

# Member Agency Handbook



**In partnership with:**



# OUR VISION

**A HUNGER FREE LARIMER COUNTY**

# OUR MISSION

**PROVIDE FOOD TO ALL IN NEED THROUGH COMMUNITY PARTNERSHIPS AND HUNGER-RELIEF PROGRAMS.**

# OUR VALUES

**INTEGRITY**

**ACCOUNTABILITY**

**EFFICIENCY**

**DIGNITY**

## Introduction to the Food Bank

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Welcome to partnership with the Food Bank for Larimer County! We hope our partnership in supporting our community will be a fruitful and rewarding experience. Opening our doors in 1984, we have a 40-year history of feeding our neighbors in Larimer County. We currently operate two brick and mortar no-cost markets, one in Fort Collins and one in Loveland where clients can receive food in a grocery store-like setting, as well as three mobile markets. We also operate the Nutritious Kitchen where we produce meals and snacks for seniors and children.

Our network consists of over 100 agency partners like you in Fort Collins, Loveland, Berthoud, Wellington, Laporte, Estes Park, Red Feather Lakes, and all across Larimer County. Your work allows us to provide more individuals with food support in hopes of accomplishing our goal of ending hunger in Larimer County.

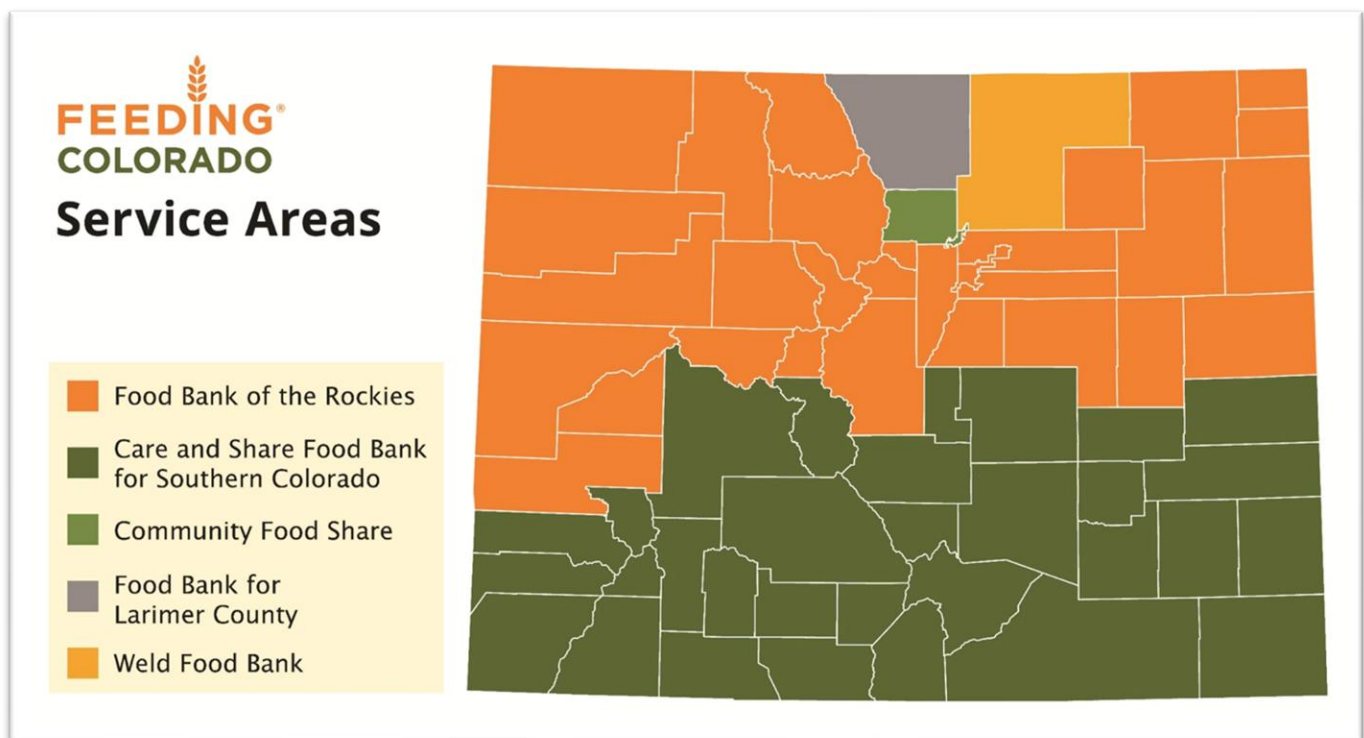
Between our agencies, brick and mortar no-cost markets, and mobile markets, we consistently distribute upwards of 10 million pounds of food in Larimer County.

