AGENCY POLICY MANUAL

AGENCY SERVICES AND PROGRAMS

FOOD BANK
OF CENTRAL & EASTERN NORTH CAROLINA

Fighting Hunger in 34 Counties.......so no one goes hungry.

January 2012
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SECTION 1

INTRODUCTION TO THE FOOD BANK OF CENTRAL & EASTERN NORTH CAROLINA

MISSION STATEMENT:
To harness and supply resources so that no one goes hungry in Central and Eastern North Carolina.

HISTORY:
The Food Bank of Central & Eastern North Carolina, previously known as the Food Bank of North Carolina, Inc., (referred to as FBCENC or Food Bank in this manual) a private, nonprofit organization, was formed in 1980. In its first year of existence, the Food Bank operated out of a 3,600 square foot building and distributed 100,000 pounds of food to 80 nonprofit agencies. Now, we are housed in a 36,000 square foot central warehouse and serve more than 750 partner agencies. We distributed 42.7 million pounds of food during fiscal year 2010-2011. In addition to our Raleigh distribution site in Wake County, the Food Bank operates branch facilities in Craven, Durham, Moore, Pitt, and New Hanover Counties.

The Food Bank also delivers product to five rural delivery sites available to agencies in and around Goldsboro, Henderson, Rocky Mount, Sanford, and Tarboro.

FEEDING AMERICA:
The FBCENC is a member of Feeding America, the Nation’s Food Bank Network. It is the largest domestic hunger relief organization. Through a Network of more than 200 food banks, Feeding America distributes food to 37 million hungry Americans each year. The network serves all 50 states, the District of Columbia and Puerto Rico.
FOOD SOURCES:

Through Feeding America we receive donations from major manufacturers like General Mills, Inc., Kellogg Company, Kraft Foods, Inc., and ConAgra Foods. Feeding America also receives support from Target Corporation, Wal-Mart Stores, Inc., Food Lion, LLC and The Kroger Co. Local support comes from wholesalers, brokers, retailers, grocery stores, farmers and many others. The Food Bank promotes community food drives with schools, grocers, letter carriers and religious, civic and professional organizations, as well as many major corporations in our service area.

WHO WE SERVE:

The Food Bank acts as a food distributor for more than 750 partner agencies that provide food to hungry people in 34 counties of Central and Eastern North Carolina. The Counties are: Brunswick, Carteret, Chatham, Columbus, Craven, Duplin, Durham, Edgecombe, Franklin, Granville, Greene, Halifax, Harnett, Johnston, Jones, Lee, Lenoir, Moore, Nash, New Hanover, Onslow, Orange, Pamlico, Pender, Person, Pitt, Richmond, Sampson, Scotland, Vance, Wake, Warren, Wayne, and Wilson. Emergency food pantries, soup kitchens, emergency shelters, elderly nutrition sites, group homes, after school programs, and day care centers provide the Food Bank the means to distribute food to people in need.

WEBSITE:

The public website is www.foodbankcenc.org. FoodLink, the agency intranet site, may be accessed by following the link on the public site and logging in. We encourage partner agencies to use this site to view Food Bank inventory, report monthly statistics, read the bimonthly agency newsletter, download forms, update contact information and to keep abreast of what is happening at the Food Bank and out in the field.
SECTION 2

PARTNERSHIP REQUIREMENTS:
To be considered for participation as a partner agency, the agency must have qualified under Section 501(c)(3) of the Internal Revenue Code as a tax-exempt organization or be a church as described in Section 170(c)(2) of the Internal Revenue Code to which deductible contributions may be made. Other religious organizations such as synagogues and mosques also fall under the “church” classification.

If the agency has qualified under Section 501(c)(3), it will need to provide a copy of its determination letter from the Internal Revenue Service to the Food Bank.

Note: Effective June 8, 2008, the IRS will no longer be requiring double applications for newly formed organizations wanting to be recognized as public charities. The old five-year advanced ruling period has been abandoned in favor of a simpler process. A new 501(c)(3) can be immediately classified as a publicly supported charity, not a private foundation. However, in the organization’s sixth year, it must convince the IRS that it meets the public support test by filing Schedule A of Form 990.

Therefore, any new charitable organization that receives its 501(c)(3) public charity designation on or after June 8, 2008, (or any 501(c)(3) organization whose advance ruling period expiration date occurs on or after June 8, 2008) will not necessarily receive any additional documentation from the IRS confirming that it has retained public charity status.

Any partner agency in its sixth year of operation must confirm submission of Schedule A of IRS Form 990 (would apply to those agencies which had already filed and obtained an advance ruling and the ruling would have expired on or after June 8, 2008 or has not yet expired). The agency must provide this documentation to the Food Bank.

The Food Bank will review IRS Publication 78 in the 7th year of the agency’s existence to verify that the agency continues to be listed as a public charity. A copy of the page from Publication 78 listing that agency will be included in the partner agency’s file.

If the agency is a nonprofit corporation it will need to provide a copy of its Articles of Incorporation together with all amendments; otherwise, the agency will need to provide a copy of the document that is its governing instrument. Charitable foundations are not eligible to become partner agencies.

If an agency has not itself qualified as a tax-exempt organization an established 501(c)(3) organization may utilize the non-501(c)(3) organization as its distributing agent. The sponsoring organization should initiate the partnership application process with the Food Bank. It will need to provide a copy of its 501(c)(3) determination letter, a copy of its Articles of Incorporation, and letter from an officer of the sponsoring organization describing the relationship between the agency and
the “sponsor” organization. Also, the “sponsor” organization must agree in writing to be programmatically, fiscally and legally responsible for the Food Bank product handled by the agency. Shared maintenance must be paid to the Food Bank by the 501(c)(3) “sponsor” organization.

Other organizations/agencies (e.g. many churches and other nonprofit agencies with national or regional headquarters) may fall under a “group exemption,” which is also referred to as an “umbrella.” The “umbrella” organization will need to provide a copy of its 501(c)(3) determination letter, and a letter from an officer of the organization describing the relationship between the agency applying for partnership with the Food Bank and the “umbrella” organization.

If the agency is a church, it must be organized and operated exclusively for religious purposes. Also, it must have a congregation that meets regularly in a worship facility (not a residence) to engage in such worship services as prescribed by the religious beliefs of the organization.

A CHURCH ORGANIZATION MAY ESTABLISH ITS TAX-EXEMPT STATUS IN ANY OF THE THREE FOLLOWING WAYS:

1. If the church is part of a larger religious organization (like a diocese, a presbytery, an association, etc.), it will need to provide a letter on the letterhead of the larger (“parent”) religious organization of which it is a part, indicating that it is a member in good standing of that organization and it will need to provide a copy of the Section 501(c)(3) determination letter for the “parent” religious organization;

2. If the church is not part of a larger religious organization, it will need to complete the “Documentation List for Independent Churches” (included in the Appendix); OR

3. If the church has elected to qualify itself as a tax-exempt organization under Section 501(c)(3), it may comply with the requirements above applicable to nonprofit corporations that are not churches.

IN ADDITION TO MEETING THE CRITERIA OF BEING A TAX-EXEMPT ORGANIZATION, PARTNER AGENCIES MUST:

1. Be chartered in North Carolina as a non-profit corporation (please attach copies of charter). If the agency is a church, it must provide a copy of its by-laws.

2. Feed the needy, the ill, or infants (infants defined as all children under the age of 18).

3. Supply food directly to clients in the form of meals (regularly and at least once per week) or food boxes (at regularly scheduled hours at least two times each month). The schedule must be made and displayed publicly, so the community is aware of the program.

4. Strictly adhere to eligibility criteria for distribution of food that is part of state and/or federal programs. Products must be distributed without adding to, reducing or otherwise modifying the eligibility criteria.

5. Agencies will not engage in discrimination in the provision of service against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital
status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.

6. Have the capacity to receive, store, and distribute food safely and efficiently according to Food Bank standards.

7. Serve a minimum of 50% Department of Social Service (DSS) referred clients (or a combination of DSS referrals and a sliding-scale fee) if providing childcare, elderly care or other services for which tuition or fees are charged. Primary service must be to the needy consistent with IRS code (170)e3 (documentation required).

8. Conform to the guidelines as set forth by the Board of Directors of the Food Bank to maintain partnership status.

9. Be a member of and receive services from only one Food Bank.

10. Agree to support the Food Bank with a per pound shared maintenance contribution and shop at the agency’s assigned branch at least quarterly. Payment must be made in the form of an agency or church check.

11. Be fiscally sound and provide documents to the Food Bank to show this as requested (i.e. annual financial audit, review, compilation or food program budget).

12. Be licensed or certified by health authorities as required.

13. Allow monitoring by Food Bank representatives (staff or volunteer) as requested.

14. Limit food requested to an amount that can be distributed or consumed within a period of 30 days.

15. Agree to contact the Food Bank before soliciting food from major donors-manufacturers, processors, distributors, brokers, wholesalers, etc.

16. Present agency identification cards (up to four cards will be issued per agency) when agency personnel shop at the Food Bank.

17. Keep records on clients (food pantries) and on food distribution and make those records available to a Food Bank representative as requested.

18. Use Food Bank product only in a manner related to its exempt purpose and solely for the feeding of people in need stated by the agency in its partnership application.

19. Notify the Food Bank of any changes in programs, personnel, addresses, contact phone numbers, and e-mail addresses.

20. Agree NOT to sell food received from the Food Bank.
21. Agree **NOT** to exchange food received from the Food Bank for goods, services or donations.

22. Agree **NOT** to charge for meals served.

23. Agree **NOT** to require food recipients to pray or worship as a condition of receiving food.

24. Agree **NOT** to use Social Security Numbers as a means of identification for clients or as a screening tool.

Any violation of any of the policies listed in this manual or those listed below may result in agency suspension or termination:

1. Charging fees for meals, food boxes or individual products from the Food Bank.

2. Failing to meet Health Department and/or Food Bank standards governing food storage, preparation, handling and security.

3. Allowing substantial balances due to the Food Bank to remain after repeated requests for payment have been made (please note that agency statements are a form of request for payment) and/or writing bad checks to the Food Bank to pay shared maintenance.

4. Failure to be available for two consecutive scheduled monitoring visits during stated distribution hours and/or to be accessible at given phone numbers.

5. Giving “on-site only” products to clients in off-site programs (if agency operates both kinds of programs).

6. **SELLING, BARTERING OR EXCHANGING FOOD BANK PRODUCT FOR PROFIT OR GAIN.**

7. Disclosing or discussing confidential client information without the expressed prior written consent of the food recipient. Food Bank representatives will ask to see client records only when necessary. It is an expectation that, as a partner agency, you will allow us to see those records, unless the agency has a legitimate and necessary client confidentiality policy in effect. Refusing to let Food Bank representatives view records may result in disciplinary action, and will be handled on a case-by-case basis.

8. Falsifying records and/or agency distributions.

9. Lack of security at the agency site which could cause Food Bank product to be lost or stolen.

10. Mistreatment of food recipients.

11. Using food bank or other donated product (i.e. retail recovery items and food drive received from retailers) for personal gain or personal use.
SECTION 3

TYPES OF PROGRAMS ELIGIBLE FOR PARTNERSHIP

Food Pantry: An emergency food distribution program that provides bags of groceries on a regular schedule to people in need of emergency food. Food is consumed off-site.

Soup Kitchen: An agency that serves emergency meals to clients on-site and on regularly scheduled days and hours.

Shelter: An agency that provides on-site meals in addition to emergency housing and other services (e.g. homeless shelter or domestic violence shelter).

Group Home/Rehabilitation Facility: On-site programs specializing in a specific area in regard to client needs.

Examples are substance abuse recovery houses, homes for people with mental disabilities and facilities for troubled youth. Clients live on-site.

Day Care: A facility that provides childcare during the day for children younger than school age. Meals and snacks are served on-site and at regularly scheduled hours.

Sheltered Workshop: An agency that provides work/vocational rehabilitation opportunities to developmentally and physically disabled people.

After School Program: A program that provides services to school-age children (tutoring and other enrichment programs) after school hours. Summer programs are included in this category.

Elderly Nutrition: Any program that provides services on-site for the elderly where meals or snacks are served. This includes councils on aging, congregate meal sites and adult day care centers.

Other: These agencies do not fall into the above categories. Whether or not these agencies may become Food Bank partners will be handled on a case-by-case basis according to the guidelines set forth by Feeding America and the FBCENC.

Note: The Food Bank does not serve foster parent associations, private schools or religious academies.
SECTION 4

DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

The Food Bank provides its agencies food and other grocery products on an “as is” basis and does not make any express or implied warranties of the food or grocery products that it distributes. Further, the Food Bank believes that it qualifies for the liability limitations of the Bill Emerson Good Samaritan Food Donation Act (P.L. 104-210, 110 Stat. 3011 (1996)) when it distributes donations of apparently wholesome food and apparently fit grocery products. This federal law is applicable so long as the Food Bank is acting in good faith, but it does not apply if damages are the result of intentional acts or gross negligence. This law may also be applicable to agencies depending upon the facts and circumstances.

SECTION 5

CLIENTS RIGHTS AND AGENCY AVAILABILITY

A. NOTICE TO THE PUBLIC OF AVAILABILITY

1. Partner agencies that provide emergency services to the community must have signage with days and hours of operation listed in a visible location on the outside of the building.

2. If a scheduled distribution must be changed, the agency should notify the public via visible signage on the outside of the building and on the outgoing message on the voicemail box/answering machine.

B. CLIENT RULES AND CLIENT’S RIGHTS

1. Any rules or regulations that clients must adhere to must be in the form of a written policy to avoid discrimination or inconsistencies in how clients are treated. These policies should be approved by the agency’s Board of Directors or other leadership body.

2. We strongly encourage agencies to post any rules and expectations that the agency has of its clients and that clients should expect of the agency. These should be placed in very visible and well-trafficked areas at the agency.

