



Partner Agency Membership Manual



Revised February 2022



Contents:

General Work Principles	3
Introductions	4
Vision, Mission, & Values	5
Partner Agency Categories & Training	6
Food Bank Membership and Accounting Rules	7
Understanding Your Invoice	8
Understanding Your Statement	9
Safety Rules for All Warehouses	10
Dress Code	10
Agencies Do's and Don't	11
Appointment Shopping	12
Donated & Purchased Products	12
Case Items	13
Deliveries	13
Record Keeping	14
Instructions for Online Reporting	17
Instructions for Online Ordering	17
Agency Shared Maintenance Donations	19
Shopping Categories	20
General Food Storage	21
Agency Monitoring	21
Transporting Guidelines	22
Pest Control	22
Good Samaritan Act	23
Probation, Suspension, Termination Policies	24
Staff Directory	26

General Work Principles

The following general inter-relational principles will guide this outreach and those involved in this outreach. We all will:

- Do the right thing the right way
- Do unto others as we would have them do unto us

Further, we will abide by the four way test of the things we think, say, and do:

1. Is it the truth?
2. Is it fair to all concerned?
3. Will it build good will and better friendships?
4. Will it be beneficial to all concerned?

The following will be considered with our business decisions:

Does it balance our options?

Does the decision at hand tend to balance our business or make it less balanced with respect to resources including time, manpower, and others. Strategically we want to achieve a balanced state such that the alteration of input or output of any one portion of our business would not result in catastrophic loss.

Community-wide support?

Does the decision at hand tend to build community wide support, or does it tend to isolate support into the hands of a few? Due to the concept of human equality, we are all benefitted by outreach and should therefore promote its extension so as to avail as many people as possible of these benefits.

Relative impact? (CBA)

What is the relative impact of this decision? Will it be an efficient and effective use of our time? If not, is it so critical for us to do that we should expend relatively more resources to perform this activity than another to achieve a similar result. In essence, what is the Cost Benefit Analysis?

Will it help us end hunger?

Our ultimate goal is to end hunger. What does this decision do to affect this end goal? Have we achieved this state? Will this decision help us maintain a condition where those who need and cannot afford food have access to fill their needs?

Introduction

The Food Bank partners with many different members of the communities that it serves in its work to alleviate hunger. The Food Bank procures food through National Level (Feeding America) donations, government grants, and local donations. It works with trucking companies, distribution and storage warehouses, manufacturers, wholesalers, and retailers to collect food which would not typically be sold and store it in one of our several warehouses. This food may be excess food from a product roll-out, it may be mislabeled, it may have damaged packaging, it may be an incorrect and refused product for a business, or it may be an item which is reaching its sell-by date. All food is good product that anyone would appreciate. If enough food is not donated, the Food Bank purchases salvage at a very low price.

The Food Bank distributes this food through Mobile Pantries, Targeted Programs, and Agencies. These agencies distribute this food as groceries or meals to families and individuals in need. For some, this need is on-going. For others, this need may be temporary. Either way, the Food Bank works with many different organizations and people to make sure all of their needs are met. We work to house a large quantity of different products. We aid each Partner-Agency in its mission by constantly striving to reduce costs, expand services, and help with outreach initiatives.

The Food Bank is financially supported through a balanced combination of private gifts, grants and government funding, and agency contributions. The Food Bank receives state support in the form of GNAP funding used to purchase food for families with children. We are accountable to all of you for making sure your investment in the community is managed wisely.



VISION

"We envision a community in which no neighbor experiences hunger."

MISSION

"The Food Bank of Northeast Georgia works to address hunger and end food insecurity by serving communities across our region, providing consistent access to nourishing food and relevant education."

VALUES

- **Dignity**: Honoring the humanity of all people.
- **Compassion**: Acknowledging that the suffering caused by food insecurity and hunger is a burden that we share with our neighbors and work to alleviate
- **Stewardship**: Honoring our donors by applying resources in a mission driven and thoughtful manner
- **Belonging**: We create a place of welcome and hospitality for all people: in our programs, our workplace, and organizational climate
- **Accountability**: We commit to continuous improvement and transparency in all that we do