This handbook is intended to be a starting point for partners to understand the policies and procedures we implement to serve our clients in a safe and dignified way. If you have any questions, please don't hesitate to reach out to anyone on the FBLC agency team. We are incredibly grateful for your partnership and look forward to collaborating.

## Food Bank for Larimer County: Member of Feeding America and Feeding Colorado

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FBLC is a part of the Feeding America Network that is comprised of 199 Food Banks across the United States and Puerto Rico. Feeding Colorado comprises the five Food Banks committed to ending hunger in Colorado. As you can see in the below graphic, our service area is Larimer County. Therefore, we ask that our partners are also located in, and serving, Larimer County.



Feeding America: [www.feedingamerica.org](http://www.feedingamerica.org)

Feeding Colorado: [www.feedingcolorado.org](http://www.feedingcolorado.org)

## Food Bank for Larimer County Agency Staff

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### Food Bank for Larimer County Main Office and Warehouse:

5706 Wright Drive Loveland, CO 80538

Phone Number: 970-493-4477

Office Hours: M-F 8-4:30

Staff	Position	Number	Email
Amy Pezzani	CEO	970-530-3110	<a href="mailto:apezani@foodbanklarimer.org">apezani@foodbanklarimer.org</a>
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Elio Navarro	Nourishing Network Coordinator	970-530-3117	<a href="mailto:enavarro@foodbanklarimer.org">enavarro@foodbanklarimer.org</a>
Agency Helpdesk			<a href="mailto:agencyinfo@foodbanklarimer.org">agencyinfo@foodbanklarimer.org</a>

You can find the entire list of FBLC staff on our website:

<https://foodbanklarimer.org/leadership-board-staff/>

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## Nourishing Network: How do I Receive Food?

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Nourishing Network is the name we give to our shopping area located in our main warehouse at 5706 Wright Drive, Loveland. All partners can make appointments to shop for food in person at Nourishing Network.

FBLC Sources its food from a variety of locations, including local grocery stores, farms, and food drives, as well as from national donors, produce programs, and the USDA. Most of the product that you see in Nourishing Network will be free of cost to our agency partners. See the discussion on page seven (7) that outlines the codes and types of food available.

### WAREHOUSE AND INVENTORY INFORMATION

1. The Food Bank's Nourishing Network shopping hours are Monday through Friday 7:30am – 12:30pm and 1:30pm-3:00pm. These hours are subject to change. FBLC will notify agencies prior to any changes.
  - Shopping is by appointment only. Appointments can be made here: <https://app.acuityscheduling.com/schedule.php?owner=17695752>
  - Agencies are limited to two shopping appointments per week.
2. Scheduled closures: FBLC will be closed for most major holidays, and an annual staff planning/inventory day around the end of June every year. Closure notices will be posted in the agency newsletter, on our website, and in Nourishing Network.
3. Inclement Weather Closing: In the event that the Food Bank will be closed due to weather, a voicemail will be recorded on the main phone line: please call 970-493-4477 before coming in to shop. When possible, agencies that have pre-arranged orders to be picked up will be notified due to weather closure. If both Thompson and Poudre School Districts close due to inclement weather, the Food Bank will most likely also close.
4. Children: Any children must remain under the supervision of and close to an adult while in Nourishing Network.
5. Parking: While shopping in Nourishing Network, please park in the west parking lot and enter through the Agency door adjacent to the overhead door.
6. Warehouse Regulations: No smoking, eating, or drinking is allowed in the warehouse. Close-toed shoes must be worn inside the warehouse, including the Nourishing Network shopping area, at all times. If a shopper shows up to an appointment without close-toed shoes, they will not be allowed to shop. We recommend keeping an extra pair of shoes in your vehicle during the warmer months for shopping appointments.
7. Inventory: Please understand that product at the Food Bank is in limited supply. Most of the food provided by FBLC is donated except for specific purchased items. For this reason, FBLC is unable to guarantee product availability.
8. Shopping Lists: Most of our purchased product is not on the floor in Nourishing Network. If agencies are interested in buying product, it can be obtained by filling out the shopping list found in our weekly newsletter and submitting the request no later than 48 hours before

the shopping appointment. Shopping list requests can be sent to FBLC's agency email: [agencyinfo@foodbanklarimer.org](mailto:agencyinfo@foodbanklarimer.org).

