

PARTNER MANUAL



Ending Hunger, Strengthening Lives

Feeding America Riverside|San Bernardino Counties
2950 - A Jefferson Street Riverside, CA 92504
Phone: (951) 359-4757 Fax: (951) 359-8314
www.FeedingAmericaIE.org

TABLE OF CONTENTS

Introduction

Introduction.....	3
Our Programs.....	4

Conditions & Requirements

Conditions & Requirements.....	5
IRS Code.....	5
Use of Product.....	6
Agency Record Keeping Requirements.....	7
Safe Food Storage & Handling Requirements.....	8
Site Visits & Monitoring Requirements.....	9
Accounts Receivable Policy.....	10

Unauthorized Use of Product

Unauthorized Use of Product.....	11
Suspension.....	12
Termination.....	12
Grievance Process.....	13

Shopping

Shopping Appointments.....	14
----------------------------	----

Warehouse

Warehouse Rules & Regulations.....	15
Behavior Expectations.....	17

<i>Receipt of Partner Manual.....</i>	18
---------------------------------------	----

INTRODUCTION

- OUR MISSION: Alleviate hunger in the Inland Empire.
- OUR VISION: Feeding America Riverside | San Bernardino Counties envisions a community where everyone has access to an adequate and nutritious food supply.

Feeding America Riverside|San Bernardino Counties (FARSB) is a 501© 3 non-profit, non-denominational organization. FARSB is one of over 200 food banks affiliated with Feeding America, the National Food Bank Network. Feeding America offers training and technical assistance for food banks and solicits donations of food at the corporate level for nationwide distribution to member food banks. Feeding America also develops and implements the standards of operation of member food banks, and monitors all operations regularly.

FARSB began in 1980 as Survive Food Bank in response to the increasing concern about the dual problems of hunger and food waste in the Inland Empire. Presently, FARSB is the primary source of food for over 470 nonprofit organizations, distributing over 2.5 million pounds of food monthly to food pantries, homeless shelters, soup kitchens, day care centers, halfway houses, senior food programs, residential treatment centers, shelters for the abused, after school programs and group homes. More than 400,000 men, women and children each month rely on FARSB's distribution center to make ends meet.

This Partner Manual is designed for use by Partner Agencies involved in the Standard Food Distribution Programs. If your Partner Agency is interested in any of the other programs, please request further information from the Agency Relations Department.

OUR PROGRAMS

Standard Food Distribution Program

The primary method used by FARSB to distribute food is through its participating partner agencies. Located throughout Riverside|San Bernardino Counties, these partner agencies receive products from FARSB and distribute them to the clients they serve, either in the form of a food box or a prepared meal. Partner agencies must meet strict admission criteria, and follow specific guidelines concerning the proper storage, handling and free distribution of the products.

The USDA Emergency Food Assistance Program

The Emergency Food Assistance Program (TEFAP) provides United States Department of Agriculture (USDA) commodities to a network of selected partner agency sites in Western Riverside County for distribution to eligible individuals and households. In order to be eligible for USDA commodities, a recipient or household must reside in the geographical area being served and meet established income guidelines. Under no circumstances shall a recipient be required to make any type of payment in money, materials, or services of any kind in connection with the receipt of USDA commodities. TEFAP distributions are once per month, per household. If your partner agency is located in San Bernardino County and wishes more information on this program for that county, please contact Community Action Partnership of San Bernardino County at 909-723-1500.

CalFresh Program

Formerly known as food stamps, the Supplemental Nutrition Assistance Program (SNAP), referred to as CalFresh in California, is a critical tool for reducing hunger and moving people out of food lines. This food assistance program enables qualified low-income households to purchase more nutritious foods. Our CalFresh team enrolls eligible clients, dispels myths about food stamp assistance, and helps eliminate the stigma surrounding the program. Our outreach model is designed to move clients towards self-sufficiency and provide support throughout the complex application process.

Volunteer Program

FARSB welcomes volunteers during operation hours. FARSB depends very heavily on volunteers to make the programs successful. We have volunteer opportunities available for groups, companies, and organizations on a regular basis, both long and short term at our distribution center. Volunteer days must be scheduled in advance with our volunteer coordinator at 951-359-4757.

CONDITIONS & REQUIREMENTS

To be considered for participation with FARSB, every partner agency must have qualified under Section 501(c) 3 of the Internal Revenue Code as a tax exempt organization described in Section 170(E) 2 of the Internal Revenue Code to which deductible contributions may be made. If an agency is also classified as a charitable foundation, it is not eligible. A copy of the partner agency determination letter from the Internal Revenue Service must be provided with the agency application packet.

