

PHILABUNDANCE

The logo for Philabundance features the word "PHILABUNDANCE" in a bold, green, serif font. A thick, green, curved line arches over the letters "I", "L", "A", "B", "U", and "N", resembling a stylized smile or a protective shield.

Driving hunger from our communities

Agency Manual 2010-2011

Section 1**Basic Agreement**

Membership Requirements

To be considered for membership and in order to maintain eligibility, your agency must meet the following:

- Be incorporated for the purpose of serving the ill, needy or infants (minor children).
- Provide services without regard to race, sex, creed or religious affiliation and not require any person to attend a religious service or pledge money or membership in exchange for food received.
- Must be a federally tax exempt 501(c)3 organization that is not a private foundation and have filed an annual 990 form with the IRS to maintain nonprofit status, or be approved for Church status.
- Provide any and all donated food to clients free of charge. Food cannot be transferred for money, property or services; you cannot charge any storage or handling fees.
- Assume responsibility for distribution of all food received. Food can be used only for approved programs, cannot be stored in private homes, or obtained for personal consumption.
- Meet local and state health requirements.
- If you serve meals on site, maintain at least one person on staff who holds a current Safe Food Handling Certificate, if required by your county.
- If you do not serve meals on site, maintain at least one person on staff who has received Safe Food Handling Awareness training from Philabundance, if certification is required by your county.
- Maintain books and records which accurately reflect the total amount of product received from Philabundance and distributed or used, and maintain files of Philabundance invoices for one year.
- Report weekly pounds distributed and numbers served using the Philabundance online Agency Reporting System.
- Provide Philabundance with a description of your procedure for determining that the final recipient of the product is ill, needy or an infant (minor child) upon request.
- Notify Philabundance promptly about any changes in program size, program activity status, address, contact phone numbers or hours of operation.
- Ensure that all agency representatives comply with the ground rules for Philabundance Food Bank shopping (described in Section 4 of this manual) and the Produce Program deliveries and Hub pickups (described in Section 5 of this manual).
- Treat all Philabundance employees and fellow agency representatives in a courteous and professional manner.
- Reasonably accommodate Philabundance personnel making site visits.

Policy Violations

Violations of any of the above Membership Requirements are a serious matter and will be addressed on a case by case basis. You should be aware that Philabundance does investigate reports of agency misuse of food donations. We reserve the right to restrict, temporarily suspend or permanently terminate the membership privileges of agencies, and/or specific agency representatives, found to be in violation of membership requirements and ground rules described in this manual, or for any disruptive or illegal behavior. An agency that has been permanently terminated may appeal this decision in writing to the Philabundance President.

Section 2**Membership*****Annual Membership Renewal***

All agencies must pay an annual membership fee of \$75. Membership fees are due by October 1st and agencies that have not renewed their membership will not be able to receive food from Philabundance until membership is paid. In order to receive a renewal, agencies must have received at least 2000 pounds from Philabundance in the previous 12 month period (August through July). The renewal period closes on January 1st. Agencies that miss the renewal deadline may contact us for a renewal the following October, however, if your membership is dormant for two years or more you will have to reapply for membership.

New Members

Applications for membership are processed between January 1st and September 30th; no membership applications are processed between October 1st and December 31st. Membership requests from Food Cupboards and Neighborhood Distribution agencies in areas that already receive a disproportionately high amount of food relative to the population in need and to the amount of food received by other areas, may not be approved. Emergency Kitchens, Shelters and Social Service programs that do not serve meals to senior citizens or children are no longer being accepted for membership. Prospective agencies can contact Agency Community Relations at 215-339-0900 to discuss eligibility for membership and for application materials.

Description of Program Types

Philabundance agencies must have one or more of the six types of hunger relief programs described below.