Partner Agency Categories

Food Pantry	An agency that distributes non-prepared foods and other grocery products to the ill, needy, or infants, who then prepare and use these items where they live. Food is distributed on a short-term or emergency basis until clients are able to meet their food needs.
Soup Kitchen	A program that provides prepared meals on-site to clients in need who do not reside at the agency's premises.
Shelter	(Emergency Shelter, Homeless Shelter) A charitable program whose primary purpose is to provide shelter or housing on a short-term or temporary basis to needy clients and typically serves one or more meals a day.
Rehabilitation Center	On-site programs specializing in a specific area in regard to client needs. Examples are substance abuse recovery houses, homes for people with mental disabilities, and facilities for troubled youth. Clients live on-site.
After-School Program	A program where children are given hot meals and/or snacks after school.
Other	These agencies do not fall into the above categories. Whether these agencies become Food Bank partners will be handled on an individual basis according to the guidelines set forth by Feeding America and GHFB.

Training

We are here to help! Food Bank of Northeast Georgia is committed to assisting and supporting our Partner Agencies in their mission to feed the hungry in any manner that we can, on an ongoing basis.

As your food program grows and you are faced with challenges, we are here to help! Your Agency Monitoring Specialist is available to provide ongoing support and training to assist you in the mission of ending hunger.

New Agency Training:

This training is for new agencies and current agencies that have internal changes in leadership and or key volunteer roles. All agencies that have changes within their food pantry administration are encouraged to attend this training for a refresher course.

One on One Training:

Perhaps your agency is in need of individual training and a large setting is intimidating. We will be happy to sit down with you and provide you with any training that is needed. However, this training is not designed to take the place of the required annual training.

Required Annual Training:

All Partner Agencies are required to attend training at least once a year. We generally offer these trainings in the fall. These trainings include, but are not limited to:

- Food Safety – Focuses on safe handling standards of the FDA, CDC, and the food service industry and is implemented by the National Restaurant Association
- USDA – Civil Rights Training

At least one representative from your agency will need to attend the required annual trainings.

Food Bank Membership and Accounting Rules

Membership

Once your agency becomes a member of the Food Bank, it will remain a member unless a) Your agency decides to terminate membership or not to renew it, or b) you violate your agreement with the Food Bank (Sections II and V in membership application). If you are found to be in violation of your agreement with the Food Bank, your agency may be placed on probation or your agency Food Bank account may be closed permanently.

All agencies pay an annual membership of \$75.00 and maintenance fee of \$25. This fee is paid when an agency joins and then each December thereafter. In the event that an application is received during any period which is less than the full twelve months of the current calendar year, the membership fee will be prorated. New ID cards are issued annually after an agency pays its membership fee.

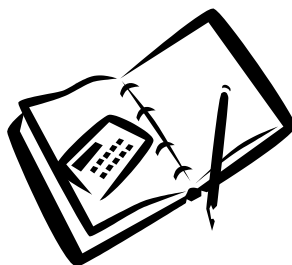
AGENCY ACCOUNTING RULES AND GUIDELINES

- Be sure that Shoppers deliver invoices to the person at the agency responsible for paying the bills. An example of an invoice is attached.
- Payments must be on an Agency check only. There is a "Returned Check Fee" of \$35.
- Payments should reference both the agency number and the invoice number(s) being paid.
- Statements will be mailed out at the end of each month and any outstanding invoices will be reflected on that statement. An example of a monthly statement is attached.
- * Any invoices not paid after 60 days will result in the suspension of shopping privileges.
- * Any invoices not paid after 120 days will result in the termination of shopping privileges.

Should you have any questions about your account or balance, please contact Tiffany McClain.

Her phone number is 706-354-8191

Her email address is tmcclain@foodbankneg.org.



Understanding Your Invoice



Foodbank of Northeast Georgia
P.O. Box 48857
Athens, GA 30604-8857

T:(706)354-8191

INVOICE

Date: 4/9/2021
Invoice: 442210
Agency: C-113

Bill To:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

Ship To:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

Entered By	Pickup/Ship Date	Shipping Method	Payment Terms	Entered Via	Agency Group
Uyen-Chi Dang	4/9/2021	CUSTOMER PICKUP	**none**	PWW	OP/USDA

