Partner Agency Manual
550 Italy Drive
McCarran, NV 89434
Tel: 775-331-3663
Fax: 775-331-3765
www.fbnn.org

Our Mission:
“Feeding People today and solving hunger tomorrow through community partnership”
# Food Bank of Northern Nevada
## Partner Agency Manual

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Introduction to the
Food Bank of
Northern Nevada
Who are We?

Our Mission:

“Feeding People today and solving hunger tomorrow through community partnership”

Our Vision:

Healthy Food. Every Person. Every Day
What is the Food Bank of Northern Nevada?
The Food Bank of Northern Nevada is a regional food distribution and support system serving over 135 partner agencies in Northern Nevada and the Eastern Sierra. The Food Bank provides and supports programs including food pantries, soup kitchens, emergency shelters, child nutrition programs and other meal programs. Among clients who visit emergency food program sites, 58% are over age 50 and 35% are over age 65. Children are the most vulnerable to hunger; 37% of emergency food recipients are children under the age of 18. In 2015, the Food Bank distributed over 15 million pounds of food through our partner agencies to low income seniors, children and families through our partnerships with local agencies as well as our direct service programs. The Food Bank of Northern Nevada is a member of Feeding America.

Food Bank Programs
The Food Banks mission is to end hunger in our region through direct services, advocacy, outreach and education. To help realize that mission, the Food Bank has worked hard to develop a number of programs that go beyond food distribution through our partner agencies.

- **Food Support System**
  For the past 30 years the Food Bank of Northern Nevada has provided emergency and supportive food services to clients and partner agencies across thirteen counties in northern Nevada and seven counties in the eastern Sierra. Sixty percent of our partner agencies are emergency food programs – the first line of defense against hunger. The Food Bank is the key food resource for 130+ non-profit partner organizations in our 90,000 square mile service area.

- **Kids Cafe**
  We serve free meals to hungry children, ages 1 – 18 years old, throughout the year in low-income neighborhoods where at least fifty percent of children’s families are income-eligible for free or reduced-price school meals. During the school year, this take place at a school site in conjunction with an afterschool program. During the summer months, we bring our show on the road, providing lunches to children in local parks.

- **USDA Commodity Supplemental Food program**
  The Commodity Supplemental Food Program is a Federal Commodity program designed specifically for seniors who are over the age of 60 and whose income falls at or below 130% of poverty. Qualified Senior’s receive a pre-packed box of food each month, along with fresh produce. At this time, our caseload from the Nevada Department of Agriculture and the USDA is 2608 cases each month.
• **Nutrition Education**
  For eight years, our staff has taught “Food Smarts”, a hands-on cooking and nutrition class to children in after-school programs, and “Smart Shopper” classes to low-income adults to help them get maximum nutrition out of their limited food budgets. Beginning in the fall of 2015, we began using a new curriculum called Eating Smart, Being Active and we also began offering short nutrition lessons to clients in line at mobile pantries called NOW or Nutrition on Wheels. In addition our staff prepares educational handouts that are distributed along with food in all the Food Bank programs.

• **SNAP Outreach**
  The Food Bank’s Outreach staff visits sites where low-income people congregate to provide information about SNAP (formerly the Food Stamp Program) and help clients fill out and submit applications. We helped people submit applications for SNAP benefits as well as assist them in recertifying their benefits as well. This equates to a return of millions of dollars in federal dollars to our local economy, while ensuring that families and children will have more food and more nutritious food available every day. Ask about hosting a SNAP outreach event.

• **Back-Pack Kids**
  We provide homeless and other chronically hungry children living in Washoe County backpacks that are full of nutritious food that children can easily prepare themselves for each weekend during the school year, when school meals are not available.

• **School Food Pantries**
  School-based food pantries allow families of students to choose foods for home without having to find a food pantry elsewhere.

• **Mobile Pantry**
  This program addresses gaps in emergency food services by distributing fresh produce, dairy products and other nutrient-dense foods (cornerstones of a balanced, nutritious diet) to low-income clients needing emergency food in neighborhoods not served by a standalone food pantry. This program delivered over 1.7 million pounds of fresh, nutritious food throughout our service area in 2015.
Food Bank of Northern Nevada Service Area
Food Bank Partner Agencies

- Residential Programs 23%
- Pantries 56%
- Youth Programs 7%
- Day Cares 3%
- Soup Kitchen 2%
- Shelters 4%
- Senior Programs 3%
- Other 2%
Meet the Gang

Food Bank of Northern Nevada

**President / CEO**
Cherie Jamason

**Food Bank Staff**
Chief Financial Officer – Cindi Mitchell
Chief Operating & Programs Officer – Clyde Takahashi
Chief Marketing & Philanthropy Officer – vacant
Director of Human Resources – Cassie Moir
Warehouse Supervisor – Brian Smith
Agency Relations Manager – Jenny Yeager
SNAP Manager – Marisol Martinez
Food Procurement Director – Vinnie Oakes
Business Manager – Dianne Stover
Individual Gifts Manager – vacant
Director of Marketing and Public Relations – Jocelyn Lantrip
Special Events and Volunteer Coordinator – Laura Hellen
Agency Relations Field Staff – Jackie Howell, Dena McNeil and Angela Silva and Marina Hawk
CSFP Coordinator – Leigh Warren
Grant Manager – Sue Eckes
Child Nutrition Programs Manager – Cheryl Le

**Agency Relations Staff**
Agency Relations Manager – Jenny Yeager
Agency Relations Field Representative – Dena McNeil
Agency Relations Field Representative – Angela Silva
Data Manager – Marina Hawk
Agency Relations Admin – Jackie Howell
Parking lot distribution driver – Andre

**Warehouse Staff**
Warehouse Supervisor – Brian Smith
Inventory Supervisor – Frances Hughett
Warehouse Staff –
PLD Driver – Mark Kelsey
CSFP Driver – Alfredo Nieves
Mobile Pantry Driver – Paul Jernberg
Agency Advisory Committee

The Agency Advisory Committee (AAC) provides member agency representatives with an opportunity to play a more active role in the development, revision, and evaluation of Food Bank partnership policies and services. The AAC meets quarterly and consists of 15-20 members with ideally at least one member from each county in our service area.

The AAC is the elected representative body of the Food Bank of Northern Nevada network of partner agencies. The purpose of the AAC is to give a voice to our network partners. The AAC also helps guide FBNN to set goals and develop programs that will best benefit the entire network. The AAC will strive to engage and fairly represent every agency. The AAC is not a governing body; rather it is designed to be a collaborative partnership between partner agencies and FBNN with the primary goal to better serve the clients in our service area.

**Topics the AAC might address**
- FBNN programs
- Distribution and Allocation of product (food and non-food)
- Annual Conference
- Prioritization of Food Varieties
- Agency Eligibility
- Technical Assistance

**AAC Responsibilities include**
- Provide recommendations and feedback to FBNN staff, CEO and Board of Directors regarding FBNN policies, programs and new initiatives.
- Serve as a board of agency peers to receive and address agency questions and/or concerns.
- Identify, prioritize and develop strategies to strengthen the partner agency network’s capacity to better feed hungry people.

**AAC Authority and Decision Making**

The members of the AAC and FBNN staff, CEO and Board will agree to work cooperatively:
- Toward the common goal of maximizing the provision of safe and nutritious food to people in need,
- To collaborate at the local and regional levels,
- To work in a spirit of mutual accountability and partnership, and
- To implement policies and programs which consider and respect the strengths and limitations of one another.
Who to Call at the Food Bank of Northern Nevada

A quick overview of who to contact when you have questions or need assistance.
The main number for FBNN is 775-331-3663 and each staff has their appropriate extension.

General Questions, Service, Products, Policies, Concerns – Jenny Yeager ext. 108
Jackie Howell ext. 143
Dena McNeill ext. 131
Angela Silva ext. 158

Questions related to workshops / orientation – Jenny Yeager ext. 108
Jackie Howell ext. 143
Dena McNeill ext. 131
Angela Silva ext. 158

Questions related to your invoice or payment – Jackie Howell ext. 143

Questions Specific to your weekly order – Jackie Howell ext. 143

Questions Related specifically to your delivery/PLD – Jackie Howell ext. 143

Interest in hosting a Mobile Pantry Program – Dena McNeill ext. 131 or Angela Silva ext. 158

Interest in hosting a Food Drive – Laura Hellen – ext. 156

Food Quality / Food Safety – Jenny Yeager ext. 108, Dena McNeill ext. 131, or Angela Silva ext. 158 or Jackie Howell ext. 143

SNAP (formerly food stamps) – Marisol Martinez – 775-772-6280

CSFP (Commodity Supplemental Food Program) – Leigh Warren ext. 151

Volunteering – Mary Burdick ext. 157
Agency Information

What you need to know to be successful
Partnership Guidelines

The Food Bank of Northern Nevada provides supplemental food and services to a variety of non-profit, community based agencies. In order to qualify to become a partner with the Food Bank, all agencies must meet the following minimum requirements:

- Registered as or sponsored by a 501 (c)(3) non-profit organization established to provide services to the ill, needy, or children
- A faith based organization that meets the 14 criteria as employed by the IRS
- Located within the FBNN service area

Additionally, different types of agencies are required to meet certain partnership criteria as follows:

**Food Pantries**

In order to be considered for partnership, food pantries must meet several criteria;

1. **Accessibility**: Food pantries must have at least 2 standard distribution days per month. No “on-call” only or “emergency” only pantries will be accepted as members. Pantries located in churches or other places of worship must be open to the general public and cannot be limited to church members. Also, church pantries must ensure that clients will not be expected to attend service or join the church in order to receive food.

2. **Donations**: Pantries may accept voluntary donations from clients but may not actively encourage or ask for donations. In fact, any donation jar or box should be located away from the pantry or intake area to avoid the appearance of active solicitation.

3. **Distribution**: All pantries are highly encouraged to be “Client Choice” meaning that clients are given the opportunity to choose the items they need instead of receiving a pre-packed bag of items chosen by a pantry volunteer. If you are not able to accommodate a full “Client Choice” pantry, think of offering a “swap” table or other ideas that may help to provide a more personalized approach for your clients. FBNN can provide you with ideas to get you started.