3. As mentioned earlier in the manual in Section 2, clients may not be discriminated against. Any agency found in violation of this policy will be terminated as a Food Bank partner agency.
SECTION 6

RECORD KEEPING REQUIREMENTS

A. DOCUMENTATION OF PRODUCT USAGE

1. All partner agencies are required by the IRS to keep books and records which accurately reflect the total amount of product received and distributed (or used).

2. Partner agencies also must outline their procedures used to determine that the final recipient of donated product is ill, needy or an infant (i.e. a minor child).

B. FOOD PANTRIES:

1. Food Pantries must keep records including the names, addresses, phone numbers and the number of people in each client family served. These can be kept on index cards, in computer databases, in individual client files or in any other organized system. Records must be legible. Please keep these records on file for at least two years.

2. Food pantries that distribute The Emergency Food Assistance Program (TEFAP) commodities received from the Food Bank must keep separate TEFAP records. These records include a TEFAP Eligibility Form, TEFAP Monthly Report, TEFAP Loss Report and Food Storage Temperature Chart. TEFAP records must be kept on file for at least five years. TEFAP is explained in further detail in Section 14. Sample TEFAP forms are in the appendix.

C. ON-SITE AGENCIES:

1. All agencies serving meals and snacks on-site must record the number of meals and snacks served each month.

2. It is helpful, but not required, for soup kitchens to have meal recipients sign in before eating.

D. MONTHLY REPORTING:

1. In addition to the aforementioned record keeping requirements, all agencies must complete the appropriate monthly reports for their program type(s). Most partner agencies will submit a “Partner Agency Monthly Report” to the Food Bank. This monthly report should include the total number of households and individuals served for food pantry programs and meals/snacks served by on-site agencies. Agencies that receive food through The Emergency Food Assistance Program (TEFAP), must complete a “TEFAP Monthly Report.” Kids Cafe and Weekend Power Pack programs must complete reports specific to their programs. Agencies that receive food through the Food Lion Retail Recovery Program, must submit a Food Lion Monthly Report.
2. All types of monthly reports may be completed online via FoodLink. All reports, excluding Kids Cafe and Weekend Power Pack monthly reports may be mailed or faxed in as well. We prefer that agencies complete all monthly reporting on FoodLink since it is the most efficient method.

3. Partner agencies that do not submit Partner Agency Monthly Reports, Kids Cafe reports, Weekend Power Pack Program reports or TEFAP Monthly Reports in a timely manner will have their shopping privileges suspended until the reports are received. Agencies that do not submit Food Lion Reports will be removed from the Food Lion Retail Recovery program.

Please note that agencies that repeatedly fail to submit monthly reports may have their Food Bank partnerships terminated. All monthly reports are due on the 1st of the month. (e.g. January’s report is due February 1) Reports not received by the 5th of the month will result in suspension and loss of shopping privileges.

E. SOCIAL SECURITY NUMBERS:

1. The Food Bank prohibits any partner agency from using Social Security numbers (SSN) as a screening tool. We have taken this stance for two reasons: 1) We believe that the risk of identity theft far outweighs any benefit of using a SSN to identify clients and to verify how many are in the household. 2) The process of using a SSN to screen/identify clients may be discriminatory since some undocumented and homeless individuals may not have a SSN or a Social Security card.

2. We strongly encourage partner agencies to use other processes when doing client intake and screening. Some agencies assign a unique identifier to each client or client household. Others may require proof of address via utility bills.

3. Agencies that use SSNs to screen clients will be terminated as Food Bank partner agencies.

F. INVOICES:

1. Partner agencies are provided an itemized invoice after their Food Bank shopping trips. Please check this invoice for accuracy before you leave the branch. Once the invoice is signed, you have agreed that your agency has received the product listed on the invoice. After you leave with your agency’s product, nothing may be added to or deleted from your invoice.

2. All agencies must keep Food Bank invoices on file for at least two years. “Please note that TEFAP agencies must keep invoices on file for five years.” Food Bank representatives will ask to see these invoices when they conduct site visits.

3. Invoices should be signed at the Food Bank and co-signed by another staff member/
volunteer upon return to your agency.

**G. SURVEYS:**

Agencies are expected to respond to periodic Food Bank surveys in a timely manner. Some of these surveys are meant to gather up-to-date information on each partner agency while others help to determine the quality of service provided by the Food Bank or allow us to find out what your needs are.

**SECTION 7**

**SITE VISITS WITH FOOD BANK PARTNER AGENCIES**

**A. SITE VISITS: PURPOSES, FREQUENCY AND PROCESS:**

1. Feeding America’s assurances to its donors that food bank partner agencies are certified and are visited regularly by food bank staff has contributed to its growth and credibility as a network. The site visit demonstrates accountability, and accountability is what national manufacturers and grocers ask for in return for their contributions of food and non-food essentials.

2. Each Food Bank partner agency will be visited by a Food Bank representative (staff or trained volunteers) a minimum of once every 18 months. If possible, an Agency Services and Programs (ASAP) representative will visit each agency once per year. Agencies that need to improve program implementation, record keeping or storage may be visited more often until conditions are improved. Site visits serve other purposes besides meeting Food Bank, IRS and Feeding America requirements.

   a. These visits give agencies an opportunity to share concerns they may have about the services we provide. The Food Bank can address those concerns only if our staff is aware of them.

   b. The site visits also are used to share information on new Food Bank programs and about other local partner agencies in your area.

Site visits give an agency a chance to show the good work it is doing in its community.

3. An ASAP representative (staff or volunteer) will call the agency, send a letter/postcard or send an e-mail message to inform the agency contact that a visit needs to be scheduled. (Note: Please afford Food Bank volunteer monitors the same courtesy and respect that you would give to a Food Bank staff member. If you are unsure if a person is actually representing the Food Bank as a volunteer monitor, please do not hesitate to contact the outreach coordinator at your branch).
FOOD BANK OF CENTRAL & EASTERN NORTH CAROLINA

a. If the contact is reached by phone, a convenient time is set up for the visit. The Food Bank representative will explain the site visit process to the agency contact.

b. When the Food Bank representative sends a postcard or e-mail, it will include a date s/he will be in the area. The agency contact must call the Food Bank to set up a time to meet. Please do not assume that a site visit has been set up without confirming a time and date with Food Bank staff/volunteers.

c. Please note that agencies are generally notified about site visits, but they may be unannounced as needed. Unannounced visits are usually conducted when an agency is difficult to reach or there is evidence that there are compliance issues.

B. WHAT TO EXPECT DURING A SITE VISIT:

1. The Food Bank representative will talk to you in detail about your agency.

   a. She/he will ask about programs that your agency runs, who it serves, its service area, hours of operation, the number of people or meals served, the agency’s referral system, how it’s funded and its food sources (this list is not all-inclusive).

   b. The Food Bank representative also will discuss how the Food Bank fits into your agency plan. They also will find out what resources your agency needs to build its capacity to serve the community.

2. Storage and food preparation areas will be inspected to see if they meet Food Bank specifications (see Section 8).

3. Records such as invoices, TEFAP forms, and pantry distribution forms will be checked (see Section 6 for record keeping requirements).

4. The Food Bank representative will ask how Food Bank services to your agency can be improved. She/he also will review Food Bank programs that might be of interest to your agency.

5. She/he also will ask if any information about your agency has changed - contacts, shoppers, hours of operation, phone numbers, mailing addresses, e-mail addresses, etc.

C. IF THE FOOD BANK REPRESENTATIVE FINDS SOMETHING THAT NEEDS IMPROVEMENT DURING THE VISIT:

1. If a storage or record keeping violation is minor, the Food Bank representative will suggest how the agency can correct the situation.

   a. A representative from the Agency Services and Programs (ASAP) department will notify the agency contact in writing, if it’s determined that there should be follow-up. The ASAP staff person will give the agency a window of opportunity to correct the violation(s). At this point, the agency might be placed on probation. (See Section 17 for specific information about the agency probation, suspension and termination policy).
b. An ASAP staff person may conduct a follow-up visit to determine if the problem has been corrected. If the problem has been corrected, the agency’s status will be returned to “active.” If not, the agency may be suspended or terminated.

2. Major storage, record keeping or other violations may result in immediate suspension or termination by the ASAP staff person with approval of the Vice President of the ASAP department.

a. The agency will be notified in writing, no later than one week after the site visit, of action to be taken by the Food Bank.

b. The Vice President of Agency Services & Programs will be notified when an agency is suspended or terminated. The President/CEO will be notified when a partner agency is terminated.

D. LIMITED NATURE OF SITE VISITS:

The site visit is primarily conducted to ensure that partner agencies are in compliance with Food Bank rules and regulations and to satisfy the Food Bank’s contractual responsibilities to Feeding America. It is not intended to be a substitute for the agency’s internal controls or supervision.

SECTION 8

STORAGE AND HANDLING OF PRODUCT

A. DRY STORAGE:

1. Agencies must be able to store food at least six inches off the floor and away from the walls of the storage area. Acceptable storage includes metal and wooden shelving (metal is preferred since it’s easier to clean), cabinet space and wooden pallets. The storage area should be secured (locked) to limit access to authorized personnel in emergency food pantries, soup kitchens and homeless shelters. This can be accomplished by locking the storage room or padlocking cabinet or refrigerator space.

2. If food is stored in an outdoor facility (storage shed), it should be cooled during warmer months to protect product integrity. Storage of food items at temperatures near 70 degrees Fahrenheit leads to longer shelf life than storage at much higher temperatures.

B. REFRIGERATED & FROZEN STORAGE:

1. Refrigerators and freezers must be clean and in working order.

2. Preferably, Food Bank product should be stored in a refrigerator or freezer designated solely for that purpose. If this cannot be done, Food Bank product must be marked as such or certain areas of the cold storage designated for Food Bank product only.
Personal items may not be comingled with Food Bank product at any time.

3. Temperatures must be monitored with refrigerator/freezer thermometers to ensure equipment is cooling properly. These thermometers may be purchased inexpensively at hardware stores and other retailers. Refrigerator temperatures must be at 40°F or colder and freezers must be at 0°F or colder. Temperatures should be monitored at least once per week unless the agency distributes TEFAP commodities. TEFAP recipient agencies must check and record temperatures every day of the week when TEFAP product is on hand.

C. ON-SITE PROGRAMS-(EXCEPT FOR RESIDENTIAL FACILITIES):
1. Facilities must have three sinks - one each for washing, rinsing and sanitizing dishes - or a dishwasher. If this is not possible, the agency must use paper and plastic plates and utensils for serving food.

2. All cleaning items and chemicals should be stored separately from food products to prevent contamination. Chemicals and cleaning items may never be stored above or on the same shelf as food items.

3. There should not be signs of pest infestation in the storage area.

4. Food may not be stored at a private residence or in a storage facility or building that is on an individual’s personal property. All food storage must be either at the agency’s facility or in a designated off-site storage area (Not a mini-storage unit).

D. TRANSPORT OF REFRIGERATED AND FROZEN FOOD BANK PRODUCTS:
1. Refrigerated and frozen food items must be transported in coolers with ice or cold packs to prevent thawing or spoilage.

2. Another option is to cover refrigerated and frozen items with a freezer blanket. The freezer blanket will keep your cold items at safe temperatures if used properly. You can purchase freezer blankets at your local Food Bank branch.

3. Agencies also may use a refrigerated vehicle to transport cold items.

4. Agencies must use one of the above methods to transport refrigerated and frozen foods year round.
SECTION 9

UNAUTHORIZED USE OF FOOD BANK PRODUCT

Food Bank product is donated for the sole purpose of feeding the needy, ill or infants (defined by the IRS as children younger than 18) according to guidelines set forth by the Internal Revenue Service and Feeding America. Using Food Bank product in an unauthorized manner will result in suspension or termination of Food Bank shopping privileges.

A. Religious organizations may not use Food Bank product for any religious functions, including, but not limited to church dinners, Sunday school classes or vacation Bible schools.

B. Food Bank product may not be consumed or used by the agency’s program staff unless the following conditions are met:

1. Program staff in group home, shelter, soup kitchen or other on-site agencies may consume Food Bank product when client meals and/or snacks are served. Primary service must be to clients. At least 70% of the recipients of the meals/snacks must be clients.

2. If a program staff member has a legitimate need because of an emergency situation, a pantry program may provide him/her with groceries. This distribution of food must be documented on agency and Food Bank record keeping forms. Distribution of food to staff or volunteers should not be done on a routine basis.

C. Food Bank products may not be used for the purpose of fundraising either as prepared food (such as spaghetti dinners or bake sales) or as “prizes.”

D. Agencies, regardless of method of how they receive the donated product (i.e. directly from the member, through the store donation pick-up program, excess mobile pantry product, etc.) may only distribute donated products to clients. Agencies may not distribute donated products to other food bank member agencies, non-food bank member agencies, organizations or business entities.

E. Agency “volunteers” may not receive food in exchange for their service. Volunteers should NEVER receive food as a “thank you” for their service. If volunteers are legitimately in need, they may receive food, but they may not receive food in a different manner from other food recipients (i.e. they may not receive preferential treatment). They also may not “cherry pick” product or set it aside before distribution to other food recipients. If volunteers need food assistance, it is preferred that they receive assistance on a day they are not volunteering with the agency.
If the Food Bank receives repeated negative reports concerning agency volunteers and the receipt of food or other items, the agency may be required to refrain from serving volunteers at all in order to maintain the partnership.

SECTION 10

RELIGIOUS PROSELYTIZING

A. Agencies may not discriminate against clients on the basis of religious preference or status.

B. Partner agencies cannot require clients to pray, worship or to receive religious messages as a condition of receiving food. Partner agencies are welcome to invite clients to participate in religious services, but must not tie those services to the food distribution process. If a food recipient does not wish to participate, their decision must be respected.

C. Exceptions to this are programs in which clients voluntarily reside at an agency in which religion is a part of its stated mission (e.g. rescue missions).

