

AGENCY POLICY MANUAL



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The Food Bank of Central Louisiana

July 2021

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ABOUT THE FOOD BANK

HISTORY

The Food Bank of Central Louisiana was incorporated September 8, 1989 with the mission of alleviating hunger in Central Louisiana. In May of 1990, the organization began food distribution to area churches and non-profits that ran feeding programs for needy families. During the first year, the Food Bank distributed 500,000 pounds of donated food and grocery products through these partner agencies to impoverished families in Central Louisiana. In 2020, the Food Bank distributed more than 11 million pounds of food through a network partner agencies in 11 parishes.

MISSION

The mission of the Food Bank of Central Louisiana is to alleviate hunger in Central Louisiana.

VISION

We will engage the community to work toward breaking the cycle of hunger in Central Louisiana.

FEEDING AMERICA

Feeding America is a network of over 200 member food banks that collectively distribute food to millions of hungry Americans each year. It is the largest domestic hunger relief organization in the United States, serving all 50 states, Washington DC and Puerto Rico.

Food banks that are members of Feeding America pay membership fees and adhere to best practices for food banking. In exchange, Feeding America provides member food banks with technical assistance from national-level experts in solving hunger, raising funds, sourcing food, strengthening advocacy, and understanding economic and supply trends.

All member food banks are autonomous, maintaining a contractual relationship with Feeding America that outlines the standards by which all members agree to operate.

The Food Bank of Central Louisiana has been a member of Feeding America since 1995.



ABOUT THE FOOD BANK

CORE VALUES

Respect: We respect the inherent worth and dignity of every person and treat all with justice, equity and compassion. We honor the lives of people in need and expect our partners to do the same. We recognize the value of one another's differences in attitudes, beliefs and experiences, and we encourage diversity of thoughts and ideas.

Integrity: We act with honesty, trust and openness to meet our commitments. We act within the spirit of agreements, contracts and the law. Our intentions and actions are transparent.

Stewardship and Accountability: We keep faith with the public trust through the efficient and compassionate use of resources entrusted to us. We are mindful that our mission is accomplished through the generosity of others. We maintain and communicate accurate, timely information on the issues of hunger. We regularly evaluate and account for how resources are used to implement and achieve our mission.

Service: We believe service to others is fundamental to alleviate hunger in Central Louisiana. We serve with excellence, compassion and responsiveness to meet the needs of those with whom we work, internally and externally. The better we serve, the more people we bring together in commitment to our vision.

Collaboration: We believe in the power of community. We collaborate and build strong relationships, based on trust, with and among those who share our vision, to work toward breaking the cycle of hunger in Central Louisiana. We strive to engage people across all dimensions of human diversity, working together to accomplish the vision at the national and local levels. We seek out and are responsive to the input and counsel of our partners, valuing each other's roles and using an open process with honest communication.

Urgency: We operate with an acute sense of urgency that reflects the immediate needs of people struggling with hunger. We challenge our employees, volunteers and partners to embrace the same sense of urgency to accomplish our shared vision.

SERVICE AREA

The service area of the Food Bank of Central Louisiana includes the following eleven parishes: Allen, Avoyelles, Catahoula, Concordia, Grant, LaSalle, Natchitoches, Rapides, Sabine, Vernon and Winn.



WHAT IS A PARTNER AGENCY?

WHAT IS A FOOD BANK PARTNER AGENCY?

Food Bank partners are agencies that provide food to neighbors in their local communities as part of the Food Bank's distribution network. These organizations include (but aren't limited to) local food pantries, soup kitchens and meal programs, shelters, senior or youth centers, and agencies serving vulnerable and special needs populations. Partner agencies must operate as non-profit 501(c)(3) organizations or IRS-designated religious houses of worship. Partners deliver Food Bank programs to the local communities where they serve.