Any Violation of any of these requirements may result in Suspension or Termination of the partnership.

Partner agencies will be required to pay a yearly \$50.00 membership fee.

IRS CODE

IRS regulations related to tax deductibility of certain charitable contributions published in the Federal Register on February 1, 1982, define the term infant to mean a minor child or anyone under 18 years of age. Needy is defined as a person who lacks the necessities of life, involving physical, mental or emotional well-being as a result of poverty or temporary distress. Examples of needy persons include a person who is financially impoverished as a result of low income and lack of adequate financial resources, a person who temporarily lacks food or shelter, a person who is the victim of a civil or natural disaster, a person who is temporarily not self-sufficient as the result of sudden and severe personal or family crisis (such as a person who is the victim of a crime of violence or who has been physically abused), a person who is a refugee or immigrant and who is experiencing language, cultural or financial difficulties, a minor child who is not self-sufficient and who is not cared for by a parent or guardian, and a person who is not self-sufficient as a result of previous institutionalization (such as a former prisoner or a former or a patient in a mental institution).

USE OF PRODUCT

1. All product obtained from FARSB must be given free to the ill, needy, or infants as per section 170 (E) (3) of the Internal Revenue Service Code. Product obtained from the FARSB may not be sold, bartered, or traded. (See IRS Code)
2. Partner agencies are not allowed to charge fees for or make any other requirements such as asking for or receiving donations, attending religious service(s), required volunteering, etc.in return for meals served, food distributed, or any product received from FARSB.
3. Partner agencies must not restrict their services to the membership of the sponsoring organization/agency.
4. Product must be distributed to recipients in the form of prepared meals or pre-packed distribution packages or client choice pantry. The partner agency must provide food directly to clients regularly (at least once per month) and at regularly scheduled hours. The schedule must be made and displayed publicly so the community is aware of the program.
5. Partner agencies are not allowed to give “on –site only” product to clients in off-site / pantry programs.
6. Partner agencies service must be provided in Riverside and San Bernardino County only. Products obtained from FARSB may not be distributed outside these two county areas and may not be distributed to another organization for any reason.
7. During any and all services provided by the partner agency where FARSB product is either included or the only product being distributed, the agency will not discriminate against any person based on one’s race, gender, age, national origin, sexual orientation, marital status, veteran status, disability, religious affiliation or lack thereof.
8. Partner agencies may not use any product (food or non – food) for the purpose of fundraising either as prepared food (such as dinners, bake sales, etc.) or prizes.
9. Partner agencies agree not to take any amount of product from FARSB greater than that amount that can be consumed or distributed within 30 days.
10. Partner agencies must agree to share in FARSB’s cost to acquire, transport, sort, package, store and distribute donated products through the shared maintenance fees.
11. The partner agency is not allowed to use FARSB product for personal use, nor let its staff or volunteers use food or non-food items for personal use.

AGENCY RECORD KEEPING REQUIREMENTS

Record Keeping is vital to maintain the integrity of the partner agency's program and document the services provided. Each partner agency must maintain adequate records to document its activities.

1. Partner agencies must have responsible and trained personnel to assure inventory control, safe food handling, and related program accountability.
2. Food Pantries must keep records of clients' distribution. At a minimum, they must record the name of the clients, the number of people in the family, and the dates of distribution.
3. All records must maintain the confidentiality of every person.
4. Each partner agency shall submit a monthly report by the 5th of each month.
5. Partner agencies agree to notify FARSB immediately in writing of any and all changes in programs, personnel, addresses, contact phone numbers, board members and email addresses.
6. Partner agencies must maintain records at the program site for three years. This includes all invoices from FARSB, written policies/procedures and records that relate to food that has been given to clients.
7. If a partner agency fails to produce the required monthly reports it will be placed on suspension. If an agency has multiple accounts ALL accounts will be placed on suspension.