**Soup Kitchens / Congregate Feeding Sites**

In order to ensure that food is prepared & served safely, all soup kitchens and congregate feeding sites are required to have at least one person trained in food safety & sanitation. Trainings and certification are offered through local county health departments and Serve Safe training is just one example. In addition, soup kitchens and congregate feeding sites must be monitored by your local health department.

**Emergency Shelters**

For state grant purposes, Emergency Shelters are defined as providing temporary housing (90 days or less) for individuals in crisis.
Residential Programs
In order to qualify for membership, residential programs (including group homes, drug & alcohol rehabilitation, and transitional housing programs) must ensure that residents are not charged separately for food prepared and eaten in a group setting.

Senior Nutrition Programs
Both congregate and home delivered meal programs are eligible for Food Bank partnership if meal fees are suggested and not required in order to receive food. In addition, the program can’t be operated by a government entity.

Youth Programs / Day Care Programs
Programs that provide supervised care to children must certify that at least 51% of their clients are living at or below 185% of the federal poverty level. This information can be taken from client intake sheets or free and reduced lunch rates from the nearest elementary school. After school youth programs are also included in this designation.
- Home-based private day care providers are not eligible for Food Bank partnership

Other Programs
At times, we encounter programs that do not fall into any of the categories listed above. Non-traditional applicants will be reviewed on a case-by-case basis by Agency Relations staff to determine membership eligibility. If staff has difficulty determining eligibility, the application will be presented to the Agency Advisory Board for review and a final determination.

Benefits of Food Bank Partnership
As a Food Bank partner agency, you have access to resources when available to help you provide food for hungry and needy people in your community.
- Nutritious food including non-perishable items, frozen meat and other protein products, fresh produce, dairy products and baked goods.
- Snack Foods
- Personal Care Items
- Cleaning Supplies

No Membership Fee
All donated Food Bank products are available at no cost. This includes all fresh produce, meat, bread and dairy products. The only food that has a cost associated with it is food that FBNN has purchased. If you choose to order purchased food from Agency Express, you will pay our cost for the product. This is a cooperative food purchase program that partners can decide whether or not they choose to participate in.
In addition, FBNN does not charge any delivery fees for any product. The only cost that you can expect to incur is if you choose to order purchased items.

**Food Programs**

Food Bank partner agencies have access to hundreds of food and non-food items that constitute our inventory and make up our 6 primary food programs. For information about food program eligibility, please refer to Chapter 3, The Ordering Process.

**Donated Food**

As a member of Feeding America, FBNN receives both local and national donations of food and non-food items. A majority of the food we receive is not sold on the market due to overproduction, cosmetic damage, or nearing code date but is still deemed safe to eat. We also receive a great deal of non-perishable items from local food drives and fresh produce for local partnerships.

**Since FBNN is able to receive frozen and refrigerated as well as shelf stable products, we strongly recommend that partner agencies have access to a commercial sized refrigerator or freezer to maximize your ability to accept a wide variety of product which in turn allows you to provide a better variety of product to your clients.**

**Purchased Product**

Our goal with purchased product is to be able to provide our partners with a base of nutritionally dense food. This food includes items such as peanut butter, canned fruits and vegetables, canned protein, pasta or rice and complete meals such as soups or stews. This is a self-sustaining food purchase program. This means that if you choose to access “purchased” items from our inventory list, you will be paying our cost for those items. We work very hard to get the very best price available so even at our cost; a partner is still paying well below retail cost. As with donated food, you will not be eligible to pass any of these fees along to clients.

**TEFAP**

The Temporary Emergency Food Assistance Program (TEFAP) provides government food commodities, such as dry milk, canned foods and produce to emergency food programs. Currently FBNN works with the State of Nevada to provide TEFAP products to 2 communities in Nevada (Incline Village and Eureka). The respective agencies will not order their TEFAP product from the weekly shopping list, rather they will submit monthly reports to the warehouse and product will be ordered on their behalf.
FEMA
Annually FBNN applies for Federal Emergency Management Act (FEMA) funds to assist with emergency food purchase. At present time, FBNN applies for FEMA funds on behalf of Washoe County, Carson City, Lyon County, Churchill County, Humboldt County, Pershing County, Lander County, Eureka County and Mineral County. Depending upon the county and the number of qualifying agencies within that county, FBNN will either allocate the funds directly to the individual agencies, or we will use the funds to purchase a large amount of food that eligible agencies can order from. To qualify for this product or allocation, you must be an agency that offers pantry services to your community in the designated county. These funds are not available to any agency other than food pantries. As a partner agency, you will see this product on the inventory list as “FEMA”.

CSFP
The Commodity Supplemental Food Program (CSFP) is a federal commodity program that assists Seniors over the age of 60, children under the age of 6 who do not receive benefits from the WIC program and pregnant or breastfeeding women. This is a federal program that is administered in Northern Nevada through FBNN and FISH in Elko. Clients receive a pre-packed box of shelf stable food monthly from a designated location.

Mobile Pantry
Our Mobile Pantry program is an internal program conducted by FBNN designed to distribute more fresh fruits and vegetables into neighborhoods and communities that do not have access to this type of product. On occasion, our Mobile Pantry program will team-up with partner agencies that are interested in providing this type of product to their clients, but do not have the ability to accept this type of product weekly due to a lack of appropriate refrigeration and/or freezer space.
**Member Agency Roles and Responsibilities**

All FBNN partner agencies are expected to follow regulations established by Feeding America related to proper handling, storage and distribution of donated product. Additionally, FBNN has developed its own specific policies to ensure partner agency accountability as well as fair and equitable distribution of product throughout our service area.

**Priority of Service:**
Related to Purchased Product and Food Drive, below details our new priority of service plan related to product distribution that categorizes each agency based upon five different variables. This allows us to determine the best way to fairly and equitably distribute our purchased and food drive product throughout our service area. By utilizing the numbers that you as an agency provide to us through your monthly reports, the annual poundage that your agency receives, your interest in providing additional services to your clients (i.e. SNAP), your answers provided on your agency assessment, your account history, and whether or not you are an emergency food provider vs. a non-emergency food provider, we have separated our active agencies into 4 categories. These categories will determine the amount of purchased product and food drive product that your agency can access through our shopping list on a weekly basis. In addition, it also places credit limits on agencies based upon current payment and spending habits. Please remember that you are asked to pay every 30 days based upon the invoices that were accrued throughout the month. No longer will you be able to continue to order product if you have reached your credit limit. This will ultimately help you and your agency better manage your finances related to your food needs. In addition, if you are currently in Group A for example and you fail to submit reports on a timely manner, or make payments on a regular basis, you will be moved to Group B which will reduce your ability to order the amount of product that best meets your needs. On the flip side, if an agency is showing consistent growth, we have the ability to move them “up”, allowing them to access more product and better serve their client base. The complete list of Groups can be found in the appendix, but below you will find the quantities of product as well as the credit limits that will be assigned to each group.

<table>
<thead>
<tr>
<th>Group</th>
<th>Purchased Product</th>
<th>FEMA Product</th>
<th>Food Drive/Repack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group A ($2000 credit limit)</td>
<td>no limit</td>
<td>14 case limit/item</td>
<td>20 boxes/wk</td>
</tr>
<tr>
<td>Group B ($1000 credit limit)</td>
<td>no limit</td>
<td>10 case limit/item</td>
<td>15 boxes/wk</td>
</tr>
<tr>
<td>Group C ($500 credit limit)</td>
<td>no limit</td>
<td>6 case limit/item</td>
<td>10 boxes/wk</td>
</tr>
<tr>
<td>*Group D ($250 credit limit)</td>
<td>no limit</td>
<td>not eligible</td>
<td>5 boxes/wk</td>
</tr>
</tbody>
</table>

*Group D agencies are made up entirely of residential and/or group homes. This is due to the fact that these agencies are not considered an emergency food provider and their clients are not seniors or children. In addition, their clients should be receiving SNAP, should be working or in a job-training program, and also pay a fee to live in...*
the residence. Please know that most residential programs house between 10-20 individuals at any given time, so they should have access to quantities of food that match the number of people that they are providing service to.

**Basic Agreement**

The Partner Agreement is included with all membership applications and annual renewals and contains the main points of compliance (see appendix). Since the agreement is between FBNN and the 501 (c)(3) organization, the Executive Director, Pastor, Chairperson or person in leadership at each partner agency is required to sign the document. By signing the agreement, the partner agency confirms the following:

1. The agency is a 501 (c)(3) organization or meets the 14 criteria as employed by the IRS that determines that an agency is a faith based organization.
2. Donated products will only be used for the care of the ill, needy or children.
3. Clients will not be charged for donated products.
4. The partner agency **WILL NOT SELL, BARRER, OR OFFER FOR SALE THE ITEMS SUPPLIED TO YOUR AGENCY BY THE FOOD BANK OF NORTHERN NEVADA IN EXCHANGE FOR MONEY, PROPERTY OR SERVICES, OR OTHERWISE ALLOW ITEMS TO REENTER COMMERCIAL CHANNELS.**
5. Accurate records will be kept of all donated product received and distributed.
6. Policies regarding the receipt, storage, and distribution of donated product will be adhered to.
7. The agency agrees to allow FBNN representatives to conduct on-site monitoring visits to assure compliance with Food Bank and Feeding America’s regulations.

A copy of the Partner Agreement is sent out to every new and renewing agency to review and keep on file. An agency found to be in violation of any of the points included in the agreement may be temporarily suspended or permanently lose their partnership privileges. (See Suspension and Termination Policies.)

**The Monitoring Visit**

Feeding America requires all Food Banks to monitor partner agencies once every 2 years at minimum, just as the Food Bank itself if monitored in the same fashion by Feeding America. Here at the Food Bank of Northern Nevada, we have determined that it is in the best interest of FBNN as well as our partner agencies that we perform monitor visits annually. The main purpose of the monitor visit is to ensure that the high sanitation and safety standards we are committed to are upheld throughout the network, from the point of donation to the time the product is placed in the hands of the individual who will use it. Other objectives include:

1. Verify that agencies are in compliance with FBNN membership agreements especially related to food storage and record keeping.
2. Provide agencies with technical assistance and resources on distribution methods, record keeping, nutrition, food safety, etc.
3. Increase and improve communication between FBNN and Partner Agencies.