Programs that Distribute Directly to Clients for In Home Use (Offsite Feeding)

Food Cupboard

This is a program that distributes groceries and other basic supplies for preparation or use in the client's residence. A Food Cupboard must have an indoor location, dry storage, and typically has regular published weekly hours. However, programs that are only open as needed for emergency referrals or that are open once a month for

commodity distributions are also categorized as Food Cupboards. A Food Cupboard may also deliver groceries to shut-ins.

Neighborhood Distribution

This is a program that distributes groceries and other basic supplies for preparation or use in the client's residence. The food is distributed the same day it is picked up or delivered. The distribution is held at a set location and at a published time so that clients can gather to receive food. The distribution may take place indoors or outdoors. A Neighborhood Distribution may also deliver groceries to shut-ins. *If you operate a Food Cupboard and also distribute the more perishable food in Neighborhood Distribution style, you should enroll using the Program Type that describes how you distribute the most amount of food.*

Group Home

This is a program that provides groceries and other basic supplies exclusively to clients who live in a residence operated by your agency. Meals are prepared by the clients at the residence.

Programs that Distribute Directly to Clients for Onsite Use (Onsite Feeding)

Emergency Kitchen

This is a program that cooks and serves meals to clients who do not reside on your agency's premises. An Emergency Kitchen may also prepare food for clients to take offsite, such as brown bag lunches for weekend consumption when the kitchen is closed or distribution to homeless people on the street. If you have an Emergency Kitchen program that also provides groceries to clients for preparation or use in the client's residence, you actually have two programs – an Emergency Kitchen and a Food Cupboard or a Neighborhood Distribution.

Shelter

This is a program that provides shelter services and prepares and serves one or more meals a day to residents. If you have a Shelter program that also serves meals to clients who do not reside on the premises, or that distributes groceries to clients for preparation or use in the client's residence, you should be enrolled with whatever programs apply – Shelter, Emergency Kitchen, Food Cupboard or Neighborhood Distribution.

Social Service

This is a program with a primary mission that is not food related but that serves meals or snacks to clients, for example, an after school program or senior center. If you have a Social Service program that also provides groceries to clients for preparation or use in the client's residence, you actually have two programs – a Social Service Program and a Food Cupboard or Neighborhood Distribution.

Commodity Supplemental Food Program (CSFP)

Philabundance works with the USDA and our member agencies to provide a monthly box of USDA donated food to qualifying seniors free of charge, in Bucks, Delaware, Chester, Montgomery and Philadelphia counties. Agencies receiving CSFP product only and do not operate another feeding program are not required to:

- Be a federally tax exempt 501(c)3 organization or be approved for Church status
- Be incorporated for the purpose of serving the ill, needy or infants (minor children)

All CSFP agencies must sign an additional CSFP agreement.

CSFP agencies will not receive the Philabundance weekly Grapevine menu or be able to order food from the Philabundance Food Bank. Should an agency operating only a CSFP program want to expand by adding an additional feeding program contact Agency Community Relations at 215-339-0900. For questions regarding the CSFP program contact the Manager of Box Programs at 215-339-0900.

Staff and Information Changes

It is a requirement of membership to inform Philabundance of any changes to your contact information. Failure to inform Philabundance of changes in a timely manner may result in suspension of services. If your agency's contact names or phone numbers change at any point during the year, you should not wait until you renew your membership to inform Philabundance. We need to be able to reach someone at your agency by phone or mail at all times. If your address changes, a site visit will be scheduled.

When the only staff member holding a Safe Food Handling Certificate leaves your agency or their certificate expires, you must notify Philabundance immediately. If you fail to notify Philabundance and the absence of a certified staff member is discovered, your agency will be immediately suspended from all service until a full review is conducted and reinstatement is approved by the Philabundance President.

Call Agency Community Relations with information updates at 215-339-0900.

Section 3

Credit Policy and Grants

Credit Terms

All Philabundance agencies whose membership fee is paid may purchase groceries and other basic supplies from the Philabundance Food Bank.

Agency invoices are due within 30 days. If an invoice is past due, your agency will not be able to order additional items until all past due amounts are paid. Payments can be made by check, money order or credit card. Cash payments cannot be accepted.

