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## 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 exemption;
- 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;
- Serve at least 25 households per month if distributing groceries or serve 500 meals per month;
- Foster Parent Associations are not eligible.

#### 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.
- Be a current or past Philabundance Ending Hunger for Good partner

**Please note that depending on the type of program partnership there may be a custom onboarding process and review period.**

### 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, physical ability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran;
- Supply product without requiring any person to attend a religious service or pledge money or membership in exchange. 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 by maintaining clean and safe facilities for storage and distribution of the product received, meeting 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- operations cannot be conducted out of a private home or apartment, or unauthorized locations
- Maintain and regularly monitor a valid email address and internet access;
- Treat all clients, neighbors, Philabundance employees, and fellow member representatives in a courteous and professional manner;
- If the member prepares food on-site, at least one staff member must have a current commercial food safety manager certificate conforming to local regulations and be present during food preparation and distribution;
- If the member distributes groceries, at least one staff member who participates in or supervises the receiving, storage, and distribution must have a current safe-food-handling certification. Any of the following would be acceptable:
  - ServSafe for Food Bankers,
  - ServSafe for Managers,
  - ANSI Food Handler Certificate,
  - ANSI Food Protection Manager,
  - NRSFP Food Safety Manager

Applications for membership are processed on a rolling basis. For more information about Philabundance membership and eligibility visit [www.philabundance.org/member-agencies/](http://www.philabundance.org/member-agencies/). For questions about eligibility for membership and application materials, prospective members may contact Agency Services at [agencyservices@philabundance.org](mailto:agencyservices@philabundance.org) or 215-339-0900 x 5050.

### **New Member Orientation & Site Visit**

All potential partners must attend a new member orientation prior to gaining membership. Orientations are held on a regular basis. Please reach out to [agencyervices@philabundance.org](mailto:agencyervices@philabundance.org) to register for a session. In addition to new member orientation, all potential partners must also have an onboarding site visit conducted by Philabundance.

### **Initial 90-Day Review Period**

All new members enter 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 by adhering to the standards set in the Member Agreement. At the end of the 90-day review period, Philabundance Agency Services will determine whether a successful relationship can be established.

## **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, including 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 agency representatives' personal consumption;
- Willingly adhere to additional donor and governmental stipulations as needed;
- Understand that unless product is returned in accordance with the return policy detailed in Section 3, all product must be accepted in as-is condition;
- Cooperate fully with Philabundance in allowing it to conduct regular monitoring visits to any food distribution and storage site;
- Maintain a defined method of distribution;
- Notify Philabundance within three (3) business days of any changes in member address, contact person, phone number, hours of operation, size, or program activity status. An email from an authorized representative or notice on organizational letterhead sent to Philabundance may suffice;
- Willingly abide by the policies, procedures, and record keeping requirements of Philabundance;
- Keep all Philabundance invoices for a minimum of one year;
- Ensure that all member representatives and volunteers comply with program-specific guidelines for receiving food from Philabundance detailed in section 2;
- 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 ([communications@philabundance.org](mailto:communications@philabundance.org));
- Reasonably accommodate Philabundance and/or the Pennsylvania or New Jersey Departments of Agriculture personnel as applicable 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

### **Additional Public Health and Safety Guidelines:**

- As our collective understanding of the pandemic changes, Philabundance will hold itself and members accountable for compliance with the most updated local ordinances and recommendations, specifically as they relate to COVID-19.

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 align with the mission statement, or does not abide by the policies and procedures as listed in this Member Manual.

### **Annual Membership Renewal**

Membership renewal forms are sent out by June and are due by July 1st. Members that have not renewed will not be

able to receive product from Philabundance until we receive completed renewal forms. To receive a renewal form, agencies must have attempted to receive at least 20,000 pounds from Philabundance in the previous 12-month period (May through April). The renewal period closes on July 1st. Members that miss the renewal deadline may contact us for a renewal the following June; 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, and they have not made an effort to attend a ServSafe Food Handling training session.

## **SECTION 2: PHILABUNDANCE PROGRAMMING**

As a Philabundance member, your organization has a variety of options for accessing food. Philabundance provides some programs that serve all who attend distributions, as well as some that target specific populations like senior citizens or families with young children. All products and programs count toward the annual pound requirement.