SECTION 11

VOLUNTARY CONTRIBUTIONS FROM FOOD RECIPIENTS

Partner agencies must not actively request that clients provide “donations” or in any way infer that donations are required to receive food, since it might be construed as payment for food. If an agency does receive donations from food recipients it must be done as explained below or the agency risks suspension of shopping privileges or termination as a Food Bank partner agency.

A. Agencies may set up donation canisters, jars or boxes, but these must be located in places where donations can be made in a completely anonymous way. Donation canisters, jars or boxes cannot be placed in areas where agency staff/volunteers know which food recipients are donating and which are not (e.g. waiting areas, at the main desk, intake areas).

B. Agencies may not charge any fees for food boxes, transportation of food, etc. to clients to cover operating expenses. Partner agencies also cannot post or communicate “suggested donation” amounts to food recipients or strongly encourage clients to donate. Agencies that charge fees to food recipients or violate the “Voluntary Contributions From Food Recipients” section of the policy manual will be terminated from the Food Bank and lose all shopping privileges.
SECTION 12

COMMUNICATING CHANGES IN PROGRAMS OR PERSONNEL

A. Please notify the Food Bank of any operational changes in your program that may affect your shopping volume or frequency. These types of changes include changes in days and hours of service, additions or terminations of programs and additions of facilities. Some programs that your agency offers may not qualify to utilize Food Bank product.

B. Always report changes in shoppers or contacts for your agency. This ensures that mailings are directed to the appropriate staff and that only authorized people are allowed to shop for your agency.

C. Please notify the appropriate Food Bank branch concerning address, phone number and e-mail address changes. Without these types of updates, we will not be able to reach agency contacts or mail newsletters and other important information.

D. The agency director, program coordinator or religious organization leadership (pastor, rabbi, etc.) should submit any changes in writing on agency letterhead.

SECTION 13

MANDATORY TRAINING

The Food Bank strives to be a good steward of the foods and other items that are donated to it. In order to be good stewards, we must ensure that partner agencies follow the rules and guidelines that have been put into place to make sure that donated products are used properly. To this end, the Food Bank provides mandatory training from time to time.

A. FOOD SAFETY TRAINING:
Partner agencies must attend a Food Safety Training session coordinated by the Food Bank or take an online food safety training course at least once every two years. If the agency can provide documentation that shows a representative is certified in “food safety” from an accredited group, the agency will be exempt from the training until the certification expires. Agencies that fail to attend food safety training may have shopping privileges suspended, or lose access to perishable items.

B. FOOD LION RETAIL RECOVERY TRAINING:
This training session covers areas such as items that may be donated, record keeping requirements, good customer service and identification cards for participants. Agencies that do not attend this training will be removed from the program.
C. THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) 
TRAINING:
TEFAP recipient agencies must attend training sessions to ensure that they receive information that will keep them in compliance with the program. The training sessions cover record keeping, storage of products, non-discrimination, proper signage, allocations of product, etc. Agencies that do not attend will be removed from the program.

D. SUMMER FOOD SERVICE PROGRAM:
Agencies interested in becoming Summer Food Service Program sites must attend a mandatory training session before they are allowed to become host sites.

SECTION 14

SPECIAL PROGRAMS

A. THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) –
Please Note: participation is limited to emergency food pantries

1. Traditionally, TEFAP was a mass distribution program where government commodities were given to qualifying households once each quarter. The six Feeding America Food Banks in North Carolina worked with the North Carolina Department of Agriculture in 1997 to restructure the state plan for TEFAP distribution. In October 1997, the Food Banks began distributing these commodities to emergency food pantries in counties that either no longer administered the program or wanted to turn administration of the program over to the Food Banks.

2. Commodities may be distributed to families that fall at or below 200% of the federal poverty level (see appendix).

3. Counties currently eligible to receive TEFAP from the FBCENC are: Carteret, Chatham, Columbus, Duplin, Durham, Edgecombe, Franklin, Granville, Greene, Halifax, Harnett, Johnston, Lee, Lenoir, Nash, New Hanover, Onslow, Orange, Pamlico, Pender, Person, Pitt, Richmond, Scotland, Vance, Wake and Wayne.

4. Types of commodities available vary each quarter and include the following food categories: canned meats, canned vegetables, canned fruits, boxed goods, peanut butter, and refrigerated/frozen product.

5. TEFAP foods may be combined with other foods during agency distribution to clients.

6. There is no shared maintenance fee on TEFAP commodities.
7. The Food Bank allocates TEFAP commodities by county based on the county’s allocation (set by the North Carolina Department of Agriculture). The distribution of a county’s allocation to agencies within that county is in the discretion of the Food Bank, and an agency’s share of that distribution may vary from time to time.

8. The Food Bank also may limit the number of agencies that participate in TEFAP in counties where there are several pantries receiving commodities already. Agency allocations decrease as new agencies are added to the program since each county is allocated only a certain amount of product. If you are interested in signing up for TEFAP, please contact an Outreach Coordinator at your Food Bank branch.

9. For more specific information on record keeping and other TEFAP requirements see appendix B.

B. STATE NUTRITION ASSISTANCE PROGRAM (SNAP):

1. The North Carolina General Assembly created SNAP in 1996 to help Food Banks throughout the state purchase nutritious staple foods. The General Assembly must appropriate funding for the program each year as part of the state budget.

2. SNAP commodities are available to emergency food programs (soup kitchens, food pantries and emergency shelters). There is no shared maintenance fee attached to these foods, and no additional paperwork is required.

3. SNAP food is allocated based on the poundage that an agency receives from the Food Bank in a given time period.

4. SNAP eligible agencies are notified via e-mail that the commodities are available. An agency can pick up its SNAP allocation when it shops at a Food Bank warehouse (it will be pulled for you since SNAP commodities are not on the shopping line), or it can be delivered to one of the Food Bank’s rural delivery sites. SNAP is generally available for pickup for four weeks.

5. SNAP commodities have included staple foods such as peanut butter, rice, canned fruits and vegetables, juices and canned meats.

6. For more specific information about SNAP, please contact an outreach coordinator at your food bank branch.

C. VALUE ADDED PRODUCT (VAP):

Value Added Products are items that have “added value” because they have been repackaged or processed by another food bank or company. When the Food Bank receives VAP it must pay a
handling fee for that product. To recoup our costs, we must pass on that fee to partner agencies, so the product will have a shared maintenance fee of more than $.18 per pound. Some past VAP items include laundry detergent, diapers and salmon.

D. PURCHASE PROGRAM:

1. The Food Bank purchases items from wholesalers and makes these products available to partner agencies at reasonable prices. We get the best costs on these items so that we may pass on the savings to partner agencies. Items such as rice, spaghetti sauce, diapers and laundry detergent have been offered through this program.

2. Purchase program items may be ordered when you shop at your branch or through the rural delivery program.

3. Please note that sales tax is added on purchase program items (your organization may be eligible for sales tax refund).

E. KIDS CAFE:

1. The Kids Cafe program is one of the Nation’s largest charitable meal service programs, providing free and prepared food and nutrition education to hungry children. It is a comprehensive approach to ending childhood hunger through after-school programs - initiated by Feeding America and administered locally by the Food Bank of Central & Eastern North Carolina for children ages 15 and under. One of the primary strengths to the program is its flexibility. It is a national program that is administered locally by Food Banks. The primary reason for this approach is that poverty and hunger manifests differently in different communities thus requiring a community-based approach to solving the childhood hunger dilemma.

2. The Food Bank’s Kids Cafe programs each have the following core components to engage not only the children in the program but also their parents: academic enrichment, mentoring, nutrition education, nutritious meals, physical activity and parental empowerment. The Food Bank of Central & Eastern North Carolina has established the following goals and objectives for our Kids Cafe programs: Children participating in the Kids Cafe program will successfully prepare appropriate meals for themselves with minimal supervision; children will demonstrate

3. Each Kids Cafe site is operated in partnership with a respected community agency in order to not only provide the attention and accountability needed to ensure quality programs but also to ensure that the sites are designed for the needs of the local communities. The Food Bank of Central & Eastern North Carolina oversees and coordinates the Kids Cafe program – bringing community partners together, ensuring volunteers are trained, supplying food for nutritious meals and assisting in the planning and execution of educational, nutrition, and enrichment programs.
F. WEEKEND POWER PACK PROGRAM:
1. The Weekend Power Pack Program is intended to meet the nutritional needs of children and their families during non-school hours, specifically weekends. It targets children who would benefit from better access to nutritious meals. The Weekend Power Pack Program is an additional component of the Food Bank’s mission of ending hunger in its 34-county service area.

2. Once a week, kids are given special backpacks that are filled with non-perishable food that can be used to meet their weekend nutritional needs. A typical pack, depending upon the Food Bank’s inventory, will contain: Grain: graham and/or animal crackers, light popcorn, whole grain cereal/granola bars, individual cereal boxes; Protein: spaghetti & meatballs, ravioli, beefaroni, lasagna; fruit: canned fruit/fruit cups in light syrup, dried fruit, applesauce; and Miscellaneous: fat-free, sugar-free pudding cups, 100% juice, etc.

3. The packs of food are put together by volunteers recruited by both the Food Bank and program partner and are delivered to the school partner each week. They will average about 10 items and will weigh 5 to 8 pounds, depending on what is in them. Normally, the packs are distributed on Thursday or Friday, with kids required to return them on Monday.

4. Agencies interested in partnering with the Food Bank as a Weekend Power Pack site must be non-profit or have a non-profit sponsor and be a current Food Bank partner agency or be able to attain partnership status. In addition, interested agencies must serve children they believe would benefit from the weekend assistance and must have a direct partnership with a local school or schools. Potential partners could be Parent Teacher Associations, schools with non-profit sponsors, such as churches, low-income community centers, etc.

G. KIDS SUMMER MEALS PROGRAM:
1. As a component of the Food Bank of Central & Eastern North Carolina’s mission "to harness and supply resources so that no one goes hungry in central and eastern North Carolina", we provide information to our partner agencies on programs and services that may be beneficial to not only your agency but most importantly to the clients you serve. One such resource is the Kids Summer Meals Program. It is never too early to start thinking about what will happen to children once school is out and they no longer have access to the nutritious breakfast and lunch served during the school year. The Kids Summer Meals Program was created to ensure that children in low-income areas could continue to receive nutritious meals during long school vacations.

North Carolina is one of 26 states included in the new program, Simplified Summer Food
Program, which makes it easier for schools, local government agencies and private non-profit organizations to feed children during the summer by eliminating accounting requirements and it ensures that all sponsors receive the maximum federal reimbursement. The program provides reimbursement for meals served to children at sites throughout the community, such as schools, summer programs, parks, swimming pools, churches, apartment complexes and anywhere children congregate. Most sites can serve up to two meals per day, and camps and sites serving predominately migrant children are eligible to provide up to three meals per day.

2. To qualify for the program, a site must be located in a low-income area, where 50 percent or more of the children in the area are eligible for free or reduced-price school meals or must serve primarily low-income children, (i.e. at least half the children enrolled in the program must be eligible for free or reduced-price school meals.)

Community and faith-based organizations, schools, government agencies and other types of organizations can participate in the Kids Summer Meals Program in two primary ways: becoming a sponsor or running a site. If your organization already provides services to the community and has capable staff and good management practices to run a food service, you can administer the Kids Summer Meals Program. As a sponsor, you will:

- Attend Application Training for KSMP
- Hire, train and supervise staff
- Arrange for meals to be prepared or delivered
- Monitor your sites
- Prepare Claims for reimbursement

3. Agencies interested in sponsoring the Program would need to complete a registration form and return it at least TEN days before the scheduled training dates. Registration for the training is on a first come, first serve basis and will be confirmed.

The objectives for the training are that each potential sponsor will be able to 1) understand the Simplified Summer Food Program; 2) efficiently and effectively operate the Kids Summer Meals Program; 3) accurately complete the application process according to Kids Summer Meals Program regulations; and 4) utilize the NC CARES systems for the application and claims process.

Some organizations do not have the financial or administrative ability to run the program as a sponsor, but they can supervise a food service for children, along with recreational or enrichment activities, at a site. If you supervise a site, you will:
• Attend your sponsor’s training
• Supervise activities and meal service at your site
• Distribute meals by following KSMP guidelines
• Keep daily records of meals served
• Store food appropriately
• Keep the site clean and sanitary

If your agency is interested in serving as a site and needs information on current, local sponsors of the program, please contact the Food Bank’s Outreach, Programs and Evaluations Manager. Benefits of participating in the program, whether as a sponsor or a site, include drawing children into supervised activities that are safe, fun and filled with learning opportunities; children benefit nutritionally by receiving complete, wholesome meals; and parents benefit from some help in stretching their food dollars.

H. FOOD LION RETAIL RECOVERY PROGRAM:

The Food Lion Retail Recovery program is a partnership between Feeding America (the nation’s leading domestic hunger-relief charity) and Food Lion LLC. Through this partnership food and other essentials are donated to the Food Bank and some of the partner agencies that it serves. Only Feeding America member Food Banks and their partner agencies may receive donations from Food Lion stores.

Not all partner agencies are able to pick up from Food Lion stores since there are more partner agencies than stores available. Agencies will be assigned to stores by the Food Bank. Priority will be given to agencies who are in good standing with the Food Bank (i.e. financially, reporting, attendance at mandatory meetings, shopping, etc.). Agencies may not join the Food Bank to receive food only from Food Lion stores.

An agency’s assignment to a Food Lion store is not guaranteed to be permanent. If an agency violates Food Bank rules and regulations or the agency does not follow the guidelines of the Food Lion Retail Recovery Program its assignment to the store(s) may be ended. The Food Bank reserves the right to reassign stores to ensure more equitable distribution as well.

1. PROGRAM REQUIREMENTS:

• Complete and return the Food Lion Monthly Donation Report to the Food Bank by the 1st of the following month (e.g. May’s report is due June 1).

• Use a freezer blanket to transport refrigerated and frozen items from the Food Lion store back to the partner agency site.