BENEFITS OF PARTNERSHIP

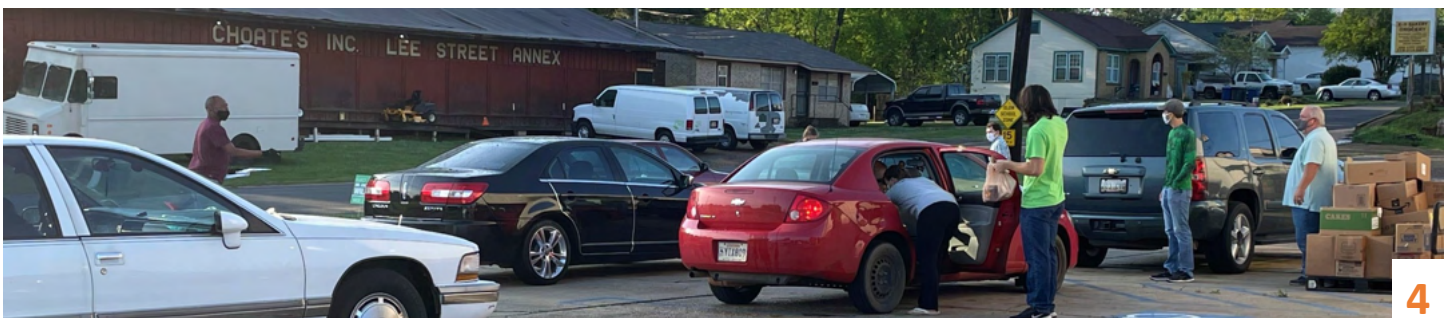
Partner agencies enter a contractual relationship with the Food Bank, pay modest membership dues*, and agree to adhere to the policies and practices outlined in this manual. In return, partners enjoy the following benefits of membership in the Food Bank of Central Louisiana's network of food assistance resources.

- More than 4,000,000 pounds of food flow from the Food Bank through partner agencies each year. Partners do not pay anything for food received from the food bank for distribution.
- Staff and volunteers at partner agencies participate in federally certified training in food safety and handling; as well as additional professional development opportunities.
- The Food Bank seeks resources to build capacity of partner agencies and extends opportunities as they become available. For example, our partner agencies recently were able to expand their cold storage capability with new coolers and freezers through a grant awarded to the Food Bank.
- Through the Food Bank's membership in Feeding America, partner agencies have access to many of the technical assistance resources from the national network.

** A sliding scale of membership dues will replace shared maintenance fees in 2022.*

HOW TO GET STARTED

Food Bank staff is available to meet with the leadership of your organization to discuss our programs, the application process, and the requirements to become a partner agency prior to making a formal application. Please contact our Agency Relations Coordinator to schedule an initial meeting.



THE APPLICATION PROCESS

INITIAL CONSIDERATIONS

One of the most important decisions that you will make in becoming a partner agency of the Food Bank of Central Louisiana is in which program(s) your organization will participate. Each program has specific requirements. A list of Food Bank programs is provided in this manual. Please contact our Agency Relations Coordinator to discuss these as your group prepares to make the decision.

The second question will be how many people you intend to serve. This will have implications on the amount of food, storage, volunteers, funds, etc. you will need to support your operation. Often, it is best to start small and then grow your operation so that it is sustainable.

There are some portions of our service area that are underserved for food distribution and others that are at the saturation point regarding a particular type of program. In these instances, the Food Bank may not want to set up a new food pantry, for example, but there may be other programmatic needs that your organization can support.

THE PROCESS AND TIMELINE

The application form may be found online at www.fbcenla.org/member-agencies. You will need to answer the general information questions and the sections that apply to your program. If you have any questions about completing the form, please contact our Agency Relations Coordinator.

Once your application is completed and reviewed, we will schedule a site visit to inspect your facility to ensure that it meets the requirements of the program that you have chosen. When all requirements have been met, your application will be recommended to the Food Bank's Executive Director, and then presented to our Board of Directors for final approval.

The Food Bank Board of Directors meets on a monthly basis. Depending on the timing of the application submission, the approval will be placed on the agenda of the next meeting.

PROGRAM START-UP

Once your application is approved, you will sign our Agency Agreement and have a one-on-one orientation with our Agency Relations Coordinator. You will be given access to the Member Agency portal on the Food Bank's website at www.fbcenla.org/member-agencies, where you may access forms, documents, updates, and various resources that will help with start-up as well as throughout your partnership with the Food Bank.

We will help every step of the way to get your program up and running. Together we will work to alleviate hunger in your Central Louisiana community.