Returned Checks Policy

If an agency check is returned by the bank, Philabundance will automatically resubmit the check to the bank after the first time it is returned. If the check is returned a second time, the agency will be charged a \$35 fee that is due immediately.

This will mean that the agency cannot place another order until the returned check is replaced. The balance being paid by the returned check will still be due on the invoice 30-day due date. To clear an account quickly, a cashier check or money order will be required.

Philadelphia County Grant Restrictions

Agencies that receive a Philadelphia County State Food Purchase Program grant:

- Must spend their entire grant each period.
- Cannot be closed for a period of a month or more during the year.
- Receive grant allocations that are based on giving priority to agencies that are located in areas that are underserved relative to the poverty population.
- If operating a Food Cupboard or Neighborhood Distribution must be able to receive food referrals from Philabundance, have a published agency number with an answering machine, and reliable hours of operation.
- If operating a Food Cupboard or Neighborhood Distribution must report pounds distributed and numbers served on a weekly basis through the Philabundance online Agency Reporting System.

Section 4

Food Bank Shopping

Weekly Newsletter and Menu

Each week active agencies receive *The Grapevine* newsletter with a menu that lists all of the items that are in stock and available from the Philabundance Food Bank. It is important for you to read the weekly newsletter because any changes in fees, hours or policies will be published there. You can get fastest access to the latest newsletter and menu by signing up to have it sent by email or by viewing it on the web site. Otherwise, you will receive the menu via fax or mail. Agencies that receive their Grapevine through the mail can receive it at a different address from their agency address. Please contact Agency Community Relations at 215-339-0900 if you would like your Grapevine sent to a different address or if you want to change how you receive the Grapevine.

Overview - Placing and Receiving an Order

Using the menu, there are three options available to place an order: by Phone, by Fax, or Face to Face at the Berks warehouse. Fax order forms are included in the Grapevine Newsletter each week for your use. You may also place an order when you pick-up at the Berks warehouse Monday through Friday from 8:30 am to 12:30 pm.

Orders can be placed either for pickup at the Berks warehouse or for delivery. You must be able to receive a delivery order on a day when our truck is scheduled to be in your area. If you pick up your order you will be given a pick up time for the day you are coming to the Philabundance Food Bank.

When checking out, you will receive a Bill of Lading that lists the items on the order and the weight. After signing the Bill of Lading you are given an Invoice for the order that lists the dollar amount payable. Once you have checked out, you may load your vehicle. If you are receiving a delivery you will sign the Bill of Lading after checking the order and an Invoice will be mailed to you. You are required to keep Philabundance invoices on file for at least a year.

Authorized Shoppers

In order to protect both our agencies and Philabundance, any person who picks up an agency order, must be on the list of authorized shoppers for that agency. If the authorized shopper leaves your agency you must notify Philabundance in writing. If you do not notify Philabundance of that change, your agency will be responsible in the event that that individual purchases food on your agency's account. Your agency is responsible for the actions of your representatives. If you want to add an authorized shopper to your agency's list or remove a name from the list, you must advise Agency Community Relations in writing.

Pickup Ground Rules

- When picking up an order, bring enough people to help load your vehicle. Back your vehicle up to the dock door for loading, and take only one space at a time if you are loading two vehicles.
- If you are unable to make your scheduled pickup day, the order will only be held for 24 hours. Call the Order Taker line to cancel a scheduled pickup at 215-739-7221 or toll free 1-888-722-4732.

Food Bank Delivery Ground Rules

- Philabundance Food Bank deliveries are scheduled on a first received-first served basis for the day that a driver is scheduled to be in your area.
- Philabundance Food Bank deliveries will be dropped off inside your door upon request as long as there is space inside the door for the pallet or pallets of food you have ordered; driver schedules allow for 15 minutes at each stop.
- Philabundance must be notified of a delivery cancellation 24 hours in advance. Call the Order Taker line to cancel a delivery at 215-739-7221 or toll free 1-888-722-4732.
- If no one is there to receive a scheduled delivery, you will be charged a restocking fee. The order will not be held and you will have to place a new order.

