

TABLE OF CONTENTS

FY22 Philabundance Member Manual

SECTION 1: MEMBERSHIP.....	4
Information for New Members	4
Agency Eligibility.....	4
Program Eligibility.....	4
Membership Requirements	4
Information for Existing Members.....	5
Annual Requirements	5
Annual Membership Renewal	5
SECTION 2: PHILABUNDANCE PROGRAMMING.....	5
Food for General Distribution	6
Programs to Host	6
Grant Opportunities.....	7
SECTION 3: POLICIES AND GUIDELINES.....	7
Receiving Product	7
Cancellations	8
Distribution Restrictions	8
Staff and Information Changes.....	9
Authorized Shoppers	9
Member Violations Procedure	9
Appeals Process	10
Return Member Organization Policy	10
Return Representative Policy.....	10
SECTION 4: RECORD KEEPING AND MONITORING.....	10
Member Record Keeping Requirements.....	10
Member Monitoring	10
SECTION 5: SAFE FOOD HANDLING REQUIREMENTS & PRACTICES.....	11
Safe Food Handling Requirements	11
Agency Express Quick Reference Chart.....	11
Who to Contact with a Change or a Question	12

SECTION 1: MEMBERSHIP

Information for New Members

Agency Eligibility

- Be a 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 religious exception;
- Be incorporated with the purpose of serving the ill, food insecure or infants (minor children) in a defined un-or under-served population area, which is not being served by another agency of Philabundance;
- Not be a Foster Parent Association;
- Have been distributing food for at least three months with records to show distribution numbers;
- Serve at least 25 households per month if distributing groceries or serve 500 meals per month.

Program Eligibility

- Be a partnering organization that does not meet the above criteria but supports Philabundance by storing product, distributing product to program participants, or providing other services to program recipients.

Membership Requirements

To apply for Philabundance membership, all organizations must meet the following criteria:

- Provide services without regard to race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran;
- Not require any person to attend a religious service or pledge money or membership in exchange for product received. Participants who attend a religious service or pledge money or membership must receive product in the same manner and amount as those who do not;
- Ensure the safe and proper handling of product; maintain clean and safe facilities for storage and distribution of the product received and meet local, state and Federal health requirements. Maintain clearly marked storage for food kept in a shared space or facility with another operation;
- Operate out of a space that is zoned appropriately within their jurisdiction- this cannot be a private home or residential building;
- Maintain a valid email address and internet access;
- Treat all participants, Philabundance employees, and fellow member representatives in a courteous and professional manner;
- If the partner prepares food on-site, they must maintain at least one staff member on-site who holds a current commercial food safety manager certificate conforming to local regulations;
- If member distributes groceries, they must have at least one staff member on-site with one of the following safe-food-handling certifications: 1) ServSafe for Food Bankers, 2) ServSafe (for Managers), 3) ANSI Food Handler Certificate, 4) ANSI Food Protection Manager , 5) NRSFP Food Safety Manager

Applications for membership are processed twice per year. Prospective members can contact Agency Services at agencyservices@philabundance.org or 215-339-0900 x 5050 to discuss eligibility for membership and application materials. This information is also available at www.philabundance.org/member-agencies/.

New Member Orientation

All potential partners must attend a new member orientation prior to gaining membership. Orientations are held on a regular basis. Please reach out to agencyservices@philabundance.org to register for a session.

Initial 90-Day Review Period

All new members fall under an initial 90-day review period upon signing the Philabundance Member Agreement. During this time, members must begin acquiring food from Philabundance and remain in good standing. At the end of the 90-day review period, Agency Services staff will determine whether a successful relationship can be established. Agency Services staff will only reach out if the organization is denied continued membership.

Information for Existing Members

Annual Requirements

To gain and maintain membership with Philabundance, all members must meet the above criteria and in addition:

- Provide all product from Philabundance to participants free of charge; product from Philabundance cannot be transferred for money, property, or services, this includes storage or handling fees;
- Assume responsibility for distribution of all product received. Product from Philabundance can be used only for approved programs, and cannot be stored in or distributed from private homes or obtained for personal consumption;
- Willingly adhere to additional donor stipulations;
- Understand that all product must be accepted in as-is condition if not returned in accordance with the return policy;
- Cooperate with Philabundance in allowing it to conduct biennial monitoring visits to any food distribution site;
- Maintain a defined method of distribution;
- Notify Philabundance immediately, of any changes in program address, contact person, phone number, and hours of operation, size, or program activity status for which an email from an authorized representative or notice on organizational letterhead may suffice
- Willingly abide by the policies, procedures, and record keeping requirements of Philabundance;
- Keep all Philabundance invoices for a minimum of five years;
- Ensure that all member representatives and volunteers comply with the ground rules for receiving food from Philabundance;
- Refrain from using the name of Philabundance, or any variation thereof in any promotional event, news story, solicitation, or any other activity without prior written or verbal consent of the Philabundance Communications department;
- Reasonably accommodate Philabundance and/or the Pennsylvania or New Jersey Departments of Agriculture personnel for site visits; including but not limited to for the purposes of inspecting the facilities and auditing and duplicating member records;
- Receive a minimum of 20,000 pounds of food from Philabundance annually

