspension.

In the event of perceived discrimination regarding repayment, an agency may appeal the payment plan or suspension before the Food Bank's Board of Directors.

VII. Food Safety Information

Please follow these guidelines for any products that are of questionable quality. Discard all products with any of the following package conditions:

For cans,

- rust that cannot be buffed off
- rust around the rim
- a dent that comes to a point or sharp crease
- a dent on the seam of the can
- a dent on the rim of the can
- “puffed” cans where internal pressure has deformed the cans
- products with no labeling

For bags and boxes,

- any signs of infestation or contamination
- any puncture or tear that has broken the innermost seal
- any exposed items that have been taped or repackaged into a bag or box

For jars and bottles,

- any containers that have been opened or if the protective seal is broken
- any sign of contamination or grime around the rim
- products with no labeling

For non-food items,

- personal care items that are taped or resealed
- items with missing manufacturer’s seals broken or missing
- cleaners and paper goods that are taped or resealed with visible contamination

When in doubt, throw it out!

Shelf Life Determination Table

(Rules of Thumb for Products That Have Passed “Use By” Date*)

Item	Time Past “Use By” Date
Low acid jars and bottles (veggies, soups, meats)	6 months
High acid jars and bottles (tomatoes, pickles, fruits, jellies)	1 year
Canned goods	2 years
Sealed dry goods (beans, rice, pasta, etc.)	1 year
Candy, cakes and cookies	6 months
Crackers and cereals	1 year
Fresh bread and rolls	2 weeks
Refrigerated dairy products	3 weeks
Refrigerated juices	4 weeks
Frozen baked goods	3 months
Frozen pasta and dough	6 months
Frozen vegetables	6 months
Frozen meat	1 year

*Based on information from “The Food Keeper – A Consumer Guide to Food Quality & Safe Handling.”

Storage Requirements

The following storage requirements must be adhered to strictly in order to maintain product quality and safety. Each of the following items will be examined during a monitoring visit. (See attached sample monitoring report form.)

- The food storage facility should be temperature controlled with adequate ventilation.
- The structure should be secure, with locks in good working order.
- A pest control program should be performed regularly. Where evidence of infestation occurs, a commercial pest control company must be engaged.
- Storage space is adequate.
- Inventory is rotated.
- Leftovers (if applicable) are used only once.

For dry storage,

- All food is stored off the floor. If supply exceeds shelving space, excess can be stored on pallets, but must be at least 1 inch from all walls.
- All containers are properly sealed.
- No food is stored in bathrooms.
- Thermometers must be present in all dry storage areas.
- All non-food products must be stored separately from food products. At a minimum, all non-food products should be stored on lower shelves and never above food products.

For refrigerated and frozen storage,

- Refrigerators should be maintained at temperatures not exceeding 40 degrees Fahrenheit.
- Freezers should be maintained at temperatures below freezing, from 0 degrees to -10 degrees Fahrenheit.
- Thermometers should be present in all refrigerators and freezers.
- All refrigerators and freezers should be defrosted and cleaned with a USDA-approved disinfectant at least two times per year or as needed.
- All refrigerators and freezers must have a temperature log posted.

Recommended storage temperatures (Fahrenheit) for specific food items are:

Produce	40 degrees or below
Dairy, Eggs	40 degrees or below
Meat and Poultry	36 degrees or below
Seafood	32 degrees or below
Bakery	70 degrees or below
Candy	70 degrees or below

Disposal of Damaged and/or Spoiled Products

Product received from the Food Bank of North Central Arkansas is received in “as is” condition. It is the agency’s responsibility to inspect product at the time of pick up or delivery, whichever is the case. At that time, notify the warehouse personnel if you think something you have received is unusable.