• Distribute Food Lion products to clients just as you distribute other product from your agency.

• Pick up only during assigned days and times.
Enter and exit the Food Lion store where instructed by the store manager or department manager.

Present Food Lion cards to the store or department manager when arriving to pick up.

Communicate to clients that all frozen meat and poultry is to be prepared and consumed on the date that it is thawed.

Partner agencies may not redistribute Food Lion product to any other agency or program.

2. **ITEMS THAT MAY BE DONATED TO AGENCIES INCLUDE:**

   - Food Lion private label products, which are damaged or outdated.
   - All meat and processed meat items, including beef, pork, chicken, lunchmeat and prepackaged items, that were reduced for sale and did not sell, are still safe to consume and would otherwise be thrown out, may be donated.
   - Frozen Food and unsalable items still fit for consumption may be donated.
   - Produce items that no longer meet Food Lion’s fresh standards but are still fit for consumption, may be donated.
   - Deli/Bakery items that can no longer be sold and would otherwise be thrown out may be donated; i.e., breads, cakes, pies.
   - Hot chicken and cold perishable items must be frozen and held in the freezer until pick up.

3. **FOOD LION STORES CANNOT DONATE THE FOLLOWING:**

   - Fish, seafood or offal (organ meats)
   - Vacuum-packaged products that have lost their vacuum
   - Cut melon or other cut fruit items
   - Any product that is spoiled
   - Any packaged goods where the packaging has been damaged, leaving the product exposed to potential contamination or direct contact
   - Canned goods that are bulging, swollen or leaking
   - Any branded or private label medications including: OTC analgesics, cough/cold, allergy, antacids, laxatives or eye care products

Please note that Food Lion LLC may update or change the list of items that may be donated.
I. MOBILE FOOD PANTRY PROGRAM (GREENVILLE BRANCH)

1. OVERVIEW:
The Mobile Food Pantry (MFP) program was established in 2000. The MFP sites are operated at various types of locations including school and church parking lots, community buildings, and public housing communities and at partner agency sites. All sites must be able to handle heavy traffic (cars and people) brought by hosting the MFP.

The MFP is designed to increase a partner agency’s distribution capacity. It is ideal for agencies that lack adequate transportation or storage. The program also is designed to bring emergency food services to the agencies in rural communities where access to emergency food may be minimal.

The MFP helps the Food Bank distribute more produce, breads and other perishables, along with complimentary items that we may have in abundance. The unit is not intended to replace an agency’s regular pantry service if the agency operates a traditional food pantry. The MFP is usually available monthly and is not regular enough for “emergency assistance.” This program offers “supplemental” assistance.

All MFP distributions are intended to be “live”. This means that the agency must have volunteers in place to offload the products and to sort/separate the food. Food must be distributed to the community at the time of delivery. Food may not be set aside to give to individuals who are not at the distribution. MFP food is not to be used in an agency’s traditional food pantry or other program. If an agency wishes to deliver food to homebound or other individuals, this must be done through its traditional food pantry program.

2. SYSTEMS:
When notifying the public, you may distribute flyers at the local Department of Social Services, the Health Department, public housing communities, and to your agency’s regular clientele. Some agencies have worked with other programs, community partners and churches to share a MFP drop. The method that you use to publicize the MFP is not important, but it is important to maintain some sort of accountability or screening. The methods mentioned above are preferred over announcing the availability of food on the radio or in the newspaper. DO NOT use the media unless you have cleared it with the Food Bank of Central & Eastern North Carolina.

Some methods of screening potential MFP clients include using “coupons,” outside agency referrals or internal agency screening. Some MFP sites have given out coupons to potential clients (to their regular pantry clients or through other agencies such as DSS, churches, etc.) in advance of the distribution. To insure that food is being
distributed to eligible households, you may provide food first to individuals with “coupons” or referrals, or to those screened in advance by your agency. After those people are served, passers-by should be invited to receive any product that has not been distributed.

3. VOLUNTEERS:

Volunteers may be recruited from several sources including churches, Boy/Girl Scouts troops, local businesses and other civic groups and your agency.

All unloading of the MFP truck must be done by agency volunteers. The MFP driver’s only responsibility is to deliver the food to your site. While the driver may help at his own discretion, please do not depend on him to unload your truck.

To help provide the best service possible, all MFP providers must have a minimum of six able-bodied volunteers present at each distribution. If there are not at least six able-bodied volunteers present when the driver arrives he will leave the site without unloading the truck. We hope this rule ensures order and fairness in the delivery of the MFP service.

We strongly recommend that partner agency volunteers not receive food from the agency for which they volunteer. If at all possible, volunteers that have a need for food should be referred to another charitable organization to receive assistance.

If MFP volunteers who are truly in need do receive product through the MFP distribution, they may not receive preferential treatment. They must be treated like any other MFP client (e.g. not receiving their food before other food recipients and not “cherry picking” product) nor be required or coerced into “volunteering.” Donated product may not be provided as a “thank you” for volunteer service.

4. MONITORING AND RECORD KEEPING:

Each Mobile Food Pantry will be monitored twice per year. Agencies that need to improve program implementation may be monitored more often.

All Mobile Food Pantry providers must keep records on each client for at least one year. Please record the name, address, telephone number, and total in each recipient household. You may use the “Emergency Assistance Client Record” to record this information.

Please remember to send statistics to the Food Bank using FoodLink (the preferred method), by mailing or faxing the “Partner Agency Monthly Report” form. This form is sent out in the Stone Soup newsletter. Please keep invoices on file for two years and have them co-signed.
Also, remember to fax or mail the MFP survey to the Greenville Branch. This survey helps Food Bank staff to determine the specific needs of your agency as it relates to this program.

The Food Bank of Central & Eastern North Carolina wants the MFP program to be beneficial to your agency and the clients it serves. Maintaining a positive client and public perception of the program is of the utmost importance. Keeping this and the guidelines above in mind, please understand that the Food Bank takes all client concerns seriously and will investigate complaints accordingly.

J. FRESH PRODUCE PROGRAM:

Mission and Purpose of the Fresh Produce Program: To harness a nutritious and abundant resource to address hunger and to boost nutrition of people at-risk of hunger as well as to eliminate waste.

1. The Food Bank will:

   • Collaborate with partner agencies to determine capacity in terms of storing, distributing, and handling produce waste.
   • Make a reasonable effort to survey the quality of incoming produce. If resources permit, the Food Bank will cull produce to reduce waste.
   • The Food Bank will communicate major changes in agreements related to the scheduled time of delivery, quality of and quantity of produce.

2. Partner Agencies will:

   • Distribute produce appropriately to people in need, and will not discriminate against clients.
   • Distribute produce without charge.
   • Only request and accept quantities of produce within their capacity to reasonably distribute without wasting produce or creating unrealistic expectations of clients served.
   • Accept produce with a reasonable percentage of waste and cosmetic flaws.
   • Educate clients on proper handling of produce, including cutting off bad parts to conserve usable produce.

K. TALKING COUNCILS:

The Food Bank began its Talking Council program during the Fall of 2001. Talking Councils provide partner agencies the opportunity to network with other agencies, to receive technical assistance from community leaders and Food Bank staff, and to work toward solving problems in their local communities.
1. Partner agencies are strongly encouraged to participate in their local Talking Council (where available). The Food Bank uses Talking Council attendance to determine product allocations, eligibility for equipment (e.g. refrigerators, freezers, computers), and local food drive assignments.

2. The Talking Councils meet on a quarterly basis, and the schedule is set at the beginning of the fiscal year. Partner agencies will be invited to the meetings either via e-mail or regular mail. If you RSVP, please make every effort to attend since materials, refreshments and/or meals are made available to participating agencies.

3. The Food Bank’s three key areas of focus for the Talking Councils are:
   - Community Health: Improvement in the overall physical well-being and social health of the low-income communities being served by the Food Bank.
   - Children’s Health: Improvement in the physical health of disadvantaged children and underserved children.
   - Advocacy: The creation of better opportunities for effective advocacy within the grassroots community through the Food Bank’s intranet site and Talking Councils.

Please contact your local Outreach Coordinator for more information on this program.

9. together; this speeds up the checkout process.

10. Weigh salvage boxes, produce and bread/bakery items separately at checkout, since they vary in weight.

11. Select refrigerated and frozen items last, in order to prevent thawing and spoilage. Please bring coolers and ice or ice packs to transport refrigerated and frozen items.
FOOD WAREHOUSE BRANCH CONTACTS

DURHAM BRANCH – 919-956-2513

Senior Manager, Warehousing & Transportation ext 2101
Outreach Coordinator ext 2103
Shopping & Product Coordinator ext 2105

GREENVILLE BRANCH – 252-752-4996

Operations Supervisor ext 2301
Outreach Coordinator ext 2303
Shopping & Product Coordinator ext 2304

NEW BERN BRANCH – 252-514-2006

Warehouse Coordinator/Driver @main branch number
Outreach Coordinator @ 252-752-4996 x2303

RALEIGH BRANCH AND HQ – 919-875-0707

Warehouse Manager @ 919-865-3060 (direct)
Outreach Coordinators @ 919-865-3038 & 919-865-3042
Shopping & Product Coordinator @ 919-865-3041

SANDHILLS BRANCH – 910-692-5959

Branch Director ext 2401
Operations Supervisor ext 2402
Product & Shopping Coordinator ext 2403
Outreach Coordinator ext 2404

WILMINGTON BRANCH – 910-251-1465

Branch Director ext 2205
Operations Supervisor ext 2201
Marketing & Product Assistant ext 2203
Outreach Coordinator ext 2204
FOOD BANK OPERATIONS/DURHAM

A. WAREHOUSE GUIDELINES:

1. Shopping is by appointment only. If your agency has been assigned a shopping day and time, please come at that time. If you have not been assigned a day to shop, you must call in advance to set a shopping appointment (three to five business days is preferred). Each agency is allowed to shop for one hour from the time of its scheduled appointment (this includes checkout). If an agency shows up more than 30 minutes late, the shoppers will be asked to reschedule for a later time that day or for another shopping day. If any agency repeatedly misses scheduled appointments, it may be subject to disciplinary procedures or lose its appointment on the “permanent” schedule.

2. Each agency is allowed to shop up to once per week. If an agency receives delivery service, it may not pick up at the delivery site and shop in the warehouse during the same week.

3. The Durham Branch is open to shoppers from Monday through Thursday from 8:30 a.m. to 3 p.m. If it is necessary for you to change an assigned shopping time, please call and speak to the Shopping & Product Coordinator at 919-956-2513, ext. 2105. We will try to accommodate each agency’s shopping needs.

4. Check in with the Shopping & Product Coordinator when you arrive. Always bring your shopping card when picking up Food Bank product. You will not be allowed to shop without your card. These cards identify you as an authorized representative of your agency. No one other than the assigned shopper is authorized to use this shopping card. “Replacement cards will cost $5 (we will replace your shopping card once at no charge).”

5. Agencies may have up to four authorized cardholders. All cardholders must be at least 18 years old. At least one cardholder must be present when your agency shops. A maximum of four people from each agency may shop in the warehouse at one time.

6. Do not take more products than your agency can distribute in 30 days. This prevents product hoarding and gives all agencies more equitable access to food items. Also, do not take more products than you can load in your vehicle. We will not be responsible for items that you select, but leave in the Food Bank warehouse.

7. Always observe posted case limits and program restrictions on items. Limits are placed on certain items to give more equitable access to all agencies.

8. Please do not open cases. This prevents damage to Food Bank product and keeps the warehouse neat. Take whole, sealed cases only. If you need to know more information about a product in a sealed case, please ask warehouse staff for assistance. Any agency that opens a sealed case may be asked to leave the warehouse without its product.
Freezer blankets may be used in place of coolers. Do not take shopping carts into the refrigerator or freezer units.

12. Produce and bakery items are almost always distributed without a shared maintenance fee. Agency shoppers may take as much as their program can distribute before spoilage sets in.

13. Shoppers are allowed only in the shopping area of the warehouse.

14. Bring someone to help load your vehicle.

15. Children under 12 years of age are not allowed in the warehouse under any circumstances. If you bring children younger than 12 with you, have someone available to watch them.

16. The shared maintenance fee is currently $.18 per pound. Some items may be less than this. Value Added Product (VAP) and purchased program items will cost more.

   a. Pay shared maintenance with an agency check only (please write your agency number in the memo field). The Food Bank does not accept cash, personal checks, money orders, or counter checks.

   b. All new agencies must pay as they shop for the first six months of membership. After that, the agency must pay each invoice within 30 days as long as it remains in good standing. Agencies with returned checks due to insufficient funds or those that have been suspended as a result of carrying a past-due balance must pay as they shop indefinitely.

17. Once an agency receives an invoice, no new items may be added. Please check your invoice for accuracy before signing it. Sign your invoices upon checkout and have them co-signed when you return to your agency. Please keep these invoices on file at your agency for at least two years. “Please note that TEFAP agencies must keep invoices on file for five years.” Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.

18. There is a $25 charge for checks returned for insufficient funds.

19. Smoking is not permitted in the building.

20. Eating and drinking are not permitted on the warehouse floor.

21. Agencies may not volunteer and shop at the Food Bank during the same day. The Food Bank mandates this separation because agencies and their volunteers are not allowed to receive preferential treatment at the Food Bank based on volunteer work that is offered. This also prevents the perception that agencies and volunteers receive benefits or favoritism for their volunteer work.
22. No weapons of any kind are allowed on the premises.

23. Remember that your agency is one of many that utilize the Food Bank. Please share the resources that are available, and be helpful to your fellow agencies. We are all in this together!

FOOD BANK OPERATIONS/GREENVILLE

A. WAREHOUSE GUIDELINES:

1. Shopping is by appointment only. Please call the Greenville office and ask for the Shopping & Product Coordinator at 252-752-4996, ext 2304 to schedule an appointment. Each agency may shop for one hour from the time of the scheduled appointment; with no exceptions (this includes checkout and loading time). If an agency shows up more than 30 minutes late, the shoppers will be asked to reschedule for a later time that day or for another shopping day.

