



**FOOD BANK**  
OF NORTHEAST GEORGIA

# **NEW SHOPPER TRAINING**

2024-2025

# HOW TO BECOME A REGISTERED SHOPPER

**To finish your onboarding and become a registered Shopper with your organization, you must complete each of the following:**

1. You must review the New Shopper Orientation
2. You must review the Civil Rights Training
3. You must review the Food Safety Training
4. You must take and pass the New Shopper Quiz
5. You must certify your quiz results with your organization's Food Access Coordinator.

# COMMON FOOD BANK TERMS

## Neighbor

an individual experiencing food insecurity who we have the opportunity to serve with nourishing food.

## Member

an organization that has joined our network partnerships with the Food Bank to provide local food distributions (sometimes recognized as the term “agency”).

## Sharing Floor

a space dedicated for displaying donated food so Members may shop for smaller quantities of foods. Every active Member has access to both Branches of the Food Bank by appointment.

## Food Access Coordinator

Food Bank staff dedicated to coordinating, training, and ensuring Members within a county region meet compliance standards. This staff are your main contacts within the Food Bank.

# COMMON FOOD BANK TERMS

## Primarius (P2)

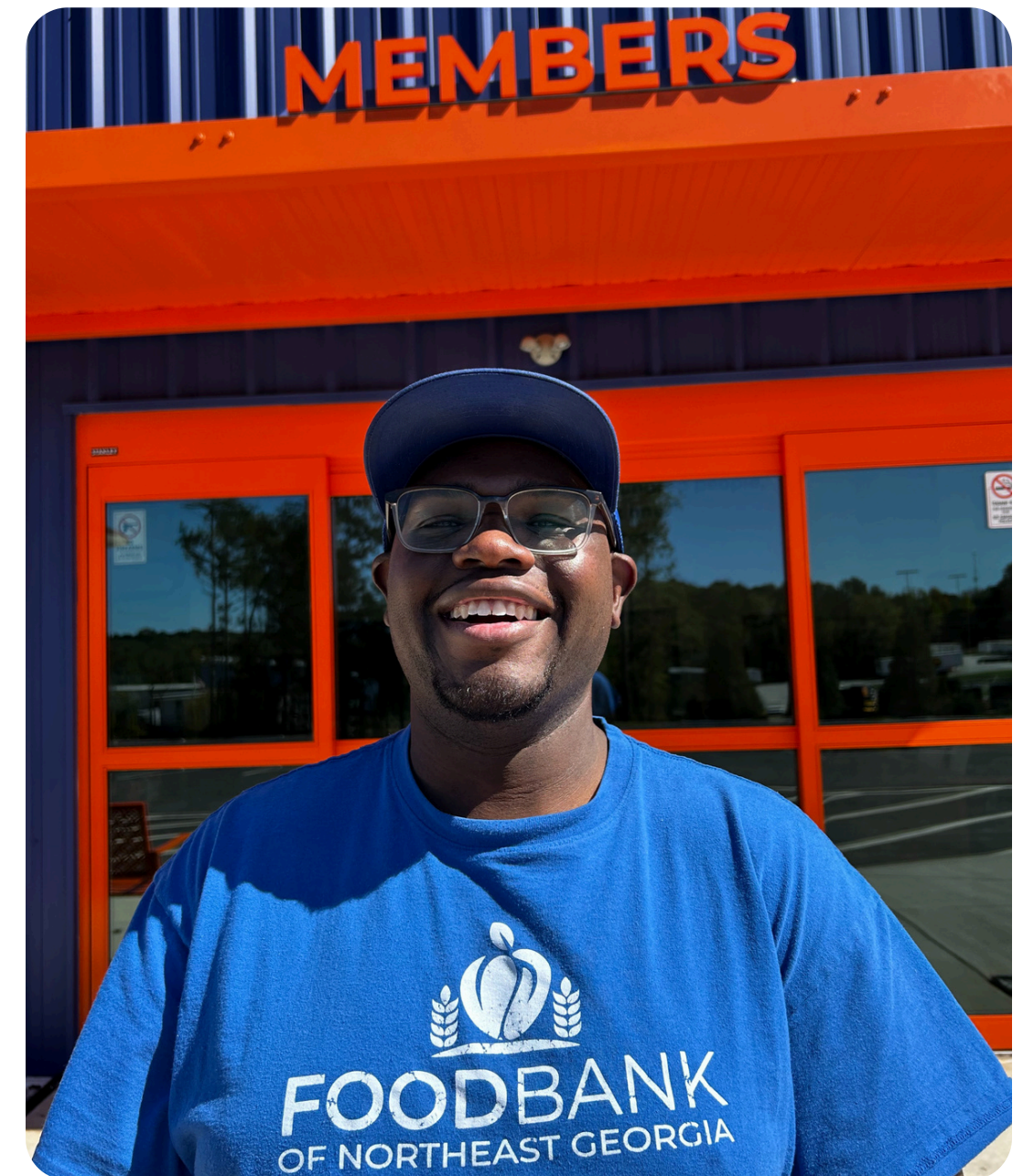
the online ordering system of the Food Bank which allows Members to place orders of bulk food for pickup or delivery, submit monthly statistics reports, and review invoices and statements.