If you encounter unusable product during distribution to your clients, contact the Food Bank of North Central Arkansas immediately and speak to the Executive Director or Chief Operations Officer. Based on the information you provide, we will provide instructions for use or disposal of the product in question. Please have the following information available when you call:

1. Type of product as it is listed on your order form or invoice.
2. Date product received from the Food Bank of North Central Arkansas as listed on the order form/invoice.
3. Code dates from the product itself.
4. Reasons why you question the product.

VIII. Suspension and Termination

Our agencies are the cornerstone of direct service to those in need in our state, thus, we strive for service excellence and harmony in achieving our mission. However, situations do occur that require evaluation, investigation, and action. We will attempt in every way to work with an agency that falls into non-compliance of standards and will do so in an amicable and professional manner, including allowing our agencies to utilize the services of the Arkansas Hunger Relief Alliance to resolve concerns that we and the agency cannot. Although this type of communication and resolution is preferred, there are guidelines and obligations that, if breached, are cause for suspension or loss of membership.

The following are violations that will result in the suspension or termination of your Food Bank of North Central Arkansas membership. Please make sure everyone in your agency is aware of these violations.

1. Providing false information on your agency's membership application or monthly reports.
2. Failure to comply with any of the membership criteria.
3. Exchanging Food Bank of North Central Arkansas products for money, property, services, or other products.
4. Storing Food Bank of North Central Arkansas products in a residence or unapproved facility.
5. Taking Food Bank of North Central Arkansas products for your own personal use.
6. Using Food Bank of North Central Arkansas products in any manner not related to the tax-exempt purposes of the program.
7. Stockpiling Food Bank of North Central Arkansas products in amounts not commensurate with your level of distribution.
8. Transporting, refrigerating, or storing Food Bank of North Central Arkansas products improperly.
9. Violating any federal, state, or local statute, ordinance, code, regulation, or law.
10. Breaking the agreement between your agency and the Food Bank of North Central Arkansas.
11. Failing to pay fees in a timely manner.
12. Soliciting food from one of the Food Bank of North Central Arkansas' major donors. These include, but are not limited to: Butterball, Kraft Foods Post Division, Nestle, Medallion Foods and Frito-Lay. The goal of the Food Bank of North Central Arkansas is to serve all of the agencies within our 9 county service area. If several agencies contact these industries for individual donations, it would greatly affect the amount of food that is available to distribute among our agency network. Also, it could negatively affect the donors' willingness to support the fight against hunger in our area. If you have any questions, about donor solicitation, please feel free to contact Food Bank Executive Director.

An agency may be suspended from participation in Food Bank of North Central Arkansas programs if found to be in violation of any of the above. Suspension may be 30, 60, or 90 days in duration. Suspension may completely exclude the member agency from accessing supplies or may limit the types and amounts of supplies that the affected agency may access. A suspended agency will be notified in writing of the reasons for suspension and the details of how the agency may successfully restore their agency status.

An agency may be terminated from participation in Food Bank of North Central Arkansas programs if the agency is found to be in violation of any of the above. An agency so affected will be notified in writing of the reasons for termination. The agency may not be eligible for membership reinstatement.

If representatives of a suspended or terminated agency believe the agency has been unjustly treated, they may appeal the decision to the Food Bank of North Central Arkansas Board of Directors by submitting a request in writing within 10 working days from the date of the notice of suspension or termination. If a terminated agency's circumstances change, the agency may re-apply for membership.

IX. Glossary of Terms

Agency (Partner Agency) – An approved hunger relief organization of the Food Bank; may be a food pantry, back pack program, shelter, adult daycare center, etc. The role of an agency is to distribute food to those in need in their community.

Commodities - Various types of food acquired from the U.S. Department of Agriculture and distributed via a network of “Commodities” agencies.

Commodities Agency – An agency of the Food Bank whose location, capacity and distribution volume lends itself to distributing food from the USDA to clients. Designation as a commodities agency is made by, and at the sole discretion of, the Food Bank.

Direct Delivery – Delivery of agency orders to centrally located sites.