Products

Prod Ref	Name	Storage	Qty	UOM	Unit Wgt	Wgt Ext	Price	Price Ext	Service Fee	Service Fee Ext	Total
PURCH											
N-27-10031	CORN, WHOLE KERNEL SWEET, NO SALT ADDED	Dry	1	CASE	27.00	27.00	\$0.00	\$0.00	\$0.18	\$4.86	\$4.86
			1			27.00		\$0.00		\$4.86	\$4.86
USDA											
N-50-10230	USDA APPLESauce CUPS	Dry	1	CASE	31.00	31.00	\$0.00	\$0.00	\$0.18	\$5.58	\$5.58
			1			31.00		\$0.00		\$5.58	\$5.58
Totals											
			2			58.00		\$0.00		\$10.44	\$10.44

Understanding Your Statement



Foodbank of Northeast Georgia

P.O. Box 48857
Athens, GA 30604-8857

T:(706)354-8191

AGENCY STATEMENT

Period Ending: 7/31/2021
Generated On: 7/2/2021
Agency: [REDACTED]

Bill To:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Phone: N/A
Fax: N/A
Email: N/A

Remit To:
[REDACTED], -1
US
Phone: [REDACTED]
Fax: [REDACTED]
Email: N/A

Invoice Date	Order Ref	Order Amount	Payment Date	Payment Ref	Payment Discount	Payment Amount	Grants Applied	Balance
6/18/2021	443266	\$4.14					\$0.00	\$4.14
6/18/2021	443828	\$7.02					\$0.00	\$7.02
6/18/2021	443905	\$33.86					\$0.00	\$33.86
Total Balance:								\$45.02
Current		Over 30	Over 60	Over 90	Over 120	Total Due		
\$45.02		\$0.00	\$0.00	\$0.00	\$0.00	\$45.02		

Grant Ref	Grant Name	Expiration Date	Balance
-----------	------------	-----------------	---------

No data available

Food Bank Information

Safety Rules for All Warehouses

1. Please park your vehicle in the loading area only while loading your product. Do not leave your vehicle in the loading area while you are shopping or while you are checking out. Please turn your engine off while loading your product. Please return shopping carts to the cart area after loading your products into your vehicle.
2. Only 1 cart per agency at any one time. We have a limited number of carts and want to make them available for everyone.
3. No children under 12 are allowed on the shopping floor. They must stay seated in the waiting area.
4. Staff and volunteers are not responsible for damage to vehicles or products after purchases.
5. No smoking, tobacco products, eating or drinking in the warehouse. This is not only our rule; it's the FDA's and ADA's. Please step outdoors to enjoy your snacks and dispose of your trash in the proper containers.



Dress Code

As a member of the Food Bank of Northeast Georgia, shoppers are expected to exhibit a neat, well-groomed appearance. Some general guidelines apply:

1. Shoppers are not to dress in a manner which may be provocative.
2. Clothing with reference to or advertising of tobacco products, alcohol products, or other inappropriate items is prohibited.
3. Due to Safety requirements, open toed shoes or shoes with raised heels are prohibited in warehouse.

The Food Bank will not be liable for damage to clothing or accessories while shopping.

Agencies Do's and Don't

Agencies

- Must be open to the public
- Must schedule shopping appointments to shop at the Warehouse
- Must have their current agency ID card when shopping at the Food Bank; orders cannot be picked up or items purchased off of the shopping floor without this card or picture ID
- Must properly transport, refrigerate and store Food Bank food and products; and,
- Must distribute product received from the Food Bank to low income individuals or families.

Agencies

- May use products for cleaning agency sites;
- May determine how client eligibility will be determined and monitored; and,
- May have up to five registered shoppers. All shoppers must attend orientation.
- May have two authorized shoppers per agency may shop at one time. Individuals that are not authorized to shop, but are here as helpers, should assist with shopping and loading.

Agencies

- May **NOT** exchange or barter Food Bank products for money, property, or services;
- May **NOT** permit Agency ID card use by anyone other than the intended person;
- May **NOT** hide higher shared maintenance donation product beneath lower shared maintenance donation product. This will result in termination of partnership.
- May **NOT** allow employees or volunteers to make private use of food;
- May **NOT** allow employees or volunteers to take product to individual residences (don't order more than you can store at your site);
- May **NOT** violate any applicable local, state, or federal code, regulation, statute, or ordinance; or
- May **NOT** compensate employees or volunteers with food products.
- May **NOT** give gifts to Food Bank Staff



Revised February 2022

Appointment Shopping

- Agencies need to call to schedule their shopping appointments
- Appointments will be in 1-hour blocks, from 8:00 to 12:00 and from 1:30 to 3:30.
- Please tie in your order pickups with your shopping appointments.
- Agencies that pick up orders without a shopping appointment will not be allowed on the shopping floor.
- Call as far in advance as possible to schedule your appointments.
- We cannot guarantee appointment availability.
- If you cannot make your scheduled appointment, please give us a 24-hour notice as we will keep a waiting list and will notify another agency if there is availability.