It is critical that member agencies not view monitor visits as the Food Bank trying to “catch” them in the process of doing something wrong. We believe that monitor visits can help strengthen the collaborative
relationship between the Food Bank and partner agencies. They give agencies and Food Bank staff the occasion to brainstorm and fine-tune the food distribution programs as professionals in an increasingly complicated field. In addition, monitoring provides an opportunity for coaching and learning between us and our partner agency.

**Monitoring Process Step-by-Step**

All monitoring visits are scheduled in advance with the full knowledge and cooperation of an authorized agency representative. Food Bank staff will try to accommodate the agency’s schedule as much as possible by conducting monitoring visits in the evening or on weekends if necessary.

Once at the agency’s facility, Food Bank staff will inspect the following area (see appendix for monitor visit checklist):

1. All food and/or food preparation areas
2. Food Bank Invoices
   a. All Food Bank invoices must be signed and kept on file at your site from one monitor visit to the next
3. Distribution Records
   a. All Food pantries should have client intake sheets and/or daily distribution logs for inspection. (See appendix for sample intake forms.) Soup kitchens and on-site meals programs should have record of meals prepared.

During the monitor visit, the agency will also have the opportunity to comment on the services provided by FBNN, ask questions, and request materials or technical support in specific area.

After the monitor visit, the agency will receive a copy of the completed monitor visit for their files. If any areas of improvement were noted during the visit, a letter will be sent to the agency after the visit is completed requesting an action plan to address the issues or concerns. If an agency is found to be in violation of any major Feeding America, or FBNN guidelines, they may be temporarily suspended until corrections are made and a follow-up visit will be scheduled.

The following infractions could result in suspension:

- Evidence of selling product or requiring payment in exchange for product.
- Missing or unaccounted product when comparing invoices to distribution patterns.
- Hazardous food storage practices including leaking or humid basements, rodent infestations, extremely outdated products.
- Storing products in personal residences.
- Unsanitary food preparation practices including defrosting meats on counters, staff/volunteers not wearing gloves or hair restraints, etc.
- Failing to serve clients, or turning clients away without just cause.
- Requiring clients to participate in religious services

**Monthly Statistics**
Each agency is required to submit monthly statistical reports of each person and meal served. (See appendix for Monthly Summary of Participants Characteristics Form.) The Food Bank is accountable to its donors and as a result, we are ultimately responsible for keeping track of all donated products distributed throughout network. Additionally, agency statistics are used to calculate grant allocations and are also included in grant applications, reports and media releases. It is extremely important that FBNN receive accurate monthly reports from all of our member agencies. Reports are due by the 10th of each month for the previous month. **Agencies that fail to submit reports for 2 consecutive months will be temporarily suspended and unable to receive food.**

**Account Balances**
FBNN expects that all members maintain current account balances i.e. no more than 30 days past due. Our hope is to prevent agencies from accruing excessively large balances that will be difficult to pay down and identify agencies in need of assistance with fundraising and/or grant writing skills.

Monthly statements are sent to each agency with an outstanding balance. Any charge that is not covered by a grant will show up on the invoice. Agencies with outstanding balances will receive a reminder phone call after 60 days and a letter after 90 days. Agencies with accounts over 120 days past due will be made temporarily inactive until some kind of payment is received or a payment plan is created in collaboration with the FBNN CFO.

**Annual Partnership Renewal**
The term of this agreement shall be for one (1) year from the date of this agreement unless earlier terminated as provided in this agreement. This agreement and its terms and obligations shall be automatically renewed each year until termination by mutual consent of the parties or as otherwise provided in this agreement. When new leadership takes over at a partner agency, a new agreement must be read, signed and submitted within the first 90 of new leadership.

**Additional Sites**
Multi-service agencies or agencies with multiple locations are required to inform FBNN about all locations. Every location that receives food and non-food products will need to be monitored during our annual monitor visit and you will also need to provide a monthly report for each location. In addition, FBNN will need accurate contact information for each location.
An existing Food Bank partner agency may add any number of programs or sites to their partnership in one of two ways.

1. The additional site may be included in the sponsor agency’s Food Bank partnership renewal application.

2. The sponsor agency may submit a signed letter from the Executive Director that includes the program or site name, address and contact information in addition to a brief description of the services provided.

**The additional site or program will need to be monitored before being accepted.**
The Food Bank appreciates that all partner agencies do their best to serve people in need to the best of their ability. We want to assist agencies as much as possible in reaching their service goals. However, we do reserve the right to suspend partnership privileges if any agency engages in an activity that violates the Partner Agency Agreement. Therefore, it is very important that all agencies read and understand the Partner Agency Agreement fully and keep a copy on file for reference.

**Partner Agency Suspension, Termination and Appeals Policy**

FBNN will conduct an on-site visit of each Partner Agency prior to partnership approval. Once approved, the continued performance of the partner will be monitored by FBNN annually. However, FBNN, at its own discretion, reserves the right to monitor each and any partner more frequently. Monitoring may be done by on-site visits and/or oral or written communication. The partner will cooperate with FBNN in connection with the on-site visits and will provide all records and other documents reasonably requested by FBNN.

**Violations:**

1. Exchanging food or other products for money, property, or services
2. Storing food or other products in other than the approved storage area.
3. Using, distributing or selling food or other products provided FBNN or FBNN identified donors in a manner not related to or inconsistent with the stated purpose of the agency as documented in the FBNN application.
4. Failure to submit report required by FBNN when due.
5. Failure to pay FBNN within 60 days of invoicing.
6. Endangering product integrity or safety through improper storage, refrigeration, or transportation of food or other products provided by FBNN or FBNN identified donors.
7. Improper stockpiling of donated food or other products provided by FBNN or FBNN identified donors.
8. Misrepresentation of the partnership between FBNN and partner agency to clients, community and media.
9. Requiring clients to provide social security information in exchange for assistance.
10. Failing to provide assistance to a client without just cause.

Any violation can/will lead to possible suspension and/or termination of partnership.

**Suspension**
Once an agency is temporarily suspended, they will not be permitted to place orders with FBNN until the issue has been appropriately addressed. There may also be additional intervention (e.g. the agency may be mandated to attend an orientation workshop, agree to a series of unannounced site visits, or outline some kind of contract).

**Please note that the above listed issues will not automatically lead to suspension unless the agency repeatedly fails to communicate with FBNN to resolve them.**

**Termination**
Agencies who are found to be in gross violation of the Partner Agency Agreement will be terminated (permanently restricted) from accessing the Food Bank. Offenses that constitute termination include:

- Charging clients for donated products
- Selling donated product to the general public
- Using donated product for fundraising events
- Misuse of FEMA funds or product
- Misuse of grant allocated equipment
- Transferring donated products to another location, municipality, state or county
Grievance Policy

If at any time an agency disagrees with a decision or determination regarding their partnership status, they may file a formal grievance with the Food Bank of Northern Nevada. Agencies may submit a written grievance addressed to the Chief Operating & Programs Officer including the reason for the grievance, pertinent facts, and what the agency believes would be an acceptable solution to the problem. The CPO will bring the grievance before the Agency Advisory Council to determine an appropriate course of action. The agency will receive a written response from the Food Bank within ten working days of the Advisory Council decision. If the agency finds the resolution unacceptable, they may appeal to the Food Bank’s CEO.

Client Complaints
At times, the Food Bank may receive a call from a client regarding operations at a partner agency. We have the responsibility to follow up on all complaints, concerns or questions about an agency that receives food from us. Each client complaint is documented in the agency’s file. Food Bank staff will contact the agency in question regarding the nature of the complaint. The agency’s perspective will also be noted in the agency file along with recommendations for follow-up. If the nature of the complaint is a serious violation of the Partner Agency Agreement, Food Bank staff may conduct an unannounced site inspection. A final record of the complaint and resolution will be included in the agency file.
Orientations
All new partner agencies are required to send at least one representative to a Food Bank orientation within their first 90 days of partnership. At times, this orientation may take place during the first site visit, so it is important for all participating staff and volunteers to be present for the first site visit. Existing partner agencies are encouraged to invite volunteers and/or staff members to attend an orientation as a way of ensuring continuity in the event of staff or volunteer turnover. Orientations cover all areas of Food Bank partnership including ordering and receiving of product, food safety and storage guidelines, reporting requirements, salvage sorting and Food Bank programs. Participants will also receive a tour of the Food Bank warehouse. All new agencies will receive a copy of the Partner Agency Manual. Orientations are held quarterly at the Food Bank.

Annual Agency Conference
The Food Bank’s Annual Agency Conference is held every year in September. All member agencies are strongly encouraged to attend and participate in informational workshops, network with other agency representatives as well as Food Bank staff, and enjoy a day of appreciation for all the hard work and effort contributed throughout the year.

Workshops
Every other month, FBNN will host a workshop that focuses on current issues or needs as requested by our partners. Workshops are open to all partner agencies as well as any potential agencies that are interested in learning more about what partnership with FBNN means. This is a great time to get questions answered and to network with other partners.

Agency Advisory Committee
The Agency Advisory Committee is a new addition to the Agency Relations Department. The goal of the Agency Advisory Council (AAC) will be to include agency representatives in evaluating and improving existing policies as well as debating and developing new policies. The AAC will be comprised of 15-20 members that meet quarterly and ideally, we would have one member from each county in our service area. Decisions or information shared at the AAC meetings will be communicated to the larger network through the newsletter and at the Annual Agency Conference.
Ordering Process
How do I access the Food?

All agencies place their weekly orders through an online ordering system called Agency Express 3. All individuals who will be placing orders for an agency will be provided a log-in name and password. From here, you can log in to the system and place your order. We need at least 3 working days, ideally 5 working days in order to process an order. Please remember this when placing your order.

Agency Express 3:

http://agencyexpress3.org/AgencyExpress30/NewLogin.aspx

Receiving your order...

At this time, all agencies either receive their weekly order at one of our parking lot distribution sites, or they receive a delivery directly to their door. Please remember that in order to “shop” for your produce, you must participate in parking lot distribution. Agencies who receive direct deliveries will not have the ability to choose their perishables. It is for this reason that we encourage everyone to participate in parking lot distribution. You have the ability to better control the type of perishables that you receive, and it also helps you get to know your fellow Food Bank partners.