## **AUTHORIZED SHOPPERS**

1. Each Agency will designate staff and/or volunteers to be Authorized Shoppers. Clients, or those who will ultimately receive the food, are not eligible to be Authorized Shoppers.
  - a. Changes in Authorized Shopper(s): All communication regarding changes or additions to the authorized shopper list will be between the Food Bank's Programs Manager or Nourishing Network Coordinator, and the Agency's Program Director or Executive Director (or equivalent). Communications regarding changes to an Agency's authorized shoppers list can be in the form of an email, or on agency letterhead, indicating the first and last name of the shoppers to be added or deleted from the Agency's authorized shoppers list.
  - b. New Authorized Shoppers: New authorized shoppers must complete a shopping orientation in Nourishing Network prior to the initial shopping visit. Contact the Food Bank's Programs Manager to schedule a shopping orientation.
  - c. Agency staff or volunteers who are food safety trained are expected to ensure other staff and shoppers have received adequate food safety training pertaining to the shopping and transporting of product. Upon request, any shopper may take our food safety training.

## **SHOPPING AND CHECK-OUT PROCEDURES**

1. Designated Shopping Area: Authorized shoppers may shop only in the designated shopping areas of Nourishing Network, as presented in the shopping orientation.
2. Labels: All food and non-food items are categorized and tagged with a code and price if it's a purchased product. Case items may only be distributed by the case; do not open cases to take individual items.
3. Invoices: One invoice is printed out for the Food Bank's file and one invoice is given to the shopper. No money is exchanged at the time of check-out. A monthly statement will be sent to the Agency, which is due within 30 days of the statement date.
4. Maintaining Food Bank Invoices: Agencies are required to keep copies of invoices on file, at the Agency's main office, for one year. These are important in the instance of a product recall, which happens occasionally. If you do receive notice of a product recall, always check your physical inventory to verify that you do not have any of the recalled products in your food storage area.
  - a. The Agency must have a written policy detailing their procedures for communicating recalls to clients and staff.
  - b. There is a recommended recall procedure included at the end of this Handbook.

## **TWO TYPES OF FOOD: CASE ITEMS AND ASSORTED PRODUCT- WHAT'S THE DIFFERENCE?**



1. Case Items: These have a colored tag with an item number beginning with DON, PUR, CDHS, etc. These items are counted by the case, and not weighed. Case items may not be broken into nor split up. The exception is bulk produce (code PR) which may be taken out of boxes and should weighed separately. Below is a glossary of case item terms.
  - DON: Donated food, no cost, typically denoted by a **yellow** tag
  - CDHS, E: Product purchased with grant-funding, no cost, typically denoted by a **blue** tag.
  - PR: Bulk Produce, no cost, also denoted by a **yellow** tag
  - PUR: Purchased product, available at wholesale cost to agency partners, typically denoted by an **orange** tag and will have a price tag included.
2. Assorted Products: Any other food that is on shelves, in totes, or otherwise available in Nourishing Network will be weighed according to the following codes:
  - Non-perishable food and drink is **code 90**
  - Assorted produce is **code 50**
  - Bread/bakery items are **code 20**
  - Non-food items are **code 60**
  - Noosa yogurt is **DON3786**
  - Dairy (perishable juice, cheese, milk, etc.) is **code 30**
  - Frozen prepared items (including prepared meat like pepperoni, hot dogs, etc) is **code 40**
  - Meat is **code 80**



**Typical Case Item Signage**



**Assorted Produce to be Weighed**

## **Food Safety: Ensuring Clients Receive Safe and Wholesome Food**

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Many of the clients we serve face a high risk of setback from foodborne illness because of compromised immune systems, poor insurance and/or low social capital. Ensuring we provide safe food is of the utmost importance. Please adhere to the following food safety requirements as you handle, transport, and distribute food.

### **FOOD SAFETY TRAINING**

It is required that every agency has at least one person who oversees the food program to have an appropriate food safety training. FBLC understands that agencies sometimes see a turnover of staff. If someone on staff leaves the organization and there is no one with appropriate training, please inform FBLC and have a new person trained within sixty (60) days. If the agency is defined by multiple programs, there should be at minimum one staff person food safety certified at all times for each program or distribution site. The required level of training is listed below.

1. If the agency receives shelf stable product, they will be required to complete an appropriate online course that the Food Bank will provide.
2. If the agency receives refrigerated or frozen product, they will be required to complete the Food Bank offered class or the ServSafe Food Handler's class.
3. If the agency prepares food they receive from the Food Bank, they will be required to complete either the food bank offered class or possess a ServSafe Manager certificate.
4. Additionally, it is expected that staff or volunteers that are food safety trained will provide their Nourishing Network shoppers with appropriate food safety training pertaining to the shopping and transporting of product. Upon request, any shopper may take our food safety training.

Food safety trainings will be updated by agency partners at the time of monitoring visits.

