



POLICIES RELATING TO USE OF FOOD BANK PRODUCTS

Please ensure that staff and volunteers are aware of and adhere to these policies.

The Regional Food Bank reserves the right to withhold membership from an agency 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, 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 agency. 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, or any activities not related to the program's services. Financial donations may not be solicited in connection with receipt of Food Bank products.
- 3) Programs must provide food without regard to race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.
- 4) Regional Food Bank product must not be utilized for sectarian purposes, i.e., programs cannot engage in the promotion of a particular religion or political party as part of their feeding programs nor require clients to attend religious or political services or instruction in order to receive food.
- 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.
- 6) Programs must notify the Food Bank if they receive a Food Bank product that is unusable for any reason. The Food Bank will advise sites on the proper disposition of the item.
- 7) Programs must not transfer Food Bank products to any non-member agencies.
- 8) Should the program receive product it cannot utilize or too much of a product, it may be shared with another Food Bank member program.
- 9) Programs must not stockpile Food Bank product. The Food Bank may limit the amount of product a program receives.

- 10) Programs must follow guidelines below for picking up orders. Repeated failure to follow these guidelines may result in a service fee or program suspension.
 - a) Arrive on time or even five minutes early
 - 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 work ticket 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 sites 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 receipts must be kept on agency property for at least two years. Food Bank staff may ask to see these receipts during visits.
- 14) Programs are required to notify the Regional Food Bank of any contact changes, including the name of the primary contact person or Executive Director, changes in days and hours of service, relocation of the program or the closing of the program. A new Agreement Release must be signed in the case of a new Executive Director.
- 15) Member agencies operating more than one feeding program must receive separate approval for each program. If a member agency would like to begin receiving food 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 within a minimum of 60 days. 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 agencies 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 that fail to order for one consecutive year will have their membership terminated unless a balance is due, in which case their membership will be suspended and will be terminated pending receipt of payment.
- 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.

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

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