General Products

Donated Product

. While the Food Bank works hard to ensure that our Partner-Agencies have a variety of goods from which to choose, please recognize that we do not always have control over the food we receive. Examples of food an agency will typically find in our warehouses include fresh produce, shelf-stable goods in cans or boxes, eggs, bread, frozen meats, snack foods and various non-food products. These items are not on the inventory list. Availability will vary.

“Shopping Goods” do not need to be pre-ordered. They are in the warehouse where check-out is located and online. These items will either be on shelves or in boxes. When shopping, please keep like-items together. Dry goods, dairy products, frozen items, fresh produce, etc. need to be weighed in categories at check-out. Such organization will help check-out take place more quickly. Please bring your own boxes or bags for shopping and transport. Also, please bring your own help. A driver who is not an authorized shopper can pick up food when accompanied by a letter from the agency director. The driver may not shop or add product to the order.

Purchased Products

Purchased Product Case items can be found on-line. Cases must be purchased by the case and may not be broken open. These case items are still cheaper than your grocery store.

Purchase Product case items do not have the same standard shared maintenance fee as general shopping goods as these products are purchased by the Food Bank of Northeast Georgia. Costs will vary based on the cost the food bank has incurred. In order to keep these items stocked it is imperative that you pay for these items immediately.

Ordering

Case Items

These items are available online. If you need assistance with online ordering please contact the Agency Monitoring Specialist.

Case items are stored in the Athens and Rabun Warehouses. They must be pre-ordered in advance for pick up. When you arrive to pick up case items, you must first check in. You will receive two invoices from check-out. Please sign both copies. The Food Bank will retain a copy. The other one is your bill. Please use this to check your items off your order and to keep on file at your site. It is your responsibility to check the items you have ordered against the invoice to make sure you have your entire order before you leave the Food Bank. Please retain a copy of all invoices for your record. We need at least Two Business Days to process your order, no exceptions.



Deliveries

For delivery orders, please order in as much in advance as possible. *Only items which are online can be ordered for delivery.* Please check with the warehouse manager regarding availability, times, and delivery costs for your area. You will need volunteers to help you unload the order. You will be given an invoice at the time of delivery. This invoice is your bill.



Record Keeping

All agencies are required to submit a report online **by the 1st** of each month for the **previous month's operations**. In the event the 1st falls on a weekend or holiday, agencies may submit their reports the next business day, as long as the reports are received by the 4th of the month. All records must be kept onsite for a period of 4 years.

Reminder for all agencies distributing USDA products. Agencies must have every client fill out the current The Emergency Food Assistance Program (TEFAP) Household Eligibility Criteria Form every time you distribute food. Please file with TEFAP Commodity Distribution Record on top.

Your reports are extremely important to the Food Bank. Your information is used for reporting to the State and Federal Government, as well as to Feeding America and our donors. It is essential that we have accurate information on your work to feed the hungry. We also greatly appreciate personal accounts of how GNAP and USDA food has helped a family or individual.

- **Pantries:** Those agencies which give out groceries, are required to keep track of the number of families served each month, how many had children under 18 years of age, and how many had people over 65 years.
- **Kitchens:** Those agencies which prepare meals are required to keep track of the number of unduplicated clients, the number of days meals are provided each month, the number of each type of meal served, and the number of snacks provided during the month.
- Agencies distributing **GNAP** must also keep track of either the number of meals which used GNAP foods each month or the number of TANF, Transitional TANF, and At-Risk families receiving GNAP foods each month.
- Agencies receiving **USDA** food must keep track of the number of households receiving USDA food or the number of meals served with USDA food.





FOOD BANK
OF NORTHEAST GEORGIA

Emergency Food Pantry Daily Distribution Log

[illegible]

16

Indicate the number of meals on each date in which USDA foods were used.