Below is our current parking lot distribution schedule:

Monday – Parking lot distribution at Sparks Christian Fellowship 9:00-10:00 am  
Parking lot distribution at Church of Jesus Christ Spirit Filled 12:30-1:30 pm
Tuesday – AM Parking lot Distribution for Churchill County agencies located at Fallon Nazarene Church from 9:00-10:00 am.  
PM Parking Lot Distribution for Lyon County agencies located at Silver Springs/Stagecoach Community Center from 1:00-2:00 pm
Wednesday – Carson City parking lot distribution at Eagles Wing Christian Fellowship 9:00-10:00 am  
Carson City delivery after PLD
Thursday – Parking lot distribution at Sparks Christian Fellowship 9:00-10:00 am  
Parking lot distribution at Desert Springs Baptist Church 1:00-2:00 pm
Friday - 1st, 2nd & 4th Friday / month parking lot distribution for Tahoe agencies at Our Lady of Tahoe Catholic Church
1st & 3rd Friday / month parking lot distribution for Plumas County agencies at Caltrans lot in Quincy
2nd and 4th Friday / month parking lot distribution for all Lassen County agencies at the Salvation Army – Susanville parking lot in Susanville.

REMEMBER!!

- An agency representative must meet the driver to accept both parking lot distribution orders as well as direct deliveries.
- All orders must be inspected, counted and signed for upon receipt of product. Any discrepancies or damaged items must be reported to FBNN immediately.
- Drivers cannot accept payment for orders.
- The driver must be able to park the truck and have allowable room to pull off orders. Please be accommodating so that we can quickly and efficiently unload your order.
- ALL FOOD PICKED UP FROM PLD (parking lot distribution) OR THE FOOD BANK MUST BE PROTECTED FROM THE ELEMENTS!! If you have an open vehicle (ie. a flatbed truck) please have a tarp to cover your food, thermal blankets to maintain proper temperatures or coolers.

Pick-ups
On occasion, we will allow for agencies to come out to our warehouse to pick up orders. These pick-ups must be scheduled with the warehouse and you must arrive during your scheduled time. When you come out, you will not be able “shop” in the warehouse. We will ask you to wait with your vehicle until your order can be loaded into your vehicle.

PLEASE REMEMBER, ALL PRODUCTS MUST BE INSPECTED AT THE TIME OF PICK UP OR DELIVERY. ANY ITEMS FOUND TO BE DAMAGED OR UNSAFE MUST BE IMMEDIATELY REPORTED TO THE FOOD BANK AND YOUR AGENCY’S ACCOUNT WILL BE CREDITED. WE CANNOT ISSUE YOU A CREDIT FOR ITEMS ALREADY SIGNED FOR AND ACCEPTED.
Food Safety
Since the Food Bank distributes food and non-food items from a variety of sources, the Food Bank is accountable to multiple agencies for safe food handling practices. The following organizations require that the Food Bank adhere to food codes and monitor partner agencies for compliance:

- Feeding America
- Local Health Departments
- The USDA
- Grantors and Funders

THE PURPOSE OF FOOD SAFETY IS TO PROTECT THE PUBLIC FROM FOODBORNE ILLNESS.

What you should know about FOOD SAFETY and FOODBORNE ILLNESSES?

- Food borne illness sickens up to 76 million people and causes about 5,000 deaths each year in the United States (and these are the reported cases).
- Harmful bacteria and viruses are the main culprits of food borne illness.
- Food with harmful organisms often shows no changes in odor, taste, or appearance compared to unaffected foods.
- Bacteria grow fast in temperatures between 40°F-140°F. This temperature range is called the Temperature Danger Zone. Our goal is to keep food out of the temperature danger zone as much as possible.
- Freezing slows down the growth of bacteria in food. Cooking to proper temperatures is the only sure way to kill bacteria.
- Bacteria need moisture, nutrients, warmth, and time to grow. Bacteria can double every half-hour.
- Potentially hazardous foods to be aware of include meat, poultry, seafood, dairy products, baked potatoes, cooked rice or pasta, and ready to eat foods that will not be cooked before serving.
- Leading causes of food borne illness are: Improper cooling of food, infected workers, inadequate cooking, and failure to keep hot foods hot and cold foods cold.
• Food workers play a vital role in preventing food borne illness through conscientious food preparation habits and good personal hygiene.

There are three reasons why the Food Bank and member agencies must take food safety seriously:

1. Food traveling through our network passes through many hands. There are numerous potential places for contamination and temperature abuse (see flow of food to the needy).
2. Our network encounters some products, usually through salvage and gleaning programs that may be unfit for human consumption (e.g., bulging cans, torn bags of food, out of date items).
3. Many people who visit emergency food programs are susceptible to food borne illness. These people include young children, pregnant women, senior citizens, and people with chronic illnesses. As a result, partner agencies are obligated to follow guidelines for safe receiving, transportation, product evaluation, storage, preparations, distributions, serving, and delivery of food connected with their programs.

Listed below are the guidelines for the Food Bank and its member agencies. Food pantries and other programs that distribute food for outside consumption should read Sections A through D. On-site meal programs, such as soup kitchens and kid’s cafes, should read all the sections.

Every year the Food Bank will monitor your agency to verify compliance with these guidelines. Our goal is to work with you to uphold the highest food safety standards. To help achieve this, we highly encourage agencies to conduct self-assessments between monitoring visits.

Product Receiving
Whether food is delivered to your agency by a Food Bank truck or you pick it up at the Food Bank, it is essential that you keep refrigerated and frozen food out of the temperature danger zone as much as possible.

a) Receiving a Food Bank delivery

Transfer refrigerated and freezer products to cold storage within 30 minutes after unloading from the Food Bank truck.

b) Pick-Up from Food Bank
Food must be loaded and transported in an enclosed vehicle to protect from the natural elements. If an open-bed truck is used, food must be covered with a tarp or other material, and refrigerated/frozen food must be protected with a thermal blanket.

After pick-up, transport refrigerated and freezer products to cold storage as soon as possible.

**Product Evaluation: Deciding if Food is Fit for Consumption**

Food and other items distributed by the Food Bank are routinely checked to ensure quality and safety. Nevertheless, we encourage agencies to look over all items before distribution or use in meals. The more eyes, the better.

Fresh produce is one of the food items from the Food Bank that we ask agencies to look through. On many occasions, agencies will need to sort produce.

Hint: Order produce as soon as it appears on the weekly menu to maximize freshness and quality!

Many agencies also procure food and other items from grocery stores and food drives that raise questions. Some of these items are cans with dents, a food package that has an expired date, and a jar with murky contents or toothpaste without an outside box.

Below are some guidelines for determining whether or not you should keep a product. Whenever you have a trouble making a decision, it’s always best to follow the old adage: *When in doubt, throw it out!*

The first thing you want to do when examining food is to look for any problems in, on, and around the containers: *contamination* (spills, leaks, etc.), *pest infestation* (gnaw marks, droppings, carcasses), *significant damage* (rips, fractures, sharp dents), and *deterioration* (rotten odors, discoloration). If any of these conditions are present, throw the product away.

The following items **should be thrown away** if these conditions are present:
- **Homemade items**, including home canned products
- Infant formulas and infant food **beyond date printed on container**
- **Unlabeled** ammonia, bleach, and other household chemicals
- **Leaking** personal care items such as shampoo, hand lotion and liquid soap
- Aerosol container **missing** the outer lid and/or the inner button, **unless these pieces can be replaced**
- Cans, jars, bottles, and packages **without the manufacturer’s label**
- Food service items in **torn containers** such as paper plates, napkins, cups, plastic silverware, sandwich bags, plastic wrap, foil, etc
- Personal hygiene items in **broken, punctured or open containers** such as toothpaste, mouthwash, diapers, sanitary napkins, and vitamins
- Paper products such as tissues and paper towels in **torn containers** and which **have been or may have been exposed to contamination**.
- **Food items that are mixed in boxes with non-food items that have been or may have been exposed to contamination** (example: bleach mixed with crackers)
- **Food items without any English written on labels**.

Listed below is more detailed information for evaluating specific food and non-food items.

**Canned Goods**
Look over cans carefully. Examine the side and top seams for any damage or bulging. Check for rust or stains.

### Discard cans under the following circumstances:

- No label/handwritten label
- Bulging end or body
- Pitted rust or rust that cannot be rubbed off
- Punctures
- Pull-top lids have dents or fractures
- Moderate to severe dents on side and top seams
- Sharp, deep dents on can body
- Buckled ends
- Label cannot be read
- End of can moves in and out when pressed
- Leaks
- Deep razor cuts or scratches

### Accept cans with

- Rust or stains that can be removed
- Flat, shallow dents on can body

For cans with light stains or rust that can be removed, wash cans with a sponge using warm, soapy water. Dry with a disposable towel.
Glass and Plastic Jars and Bottles (ex. spaghetti sauce, mayonnaise, salad dressing)
There are three parts of jars and bottles that must be examined:

The outside body, the lid, and the inside contents.

*Discard glass and plastic jars and bottles under the following circumstances:*

**Outside**
- No label or handwritten label
- Leaks (stained label)
- Cracks or chips

**Lid**
- Missing, chipped, or cracked lid *(unless there is a clean dry intact foil seal protecting the contents and a replacement lid can be found)*
- Loose, dented, or crooked lid *(unless there is a clean dry intact foil seal protecting the contents and a replacement lid can be found)*
- Bulging lids or raised buttons
- Lid with pitted rust
- Dirt or stain around and underneath lid

**Inside (Hold containers up to light)**
- Mold (clumps, string-like growths)
- Discoloration
- Unusual product separation
- Foreign objects in contents

For glass jars and bottles with light stains or rust that is not under the lid and can be removed, wash jars and bottles with a sponge using warm, soapy water. Dry with a disposable towel.
Bagged and Sacked Food (ex. rice, sugar, flour)

*Discard bags and sacks with:*

- Rips, tears, or holes
- Rodent or insect damage
- Stains, spills, odd smells, or greasy appearance
- Missing or illegible labels

Boxes with an Inner Bag (ex. cereal, crackers, fruit bars)
First look for contamination or water damage on outside box.

Then, look at inner bag.

*Discard if inner bag is*

- Torn, leaking or contaminated
- Has moldy or foreign objects inside
- Has signs of insects present

If the outside box is soiled or damp, but the inner bag is otherwise fine, remove and repackage the inner bag in a plastic storage bag. Cut out the name of the product from the box and insert in the plastic bag.