FOOD BANK PROGRAMS

FOOD PANTRIES

Emergency food distribution is the heart of our operation. Food Pantries provide food and groceries to needy people on a regular basis for household consumption. Food Pantries serve their neighbors in various ways. Some provide pre-packed food bags or boxes on a monthly basis; some operate “client choice” pantries where neighbors may “shop” for what they need; and others offer options that fall somewhere in between, according to the needs of local participants. There are requirements for agencies regarding food storage, record keeping, reporting, etc.

ON-SITE MEAL PROGRAMS

These agencies provide full meals onsite in a variety of settings: Soup kitchens, shelters, low-income day care programs, group homes, drug and alcohol rehabilitation programs, senior centers, after school programs, etc. An agency may prepare hot meals onsite with Food Bank food if the agency has a health permit from the Louisiana Department of Health.

SENIOR PROGRAM

The Food Bank of Central Louisiana’s Senior Program provides impoverished senior citizens with 50 pounds of food every month for 12 months. The Food Bank’s Senior Program currently serves more than 1,200 older adults across Central Louisiana. The majority of these food boxes are distributed by Food Pantries.

KID’S CAFÉ

The Kids Café is one of the nation’s largest meal service programs, providing free and prepared food and nutrition education to hungry children in safe and nurturing environments. This after school program provides nutritious hot meals and heavy snacks to youth that might not otherwise receive evening meals. In addition to providing hot meals to hungry children, Kids Café offers nutrition education, character enrichment, tutoring and individual attention kids need with their schoolwork.

BACKPACK PROGRAM

The BackPack Program is designed to meet the needs of hungry children at times when school nutrition resources are not available, such as weekends and school vacations. The backpacks are filled with food that children take home from school on Friday afternoons to provide food for the weekend. The food is child-friendly, nonperishable, and easily consumed. Over the summer, the BackPack program can take place at day cares, summer day camps, or recreation programs where children spend their weekdays.

PROGRAMS (CONTINUED)

SCHOOL FOOD PANTRIES

The School Food Pantry program plays a crucial role in providing children and their families with access to food when other resources such as free and reduced price school meals are not available. School Pantries provide a readily accessible source of food assistance to low-income students and their families.

MOBILE FOOD PANTRIES

The Mobile Pantry Program meets the unique needs of the Food Bank's rural and underserved communities by offering services in their area and providing client access to fresh fruits and vegetables. Benefits of the program include: Expanded capacity; removal of barriers that prevent access to unserved/underserved areas; and flexibility in delivery of hard-to-move food and grocery products in an effective, expeditious manner with or without agency involvement while maintaining an atmosphere of dignity.

DISASTER RELIEF

It is the goal of the Food Bank of Central Louisiana to act as a conduit for food and essential grocery items for relief, in coordination with other relief organizations. In times of disasters such as hurricanes, the Food Bank of Central Louisiana may be a collection point for local donations, responsible for solicitation, handling, storage and distribution of products to our network of agencies across Central Louisiana. The extent of service the Food Bank provides will vary in accordance with the scope of the disaster and availability for resources.

GOOD FOOD PROJECT

The Good Food Project is a model community garden that envisions a healthy Cenla in which all children grow up with an awareness of and access to nutritious food. Through education and community partnership, the Good Food Project works to connect children with healthier food options, healthier behaviors, and improved health outcomes. In addition to its Demonstration Garden, the Good Food Project supports and/or maintains more than 75 school and community garden program sites in the parishes served by the Food Bank. These programs teach sustainable gardening, nutrition, and healthy eating options, while providing fresh produce for participants.

SNAP ASSISTANCE

The Supplemental Nutrition Assistance Program (SNAP—formerly known as Food Stamps) is a Federal Nutrition Program that helps low-income people and families buy the food they need for good health. The Food Bank provides one-on-one assistance to neighbors with SNAP applications, redeterminations and simplified reports. Assistance is provided over the phone or in person at partner agency locations.

ACCOUNTABILITY

MONITORING

Once approved as a partner, the agency is monitored on or after its six-month anniversary, and again on or after its twelve-month anniversary. Following the first year, each partner agency will be monitored once annually. However, the Food Bank, at its discretion, reserves the right to monitor each and any member agency more frequently. Monitoring may be done through on-site visits, oral or written communication.

