



FOODBANK
FOR THE HEARTLAND

AGENCY PARTNER MANUAL

A Member Of
FEEDING
AMERICA

Updated Winter 2016

Welcome to the Food Bank for the Heartland team!

Dear Friends,

Thank you for your commitment to providing food to the hungry. As an agency partner of Food Bank for the Heartland, you help reduce hunger in Nebraska and western Iowa. By becoming a member of our network, you are joining a successful community partnership. We need your help to provide enough food to our hungry neighbors.

This manual is designed to orient new agency partners and new staff and/or volunteers of existing agency partners to the policies and responsibilities of membership with Food Bank for the Heartland.

If you have any questions or concerns about any of the policies in this manual, please feel free to contact me directly.

Welcome to the team!

Sincerely,
Michelle Sause
Food Bank for the Heartland
10525 J Street
Omaha, NE 68127
msause@foodbankheartland.org
402-905-4832

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Extra copies of required documents may be found on our website:

<http://foodbankheartland.org/agencies/current.aspx>

Questions? Please contact:

Michelle Sause

Food Bank for the Heartland

10525 J Street

Omaha, NE 68127

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402-905-4832

About Food Bank for the Heartland

Vision:

To eliminate hunger in our community

Mission:

To provide emergency and supplemental food to the people in need in Nebraska and western Iowa.

Accountability:

Food Bank for the Heartland is a member of Feeding America - a network of food banks across the country. For more information on Feeding America and their standards and expectations, please visit www.feedingamerica.org.

What we do:

Food Bank for the Heartland exists to equitably serve agency partners who distribute food to the area’s men, women and children facing hunger on a daily basis. We are a distribution organization helping to move food from donors to agency partners. We serve a variety of agency partners including pantries and meal providers.

The Big Picture:

To the right is the structure of how Feeding America, Food Bank for the Heartland, and our agency partners all fit into the big picture with the ultimate goal of serving clients in need.

Types of agency partners we serve:

Pantries: A pantry is where individuals visit the program site and receive groceries to prepare at home. The groceries could also be delivered to the clients.

Meal Provider: A meal provider is any agency partner that prepares, serves or delivers prepared meals or snacks to individuals in need.



Criteria for Membership

Our agencies are organizations that provide direct service to the hungry; they are non-profit organizations or churches. They do not redistribute product to other non-profit entities. The following items are the minimum requirements to become and remain a partner of Food Bank for the Heartland:

- You must provide food for an underprivileged or underserved population
- You must be a 501(c)3 not-for-profit or a church
- You must be located in the state of Nebraska or western Iowa
- An organization cannot be run out of a person's home
- You must identify responsible personnel who are accountable for record keeping and inventory control
- You must have proper and adequate physical storage space
- You must operate regularly scheduled hours and be open at least twice a month for a minimum of two hours each time
- Your site must pass a site inspection prior to approval and at minimum, every other year for the length of your partnership
- You must have the ability and willingness to access and submit information via the internet
- You must be willing to pay shared maintenance handling fees and delivery fees
- You need to use sign-in sheets or another tracking system to keep track of the individuals served and report those numbers to Food Bank for the Heartland
- You must establish criteria for the individuals you serve; however, criteria must be consistent and be posted at your pantry/feeding site
- You are required to complete food safety training and adhere to food safety guidelines

How We Help Each Other

Being an agency partner of Food Bank for the Heartland offers many benefits.

- We are a partner to help you accomplish your mission of feeding the hungry
- We offer a wide variety of food and household products in one place
- You can use free pick-up or potentially free delivery (outside a 30-mile radius)
- You can easily order product online
- We offer products at low cost to you; receive product for a small shared maintenance fee
- We offer trainings and materials to help you improve your skills and efficiency
- You are a member of a network helping reduce hunger in Nebraska and western Iowa
- You help us distribute more food to more people. We need you!

What You Need to Know About Our Policies

You are required to adhere to the following policies to receive our product:

Do:

- Consistently provide direct service to hungry, low income, or underserved populations
- Distribute food for use by the needy, ill, children and seniors
- Serve all clients as respected guests
- Distribute food to clients free of charge with absolutely no conditions levied, implied, or exchanged
- Refer clients to other programs or United Way (211) when they have a need you cannot meet
- Submit reports to Food Bank for the Heartland of the number of clients served

Don't:

- Redistribute product to other non-profit entities including pantries or meal providers
- Sell or use product from the Food Bank in exchange for money, property, or services
- Use product from the Food Bank for fundraising or events unrelated to serving your clients
- Solicit donations of any kind from your clients
- Discriminate against, obstruct, or embarrass individuals who are seeking help

Site Visits

Food Bank for the Heartland and Feeding America require that before an agency can be approved for partnership, it must pass a site inspection. After approval, the site will continue to be inspected every year.