### **TRANSPORTING PRODUCT**

Agencies are required to inspect and ensure all product is safely transported to and from their location. To this end, please:

1. Ensure agency representatives who pick up food are qualified to and do inspect all food they receive from FBLC and other retail pick-up locations to determine whether it is wholesome and appropriate for client consumption.
2. Regularly clean vehicles used for transporting product.
3. Ensure that refrigerated and frozen foods are transported using a visible, appropriate passive or active temperature-controlled device such as coolers, thermal blankets, or active refrigeration units when transporting food to the agency's location.
  - a. The temperature of the product must be recorded when you leave the Food Bank and when you arrive at your location. Records must be kept on file for one year. We recommend recording these temperatures on invoices to streamline recordkeeping.

- b. FBLC is committed to providing agency partners with their first thermal blanket if a temperature-controlled device is needed. We also have additional thermal blankets for purchase.
- c. Agencies are responsible for supplying their own infrared thermometer to take product temperature. If an agency needs to purchase one, FBLC recommends this thermometer: [Thermocouple Thermometer](#)

Food Bank warehouse staff is required to audit the transportation and storage methods used in vehicles and will frequently inspect agency vehicles before shopping. If an audit is performed and the vehicle is dirty, if there are pets present, or if chemicals or other unsafe materials are in the vehicle, the agency will not be allowed to receive product until the vehicle is cleaned. If there are no visible temperature control methods employed, the agency will not be allowed to take frozen or refrigerated product.

## **DRY FOOD STORAGE GUIDELINES**

1. Food should never be stored directly on the floor. All dry food should be stored at least 6 inches off the floor, on pallets, shelves, or in cabinets or plastic tubs. If possible, avoid storing dry foods in cabinets above the stove or refrigerator, as the heat will shorten the amount of time the food will stay fresh.
2. Ideal Dry Food Storage: The ideal condition for dry food storage is on mobile racking on casters located six inches away from the wall. This allows for periodic cleaning, sorting, and documentation of food on hand.
3. Wall Clearance Conditions: When wall clearance prohibits the ideal condition explained in item #2, or when the ideal is not possible or practical, monthly inspections underneath all shelves or racks is required. This includes the removal of all products from a shelf or rack and the inspection and cleaning of the area between the wall and product storage area.
  - a. The inspections should focus on sanitization, pest control, and “First-expired-First-out” (FEFO) inventory procedures: food brought into your facility with shorter expiration dates should be distributed before food with a later date. This guideline is meant to reduce the amount of time that food is stored.
  - b. Cleaning is defined as wiping with a cloth saturated with a chlorine solution of the proper sanitization strength; usually 2 capfuls of bleach to 5 gallons of water. Using disinfectant wipes or an alternate solution with a similar ratio is also acceptable. Cleaned surfaces must be allowed to air dry before product is returned to the surface.
4. Plastic, Non-Permeable Totes or Bins: For products other than metal or glass packed containers, it is highly recommended that sealable plastic totes or bins be used to allow for easy inspection, cleaning, and sanitizing. These totes should be changed as damage occurs.
5. Safe Storage Practices: Food products must be stored with appropriate separation from non-food/paper products. Paper products are defined as personal items, including diapers, feminine hygiene items, and adult sanitary products. If possible, keeping household paper items separate from food is also encouraged: items such as paper plates, napkins, paper

towels, toilet paper, and facial tissue. All cleaners and chemicals must be properly labeled and stored away from any food products.

6. Food should never be left in a vehicle or stored outside of a temperature-controlled space. All dry storage should be kept between 50- and 70-degrees Fahrenheit.

## **REFRIGERATED FOOD STORAGE**

1. Refrigeration and Bacteria: Refrigeration slows bacterial growth. Bacteria grow most rapidly in the range of 41- and 135-degrees Fahrenheit. There are two families of bacteria: pathogenic bacteria, the type that cause food borne illness, and spoilage bacteria, the type that cause foods to deteriorate and develop unpleasant odors, tastes, and textures.
  - a. Pathogenic bacteria can grow rapidly in the “Danger Zone,” the temperature range between 41- and 135-degrees Fahrenheit. they typically do not affect the taste, smell, or appearance of food. In other words, one cannot tell that a pathogen is present.
  - b. Spoilage bacteria can grow at low temperatures outside the “Danger Zone” such as in the refrigerator, even below 40 degrees Fahrenheit. Eventually this type of bacteria can cause bad tastes or odors to develop. Most people would not choose to eat spoiled food, but if they did, they probably would not get sick. It usually comes down to an issue of quality versus safety.
  - c. Much of the above information may be referenced at:  
[http://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/refrigeration-and-food-safety/CT\\_Index](http://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/refrigeration-and-food-safety/CT_Index)
2. Refrigeration Temperature: Refrigerated food must be stored at 40 degrees Fahrenheit or below. A thermometer must be kept in the refrigerator to monitor the temperature.
3. Temperature Log: The use of a temperature log for each refrigeration unit is required. Temperatures should be monitored and recorded on a regular basis. For best food safety practices, Feeding America recommends temperature monitoring twice daily or as often as the unit is used. Records should be kept on hand for at least a year.

