

Membership Guidelines – Agency Handbook

Revised 2018

**TRI-STATE
FOOD BANK**

A member of **FEEDING
AMERICA**[®]

Feeding the Hungry Since 1982

Tri-State Food Bank, Inc.

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Mission Statement

Tri-State Food Bank will improve the quality of life for our community's food insecure families and children by providing adequate food and nutrition through our network of local charities and other organizations feeding the hungry.

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Section 1

Introduction to Tri-State Food Bank, Inc.

Who we are

Located in Evansville, Indiana, Tri-State Food Bank (TSFB) collects usable donated food and disburses to non-profit feeding organizations in a 33-county service area of the Tri-State. We provide food to 9 counties in Indiana, 16 in Illinois, and 8 in Kentucky. An estimated 108,000 different people receive food assistance annually. Our human resources include 17 full-time staff members and a volunteer base of 1,000+ individuals giving over 18,000 volunteer hours each year. A volunteer Board of Directors oversees this growing operation and vital charity.

History

Established in 1982, a forward-thinking group of people chaired by Henry Campbell made connections with Gleaners Food Bank in Indianapolis and Dare To Care Food Bank in Louisville. With a borrowed pick-up truck, they began a simple operation serving seven nonprofit agencies in Evansville, IN. In 1983, the warehouse on Virginia Street was purchased and that year 150,158 pounds of food was disbursed to a growing number of member agencies. Today, we provide over eight million pounds of food to over 250 feeding sites including 120 food pantries, 19 local soup kitchens, 8 shelters, 72 schools, and other locations such as community resource fairs, summer feeding sites, and locations where we set up mobile pantries.

Affiliations and Memberships



Local Collaboration

- Vanderburgh County Hunger Task Force - Awareness, Advocacy Assistance
- Church World Service - CROP Walk
- EVSC Community School Council
- Vanderburgh County Homeless Connect
- Media Ministries - Dream Center
- Local Emergency Planning Committee
- IN, IL, and KY COADS (Community Organizations Active in Disasters)
- American Red Cross

Section 2

Partnership Requirements

- Registered as or sponsored by a 501(c)(3) non-profit organization or meet the 14 point criteria of a church as defined by the IRS:
 - 501(c)3 Non-Profit Corporation - The Agency is required to submit, prior to Agency approval:
 - A current 501(c)3 determination letter from the IRS verifying its 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 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 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 2 years.
 - Church (as defined by the IRS)/Religious Organization – The Agency is required to complete and submit the Church/Religious Organization Self Certification form (14 point criteria) prior to agency approval.
- Incorporated to serve the ill, needy and/or infants (minor children 0-18 years old) as described in IRS code section 170(e)3 and is not incorporated for a purpose unrelated to serving the ill, needy and/or infants.
- Signs a TSFB Member Agency Agreement which contains the main points of compliance. A copy of the Member Agency Agreement should be kept on file at the Agency. An agency found to be in violation of any of the points including in the Agreement may be temporarily suspended or permanently lose their membership privileges. (See Section 11 Corrective Action, Suspension and Termination Policy) If the individual signing the Member Agency Agreement is no longer associated with your agency, a new agreement must be signed.
- Distributes the products (food and non-food items) obtained from Tri-State Food Bank, Inc. free of charge (monetary, volunteer hours, services or otherwise.) Food co-ops are not eligible for partnership.

- Located in our service area which is one of the following counties:

Illinois
 Alexander
 Edwards
 Gallatin
 Hamilton
 Hardin
 Johnson
 Lawrence
 Massac
 Pope
 Pulaski
 Richland
 Saline
 Union
 Wabash
 Wayne
 White

Indiana
 Daviess
 Dubois
 Gibson
 Perry
 Pike
 Posey
 Spencer
 Vanderburgh
 Warrick

Kentucky
 Crittenden
 Daviess
 Henderson
 Hopkins
 Livingston
 McLean
 Union
 Webster



Section 3

Types of Agencies Eligible for Partnership

Food Pantries

In order to be considered for membership, food pantries must meet several criteria.

1. **Accessibility:** Food pantries must have at least one standard distribution day 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. Any donation jar or box should be located away from the pantry intake area to avoid the appearance of active solicitation.
3. Distribution: All new pantries are 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 pantry volunteers. Some government supported programs require this type of distribution method.
4. Food Safety: TSFB and Feeding America require its Partner Agencies to be able to store food safely and securely on the premises of the Agency. See details in Section 5 Storage and Handling. Agencies are also required to have at least one person training in food safety. See Section 10 Food Safety Training.