### **Agency Partner Programs**

#### **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 free online ordering platform
- Agencies can order specific quantities of dry and frozen items, including meat, as well as non-food items, including grocery bags, hand sanitizer, gloves, paper towels, etc.,
- Orders can be picked up at the Berks warehouse located at 302 W Berks Street Philadelphia, Pennsylvania 19122 or delivered to an agency on a predetermined schedule
- **All agencies are eligible to receive food via Agency Express**

#### **Retail Rescue (formerly Grocers Against Hunger)**

**For more information about Retail Rescue, please reach out to Agency Relations:**

- Grocery stores and other retailers provide a variety of food donations across multiple categories to agencies through pick-ups directly at retail partner locations and retail delivery
- Donated product may include produce, meat, dairy, dry goods, and prepared, ready-to-eat items. Non-food donations may also be available
- Agencies are required to submit reports on product received through pickups from grocery stores or other retailers
- **All agencies are eligible to receive retail rescue foods**

#### **Produce and Perishable Food Programs**

**For more information about Produce and Perishable Food programs, reach out to Agency Relations:**

- Perishable items are available to agencies to pick up at local hubs or to receive via delivery
- Hubs provide an opportunity for agencies to pick up large quantities of produce and perishable product, and there are multiple locations throughout Philabundance’s service area
- Deliveries of produce and perishable product are available to agencies who are able to accept a minimum delivery of 1500 pounds each week and participate in The Emergency Food Assistance Program (TEFAP) where applicable, noting that exact delivery size above the minimum can be tailored for an agency’s specific needs
- **All agencies are eligible to be considered for Produce and Perishable Food programs.**

### **Programs to Host**

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

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

- Provides high quality, fresh or dry product produced in the United States for free
- Participants who receive TEFAP foods must complete a short form for indicating household size and income annually called Self-Declaration of Need (SDN) form

- Members who receive TEFAP foods must:
  - Be separately contracted with Philabundance to receive TEFAP Foods
  - Attend annual civil rights training and annually train frontline staff and volunteers in civil rights
  - Support program participants in completing a form for indicating household size and income annually
  - Collect and maintain participant signature logs at each distribution that include household age breakdown totals
  - Report total service data each month including household age breakdown totals
  - Abide by TEFAP program rules and regulations.
- **Only Pennsylvania agencies are eligible to receive TEFAP foods, and if any of the aforementioned guidelines are not met you could be subject to the Philabundance violations process**

### **PA Senior Box Program (Commodity Supplemental Food Program or 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
- Members who participate in PA Senior Box must:
  - Be separately contracted with Philabundance to participate
  - Attend annual civil rights training and annually train frontline staff and volunteers in civil rights
  - Support seniors completing a one-time application and reconfirm address, household size and income for each senior annually
    - Obtain senior signatures at each distribution and provide those signature logs to Philabundance by the last day of each month
    - Abide by PA Senior Box program rules and regulations.
- **Only Philadelphia and Delaware county members are eligible to participate in the PA Senior Box Program**

### **State Food Purchase Program (SFPP)**

#### **For more information about SFPP, reach out to Agency Relations:**

- The State Food Purchase program or SFPP provides cash grants to counties for the purchase and distribution of food to low income individuals. It is intended to supplement the efforts of food pantries, soup kitchens, food banks, feeding programs, shelters for the homeless and similar organizations to reduce hunger
- Members who receive SFPP foods must meet similar requirements as for TEFAP (see above for full details)
- Philabundance may contact you about utilizing SFPP product
- **Only Philadelphia members are eligible to participate in SFPP**

### **Pennsylvania Agricultural Surplus System (PASS)**

#### **For more information about PASS, reach out to Agency Relations:**

- The Pennsylvania Agricultural Surplus System (PASS) program helps to support Pennsylvania’s agricultural industry statewide – making connections between production agriculture and the non-profit sector responsible for getting more nutritious food into the hands of Pennsylvanians at risk of hunger
- PASS provides a way for Pennsylvania’s agricultural industry to donate safe, wholesome food products while being reimbursed for the costs involved in harvesting, processing, packaging, and transporting these foods. Without PASS, these food products would likely otherwise be left to rot in the field, be plowed under, be dumped, or be landfilled
- Philabundance may contact you about utilizing PASS product
- **Only Pennsylvania members are eligible to participate in PASS**