Monitoring is a requirement of the agreement between the Food Bank of Central Louisiana and the partner agency. Monitoring procedures are specific to the type of program that your organization is operating.

The normal monitoring visits are scheduled with the Agency Relations Coordinator in advance, in writing. If the Food Bank is notified of a potential issue of concern, including violations of the agreement, the Food Bank may choose to make an unannounced visit to observe the operation and investigate the potential issue/violation.

VIOLATIONS

Violations of the agency agreement are listed below. The agency agreement may be found in the attached Forms & Documents.

1. Exchanging donated food or other products for money, property or services.
2. Removal of donated food or other products from an on-site program for private use.
3. Using donated food or other products in a manner that is not related to the express purpose of the Food Bank.
4. Delinquent in shared maintenance fees or membership dues*
5. Donated food or other products are improperly stored, refrigerated or transported.
6. Donated food or other products are improperly stockpiled.
7. Member agency is in violation of any state or local statute, ordinance, code or regulation.
8. Member agency otherwise violated the basic agreement between itself and the Food Bank.

** A sliding scale of membership dues will replace shared maintenance fees in 2022.*

WHO MAKES THE RULES?

The Food Bank and all its partner agencies are required to adhere to Federal regulations as administered by the United States Department of Agriculture, as well as state mandates under the Louisiana Department of Agriculture and Forestry.

We are also contractually obligated to conform to standards and practices endorsed by Feeding America. **8**

FOOD SOURCES

FOOD RESCUE

As the country's largest food rescue organization, Feeding America partners with food manufacturers, grocery stores, restaurants, and farmers to rescue food and deliver it to food banks serving our neighbors in need. Test market items, overruns, and foods not meeting retailers' standards for appearance are examples of the items recovered. Food rescued by Feeding America is allocated to member food banks according to each service area's population, poverty and unemployment statistics.

UNITED STATES DEPARTMENT OF AGRICULTURE

The Food Bank of Central Louisiana is one of the five food banks partnering with the Louisiana Department of Agriculture and Forestry. The Emergency Food Assistance Program (TEFAP) is the program through which USDA commodities are distributed. Food is allocated to each food bank through a formula based on population, levels of poverty and unemployment of its geographic service area.

RETAIL STORES

Major retail chains implement food donation programs nationwide and regionally depending on the individual chains. Donated foods are items that the stores deem "unsaleable" for a variety of reasons, including damage, code dates, sell by dates, overstock, etc.

FOOD DRIVES

Donations from local individuals, businesses and organizations are an important source of food and community engagement. We encourage groups that are conducting food drives to support our partner agencies in their communities.

FOOD PURCHASING

When necessary, the Food Bank purchases food items in order to keep a variety of healthy foods available for distribution to neighbors. It is important to be able to provide a balance of fresh produce, meats and dairy, in addition to shelf-stable foods for those in need.



DISTRIBUTING TO CLIENTS

APPROPRIATE USE OF PRODUCT FROM THE FOOD BANK

The community donates food and household products to the Food Bank with the expectation that it will be utilized to assist people in need. As such, the terms and conditions of being a partner agency describe, in detail, what constitutes appropriate use of the products your agency obtains from the Food Bank. In summary, food obtained from the Food Bank:

- Must be used to serve the ill, needy or infants (minor children).
- Must be distributed to clients free of charge, with absolutely no conditions levied or implied.

CLIENT ELIGIBILITY GUIDELINES

Partner agencies must utilize some criteria for ensuring that products distributed by the program(s) will be received by the ill, needy or infants as outlined in Section 170(e)(3) of the Internal Revenue Code.

Definitions

Ill — Those suffering from a physical injury, with an existing handicap, malnutrition, disease, sickness or infection that impairs health, or someone partially or totally incapable of self-care.

Needy — Someone that is financially impoverished as a result of low income or lack of financial resources.

Infant — A minor child as determined under the laws of jurisdiction in which the child resides.

HOUSEHOLD DISTRIBUTION

The Client Application and the income guidelines are components of The Emergency Food Assistance Program (TEFAP) of the USDA. Each household served by our partner agencies must complete an application. These application are valid from July 1 through June 30 of each year. All clients must complete new applications each year.