Compliance during COVID-19

During the Covid-19 pandemic, there are additional compliance requirements expected of all member agencies:

- Distributions conducted indoors must comply with most recent local guidance
- Masks must always be properly worn during distribution, indoors and/or outdoors
- Hand sanitizer must be available for staff and volunteers when handwashing with soap and water or not
- Surfaces must be sanitized frequently
- Gloves are not required but recommended
- Adhering to state and local Covid-19 guidelines
- As our collective understanding of the pandemic changes, Philabundance will hold ourselves and members accountable for compliance with the most updated local ordinances and recommendations

Philabundance reserves the right to refuse services to any organization that does not meet the minimum requirements set out in our application packet, does not correlate with the mission statement, or does not abide by the Philabundance policies and procedures as listed in this Member Manual.

Annual Membership Renewal

Membership renewal forms are sent out by September and are due by October 1st. Members that have not renewed will not be able to receive product from Philabundance until we receive the form. To receive a renewal form, agencies must have received at least 20,000 pounds from Philabundance in the previous 12-month period (August through July). The renewal period closes on January 1st. Members 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. Members will be unable to renew if their Safe Food Handling certification has expired. (See Section 5, page 8 for further information.)

SECTION 2: PHILABUNDANCE PROGRAMMING

As a Philabundance member, your organization has a variety of options for accessing food. General Distributions are

geared toward members that serve all who come to their doors for food assistance. We also offer several programs that target specific populations like senior citizens or families with young children. All these products and programs count toward the annual pound requirement.

Food for General Distribution

Agency Express

For more information about Agency Express, please look at Appendix I or reach out to Agency Relations:

- Agency Express (AE3) is Philabundance's online ordering platform
- This is where agencies can order specific and needed quantities of dry, frozen items (including meat) and non-food items
- Non-food items include grocery store bags, hand sanitizer, gloves, paper towels, etc.
- **All agencies are eligible to receive food via Agency Express**

Retail Rescue: Grocers Against Hunger (GAH)

For more information about GAH, please look at Appendix II or reach out to Agency Relations:

- Grocery partners donate produce, meat, dairy, and dry goods to local members for free
- Members pick up product directly from grocery stores
- Members report on products received
- **All agencies are eligible to receive retail rescue foods**

Retail Rescue: Emerging Retail

For more information, please reach out to Agency Relations:

- Restaurants, caterers and other small retail locations donate small variable amounts of perishable, ready-to-eat product for free
 - Ex. Sandwiches and salads from Starbucks, Philadelphia Airport, Reading Terminal Market, etc.
- Product is often delivered to members through external partnerships with Food Connect and Sharing Excess
- **All agencies are eligible to receive retail rescue foods**

Perishable Food Hubs

For more information about attending a hub, reach out to Agency Relations:

- Weekly pick-up for large quantities of free perishable product
- Multiple pick-up locations throughout Philabundance's service area
- **All agencies are eligible to attend Perishable Food Hubs**

Perishable Deliveries

For additional information about receiving a produce delivery, reach out to Agency Relations:

- Tailored weight for organizational programming
- Free access to produce and perishable goods
- Minimum 1500 pounds weekly
- **All agencies are eligible to be considered to receive Perishable Deliveries**

The Emergency Food Assistance Program (TEFAP), a government supported program

For more information about TEFAP, reach out to Agency Relations:

- Provides fresh or dry product for free
- Participants who receive TEFAP foods must complete a short form for indicating household size and income annually
- Members who receive TEFAP foods must obtain and maintain participants' TEFAP forms and abide by program rules
- **Only Pennsylvania agencies are eligible to receive TEFAP foods**

Programs to Host

PA Senior Box Program (formerly CSFP) government supported distributions

For more information about the PA Senior Box Program, reach out to Agency Relations:

- A 30-pound pre-packaged box of dry product and refrigerated cheese to eligible seniors