Boxes without an Inner Bag (ex. pasta, pancake mix, Pringles)

*Discard under the following conditions*

- Open package or package that was taped prior to receiving it
- Unglued ends, razor cuts, punctures, tears, or split ends.
- Gnaw marks
- Spills, stains, odd smells, or a greasy appearance
- Boxed juices that are leaking, bulging, or soggy.

Container Dates

Many of the products have calendar dates printed on the package or can. The dates may be expiration dates, sell-by dates, or use-by dates, to name a few. These dates refer to food quality, not food safety. They give you an idea on how long the product will retain optimal flavor and texture. As long as the foods have been properly stored and handled, they can be used well beyond the container dates. *As a rule at the Food Bank of Northern Nevada, we dispose of any product that is 6 months past the use by, best by, or sell by date. If the item has an expiration date
that has expired we dispose of it immediately.

Below are instructions for different products:

**Canned food:** If the can is not significantly damaged, contaminated, or subjected to high temperatures over a long period of time, the food inside can be good for well past the date printed on the can. After three years, taste and texture may be off. **As a rule at the Food Bank of Northern Nevada, we dispose of any product that is 6 months past the use by, best by, or sell by date. If the item has an expiration date that has expired we dispose of it immediately.**

**Food in glass jars and bottles:** If the jar or bottle is not damaged and the contents appear normal, keep the product. **As a rule at the Food Bank of Northern Nevada, we dispose of any product that is 6 months past the use by, best by, or sell by date. If the item has an expiration date that has expired we dispose of it immediately.**

**Packaged food:** If the package is not damaged, keep the package. **As a rule at the Food Bank of Northern Nevada, we dispose of any product that is 6 months past the use by, best by, or sell by date. If the item has an expiration date that has expired we dispose of it immediately.**

**Infant food and formula:** Throw away any products that are past the container date, **regardless if it is a sell by, use by, best by, or expiration date.**

**Vitamin supplements:** Keep only if the product has not reached the code date. If the product is past the code date, throw it away.

**Perishable refrigerated products:** The Food Bank often receives food, especially dairy products that are near the Use by Date on the container. Normally, dairy products are good for 7-10 days past the use by date if they have been properly stored.
FAQ on Container Dates

1) What should I do if I cannot read the code numbers on the container?

Some foods have encrypted numbers and letters on the container. The information is meant for the manufacturer in case they need to trace the food back to the source. It has no helpful information for you. So, just follow the guidelines above.

2) What if an item does not have a date printed on the container?

Not all foods have dates printed on containers. Once again, just follow the guidelines above.

3) What if I have questions with products I receive from the Food Bank, for example, cans that are heavily dented?

The Food Bank sorts products that come from reclamation centers and other sources of salvaged food. Community volunteers are trained to evaluate cans, packages, jars, and bottles. As with many things, different people have conceptions of, for example what is and is not an acceptable can. As such what you deem as questionable products will occasionally slip though the system. The Food Bank is improving its volunteer training and quality control to minimize these occurrences. If you have any strong doubts about damaged containers you receive from the Food Bank, please contact us.

Storage Guidelines

Room temperature

- Keep storage floor clean of dust build-up, cobwebs, and soil.
  Store all products 6 inches or more off the floor by means of shelves, pallets, or other platform.

- Maintain space between wall and food items (approx 2 inches).
- Maintain space between ceiling and food items.
- Target storage temperatures between 50°F and 70°F.
- Follow the First In, First Out (FIFO) process.
  Distribute food with oldest or closest container dates first.
- Rotate stock at least every 2-3 months. Avoid stockpiling.
- Keep food and paper products on separate shelves or pallets.
  Store chemicals such as Windex, bleach, and floor cleaner, body soap, shampoo, laundry detergent in room separate from food,
where possible. Otherwise, maintain 4-6 feet of space between food and chemicals.

**Refrigerator**
- Keep refrigerator clean.
- Do not crowd refrigerator with food.
- Make sure door seals are tight.
- Maintain temperatures at or below 40°F, preferably at 37°F.
- Store raw meat products BELOW produce, ready-to-eat, and prepared foods.
- Equip each refrigerator with an internal thermometer.
- Record temperatures on log sheets as frequently as possible, preferably every day or every 2 days. Keep log of temperatures. Check temperatures when refrigerator is not being continuously opened and closed.
  - Label the receiving date of each item or case of items.
  - Follow the First In, First Out (FIFO) process.
  - Rotate stock at least every 1-2 months.

**Freezer**
- Keep freezers free of thick frost. Defrost when necessary.
- Do not crowd freezer with food.
- Make sure door seals are tight.
- Maintain temperatures at or BELOW 0°F.
- Store raw meat products BELOW produce, ready-to-eat, and prepared foods.
- Label the receiving date of each item or case of items.
- Rotate stock at least every 1-2 months, especially frozen animal products (beef, chicken, salmon, turkey, venison).
- Equip each freezer with an internal thermometer.
- Record temperatures on log sheets as frequently as possible, preferably every day or every 2 days. Keep log of temperatures. Check temperatures when freezer is not being continuously opened and closed.
- If your agency's refrigerator or freezer is not keeping foods at acceptable temperatures, try adjusting the setting. If this does not work, it may need to be serviced or replaced.
Food Distribution
When distributing foods, keep refrigerated and frozen foods in storage, and take out packages when requested by clients. If your food pantry needs to have refrigerated and frozen food set on tables for distribution, take out a reasonable amount of product to distribute and replenish when necessary. No refrigerated or freezer items should sit out for more than 30 minutes. Remember, these items will spend some time in transit with the person who brings them home.

Please remember- Items may appear frozen solid, but if left out for too long, the outer part will be warmed and perfect for harmful bacteria to grow.

The following sections are relevant for on-site meal operations.

Food Preparation
Foods served by emergency meal programs must be prepared on-site. Volunteers or staff cannot prepare food in home kitchens. The only exceptions are non-potentially hazardous foods, such as cookies, breads, and fruit pies. Programs must have permission (letter of intent) from local health department to prepare these foods off-site. On-site meal programs may also use food from approved kitchens, such as supermarkets. However, the food must be transported swiftly and safely to the site.

Safe food preparation is centered on three important principles:

- Maintaining good personal hygiene
- Avoiding cross-contamination
- Preventing time-temperature abuse of foods
**Good Personal Hygiene**

All staff and volunteers who work with food should

- Bathe or shower daily
- Use hair restraints
- Leave jewelry at home
- Wear clean clothes
- Keep fingernails clean and well-trimmed
- Wash hands and forearms frequently

If any volunteer or staff is ill, he or she should not work with food. Furthermore, any person who has an infected cut or boil on hands or fingers should avoid working with food, when possible. If not possible, gloves or other impermeable wraps can be worn over the wound to protect food.

**Hand Washing**

Our hands carry a lot of germs. One of the most important activities you can do to prevent food contamination is washing your hands often and correctly.

**While handling food, you should wash your hands after:**

- Using the toilet
- Handling raw foods
- Touching your body
- Sneezing
- Handling garbage, eating or drinking
- Touching dirty materials and equipment

**To wash your hands correctly:**

- Wet hands with clean, warm water and soap
- Rub hands together for at least 20 seconds
- Clean under the nails and between the fingers
- Rinse under clean, running water
- Dry hands with single-use towel
Wearing Sanitary Gloves
Sanitary gloves (plastic or latex) provide food workers with barriers to prevent body to food contamination. You should wear gloves whenever handling food that will not be cooked or reheated after preparation.

Kitchen staff often find themselves doing many tasks over the course of meal preparation. You might be preparing a salad, cleaning a countertop, and washing dirty dishes. During this time, you might also take a bathroom or snack break. As with your hands, gloves can of course get soiled. So, be sure to change your gloves:

- After using the bathroom
- After smoking, coughing, or sneezing
- After taking out the garbage
- In between preparing raw foods and cooked or ready-to-eat foods
- When changing tasks in the kitchen.

Remember: Wash your hands thoroughly before putting on gloves. Wearing gloves is not a substitute for washing hands!

Kitchen workers often raise the question, “What should I do if I touch ready to eat food with bare hands?” Answer: Either heat the food to the required cooking or reheating temperature; or wash it; or throw it out.

Avoiding Cross-Contamination
Cross contamination is the transfer of harmful microorganisms to already cooked or ready-to-eat foods. The contamination can come from four sources:

1. Raw food
2. Soiled food-service equipment, such as a knife or cutting board
3. Dirty gloves, cloths or clothing
4. Dirty hands

**To prevent cross-contamination**

- Keep raw foods separate from ready-to-eat foods. For example, use different cutting boards for slicing raw chicken and cutting salad ingredients.
- Wash and sanitize all utensils and equipment after preparing raw foods and before preparing cooked or ready-to-eat foods.
- Wash hands and put on clean gloves after handling raw foods or equipment and before handling cooked or ready-to-eat foods.

**Preventing Temperature Abuse of Foods**

Your goal is to keep food out of the temperature danger zone (40°F-140°F) as much as possible. This will prevent growth of harmful bacteria. Thawing, cooking, and cooling food all require careful attention.

**Thawing**

Some of the foods you prepare for meals, including many meats, will need to be thawed from the frozen state. There are 4 acceptable ways to thaw food:

1. In the refrigerator **BELOW** pre-cooked or ready-to-eat foods
2. In a clean pan submerged under cold running water
3. In a microwave, just before the cooking process
4. As part of the cooking process

Remember- Do not thaw food on the countertop!

**Cooking**

The only way to kill harmful bacteria and viruses that may be present in food is by cooking to proper temperatures.
Listed below are proper cooking temperatures for common foods

<table>
<thead>
<tr>
<th>Food</th>
<th>Internal cooking temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poultry, stuffing, stuffed meats</td>
<td>165°F for at least 15 seconds</td>
</tr>
<tr>
<td>Ground or flaked meats</td>
<td>158°F for at least 15 seconds</td>
</tr>
<tr>
<td>Pork, veal, lamb</td>
<td>150°F for at least 15 seconds</td>
</tr>
<tr>
<td>Shell eggs, fish</td>
<td>145°F for at least 15 seconds</td>
</tr>
<tr>
<td>Leftovers</td>
<td>165°F for at least 15 seconds</td>
</tr>
</tbody>
</table>

To make sure you cooked food to the correct temperature, check the food temperature with a clean thermometer at the end of the cooking time.

