



POLICIES RELATING TO USE OF FOOD BANK PRODUCTS

All staff and volunteers must be made aware of and abide by these policies

The Regional Food Bank reserves the right to withhold membership from a program if there is cause for concern about the program's eligibility or operation. Failure to abide by these policies may result in the suspension or termination of a program's Food Bank membership.

- 1) Food Bank products may be used only for the benefit of a program's clients as described in the application form. In the case of on-site programs such as soup kitchens or residential facilities, staff may share in meals only while on-duty.
 - a) Food Bank product may not be utilized for personal use by program employees or volunteers.
 - b) Employees or volunteers who qualify for program services are eligible to receive product according to the same distribution guidelines set for all clients served by the program. No preferential treatment for employees or volunteers is permitted.
- 2) Food Bank products must not be sold, traded, or bartered, nor used for business meetings, staff meetings, board meetings, fundraisers, nor any activities not directly related to the program's services. Financial donations may not be solicited in exchange for Food Bank products. This includes any product obtained through the Food Bank's Retail Store Donation Program.
 - a) Food Bank product may only be stored at the program's stated premises, or an alternative site subject to advanced approval by the Food Bank. Product may not be stored and/or prepared anywhere other than locations disclosed to and approved by the Food Bank including volunteer or staff residences, and separate or 3rd party warehouses for any length of time.
 - b) All locations approved to store and prepare Food Bank product are subject to routine inspection per policy item 12).
- 3) Programs must provide product without regard to race, color, citizenship status, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation, gender identity or expression, unfavorable discharge from the military, prior arrest or conviction record, or status as a protected veteran.
- 4) Regional Food Bank product must not be utilized for sectarian purposes. Programs cannot engage in the promotion of a particular religion or political party as part of their feeding program, nor require clients to attend religious or political services or instruction in order to receive Food Bank product.
- 5) Programs are required to practice safe and proper food handling and must conform to all local, state, and federal guidelines related to the safe and sanitary handling of food. Any food items received and distributed must be labeled with manufacturer's name and address, the name of the product, and the list of ingredients. Also, Food Bank food may not be repacked. Exceptions to these two policies are redistribution of whole, uncut produce, and repacking of commercially prepared bread and/or bakery products into smaller household size packages with appropriate training. On-site meal programs such as soup kitchens and residential facilities are exempt from repacking restrictions.
- 6) Programs must notify the Food Bank if they receive product that is unusable for any reason. The Food Bank will advise programs on the proper disposal of the item.
- 7) Programs may not transfer Food Bank products to any non-member programs.
- 8) Should a program receive product it cannot utilize, or too much of a product, it may be transferred to another Food Bank member program.
- 9) Programs must not stockpile Food Bank product. The Food Bank reserves the right to limit the amount of any product a program receives.

REGIONAL FOOD BANK

- 10) Programs must follow the guidelines below for picking up orders. Repeated failure to follow these guidelines may result in a service fee or program suspension. No refund or credit will be issued for missing product if the invoice was signed as received in full.
 - a) Arrive on time
 - b) Bring a vehicle large enough to hold the order
 - c) Bring adequate help to load the vehicle within the designated time slot
 - d) Sign invoice after the order has been checked indicating the order has been received in full
- 11) The Regional Food Bank reserves the right to make changes to the “shared maintenance” contribution system.
- 12) All member programs will be visited at least once every two years. During this visit, Food Bank staff will review policies, update program files, inspect storage areas, discuss program’s participation in the Food Bank, and make sure programs have the information needed to make the best use of the Food Bank. Refusal to permit Food Bank monitor visits at the program site will result in suspension and termination of the program. The Regional Food Bank may conduct unannounced site visits and/or utilize secret shoppers to verify a program is adhering to Food Bank policies.
- 13) Food Bank invoices must be kept digitally or on program property for at least two years and must always be immediately accessible. Food Bank staff may ask to see these invoices during visits.
- 14) Programs are required to notify the Regional Food Bank of any main personnel changes, including the name of the primary contact person or Executive Director, changes in days and hours of service, remodeling or addition of secondary storage locations, relocation of the program, or the closure of the program. A new agreement release must be signed in the case of a new Executive Director. The Executive Director is defined as the person legally responsible for your program’s 501(c)(3) non-profit status.
- 15) Member agencies operating more than one feeding program must receive separate approval for each program. If an existing member would like to begin receiving product for a new program, it must inform the Food Bank and fill out a separate application. A new program must be in operation for at least three months to be eligible for Food Bank membership.
- 16) Programs are expected to pay their bills monthly, but no later than 60 days from the date of the invoice. Programs with balances due for 61 days or more will be placed on hold and will not be able to place orders. The Food Bank reserves the right to place programs on hold that have accumulated high credit balances within the 60-day term should there be concern about the program’s ability to pay.
- 17) Programs must place at least one order within a 12-month period, or their membership will be terminated.
- 18) The Regional Food Bank reserves the right to suspend or terminate a program’s membership if there is cause for concern about the program’s eligibility or operation. Any terminated program must wait a probationary period before being reactivated.

Please contact the Food Bank’s Agency Relations Department with any questions regarding the policies outlined above.



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