SAFE FOOD STORAGE & HANDLING REQUIREMENTS

Food safety is an important public health issue. Our network exists out of compassion and a desire to help others and the last thing we would want is for someone to become sick from the food they receive. Agencies working with FARSB are required to implement food handling measures to ensure that product being distributed is safe. **Each partner agency must have, at all times, at least one person working with the agency who has a certified food handler certificate on file.** It is also imperative that the food products are kept in a secure place and that they are kept by the agency so that the integrity of the food may be maintained and so that possible contamination of the food does not occur. Once food is received from FARSB it must be stored properly by the agency until it can be distributed to people in need. The following storage guidelines highlight practices partner agencies should follow but are not meant to be an inclusive list:

1. Food must be stored in a clean area that is free of dirt, bacteria, pest and other contaminants. There should be no signs of pest infestations of any type in the storage area. All storage areas and work areas should be easily cleaned.
2. Dry product should be stored off the floor on pallets, shelving or in cupboards at a temperature near 70 degrees. All storage areas should be orderly and organized for efficient distribution and product rotation. This is called the *First In First Out* process so that all stock is as fresh as possible.
3. Refrigerated products should be kept between 30 and 40 degrees. All units should have thermometers to monitor temperatures daily.
4. Frozen products should be kept at 0 degrees or below. All units should have thermometers to monitor temperatures daily.
5. Baby food and formula should never be distributed past the expiration date, and should be discarded when the expiration date is reached. Formula or food must maintain an acceptable quality to pass through an ordinary bottle nipple. If stored too long, formula can separate and clog the nipple.
6. Non-food products such as cleaners or chemicals should be stored away from food products.
7. All product is to be stored at the partner agency's facility. All storage areas should be secured (locked) to limit access to unauthorized personnel and to keep product secure. Storage is not permitted at a private residence, outside shed or container, or a mini-storage unit.

SITE VISITS & MONITORING REQUIREMENTS

FARSB's assurances to its donors that food bank partner agencies are certified and are visited regularly by the food bank staff has contributed to its growth and credibility as a network. This demonstrates accountability of each local agency and the Feeding America network as a whole. FARSB will monitor every partner agency prior to approval, and a minimum of once every two years thereafter. The reasons for these visits includes but is not limited to the following:

- To ensure that the high sanitation and food safety standards we are committed to are upheld throughout the network from the point of donation to the time the gift is placed in the hands of the individual who will use it.
- To increase communication between FARSB and partners.
- To provide the unique perspective a new pair of eyes can bring to the program.
- To provide partner agency staff a chance to show off the great work they are doing.
- To help brainstorm and fine tune programs in an increasingly complicated field.

During the site visit FARSB staff will update our information on your partner agency, review records, inspect the storage and preparation areas, and conduct an overall review of your programs and facilities, providing you with a report once they have finished. It is also an opportunity for your agency to ask questions, clarify policies, and provide feedback about FARSB.

Partner agencies agree to FARSB monitoring of their program(s) prior to application approval, and every two years or sooner thereafter. Failure to be available for two consecutive scheduled monitoring visits during stated distribution hours and/or to be accessible at given phone numbers may result in suspension or termination.

FARSB Reserves The Right To Visit A Program Site At Any Time

ACCOUNTS RECEIVABLE POLICY

Distribution of food to our partner agencies is the cornerstone of the Feeding America mission. It is equally important and fiscally responsible that we ensure careful control and monitoring of the resulting Accounts Receivable. As an agency of FARSB, the fees you pay are your share of the operating costs of receiving, transporting, storing and handling product made available to you. You are not purchasing product from FARSB. It is with this in mind that the following policy is implemented.

Partner agencies are able to charge their invoices, with a partner agency credit/ debit card or partner agency check. Organization name MUST be on card and/or checks. Checks that cannot be processed (bounced checks) will incur a fee of \$25 and an additional \$12 bank fee by FARSB. Agencies will be placed on hold, without shopping ability, until the account is paid in full, including all fees assessed by FARSB. Personal checks and credit/debit cards are not accepted.

Effective June 1st, 2018, all orders will be processed C.O.D. (cash on delivery) at the time of check-out. Acceptable forms of C.O.D. payment are check or credit card, must have organizational name.

Additionally partner agencies may apply a credit to their accounts using their own funds.

We allow a 24 hour time period to contact FARSB for any invoicing discrepancies (incorrect counts, incorrect charges, damaged product etc.) You may contact us via phone, email or fax. Failure to notify FARSB within this time frame will result in the forfeiture of RETURNS OR CREDITS.

If you have multiple accounts and have a financial discrepancy ALL accounts will be suspended until ALL accounts are brought up to date.

Partner Agencies that are suspended and enter inactive status and/or are terminated will forfeit any and all shared maintenance fees.

UNAUTHORIZED USE OF PRODUCT

Failure to comply with any of the requirements set forth in this manual or the partner agreement may result in disciplinary action by FARSB.