Distribution Services – The Food Bank of North Central Arkansas

Food Bank of North Central Arkansas – The warehouse and offices of the Food Bank of North Central Arkansas. The role of the Food Bank is to acquire, store, and distribute food to those in need via our network of partner hunger relief organization in our nine county service area.

Monitor – A periodic visit to each agency by a Food Bank representative to ensure compliance with approved practices and procedures.

ServSafe – Food Safety certification training.

Shared Maintenance Fee –An apportioned assessment of member agencies that helps cover the costs of collecting, sorting, storing, and distributing product to member agencies. This is not a charge for the product.

S.N.A.P. – Supplemental Nutrition Assistance Program (Formerly known as Food Stamps)

U.S.D.A. - United States Department of Agriculture

X. Attachments

A- Monthly Report Form

B - Sample Monitoring Report Form

C - Authorized Personnel Form

D - Memorandum of Agreement

Attachment A - Agency Monthly Report (2 pages)



Agency Monthly Report

Month/Year: _____ Reporting Agency: _____

Address: _____ Person Responsible for Report: _____

Telephone #: _____ E-mail Address: _____

Describe any changes in programs, hours facilities, staff, funding or policies since last report: _____

Service Information by Program:

	Food Pantry	Soup Kitchen or Shelter	On-Site Feeding or Residential	Back Pack or Summer Feeding (non-congregate)	Day Care	Totals
Total # Served						
# new clients served						
# households served						
# prepared meals served						
# home delivered meals served						
# SNAP applications completed & submitted						
# WIC applications completed & submitted						

Client & Volunteer Statistical Information:

# Served 0-18	# Served 19-64	# Served 65 +	# Females Served	# Males Served	# Veterans Served
# Households w/ at least one person employed		# of Volunteers		# of Volunteer Hours	

Food Donations:

Donor	# of Pounds Received
Arkansas Hunters Feeding the Hungry	
Individuals	
Local Food Drives Sponsored by the Food Bank	
Local Food Drives Non-Food Bank sponsored	
Local Farmer's Market or Local Farmers	
Other Food Bank/Food Rescue Organization Please specify:	
Retail Donations Local Grocery Stores, Dollar Stores, etc.	
Other Please specify:	

Walmart Retail Donation: (Please leave blank if you are not currently a participant in this program.)

Food Category	Pounds Received
Bakery	
Produce	
Meat	
Dairy	
Prepared Food	
Drinks	
Assorted Food (Non-perishable)	
Non-Food Items	
TOTAL	

Please share your stories with us:

Signature: _____ Print Name & Title: _____ Date: _____

(Due by the 10th day of the month) E-mail to officefbnca@centurytel.net or Fax to 870-499-3500

Report is due by the 10th day of the new month
Fax to 870-499-3500 or email: officeFBNCA@centurytel.net

Attachment B - Sample Agency Monitoring Report

Date of Visit: _____

Time: _____

County: _____



Agency Monitoring Report

Part 1. Site Visit (to be completed during site visit)

Agency: _____ Agency Number/Code: _____

Date: _____

Person Making Site Visit: _____ Title: _____

People Present During Visit: _____

Services Provided by Agency: Food Pantry Shelter Soup Kitchen

On-site/Residential/Kids Cafe Nonprofit Day Care Backpack

Part 2. Prior to the site visit, determine if the following are on file for the agency.

- Y / N 501(c)(3) letter or church designation information
- Y / N Membership Application
- Y / N Signed Membership Criteria document
- Y / N Signed Memorandum of Agreement
- Y / N Personnel Authorization Form
- Y / N Monthly reports for previous six months
- Y / N Records of when agency ordered and picked up food over last year
- Y / N Copy of report from initial site visit or last monitoring visit

Part 2.1 Changes from previous visit

Indicate any changes in programs, hours, facilities, staff, funding, or policies: _____

Part 2.2 Compliance with Membership Criteria

Indicate compliance by circling Y for yes and N for no; explain noncompliance in comments.