Soup Kitchens

In order to ensure that food is prepared and served safely, all soup kitchens are required to meet local commercial food safety standards and to have at least one person trained in approved food safety and sanitation. This person must be present during meal preparation. See Section 10 Food Safety Training.

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 for food prepared and eaten in a group setting.

Senior Nutrition Programs

Both congregate and home delivered meal programs are eligible for Food Bank membership if meal fees are not required in order to receive food.

Youth 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 membership.

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 Services staff to determine membership eligibility.

Section 4 **Food Bank Programs**

Donated Food

As a member of Feeding America, the Food Bank 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 from neighboring farmers.

In accordance with Feeding America guidelines, TSFB requests that participating agencies support the Foodbank's food distribution program through a shared maintenance fee of 14¢ per pound for all donated food. This represents a cooperative method for agencies to help with the substantial costs associated with operating the Food bank, such as transportation, equipment maintenance and repair, safety and sanitation, inventory management and personnel. Also, the shared contribution helps ensure that, through the Food bank, there is a steady and reliable supply of food for people in need. This fee may change at the discretion of TSFB.

* Since the Food Bank is able to receive frozen and refrigerated as well as shelf stable products, we strongly recommend that member agencies have access to a commercial sized refrigerator and/or freezer.

Purchase Program

The Food Bank offers agencies an opportunity to purchase certain items through our wholesale program. These items are acquired at wholesale, discounted, or close out cost from local distributors by the truckload. Because the Food Bank is able to purchase in such large quantities, we are usually able to find a better price than most supermarkets on items such as tuna, peanut butter, canned vegetables, Mac & Cheese and other products. There is an additional charge of 9¢ per pound for all purchased food, which is subject to change at the discretion of TSFB.

Mobile Pantries

A mobile pantry is a food distribution program in which perishable and non-perishable food items are delivered by a TSFB Mobile Pantry truck. The intent is for immediate

distribution to those in need in a designated area and is not intended to replace the Agency's normal distribution. The mobile pantry also provides direct client distribution in an organized format managed by TSFB or a member agency.

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. To participate in this program, agencies must qualify, sign a separate agreement with Tri-State Food Bank and follow program specific guidelines. Since product is limited, agencies applying may be put on a waiting list.

The Commodity Supplemental Food Program (CSFP)

The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income elderly persons at least 60 years of age by supplementing their diets with nutritious USDA Foods at no cost. Recipients receive a food box once a month, which is delivered to the distribution site. To participate in this program, agencies must qualify, sign a separate agreement with Tri-State Food Bank and follow program specific guidelines. Since product is limited, agencies applying may be put on a waiting list.

BackPack Program

The mission of the BackPack Program is to help alleviate child hunger in America by providing hungry children with nutritious and easy to prepare food at times when other resources are not available, such as weekends and school vacations. The program provides backpacks filled with food that is child-friendly, non-perishable, and easily consumed. Backpacks are discreetly distributed to children on the last day before the weekend or holiday vacation.

Schools serving low-income communities are typically the preferred distribution site for BackPack Programs. In general, schools offer the greatest probability of regular and consistent access to targeted program participants. However, there are BackPack Programs within the Network that successfully administer the program through other types of sites. For example, some programs utilize Boys & Girls Clubs, Kids Cafes, and other after-school programs operated out of social service organizations.

The Summer Food Service Program (SFSP)

The Summer Food Service Program (SFSP) ensures that low-income children continue to receive nutritious meals when school is not in session. SFSP is a federally-funded, state-administered program. The SFSP reimburses providers who serve free healthy meals to

children and teens in low-income areas during the summer months when school is not in session. Food may also be provided in the form of a snack.

Sponsors must agree to provide regularly scheduled meal service for children in designated low-income areas (called “areas in which poor economic conditions exist”) or they must agree to serve low-income children. To participate in this program, sponsors must qualify, sign a separate agreement with Tri-State Food Bank and follow program specific guidelines.