The following list provides examples of a range of violations:

1. Exchanging donated food for other products, money, property or other services, or providing any product to another charity or organization.
2. Transferring, bartering or offering for sale the items supplied by FARSB in exchange for money or otherwise allowing the items to re-enter the commercial channels.
3. Using donated food or other products in a manner that is not related to the non-profit exempt purposes of the charity.
4. Delinquent in reimbursement of shared maintenance contributions.
5. Improperly storing, stockpiling or hoarding donated food or other products.
6. Being in violation of any state or local statute, ordinance, code, or regulation.
7. Violating the Partner Release Agreement or any part of its application.
9. Failing to keep FARSB informed of changes to its program in writing.
10. Termination or expiration of the agency's 501 © 3 tax exempt status with the Internal Revenue Service.
11. Removal of donated food or other products from any charity program for private or personal use.
12. Product may not be stored in a private residence. Residential programs are the only exception with proof of State of California program certification.

Failure to maintain terms of this agreement may result in partnership status being placed on suspension or termination.

SUSPENSION

The purpose of the suspension period is to place a partner agency on notice that it must bring its program into compliance or it will be terminated. Notice of suspension will be made in writing to the agency director on record and the period of suspension will not exceed 30 days. During the suspension period, the partner agency retains all rights and privileges. If the violation is not corrected by the end of the suspension period, the agency will be terminated. The partner agency may appeal this decision through the grievance procedure. The suspension period is terminated when the partner agency validates to the Agency Relations Department that the violation has been corrected.

Partner Agencies that are suspended and enter inactive status and/or are terminated will forfeit any and all shared maintenance fees.

TERMINATION

The purpose of termination is to discontinue an agency's access to the food bank after a violation. A partner agency may be terminated without first being placed on probation for serious infractions of the requirements and regulations contained in this partner manual and the partner release agreement. Notice of termination will be made in writing to the agency director on record. Termination means that an agency loses all rights and privileges of a food bank partner agency as well as its status as such. An agency may appeal its termination to the CEO by delivering the appeal in writing to the Agency Relations Department of FARSB.

Depending upon the severity of any violation, other programs operated, managed, supervised or otherwise coordinated by the agency may also be impacted.

FARSB reserves the right to terminate a partnership with an agency that we no longer feel is in alignment with our mission and/or violates any of our policies.

Partner Agencies that are suspended and enter inactive status and/or are terminated will forfeit any and all shared maintenance fees.

GRIEVANCE PROCESS

It is the intention of FARSB to treat all agencies justly. The Grievance Process should be used by any partner agency that feels it has been treated in an unacceptable matter.

STEP 1. If an agency feels that it has been treated unfairly by FARSB, the agency should notify the Director of Programs in writing immediately. The Director of Programs shall try to resolve the grievance. The Director of Programs will inform the CEO of the situation and of the actions taken. If a mutual agreement/satisfaction is achieved between the partner agency and FARSB, the Director of Programs will develop a written report with all appropriate details to be signed by the partner agency and FARSB. A copy will be placed in the partner agency's permanent file.

STEP 2. If step 1 does not resolve the issue, the partner agency will request a formal meeting with the Director of Programs and FARSB's CEO in writing. The request should include the details of the grievance and the reasons for not accepting the resolution in step 1. FARSB CEO will render a decision within 15 days after the meeting and will issue a written letter communicating the decision to the partner agency. A copy will be placed in the partner agency's permanent file. The decision from the CEO will be final and the grievance process is complete.

SHOPPING APPOINTMENTS

- All appointments must be scheduled online at **feedingie.org** or via placing an **Online Order**.
- Each appointment will allow for 30 minutes of floor shopping and/or picking up of online orders.
- Online orders do not require an additional appointment, but will also be limited to 30 minutes.
- Shopping appointments will be available in 30 minute intervals from 8:00 am – 11:00 am Monday through Friday, and from 12:30 pm -2:30 pm Monday through Thursday.
- There is a limited number of appointments available during each 30 minute interval.
- Partner agencies will be allowed a maximum of 2 shopping appointments per week. Appointment cancellations must be made at least 48 hours in advance by notifying the food bank via phone or email.
- Partner agencies that have 2 or more cancellations or “no-shows” within a 2 week time frame, will be prohibited from making appointments for 2 weeks. This will ensure that all of our partners have an equal opportunity to access available appointments.
- Partner agencies will be assessed a \$25.00 restocking fee if the agency fails to pick up and/or reschedule an online order.
- Partner agencies that place an online order must place a minimum order of \$50.00 or more.
- If an existing online order is rescheduled, the floor shopping time will be forfeited out of respect for partner agencies who have previously scheduled shopping appointments.