- Delivered monthly to member agencies
- Requires members to verify senior eligibility based on program criteria
- **Only Philadelphia and Delaware county members are eligible to participate in the PA Senior Box Program**

Forthcoming Programs

For more information about forthcoming Child Hunger and Senior programming, reach out to Agency Relations:

- Philabundance is currently developing new programming to provide weekend, school break and summer meal gap service for Children; and
- Prepared meals for Seniors and Home-bound persons.
- **The details of these programs are being finalized, but if you are interested in expanding your service in these areas, please contact Agency Relations for more information.**

Grant Opportunities

Philabundance is committed to building the capacity of our network through grants that fund necessary equipment for member operations. When grant opportunities become available, Requests for Proposal (RFPs) are sent via email to members that meet the minimum requirements to apply.

SECTION 3: POLICIES AND GUIDELINES

To remain in good standing with Philabundance, members must comply with the following policies and guidelines:

Receiving Product

Pick-Up Guidelines

- When picking up food from Philabundance, make sure to bring enough people to help load your vehicle. Back the vehicle up to the dock door for loading, taking only one space at a time if loading more than one vehicle.
- If you are picking up perishable product in a non-refrigerated vehicle, be sure to bring thermal blanket(s) to maintain temperature control of the product during transit.
- For Agency Express orders, if you are unable to make your scheduled pick-up day, the order will only be held for 24 hours. Please contact the Order Help Line (215-739-7221) to reschedule an appointment for the following day. Agencies who fail to meet these guidelines on more than four (4) occasions will be considered in violation of Philabundance policy and will be subject to our Member Violations procedure (see page 6 for details)

Delivery Guidelines

- Agency Express
 - Philabundance Agency Express deliveries are made on a weekly schedule, with a designated delivery day for each member according to ZIP Code
 - There is no fee for receiving a delivery, but orders must weigh at least 500 pounds to qualify for delivery
 - Deliveries will be dropped off inside your door upon request if there is space inside the door for the pallet(s) of product you have ordered; Transportation's schedule allows for 15 minutes at each stop
- Produce Programming and Retail Delivery
 - Philabundance produce and retail deliveries are made on a tailored schedule with agencies receiving product weekly
 - Produce and retail deliveries will be dropped off curbside; Transportation's schedule allows for 15 minutes at each stop
 - An email with the estimated time of arrival and details of your delivery will be sent by 2:00 PM the business day before
 - Philabundance deliveries can occur on the weekends. If your organization is interested in receiving product on the weekend please email programs@philabundance.org
 - Due to possible issues with weather damage and pest contamination, Philabundance is unable to pick up pallets that have been stored outside. Members receiving deliveries need to adhere to one of the following options:
 - At the time of the delivery, have volunteers unload and break down pallets for the driver to take back to the warehouse
 - Store pallets indoors to be returned with the driver at the next delivery

- Arrange to dispose of pallets

Returning Product

- When picking up an order or receiving a delivery, you must carefully inspect your order prior to signing the invoices:
 - For Agency Express orders, please see Appendix I for policies.
 - For produce deliveries, if there is any damaged or spoiled product, indicate it on your invoice and return the product to the driver. Please note that you must return entire cases. The driver will take the product back on the truck. However, if you do not notice until after the driver leaves, your organization is responsible for the disposal of the product. If this occurs, please inform Philabundance of the damaged or spoiled product. Members should email programs@philabundance.org. Please send along details and pictures, whenever possible, ensuring that food does not get added to other orders.
 - Please allow for up to 30% of produce and 15% of Grocers Against Hunger or Emerging Retail product to need to be discarded.
 - If you regularly experience more waste than the above for produce, please reach out to programs@philabundance.org.

Cancellations

- Members needing to cancel a delivery must do so before the cut-off time of 10:00 AM, two business days prior to the delivery day.
- All cancellations can be sent to ordercancel@philabundance.org. Please include the organization name and agency number, and the type of delivery, e.g. produce, Agency Express, etc.
- Please note: cancellations of Agency Express deliveries must be made in the “Order Management” section of Agency Express prior to the cut-off time.
- If no one is on-site to receive a scheduled delivery or is a no-show for a scheduled pick-up or if orders are cancelled after the cut-off time without a reason deemed valid by Philabundance two times in a year, Philabundance will start the violations procedure.