Section 5 **Storage and Handling**

Dry Storage

1. Agencies must be able to store food in a secured (locked) area with limited access. This can be accomplished by locking the storage room or padlocking the cabinet or refrigerator space. Food must not be accessible for general agency or church activities.
2. If food is stored in an outdoor facility (storage shed), it must be cooled during warmer months to protect product integrity. Storage of food items at temperatures near 70°F leads to longer shelf life than storage at much higher temperatures.
3. Food must be stored 6” (inches) off the floor, preferably on pallets or shelves.
4. Food must be away from the walls, preferably 4” (inches) for air circulation and pest control.
5. Food must be 24” (inches) from the ceiling to avoid high temperatures.
6. Non-food items such as clothing, cleaning supplies or other household items must be stored separately at least three feet away from food products.
7. All storage areas must be kept clean.
8. Doors, windows and roofs must be well-sealed.
9. A pest control plan must be in place. Quarterly treatments are recommended and may be internal or contracted. Treatment records must be recorded, maintained, and accessible.

Refrigerated & Frozen Storage

1. Refrigerators and freezers must be clean and in working order.
2. Working thermometers must be kept in every unit.
3. Temperature logs must be kept at least weekly and filed with other TSFB documentation. Refrigerator temperatures must be at 40°F or colder and freezers must be at 0°F or colder.

Stock Rotation

To help assure the quality and freshness of product, the FIFO (First In – First Out) method should be used. Oldest received dates should be used first. It's recommended to date each case as it is received.

Damaged or Expired Product

1. Discard cans with these defects
 - a. Severe dent in seam
 - b. Deep dents in can body
 - c. Missing or unreadable label
 - d. Swollen or bulging ends
 - e. Holes or signs of leakage
 - f. Rust that cannot be wiped off
2. Expired canned goods may be used up to 2 years after the expiration date, although the quality and nutritional value decreases with age. The only exception to this is baby formula which must be used by the expiration date.
3. Frozen meats can be stored for 3-12 months depending on the type of meat. Visit www.fda.gov/Food for more information.

Section 6

Record Keeping Requirements

Record Keeping

1. Agencies are required to 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.
 - a. TSFB invoices must be signed and kept on file at the Agency.
 - b. Food Pantries must have client intake sheets and/or daily distribution logs.
 - c. On-site Agencies serving meals or snacks must record the number of meals and snacks served each month.
2. Agencies must also outline its procedure for determining that the final recipient of the product is ill, needy or infant (minor child, 0-18 years old).
3. Agencies are required to submit the monthly numbers served report, with complete and accurate information, no later than the 15th of the following month. It is recommended this be completed online at TSFB's website. Otherwise, it may be mailed, faxed or e-mailed. Agencies that fail to submit reports for two consecutive months may be temporarily suspended and unable to receive food.

Availability of Records

Agencies must make its books and records, including but not limited to those which track the receipt and distribution of products obtained from Tri-State Food Bank, Inc. and financial record keeping books available to TSFB or government agencies, with or without notice. Documents must be kept for three (3) years plus current year of operation.

Section 7 Account Balances

Payment Terms

All invoices are due by the 15th of the following month. It is not necessary to pay each invoice individually. One payment may be made on all outstanding balances.

Past Due Balances

Agencies with outstanding balances of \$100 or more which are over 90 days past due may be made temporarily inactive until some kind of payment is received or a payment schedule is created in collaboration with TSFB's bookkeeper.

Payment Method

The only acceptable method of payment is through a check drawn on an agency account. The Food Bank cannot accept cash, credit cards or personal checks to settle an agency account balance. Please indicate account number on your check.

Monthly Statements

Monthly statements are sent to each agency with an outstanding balance. The statement will also include any credits from grants, so it is possible that you could have a negative statement. Any credits should be spent down as soon as possible.

Section 8 Discrimination

Discrimination

Agencies shall not deny anyone access to product based on race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran.

Religious Proselytizing

TSFB recognizes that many of our Agencies are located in and/or sponsored by a religious organization. However, Agencies shall not:

- Discriminate against clients based on faith or religious belief;
- Require or request clients attend a meeting or service (religious or not) or request participation in any religious activity (i.e. praying);
- Ask any questions pertaining to religious affiliation or beliefs on the client intake form.

In addition, Agencies shall not:

- Limit food distribution to church members only;
- Allow special or additional food distribution to church members;
- Use product from TSFB for church-only functions

Section 9 **Monitoring**

Purposes, Frequency and Process

Feeding America requires all Food Banks to monitor member agencies once every two years, at minimum. The main purpose of the monitoring 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 compliant with Food Bank 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 the Food Bank and member agencies.