2. The Food Bank is open to shoppers from 9 a.m. to 4 p.m. Tuesday, Wednesday and Thursday. The warehouse is closed from 12 p.m. to 1 p.m., and 11 a.m. shoppers must be checked out by 12 p.m. If it is necessary for you to change a shopping appointment, please call the above number. We will try to accommodate each shopping need.

3. Each agency may shop once per week. If an agency receives delivery service it may not pick up at the delivery site and shop in the warehouse in the same week.

4. If any agency repeatedly misses scheduled appointments, it may be subject to disciplinary procedures or lose its appointment on the “permanent” schedule.

5. Upon arrival, please check in with the Shopping & Product Coordinator. We ask that you always bring your shopping card when picking up food bank product. You will not be allowed to shop without your card. These cards identify you as authorized representatives for your agency. No one other than the assigned shoppers is authorized to use shopping cards. “Replacement cards will cost $5 (we will replace your shopping card once at no charge).”

6. Agencies may have up to four authorized cardholders. All cardholders must be at least 18 years old. At least one cardholder must be present when your agency shops. A maximum of three people from each agency may shop in the warehouse.

7. Please do not take more product than your agency can distribute in 30 days. This gives all agencies equitable access to product. Also, do not take more product than you can load in your vehicle. We cannot be responsible for items left in the warehouse.

8. Take care to observe posted case limits and program restrictions on items. Limits are placed on certain items to give equitable access to all agencies.
9. Please do not open cases. This prevents damage to Food Bank product and keeps the warehouse neat. Take whole, sealed cases only. If you need to know more information about a product, please ask warehouse staff for assistance. An agency that opens a sealed case may be asked to leave the warehouse without its product.

10. We recommend that you load your cart with the heavy items on the bottom for stability. Also, keep like items together as this helps speed up the checkout process. Agencies may use up to three shopping carts at a time. Please do not stack food on the cart more than 2 feet higher than the cart handle.

11. We also recommend that you select refrigerated and frozen items last, to prevent thawing and spoilage. Please bring coolers and ice or ice packs to transport refrigerated or frozen items. Freezer blankets may be used in place of coolers. You will not be permitted to leave with refrigerated or frozen product that is not properly transported.

12. Produce and bakery items are almost always distributed without a shared maintenance fee. Shoppers may take as much as their program can use or distribute before spoilage sets in.

13. Plan to load your own vehicle. We will make every effort to recruit volunteers to assist you.

14. Due to safety issues, shoppers are allowed only in the shopping area of the warehouse. Children under the age of 12 are not allowed in the warehouse under any circumstances. If you bring children younger than 12, please have someone available to watch them.

15. The shared maintenance fee is currently $.18 per pound. Some items may be less than this. Value Added Product (VAP) Items may cost more.

a. Pay shared maintenance with an agency or church check only (please write your agency number in the memo field). The Food Bank does not accept cash, personal checks, money orders, or counter checks.

b. All new agencies must pay as they shop for the first six months of membership. After that, the agency must pay each invoice within 30 days as long as it remains in good standing. Agencies with returned checks due to insufficient funds or those that have been suspended as a result of carrying a past-due balance must pay as they shop indefinitely.

16. Once an agency receives an invoice, no new items may be added. Please check your invoice for accuracy before signing it. Sign your invoice upon checkout and have them co-signed when you return to your agency. Please keep these invoices on file at your agency for at least two years. “Please note that TEFAP agencies must keep invoices on
Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.

17. There is a $25 charge for checks returned for insufficient funds.
18. Smoking is not permitted in the building.
19. No weapons of any kind are allowed on the premises.
20. No eating or drinking is allowed on the warehouse floor.
21. Agencies may not volunteer and shop at the Food Bank during the same day. The Food Bank mandates this separation because agencies and their volunteers are not allowed to receive preferential treatment at the Food Bank based on volunteer work that is offered. This also prevents the perception that agencies and volunteers receive benefits or favoritism for their volunteer work.
22. Remember that your agency is one of many that utilize the Food Bank. Please share the resources that are available, and be helpful to your fellow agencies. We are all in this together and thank you for your cooperation.

FOOD BANK OPERATIONS/NEW BERN
A. WAREHOUSE GUIDELINES:
1. Shopping is by appointment only. Please call the New Bern Warehouse Coordinator / Driver at 252-514-2006 to schedule an appointment. Each agency may shop for one hour from the time of the scheduled appointment; with no exceptions (this includes checkout and loading time). If an agency shows up more than 30 minutes late, the shoppers will be asked to reschedule for a later time that day or for another shopping day.
2. The Food Bank is open to shoppers from 10 a.m. to 2 p.m. Tuesday, Wednesday and Thursday. If it is necessary for you to change a shopping appointment, please call the above number. We will try to accommodate each shopping need.
3. Each agency may shop once per week. If an agency receives delivery service it may not pick up at the delivery site and shop in the warehouse in the same week.
4. If any agency repeatedly misses scheduled appointments, it may be subject to disciplinary procedures.
5. Upon arrival, please check in with the New Bern Warehouse Coordinator/Driver. We ask that you always bring your shopping card when picking up food bank product. You will not be allowed to shop without your card. These cards identify you as authorized
representatives for your agency. For your protection, no one other than the assigned shoppers is authorized to use shopping cards. “Replacement cards will cost $5 (we will replace your shopping card once at no charge.)”

6. Agencies may have up to four authorized cardholders. All cardholders must be at least 18 years old. At least one cardholder must be present when your agency shops. A maximum of three people from each agency may shop in the warehouse.

7. Please do not take more product than your agency can distribute in 30 days. This gives all agencies equitable access to product. Also, do not take more product than you can load in your vehicle. We cannot be responsible for items left in the warehouse.

8. Take care to observe posted case limits and program restrictions on items. Limits are placed on certain items to give equitable access to all agencies.

9. Please do not open cases. This prevents damage to Food Bank product and keeps the warehouse neat. Take whole, sealed cases only. If you need to know more information about a product, please ask warehouse staff for assistance. An agency that opens a sealed case may be asked to leave the warehouse without its product.

10. We recommend that you load your cart with the heavy items on the bottom for stability. Also, keep like items together as this helps speed up the checkout process. Agencies may use up to three shopping carts at a time. Please do not stack food on the cart more than 2 feet higher than the cart handle.

11. We also recommend that you select refrigerated and frozen items last, to prevent thawing and spoilage. Please bring coolers and ice or ice packs to transport refrigerated or frozen items. Freezer blankets may be used in place of coolers. You will not be permitted to leave with refrigerated or frozen product that is not properly transported.

12. Produce and bakery items are almost always distributed without a shared maintenance fee. Shoppers may take as much as their program can use or distribute before spoilage sets in.

13. Plan to load your own vehicle. We will make every effort to recruit volunteers to assist you.

14. Due to safety issues, shoppers are allowed only in the shopping area of the warehouse. Children under the age of 12 are not allowed in the warehouse under any circumstances. If you bring children younger than 12, please have someone available to watch them.

15. The shared maintenance fee is currently $.18 per pound. Some items may be less than this. Value Added Product (VAP) Items may cost more.
a. Pay shared maintenance with an agency or church check only (please write your agency number in the memo field). The Food Bank does not accept cash, personal checks, money orders, or counter checks.

b. All new agencies must pay as they shop for the first six months of membership. After that, the agency must pay each invoice within 30 days as long as it remains in good standing. Agencies with returned checks due to insufficient funds or those that have been suspended as a result of carrying a past-due balance must pay as they shop indefinitely.

16. Once an agency receives an invoice, no new items may be added. Please check your invoice for accuracy before signing it. Sign your invoice upon checkout and have them co-signed when you return to your agency. Please keep these invoices on file at your agency for at least two years. “Please note that TEFAP agencies must keep invoices on file for five years.” Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.

17. There is a $25 charge for checks returned for insufficient funds.

18. Smoking is not permitted in the building.

19. No weapons of any kind are allowed on the premises.

20. No eating or drinking is allowed on the warehouse floor.

21. Agencies may not volunteer and shop at the Food Bank during the same day. The Food Bank mandates this separation because agencies and their volunteers are not allowed to receive preferential treatment at the Food Bank based on volunteer work that is offered. This also prevents the perception that agencies and volunteers receive benefits or favoritism for their volunteer work.

22. Remember that your agency is one of many that utilize the Food Bank. Please share the resources that are available, and be helpful to your fellow agencies. We are all in this together, and thank you for your cooperation!

FOOD BANK OPERATIONS/RALEIGH

A. WAREHOUSE GUIDELINES:

1. Shopping is by appointment only. If your agency has been assigned a shopping day and time, please come at that time. If you have not been assigned a day to shop, you must call in advance to set a shopping appointment (three to five business days is preferred). Each agency is allowed to shop for one hour from the time of its scheduled appointment (this includes checkout). If an agency shows up more than 30 minutes late, the
shoppers will be asked to reschedule for a later time that day or for another shopping
day. If any agency repeatedly misses scheduled appointments, it may be subject to
disciplinary procedures or lose its appointment on the “permanent” schedule.

2. The Food Bank is open to shoppers from 8:30a.m. to 11:30am on Mondays, and from
8:30 a.m. to 3:00 p.m. Tuesdays, Wednesdays, and Thursdays. The warehouse is
closed to shoppers from 12-1 p.m. (11 a.m. shoppers must be checked out by 12 p.m.).
On Fridays the Food Bank is open from 8:30 a.m. to 12 p.m. to distribute fresh produce
and perishable items only. Please call the produce hotline at 919-875-0707, ext. 2016
for hours of operation since they change from time to time due to staff meetings and
other conflicts. No appointment is needed to pick-up produce and perishable items on
Friday. If it is necessary for you to change an assigned shopping time, please call and
speak to the Agency Shopping & Product Coordinator at 919-865-3041. We will try to
accommodate each agency’s shopping needs.

3. Each agency is allowed to shop up to once per week. If an agency receives delivery
service, it may not pick up at the delivery site and shop in the warehouse during the
same week.

4. Check in with the Shopping & Product Coordinator when you arrive. Always bring your
shopping card when picking up Food Bank product. You will not be allowed to shop
without your card. These cards identify you as an authorized representative of your
agency. No one other than the assigned shopper is authorized to use this shopping
card. “Replacement cards will cost $5 (we will replace your shopping card once at no
charge).”

5. Agencies may have up to four authorized cardholders. All cardholders must be at least
18 years old. At least one cardholder must be present when your agency shops. A
maximum of four people from each agency may shop in the warehouse at one time.

6. Do not take more products than your agency can distribute in 30 days. This prevents
product hoarding and gives all agencies more equitable access to food items. Also, do
not take more products than you can load in your vehicle. We will not be responsible
for items that you select, but leave in the Food Bank warehouse.

7. Always observe posted case limits and program restrictions on items. Limits are placed
on certain items to give more equitable access to all agencies.

8. Please do not open cases. This prevents damage to Food Bank product and keeps the
warehouse neat. Take whole, sealed cases only. If you need to know more information
about a product in a sealed case, please ask warehouse staff for assistance. Any agency
that opens a sealed case may be asked to leave the warehouse without its product.
9. Agencies may use up to two shopping carts at a time. Load your cart with the heavy items on the bottom for stability. Also, keep like items together; this speeds up the checkout process.

10. Weigh salvage boxes, produce and bread/bakery items separately at checkout, since they vary in weight.

11. Select refrigerated and frozen items last, in order to prevent thawing and spoilage. Please bring coolers and ice or ice packs to transport refrigerated and frozen items. Freezer blankets may be used in place of coolers. Do not take shopping carts into the refrigerator or freezer units.

12. Produce and bakery items are almost always distributed without a shared maintenance fee. Agency shoppers may take as much as their program can distribute before spoilage sets in.

13. Shoppers are allowed only in the shopping area of the warehouse.

14. Bring someone to help load your vehicle.

15. Children under 12 years of age are not allowed in the warehouse under any circumstances. If you bring children younger than 12 with you, have someone available to watch them.

16. The shared maintenance fee is currently $.18 per pound. Some items may be less than this. Value Added Product (VAP) and purchased program items will cost more.

   a. Pay shared maintenance with an agency check only (please write your agency number in the memo field). The Food Bank does not accept cash, personal checks, money orders or counter checks.

   b. All new agencies must pay as they shop for the first six months of membership. After that, the agency must pay each invoice within 30 days as long as it remains in good standing. Agencies with returned checks due to insufficient funds or those that have been suspended as a result of carrying a past-due balance must pay as they shop indefinitely.

17. Once an agency receives an invoice, no new items may be added. Please check your invoice for accuracy before signing it. Sign your invoices upon checkout and have them cosigned when you return to your agency. Please keep these invoices on file at your agency for at least two years. “Please note that TEFAP agencies must keep invoices on file for five years.” Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.

18. There is a $25 charge for checks returned for insufficient funds.
19. Smoking is not permitted in the building.

20. Eating and drinking are not permitted on the warehouse floor.

21. Agencies may not volunteer and shop at the Food Bank during the same day. The Food Bank mandates this separation because agencies and their volunteers are not allowed to receive preferential treatment at the Food Bank based on volunteer work that is offered. This also prevents the perception that agencies and volunteers receive benefits or favoritism for their volunteer work.

22. No weapons of any kind are allowed on the premises.

23. Remember that your agency is one of many that utilize the Food Bank. Please share the resources that are available, and be helpful to your fellow agencies. We are all in this together, and thank you for your cooperation!

FOOD BANK OPERATIONS/SANDHILLS

A. WAREHOUSE GUIDELINES:

1. Shopping is by appointment only. If your agency has been assigned a shopping day and time, please come at that time. If you have not been assigned a day to shop, you must call in advance to set a shopping appointment (three to five business days is preferred). Each agency is allowed one hour from the time of its scheduled appointment (this includes checkout). If any agency repeatedly misses scheduled appointments, it may be subject to disciplinary procedures or lose its appointment on the “permanent” schedule.