## **FROZEN FOOD STORAGE**

1. Frozen Storage: Freezing is the best way to preserve the fresh-like qualities of some foods. Frozen food stored constantly at 0 degrees Fahrenheit will be safe within the time ranges indicated by the date on the packaging and any relevant, science-based date extensions. At minimum, frozen food needs to be frozen solid. A thermometer must be kept in each freezer to monitor the temperature.
2. Temperature Log: The use of a temperature log for each freezer unit is required. Temperatures should be monitored and recorded on a regular basis. For best food safety practices, Feeding America recommends temperature monitoring twice daily or as often as the unit is used. Records should be kept on hand for at least a year.

**NOTE:** A temperature monitoring log is included at the end of this Handbook. FBLC will also provide partners with freezer or refrigerator thermometers upon request.

## **REPACKAGING GUIDELINES**

Repackaging food refers to the transfer and labeling of a food product from one storage container to another in a safe and appropriate manner. To avoid cross-contact and cross-contamination, it is imperative that this action is done in a designated clean room. FBLC understands that most partners do not have the capacity to safely repack food, so we work to repack and label bulk product, including both human and pet foods, in an approved clean room whenever possible. If an Agency does choose to repack food, they must follow guidelines from the Larimer County Health and Environment Food Safety Services which requires the following:

1. Agencies must meet the requirements of the Larimer County Health and Environment Service's "Retail Food Establishment" regulations. In order to repack foods, minimum requirements include the following plumbing fixtures: 1). a three-compartment ware washing sink with 24" drain-boards, 2). hand sink, 3). food preparation sinks with an 18" drain-board (if any produce is handled), 4). and a utility or mop sink or basin. Finishes in the food handling, ware washing, and storage areas should be smooth, durable, non-absorbent, and easily cleanable.
2. Maintain health department approved clean room that is not used for any other activity.
3. All safe food handling practices must be followed, including:
  - Before and after repackaging, wash, rinse and sanitize all repack materials. The floor must be swept and sanitized regularly.
  - Anyone repackaging food must wash their hands at a hand washing station prior to working, and must wear clean, single-use food-safe gloves and a hairnet throughout the repackaging process.
  - Anyone repackaging food may not have exposed cuts or sores, illness, or be eating, drinking, or chewing gum.
  - All repackaged products must be labeled so the product is identifiable. For example, to be consistent with FDA regulations, all packaged product FBLC distributes includes five labeling components: 1) the manufacturer/packager name; 2) product name; 3) ingredient list; 4) date (packed on, use by, etc.); and 5) product weight. These labeling components ultimately allow the end consumer to be informed about the product they will consume (allergy awareness, nutrition value, and age of product). The labeling is also critical for product recall tracking.

**Repackaging of Nonfood:** Agencies may likewise elect to repack nonfood in a clean room, such as toiletries, for clients. During the repackaging of toiletries and personal hygiene products, the tamper-proof seal on individual items (for example, the tamper-proof seal on toothpaste, or the individual wrapper on a sanitary napkin) must remain intact. For the protection of the individual handling of the product and the end consumer, the above guidelines are also recommended.

## **DISTRIBUTING DONATED PRODUCT: UNDERSTANDING 170(e)(3)**

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The majority of the food FBLC distributes to agencies is donated under the IRS code 170(e)(3). This code states donated product may only be given to those identified as being ill, needy, or infant (18 years or younger). To this end, FBLC asks agencies to abide by the following requirements:

1. The Agency may only distribute donated food to clients. Donated food may not be used for staff or volunteer meetings, special events, fundraising purposes, board meetings or consumed by non-clients, including volunteers, in any other form.
  - a. There are some rare instances where it may be permissible for staff or volunteers of the Agency to consume donated food.
    - i. The Agency may permit staff or volunteers to consume or prepare donated product on a limited basis for taste testing and demonstration cooking.
      1. FBLC recommends a smell or taste test of product that agencies are unsure of its wholesomeness, like milk or yogurt a day or two past best by date.
    - ii. The Agency may permit staff and volunteers who are directly involved in the preparation of a meal or providing other services during a meal to consume donated product. The consumption should be part of staff or volunteer involvement with clients and may be allowed only if it is incidental to the intended use of the donated product. Staff or volunteers working in other areas of the organization who are not directly interacting with clients may not consume donated products.
    - iii. The Agency may have staff or volunteers who are eligible for donated products if they demonstrate a need consistent with Section 170(e)(3). The Agency's staff or volunteers must meet the same criteria used to determine eligibility for any recipient of donated product. Staff or volunteers, if meeting eligibility criteria, may not receive priority or different access to donated product.
2. The Agency shall not utilize donated non-food items for operational upkeep.
3. The Agency shall neither offer for sale, sell, transfer, nor barter donated product in exchange for money, other properties, or services.
4. ALL donated product should be kept distinct from that of other programs, staff, and/or personal use.