Monitoring visits are unscheduled during normal operating hours for the Agency.

What to Expect

During the monitoring visit, TSFB staff will discuss/inspect the following areas:

1. Overall compliance with Member Agency Agreement
2. All food storage and/or food preparation areas
 - See Section 5 Storage and Handling for more specific information.
3. Record Keeping
 - See Section 6 Record Keeping Requirements for more specific information.

During the monitoring visit, the Agency will also have the opportunity to comment on the services provided by the Food Bank, ask questions, and request materials or technical support in specific areas.

After the monitoring visit, the Agency will receive a letter from the Food Bank that includes general observations and outlines any areas for improvement. See Section 11 Corrective Action and Termination for more detail.

Section 10

Food Safety Training

Accountability

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 member agencies for compliance: Feeding America, the Board of Health, and USDA's The Emergency Food Assistance Program (TEFAP), Commodity Supplemental Food Program (CSFP), Summer Food Service Program (SFSP) and Child and Adult Care Food Program (CACFP).

Approved Trainings

At least one person per agency must be certified in food safety training. Trainings are offered through local county health departments, other community education locations, and occasionally by TSFB. Approved trainings are ServSafe Certification and Certified Food Manager Training, National Restaurant Association Certification, and Food Handlers Card, or other approved safety training curricula.

Training should be renewed every 5 years unless there is an expiration indicated for the training or when new personnel assume responsibilities.

Section 11

Corrective Action, Suspension and Termination Policy

Corrective Action

If any findings are discovered during an agency monitor visit, TSFB will notify the Agency via letter indicating finding that were non-compliant. The Agency will have 30 days to respond and take corrective actions for any findings. If an agency is found to be in violation of Feeding America guidelines, they may be temporarily suspended until corrections are made and a follow-up visit will be scheduled.

Suspension

If discovered during a monitor visit, the following infractions could result in suspension:

1. Evidence of selling product or requiring payment in exchange for product.
2. Missing or unaccounted product when comparing invoices to distribution patterns.
3. Hazardous food storage practices such as leaking or humid basements, rodent infestations, extremely outdated products, etc.
4. Storing products in personal residences or other unapproved storage areas.

5. Unsanitary food preparation practices including defrosting meats on counters, staff/volunteers not wearing gloves or hair restraints, etc.

If corrections have not been made at the time of the follow up monitor, the Agency will be suspended from ordering through Tri-State Food Bank until the corrections have been made.

Additionally, an agency may be temporarily suspended for the following reasons:

1. Failing to submit monthly reports for two consecutive months;
2. Carrying an outstanding balance of \$100 or more that is over 90 days past due;
3. Failing to submit signed agreement.
4. TSFB receiving written complaints of serious violations.

Once an agency is temporarily suspended, it will not be permitted to place orders with the Food Bank until the issue has been appropriately addressed. There may also be additional intervention (e.g. the Agency may be mandated to attend an orientation session, agree to a series of unannounced site visits, or provide additional support documentation, etc.)

Termination

Agencies who are found to be in gross violation of the Member Agency Agreement will be terminated (permanently restricted) from accessing the Food Bank. Offenses that constitute termination include but are not limited to:

- Charging clients for donated products;
- Selling donated product to the general public or other organizations and businesses;
- Using donated product for fundraising events;
- Discrimination;
- Misuse of funds or equipment passed through Tri-State Food Bank from grants;
- Transferring donated products to another location, municipality, state or country;
- Failure to correct matters that lead to suspension.

Section 12 **Grievance Policy**

Grievance Policy

If at any time, an agency disagrees with a decision or determination regarding their membership status, they may file a formal grievance with the Food Bank. Agencies may submit a written grievance addressed to the Executive Director including the reason for the grievance, pertinent facts, and what the Agency believes would be an acceptable solution to the problem. The Executive Director will rule on the grievance within ten working days.

Client Complaints

At times, the Food Bank may receive a call from a client regarding operations at a member agency. We have a 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 staff recommendations for follow-up. If the nature of the complaint is a serious violation of the Member Agency Agreement (i.e. selling food to clients) Food Bank staff may conduct an unannounced site inspection. A final record of the complaint and resolution will be included in the Agency's file.