### **Meals Pilot Program**

#### **For more information about the Meals Pilot Program, contact Agency Relations:**

- Philabundance began piloting a ready-to-eat meal program in February 2022 to help inform the design and feasibility of offering a larger ongoing prepared meals program. The current Meal Pilot runs through June 2022.
- Once the pilot ends, Philabundance hopes to use the feedback from the participating members, their meal recipients and our internal partners to design and scale the program so that more members can participate.
- **Only select members are eligible to participate in the Meals Pilot Program at this time**

## Kids Programs

### For more information about Kids programming, reach out to Agency Relations:

- Philabundance works with schools and select partners that host or support children's programming to provide additional food and/or meals for weekends, afterschool, school break and summer meal gaps that impact children who lack access to adequate food at home. Below are several programs we offer. Due to funding and capacity, we must limit the number of participating organizations in each program.
  - Backpack: a shelf-stable package containing two breakfast, lunch, and snack items to fill the weekend school meal gap. This program is offered from October through May.
  - Healthy Snacks: shelf-stable snacks intended to meet the USDA (United States Department of Agriculture) criteria for foods offered in schools to support afterschool, weekend, or summer programming for kids. This program is offered year-round.
  - School Pantry: access to dry/frozen product via Agency Express to supply school pantries as well as support on starting and maintaining a school pantry. Schools can apply for capacity grants for financial support for equipment and supplies. This program is offered year-round.
  - School Produce: Through a partnership with the Philadelphia Wholesale Produce Market and Sharing Excess, smaller quantities of produce and/or less frequent deliveries are available for schools who want to distribute fresh produce to school families. This program is offered year-round.
  - Lunchbox: Fresh, healthy lunches prepared by our Philabundance Community Kitchen to support kids' summer camps and programming to help close the summer meal gap. This program is offered over 10 weeks from late June through August.
  - Ad Hoc/Holiday Meal Gap: prepared meals, produce boxes or shelf-stable foods distributed prior to longer school breaks or to support a specific school event. These one-time requests are considered on a first-come, first-served basis and subject to funding and capacity limitations. This program is offered year-round.
  - **If you are interested in expanding your service in these areas, please contact Agency Relations for more information.**

## Ending Hunger for Good (EHFG)

- Formed in 2019, the Ending Hunger for Good department addresses the root causes of hunger and the social determinants of health through cross-sector programs and partnerships. Opportunities for member agencies to participate in EHFG programs may arise and will be shared with the agency network. For example, the People First Market program is based on the More than Food framework, a proven model for addressing the root causes of hunger within a food pantry setting. If you are interested in learning more about the People First Market program, please ask your Agency Services representative.

## Grant Opportunities

### For more information about grant opportunities, reach out to Agency Relations.

Philabundance is committed to driving efficiencies and building the capacity of our network through capacity grants that fund equipment and infrastructure necessary for member operations. When grant opportunities become available, Requests for Proposal (RFPs) are shared with members 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, please be 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) or other temperature control equipment, such as coolers or insulated pallet covers to maintain proper temperature of the product during

transportation.

- 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 at 215-739-7221 or [orderhelp@philabundance.org](mailto:orderhelp@philabundance.org) to reschedule an appointment for the following day. Agencies who fail to meet these guidelines on more than three (3) occasions will be considered in violation of Philabundance membership guidelines and will be subject to the Member Violations procedure (see the Member Violations Procedure 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
  - Due to possible issues with weather damage and pest contamination, Philabundance is unable to pick up pallets that have been stored outside after delivery. Members receiving deliveries need to adhere to one of the following options:
    - At the time of the delivery, 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 independently of Philabundance

#### Returning Product

When picking up an order or receiving a delivery, you must carefully inspect your order prior to signing the invoices.