Y / N Incorporated and operating as a private non-profit organization or under the umbrella of such an organization .

Y / N Qualifies under section 501(c)(3) of the Internal Revenue Service code or meets the definitional requirements of the IRS code to qualify as a church.

Y / N Does not discriminate against any person because of race, gender, religion, political affiliation, sexual preference, or national origin.

Y / N Does not sell, transfer, barter, nor offer for sale the items supplied by the Food Bank of North Central Arkansas in exchange for money, property, of services, or otherwise allow items to re-enter commercial channels.

Y / N All items drawn from the Food Bank of North Central Arkansas are used only in activities included in its tax-exempt purpose and solely for feeding people who are ill, in need, or infants.

Y / N Provides appropriate sanitary transportation and sufficient personnel to pick up food at the Food Bank of North Central Arkansas warehouse.

Y / N Licensed by the state and/or city as a food service establishment according to the service provided.

Y / N Has adequate refrigeration storage and freezer space to ensure the wholesomeness of the food until it is used.

Y / N Maintains good health and sanitation procedures for the types of food drawn.

Y / N Accepts food in “as is” condition and agrees to inspect such items, withholding from distribution and/or consumption any food that might be spoiled or inedible.

Y / N Immediately discards unfit food and advises the Food Bank of North Central Arkansas.

Y / N Maintains records on the receipt and use of products from the Food Bank of North Central Arkansas sufficient to provide a clear audit for such products for at least 36 months after the receipt of such products.

Y / N Permits representatives of the government and Food Bank of North Central Arkansas to inspect records described above.

Y / N Agrees to regular monitoring by the Food Bank of North Central Arkansas representative to verify compliance with these criteria and the information provided on the agency's application.

Y / N Understands that food received is a gift and not the result of any sales transaction; and as such, acknowledges that no express warranties are given and no implied warranties apply to the nature and condition of the food.

Y / N Destroys and/or discards any food upon notice from the Food Bank of North Central Arkansas or original donor that such food may not be fit for human consumption.

Y / N Notifies Food Bank of North Central Arkansas whenever notice of any claim of liability with respect to food is received.

Y / N Observes and implements any use-of-product restrictions placed in items by Food Bank of North Central Arkansas at the request of the original donor.

Part 2.3 Inspection

Agency Practices

Indicate compliance by circling "OK," "Attn" if item needs attention, and "N/A" if item does not apply to this agency.

Number of times per month a person can receive a box (or bag) or a meal: _____

- | | | | |
|----|------|-----|--|
| OK | Attn | N/A | Typical menu or box contains a variety of foods from a minimum of four food groups. |
| OK | Attn | N/A | Boxes are packed according to the storage, handling, and preparation capabilities of person receiving food |
| OK | Attn | N/A | Staff or volunteers packing bags or preparing meals have basic understanding of special nutritional needs of clientele and choose appropriate foods. |
| OK | Attn | N/A | Number of people served is recorded. |
| OK | Attn | N/A | Name, address and phone number of all people served are recorded. (To notify recipients if they receive any contaminated foods.) |
| OK | Attn | N/A | Receipts for food received from the Food Bank are kept on file for at least three years. |
| OK | Attn | N/A | Conducts regular inventory of products |

Additional Comments: _____

Food Safety and Sanitation

Indicate compliance by circling "OK," "Attn" if item needs attention, and "N/A" if item does not apply to this agency.

- | | | | |
|----|------|-----|---|
| OK | Attn | N/A | Facility and property are clean and free of litter. |
| OK | Attn | N/A | Floors, walls, and ceiling are free of dirt and food residue. Vents are clean. |
| OK | Attn | N/A | Food contact surfaces are clean and sanitized. Sanitizer used: _____ |
| OK | Attn | N/A | Staff members and/or volunteers are trained in food handling and safety and are carefully supervised. |

- OK Attn N/A All appliances are clean.
- OK Attn N/A Wash station in kitchen is equipped with pump-style soap dispenser and paper towels are conveniently located at sink.
- OK Attn N/A Products are stored at least one (1) inch away from wall and raised at least four (4) inches off floor.