2. The Food Bank is open to shoppers from 8:00am to 1:00pm Monday through Friday. The Warehouse is closed to shoppers in the afternoons (Shoppers must be checked out by 1 P.M.). If it is necessary for you to change an assigned shopping time please call and speak to the Shopping & Product Coordinator 910-692-5959 ext 2403. We will try to accommodate each agency’s shopping needs.

3. Each agency is allowed to shop up to once per week.

4. Please check in with the Shopping & Product Coordinator when you arrive. Always bring your shopping card when picking up Food Bank product. You will not be allowed to shop without your card. These cards identify you as an authorized representative of your agency. No one other than the assigned shopper is allowed to use this shopping card. “Replacement cards will cost $5 (we will replace your shopping card once at no charge).”

5. Agencies may have up to four authorized cardholders. All cardholders must be at least
18 years old. At least one cardholder must be present when your agency shops. A maximum of four people from each agency may shop in the warehouse at a time. This is due to space issues – extra shoppers are welcome on the loading dock and in the break room.

6. Please do not take more product than your agency can distribute in 30 days. This prevents product hoarding and gives all agencies equal access to food items. Also, do not take more product than you can load in your vehicle. We will not be responsible for items that you leave in the Food Bank warehouse.

7. Always observe posted case limits. Limits are placed on certain items to give equitable access to all agencies.

8. Please do not open cases. This prevents damage to Food Bank product and keeps the warehouse neat. Take whole, sealed cases only. If you need to know more information about a product in a sealed case, please ask warehouse staff for assistance. Any agency that opens a sealed case may be asked to leave the warehouse without its product.

9. Agencies may use up to two shopping carts at a time. Load your cart with the heavy items on the bottom for stability. Also, keep like items together; this speeds up the check out process.

10. Weigh salvage boxes, food drive items, frozen and refrigerated food, produce and bread/bakery items each separately at checkout, since they each vary in weight.

11. Select refrigerated and frozen items last, in order to prevent thawing and spoilage.

12. Produce and bakery items are almost always complimentary. Agency shoppers may take as much as their program can distribute before spoilage sets in.

13. Shoppers are allowed only in the shopping area of the warehouse.

14. Bring someone to help load your vehicle.

15. Children under 12 years of age are not allowed in the warehouse under any circumstances. If you bring children younger than 12 with you, please have someone available to watch them.

16. The shared maintenance fee is currently $.18 per pound. Some items may be less than this. Value Added Product (VAP) items may cost more.

17. Pay shared maintenance with an agency or church check only. The Food Bank does not accept cash, personal checks, money orders, or counter checks.

a. All new agencies must pay as they shop for the first six months of membership. After that, the agency must pay each invoice within 30 days as long as it remains in good standing. Agencies with returned checks due to insufficient funds or those that have been suspended as a result of carrying a past-due balance must pay as
they shop indefinitely.

b. Once an agency receives an invoice, no new items may be added. Please check your invoice for accuracy before signing it. Sign your invoices upon checkout and have them cosigned when you return to your agency. Please keep these invoices on file at your agency for at least two years. “Please note that TEFAP agencies must keep invoices on file for five years.” Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.

18. There is a $25 charge for checks returned for insufficient funds.

19. Smoking is not permitted in the building.

20. Eating and drinking are not permitted on the warehouse floor.

21. Agencies may not volunteer and shop at the Food Bank during the same day. The Food Bank mandates this separation because agencies and their volunteers are not allowed to receive preferential treatment at the Food Bank based on volunteer work that is offered. This also prevents the perception that agencies and volunteers receive benefits or favoritism for their volunteer work.

22. No weapons of any kind are allowed on the premises.

23. Remember that your agency is one of many that utilize the Food Bank. Please share what resources are available, and be helpful to your fellow agencies. We are all in this together!

FOOD BANK OPERATIONS/WILMINGTON

A. WAREHOUSE GUIDELINES:

1. Shopping is by appointment only. If your agency has been assigned a recurring shopping day and time, please come at that time. If you have not been assigned a day to shop, you must call in advance to set a shopping appointment (three to five business days is preferred). Each agency is allowed to shop for one hour from the time of its scheduled appointment (this includes checkout). Agencies may shop once per week. Shopping days and hours are Monday through Thursday from 8:30 a.m. to 3:30 p.m., call the Marketing & Product Assistant at 910-251-1465 ext. 2203 to set a shopping appointment.

2. Due to the volume of agency appointment requests that we are receiving, no new recurring appointments will be made. Existing recurring appointments will still be recognized, so long as the agency does not miss its appointment twice in a row (See next rule).

3. If an Agency has a reoccurring appointment and misses it twice in a row, that reoccurring appointment will be eliminated and no further reoccurring appointments will be made. If any agency repeatedly misses scheduled appointments, it may be subject to disciplinary procedures.
4. Check in with the Marketing & Product Assistant when you arrive. Always bring your shopping card when picking up Food Bank product. You will not be allowed to shop without your card. This card identifies you as an authorized representative of your agency. No one other than the assigned shopper is allowed to use this shopping card. “Replacement cards will cost $5 (we will replace your shopping card once at no charge).”

5. Agencies may have up to four authorized cardholders. All cardholders must be at least 18 years old. At least one cardholder must be present when your agency shops. A maximum of four people from each agency may shop in the warehouse at one time.

6. Please do not open boxes. If you have any questions concerning Food Bank products, please ask our staff.

7. If you are more than 15 minutes late for an appointment, it will be canceled.

8. Please do not swap product from one box to another, many volunteer hours have been spent sorting product into equitable portions.

9. Product invoiced to an Agency during an appointment must be picked up that day.

10. Select refrigerated and frozen items last in order to prevent thawing and spoilage. Frozen product must be placed in coolers with ice or ice packs before leaving the warehouse. Freezer blankets may be used in place of coolers.

11. Observe all case limits posted in the warehouse.

12. Children under 12 years of age are not allowed in the warehouse under any circumstances. If you bring children younger than 12 with you, have someone available to watch them.

13. No open toed shoes are permitted in the warehouse.

14. Agencies are not permitted to pull vehicles into the warehouse.

15. Do not take more product than your agency can distribute in 30 days. This prevents product hoarding and gives all agencies more equitable access to food items. Also, do not take more products than you can load in your vehicle. We will not be responsible for items that you select, but leave in the Food Bank warehouse.

16. Weigh salvage boxes, produce, bread/bakery items separately at checkout since they vary in weight.

17. The shared maintenance fee is currently $.18 per pound. Some items may be less than this. Value Added Product (VAP) and purchase program items will cost more.
a. Pay shared maintenance with an agency or church check only (please write your agency number in the memo field). The Food Bank does not accept cash, personal checks, money orders, or counter checks.

b. All new agencies must pay as they shop for the first six months of membership. After that, the agency must pay each invoice within 30 days as long as it remains in good standing. Agencies with returned checks due to insufficient funds or those that have been suspended as a result of carrying a past-due balance must pay as they shop indefinitely.

18. Once an agency is invoiced, no new items may be added. Please check your invoice for accuracy before signing it. Sign your invoices upon checkout and keep them on file at your agency for at least two years. “Please note that TEFAP agencies must keep invoices on file for five years.” Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.

19. There is a $25 charge for checks returned for insufficient funds.

20. Smoking is not permitted in the building.

21. No weapons of any kind are allowed on the premises.

22. Eating and drinking are not permitted on the warehouse floor.

23. Agencies may not volunteer and shop at the Food Bank during the same day. The Food Bank mandates this separation because agencies and their volunteers are not allowed to receive preferential treatment at the Food Bank based on volunteer work that is offered. This also prevents the perception that agencies and volunteers receive benefits or favoritism for their volunteer work.

24. Remember that your agency is one of many that utilize the Food Bank. Please share the resources that are available, and be helpful to your fellow agencies. We are all in this together!

B. AGENCY SHOPPER SAFETY GUIDELINES:

1. Agency shoppers must wear closed-toe shoes.

2. Do not stand on pallets. This will prevent tripping and falling; prevent getting your foot caught between the slats; and prevent your foot from breaking through the wood.

3. Lift boxes properly to avoid personal injury. The Outreach Coordinator will demonstrate this for you during orientation. If you need assistance while shopping, please notify staff.

4. Do not “under pick”. Please select product from the top of the pallet. Picking from under other cases may cause cases to fall. If you need assistance while shopping please notify staff.
5. Do not attempt to get product from the second level of racks. The bottom level is available for your use. The second level is for storage.

6. Remain in designated shopping areas. Certain areas of the warehouse are “staff only” areas. They are usually, but not always, chained off. Do not go into areas designated as staff-only. Forklifts are usually operating in these areas.

7. Be aware of “honking horns”! This will alert you that a forklift is nearby. Shoppers are not allowed to operate power driven equipment.

8. Park in designated parking areas and abide by 5 mile-per-hour speed limit while on Food Bank property.

9. Please look for fire extinguishers in the warehouse and general office area to be prepared for a fire emergency. Feel free to ask Food Bank staff to show you where this equipment is located. Also please be familiar with the fire exits. Please cooperate with the staff direction in the event of an emergency.

10. In the event you are involved in an accident/incident we require that you report it to the staff and complete an accident/incident report. Also, we ask that if you are witness to an accident/incident please report it to the staff and provide a written statement of what you have observed.

C. NEW SHOPPER ORIENTATION:

1. A new shopper must first attend an orientation session with an Outreach Coordinator before they are able to shop at the Food Bank.

2. Orientation will consist of a review of shopping rules, warehouse safety rules and regulations, delivery program information, record-keeping requirements, Food Bank programs, and general Food Bank regulations. The shopper also will receive a tour of the warehouse and shopping areas. Agency staff will have ample opportunity to have any questions answered.

3. A shopping card will be issued to any new shopper. Each agency may have up to four authorized shoppers.

4. Please note that individual shoppers or agency contacts may be banned, at the discretion of the Food Bank, from shopping at the Food Bank or from representing an agency as a Food Bank contact person for violations of the “Warehouse Guidelines” listed above or violations of any other policies listed in this manual. Shoppers or agency contacts also may be banned if they do not treat staff, volunteers, other agencies or donors with respect or if they disrupt the operation of the warehouse or of the Food Bank as a whole.
D. DELIVERY SERVICE:
1. Currently, there are delivery sites in Goldsboro, Henderson, Rocky Mount, Sanford and Tarboro. Agencies that are interested in receiving the delivery program mailing should contact the Product and Inventory Control Specialist at 919-865-3021.

2. Each eligible agency will receive a mailing with delivery program information (instructions, call-in and delivery times, an inventory list and directions to the site) approximately 1 ½ weeks before the actual delivery date. Each agency must call its order in on the assigned day and times (currently the Friday before delivery). Orders will be delivered to the site at a specified day and time.

3. Please arrive on time. If an agency does not pick up its order, the Food Bank driver will take the order back to the Food Bank. The agency will be contacted and given a verbal warning. For subsequent offenses, an agency may be suspended from using the delivery program.

4. The driver will have an itemized invoice reflecting your order. When receiving the order, check its accuracy against the sheet provided. Note any shortages on the sheet so that you may be invoiced correctly once the driver turns the paperwork in to the appropriate Food Bank staff. If a correction has to be made, an updated invoice will be mailed to you.

5. You may pay for your order with a check after signing the invoice, or you may mail a check to the Food Bank after receiving your itemized invoice in the mail. If you are paying via the driver, please do not fill out the amount on the check until you sign your invoice sheet.

SECTION 16

PAST-DUE BALANCE & RETURN CHECK POLICY

The Food Bank must be good stewards of the resources that are donated to it. We also must be fiscally responsible.

Effective January 1, 2008, any partner agency that owes any balance that is more than 60 days past the due date will have its shopping privileges suspended. The agency will not be able to shop or receive any Food Bank services until any balance more than 60 days past the due date is cleared. We will provide copies of open invoices as requested, unless these invoices pre-dated our current database. Note: Agencies are required to pay invoices within 30 days of shopping. New agencies must pay as they shop during the first six months of partnership.
Any agency with a returned check also will have its shopping privileges suspended as well. The agency’s shopping privileges will be suspended until 14 days after we receive payment to cover the returned check amount and the $25 returned check fee. If the agency is able to provide the Food Bank written documentation from its bank that the check has cleared before the 14-day period, its status will be returned to active in good standing. Agencies that have three returned checks in a 12-month period or five at any time during its partnership will be terminated (effective July 1, 2005). Payments must always be made with an agency check. The Food Bank does not accept cash, personal checks, money orders or counter checks.

Any partner agency that is placed on suspension because of a past-due balance or a returned check will be required to pay as it shops indefinitely.

“Shopping” means any receipt of product from the Food Bank, i.e., receiving items through warehouse shopping, the rural delivery program, Mobile Food Pantry, direct distribution, TEFAP, SNAP, the purchase program, etc.

Please remember that any partner agency that is suspended for more than six months will be terminated.

SECTION 17

PROBATION, SUSPENSION AND TERMINATION POLICY

A. The Food Bank will conduct an on-site visit of each potential partner agency prior to partnership approval. Once approved, each partner agency’s Executive Director and program director will sign the “Receipt of Agency Policy Manual/Partnership Agreement.” Failure to comply with any of the requirements set forth in this manual may result in disciplinary action by the Food Bank.

B. When violations occur:

There are three possible actions the Food Bank may take in response to agency violations: Probation, Suspension and Termination.

1. Probation:

The purpose of the probationary period is to place a Partner Agency on notice that it must bring its program into compliance or it will be suspended. During the probationary period, the Partner Agency retains all rights and privileges. Probation is used when there is a minor violation of Food Bank rules.

- A Partner Agency may be placed on probation for a period not to exceed three months. Notification must be in writing to the agency director or program coordinator.
• If the violation is not rectified by the end of the probationary period, the partner agency will be suspended.