*Here are some helpful tips*

- Take temperatures in several areas of the food
- Always take the temperature in the center or in the thickest part of the food
- Avoid touching bones when testing meat
- Clean the thermometer after each use.
- Be sure to calibrate your thermometer every 1-2 months to ensure accuracy.

*To calibrate your thermometer:*
Place crushed ice in a small container.

Allow ice to melt to 50/50 ice and water

Stir to uniform temperature. Insert thermometer. If temperature does not register 32 F, adjust by turning by hand or using a wrench.
Cooling
If you have leftovers or are preparing food ahead of time, you may need to cool cooked food. As with thawing and cooking, the main goal is to keep food out of the temperature danger zone as much as possible. Before placing foods in the refrigerator, perform one or more of the following actions, as appropriate:

- Cut large pieces of meat and poultry into 3 inches thick or less. Pieces should weigh 6 pounds or less.
- Transfer soups, casseroles, and stews to shallow pans at a depth of 3 inches or less
- Stir the food in a container placed in an ice-water bath

To encourage quicker cooling, use uncovered containers while cooling in the refrigerator. According to the New York State Food Code, food must be cooled from 120°F to 70°F in 2 hours and from 70°F to 40°F in 4 hours. For larger pieces of food, you may want to take temperatures periodically to ensure that you are following this cooling schedule.

Reheating Foods
Reheat previously cooked food to 165°F or above for 15 seconds. Never mix reheated leftovers with fresh foods. Reheat only one time.

Serving foods
Whether your agency holds food on a service line or brings plates directly out of the kitchen, keep these principles in mind:

- Keep hot foods at 140°F or above.
- If temperature falls below 140°F reheat food to 165°F.
- Hold cold food at 40°F or below.
- If you are holding food for over 30 minutes, monitor food temperatures with a thermometer.
- Wear hair restraints and gloves while serving
- Avoid bare hand contact with food at all times!
Carrying food off-site
If you transport foods off-site, again, you want to make sure that hot foods are kept hot and cold foods are kept cold. Portable insulated food carriers will help you keep food out of the temperature danger zone.

Cleaning and Sanitizing
Any utensil, surface, or piece of equipment that comes into contact with food must be cleaned and sanitized after use.

Cutlery, dishes, and food service utensils can be cleaned and sanitized either in a three-bay sink or a dishwasher. You must follow these steps:

a) Scrape; b) Wash; c) Rinse; and d) Sanitize
Appendix
Partner Agency Agreement
Food Bank of Northern Nevada

This document is an agreement made between the Food Bank of Northern Nevada, Inc., located at 550 Italy Drive, McCarran, NV 89431 and
____________________________________ located at ____________________________
______________ (the “Agency”).

The Food Bank of Northern Nevada believes that it is our job to help you be as successful and effective as possible, whether you provide emergency or non-emergency food assistance to those in need. By signing and agreeing to the terms in this contract, the Agency is committing to the mission of the Food Bank of Northern Nevada: “To end HUNGER in our region through DIRECT SERVICES, ADVOCACY, OUTREACH and EDUCATION”.

Terms of the Agency Agreement:

The Food Bank of Northern Nevada agrees to the following terms and conditions of this agreement. If at any time these terms or conditions are violated, then the Agency has the right to request a meeting with the Agency Relations Manager, Chief Operations and Programs Officer and any other necessary parties to address said concerns and allow for corrective actions to be taken.

1. **Feeding America**: The Food Bank of Northern Nevada agrees to abide by the standards and guidelines for food safety and operations as determined by Feeding America. In addition, we will provide recall information to the Agency in the form of email blasts as we receive the information from Feeding America.

2. **Customer Service**: The Food Bank of Northern Nevada agrees to use its best efforts to provide excellent customer service to the Agency. The Food Bank of Northern Nevada will work diligently to make sure that our partnership is a positive experience for both parties.

3. **Continuing Education**: The Food Bank of Northern Nevada commits to providing training sessions throughout the year to help increase knowledge and awareness around both Food Bank of Northern Nevada best practices and policies as well as Feeding America best practices and policies, to include general training and technical assistance.

4. **Food Resource Programs**: The Food Bank of Northern Nevada agrees to provide food resource programs and information to the Agency as a way to better serve those in need. Those programs include but are not limited to SNAP outreach, CSFP, Mobile Pantry and Child Nutrition Programs.
5. **Food Resources:** Food Bank of Northern Nevada agrees to provide food resources to the Agency as they are available. We cannot guarantee a set inventory in our warehouse due to the fact that we are a salvage operation and are a non-profit organization, however the product that we do have will always be made available to our partner agencies through our priority of service distribution model.

6. **Insurance:** The Food Bank agrees to provide and maintain comprehensive general liability insurance in the amount of not less than one million dollars ($1,000,000) each occurrence and an aggregate of not less than two million ($2,000,000) dollars. Agency agrees to provide and maintain such policies of comprehensive general liability insurance as are customarily procured by agencies similar to Agency. Upon request, each party agrees to provide the other with certificates evidencing the insurance coverage required under this Agreement.

The Agency agrees to all of the following terms and conditions of this agreement. If any of these terms or conditions are violated, then the Food Bank of Northern Nevada has the right, without further investigation, to stop distributing product to the Agency and/or follow processes outlined in the Corrective Action, Grievance and Termination Policies document in the Partner Agency Manual until the term(s) or condition(s) can be met:

1. **Requirements:** The Agency agrees to abide by the policies, procedures, and record keeping requirements of the Food Bank of Northern Nevada.

2. **Partner Agency Conference:** Agency commits to allow at least 1 staff/volunteer to attend the Annual Partner Agency Conference each year.

3. **IRS Eligibility Requirements:** The Agency represents and warrants that it meets the IRS eligibility requirements for the receipt, transfer, and use of donated products (food and non-food) under section 170(e)(3) of the IRS code, as stated below:

   A. **501(c)(3) or “Church”/Religious Organization:** The Agency represents and warrants that it is incorporated as a 501(c)(3) Non-profit corporation or is considered a “church” as defined by the IRS and meets all of the criteria below for each type of eligible organization.

   *Check the type of organization that the Agency qualifies as:*
   - □ 501(c)(3) Non-Profit Corporation- If this box is selected, the Agency is required to submit, prior to Agency approval:
     - A current 501(c)(3) determination letter from the IRS verifying its tax-exempt, non-profit corporate status and verifying that it is *not* a private foundation.
     - The Corporation name must match the name that the Agency is known by in the community.
If the Agency name does not match the corporation name listed on the 501(c)(3) determination letter, the Agency is required to submit current (less than 2 years old) official and verifiable documentation regarding the Agency’s ability to use the 501(c)(3) verification letter proving their tax-exempt, non-profit status.

If the Agency does not have its own 501(c)(3) and is utilizing the 501(c)(3) status of another organization, then the Agency and its sponsor are required to complete and sign the Agency Sponsorship Agreement every year.

☐ Church (as defined by the IRS)/Religious Organization – If this box is selected, the Agency is required to complete and submit the Church/Religious Organization Self Certification form prior to agency approval.

B. Purpose of Incorporation and Service: The Agency represents and warrants that it is incorporated for the purpose of serving the ill, needy and/or infants (minor children 0-18 years old). The Agency also agrees that it is not incorporated for a purpose unrelated to serving the ill, needy and/or infants (minor children) (such as publication of non-profit periodical providing information to members.)

C. Distribution without charge: The Agency agrees that it will distribute the donated products (food and non-food items) obtained from the Food Bank of Northern Nevada free of charge (monetary, volunteer hours, services or otherwise.)

D. Recipients of Distributed products: The Agency agrees that it will only distribute donated products to recipients who qualify as ill, needy and/or infant (minor children 0-18 years old) as defined in IRS code section 170(e)(3). The Agency also agrees that it will not distribute donated products to people who do not qualify to receive the products as defined in IRS Code section 170(e)(3).

E. Use of Donated Products: The Agency agrees that it will not sell or use donated products in exchange for money, other property or services, including using donated products for the purpose of fundraising programs and events. The Agency also agrees that it will comply with the restrictions on the use and transfer of donated property, as described in IRS Tax Code Section 170(e)(3) and any amendments to the Code (See the Federal Register/Vol. 47, No.21/Monday, February 1982/Rules and Regulations, pp. 4509-4512).

F. Bartering, Selling and Fundraising: The Agency agrees that it will not barter, sell or use for fundraising purposes any donated products obtained from the Food Bank of Northern Nevada.

4. Area of Distribution: The Agency agrees that it will only distribute products received from the Food Bank of Northern Nevada within our designated service, the thirteen northern counties of Nevada, Mono County CA and portions of the California counties of
Plumas, Sierra, Nevada, Lassen, Alpine, Eldorado, Mono and Inyo. The Agency also agrees that it will not distribute any products outside of the United States and Puerto Rico.

5. **Record Keeping:** The Agency agrees that it will maintain adequate books and records and accurately reflect the total amount of product received and distributed (or used), a description of the products and the date of its receipt (all of which is contained within your invoices). The agency also agrees to document its procedure for determining that the final recipient of the product is ill, needy or infant (minor child, 0-18 years old) by using a standard intake form (a template is provided in the Partner Agency Application). In addition, the agency agrees to submit monthly summary reports of clients served in the prior month to the Food Bank of Northern Nevada no later than the 15th of the each month. All records must be kept for a minimum of 2 years.

6. **Availability of Records:** The Agency agrees to make its books and records available to the Food Bank of Northern Nevada, including but not limited to those which track the receipt and distribution of products obtained from the Food Bank of Northern Nevada as well as client distribution records, with or without notice.

7. **Local, State and Federal Regulations:** The Agency agrees that it will ensure the donated product conforms to any applicable provisions of the FDC and Cosmetic act (as amended), and any applicable regulations. The Agency also agrees that it will handle products, conforming to all local, state and Federal regulations, and will maintain current licenses as required by local, state and Federal regulations.