## SERVICE REQUIREMENTS

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Ensuring our clients feel dignified when receiving food assistance is one of our core values. As such, we expect our partners to do the same by engaging clients in the following ways:

1. The agency will treat recipient applications and written records as confidential material, keeping all intake information on-site, in a locked and secure area, or electronically on a password protected computer.
2. The agency must be open publicly to all eligible recipients. Eligible staff, volunteers, congregational members, or any other subgroup of recipients shall not be given priority or exclusive rights over the distribution of products received from the Food Bank.  
*Example: Churches may not use food acquired from the Food Bank to feed only members and/or attendees of their own congregations. Churches must demonstrate, and document if requested, their willingness to serve people from outside their own congregation.*
3. Agencies are prohibited from requiring recipients to attend a religious or political meeting or to make a statement of faith, non-faith, or pledge membership, or to attend any religious or political meeting before, during, after, or in exchange for Food Bank products.
4. The agency agrees to treat recipients with respect and dignity.
5. The agency will not engage in discrimination in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, pregnancy, sexual orientation including gender identity or expression, medical condition (including genetic characteristics), unfavorable discharge from the military or status as a protected veteran, or as otherwise prohibited under the current USDA nondiscrimination statement.

## RECORDKEEPING

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FBLC requires partners to keep the following records on hand:

1. The total amount of product received from the Food Bank and distributed to clients.
  - a. Agencies should maintain chronological records of all invoices from FBLC for at least one year.
2. Temperature Logs. Temperature logs both for transporting cold product, as well as daily cooler and freezer logs, are expected to be kept for at least one year.
  - a. Temperature logs for coolers and freezers are included at the end of this Handbook.
3. Recalls: Agencies must comply with FBLC's system of recalls. Any findings of recalled product must be recorded.
4. Record of sub-distributing product. If your agency gives product received from the food bank to another agency, the item may only be transferred once, and record of product transferred must be kept for at least one year.
  - a. *Example: An agency receives 4 cases of peanut butter from FBLC. They discover their clients do not prefer peanut butter, so they give the product to another pantry on the other side of town. This exchange may only be done one time (the new pantry with peanut butter cannot give it away again), and it must be recorded for the purpose of recalls and traceability.*
5. **Pantry Partner Agencies Only:** Record of unduplicated visits. The unduplicated number of individuals or households served monthly should be provided to the Nourishing Network Coordinator or Programs Manager on an annual basis. The Nourishing Network Coordinator will contact the agency regarding dates to submit information and the format in which to send information. The Food Bank typically does not ask to see individual files, or the amount of food distributed to individuals or households.



## MONITORING: WHAT TO EXPECT

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The Agency monitoring process serves to ensure compliance with state and federal law, as well as the Member Agency Contract. A Food Bank representative will visit agencies at least once every two years to evaluate the Food Bank and agency partnership and to promote food safety and agency best practices.

1. The following list details some of what FBLC will be looking for during the visit:
  - a. Clean spaces and a regularly maintained cleaning schedule.
  - b. Food Safety standards are being met including safe storage, temperature control, and distribution of product.
  - c. All necessary records are kept on hand including but not limited to invoices, temperature logs for transportation and cooler/freezers, recalled product, etc.
  - d. A method for tracking clients and safely storing information.
  - e. A method for rotating food and ensuring FEFO (first expired first out) is being practiced.
  - f. **If preparing food onsite:** proper cooking temperatures for food, adequate cleaning and sanitizing of equipment, proper PPE usage, etc.
2. Any required corrected actions should be addressed as soon as possible, not to exceed 30 days from visit.
3. FBLC reserves the right to suspend the agency's membership privileges until required corrections are made. An agency in gross violation of FBLC's policy may be immediately suspended until any problems are corrected.