- Agency Express
  - Orders for dry and frozen product can be placed 24 hours per day, seven days per week through Agency Express. Contact Agency Relations for login information and the Agency Express user guide.
  - Orders can be placed either for pick-up at Philabundance's Berks warehouse or for delivery at members' approved agency location. Members must be able to receive a delivery on a day when the truck is scheduled to be in your area. If you plan to pick up your order, you will need to schedule a pick-up appointment time in Agency Express. Philabundance offers pick-up appointments available in 20-minute intervals between 8:00 AM and 11:40 AM, Monday through Friday.
  - When checking out, members receive two invoices that list the items on the order and the weight. Members sign both copies and are given a copy for your records. Once checked out, organizations may load their vehicles. If you are receiving a delivery, members will sign the two invoices after checking the order. They will keep one copy and return the other to the driver. Members are required to keep Philabundance invoices on file for at least one year.
  - By signing the invoice for your order, you are confirming that you've checked the order and you agree the information and product is correct. Members should ensure that all representatives know not to sign the invoice until someone has checked the order.
    - If an item is missing from an order:
      - If there is a discrepancy, it is important that you catch this before leaving the warehouse or before the delivery driver leaves your site. If you find that an item is missing on a delivery order, be sure to note this on the invoice you sign.
    - 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 leaving the warehouse or before the delivery driver leaves your site. If your order was delivered, the driver will take the wrong item back and you should be sure to note this on the invoice you sign. 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 if it is unopened and in good condition. Please contact 215-739-7221 or [orderhelp@philabundance.org](mailto:orderhelp@philabundance.org) within three business days, and Agency Relations will help you with the return process.

- 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 leaving the warehouse or before the delivery driver leaves your site. If your order was delivered, the driver will take the damaged and/or spoiled item back and you should be sure to note this on the invoice you sign. If you discover that an item is damaged or spoiled after you leave the warehouse or after the delivery driver leaves, please contact 215-739-7221 or [orderhelp@philabundance.org](mailto:orderhelp@philabundance.org) within three business days.
- Produce Programming and Retail Rescue
  - 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 and not individual items. The driver will take the product back on the truck. If you do not notice damage or spoilage after the driver leaves, your organization is responsible for the disposal of the product. Please allow for up to 30% of produce and 15% of Retail Rescue product to need to be discarded. If you regularly experience more waste than the allowable threshold, please inform Philabundance of the damaged or spoiled product by emailing [agencyervices@philabundance.org](mailto:agencyervices@philabundance.org).

## Cancellations

- Members needing to cancel an order must do so before the cut-off time of 10:00 AM, two business days prior to the delivery day.
- Notice of any cancellation can be sent to [ordercancel@philabundance.org](mailto:ordercancel@philabundance.org). Please include the organization name and agency number, and the type of order, e.g. produce, Agency Express, etc.
- Please note: cancellations of Agency Express orders 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, 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 three (3) times in a year, you may be subject to the violations procedure.

## Distribution Restrictions

### Not permitted:

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

### Permitted with restrictions:

- Beverages provided by Philabundance may be given to volunteers or be used for member meetings and are for on-site consumption only
  - A written policy is required if you would like to use beverages in this manner
  - If beverages are used for member meetings, you must be conducting member business. Beverages are not allowed for consumption during fundraising meetings.
- Non-food products provided by Philabundance, such as paper products, bags, etc. can be used for member operations
  - A written policy is required if you would like to use non-food products in this manner
- Product can be distributed to eligible volunteers
  - Volunteers must receive products in the same amount and same manner as everyone else
- A religious service may be conducted before or after a food distribution
  - Attendance at any religious service cannot be required to receive food, and participants should not feel embarrassed or pressured into attending a religious service
- Participants may donate money if donations are clearly voluntary and anonymous, however this practice is 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 for the benefit of answering recipients' questions during distribution.

**Please note that if Philabundance is made aware of any violations to these distribution restrictions you could be subject to our violations procedure. If you have any questions regarding these policies, please contact Agency Services at 215-339-0900 x 5050.**

## Volunteers

Philabundance can support your organization on recruiting volunteers to support your operations. In order to be eligible for volunteer support, your organization must be a Philabundance member. If, at any time, your membership lapses or is terminated, Philabundance will no longer recruit volunteers on behalf of the agency.