8. **Storage and Handling of Products:** The Agency agrees that it will store, handle and distribute products in compliance with the requirements of the Food Bank of Northern Nevada, Feeding America, the Federal Food, Drug and Cosmetic Act and all applicable regulations. (See site visit inspection guidelines)

9. **Food Safety:** The Agency agrees to have at least one staff person be trained in food safety from a food safety training course approved by the Food Bank of Northern Nevada. Approved trainings are the Food Bank of Northern Nevada Food Safety Training Workshop, ServSafe Certification, National Restaurant Association Certification, and Food Handlers Card, or other approved safety training curriculums. The Agency also agrees that if it utilizes food provided by the Food Bank of Northern Nevada to make meals, their key food service program staff are required to meet local commercial food safety standards.

10. **Donor Stipulations:** The Agency agrees that it will adhere to any donor stipulations placed on donated products.
11. **“As Is” Condition:** The Agency agrees that it will accept all products received from the Food Bank of Northern Nevada in “as is” condition.

12. **Shared Maintenance, Transportation and Value Added Processing Fees:** The Agency agrees to pay any applicable Shared Maintenance and/or handling fees (Value Added Processing, Delivery Charges, Transportation fees) generally charged to all partner agencies for designated products received from the Food Bank of Northern Nevada. Many products are distributed free of charge.

13. **Purchased Product:** The Agency agrees that if it should choose to accept non-donated product then it may pay extra charges and costs associated with that product.

14. **Discrimination:** The Agency agrees that it will not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital or registered domestic partnership status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.

15. **On-Site Inspections:** The Agency agrees to allow representatives of Food Bank of Northern Nevada, donors and government agencies to inspect and audit all facilities and vehicles where products received from the Food Bank of Northern Nevada are received, stored and distributed, with or without notice.

16. **Authorized Agent:** The Agency agrees to have only an authorized agent(s) pick-up or receive products from Food Bank of Northern Nevada. The Agency also agrees to make known to the Food Bank of Northern Nevada a list of authorized agents and to contact Food Bank of Northern Nevada when a change is made to that list.

17. **Access to One Feeding America Member Food Bank:** The Agency agrees that it will only receive food from the Food Bank of Northern Nevada and no other Feeding America Member Food Bank.

18. **Liability Release Form:** The Agency agrees to execute and submit to the Food Bank of Northern Nevada the Liability Release Form, and any other liability release forms that the Food Bank of Northern Nevada may require at any time.

19. **Active/Inactive Agency Designation:** The Agency agrees that it will obtain products from Food Bank of Northern Nevada at least every 6 months to be deemed an Active Agency. If the Agency becomes inactive, then the Agency will not be allowed to obtain products from the Food Bank of Northern Nevada. The Agency agrees that it will complete the agency application process again prior to being reinstated as an active agency authorized to obtain products from the Food Bank of Northern Nevada.
20. **Working towards Ending Hunger:** The Agency agrees to promote and provide access to support programs to all individuals who receive assistance from the Agency. Those support programs include:

   a. Educate clients about and offer prescreening for assistance programs including but not limited to: Supplemental Nutrition Assistance Program (formerly Food Stamps), Commodity Supplemental Food Program, Women Infant and Children’s Program, Free and Reduced School Lunch Program, Child and Adult Care Feeding Programs, Energy Assistance and similar programs.
   
   b. Provide community referrals to other assistance programs as needed, which will allow our clients to eventually sustain and feed themselves.
   
   c. Work with the Food Bank of Northern Nevada to advocate, educate, and spread awareness about ending hunger in your community.

21. **Termination of Agency Agreement:** This agreement may be terminated by either party at any time upon written notice.

22. **Corrective Action, Grievance and Termination Policy:** The Agency agrees to abide by the Grievance and Termination Policy as stated in the Partner Agency Manual. The grievance procedures are the sole remedy for any disputes arising between the parties under this agreement.

23. **Multiple Locations and Sub-distribution:** The Agency agrees that it will only receive and store product from the Food Bank of Northern Nevada at multiple locations if: 1. All locations individually meet the requirements of this agreement; 2. All locations have been inspected by the Agency Relations Manager or delegate and; 3. All locations are approved by the Food Bank of Northern Nevada prior to receiving and distributing food. The Agency further agrees to not distribute donated product to any organization, agency, partner, or entity other than a qualifying client.

24. **Food Bank of Northern Nevada Partner Agency Manual:** The Agency agrees that it has received and will abide by the rules, regulations and guidelines at all times set forth by Food Bank of Northern Nevada Partner Agency Manual.

25. **Relationship of the Parties:** Agency and the Food Bank of Northern Nevada are separate and independent entities. The relationship between Agency and the Food Bank of Northern Nevada is purely contractual. Agency shall not be deemed to be the partner, agent or representative of the Food Bank of Northern Nevada, or vice versa. Nothing in this Agreement shall be construed so as to create a partnership, joint venture, or agency.
The term of this agreement shall be for one (1) year from the date of this agreement unless earlier terminated as provided in this agreement. This agreement and its terms and obligations shall be automatically renewed each year until termination by mutual consent of the parties or as otherwise provided in this agreement.

SIGNED:
Agent for the Partner Agency:
Date:
Food Bank of Northern Nevada, Inc., Witness:

Please Print Below:
Agent for the Partner Agency:
Title:
Partner Agency Name:
Agency Address:
City: State: Zip:
Telephone:
E-Mail:
Basic Guidelines for Food Storage

Please read the following information to prepare your site for your annual visit:

**FOOD SAFETY**
- Are agency representative(s) certified to handle food, i.e. do they have Food Handler’s card(s) or Restaurant Manager’s Card(s)?
- Are the Food Handler’s or Restaurant Manager’s card(s) displayed in plain view?

**GENERAL CLEANLINESS**
- Walls, baseboards, floors, doors and door handles, ceilings, tables, food racks, shelving clean and sanitary.
- All food contact areas clean and sanitary.
- No standing water.
- Garbage cans covered with lids, inside and outside of building.
- Mops and brooms clean and in good repair – mops stored off the floor.

**FACILITY**
- Sufficient lighting – lights shielded and shatter proof.
- Windows tightly screened.
- Outside perimeter free of excess debris.
- Hot water available in all sinks within 20 seconds.
- Liquid soap and single use paper towels readily available.

**PEST CONTROL**
- No evidence of droppings, bodies or live pests.

**RESTROOMS**
- Clean and sanitary including walls, floors, ceilings, toilets and sinks.
- Supplies fully stocked.
- Sign or poster in plain view instructing staff and volunteers to wash hands.

**STORAGE**
- All nonperishable foods kept 6 inches from the floor and wall.
- All nonperishable foods labeled with date they entered the facility.
- Demonstrate “first in – first out” principles.
- All food covered to prevent contamination.
- All bulk items stored without a scoop inside.
- All chemicals stored away from food items, properly packaged and labeled.
- Nonperishable storage no more than 85 degrees.

**REFRIGERATOR/FREEZER**
- Thermometers in all refrigerators and freezers.
- Refrigeration must not exceed 41 degrees. Freezers must not exceed 32 degrees (ideally freezer would be at 0 degrees).
- Raw, uncooked foods stored below and ready to eat food.
- All products labeled with “use-by” or “made-by” dates.
- All shelves clean.

**FOOD PREPARATION**
- Are food preparers prohibited from smoking while preparing food?
- Are cutting boards in good condition and free of excessive deep cuts or other openings that would allow for bacterial growth?
- Utensils clean and stored away.
- Can opener, microwave, hood and exhaust system clean and free of food debris.
- Knowledge of how to thaw frozen food; from freezer to cooking temperatures.
Food Bank of Northern Nevada
Main Office and Warehouse: 550 Italy Drive, McCarran, NV 89434-5400
Phone: (775) 331-3663  Fax: (775) 331-3765  Web: www.fbnn.org

Agency Monitoring Form

Agency Name:
_____________________________________________________________________________________

Date: _______________________ Monitor’s Name: _________________________________________

Site Address:
_____________________________________________________________________________________

Mailing Address:
_____________________________________________________________________________________

Parent Organization:
_____________________________________________________________________________________

E-mail Address: __________________________________ Fax Number: __________

Primary Phone Number: _____________________ Secondary Phone Number: _____________________

Contact Person: ________________________________ Director: ________________________________

County: ___________________________ State: ________ Insurance Expiration Date: ______________

Part I: Services Provided

Y / N Pantry  Y / N Shelter  Y / N Residential

Y / N Soup Kitchen  Y / N Kid’s Café  Y / N Snack

Program

Y / N Day Care  Y / N On-Site Meal Program  Y / N Senior

Center

Y / N Other:
_____________________________________________________________________________________

Hours of Operation:
_____________________________________________________________________________________

Funding Sources:
_____________________________________________________________________________________

Are your services limited by any of the following?

Y / N Storage Space  Y / N Money  Y / N Availability of Staff Volunteers  Y / N Ability to get to
Parking Lot Dist.

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Y / N Do you serve a specifically designated service area? What is the area:
____________________________________

Food Pantries:

How many households receive assistance per month? ________ How many persons per household?________

Y / N Are households allowed to receive food at least once every 30 days? How often?
____________________________________

How many bags of food do you give to a family of four? _____________________________ What is typically in the bags?

_____________________________________________________________________________________
_____________________________________________________________________________________

How many days does the food you give last a family? _____________________________

Does agency service client’s needs? Y / N Emergency Y / N Routine Y / N Both

What items are available to clients? Y / N Non-perishable foods Y / N Frozen foods Y / N Baby formula
Y / N Refrigerated foods Y / N Produce Y / N Non-food items Other:
_____________________________________________________________________________________
_____________________________________________________________________________________
Y / N Do you offer some form of “Client Choice”? Describe
_____________________________________________________________________________________
_____________________________________________________________________________________

Feeding Sites:

How many meals are served per month? ________ Breakfast: _______ Lunch: _______ Dinner:_______
Snacks: ______

How is the count determined? Y / N Plate Y / N Count Y / N Sign-in Other:

_____________________________________________________________________________________
Part II: Food Safety, Storage and Inventory:

Y / N Has the facility been inspected by the Health Dept.? Date: ____________________ Score: ______

Y / N Is the Health Department Certificate displayed in plain view?

Safety:

Y / N Does agency have a freezer blanket? How are cold foods transported safely?

_____________________________________________________________________________________

Y / N Are food storage areas clean and odor free? Y / N Is there a regular cleaning schedule established and maintained?
Y / N Are doors, windows, and roofs sealed to prevent pest entry and/or water damage?
Y / N Does the agency have a contract with a licensed pest control firm? Last inspection date:____________________
Y / N If no, is a qualified person on staff to maintain a good pest control system? Who?
Y / N Is all equipment and the facility well maintained?
Y / N Do storage areas have adequate safeguards to prevent theft or other loss (locks, limited access)?