Section 13 **Multi-Service Agencies**

Same Site

Multi-service Agencies should have an account for each service provided in which TSFB products are utilized. When placing orders for product, a separate order should be placed for each service. (i.e. Agencies who order for both a food pantry and soup kitchen should place two orders specifically for each service.)

Multi-Site

The same guidelines as Same Site apply to Multi-Site Agencies in addition to the following:

- All locations individually meet the requirements of this agreement,
- All locations are inspected and approved by Tri-State Food Bank, Inc. prior to receiving and distributing food, and
- All locations will be monitored for compliance as indicated in Section 9 Monitoring.

Section 14 **Public Outreach**

Agency Identification

All Agencies should have signage on the outside of their location that clearly identifies the following:

- Type of service
- Days of distribution
- Times of distribution
- Holiday or other closing

Outreach

Agencies should make best efforts to reach more of the public by listing services on the Agency's website, social media and other informational materials, such as church bulletins, local newspapers or radio. A link to Tri-State Food Bank's site listing available agencies is recommended.

Section 15 **Internal Use of Donated Product**

Restrictions

Donated Product may only be used or consumed internally by Members or Agencies in one or more of the following situations. A written policy is recommended for each situation.

1. Donated beverages may be used for on-site consumption by volunteers when carrying out assigned duties. Donated food is not allowed for consumption by volunteers and donated beverages and food are not allowed for consumption by staff unless they further meet the requirements in (2), below. A limited exception is permitted for taste testing or demonstration cooking only;
2. Needy volunteers or staff must meet the same eligibility requirements and follow the same process as other clients;
3. Donated non-food items (hand soap, toilet paper, cleaning supplies, etc.) may be used in the organization's operations/upkeep for which these supplies would normally be used;
4. Donated food and beverages may be consumed by staff and volunteers who are directly involved in the preparation of a meal or providing other services during a meal. The consumption of the meal should be part of staff or volunteer involvement with clients (e.g. at the same tables and time as clients are being served) and only if it is incidental to the intended use of the donated product designated to serve the ill, needy or infants in accordance with Section 170(e)(3) of the Code. Staff or volunteers working in other areas of the organization who are not directly interacting with the clients are not allowed to consume donated beverages or food in this manner.
5. Product donated for the purpose of serving the ill, needy or infants may never be used in connection with fundraisers or events.

Section 16 **Ordering Procedures**

Placing Orders

Agencies should provide the name, phone number and e-mail for the person responsible for placing orders.

This person will receive a copy of the shopping list approximately one week prior to your Agency's scheduled pickup/delivery appointment. If the shopping list is not received on the

normally scheduled day, please contact us immediately to have one sent. It is the Agency's responsibility to make sure orders are submitted timely.

When completing the shopping list:

- Make sure to complete **all** Agency information
 - Agency # is on all your invoices
 - Use the name as it appears on the invoice. If you order for a food pantry and a soup kitchen program, indicate FP or SK on order next to name.
 - Indicate the delivery date or pickup date and time on your order
 - USDA Agencies - Circle Yes or No to indicate if you want your commodities added to this order
- First come first serve – Agencies with closer pickup/delivery dates who have submitted an order in the appropriate time will receive available product first
- Items with quantity limits may not be available due to short supply
- Items with quantity limits may only be ordered once per week
- Fill in the number of cases or pounds to order. The shopping list will show on each item if it is disbursed as cases (CS) or pounds (LB).
- Fax to 812-425-0776 or 812-425-0390 or email to the Agency Services Administrative Assistant at adminasst@tristatefoodbank.org.
 - If faxing, make sure you receive a confirmation page showing all pages were complete
 - If e-mailing, make sure you receive a confirmation e-mail

Once e-mailed or faxed, please call the food bank to ensure your order has been received and to schedule a pick up date. Your date will not be set until you speak with the Agency Services Administrative Assistant.

Properly completed orders are required by 2 pm at least 2 business days before an Agency's pickup/delivery. Orders can be submitted earlier than two business days before, but not later. *Orders received after the 2 business day limit will not be filled.*

No changes can be made to an order within 2 business days of your pickup/delivery.

No same day changes or additions will be allowed.

Scheduling Appointments

Appointments may be scheduled as needed, providing slots are available, by calling 812-425-0775 Ext. 302. We only deliver once a month (see delivery on page 19); however, if you need additional product you may schedule an appointment to pick up.