What do we look for in a site visit?

- Food and non-food household items are stored in separate areas
- You have clean storage areas
- You practice “First In, First Out” food distribution
- All food is stored 6 inches off the floor
- You have clean equipment
- You have working thermometers in all units and use temperature logs (32 – 41 degrees for a refrigerator and 0 (zero) degrees and below for freezer)

Getting Product

Ordering Food

The Food Bank for the Heartland strives to offer a wide variety of quality food to our agency partners. There are three categories of food available to you.

- Donated - Items donated from food drives and food manufacturers, offered at a small shared maintenance fee
- Purchased to Donate – Items purchased from wholesalers, offered to you at a reduced cost and a small shared maintenance fee
- Purchased – Items purchased directly from wholesalers, offered to you at our cost
- USDA (Iowa & Nebraska) - Product received from The Emergency Food Assistance Program (TEFAP), offered at no cost to qualifying agency partners. We distribute Iowa and Nebraska commodities. Please see the USDA section for more information.

Eligible agencies also have access to perishable items available at Food Bank for the Heartland. If you are interested in receiving produce, sliced bread, or bakery those items can be added to your order regularly by calling our Network Relations Specialist at (402) 905-4818.

Food Bank for the Heartland limits the quantity of certain products agencies can order. By placing limits on high demand items, more agency partners will have access to these products, increasing the variety available to everyone. Any product limits are indicated on the online ordering site and vary depending on the product.

Placing Your Agency Order

You can place an order online at:

<https://orders.foodbankheartland.org/primariusww/login.aspx> If you need assistance with online ordering, please contact Stephanie Strode at 402-905-4818.

Food Bank for the Heartland Delivery Information - Effective November 2016

Food Bank for the Heartland delivers to the following Greater NE & IA counties on these dates:

Delivery Dates:	1 st & 3 rd Full Week	1 st & 3 rd Full Week	2 nd & 4 th Full Week	2 nd & 4 th Full Week	2 nd & 4 th Full Week
Counties Served:	ANTELOPE	KEYA PAHA	ADAMS	GARFIELD	MCPHERSON
	BOONE	KNOX	ARTHUR	GOSPER	MILLS, IA
	BOX BUTTE	MADISON	BANNER	GRANT	MONTGOMERY, IA
	BOYD	MERRICK	BLAINE	GREELEY	MORRILL
	BROWN	NANCE	BUFFALO	HALL	NUCKOLLS
	BURT	PIERCE	CHASE	HAMILTON	PAGE, IA
	CASS, IA	PLATTE	CHEYENNE	HARLAN	PERKINS
	CEDAR	POTTAWATTAMIE, IA	CLAY	HAYES	PHELPS
	CHERRY	ROCK	CUSTER	HITCHCOCK	RED WILLOW
	COLFAX	SHELBY, IA	DAWSON	HOOKER	SCOTTS BLUFF
	CUMING	SHERIDAN	DEUEL	HOWARD	SHERMAN
	DAKOTA	SIOUX	DUNDY	KEARNEY	THOMAS
	DAWES	STANTON	FRANKLIN	KEITH	VALLEY
	DIXON	THURSTON	FREMONT, IA	KIMBALL	WEBSTER
	DODGE	WAYNE	FRONTIER	LINCOLN	WHEELER
	HARRISON, IA		FURNAS	LOGAN	
	HOLT		GARDEN	LOUP	

IMPORTANT: The first week of the month is considered to be the first full week of the month that begins with a Monday and has five business days

June

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Full Week

NOT Full Week

Your order needs to be submitted by 4:00pm on the Tuesday of the week before your delivery week (see above for your delivery week)

The Network Relations staff will notify you of your delivery date and delivery time window estimate via email or phone call

Delivery Cost Breakdown

Type of Delivery	Weight	Cost
Local	over 350 pounds	\$0.10 per pound -\$45.00 maximum
Greater NE & IA	over 350 pounds	\$0.00
Greater NE & IA	under 350 pounds	\$0.10 per pound

Local = within 30 miles of the Food Bank Greater Nebraska & Iowa = 30 miles or more from the Food Bank

NOTE: LOCAL ORDERS UNDER 350 POUNDS ARE PICK UP ONLY

Order Pick Up & Agency Store

Orders can be picked up by appointment in the Agency Store Monday through Friday between the hours of 8:00 am and 12:30 pm. When your scheduled date arrives, please arrive at your scheduled time. If you cannot make your scheduled appointment, please call our Network Relations Specialist at (402) 905-4818 to reschedule.