[illegible]

Instructions for Online Reporting

1. Go to the Food Bank website—www.foodbanknega.org
2. Click on “**AGENCIES**” in the top right hand corner
3. Click “**AGENCY LOG-IN**”
4. Enter your agency reference, username (same as agency reference) and password.
5. At the top of the next page, click on “**STATISTICS.**” This will take you to the proper page to enter your numbers for the month.
6. The main page displays all active statistics.
7. CLICK + **ADD NEW AGENCY STATISTIC** and a new page opens. The required statistic fields are determined by the food bank. Enter the value for a statistic and click Enter or Tab for each one entered, and a message displays “*The record was saved successfully*”.
8. *If you did not serve your community for a month, you are still required to report your monthly numbers even if those numbers are zero.*
9. Contact the Agency Monitoring Specialist if you need assistance.

All agencies must submit this information by the 1st of each month.

Instructions for Online Ordering

Important: Please help conserve everyone’s funding by closely adhering to the procedures listed. We strive to be efficient and effective for all involved.

1. Please allow two business days between ordering and pick up.
2. All orders must be placed online and submitted to the Food Bank. Orders should include desired pick-up date/time and location for pick up.
3. Orders are filled on a first-come, first served basis and require two business days to process, no exceptions.
4. Agency shoppers should be prepared to load their own vehicles. Don’t forget that you can bring one helper to assist you with loading.
5. Please check off items from your invoice as you load them.
6. A \$.03 per pound restocking fee will be charged to your agency if your agency does not show up or if your agency cancels an order once it has been pulled. If you need to postpone your pick-up date, we are happy to work with you. Just call us to let us know your desired date and we will note this on your form.

STATISTICS

EDIT STATISTICS (KITCHEN)

1

2

Enter General Info

Enter Details

Period: May 2020

Statistic Name

Value

Comment

Produce Only Total # Served	25	
Total # of Children under 18	0	
Total # of People Served	0	
Total # of Seniors over 60	0	

- Select the month/week
- Enter the requested information and click Enter or Tab, you can add any comments necessary

Agency Shared Maintenance Donations

The Food Bank is able to conduct its mission because of three distinct and critical funding sources. These are:

- Private source donations;
- Government grants and funds; and
- Agency Shared Maintenance Donations.

Essentially, the first two sources of funds are insufficient to cover all the costs incurred in conducting this outreach. Therefore, upon signing our contract, our agencies acknowledge that the Food Bank needs their financial assistance to perform this outreach and that they will support us at the per pound rates and other fees as we request.

As one of our agencies, you should know that we run one of the most efficient and effective food banks in the United States. For instance, at the time of this writing we have been able to maintain constant rates for our mobile pantries regardless of the fact that fuel prices have doubled since the date these first went into effect. Our commitment to you is that we will keep Agency Shared Maintenance Donations and other “fees” as low as possible while ensuring adequate funding for our needs.

1. Agency Share is used for shipping, handling and similar costs.
2. Agency Share amounts for shopping goods vary between .02 and .18 cents, but are an average of 10 cents per pound. An agency’s individual average may be higher or lower depending on the type of food received. Some food has no Agency Share fee attached, while other food has a VAP, Value Added Packaging/Processing Fee, of .03 cents added to the base charge.
3. Agency Share amounts for Purchased Product, case items, are determined at check out.
4. Agencies will receive an invoice to sign at checkout. This invoice may be paid by agency check at the time of checkout. Please pay invoices as quickly as possible because this helps assure an adequate food supply to our agencies.
5. Please keep a copy of all invoices on file for Food Bank review.



SHOPPING

Please have your food items separated by the following categories when you are ready to check out:



SHOPPING CATEGORIES

Snacks

Raisins
Crackers
Fruit Snacks
Granola Bars
Chips/Cookies
Nuts/Pudding Cups
Snack Cakes
Candy/Popcorn
Pop Tarts
Fruit Breakfast Bars

Chili/Beef Stew

Box/Single Serve

Dinners

Soup

Pasta/Mac-n-Cheese

Rice/Instant Potatoes

Dried/Canned Beans

Vegetables

Fruit/Fruit Cups

Cereal

freezer

section

Dairy

Eggs

Milk

Yogurt

Cheese

Hummus

Sandwiches

Drinks

Water
Soda
Capri Sun
Bottled/Canned Juice
Dry Milk
Coffee
Tea
Juice Boxes

Non Food

Cleaning Supplies

Paper Products

Personal Hygiene

Items

Holiday Items

Pet Supplies

Anything else that is
not edible

Grocery

Peanut Butter

Freezer

Anything found in the

*Warehouse hours are 8:00am—4:30pm by Appointment only



General Food Storage

Some critical considerations are listed below.