## **NON-COMPLIANCE POLICIES**

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### **PROBATION POLICY AND PROCEDURE**

The Food Bank's Programs Manager, Programs Director, Operations Manager, Operations Director, and CEO have the authority to place any agency on probation if the agency is determined by the Food Bank to be in violation of the Member Agency Contract, this Handbook or state or federal law. The agency may be placed on probation for a period of time determined at the discretion of FBLC Staff, usually not to exceed three months. Notification of probation will be in writing.

The purpose of the probationary period is to place an agency on notice that the agency is required to bring its program into compliance, or face suspension. During the probationary period, the agency retains all the rights and privileges of its membership with FBLC. If the violation is not rectified by the end of the probationary period, FBLC Staff has authority to extend the probationary period or to recommend suspension of the agency. The agency's probationary status terminates when the Agency rectifies the violation to the satisfaction of the FBLC Staff.

The agency may be put on Probation for the following reasons:

- The agency is persistently delinquent in payment of fees/service charges. Unpaid balances are due 30 days from the date of the statement.
- There is improper storage, refrigeration, or transportation of product.
- There is inadequate recordkeeping as required by the Member Agency Contract or this Handbook.
- The agency is in violation of any applicable state or local statute, ordinance, code, or regulation.
- The agency refuses to collaborate with other agencies in the Service Area.
- There are inadequate screening processes in place to determine that recipients are in need.
- A Food Bank representative is unable to monitor the agency because the agency is not open or does not respond promptly to attempts to schedule an appointment.
- Disregard warehouse use and policies (e.g. opening packages, disregarding quantity limitations).
- Any other reason found by FBLC Staff that violates the terms and provisions of this Contract or the Handbook.

### **SUSPENSION POLICY AND PROCEDURE**

The Programs Manager, Programs Director, Operations Manager, Operations Director, or CEO of the Food Bank has the authority to suspend any agency. An agency may be suspended without first being placed on probation if it is found to have one or more violations listed below. An agency also may be placed on suspension if probation violations are not rectified by the end of the probationary period or if another violation has emerged during the same probationary period. Finally, an agency

shall be suspended if placed on probation more than twice during any twelve-month period. Suspension notification will be in writing.

Upon suspension, an agency loses its rights and privileges of membership including access to Nourishing Network products. The agency's suspension may end when the agency rectifies the violation(s) to the satisfaction of FBLC Staff. This may include a monitoring visit from a Food Bank representative prior to any reinstatement decision. The final decision regarding reinstatement will be that of the CEO and will be in writing.

Agencies may be suspended for any of the following violations:

- Exchanging donated product for money, property, or services.
- Removal of donated product from agency for private use.
- Using donated product in a manner that is not related to the exempt purposes described in the section 170(e)(3) of the Internal Revenue Code and violating the Food Bank's and agency's 501(c)(3) status.
- There is no visual accountability to indicate to Food Bank staff how the agency operates in serving the ill, needy, or infants (minor children).
- The agency is not open to the public and is found distributing donated product to unqualified recipients or exclusive groups.
- Failure to make good any insufficient funds along with the payment of any additional bank fees.
- Staff or volunteers of the agency display blatant disregard or disrespect for Food Bank policies and/or representatives.
- Violations of food safety standards.
- Any other violations of the Member Agency Contract, this Handbook or state or federal law.

## **TERMINATION POLICY AND PROCEDURE**

FBLC may terminate this partnership for any reason, with or without cause, by providing written notice to the agency, and without placing the agency on prior probation or suspension. The probation policy and the suspension policy described above are solely for the convenience of the Food Bank and its efforts to assist with agency compliance and are not to be construed as a required escalation or procedure prior to contract termination.

Agencies may likewise terminate this partnership for any reason, with or without cause, by providing written notice to FBLC.

## **INACTIVATION OF MEMBERSHIP STATUS**

If an agency, or a program of the agency, does not access Nourishing Network for a period of 12 months, its agency status will be listed as "inactive." The agency will be notified prior to this status change to determine the reason(s) for not utilizing the Food Bank.

## **GRIEVANCE PROCEDURE**

The Food Bank wishes to provide a comfortable and productive working relationship with its Agencies and their staff and volunteers. To this end, the Food Bank would like agencies to bring any grievances they may have about its staff or the organization in general to our attention.

1. If the agency has a complaint or issue it would like resolved, or if the agency has reason to believe that there has been inappropriate conduct or activity on the part of any staff member of the Food Bank, the Food Bank requests that the agency immediately place its concerns in writing and bring this concern to the Programs Manager and/or the Programs Director.
2. If the agency has discussed the matter with the Programs Manager and/or the Programs Director and does not believe that the agency has received a sufficient response, the Food Bank requests that the Agency notify the CEO. The CEO may request a conference with the agency.
3. If the matter is not resolved after a conference with the CEO, and the agency believes it still merits attention, it is requested that the agency bring the matter forward to the Food Bank's Board of Directors. The CEO will provide the agency with the Board Chair's contact information.
4. If the agency considers the matter an emergency, legal, ethical or safety issue, the agency is encouraged to use their best judgment to expedite the complaint process.