Members that work with Philabundance to recruit and utilize volunteers must:

- Complete a walk-thru with a Philabundance Volunteer Department representative to showcase the types of tasks are being done by volunteers, the area volunteers will work in, and the sign-in process for volunteers prior to Philabundance recruiting volunteers on behalf of the Agency
- Have projects prepared prior to the volunteers' arrival and be organized
- Provide a contact person, with phone number and email, for volunteers to check-in with upon arrival
- Provide accurate dates, shift times, minimum age to volunteer and duties of volunteer needs
- Keep track of volunteer sign-ins for each shift via the volunteer recruitment software
- Complete a volunteer greeting/orientation at the beginning of each shift (unless the volunteers are returning volunteers) that provides some background information on the agency. Some examples to include in the greeting: what the organization does, who it serves, etc. It is helpful to have a location where volunteers can store their belongings. Point out the location of water and snacks (if provided), restrooms, and smoking area. Include any other pertinent information that volunteers would need to know, based on your organization and ALWAYS thank the volunteers for coming in!
- Communicate any changes in volunteer needs, such as the number of volunteers needed, date, time, or Agency contact person to Philabundance as soon as the information is available. Any changes must be made at least 48 hours in advance of the shift
  - In the event of a cancellation less than 48 hours in advance, Agency agrees to call and email every registered volunteer, along with notifying a Philabundance Volunteer Department representative.
- Check in with the Philabundance Volunteer Department with feedback on volunteer performance. The Volunteer Department encourages you to share areas for improvement on volunteer performance so it can be addressed and excellent service so it can be recognized
- Set a minimum age to volunteer at their facility, based on their organization
- Have proper procedures in place in case of emergency, including first aid kits on-site
- Not engage in discrimination, in the provision of service against a person because of race, color, citizenship, religion, sex, national origin, ancestry, age, and marital status, and disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.
- Not require volunteers to participate in counseling, prayer or in a religious service or any program as a prerequisite or in conjunction with volunteer shifts. Agency shall not use program or volunteers personal information to foster or advance religious or political views or any other programs.

## Staff and Information Changes

### Contact information:

Members must inform Philabundance of any changes to their contact information in writing within three (3) business days. If your member's contact names, phone numbers or emails change at any point during the year, please 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. Failure to inform Philabundance of these changes in a timely manner may result in suspension of services.

If your address changes or you open an additional location, Philabundance will schedule a site assessment to inspect the new location. This assessment must be completed in order for you to receive 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 Services via [agencyervices@philabundance.org](mailto:agencyervices@philabundance.org).

#### **Safe Food Handling Certificate Holders:**

- At least one member representative who participates in or supervises the receiving, storage, and distribution must have an active ServSafe food safety training certificate in order to maintain Philabundance membership. Please see Section 1: Membership Requirements for more details on which type of ServSafe training certificate your agency is required to have. When the only representative holding a certificate leaves your organization, or a certificate expires, you must notify Philabundance immediately. If you fail to notify Philabundance, and the absence of a certified member representative is discovered, your organization may be subject to the violations procedure, which may lead to probation or 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 you would like to add an authorized shopper to your member's list or remove a name from the list, you must advise Agency Services in writing on organizational letterhead via [agencyervices@philabundance.org](mailto:agencyervices@philabundance.org). Any product ordered on your account is the responsibility of the agency. Please update Philabundance of any changes to personnel authorized to shop and safeguard any passwords by changing them if people depart the organization.

### **Member Violations Procedure**

Philabundance deeply values the work and collaboration of our members to drive hunger from our community today and end hunger for good. We rely on you, our members, to provide access to services, and protect the health and civil rights of the people we serve. To ensure our continued commitment to 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.

#### **Warning**

After the discovery of a violation, Agency Relations will issue a verbal warning. Philabundance will then send a written warning to the primary contact in charge of your organization, 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 members with 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 should the member 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 from participants to receive food
- Requiring participant attendance at religious service in order to receive food
- Discriminating against participants, volunteers, or staff (please refer to Section 1: Membership Requirements for details)
- Storing and/or distributing food to an unauthorized location
- Moving locations without notifying Philabundance
- Holding a 501(C)(3) which has lapsed or been revoked
- Storing food at unsafe temperatures (above 41<sup>0</sup>F for refrigerated product and above 0<sup>0</sup>F 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 Handlers 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 submitted in writing to Agency Services via [agencyservices@philabundance.org](mailto:agencyservices@philabundance.org), by 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, and your organization does not file or have a granted appeal, the organization is may not eligible to re-apply for Philabundance membership, regardless of changes in staffing. Please contact Agency Relations to explore If you are eligible to re-apply for Philabundance membership if you've been terminated. For member organizations who did not renew their membership during the annual renew cycle, Philabundance will review return applications 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. These representatives or contacts may volunteer with another Philabundance member in the future, but to be listed as Philabundance representatives, contacts, or shoppers for any other member organization they will need to go through a review process and may be approved on a case by case basis.