Credit and Return Policies for Food Bank Orders

Signing the Bill of Lading for your order means that you've checked the order and you agree that the order is correct. Agencies receiving deliveries should make sure that everyone on staff knows not to sign the Bill of Lading until someone has checked the order.

If an Item is missing from an Order

If we have made a mistake in putting your order together, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your agency.

If you find that an item is missing on a delivery order, be sure to note this on the Bill of Lading you sign and you will receive a credit. You will not be able to receive a credit for a missing item if you tell us after you leave the warehouse or after the driver leaves.

If an Item is not what was ordered

If the wrong item was put in your order, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your agency. If your order was delivered, the driver will take the wrong item back and you should be sure to note this on the Bill of Lading you sign and you will receive a credit. If you discover that you received the wrong item after you leave the warehouse or after the delivery driver leaves, you may be able to return the item for a credit if it is unopened and in good condition. If you call Agency Community Relations at 215-339-0900 within three working days, we will help you with the return process. In some cases an item may be returnable but you will be charged a restocking fee.

If an Item is damaged or spoiled

If you receive an item that is damaged or spoiled, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your agency. If your order was delivered, the driver will take the damaged/spoiled item back and you should be sure to note this on the Bill of Lading you sign and you will receive a credit. If you discover that an item is damaged or spoiled after you leave the warehouse or after the delivery driver leaves, call Agency Community Relations at 215-339-0900 within three working days – in many cases you can still receive a credit for the item.

Section 5**Produce Program**

Access to Produce

Philabundance agencies have access to fresh fruits and vegetables every week through the Produce Program. There is no charge for produce, so the amounts that agencies participating in the Produce Program can receive is allocated based on the average number of people served in a week. Some participating agencies receive a regular delivery and other agencies pick up food from a Hub Distribution.

Priority for participation in the Produce Program is given to agencies that are located in areas that are underserved relative to the poverty population. If your agency is interested in the Produce Program you can contact Agency Community Relations (215-339-0900) to determine your eligibility.

Weekly produce deliveries are limited to agencies that serve enough people to receive one or more pallets of food every week. Agencies that close for a month or more during the year are not eligible for a weekly produce delivery. In addition, Produce Program agencies that operate a Food Cupboard or Neighborhood Distribution must be able to receive food referrals from Philabundance, have a published agency number with an answering machine, and reliable hours of operation.

Because produce delivery amounts are allocated based on numbers served, agencies operating a Food Cupboard or Neighborhood Distribution that receive a weekly produce

delivery must report pounds distributed and numbers served on a weekly basis through the Philabundance online Agency Reporting System in order to continue participating in this program. Your backup documents for the data that you report will be inspected during your monitoring visit or on request.

Currently Hub operations are located at the Philabundance Galloway Warehouse, and in Camden, Montgomery and Delaware Counties.

Produce Delivery Ground Rules

- Produce deliveries are made to the curbside only, so have help available, if needed, to take your order into your building; driver schedules allow for 15 minutes at each stop.
- A representative must be on site to receive and sign for the delivery every week.
- Philabundance must be notified of a cancellation 24 hours in advance. Call [the Order Taker line](#) at 215-739-7221 or toll free 1-888-722-4732 to cancel a produce delivery.
- If there is a problem with your produce order please call Agency Community Relations at 215-339-0900.

Produce Hub Distribution Ground Rules

- The person who picks up food for your agency at the Hub Distribution must be on the list of authorized shoppers for your agency.
- Agencies are limited to no more than two people on the dock.
- You do not have to accept all items available at the Hub Distribution, but you cannot take partial cases.
- You must come to the Hub Distribution regularly to retain your authorization.