Pantries
Y / N Is there sufficient room for working in aisles?
Y / N Does agency ever repack products? If yes, Describe procedure

Y / N Are agency representative(s) certified to handle food?
Y / N Do they have a Food Handler’s card? Please list Names and Certifications:

Y / N If yes, are the Food Handler’s card(s) displayed in plain view?

Between what temperatures should food be safely stored?

Restrooms:
Y / N Are restrooms kept clean and sanitary, including the walls, floor, ceiling, toilets, urinals and sinks?
Y / N Are the restroom supplies fully stocked and available?
Y / N Is hot water readily available in the sink? is the water hot within 20 seconds?
Y / N Is a sign or poster displayed in plain view in the restroom which instructs staff and volunteers working with food to
  wash their hands before returning to work?

Storage:
Y / N Are all foods kept 6” off the floor and stored on pallets, platforms, or shelves?
Y / N Is food stored at least 4” away from walls to allow proper ventilation and permit good air circulation?
Y / N Are storage areas free of non-insulated steam and hot water pipes, water heaters, refrigeration condensing units, and other heat producing devices?
Y / N Are toxic items and chemicals (soaps, bleach, cleaning supplies and insecticides) stored away from food items?
Y / N Are toxic items properly packaged and labeled? Y / N
Y / N Is area free of standing water?

Refrigerator? Y / N How many? _________ Home?_________Commercial?_________
Freezer? Y / N How many? _________Home?_________ Commercial?_________
Y / N Are there thermometers in all storage areas both dry and cold?
Y / N Are Temperature logs maintained at least once per week and filed?
Inventory:
Are controls in place to assure “first in – first out” inventory flow? Y / N
Are food items checked regularly for signs of spoilage or damage? Y / N Log? Y / N
Are there any items currently in storage that were received more than 6 months ago? Y / N

List products:
____________________________________________________________________________________

What are the agency’s other sources of food? (Indicate all that apply)

Y / N Supermarkets, or Grocery Stores Y / N Warehouse Clubs (Costco, Sam’s Club)
Y / N Discount Stores (Walmart, Target, Winco, etc.) Y / N Farmer’s Market
Y / N Other
____________________________________________________________________________________

Part III: Program Integrity and Procedures

Program Integrity
Are fees, donations, memberships required of the clients? Explain:
____________________________________________________________________________________

Do all agency activities appear to be appropriate? Y / N
Does the intake process treat clients in a way that demonstrates dignity in a polite and confidential manner? Y / N
Are all clients required to attend church or classes in exchange for food or product? Y / N
Describe:
____________________________________________________________________________________

Program Procedures
How is eligibility for services determined?
____________________________________________________________________________________

Does the agency track client participation? Y / N Describe?
____________________________________________________________________________________

Are clients required to make an appointment for assistance? Y / N Phone:________________________
Are clients asked about other needs? Y / N Which needs? ______________________________
Are frequent users referred to other resources for long-term assistance? Y / N Describe:
____________________________________________________________________________________

Is assistance offered to help complete an application for SNAP (formerly Food Stamps)? Y / N
Does the agency deliver food to clients? Y / N
Describe? ____________________________________________________________________________

**Complaints of Discrimination**
Have there been any discrimination complaints filed against this agency during the past 12 months?  
Y / N

If yes, was this information forwarded to the Food Bank of Northern Nevada?  Y / N

---

**Part IV: TEFAP Information**  (Is Agency associated with TEFAP?  Y / N)  If NO, go to Part V!

**Administration:**
Does this agency have a current signed TEFAP Memo of Agreement with Food Bank of Northern Nevada?  Y / N

Date: ______________________________ Is there a copy on file at this site?  Y / N

Has Food Bank of Northern Nevada provided this agency with training regarding TEFAP?  Y / N

Date: ______________________________

Is a copy of the last site review on file?  Y / N  Review Date:

_______________________________________________________________________________

Was corrective action required?  Y / N

Date of Food Bank of Northern Nevada follow up visit: ________________

Does agency have a copy of the TEFAP Procedures Manual?  Y / N

Does agency meet the 50% match between TEFAP & other foods every time agency is open?  Y / N

Are TEFAP foods mixed in with like food items on the shelves?  Y / N

How long has this agency been in operation as a TEFAP outlet? ________________________________

**Product Loss and Inventory**
Has this agency experienced losses or received TEFAP product that was spoiled or out of condition?  
Y / N

If yes, what products?  -

_______________________________________________________________________________

Have the losses been reported in a timely manner to Food Bank of Northern Nevada?  
Y / N  When? ________________________________

Total cases of TEFAP Product currently in inventory: ________________________________ *(Must be counted during visit)*

**TEFAP Eligibility Certification** *(Food Pantries only)*
Are recipients required to complete the TEFAP Eligibility Certificate determining eligibility?  Y / N
Are current income guidelines being used?  Y / N
Does agency require identification if the client is unknown to the staff or volunteers?  Y / N
Is there a procedure in place to check the client’s address?  Y / N  Describe:

Does this pantry have a system in place to serve the homebound elderly and working poor?  Y / N
Describe:

Do pantry workers receive food?  Y / N  If yes describe:

Do pantry workers complete the Eligibility Certificate for TEFAP?  Y / N
Do pantry workers receive TEFAP products if they do not meet the income guidelines?  Y / N
Describe:

Do any eligible pantry workers receive an amount that exceeds that issued to other participants?  Y / N

---

**Part V: Record and File Keeping**

*Records to be kept at Agency for 2 years:*

**PANTRY:**  Y / N  Records of Persons receiving food (date / number in household / name)

**SHELTER / SOUP KITCHEN:**  Y / N  Record of dates / meals served / number served

**ON-SITE / RESIDENTIAL:**  Y / N  Record of dates / meals served / number served

*Files to be kept current at agency:*

**ALL AGENCIES:**  Y / N  Member Agency Agreement signed by the current Agency Director

Y / N  TEFAP and/or CSFP Memorandum of Agreement

Y / N  Temperature Logs (cold, frozen and dry)

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**Part VI: Program Training:**  *Review the Following:*

Y / N  How to “shop”, use Agency Forms, and place orders at Food Bank of Northern Nevada

Y / N  Shared Maintenance Fees

Y / N  How to fill out Monthly Summary of Participant Characteristics

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**Part VII: Public Awareness**

What types of public outreach and networking does this agency do to make the public aware of its operation?
Are hours and days of operation posted on the outside of the facility and visible to the clients?  Y / N

If not, when will they be posted? ______________________________________

Is Agency’s Mission Statement posted for Clients and Volunteers to read?  Y / N

Is the TEFAP Title V Non-Discrimination “And Justice for All” poster visible to clients?  Y / N / NA

If not, does the agency need a poster?  Y / N / NA

**PANTRIES:** Are income guidelines, issuance per household and appropriate information posted and visible to clients?  
 Y / N / NA

Does the agency appear to be handicapped accessible?  Y / N

---

**Part VIII: Other Information**

How long has this person being interviewed been the outlet coordinator? 

____________________________________________________________________________________

What are the responsibilities for this position?

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

Y / N  Are there paid staff at this agency? How many hours per week?

____________________________________________________________________________________

How many volunteers are utilized in the distribution of food per month?

____________________________________________________________________________________

What responsibilities are delegated to the volunteers?

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

How does this agency recruit volunteers?

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

Y / N  Do volunteers also take food from the pantry?

Y / N  If yes, are their intake forms completed filed?

---

**Part IX: Agency Comments about the Food Bank**

Comments from the agency staff concerning this visit, ordering, pickup, or other related issues.
Accolades:
Describe exemplary activities of this agency to provide security for low-income families and individuals.

Part X: General Comments and Recommendation

Is there a correlation between stated numbers served and amount of Food Bank of Northern Nevada items taken? Y / N

Is there evidence that Food Bank of Northern Nevada items are going to uses other than the stated purpose of the program? Y / N

What is your agency’s Mission Statement?

On a scale of 1 to 5, where do you think you fall in accomplishing your stated purpose? __________

What other resources would be helpful to you to help you further your mission?

Follow-Up

☐ Agency Approved  ☐ Re-Monitor in 3 months
☐ Re-monitor in 6 months  ☐ Not Approved
☐ Other____________________________________________________________

Monitor Signature: ___________________________ Date: ______________
Glossary of Terms

**Food Bank:** a non-profit organization that functions as a warehousing and distribution center for donated and purchased food. Food banks could be described as the “United Way” of food, gathering food from many different resources and supplying that food to agencies serving the needy, ill, elderly and children at no or very low cost (i.e. pennies per pound).

**Feeding America:** is the national food bank network, to which approximately 205 food banks belong nationally. Feeding America’s primary purpose is soliciting food donations on behalf of food banks from national companies, such as General Mills, Kraft, Del Monte, etc. There about 350 national donors at this time, and their contributions are distributed around the network in proportion to service area population and poverty statistics. Feeding America is also a certification body, giving confidence to donors that their contributions of food will be handled and distributed appropriately. We pay an annual fee to belong to help defray the costs of the services we receive.

**Partner Agency:** a nonprofit organization which has chosen to have a contractual relationship with the Food Bank in order to have access to donated food products at no or low cost. We serve emergency food pantries, senior nutrition programs; day care centers for low-income children, soup kitchens, rehabilitation facilities, assisted living programs for the mentally or physically handicapped, family and domestic violence shelters. The Food Bank serves between 135+ agencies in our service areas of 14 counties of Nevada and 7 Northeast California counties.

**Product Distribution for Partner Agencies:** Product distribution is often times determined by the funder. The following priorities of service will be followed in the event that flexibility of product distribution is given to the Food Bank of Northern Nevada.

1. Community emergency pantries will be given preference to **food drive product** and purchased product and the amount of product available to a partner agency will depend on the category that the agency falls into.
2. Senior and Youth non-government programs will be given priority over Senior and Youth government programs as these programs have subsidized funding in place.
3. Community congregate Feeding sites will be given priority of product over partner agencies providing services to a select amount of recipients.
4. Nonfood items will be given to partner agencies by request and based upon availability.