Additional Comments: _____

Garbage Disposal

Indicate compliance by circling "OK," "Attn" if item needs attention, and "N/A" if item does not apply to this agency.

- OK Attn N/A Adequate numbers of garbage containers are provided.
- OK Attn N/A All garbage containers are kept covered when not in use.
- OK Attn N/A Indoor containers are metal or made of other sturdy, non-corroding materials and are covered with tight-fitting lids.
- OK Attn N/A Containers are lined with plastic liners.
- OK Attn N/A Garbage storage area is clean.
- OK Attn N/A Garbage is picked up regularly.

Additional Comments: _____

Pest Control

Indicate compliance by circling "OK," "Attn" if item needs attention, and "N/A" if item does not apply to this agency.

- OK Attn N/A All open doors and windows have clean, functioning screens.
- OK Attn N/A All incoming food is inspected for insects, insect larva, and mold.
- OK Attn N/A Facility is regularly inspected for rodent droppings and gnawed packages.
- OK Attn N/A All doors and windows close securely, leaving less that ¼ inch of space.
- OK Attn N/A A professional exterminator is contacted when infestation is evident.

Additional Comments: _____

Dry Storage Practices

Indicate compliance by circling "OK," "Attn" if item needs attention, and "N/A" if item does not apply to this agency.

- | | | | |
|----|------|-----|---|
| OK | Attn | N/A | Exposed, leaking, or unusable damaged products are separated and disposed of appropriately. |
| OK | Attn | N/A | Area is temperature controlled, well ventilated, and dry. |
| OK | Attn | N/A | All food is stored off the floor. |
| OK | Attn | N/A | All containers are properly sealed. |
| OK | Attn | N/A | No food is stored in bathrooms or with toxic/chemical products. |

Additional Comments: _____

Refrigerated Storage Practices

Indicate compliance by circling "OK," "Attn" if item needs attention, and "N/A" if item does not apply to this agency.

- | | | | |
|----|------|-----|--|
| OK | Attn | N/A | Adequate refrigerated storage is available |
| OK | Attn | N/A | Refrigerator temperature is checked regularly. |
| OK | Attn | N/A | All refrigerators and freezers have working thermometers. |
| OK | Attn | N/A | Produce is inspected and sorted upon arrival. |
| OK | Attn | N/A | All food is packaged and sealed correctly or covered properly. |
| OK | Attn | N/A | Inventory is rotated. |
| OK | Attn | N/A | All raw meat is stored on the lowest shelf. |
| OK | Attn | N/A | Refrigerator(s) is(are) maintained; door seals and condenser coils are clean; shelving and floor are clean; there is space for air circulation on shelves. |
| OK | Attn | N/A | Leftovers are only used once. |
| OK | Attn | N/A | Food packages are stored properly to allow air to circulate. |
| OK | Attn | N/A | Interior vents are unobstructed. |

Additional Comments: _____

Frozen Storage Practices

Indicate compliance by circling "OK," "Attn" if item needs attention, and "N/A" if item does not apply to this agency.

- | | | | |
|----|------|-----|---|
| OK | Attn | N/A | Adequate frozen storage space is available. |
| OK | Attn | N/A | Freezer temperature is checked regularly and remains at 0 degrees Fahrenheit or below. |
| OK | Attn | N/A | All food containers are well covered and wrapped to prevent "freezer burn." |
| OK | Attn | N/A | Freezer is defrosted as necessary to prevent frost build-up and freezer malfunction. |
| OK | Attn | N/A | Inventory is rotated. |
| OK | Attn | N/A | Freezer(s) is(are) maintained, door seals and condenser coils are clean, shelving and floor are clean; there is space for air circulation on shelves. |