## Member Reference Code

also known as “Agency Reference Code, this is a shorthand code assigned to Members for login access and scheduling purposes - usually a letter followed by a dash and three numbers (e.g. M-411).

# INTRODUCTION

As a Member of the Food Bank, you are responsible for reflecting the Food Bank's values of Accountability, Belonging, Compassion, Dignity, Efficacy, and Stewardship in how you serve our Neighbors. As a leader in your organization, you are held at higher standards regarding food safety and the hospitality you provide to our Neighbors.



# THE ABCDES OF OUR VALUES

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**Accountability** – We commit to continuous improvement and transparency in all that we do.

**Belonging** – We create a place of welcome and hospitality for all, free from judgement and discrimination. We celebrate individual identity and refrain pushing our own, unrequested ideologies onto others. We provide equity through accommodation to those in need.

**Compassion** - We acknowledge that hunger is a burden that no one should bear alone. We understand our Neighbors' experiences may be different from our own and deserve kindness, patience, and understanding in how we talk, act, and think.

# THE ABCDES OF OUR VALUES

**Dignity** - We honor the humanity of all people. We should treat our Neighbors as being of worth, in a way that is respectful of them as valued individuals.

**Efficacy** – We get things done and understand the urgency of our work. We strive to always be prepared and provide what we can as promptly as possible.

**Stewardship** - We honor the power of giving by applying resources in a mission-driven and thoughtful manner. Each component of planning and managing a distribution should have our Neighbors and their needs at the forefront of our thoughts and actions.

# SHARED MAINTENANCE FEES

The Food Bank is empowered to engage in our mission of connecting neighbors with nourishing food through individual donations, government grants and funds, and Member Shared Maintenance Fees. Member Shared Maintenance Fees are used for shipping, handling, storage, and similar costs associated with the infrastructure required to provide safe and quality food to our Members at a large scale.

Food Bank Members agree to support a portion of the distribution costs and operation of the Food Bank of Northeast Georgia with a shared maintenance contribution of **up to \$0.19 per pound on all items received**. This applies to all food and non-food items received through online orders and the Sharing Floor.

This is for the indirect costs of sourcing and maintaining large quantities of food safely and is not a charge for food.



# WHAT IS THE SHARING FLOOR?

The Sharing Floor, located inside the Food Bank consists of a variety of items donated from local grocery stores and is organized by broad categories, such as grocery, snack, beverage, non-food, etc. All items on the Sharing Floor are at or below the Shared Maintenance Fee per pound.

**Members visit the Sharing Floor to build smaller, diverse orders as items are typically individually-packed than bulk**, as is with online orders, and tend to be unpredictable since it is entirely dependent on the donations we are provided.

The Sharing Floor is best for Members to supplement their Food Pantry or Direct Distribution for Neighbors needing emergency food assistance, and for Members who provide On-Premises Meals (preparation and service of meals).

# WHAT IS THE SHARING FLOOR?

Both Food Bank of Northeast Georgia locations (one in Athens and one in Clayton) offer a Sharing Floor for Members. Members may choose to visit the Sharing Floor at either location as they would prefer.

The capacity of Sharing Floor appointments available to Members within the same hour are limited and determined by the Food Bank. Sharing Floor appointments will not be available during days the Food Bank is closed, during the Food Bank's quarterly inventory, and during Food Bank staff events and inspections. For a list of expected dates of Food Bank closures, please review the current year's [\*\*Food Bank Sharing Floor and Online Order Closure Dates\*\*](#), available on the Food Bank's Member webpage.

# SHARING FLOOR AND ONLINE INVENTORIES

The Sharing Floor and online inventories are separate; items available on the Sharing Floor are not accessible through online ordering and items listed for online orders are not available on the Sharing Floor.

- **Program food, such as USDA (TEFAP) and GNAP foods are only available through online ordering.** You cannot receive program food through the Sharing Floor. The Sharing Floor is made up solely of donated items.
- You can visit the Sharing Floor and have a scheduled online order for delivery or pickup in the same day or the same week. We encourage our Shoppers to pair an online order pickup with their Sharing Floor appointment to make the most of their visit.

# SCHEDULING A SHARING FLOOR APPOINTMENT

- **Up to one appointment a week.**

You can register Sharing Floor appointments as needed and as often as once a week. However, you can only register one appointment at a time.