All Individual applications for food assistance must pass a means test. Their household income must fall at or below the threshold set by the USDA (currently 130% of Federal Poverty Level). These income guidelines are updated on an annual basis prior to the start of the fiscal year. The current guidelines may be found in the Member Agency portal on the Food Bank's website: www.fbcenla.org/member-agencies.

ON-SITE MEALS

For agencies preparing meals onsite, the requirements are different. Meal logs and a current health certificate with the latest inspection report are the documents that are unique to these operations.

NON-DISCRIMINATION

USDA NON-DISCRIMINATION POLICY

The Food Bank distributes USDA food and is therefore bound by the non-discrimination guidance of the USDA and the Louisiana Department of Agriculture and Forestry. The following is the current USDA Non-Discrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- 1.mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;
 - 2.fax: (202) 690-7442; or
- email: program.intake@usda.gov.

This institution is an equal opportunity provider.



Faith-based organizations are required by USDA to post a notification of beneficiary rights. Detailed information and a poster that may be used to satisfy this requirement may be found in the Member Agency portal on the Food Bank's website: www.fbcenla.org/member-agencies.

POLICIES & PROCEDURES

RECORD KEEPING REQUIREMENTS

Record keeping is necessary for many reasons in handling donated food and funds. As a partner agency of the Food Bank of Central Louisiana, you are required to keep all records for the previous three years, plus the current year. There are some items that apply to all partners. Others are specific to the type of program that you are operating. You are required to provide the following documents during a monitoring visit:

All Partner Agencies

1. Current signed USDA Agreement
2. Current signed Agency Agreement
3. Agency Application
4. Letter of Intent
5. Temperature Logs
6. Storage Site Review (filled out completely)
7. Food Bank Invoices
8. Food Bank and USDA Reviews (last three monitoring visits)
9. Pest Control Contract/Log—Signed and Dated
10. Cleaning Schedule Log—Signed and Dated
11. Current Food Safety Certificates

Food Pantries

12. Client Applications
13. Current Income Guidelines
14. Distribution Lists
15. Distribution Rate

Soup Kitchens / Residential Feeding

16. Latest Health Inspection Report
17. Daily Census (number of breakfast/lunch/dinner)

Miscellaneous

1. Justice for All Poster—prominently displayed
2. Thermometers inside dry storage area, coolers and freezers
3. Food stored at least 4 inches off the floor and away from wall
4. Storage area clean and organized

POLICIES & PROCEDURES

FOOD SAFETY

This is the most critical component of our operation. It is an important public health issue. Our network exists out of compassion and a desire to help others. The last thing we would want is for someone to become sick from the food that they receive.

Partner agencies must implement food handling measures to ensure that product being distributed is safe.

Food safety requirements continue to increase as new federal regulations are implemented. As new guidelines are released, the Food Bank will share those changes with our partner agencies.

One of the reasons for annual monitoring of all of our partner agencies is to ensure food safety practices are being followed. To ensure that every partner agency has someone with the expertise necessary to keep food safe, at least one staff member or volunteer is required to pass a scored food safety test annually. These tests are part of the training provided at the Annual Agency Workshop, usually held in the spring of each year.

The Food Bank often receives food that has damaged packaging, labeling errors, quality control issues, or product that is approaching or past the code date. This date may be a best by, sell by, or use by date. While it is not a requirement that manufacturers place a date of any kind on food products, many do label the product with the latest date that the product is at its peak condition.

The food must be tested for spoilage. It is important for partner agencies to distribute/use the food quickly to avoid spoilage. A good rule of thumb is that if you would not feel comfortable eating the product yourself, discard it. Another way of saying this is, “When in doubt, throw it out!” Any spoilage must be reported to the Food Bank. Spoiled USDA items may require special handling and documentation. Please call the Food Bank for instructions.



POLICIES & PROCEDURES

FOOD STORAGE REQUIREMENTS

Keep the Pantry CLEAN! All food storage areas should be checked and cleaned weekly. Use a sanitizing solution composed of one tablespoon of bleach to one gallon of water.