## SECTION 4: RECORD KEEPING AND MONITORING

### Member Record Keeping Requirements

All members must:

- Keep Philabundance invoices on file for a minimum of one (1) year for programs that provide invoices. 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 Philabundance audits, including but not limited to membership, financial and 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 schedules 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 written warning will be sent. Philabundance does investigate reports of unsafe or unsanitary conditions as well as other policy violations, and should additional site visits be needed, they 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 and operations 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)
- 4) Member meets all program-specific requirements (refer to section 2 for program requirements)

## SECTION 5: SAFE FOOD HANDLING REQUIREMENTS & PRACTICES

### Safe Food Handling Requirements

#### Certification for On-Site Feeding Programs

Members with on-site feeding programs prepare and serve ready-to-eat meals to their participants. All members with on-site feeding programs must be in compliance with local, state and federal health department regulations; failure to do so may lead to probation and eventual termination if not corrected. All members serving meals on-site must have at least one representative who holds a commercial food safety manager certificate. This person must be on-site during meal preparation and distribution. The ServSafe Manager Certification is a standard commercial food safety manager certification, but Philabundance may review other certifications for approval if they are compliant with local, state and federal regulations. Organizations must keep their commercial food safety manager certificate current in order for their membership with Philabundance to remain active.

#### Certification for Off-Site Feeding Programs

Members with off-site feeding programs provide grocery items for participants to take home and use or consume. All members must be in compliance with local, state and federal health department regulations; failure to do so may lead to probation and eventual termination if not corrected. All members providing grocery items for off-site use and consumption must have at least one representative who holds a commercial safe food handling certificate. Organizations must keep their ServSafe Food Handler certificate current in order for their membership with Philabundance to remain active. Philabundance offers ServSafe Food Handler certificate training sessions every other month for member agencies.

Questions about this requirement should be directed to Agency Services at 215-339-0900 x 5050.

## SECTION 6: COMMUNICATIONS

### Agency Express Quick Reference Chart

ORDER WEB SITE (Agency Express)	<a href="http://www.agencyexpress3.org">www.agencyexpress3.org</a>
ORDER HELP LINE	215-739-7221 or toll free 1-888-722-4732
HELP WITH ORDERS	Monday – Friday 8:00-4:00: Call order help line or email orderhelp@philabundance.org
ORDER PICK-UP	302 W Berks St, Philadelphia, PA 19122 Must come during scheduled pick-up time slot
DELIVERY	Scheduled days for ZIP Code, 500 lb. minimum Delivery time is sent via email by 2 PM, of the business day prior.

## Quick Reference Chart: Program or General Questions

CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY prior to 10:00 AM, two business days in advance (no penalty)	Order Management section on Agency Express	<a href="http://www.agencyexpress3.org">www.agencyexpress3.org</a>
CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY after 10:00 AM, two business days in advance (penalty may apply for repeated cancellations)	Cancellation Email	<a href="mailto:ordercancel@philabundance.org">ordercancel@philabundance.org</a>
CANCEL A PRODUCE DELIVERY (no penalty if prior to 10:00 AM, two business days in advance) (penalty may apply for repeated cancellations after 10:00 AM, two business days in advance)	Cancellation Email	<a href="mailto:ordercancel@philabundance.org">ordercancel@philabundance.org</a>
AGENCY EXPRESS ITEM RETURNS	Agency Relations	215-739-7221 or email <a href="mailto:orderhelp@philabundance.org">orderhelp@philabundance.org</a>
PROBLEM WITH PRODUCE FOOD QUALITY OR QUANTITY	Inventory and Quality Control	215-339-0900
THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) or COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP) QUESTIONS	Agency Relations	<a href="mailto:programs@philabundance.org">programs@philabundance.org</a>
RETAIL RESCUE QUESTIONS	Agency Relations	<a href="mailto:retailrescue@philabundance.org">retailrescue@philabundance.org</a>
GENERAL PHILABUNDANCE MEMBERSHIP QUESTIONS	Agency Services	<a href="mailto:agencyservices@philabundance.org">agencyservices@philabundance.org</a> or 215.339.0900 x 5050