- **Appointments are a full hour.**

At this time, if you register a Sharing Floor Appointment, you can choose any full 1-hour block (e.g. 8:00am-9:00am, 1:00pm-2:00pm). If you arrive late to your appointment, you can still attend it in the timeframe. However, you must end your Sharing Floor appointment by the end of your 1-hour period.

# SCHEDULING A SHARING FLOOR APPOINTMENT

## ● Call or visit the Sharing Floor

You can either schedule a Sharing Floor appointment while on the Sharing Floor or during checkout, or you can call the Sharing Floor to schedule an appointment. **If for any reason, you cannot reach a Sharing Floor Coordinator, ALWAYS leave a voicemail with (1) your name, (2) your phone number, (3) your Member Reference Code, and (4) your reason for calling.**

## ● Call your Food Access Coordinator

Your Food Access Coordinator can schedule a Sharing Floor appointment for you. However, if you are unable to reach them, contact the Sharing Floor.

# REGISTERED SHOPPERS

## ● 5 registered Shoppers per Member

**Each Member may have up to 5 registered Shoppers.** It's often smart to ensure you have multiple options for shoppers in the likelihood of your main shoppers experiencing sickness, unavailability, and emergencies.

## ● Up to 2 people on the Sharing Floor

You may bring up to 2 people to attend an appointment on the Sharing Floor, but **at least 1 shopper must be registered with a Shopper's Card.** The other shopper can be an unregistered volunteer/helper.

# REGISTERED SHOPPERS

## ● You cannot share a Shopper's Card

Shopper's Cards' names must match the names on the IDs of those attending the appointment. If one of your shoppers has lost their Shopper's Card, contact your Food Access Coordinator for a replacement. **Please be aware that replacing Shopper's Card will accrue a \$5 fee on the Member's account.**

## ● You may only use an active Shopper's Card

All Shoppers must complete recertification each year between November 1 and December 1. After completing recertification, Shoppers will be provided new Shoppers Cards. If a Shopper attempts to attend a Sharing Floor appointment with an expired card, they will be turned away.

# CREDIT

All transactions at the Food Bank will be applied to the Member's credit line, the amount determined by the Food Bank based on purchase history, the number of neighbors they serve, and how many food distributions they offer. Generally, a Member's credit line provides them with enough purchasing power to cover all fees they may accrue over the course of a month.

If the Member has met their credit limit, they will not be able check out online, on the Sharing Floor, or schedule Mobile Pantry distributions until enough of their credit has been paid to allow the transaction to proceed.

If for any reason the Member believes their credit line should be extended, they should contact their Food Access Coordinator.



# ATTENDING A SHARING FLOOR APPOINTMENT

Shoppers should be fully prepared for attending their Sharing Floor Appointment.

During a visit, Shoppers will choose donations from each Sharing Floor category and keep items separate in boxes or bags according to the category they received it. When they are ready to check out, the Shopper will be required to weigh each category at a time as directed by Food Bank staff.

**Shoppers are expected to bring their own boxes or bags to keep food separated.**

All items that are cold must be kept cold during transportation. For this reason, if a Shopper chooses any cold or frozen foods, **they must have either a cooler with ice packs or ice, freezer blankets, or insulated freezer bags** during their appointment.

# SHARING FLOOR CATEGORIES



**Grocery - foods that need to be or are generally cooked or prepared with other food items before it can be consumed.**

Examples: oil, flour, canned foods, cereal, seasoning, noodles, syrups and sauces, soups, boxed meals, rice.

# SHARING FLOOR CATEGORIES



**Beverage:** items that are drinkable as-is or can be prepared into a drinkable beverage.

Examples: water, juice, soda, coffee, tea, sports drinks, hot chocolate.

# SHARING FLOOR CATEGORIES



**Snack: foods that can be and are generally expected to be opened and eaten without further preparation.**

Examples: Granola bars, chips, candy, cookies, applesauce, fruit snacks, snack packs.

# SHARING FLOOR CATEGORIES



**Bread: all bakery and pastry foods, whether freshly baked or prepackaged.**

Examples: bread loaves, baguettes, bagels, cakes, dessert breads, pies, cookies, donuts, croissants.

# SHARING FLOOR CATEGORIES



**Produce: Fruits, vegetables, and fresh herbs. Some produce may come pre-bagged but most produce will be loose.**

Examples: Onions, apples, lemons, tomatoes, basil, grapes, figs, squash, blueberries, salad kits, cabbages, melons.

# SHARING FLOOR CATEGORIES



**Cooler: All non-produce and non-dairy (includes eggs) items available in the walk-in cooler.**

**Please come prepared with a jacket as temperatures in our cooler will be between 36°F-40°F.**

Examples: Juice, desserts, sauces, dips, spreads, prepared foods such as sandwiches and wraps.