For further information concerning food safety please refer to the following websites www.foodsafety.gov or www.usda.gov.

1. Food must be stored 4 to 6" off the floor and out of cardboard storage boxes.
2. Cleaning products should never be stored next to or above food items.
3. Check food items regularly for freshness and damage.
4. Food received from Food Bank of Northeast Georgia may NEVER be stored at a private residence and can only be kept at a FBNEGA approved location
5. All freezers, coolers, and refrigerators must contain a thermometer.
6. Temperatures should be checked and logged at least 3 times a week. This includes refrigerators, freezers and dry storage.
7. Refrigerators should run at 40 degrees or below, and freezers should run at 0 degrees or below
8. Baby food and infant formula cannot be distributed after the expiration date
9. Distribute food on a first in, first out (FIFO) basis. Refer to Code Date Extension Guidelines for more info. about expiration dates.
10. Separate GNAP, USDA, and Shopping Goods.



Agency Monitoring

The Food Bank helps our agencies maintain the highest safety and distribution standards through monitoring. Partner Agencies will be monitored when they first become a member of the Food Bank and annually thereafter. Refer to your food safety/standards manual for further instructions. Some critical concerns are listed below.

1. Posted Hours of Operation
2. Proper food storage
3. Clean and functional freezers and/or refrigerators
4. Safe and edible products
5. Reports
6. Temperature and Pest Control Logs
7. Record storage
8. How agencies distribute and determine eligibility

Transporting Guidelines

For the health & safety of your client families, FBNEGA will ensure that all items are being transported in a method that will maintain proper food temperatures year round.

Refrigerated and frozen food items must be transported in coolers with ice or cold packs to prevent thawing or spoilage.

Another option is to cover refrigerated and frozen items with a freezer blanket. The freezer blanket will keep your cold items at safe temperatures if used properly.

All truck and trailer beds must be fully covered and secured with tarps.

When picking up Warehouse Orders or Utilizing the Agency Shopping Floor, our staff/volunteers will look for one of the following:

- Insulated coolers
- Freezer Blankets
- Agencies may also use a refrigerated vehicle to transport refrigerated or frozen items.
- Tarps on all truck and trailer beds.

Please keep these guidelines in mind when acquiring and transporting items from the Food Bank of Northeast Georgia. If FBNEGA staff members determine the vehicles and/or equipment does not provide a safe and secure transport of food products, your agency order will not be received.

Below is a list of retailers that supply freezer blankets, coolers, and tarps:

- Legion Safety <http://www.legionsafety.com/insulated-covers-and-blankets.html>
- Freezer Wear <http://www.freezerwear.com/eShop/10Browse.asp>
- Coleman <http://www.coleman.com/Products/8500/coolers>
- Rubbermaid <http://www.rubbermaid.com/en-US/coolers>

Pest Control

This should be administered at your agency at least twice a year. Pest control can be administered by the agency or by an outside vendor. Recording of when the service was administered needs to be kept at the facility and will be reviewed during FBNEGA visits to the agency.

Food Handling Guidelines

- Always wash your hands before, during and after handling food
- Use disposable gloves when appropriate. Change gloves when they get soiled or contaminated. Cover all cuts and use gloves
- If you are sick, please do not work with food
- No smoking, eating, or drinking in food storage and or prep area
- Returns are not accepted for unwanted or excess products. If you have questions about a particular product, ask before you order it. Please only order what you can store on site.
- If you find damaged or spoiled food, please alert FBNEGA immediately. We are happy to give you credit on your agency share account for items you receive that are damaged.
- If you have food loss (due to refrigerator/freezer failure, etc.) that exceeds 1 case of food or more, please contact the Food Bank immediately and submit the "Product Issue Report" within three days of loss.

Food Keeper

Food Keeper is a database provided by the Food Marketing Institute and gives users information on how long products can be kept before it is discarded: <http://www.fmi.org/consumer/foodkeeper/>

Recalls:

Your agency should be prepared to handle a food recall or food safety issue. FBNEGA will notify our Partner Agencies via email of recalls. Please check your inventory for products that are listed on the recall notice(s), post recall notice in an area visible to clients, and notify clients that may have received the product(s).