WAREHOUSE RULES & REGULATIONS:

FARSB is a non-profit, self- service warehouse operated for the benefit of other non-profit charities. Please help us keep our overhead costs low by following these simple rules while shopping at the Distribution Center. Our primary concern is SAFETY, so we require you to abide by the following guidelines:

- FARSB agencies will be admitted to the distribution center during the following hours by **APPOINTMENT ONLY: 8:00am-11:00am Monday-Friday and from 12:30pm-2:30pm Monday-Thursday.**
- Shoppers are required to wear closed toe shoes.
- Partner agencies can shop twice a week.
- Partner agencies must show ID card prior to shopping.
- Account must be up to date and current before shopping.
- All banana boxes must be returned back to the food bank.
- No picking/choosing. All pre-packed banana boxes are 'as is'.
- For safety reasons, please do not stack product higher than you can see over. You may return shopping for more products.
- Partner agencies must be courteous to our staff and one another.
- All shopping carts are assigned upon arrival with the distribution person. Only 2 shoppers to 1 cart, per agency on the floor at all times.
- No taking product from another partner agency's cart or vehicle.
- Do not place product on the floor at any time.
- While in cooler – no opening or sampling product. Partner agencies must have cold bags or coolers to transport product.
- Partner agencies are not allowed to go into the freezers at any time, please ask for assistance.

- For fast and easy checkout please have your cart organized. All barcoded product must be organized and face scale when checking out.
- No eating, drinking, or tobacco use while in the warehouse.
- No weapons and illegal drugs of any kind are permitted on the premises.
- No cell phones may be used while in the warehouse.
- If any partner agency or its shopper violates any of these rules;
 - 1st Violation – Written warning will be placed in the partner agency file.
 - 2nd Violation – Asked to leave the distribution center immediately.
 - 3rd Violation – Partner agency will be placed on suspension and/or terminated.

FARSB reserves the right to alter the violation steps at any time depending on the severity of the action.

BEHAVIOR EXPECTATIONS

There is an expectation that an atmosphere of mutual respect will be part of all dealings with FARSB and agency representatives. FARSB has a zero tolerance policy regarding violence, physical force, harassment, use of profanity, intimidation and verbal abuse of any staff member or volunteer at our facilities.

If inappropriate behavior is displayed, we will reserve our right to refuse service and suspend and/or terminate your account without notice.

- If inappropriate behavior occurs, FARSB may issue a verbal warning and send an advisory letter to the Executive Director of the partner agency represented. A copy of the letter will be placed in the partner agency's file.
- If a second offense occurs, the partner agency may be placed on suspension, depending on the severity of the offense. If this is the second offense by the same individual, that individual will **NOT** be allowed at/in FARSB. If another offense occurs, the partner agency faces immediate termination.

PARTNER ID CARDS

Once a partner agency is approved to shop and work with FARSB, an Agency ID card is issued to the partner agency. This is the number under which all information for your partner agency is recorded. **The ID card must be presented at the distribution center each and every time your partner agency shops. It is one card per partner agency.** If you do not have your card at the time of checking in, please see the receptionist so she may notify the Agency Relations Department. If you lost your card, you must request a new card and pay a \$10.00 fee. Only one card will be issued to a partner agency, so it is your responsibility to make sure your authorized shoppers have the valid card. If the person presenting the card is not listed as one of the five (5) authorized shoppers on account, that person will not be able to shop, and the card will be confiscated. This is for the protection of the partner agency account.

RECEIPT OF PARTNER MANUAL

I have received a copy of the FARSB Partner Manual. I understand that this manual is intended as a general guide to the policies and procedures of FARSB. Our partner agency and all of its staff and volunteers agree to abide by these policies.

I understand that violation of any rules or regulations in this manual may cause this partner agency to be terminated from FARSB and lose its status as such with FARSB.

I also agree that should there be any questions about these rules and regulations, that I will contact the FARSB Agency Relations Department to clarify their actions before assuming I fully understand what is contained in this document.

DATE _____

NAME OF ORGANIZATION _____

SIGNATURE OF AGENCY REPRESENTATIVE _____

NAME OF AGENCY REPRESENTATIVE (PRINT) _____

AGENCY ADDRESS _____

CITY _____ **STATE** _____ **ZIP CODE** _____

PHONE NUMBER _____ **EMAIL** _____