## **ADDITIONAL FBLC PROGRAMS**

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In addition to receiving food through Nourishing Network, FBLC also has other services that are available to partners. Contact information for FBLC staff who run the following programs can be found at the beginning of the handbook.

### **SNAP ASSISTANCE**

FBLC has two full-time SNAP Coordinators who can help clients navigate applying for SNAP benefits. While we are not affiliated with the DHS, we have access to PEAK pro and can fill out applications with clients to help them get the maximum number of deductions possible. To learn more about SNAP-assistance, and to have clients sign up for appointments, visit: <https://foodbanklarimer.org/snap-outreach/>

### **COOKING MATTERS**

Cooking Matters is a nationwide SNAP-education program designed to help SNAP-eligible clients shop, prepare, and cook food on a budget. FBLC's Nutrition Education Coordinator can teach both cooking and nutrition education classes on location as well as give groups tours of the farmers market or grocery store to teach tips on budgeting, reading nutrition labels, and using Double Up Food Bucks. Learn more about Cooking Matters and inquire about classes at: <https://foodbanklarimer.org/cooking-matters/>

### **CHILD NUTRITION: THE LUNCH LAB**

During the summer months and some school-out days, FBLC has a mobile food truck that drives around to local parks, community centers, and low-income neighborhoods to provide free hot lunches to kids under the age of 18. Learn more about the program and direct clients looking for free hot lunches here: <https://foodbanklarimer.org/the-lunch-lab/>

### **EVERYDAY EATS**

Everyday Eats, formerly known as the Commodity Supplemental Food Program (CSFP), is a USDA-funded program for older adults aged 60 and above. It provides a shelf stable box of food for qualifying seniors that can be picked up at one of our food share locations. As of April 2024, we have reached our caseload of Everyday Eats. To learn more about the program and stay up to date on changes, visit: <https://foodbanklarimer.org/everydayeats/>

## **GENERAL INFORMATION**

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### **AGENCY COMMUNICATION**

A weekly newsletter is sent out by FBLC staff with the latest Food Bank news, upcoming events, best practices information, and the weekly shopping list. If you are not on the newsletter list, please contact the Programs Manager.

### **FOOD DATES**

Understanding dates on food items can be confusing. However, we all play a role in educating one another and our clients about the safety of our food. A great deal of food cannot be marketed by its manufacturer due to product overruns, failing visual tests (ugly food), short-dated products, and discontinued brands, but is perfectly suitable for consumption. Except for baby foods, all food can be good past its “best by” or “sell by” date. For example, most canned and dry foods are good for more than one year past date. For more information about dates, visit the USDA website at: <https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/food-product-dating>

### **AGENCY SUMMIT**

FBLC holds an annual agency summit for agency partners to participate in every fall. If partners are interested in hosting or providing information around best practices, please contact the Programs Manager. More information about the summit is distributed at the end of the summer.

### **ADDITIONAL FORMS**

As mentioned throughout the handbook, the following forms are for you to use to help make your processes smoother. Please use them as you see fit.

**SAMPLE CLIENT INTAKE AND RECORD FORM (may be recorded electronically):**

**Date:**

**Name:** \_\_\_\_\_ **Photo ID?** Yes No

**Address:** \_\_\_\_\_  
Street Address City Zip Code

**Phone:**

**Your age (please circle one):** 18 or under 19-65 65 or over

**Number of people living in household:**

**Do you receive SNAP (Food Stamp) benefits?** Yes No

**Total Household Monthly Income:** \$ \_\_\_\_\_

**Do you have housing?** Yes No

**Are you currently working? (Please circle all that apply)** Yes No Full-time Part-time

**Are you unable to work?** Yes No

**Unable to work due to (circle all that apply):** Disability Unable to find work Other

**Record of Visits:**

**Date** **Need** **Any changes from previous visit?**

**NOTE:** residential and meal programs will record client participation differently -- for example: number of meals served, number of residents per month.

## **REFRIGERATOR & FREEZER TEMPERATURE LOG**

Please check and log temperatures for  
*each* Refrigerator and *each* Freezer:  
Daily (or as often as each is used)

Refrigerator temperature range: 36° to 40° Fahrenheit  
Freezer temperature range: 0° to 8° Fahrenheit

MONTH:		
Day (or week)	Refrigerator (temp.)	Freezer (temp.)
1		
2		
3		
4		
5		
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