Section 6

Recordkeeping and Monitoring

Agency Recordkeeping Reporting Responsibilities

All member agencies must:

- Maintain books and records which accurately reflect the total amount of product received from Philabundance and the total amount of Philabundance products distributed or used.
- Keep Philabundance invoices on file for at least one year.
- Provide Philabundance with a description of your procedure for determining that the final recipient of the product is ill, needy or an infant (minor child) upon request.
- Notify Philabundance promptly about any changes in program size, program activity status, address, contact phone numbers and hours of operation.

Member agencies that operate a Food Cupboard or Neighborhood Distribution program will be asked to begin to comply with new procedures for reporting distributions and the number of clients served each week in the new membership year. Reporting will be phased in during the 2010-2011 Membership Year and will be a requirement of membership for 2011-2012.

Agency Monitoring

Philabundance monitors will schedule a mandatory site visit with your agency at minimum every two years. Site visits may be either scheduled or unannounced. Philabundance does investigate reports of unsafe or unsanitary conditions as well as other policy violations.

During the site visit Philabundance will review your agency's operations in three general areas:

One – you maintain your site in accordance with standard health and safety guidelines

This includes:

- Status of Safe Food Handling Certification or training as described in Section 7
- Safe Food Handling Practices as described in Section 7
- Status of representative on record as the holder of Safe Food Handling Certification or Awareness Training

Two – your contact and other general information on file is correct

This includes:

- Programs are listed correctly and are still active
- Contact names and phone, email and fax numbers are correct
- Hours of operation are correct

Three – you maintain required records

This includes:

- Maintaining a file of Philabundance invoices for at least one year
- Maintaining records which accurately reflect the total amount of product received from Philabundance and the total amount of Philabundance products distributed or used
- Description of the procedure for determining that the final recipient of the product is ill, needy or an infant (minor child)
- Records that support the service and distribution numbers reported to Philabundance

Section 7 Safe Food Handling Requirements and Practices

Agency Safe Food Handling Requirements

Certification for Onsite Feeding Programs

In order to be in compliance with State and local Health Department regulations, if your agency serves meals onsite, you must have at least one staff member who holds a current Safe Food Handling Certificate from an institution licensed to offer the 16-hour Servsafe course and test. If you operate a Shelter, an Emergency Kitchen, or a Social Service program that provides on-site meals to clients, you must keep your staff Safe Food Handling Certificate current in order to remain active with Philabundance.

In counties where the Health Department regulation is that Safe Food Handling Certification is recommended but not required for non-profit organizations, it will not be required for Philabundance membership.

You can call Agency Community Relations at 215-339-0900 for course location information.

Awareness for Offsite Feeding Programs

Agencies that operate a Food Cupboard, Neighborhood Distribution, Group Home or Social Service program that serves snacks to clients, or the Commodity Supplemental Food-Program-must have at least one representative who has attended a Safe Food Handling Awareness presentation by Philabundance in order to remain active. Agency representatives may receive this training in a class held by Philabundance or one on one at the agency location.

Awareness training will not be required in counties where the Health Department regulation is that Safe Food Handling Certification is recommended but not required for non-profit organizations with onsite feeding programs.

Questions about this requirement should be directed to Agency Community Relations at 215-339-0900.

Agency Safe Food Handling Practices

As a food handler, you are part of the food industry, and the care you provide protects the people you serve. It is very important that your agency staff and volunteers know how to protect the safety of the food they handle.

How does food become unsafe?

- Failing to store food properly
- Failing to cook food properly
- Holding food at improper temperatures
- Using contaminated equipment
- Poor personal hygiene

Step 1 is Good Personal Hygiene

- Wash your hands frequently, especially after eating, drinking, smoking, touching your face, nose, ears, and hair, handling waste, using the restroom, coughing or sneezing. Use hot water, liquid soap, and disposable paper towels.
- Wash hands after handling raw foods (uncooked meat, poultry, eggs, produce) before handling cooked foods.
- Do not handle food if you are ill, or have infected wounds or cuts. Infected wounds or cuts on the hands need to be covered with a bandage and glove before handling food.
- Maintain personal cleanliness; wear clean clothes; remove jewelry before handling food.
- Eat, drink, and smoke only in designated areas away from food.
- Keep your work areas clean, including all equipment.