Good Samaritan Act

The Federal Bill Emerson Good Samaritan Food Donation Act



On October 1, 1996, President Clinton signed this act to encourage donation of food and grocery products to non-profit organizations for distribution to individuals in need.

The Good Samaritan law protects citizens, businesses, volunteers, and nonprofit organizations that proceed in good faith to donate, recover, and distribute excess food. It limits liability to acts of gross negligence or intentional misconduct and, absent

these, donors and others shall not be subject to civil and criminal liability arising from the nature, age, packaging, or condition of the seemingly wholesome food of the apparently fit grocery products received as a donation.

The Good Samaritan Act is designed to encourage donations of food and grocery products by providing a uniform, national standard of liability for donations. In order to maintain compliance with this act, please contact the Food Bank immediately if food does not appear wholesome or fit for consumption due to age, freshness or if it shows signs of infestation.

Compliance Tools

The Food Bank employs a variety of compliance tools to help ensure integrity and confidence in our outreach. These compliance tools include probation, suspension, and termination.

Probation

1. The purpose of the probationary period is to guide an agency toward compliance through use of training and advice. A member agency may be placed on written probation. Compliance must be attained before an agency is removed from probation. *Probation does not typically exceed two months.*
2. Member agencies placed on probation will retain rights and privileges, including shopping privileges.

Suspension

1. A member agency may be placed on suspension without notification.
2. Length of suspension will be determined by the Food Bank.
3. Suspension of an agency will result in that agency losing shopping privileges and all other rights and privileges of a member agency until conditions leading to suspension are corrected.
4. Partner Agency may be suspended for any of the following:
 - Missed or late monthly reports
 - Unfavorable monitoring review
 - Non-payment or Returned Checks
 - Breach of the Partner Agency agreement

If you are not sure of your agency's status, you may speak to the Office Manager or Agency Monitoring Specialist to see if you are able to receive product.

Termination

1. A member agency may be terminated without first being suspended if found in violation of circumstances including, but not limited to, sale of food and violation of ordinances.
2. A member agency that is on probation or has been suspended, may be terminated at the discretion of the Food Bank.
3. **If a member agency is inactive (no purchases or zero clients served) for one year, it may be "Honorably Terminated."** To become a member agency again, the agency must reapply.

Appeal

An agency may appeal its suspension or termination in writing to the Executive Director. A written answer will be given within 30 days after receipt of written appeal.





THINGS TO KNOW TO GET THE MOST OUT OF THE FOOD BANK

When Shopping

- Bring your Shopper ID and Picture ID
- Bring your own boxes.
- Make sure that your items are sorted by category before checking out.
- Keep the shopping floor neat and orderly.

To Best Help us Help You

- Keep us updated with your current phone number and email address.
- Read all emails from the Food Bank.
- Please know that if you unsubscribe to our mailings, you will need to provide us with a new email address to receive future correspondences.
- Order 48 hours in advance (if ordering after 4:30pm, please do not ask for 8:00am pick-up).
- If you need a delivery scheduled, call first to confirm availability.
- Come on the day of your scheduled pick-up. Bring help if it is a large order. Call if you cannot make your scheduled pick up.

Items to Keep in Mind

- We are PARTNERS!
- Food is distributed FREE of charge. We do NOT sell food to our Agencies.
- Agencies contribute about \$.06, or roughly one-third of the total cost to us.
- We bring food in from all over the country to distribute here at the Food Bank of Northeast Georgia.
- If the POL is not working, wait 30 minutes and try again.



FOOD BANK
OF NORTHEAST GEORGIA

Agency Staff:

NAME	JOB TITLE	CONTACT INFO
Tonya Bolton	Programs Manager	706-354-8855 tbolton@foodbanknega.org
LaTasha James <i>Based out of the Athens office</i>	Agency Relations Coordinator	706-510-3163 ljames@foodbanknega.org

Additional Staff Contact:

NAME	JOB TITLE	CONTACT INFO
Erin Barger	Executive Director	706-354-8191, Ext. 102 ebarger@foodbanknega.org
Tiffany McClain	Accountant	706-354-8191, Ext. 103 tmcclain@foodbanknega.org
Jim Heider	Logistics Manager <i>Based out of the Athens office</i>	706-354-8191, Ext. 110 jheider@foodbanknega.org
James Brim	<i>Mountain Director</i> <i>Based out of the Rabun office</i>	706-782-0780 jbrim@foodbanknega.org