When to Call:

- Monday through Friday
- 8:00 am – 12:00 pm and 1:00 – 4:00 pm
- At least TWO business days before you pick up or receive delivery

TSFB is ALWAYS closed the last 2 business days of the month for inventory. There are no pickups on those days.

It is the Agency's responsibility to reschedule if their standing appointment is on a scheduled inventory day.

Make sure you call at least a week in advance because time slots fill quickly.

Cancellation of Standing Appointment or Delivery

Frequent cancellation of standing appointment slots may result in the Agency being removed from that standing appointment time. The Agency would then be required to call in to schedule a pickup as needed.

When an Agency is added to the delivery calendar, it is expected the Agency will take delivery EVERY month. If the Agency cancels the delivery, it may result in being removed from the delivery schedule. The Agency would then be required to call in to schedule a pickup as needed.

Pickups

Agencies who pick up product from TSFB should abide by the following rules and guidelines:

- Speed limit is 5 MPH – please watch for pedestrians.
- Do not block drive between buildings.
- Park at least 5 feet away from overhead door.
- Check in with the Agency Services Administrative Assistant upon arrival.
 - Indicate the Agency you represent
 - Sign in to the Visitor Log
 - Receive a visitor badge
- Please arrive at your appointed time
 - TSFB hours are 7:45 am to 4:30 pm with lunch from 12 – 12:45pm
 - Appointment times start at 8am and 1pm
- Appointment time is 20 minutes from start to finish.
 - 10 minutes ONLY for shopping
- Smoking is not permitted anywhere on TSFB property at any time.
- Eating or drinking is not allowed in shopping area.
- While shopping, handle food with care.
- Only 1 Agency is allowed in the shopping area at a time.
- Only 2 people per agency at a time are allowed in shopping area.
- No one under age 12 allowed in shopping area.
- ALL FOOD PICKED UP FROM THE FOOD BANK MUST BE PROTECTED FROM THE ELEMENTS. If you have an open vehicle (i.e. a flatbed truck) please have a tarp with you to cover the food.

- After loading and before checking out, move your vehicle away from the door so the next agency can be served.
- Be courteous and considerate of others.
- All orders must be inspected, counted and signed for upon pickup. Please check your invoice carefully to ensure that it is accurate.
- Notify TSFB of any discrepancies within 48 hours to receive credit.
- After order has been loaded, check back in with the Agency Services Administrative Assistant.
 - Sign your receipt
 - Return visitor badge
 - Sign out of the Visitor Log

Delivery

To sign up for delivery, please call our office. We will make every attempt to add Agencies to the delivery schedule as truck space becomes available. There are fees for this service to help cover the cost of transport. We only deliver once a month. To receive delivery, the following are required:

- An Agency representative must meet the driver to accept the delivery. Orders cannot be left unattended at the Agency.
- All orders must be inspected, counted and signed for upon delivery. Any discrepancies or damaged items must be reported to TSFB within 48 hours to receive credit.
- The driver must be able to park the truck and unload the order (i.e. parking lot is clear, snow is plowed, etc.).
- Staff or volunteers must be on site to help unload.
- It is the Agency's responsibility to check the delivery date and make accommodations to receive delivery.

The delivery schedule is posted on the TSFB website every month.

Section 17 **Communicating with TSFB**

Agency Name

Please be sure to indicate Agency name on ALL correspondences.

Personnel

Agencies should notify TSFB of any change in personnel pertaining to any of these positions:

- Primary contact
- Invoice Delivery contact
- Statement Delivery contact

- Shopping List contact
- Safety Training certified

Location

Agencies should notify TSFB prior to changing physical location. A staff member must monitor the new location before any product is transferred or delivered. Contact the Agency Coordinator to schedule this once the facility is ready.

Distribution Days and Times

Agencies should notify TSFB of any changes to distribution days or times. This includes closing for holidays, bad weather, or any other circumstance.

Section 18 **Planned and Unplanned Closings**

Planned Closings

TSFB will be closed for the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Day
- Floating Holiday which is usually in conjunction with Independence Day or Christmas Day

Unplanned Closings

There are times when it is deemed unsafe for the Food Bank drivers to attempt a delivery and the Food Bank has to close (e.g. a winter storm). Should the Food Bank close due to unforeseen circumstances, all orders scheduled for that day will be rescheduled. Special arrangements can be made, if necessary, by contacting the Food Bank.

33 County Service Area of Tri-State Food Bank