2. **Suspension:**

The purpose of a suspension is to discontinue a Partner Agency’s use of the Food Bank for a specific amount of time due to a major violation of the Partnership Agreement or of any Food Bank policy listed in the Agency Policy Manual. A suspended agency loses all the rights and privileges of a partner agency as well as its status as such.

The following are guidelines of the suspension procedure:

• A partner agency may be suspended without first being placed on probation for serious violations of the Partnership Agreement or other Food Bank regulations listed in this manual.

• A suspension shall not last more than six months.

• An agency may be returned to partnership status if, at the end of the suspension period, the agency has satisfied the Vice President of Agency Services and Programs that the violation(s) have been corrected.

3. **Termination:**

The purpose of termination is to discontinue a Partner Agency’s access to the Food Bank after a violation. Termination means that an agency loses all rights and privileges of a Partner Agency as well as its status as such.

**Note:**

• A partner agency may be terminated without having first been put on probation or suspension for serious infractions of the Partnership Agreement or any other Food Bank regulations outlined in this manual.

• If an agency has been placed on suspension two times, the Food Bank reserves the right to terminate the agency for its third violation.

• A Partner Agency may appeal its termination to the Board of Directors by delivering the appeal in writing to the Vice President of Agency Services & Programs.

• The terminated Partner Agency may reapply to become a partner agency of the Food Bank by submitting an application no sooner than one year after termination to the Vice President of Agency Services & Programs. The decision to reinstate a partner agency will be made by the Vice President of Agency Services & Programs with the concurrence of the President & CEO and Board of Directors.
SECTION 18

AMENDMENTS/REVISIONS TO THE POLICY MANUAL

THE FOOD BANK RESERVES THE EXCLUSIVE RIGHT TO MODIFY THIS MANUAL FROM TIME TO TIME WITHOUT ADVANCE NOTICE TO PARTNER AGENCIES. AFTER RECEIPT OF ANY AMENDMENTS/REVISIONS, A PARTNER AGENCY MAY WITHDRAW ITS MEMBERSHIP WITHIN THIRTY (30) DAYS. THEREAFTER, IT WILL BE SUBJECT TO THE AMENDMENTS/REVISIONS.
APPENDIX A: MONTHLY REPORT & OTHER FORMS

Partner Agency Monthly Report/Demographic Report

Food Lion Retail Recovery Monthly Report

Emergency Assistance Client Record
Partner Agency Monthly Report

Please return by the 1st of the following month.

For the month of: ________________ 2012

Agency Number: ____________________

County: __________ City: ______________

Agency Name: ____________________

Contact Person: ____________________

Phone(1): __________ Phone(2): __________

Food Pantry: For all food distributed by your agency each month. Please note that each family or individual served is considered a Household. For “Individuals Served” please count the total number of people in each household (Ex: A family of four is counted as 1 HH and 4 Individuals).

Total # of Households Served ________________

Total # of Individuals Served ________________

Mobile Food Pantry Only: (for Greenville branch only)

Total # of Households Served ________________

Total # of Individuals Served ________________

On-Site: Please record the total number of meals and/or snacks served by your agency each month. If no meals or snacks were served during a given month, please record zero for that month (meals/snacks x # people served x # days your agency served food).

Total Number of Meals and/or Snacks Served:

Soup Kitchen __________ Group Home __________

Shelter __________ Child Day Care __________

Adult Day Care __________ After School __________

Senior Meals __________ Other (Specify) __________
Partner Agency Monthly Report
Demographic Information

Please return by the 1st of the following month.

For the month of: ___________________ 2012

Agency Number: ____________________

County: __________ City: ______________

Agency Name: ______________________

Contact Person: ____________________

Phone(1): __________ Phone(2): __________

Please note that the demographic info is only for those at the point of service. For example, only record demographic information on the person picking up food from a food pantry.

Race/Ethnicity of Clients: Please Record the number of people you served from each racial/ethnic category during the month.

American Indian or Alaska Native ______ Asian ______
Black or African American ______ Hispanic/Latino ______
White ______ Other ______

Age of Clients: Please Record the number of people you served from each age category during the month.

0-5 _______ 6-17 _______ 18-64 _______ 65 and up _______

Gender of Clients: Please record the number of people you served of each gender.

Male _______ Female _______
Food Lion Monthly Donation Report
(Send to Food Bank by the 1st of the following month)

Month: ____________________  Food Lion Store #: ____________________
Food Lion Address: ________________  Food Lion County: ________________
Agency Name: ____________________  Agency #: ____________________
Agency City: ____________________  Agency County: ____________________
Agency Contact: ____________________  Agency Phone #: ____________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Misc. - baked goods/deli/etc</th>
<th>Meat &amp; Entrees</th>
<th>Produce</th>
<th>Dairy/Eggs</th>
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<td>Monthly Totals:</td>
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</tbody>
</table>

Comments: ____________________

Please mail or fax report ASAP to:

Tonya Corso, ASAP Resource Coordinator
Office (919) 865-3040
Fax (919) 954-8427 or (919) 875-0801
Food Bank of Central & Eastern NC/Raleigh Branch
3808 Tarheel Drive
Raleigh, NC 27609

Number of Food Drive Boxes Received ______

Revised 01/06/2012
Emergency Assistance Client Record

Client: ____________________________ Date ______________
Name (Print): ____________________________
Address: ____________________________________________
Telephone: ____________________________ Total # in Household: ______

Optional Info

Agency or Church: ____________________________
Referred By: ____________________________
Applied For Food Stamps: ☐ YES ☐ NO

Name: ____________________________
Address: ____________________________________________
Case Worker or Minister: ____________________________ Telephone: ____________________________

Client Received Food Assistance on:
Date _______ Date _______ Date _______ Date _______ Date _______
Date _______ Date _______ Date _______ Date _______ Date _______
Date _______ Date _______ Date _______ Date _______ Date _______
Date _______ Date _______ Date _______ Date _______ Date _______
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Date _______ Date _______ Date _______ Date _______ Date _______
Date _______ Date _______ Date _______ Date _______ Date _______

FOOD BANK OF CENTRAL & EASTERN NORTH CAROLINA

3808 Tarheel Drive, Raleigh, North Carolina 27609 (919) 875-0707 Fax: (919) 875-0801
Fighting Hunger in 34 Counties
APPENDIX B: TEFAP PACKET

- TEFAP Quarterly Updates Newsletter
- TEFAP Eligibility Form in English
- TEFAP Eligibility Form in Spanish
- TEFAP Sick & Shut-in Eligibility Form in English
- TEFAP Sick & Shut-in Eligibility Form in Spanish
- TEFAP Monthly Report
- TEFAP Temperature Chart
- TEFAP Loss Report
Dear Food Pantry Coordinators:

Enclosed are the updated forms for distributing TEFAP commodities for July 2011 - June 2012. Remember to keep all TEFAP records on file for FIVE YEARS. Specifically, keep all completed:

- TEFAP Eligibility Forms,
- TEFAP invoices from the Food Bank, and
- Temperature Charts

Remember, the one-month allocation listed on the order form can be ordered each month in the quarter. Please call, fax, email, or place your order in person with Sariah Zayas at the Raleigh office the week prior to pick-up: (919) 865-3041 (phone) or (919) 875-0801 (fax). You can also place your monthly order with your local branch if you’d like. Please call your branch’s shopping line attendant to schedule an appointment.

Please order your entire allocation each month. If you find that you cannot take your entire allocation, please let your local food bank representative know. We will redistribute any unordered food to other agencies in the same county.

TEFAP monthly reports are due by the 1st of every month, even if your agency did not distribute TEFAP commodities during the previous month. If TEFAP was not distributed, put zeros in for the numbers of households and individuals served. All TEFAP forms must be submitted monthly in order to receive your agency’s monthly allocation. Food Bank staff will no longer call your agency to remind you to submit your reports.

Please note the TEFAP Eligibility Form is available in English and Spanish. If you need other versions of the Eligibility Form, please let the Food Bank know. If you have ideas as to how to improve TEFAP, please share them with us.

Please note that clients must indicate their FNS (i.e. Food Stamp) participation status by checking yes or no on the eligibility form. If a client checks “no” on the form, then he/she must write their gross household income in the section below the income scale/chart each time TEFAP product is received.

The income eligibility scale has changed. Please do not use old eligibility forms during your distribution process. Your Outreach Coordinator will check to make sure you are using the most updated version of the eligibility form.
TEFAP ELIGIBILITY FORM

Please note that there are two TEFAP Eligibility Forms included in this packet, one in English and the other in Spanish. If your agency needs this form translated into other languages please contact Larry Morris at the Food Bank’s Raleigh Branch at 919-865-3036. Each client (agencies may also complete forms on behalf of clients) should complete the Eligibility Form each he/she receives TEFAP commodities. Please keep all Eligibility Forms on file for five years.

MAKE SURE THAT EACH ELIGIBILITY FORM HAS THESE 7 THINGS:

1. Name,
2. Address,
3. Number of people in household,
4. County,
5. Signature of client,
6. Signature of agency representative, and
7. Date

Please be sure to have an agency representative sign the TEFAP Eligibility Form after the client completes the Eligibility Form.

DETERMINING ELIGIBILITY

Clients use the TEFAP income eligibility scale on the Eligibility Form in order to self-declare that their household is eligible to receive TEFAP commodities. All households receiving TEFAP commodities must meet or fall below the income requirements listed on the TEFAP Income Eligibility Scale for their household size. The scale reflects gross income for the entire household. A “household” is defined as people who live together and share income and resources to purchase food together. Note that if a person or their family currently receives Food Nutrition Services Benefits (Formally Known As Food Stamps), they are automatically eligible for TEFAP, and do not need to use the income scale. However, if a client checks “no” on the form, then he/she must write their gross household income in the section below the income scale/chart each time TEFAP product is received. It is important to have clients record the total number of people in their family and what county they live in, so that you can report the total number of households and individuals served each month on the TEFAP Monthly Report.
QUARTERLY RECOMMENDED DISTRIBUTION RATES

There are no maximum distribution rates for TEFAP, meaning that agencies can distribute food to the same families more than once each quarter, and more than once each month. There are no requirements as to how many times a family may receive TEFAP commodities each quarter. Each agency is to distribute TEFAP commodities in a fair, unbiased way to anyone who is eligible for TEFAP. TEFAP commodities are to be served to clients without regard to their race, color, national origin, sex, age, religion or disability. Any agency that does not abide by these guidelines will be suspended from the Food Bank and removed as a TEFAP distributing agency.

TEFAP MONTHLY REPORT

Please return the TEFAP monthly report by the 1st of each following month.

Please record the TOTAL number of households and the TOTAL number of individuals served through TEFAP each month. Please record each family and each person every time they receive food, even if a family or person receives food more than once each month.

Accurate reporting of the households and individuals served is critical as this is the information the Food Bank utilizes to determine each agency’s allocation. Please remember to send in monthly reports even if no TEFAP is distributed. The Food Bank must have your agency’s monthly reports in order to give your agency a fair allocation. Please note that agencies can now submit their monthly report online via FoodLink at http://www.foodbankcen.org/foodlink/agency/Default.asp

Agencies that are missing ANY TEFAP Monthly Reports will not be able to receive further TEFAP commodities until their reports are current.
Take your entire allocation of TEFAP product & Arrange pick up of your order by setting an appointment with the shopping attendant at your branch.

<table>
<thead>
<tr>
<th>BRANCH</th>
<th>CONTACT</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Durham</td>
<td>Anthony Reyeros</td>
<td>919-658-2513 x 2105</td>
</tr>
<tr>
<td>Greenville</td>
<td>Scott Reppko</td>
<td>252-752-4066 x 2304</td>
</tr>
<tr>
<td>Raleigh</td>
<td>Sariah Zayas</td>
<td>919-865-3041</td>
</tr>
<tr>
<td>Sandhills</td>
<td>John LaValley</td>
<td>910-692-5959 x 2403</td>
</tr>
<tr>
<td>Wilmington</td>
<td>Mike Whittemore</td>
<td>910-251-1465 x 2203</td>
</tr>
<tr>
<td>New Bern</td>
<td>Brandon Randolf</td>
<td>252-514-2006</td>
</tr>
</tbody>
</table>

COMMON DISTRIBUTION PRACTICES THAT ARE NOT ALIGNED WITH USDA’S TEFAP POLICY:

DO NOT DO THE FOLLOWING:

1. Substitute items
2. Package items to meet individual or household needs
3. Save certain items ONLY for larger households
4. Categorize items by product type & not distributing one of each item
5. Distribute weekly & not distribute all of the items each time
6. Change distribution rates mid-stream

Please make copies of the following enclosed forms and keep on file for five years.

1. TEFAP ELIGIBILITY FORM - front and back (one for each household you serve).
2. TEMPERATURE CHART
3. TEFAP MONTHLY REPORT/LOSS REPORT
4. TEFAP ORDER FORM
TEFAP Eligibility Form: July 2011 – June 2012

Effective July 1, 2011 through June 30, 2012
(Household gross income must be at or below for appropriate size household.)

<table>
<thead>
<tr>
<th>HOUSEHOLD SIZE</th>
<th>PER YEAR</th>
<th>PER MONTH</th>
<th>PER WEEK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$21,780</td>
<td>$1,815</td>
<td>$419</td>
</tr>
<tr>
<td>2</td>
<td>$29,424</td>
<td>$2,452</td>
<td>$566</td>
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<tr>
<td>3</td>
<td>$37,068</td>
<td>$3,089</td>
<td>$713</td>
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<tr>
<td>4</td>
<td>$44,700</td>
<td>$3,725</td>
<td>$860</td>
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<tr>
<td>5</td>
<td>$52,344</td>
<td>$4,362</td>
<td>$1,007</td>
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<tr>
<td>6</td>
<td>$59,988</td>
<td>$4,999</td>
<td>$1,154</td>
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<tr>
<td>7</td>
<td>$67,620</td>
<td>$5,635</td>
<td>$1,300</td>
</tr>
<tr>
<td>8</td>
<td>$75,264</td>
<td>$6,272</td>
<td>$1,447</td>
</tr>
<tr>
<td>EACH ADDITIONAL FAMILY MEMBER</td>
<td>$7,644</td>
<td>$637</td>
<td>$147</td>
</tr>
</tbody>
</table>

The above table shows a yearly gross income for each family size. If your household income is **at or below** the income listed for the number of people in your household, you are eligible to receive food. A household is defined as a group of people who live together and share money and other resources in order to get food. Please look at the income scale above to determine if your household is eligible for TEFAP.