Step 2 is to Prevent Contamination to Food

All contaminants have the potential to cause illness or injury; types of common contaminants include:

- Physical: Wood, metal, glass, paint chips, hair.
- Chemical: Cleaning chemicals, maintenance chemicals, and pest control chemicals.
- Biological: Microorganisms, insects, rodents, birds.

Step 3 is Temperature Control

- Verify the temperature of your storage area with a thermometer.
- Store and transport refrigerated foods at 41°F, or less.
- Store and transport frozen foods at 0°F, or less.
- Thaw frozen foods at 41°F, and never at room temperature. Food may also be thawed by using a microwave oven, or under running cold water.
- Store whole produce at 50°F, and cut produce at 41°F, or less.
- Document temperature readings for your refrigerators and freezers regularly.

Step 4 is Pest Control – Insects, Rodents and Birds

- Deny pests entry to the facility - seal doors, windows, vents, pipe holes through walls and cracks in floors and walls.
- Inspect all incoming materials for pests.
- Deny pests food, water, and hiding and nesting places in garbage and recyclables; cover outside garbage containers.
- Store food and supplies properly at least 6 inches off floor and at least 4 inches away from wall.
- Clean up food spills immediately.
- Eliminate standing water.
- Store mops and brooms properly; dump old mop water.
- Work with a licensed, state certified and insured Pest Control Operator to eliminate pests that enter your facility.
- Do not store pesticides at your facility.

Step 5 is Receiving, Storing and Delivering Food Safely

- Check all deliveries for temperature, sanitation, pests, etc, and reject deliveries that have problems.
- Canned food must be labeled and not have swollen ends, leaks, seal problems, lids that are popped, major dents or rust.
- Store foods requiring refrigerated or frozen storage immediately at the proper temperature.
- Store food away from sanitation, maintenance, and consumer chemicals.
- Separate raw and cooked foods.
- Rotate food to ensure that the oldest food is used first.
- Check the shelf life of food.
- Do not distribute baby food after it has expired.
- Deliver labeled food at the proper temperature and keep food covered.

Food Bank Shopping Quick Reference Chart

Order Line	215-739-7221 or toll free 1-888-722-4732
Order Time/Deadline Phone or Fax	<ul style="list-style-type: none"> Monday through Friday from 8:30 to 12:30 and 1:00 to 3:00 For Pick up Orders: Must <u>receive</u> call or fax before 3:00 pm two working days before pick up day; order changes accepted until noon, two working days before pickup day For Delivery Orders: Must <u>receive</u> call or fax by Noon on Thursday the week before delivery
Order Time Face to Face	<ul style="list-style-type: none"> Monday through Friday from 9:00 to Noon The same pick-up and delivery schedule applies as for Phone and Fax orders
Order Pick Up	<ul style="list-style-type: none"> Monday through Friday 8:30 am to 12:30 pm
Delivery	<ul style="list-style-type: none"> Scheduled days for zip code or county Delivery time available the day before delivery from Dispatch

Who to Call with a Change or a Question

Cancel a Weekly Produce Delivery	Order Takers	215-739-7221 or toll free 1-888-722-4732
Cancel a Berks Order Delivery(including commodity boxes)	Order Takers	215-739-7221 or toll free 1-888-722-4732
Cancel a Berks Order Pick Up	Order Takers	215-739-7221 or toll free 1-888-722-4732
Get a Berks Order Delivery Time(including commodity boxes)	Dispatch	215-339-0900 x260
Item Returns	Agency Relations	215-339-0900
Billing Questions	Agency Relations	215-339-0900
Problem with Produce Quality or Quantity	Agency Relations	215-339-0900