Distribution Restrictions

Not permitted:

- Product from Philabundance cannot be sold or traded to community recipients or other parties
- Product from Philabundance cannot be given to community recipients who are not food insecure

Permitted with restrictions:

- Beverages can be given to volunteers
 - Beverages only, no other items, for on-site consumption only; a written policy is required if you do this
- Beverages can be used for member meetings
 - Beverages only, no other items; must be conducting member business; never allowed for fundraising meetings; a written policy is required if you do this
- Non-food products can be used for member operations
 - Items such as paper products or cleaning supplies; a written policy is required if you do this
- Items can be distributed to eligible volunteers
 - Volunteers must receive products in the same amount and same manner as everyone else
- A religious service can be conducted before or after a food distribution
 - Attendance at the service cannot be required to get food and participants should not feel embarrassed or pressured into attending the service
- Participants can donate money if donations are clearly voluntary and anonymous
 - This practice is permitted but highly discouraged
 - Participants must very clearly understand that donations are never required to get food
- Staff or volunteers can taste or test foods
 - For instance, to have staff or volunteers try a new or unfamiliar item

If you have any questions regarding the policies surrounding distribution of product, please contact Agency Relations at 215-339-0900.

Staff and Information Changes

Contact information:

Members must inform Philabundance in writing of any changes to their contact information as soon as possible. Failure to inform Philabundance of changes in a timely manner may result in suspension of services. If your member's contact names or phone numbers change at any point during the year, do not wait until renewal to inform Philabundance. We need to be able to reach someone at your organization by phone or email at all times. If your address changes, Philabundance will schedule a site assessment to inspect the new location prior to you receiving product at the new location. Bringing Philabundance product to an unauthorized or uninspected site will lead to probation or termination. When updating contact information, please send updates to Agency Relations.

Safe Food Handling Certificate Holders:

When the only staff member holding the certificate leaves your organization, 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 organization will be issued a violation warning, which will lead to probation and eventual termination if not corrected.

Authorized Shoppers

To protect both members and Philabundance, any person who picks up a member's order must be on the list of authorized shoppers for that organization. If the authorized shopper leaves your organization, you must notify Philabundance in writing, on organizational letterhead. If you do not notify Philabundance of changes, your organization will be responsible if the individual orders product on your member account. Your organization is responsible for the actions of your representatives. If you want to add an authorized shopper to your member's list or remove a name from the list, you must advise Agency Relations in writing on organizational letterhead.

Member Violations Procedure

Philabundance appreciates the work and collaboration of our members to drive hunger from our community. We rely on our members to protect the health, access to services, and the civil rights of the people we serve. To ensure our continued service, Philabundance created the following procedure for membership violations. Complying with membership policies is mandatory and essential to maintaining the level of service and respect to which we are committed.

Please review and keep in mind the following procedure to ensure you understand how Philabundance handles violations and how to make an appeal.

Written Warning

After the discovery of a violation, Agency Relations issues a verbal warning. Philabundance will then send a written warning to the primary contact in charge of your program(s), instructing them to correct the violation within 60 days. During this time the member continues to have access to Philabundance food, programming, grants, and equipment.

Probation

Probation occurs if the violation(s) was not corrected during the initial 60-day written warning period. Probation provides an additional 30 days to correct the violation(s). However, during probation a member is suspended from receiving food from Philabundance until such violation(s) is corrected.

Termination

Termination is the permanent loss of membership privileges. A member will be terminated following the 30-day probation period if the member does not rectify the violations outlined in the written warning from Philabundance.

Philabundance may impose immediate probation or termination if any of the following violations are confirmed:

- Selling Philabundance food for money or requiring donations to receive food
- Requiring participant attendance at religious service to receive food
- Discriminating against participants, volunteers or staff (refer to member requirements for details)
- Taking food to an unauthorized location
- Moving locations without notifying Philabundance

- Holding 501(C)(3) which has lapsed or been revoked
- Storing food at unsafe temperatures (above 41⁰F for refrigerated product and above 0⁰F for frozen product)
- Thawing food improperly
- Preparing and/or serving meals without a Safe Food Handling Manager’s certificate holder on-site (applies to on-site feeding programs only)
- Operating off-site feeding programs without at least one representative who has attended a ServSafe for Food Bankers training presented by Philabundance.(applies to off-site feeding programs only)

Appeals Process

A member may appeal if Philabundance terminates your membership. The appeal must be in writing, either by hardcopy or email, and should outline the reasons why you would like to contest your termination, providing evidence wherever possible.

The membership review team will review the appeal submission and reply to the member with its determination within 30 days.

Return Member Organization Policy

Once a member organization is terminated for cause, the organization is not eligible to re-apply for Philabundance membership, regardless of changes in staffing. For member organizations who were not renewed, Philabundance will review return on a case-by-case basis.