**OR**

If you are currently participating in the Food & Nutrition Services Program you are automatically eligible to receive TEFAP and do not need to look at the income scale.

**Note:** The above may be read to persons who are unable to read. People who are unable to sign their name may sign by using an X.

Please read the following statement carefully, then sign the form and write in today’s date.

I understand that any misrepresentation of need, sale, or misuse of the foods I have received is prohibited and could result in a fine, imprisonment, or both. (Sec. 211 E, PL 90-444 and Sec. 4C, PL 93-80 as amended.)

<table>
<thead>
<tr>
<th>Date</th>
<th>Client Signature</th>
<th>FNS</th>
<th>Yearly Income</th>
<th>Monthly Income</th>
<th>Weekly Income</th>
<th>Agency Representative Signature</th>
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</thead>
<tbody>
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<td>1.</td>
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In accordance with Federal law and USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.
FORMA DE ELEGIBILIDAD PARA TEFAP: Julio 2011 – Junio 2012

<table>
<thead>
<tr>
<th>TAMAÑO DE HOGAR</th>
<th>POR AÑO</th>
<th>POR MES</th>
<th>POR SEMANA</th>
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<tbody>
<tr>
<td>1</td>
<td>$21,780</td>
<td>$1,815</td>
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<td>$29,424</td>
<td>$2,452</td>
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<td>$6,272</td>
<td>$1,447</td>
</tr>
</tbody>
</table>

| EACH ADDITIONAL FAMILY MEMBER | $7,644 | $637 | $147 |

La tabla abajo muestra los ingresos brutos anuales para cada tamaño de familia. Si sus ingresos de hogar están en o debajo los ingresos en la tabla para el número de personas en su hogar, usted es elegible para recibir los alimentos. Un hogar se define como un grupo de personas que viven juntos y comparten dinero y otros recursos a fin de conseguir el alimento. Por favor mire la escala de ingresos abajo para determinar si su hogar es elegible para TEFAP.

Si usted participa en el programa de estampillas de alimentos, usted es automáticamente elegible para recibir TEFAP y no tiene que mirar la escala de ingresos.

**Nota:** Los siguientes pueden ser leídos por personas que no saben leer. La gente que no puede firmar su nombre puede firmar usando un X.

Por favor lea la declaración siguiente con cuidado, luego firme la forma y escriba la fecha de hoy.

Entiendo que cualquier falsificación de necesidad, venta, o mal uso de la comida que he recibido es prohibida y podría causar multas, el encarcelamiento, o ambos. (Sec. 211 E, PL 800444 y Sec. 4C, PL 83-86, según enmendado.)

<table>
<thead>
<tr>
<th>Fecha</th>
<th>Firma</th>
<th>El programa de estampillas de alimentos</th>
<th>Si</th>
<th>No</th>
<th>Por Año</th>
<th>Por Mes</th>
<th>Por Semana</th>
<th>Agency Representative Signature</th>
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De acuerdo con ley Federal y política USDA, esta institución es prohibida discriminar sobre la base de raza, origen en color, nacional, sexo, edad o incapacidad. Para presentar una demanda de discriminación, escriba a USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 o llame al (800) 795-3272 o (202) 720-6382 (TTY). USDA es un proveedor y patrón que ofrece oportunidad igual para todos.
### TEFAP Sick & Shut-in Eligibility Form: July 2011 – June 2012

**Name:**

**Address:**

**Number of People in the Household:**

**County:**

The following persons are authorized to pick up my food:

- Authorized Representative:
- Authorized Representative:

**Signature of sick & shut-in person:**

(Signature) (Date)

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#### Effective: July 1, 2011 through June 30, 2012

(Household gross income must be at or below for appropriate size household)

<table>
<thead>
<tr>
<th>HOUSEHOLD SIZE</th>
<th>PER YEAR</th>
<th>PER MONTH</th>
<th>PER WEEK</th>
</tr>
</thead>
<tbody>
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<td>8</td>
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<td>$6,272</td>
<td>$1,447</td>
</tr>
</tbody>
</table>

**EACH ADDITIONAL FAMILY MEMBER**

- $7,844
- $637
- $147

The above table shows a yearly gross income for each family size. If your household income is at or below the income listed for the number of people in your household, you are eligible to receive food. A household is defined as a group of people who live together and share money and other resources in order to get food. Please look at the income scale above to determine if your household is eligible for TEFAP.

**OR**

If you are currently participating in the Food & Nutrition Services Program you are automatically eligible to receive TEFAP and do not need to look at the income scale.

**Note:** The above may be read to persons who are unable to read. People who are unable to sign their name may sign by using an X.

Please read the following statement carefully, then sign the form and write in today’s date.

I understand that any misrepresentation of need, sale, or misuse of the foods I have received is prohibited and could result in a fine, imprisonment, or both. (Sec. 211 E, PL 86-494 and Sec. 4C, PL 88-36 as amended.)

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<table>
<thead>
<tr>
<th>Date</th>
<th>Client Signature</th>
<th>FNS</th>
<th>Yearly Income</th>
<th>Monthly Income</th>
<th>Weekly Income</th>
<th>Agency Representative Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
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<td>2</td>
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<td>6</td>
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</tr>
</tbody>
</table>

In accordance with Federal law and USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. "To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer."
FORMA DE ELEGIBILIDAD PARA TEFAP - CLIENTES ENFERMOS o RECLUIDOS:
Julio 2011 – Junio 2012

Nombre:
Dirección:
Número de personas en el hogar:
Condado:

Las siguientes personas están autorizadas a recoger a mi comida:

Representante Autorizado:
Representante Autorizado:

Firma de persona recogiendo alimentos: _______________ (Firma) _______________ (Fecha)

<table>
<thead>
<tr>
<th>TAMANZO DE HOGAR</th>
<th>POR ANO</th>
<th>POR MES</th>
<th>POR SEMANA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$21,780</td>
<td>$1,815</td>
<td>$419</td>
</tr>
<tr>
<td>2</td>
<td>$29,424</td>
<td>$2,452</td>
<td>$566</td>
</tr>
<tr>
<td>3</td>
<td>$37,068</td>
<td>$3,089</td>
<td>$713</td>
</tr>
<tr>
<td>4</td>
<td>$44,700</td>
<td>$3,725</td>
<td>$860</td>
</tr>
<tr>
<td>5</td>
<td>$52,344</td>
<td>$4,382</td>
<td>$1,007</td>
</tr>
<tr>
<td>6</td>
<td>$59,988</td>
<td>$4,999</td>
<td>$1,154</td>
</tr>
<tr>
<td>7</td>
<td>$67,620</td>
<td>$5,635</td>
<td>$1,300</td>
</tr>
<tr>
<td>8</td>
<td>$75,264</td>
<td>$6,272</td>
<td>$1,447</td>
</tr>
<tr>
<td>EACH ADDITIONAL FAMILY MEMBER</td>
<td>$7,644</td>
<td>$637</td>
<td>$147</td>
</tr>
</tbody>
</table>

La tabla abajo muestra los ingresos brutos anuales para cada tamaño de familia. Si sus ingresos de hogar están en o debajo de los ingresos en la tabla para el número de personas en su hogar, usted es elegible para recibir los alimentos. Un hogar es definido como un grupo de personas que viven juntos y comparten dinero y otros recursos a fin de conseguir el alimento. Por favor mire la escala de ingresos abajo para determinar si su hogar es elegible para TEFAP.

Si usted participa en el programa de estampillas de alimentos, usted es automáticamente elegible para recibir TEFAP y no tiene que mirar la escala de ingresos.

Nota: Los siguiente puede ser leído a personas que no saben leer. La gente que es incapaz de firmar su nombre puede firmar usando un X.

Por favor lea la declaración siguiente con cuidado, luego firme la firma y escriba la fecha de hoy.

El programa de estampillas de alimentos se ha limitado por el tamaño de su hogar y es obligatorio para recibir estampillas de comidas. (Sec. 211 E, PL 90-444 y Sec. 4C, PL 93-86, según enmendado.)

<table>
<thead>
<tr>
<th>Fecha</th>
<th>Firma</th>
<th>El programa de estampillas de alimentos</th>
<th>Por Ano</th>
<th>Por Mes</th>
<th>Por Semana</th>
<th>Agency Representative Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Si</td>
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<td>No</td>
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<tr>
<td></td>
<td></td>
<td>Si usted no recibe estampillas de comida, escribir en tu anual, mensual, semanal o ingresos.</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

De acuerdo con la ley Federal y política USDA, esta institución es prohibida discriminar sobre la base de raza, origen en color, nacional, sexo, edad o incapacidad. Para presentar una demanda de discriminación, escriba a USDA, Director Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 o llame al (800) 795-3272 o (202) 720-6362 (TTY). USDA es un proveedor y patrón que ofrece oportunidad igual para todos.
## TEFAP MONTHLY REPORT

Please complete and return every month even if no TEFAP was served. Put 0's for the number of people served.

Agency Name: ____________________________
Contact Person: __________________________
Phone (___) _____________________________
Agency ID: ________________________________

Please record only TEFAP distribution on this form.

Record regular Food Bank distribution on the Food Bank monthly report, not on this TEFAP report.

<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Year</th>
</tr>
</thead>
</table>

Primary County: ________________
A. Total Number of Households Served Through TEFAP: ______
B. Total Number of Persons Served Through TEFAP: ______

Note: For “B.” tally the total number of people served from all households. Refer to the TEFAP Eligibility Forms completed by clients in order to calculate the total number of people from all families. A one person household should be counted as both a household and a person.

FOR HOUSEHOLDS FROM A SECOND OR THIRD COUNTY:

Note: Use this table if you distribute commodities to households in more than one county. TEFAP commodities are intended to be distributed only to households within your county.

Secondary County (Counties): ________________
A. Total Number of Households Served Through TEFAP: ______
B. Total Number of Persons Served Through TEFAP: ______

FOOD BANK OF CENTRAL & EASTERN NORTH CAROLINA,
3808 TARHEEL DRIVE, RALEIGH, NC 27609
Telephone (919) 865-3040 Fax (919) 954-8427

Please return this report to the Food Bank by the 1st of the following month.

Please Make Two Copies Of This Report (Unless You Submit Your Report On FoodLink)
# TEFAP Temperature Record

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Agency Number</th>
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<tr>
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<tbody>
<tr>
<td><strong>Temperature</strong></td>
<td><strong>Temperature</strong></td>
</tr>
<tr>
<td><strong>Recommendations</strong></td>
<td><strong>Recommendations</strong></td>
</tr>
<tr>
<td><strong>Dry Storage</strong></td>
<td>50°F - 70°F</td>
</tr>
<tr>
<td><strong>Cooler Storage</strong></td>
<td>35°F - 45°F</td>
</tr>
<tr>
<td><strong>Freezer Storage</strong></td>
<td>-10°F - 0°F</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circle One</th>
<th>Circle One</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerator, Freezer, or Dry Storage</td>
<td>Refrigerator, Freezer, or Dry Storage</td>
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<tr>
<td>Date</td>
<td>Date</td>
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</table>

<table>
<thead>
<tr>
<th>Month / Day / Year</th>
<th>Temperature</th>
<th>Checked By</th>
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<tbody>
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If temperatures are not within recommended range, take immediate corrective action to avoid food loss.

Date TEFAP Product Received: __/__/___
Date ALL TEFAP Product Distributed: __/__/___
Please Type or Print Clearly

**Loss Report**
Food Bank of Central & Eastern North Carolina
3808 Tarheel Drive, Raleigh, NC 27609

<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Year</th>
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<table>
<thead>
<tr>
<th>a</th>
<th>b</th>
<th>c</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commodity Name</td>
<td>No. of Units Lost</td>
<td>Explain cause of loss</td>
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b. List the number of bags, bottles, cans or boxes which have been lost due to damage, theft, lack of accountability, etc.
c. Explain in detail the cause of the loss, such as damage in shipping, hidden damage, loss through lack of accountability, etc.

<table>
<thead>
<tr>
<th>Agency Name</th>
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<table>
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<tr>
<th>Agency Number</th>
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<tr>
<th>County</th>
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<table>
<thead>
<tr>
<th>Authorized Agency Representative Signature</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
APPENDIX C: RECEIPT FORM

Receipt of Agency Policy Manual/Partnership Agreement
I have received a copy of the Food Bank of Central and Eastern North Carolina’s (Food Bank) Agency Policy Manual. I understand that this manual is intended as a general guide to the policies and procedures of the Food Bank and our partner agency agrees to abide by these policies.

I **understand** that violations of any rules or regulations may cause my partner agency to lose its status as such with the Food Bank.

<table>
<thead>
<tr>
<th>Field</th>
<th>Agency’s Information</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agency ID#</td>
<td></td>
<td>Please Print</td>
</tr>
<tr>
<td>Agency Director</td>
<td></td>
<td>Please Print</td>
</tr>
<tr>
<td>Agency Director Signature</td>
<td></td>
<td>Please Date</td>
</tr>
<tr>
<td>Program Director</td>
<td></td>
<td>Please Print</td>
</tr>
<tr>
<td>Program Director Signature</td>
<td></td>
<td>Please Date</td>
</tr>
<tr>
<td>Food Bank Representative</td>
<td></td>
<td>Please Print</td>
</tr>
<tr>
<td>Food Bank Representative Signature</td>
<td></td>
<td>Please Date</td>
</tr>
</tbody>
</table>