Storing Food Items

- Keep all food items off the floor. Air space needs to be provided between the item and the floor. This provides sufficient ventilation, cleaning ease, and aids in the inspection for spoilage or possible pest contamination. Space should be provided on individual shelves for this purpose as well.
- Food must be stored on non-porous surfaces which are capable of being sanitized. Paint wood or metal surfaces with a light colored enamel paint or other environmentally-safe sealant. No bare wood, rusty metal or shelf liner.
- Rotate your stock. First in, first out (FIFO) product rotation method is the practice of moving older currently stored products to the front of the shelf, storing newer products behind. Remember, the larger your inventory, the more frequently you should rotate products so the freshest items are always being distributed to your clients. Check each new shipment for spoilage or pest contamination. Check expiration dates. Watch for bloating or rusting cans. These items should be thrown away.
- Generally, non-perishable food should be distributed within 90 days of receiving it from the Food Bank.
- Baby food and formula should not be distributed after the expiration date. All baby food and formula products stored that are beyond date of expiration should be discarded and not distributed to clients.
- Store food items properly
 - ◇ Bulk items such as rice, flour and beans should be stored in tightly sealed containers. Re-packaging of bulk items must be done under sanitary conditions with re-closable plastic bags, such as Ziplocks. Paper bags are not acceptable material here.
 - ◇ Food should be stored at safe temperatures. Freezers should be kept at 0 degrees, and refrigerators should be between 34-40 degrees. Thermometers should be present in all freezers and refrigerators. Please keep a daily temperature log. This written log should also reflect a cleaning schedule. The date and the signature of the person making this inspection or cleaning should be included.

During monitoring, if a problem is noted, your agency must correct the problem and submit the corrections in writing to the Food Bank. A re-inspection will verify that the problem has been resolved.

POLICIES & PROCEDURES

PEST CONTROL

Prevention

- Secure the storage area. Seal all holes, gaps, cracks, joints, and entrances including doors, ceilings, shelves, and windows (including their frames).
- Keep the area clean and locked.
- Monthly pest control: Professionally or privately sprayed. Remember to document procedure in a written log with the date and person's signature that completed the spraying.
- Poison free devices may be used in the storage area to ensure the area remains free of pests.

In Case of Pest Infestation

- Inspect food storage area to determine the type of pest and the level of treatment needed to resolve the infestation, and take immediate action to treat the area accordingly.
- Food products should be removed from the storage area if there is a possibility of toxic pesticide exposure to stored products during treatment.
- Once evidence of pests has been determined, inspect stored products to ensure that no damage or infestation has occurred, and discard any damaged products.



POLICIES & PROCEDURES

FOOD ORDERING PROCEDURES

There are four types of food available to partner agencies from the Food Bank:

1. Gratis food: Produce, pizza, bakery items are available to all member agencies when available.
2. Unrestricted food: Items available to all partner agencies that are included in the weekly inventory listing.
3. Restricted food: Food donations only available to certain types of programs or geographical areas.
4. USDA Commodities: These food items are available to partner agencies that have met the program requirements of the Food Bank and the Louisiana Department of Agriculture and Forestry. These agencies are required to complete an additional agreement.

Product List

An inventory listing is provided each Friday, usually by noon. You may receive the list by email or by downloading it from the Member Agency portal on the Food Bank's website: www.fbcenla.org/member-agencies.

The Food Bank will be transitioning to a fully online ordering system for partner agencies in 2022.

The staff will also have detailed information about the products that are available. There are times when a product will require labeling. The staff will also have information about the requirements concerning these products.

The number of people that you serve is an important component in deciding the amount of a product to order. Also, the number of containers of a particular item that you would like to distribute per person or household is an important consideration. For example, if a case of green beans contains 24 fifteen-ounce cans and you have 24 households that you are serving, providing two cans for each household requires two cases of that item.

Placing an Order

1. You may place an order by emailing a completed product list to dbordelon@fbcenla.org (be sure that it has your agency name and phone number, and a desired pickup/delivery date with the time). The Food bank will transition to a fully online ordering system for partner agencies in 2022.
2. You may also call the warehouse team at 318-445-2773. Ask for Dustin. There are times when you will be unable to reach someone immediately by phone. Please leave a voicemail message and your call will be returned in the order in which it was received.
3. There is no minimum order amount.
4. Agencies may order as often as necessary.