- You should check in with the Agency Store attendant when you arrive. If you are unable to make your appointment, please call us immediately so we can arrange another pick-up time.
- Pick up times are scheduled for a ½ hour time slot. During this time, you may pick up and load your ordered items. For eligible agencies, this is your designated time slot for shopping in the agency store. We encourage you to bring two people to pick up your items (one to help load the product and one to shop in the store).
- For safety reasons, all shoppers must be at least 16 years of age. Because we are a warehouse environment, closed-toe shoes are required. Climbing on shelves or over pallets is not allowed.
- Carts and boxes are available for your shopping convenience.
- Products from our product list cannot be picked up through the store. If you need a case of a product, please order that product online.
- Shoppers are only allowed to select product inside the store area. Agencies are not allowed to select product from the sorting room, on our dock, or in the warehouse.
- Our goal is to provide a pleasant, clean, and safe environment for everyone who visits our facility. If you see something that presents an unsafe situation, please notify us immediately.
- We expect you to pick up the entire order at once. Transportation and volunteers appropriate to the amount of product you are picking up are crucial to ensure a safe and smooth loading experience.
- Safety is the priority of all staff and volunteers of Food Bank for the Heartland. We reserve the right to not load any vehicle if it is deemed to be unsafe or not roadworthy. We will not knowingly load any vehicle beyond its capacity to operate safely.

Inclement Weather

In cases of extreme weather, we may close our facility. If you have a pick-up or delivery scheduled and question whether or not we are open, please call 402-331-1213.

Complaints

Please direct all complaints about your experience while at Food Bank for the Heartland to Hannah Glenn, Assistant Director of Network Education & Compliance. We take all complaints seriously and will address them in a timely manner.

Handling Fees / Billing

As an agency partner of Food Bank for the Heartland, we ask you use our services to the best of your ability and resources.

- Only order food you are able to distribute, with enough for a small amount on reserve
- You are required to distribute the minimum poundage requirement each calendar year.
- Food Bank for the Heartland operates on a handling fee system. The handling fee is not the cost of the food. It is a shared maintenance cost associated with acquiring the product

Billing/Accounting Procedures

When you pick up product from Food Bank for the Heartland, you will be shown a copy of the order, which reflects the food you are picking up. A copy is signed for our records and a digital copy will be uploaded to your online ordering account.

At the end of the month, a detailed monthly statement is sent to the billing address on file. Payment should be made on the monthly statement.

Account balances may be paid by using a check or credit card. Cash payments will not be accepted. Checks returned for insufficient funds will be charged \$25 per check to the agency account. Please include both your account number and the invoice number when submitting your payments. Personal checks are not accepted.

Credit Limits

If you have a balance that exceeds your credit limit, or a balance over 60 days past due, a hold will automatically be placed on your account. A hold prevents further orders and appointments.

Food Safety

Safe Food Handling

Food safety is an important public health issue. You must implement proper food handling measures to ensure that product being distributed is safe. You are required to have at least one member of your agency complete food safety training. Please forward any certificates to Food Bank for the Heartland upon completion.

Food Storage

Once food is received from Food Bank for the Heartland, it is generally stored by the agency partner for a period of time before it is distributed to people in need. The following food storage guidelines highlight practices that agency partners should follow but are not meant to be an inclusive list. For more food safety resources, please see our website.

- You cannot store, prepare, or distribute product from FBFH at a location not authorized by FBFH.
- You cannot distribute or store product out of a person's home.
- Food must be stored in a clean storage area, free of dirt, bacteria, pests, and other contaminants.
- Non-perishable food should be stored at a temperature between 50 and 70 degrees.
- Product must be kept at least six inches off the floor by using shelving, tables, or pallets.
- The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.
- You should practice First In, First Out (FIFO) product rotation.
- Baby food and formula should NOT be distributed after the expiration date. All baby food and formula products stored that are beyond date of expiration should be discarded and not distributed to clients.
- All household products and cleaners should be stored separately from food.