# SHARING FLOOR CATEGORIES



**Dairy: All dairy, dairy substitute, and egg products in the walk-in cooler.**

**Please come prepared with a jacket as temperatures in our cooler will be between 36°F-40°F.**

Examples: Milk, cheese, eggs, sour cream, creamer, almond milk, string cheese.



# SHARING FLOOR CATEGORIES



**Frozen Foods:** All frozen items in the walk-in freezer besides raw and cooked meats.

**Please come prepared with a jacket for the freezer as temperatures will be at or below 0°F.**

Examples: Ice cream, TV dinners, french fries, mozzarella sticks, family dinners.

# SHARING FLOOR CATEGORIES



**Meat: All cuts of meat, raw, deli, and cooked. All meat is frozen.**

**Please come prepared with a jacket for the freezer as temperatures will be at or below 0°F.**

Examples: Chicken, beef, pork, seafood, hot dogs, hamburger patties, lamb.

# SHARING FLOOR CATEGORIES



**Pet Products:** All items associated with caring for pets. Please note that pet products tend to be uncommon on the Sharing Floor, and therefore cannot be a dependable source of animal food for Neighbors with pets.

Examples: Dog food, cat food, bird seed, cat litter, dog toys, food bowls, leashes, collars.

# SHARING FLOOR CATEGORIES



**Non-Food: Miscellaneous items that are not edible but are regularly used for hygiene and cleanliness.**

Examples: trash bags, foil, toilet paper, diapers, deodorant, cleaning supplies, toothpaste, toys, paper towels, school supplies, holiday decorations

# CHECKING OUT

After weighing up each individual category, a total will be provided and printed on two copies of the Member's invoice. One copy is to be signed and submitted to Food Bank staff and the other is for the Member to keep a record of the charge. During checkout, the Member may also request to schedule their next Sharing Floor appointment.



# SHOPPER RESPONSIBILITIES

## ● Food Safety

Some food on the Sharing Floor may not always be safe for consumption. Shoppers are responsible for knowing what is and what is not safe to consume.

## ● General Curtesy

Shoppers are expected to be cordial to each other and staff during their visits to the Food Bank. If a Shopper has any issues or complaints, they should contact their Food Access Coordinator.

# SHOPPER RESPONSIBILITIES

- **Do not enter restricted areas**  
Do not enter areas of the warehouse that are off-limits to non-Food Bank staff without expressed permission by staff.

- **Wear Appropriate Clothing**  
Provocative clothes and items that present a safety hazard are not permitted. This includes but is not limited to short dresses, tank tops, halter tops, and short shorts. Open-toed shoes and shoes with raised heels are prohibited due to warehouse safety requirements.

# SHOPPER RESPONSIBILITIES

- **Use Designated Areas**  
Shoppers should use the designated areas for consumption of food (including gum), tobacco products, and never while on the Sharing Floor. If a Shopper is found violating food safety regulations, they will be immediately dismissed.

- **Health and Hygiene**  
Shoppers must only attend Sharing Floor appointments if they are in good health and following proper hygiene in consideration of food safety and the health of Food Bank staff. If a Shopper feels unwell, they should not attend a Sharing Floor appointment.



# SHOPPER RESPONSIBILITIES

## ● Weighing Categories

Shoppers will be requested to weigh each category of all items they have chosen. The Shopper will be responsible for lifting the box(es) and/or bag(s) and placing them on a scale for each category at a time.

## ● Loading Vehicles

Shoppers are responsible for loading all the items they have checked out into their vehicle(s). Shoppers should load their items into their car to ensure no items will be loose or damaged during transportation.

# TRUCKS AND TRAILER BEDS

Open truck and trailer beds must follow all transportation requirements or the Member will be considered out of compliance and they may not be permitted to leave with their order.

## Proper Coverings

All trucks and trailers must have their foods covered with a tarp. Bulk frozen foods must either be in a cooler or under an insulated freezer blanket.

## Proper Securement

Food should be secure to ensure no food will be damaged during transportation or possibly littered. Food should be secured with ropes, straps, and cords as needed.

# ISSUES, COMPLAINTS, AND QUESTIONS

**If you ever have any issues, complaints, to share  
any praise, or ask questions regarding  
experiences at or because of the Food Bank...**

**CONTACT YOUR FOOD ACCESS  
COORDINATOR.**





# CONGRATULATIONS!

## YOU HAVE COMPLETED THE NEW SHOPPER TRAINING.

When you have completed your Food Safety Training and Civil Rights Training, finish and pass the Shopper Quiz to become a registered Shopper.

**Record your completed trainings in your organization's Volunteer Log.**