POLICIES & PROCEDURES

ORDER PICK-UP AT THE FOOD BANK

When your scheduled order pick-up time arrives, you should come to the Food Bank's main warehouse, located at 3223 Baldwin Avenue, Alexandria. Please press the button on the intercom at the entrance to the building. Once the staff member answers, please state your name and the name of the agency that you are representing. For example, "This is Mary Smith. I am here to pick up for St. Michael's." The staff member will give you instructions on where to go from this point.

Your best opportunity to double-check your pre-ordered product to assure that you have correctly received everything that was ordered is while you are at the Food Bank loading the product into your vehicle. If you load your vehicle by hand, please use your invoice checklist to compare the items you received to those that are on your invoice. If you discover a discrepancy as you are loading your order, we ask that you stop loading and notify a member of the Food Bank staff immediately. **The Food Bank cannot be held responsible for order discrepancies involving hand-loaded orders if the Food Bank is not notified prior to the agency leaving the dock area.**

You may elect to have your order loaded onto your vehicle by pallet. **If you discover a discrepancy in your palletted order once you return to your site, it must be reported to the Food Bank within five business days of the pick-up date in order to receive any type of credit.**

When you pick up product at the Food Bank, we expect that you will be able to pick up the entire order at once. Transportation and volunteers appropriate to the amount of product that you are picking up is important to assure a safe and smooth loading experience. **Safety is critical—please do not overload your vehicle.** The Food Bank reserves the right not to load any vehicle it deems to be unsafe or not roadworthy. The Food Bank will not knowingly overload any vehicle beyond its capacity to operate safely.

DELIVERY OF ORDERS

The Food Bank will deliver orders to any agency that would like to utilize this service. The fee structure which applies to order delivery consists of two different rates—one for local delivery and another for rural delivery. Program sites are considered "local" if they are located within Rapides Parish. Local sites that would like delivery service will be assessed a flat fee of \$45 per delivery. Program sites located beyond the boundaries of Rapides Parish are considered "rural" and will be charged fees based on the current mileage rate established by the Food Bank. This rate is evaluated annually to ensure that the costs are tied to the rate.

The Food Bank plans to transition to a new delivery fee structure in 2022.

POLICIES & PROCEDURES

SHARED MAINTENANCE

Collecting, sorting, packaging, handing and storing donated food costs money. Partner agencies agree to help offset a portion of these costs through a shared maintenance fee that is assessed based on the poundage of product received. Sometimes this is called a handling fee. There is generally no shared maintenance fee on perishable product. There is also no shared maintenance fee on USDA products.

All new partner agencies are assigned a \$500 monthly credit limit with which to acquire products for their organization. If the new partner agency has multiple programs, the agency can decide how much of the \$500 should be allocated to each program. After 90 days of operation, the limit will be re-evaluated taking into account the number of people being served by the program(s) and established payment history. The credit limit for the program(s) will be adjusted upward at that time, if warranted. Existing partner agencies that start a new program will be assigned a \$500 credit limit for the new program with the same 90-day evaluation process. This is a non-revolving line of credit and your balance must be paid in full within 30 days of the date when it is incurred. Detailed invoices are provided with each order. Statements are mailed on a monthly basis to all partner agencies.

A sliding scale of membership dues will replace shared maintenance fees in 2022.



CONTACTS

PARTNER AGENCY PROGRAMS

The primary contact person for all Food Bank Partner Agencies is the Agency Relations Coordinator. Questions about becoming a partner, training, policies, procedures, monitoring, etc. should be directed here.

Jodi Belgard

Agency Relations Coordinator

jbelgard@fbcenla.org

318-445-2773 ext. 201

FOOD BANK PROGRAMS

To learn more about specific Food Bank programs:

Bridgett Johnson

Child Nutrition Programs Coordinator

bjohnson@fbcenla.org

318-445-2773 ext. 211

Hannah Johnston

Mobile Pantry Coordinator

hjohnston@fbcenla.org

318-445-2773 ext. 205

Frances Boudreaux

Director of the Good Food Project

fboudreaux@fbcenla.org

318-445-2773 ext. 212

Lisa Robinson

SNAP Outreach Coordinator

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318-445-2773





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