Refrigeration

To safely handle perishable and frozen items, you must have adequate refrigeration equipment and use thermometers to ensure temperatures remain consistent.

- Refrigerators must be kept between 32 and 40 degrees.
- Freezer temperatures must be at 0 (zero) degrees or below.

You need to use a temperature log and check temperatures every day you are open to clients. See the appendix for a sample log.

Sanitation

Keeping equipment and work surfaces clean and free of bacteria is critical for food safety. Cleaning and sanitizing practices should be used. Simple sanitizer may be made by mixing bleach and water. For non-porous surfaces, mix 1 tablespoon of bleach with 1 gallon of water. For porous surfaces, mix 3 tablespoons of bleach with 1 gallon of water. Also, all sinks used for hand washing need to have a hand washing poster nearby.

Pest Control

Pests carry diseases. You must take reasonable precautions to protect against pest infestation.

Pest prevention and control programs may be maintained by your staff, volunteers, and/or a contracted source – whatever is determined most appropriate by your organization.

Recommendations for Pest Prevention:

- The food storage area should be kept clean and free of debris, ensuring that all stored products are sealed properly.
- Inspect the food storage area every 30 days for signs of pest infestation. We recommend that you document findings on the pest control report located in the appendix.
- Poison free devices may be used in the storage area to ensure that area remains free of pests.

Recommendations for Pest Infestations:

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

Distributing to Clients

Appropriate Use of Product

The community donates food and household products to Food Bank for the Heartland with the expectation that it will assist people in need. The terms and conditions of agency partnership describe, in detail, what constitutes appropriate use of the products your organization obtains from Food Bank for the Heartland.

- Do not redistribute product to other non-profits.
- Food must be used to serve an underprivileged or underserved population.
- Food must be used to serve the ill, needy, seniors, or infants.
- Food must be distributed to clients free of charge, with absolutely no conditions levied or implied.
- You may provide food to ill or needy volunteers and/or staff through the same process as your clients. This is not to be a regular supplement. Volunteers and staff in need on a regular basis must be referred to another organization for regular services.
- You may not reward volunteers for their labor with product obtained from Food Bank for the Heartland. Other methods of expressing appreciation must be used.
- You may prepare samples of food products for clients to consume or take home in order to become more familiar with them.

- Food and/or non-food items may not be used for fundraising, either as prepared food (such as spaghetti dinners or bake sales) or as prizes. These items may not be used for your organization's events, such as funerals or parties.
- Food ordered from Food Bank for the Heartland can only be redistributed to clients. Do not redistribute to other organizations.

Client Eligibility Criteria

Food Bank for the Heartland allows you to determine your own client eligibility criteria. You must have written documentation of your criteria and outline the procedure that is used to determine whether a client meets them. This information must be posted in a place where prospective clients have the opportunity to view the eligibility requirements prior to receiving services. We recommend criteria that do not present barriers to clients' capacity to receive food.

How Much to Distribute

The quantity of food to be provided to an individual or family is determined by your organization. Periodically new organizations ask for help in determining reasonable quantities. We suggest using ChooseMyPlate.gov to design healthy meals and place limits on food.

- In general, on-site feeding programs (or meal providers) serve one meal per person and then offer second helpings as resources allow.
- Food pantries typically base the amount of food provided on household size and how frequently clients are allowed to visit the pantry. For example, food pantries that restrict service to once per month will generally provide more food for each household than a pantry that allows clients to receive service once every two weeks. You should also take into consideration your clients' access to appropriate storage.

Client Choice – another pantry option

We encourage you to use client choice methods while distributing food. Client choice is focused on creating an atmosphere of dignity. This includes considering the service hours most conducive to your target population, ensuring the clients are respected by program volunteers and staff, and giving clients the option of choosing what food supplies are most needed by their families. Clients are allowed to make choices on what products and how many they need, with limits generally based on household size.

Client Choice Benefits:

- Helps prevent waste. Pre-assembled grocery bags may contain items the client household is unfamiliar with, allergic to, unable to consume based on dietary restrictions, or able to get from other sources such as WIC. In these situations, the food pantry is using resources to obtain and distribute product that is neither helpful nor useful to their target population.