Additional Comments: _____

General Facilities

- | | | | |
|----|------|-----|--|
| OK | Attn | N/A | Bathrooms are adequate and conveniently located. |
| OK | Attn | N/A | Bathrooms and fixtures are clean and in good repair. |
| OK | Attn | N/A | Toilet tissue, soap, and paper towels are provided, and waste baskets are emptied as needed. |
| OK | Attn | N/A | Client area is well lighted. |
| OK | Attn | N/A | Accommodations are made for people who are handicapped or disabled. |
| OK | Attn | N/A | Clients are protected from the elements of weather while waiting. |
| OK | Attn | N/A | Fire safety practices are known and posted. |

Additional Comments: _____

Transportation

- OK Attn N/A Vehicle(s) used for transporting products is/are clean and adequate.
- OK Attn N/A Transportation is adequate for safely transporting refrigerated, frozen, and other perishable food.

Additional Comments: _____

Overall Rating:

Please check one: ___ Satisfactory ___ Needs to be re-monitored

Comments: _____

Recommendations: _____

MONITOR SIGNATURE:

AGENCY SIGNATURE:

Attachment C - Food Bank of North Central Arkansas

Authorized Personnel Information

Date: _____

Name of Agency: _____

Contact Person: _____

Address: _____

Telephone: _____ E-Mail Address: _____

The names and signatures of the persons below are authorized by _____
_____ (agency name) to pick up products on behalf of your
agency at the Food Bank of North Central Arkansas. Their signatures indicate they have
read and understand the Food Bank's regulations and agree to abide by them.

_____	_____
Print Name	Signature
_____	_____
Print Name	Signature
_____	_____
Print Name	Signature
_____	_____
Print Name	Signature
_____	_____
Print Name	Signature
_____	_____
Print Name	Signature
_____	_____
Print Name	Signature

Please inform the Food Bank of North Central Arkansas by calling (870) 499-7565 as soon as any changes are made in your agency's list of people authorized to pick up products.

Attachment D - Memorandum of Agreement

This memorandum of agreement is entered into between the Food Bank of North Central Arkansas and _____ (agency name). This agreement is binding unless renegotiated by both parties and an amended agreement signed by representatives of both parties.

Under this agreement, the Food Bank of North Central Arkansas will:

1. Seek and develop resources for food donations on behalf of your agency.
2. Provide and maintain a central warehouse for food storage and distribution.
3. Provide various types and quantities of food and grocery product inventory.
4. Not interfere with the internal affairs of your agency.

Under this agreement, _____ (agency name) will:

1. Meet ALL criteria of the Food Bank of North Central Arkansas for participation as set forth in the application packet and handbook.
2. Contribute to the support of the Food Bank of North Central Arkansas through a shared maintenance fee applied per pound of food and grocery products received for applicable products, if required.
3. Designate authorized, informed persons to select products from the Food Bank of North Central Arkansas and to notify the Food Bank as changes occur.
4. Provide adequate transportation and personnel to pick up and load products received from the Food Bank of North Central Arkansas.
5. Never sell or trade products received from the Food Bank of North Central Arkansas.

Under this agreement, the Food Bank of North Central Arkansas and _____ (agency name) are committed to the following values:

1. **Integrity** – We will be open and honest in all relationships, dealings, and transactions.
2. **Stewardship** – We will maximize and wisely use our resources for the long-term benefit of the community.
3. **Accountability** – We will set clear standards against which to measure competence, efficiency, effectiveness, and accuracy.
4. **Service** – We are committed to providing excellent service. We will continue to strive to study, understand, and meet challenging needs with competence and compassion.
5. **Partnership** – We will strive to collaborate, network, and enhance hunger relief efforts in Arkansas.

Food Bank of North Central AR Representative Signature Agency Representative Signature

Print Name & Title

Print Name & Title

Date: _____

Date: _____