Return Representative Policy

Persons listed as representatives or contacts for a terminated member at the time of termination are also considered terminated. This policy also applies to representatives or contacts associated with members who have unpaid past due balances. These representatives or contacts may volunteer with another Philabundance member in the future, but they may not be listed as Philabundance representatives, contacts or shoppers for any other member organization.

SECTION 4: RECORD KEEPING AND MONITORING

Member Record Keeping Requirements

All members must:

- Keep Philabundance invoices on file for a minimum of five years. Invoices can be stored digitally or as hardcopies. Invoices must be kept to:
 - Identify or confirm receipt of products in the event of a recall from a manufacturer
 - Serve as an audit trail for donors who are only able to take accelerated tax deduction if their products are transferred among qualified organizations for the eventual receipt of ill, food insecure or an infant (minor child)
 - Serve as a business document for member audits as well as Philabundance audits. This may apply to financial audits as well as inventory control audits.
- Provide Philabundance with a description of your procedure for determining that the final recipient of the product is ill, food insecure or an infant (minor child) upon request.
- Promptly notify Philabundance, on organizational letterhead, about any changes in program size, program activity status, address, contact phone numbers and hours of operation.
- Maintain a temperature log for all freezers or refrigerators holding Philabundance product. Temperatures must be logged weekly and can be stored digitally or as hardcopies.

Member Monitoring

Philabundance monitors schedule a mandatory site visit with your organization at minimum every two years. If we are unable to schedule a site visit after several attempts, a warning letter will be sent. Philabundance does investigate reports of unsafe or unsanitary conditions as well as other policy violations, and additional site visits may be either scheduled or unannounced.

During the site visit, Philabundance will review your member’s operations in three general areas:

- 1) Member maintains site in accordance with standard health and safety guidelines (refer to [Section 5](#) for requirements)
- 2) Member contact and other general information on file is correct (refer to [Section 3](#) for requirements)
- 3) Member maintains required records (refer to [Section 4](#) for requirements)

SECTION 5: SAFE FOOD HANDLING REQUIREMENTS & PRACTICES

Safe Food Handling Requirements

Certification for On-site Feeding Programs

On-site feeding programs prepare and serve meals for their participants. All members must be in compliance with local, state and Federal Health Department regulations; failure to do so will lead to probation and eventual termination if not corrected. All members serving meals on-site must have at least one staff member who holds a commercial food safety manager certificate. This person must be on-site during meal preparation and serving. ServSafe Manager Certification is a standard commercial food safety manager certification, but Philabundance will review other certifications for approval in lieu of ServSafe if they are compliant with local, state and Federal regulations. Organizations must keep their commercial food safety manager certificate current to remain active with Philabundance.

Certification for Off-site Feeding Programs

Off-site feeding programs provide grocery items for participants to take home and prepare themselves. All members must be in compliance with local, state and Federal Health Department regulations; failure to do so will lead to probation and eventual termination if not corrected. To remain active with Philabundance, Members that operate off-site feeding programs must have at least one representative who has attended a ServSafe for Food Bankers training presented by Philabundance.

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

SECTION 6: COMMUNICATIONS

Agency Express Quick Reference Chart

ORDER WEB SITE (Agency Express)	www.agencyexpress3.org
ORDER HELP LINE	215-739-7221 or toll free 1-888-722-4732
HELP WITH ORDERS	Monday –Friday 8:00-4:00: Call order line or Agency Relations
ORDER PICK-UP	Must come during scheduled pick-up time slot
DELIVERY	Scheduled days for ZIP code, 500 lb. minimum Delivery time is sent via email by 2pm a day before

Who to Contact with a Change or a Question

CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY prior to 12:00 PM, two business days in advance, no fee	Order Management section on Agency Express	www.agencyexpress3.org
CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY after 12:00 PM, two business days in advance, fee applies	Cancellation Email	Ordercancel@Philabundance.org
CANCEL A PRODUCE DELIVERY	Cancellation Email	Ordercancel@Philabundance.org
ITEM RETURNS	Agency Relations	215-339-0900
BILLING QUESTIONS	Agency Relations	215-339-0900
PROBLEM WITH PRODUCE FOOD QUALITY OR QUANTITY	Inventory and Quality Control	215-339-0900
COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP) QUESTIONS	Agency Relations	215-339-0900
GROCERS AGAINST HUNGER (GAH) or EMERGING RETAIL (ER) QUESTIONS	Sustainability	Sustainability@philabundance.org