- Promotes dignity and self-reliance. Clients feel as though they are shopping, not getting a handout, because they have choices instead of a pre-assembled bag. Limits on products help clients practice budgeting.
- Frees up time for more service. Instead of using time having staff/volunteers pre-assemble bags, that time could be spent having the pantry open more hours.
- Promotes the human factor. Clients are given more attention and better customer service when staff/volunteers work directly with them. Volunteer retention may be higher as well when volunteers are able to see their direct impact on clients.

Client Privacy

We recommend that you have a privacy policy in place. This privacy policy should be available at any time to everyone in your organization and to your clients. Developing and implementing a strong privacy policy will help ensure the safety of your clients' personal information. Protecting this information is crucial to keeping it out of the hands of identity thieves. Identity theft is a crime that can create big problems for you and your clients because thieves steal personal information and use it without permission. These thieves can ruin credit, hurt reputations, and take all of a person's money. Becoming a victim of identity theft may lead to more need of assistance from charitable organizations because finances can be severely damaged.

We strongly recommend that you do not collect sensitive information such as Social Security numbers or driver's license numbers. We do not require this information for your quarterly reports. We suggest identifying your clients in your records with an assigned number or a letter combination. All client records should be kept confidential.

Tips for writing a privacy policy:

- Always remember that you will be held to the standards set forth in your privacy policy.
- Be clear what you do with a client's personal information, and give them the option to opt out of sharing it if appropriate.
- Collect only data that is necessary to provide services to your clients. We recommend not collecting sensitive information such as Social Security numbers.
- If you do choose to collect sensitive information, be clear to all parties involved about how you will protect it. You may be held liable if a client's information is stolen because you did not protect it adequately.

Sample Privacy Agreement for Staff/Volunteers:

I, _____, understand that protecting our clients’ personal information is important. I agree that I will keep all clients’ information confidential, and use it only for the purpose of assisting them to receive food.

I also understand that if I disclose a client’s information without their permission, I may be asked to withdraw from volunteering and may also be held liable for the breach of privacy.

Name (print): _____

Date: _____

Signature: _____

Distributing USDA Product

- Income guidelines for distributing USDA commodities (also known as TEFAP foods) are available on our website.
- If you distribute USDA commodities, you must:
 - Complete civil rights training
 - Post an “And Justice for All” poster in a location easily visible to clients
 - Use a client signature form verifying income if you are a pantry
 - Report your quarterly numbers. These are reported to the USDA state office.
- USDA commodities must be distributed only to clients from the corresponding state (Nebraska commodities to Nebraskans and Iowa commodities to Iowans).
- To distribute USDA commodities, agency partners need to contact a member of the Network Relations staff. Agency partners are required to have a signed TEFAP USDA contract on file.

APPENDIX

TEMPERATURE LOG FOR REFRIGERATOR OR FREEZER

Refrigerators should be between 32F and 40F. Freezers should be at or below 0F.

AGENCY PARTNER NAME:

MONTH:

DATE	REFRIGERATOR # 1 2 3 4 5 6 7							FREEZER # 1 2 3 4 5 6 7						
	Temperature			Name/Initials				Temperature			Name/Initials			
1														
2														
3														
4														
5														
6														
7														
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10525 J Street Omaha, NE 68127
Phone: 402-331-1213
Web: www.FoodBankHeartland.org

Partnership Terms and Conditions Agreement

Date:

Agency Partner#:

Agency Partner Name:

Contact Name:

Mailing Address:

Distribution Address:

Terms and Conditions of Membership

This document is an agreement between _____ referred to as “agency” and Food Bank for the Heartland referred to as “FBFH”.

The Terms and Conditions of agency membership govern an agency’s membership in The Food Bank network. An agency must be willing and able to adhere to the Terms and Conditions in order to become a member and to maintain membership. The Terms and Conditions are designed to protect the interest of those who donate to our network and to ensure the integrity of the emergency food distribution network.

All information contained in the Agency Partner manual is part of Food Bank for the Heartland’s expectations for Terms and Conditions of Membership.

The following items are the criteria for being an Agency Partner of Food Bank for the Heartland. The Agency:

- Must provide food for an underprivileged or underserved population
- Must be a 501(c)3 not-for-profit organization or qualify under the IRS Church Qualifier
- Will not sell, transfer, barter, or offer for sale the items supplied by FBFH in exchange for money, property, or services
- Agrees that it meets and will meet the IRS eligibility requirements for receipt, transfer and use of donated food under section 170(e)(3).
- Will not use product from FBFH for personal use of agency staff or volunteers
- Will not store, prepare, or distribute product from FBFH at a location not authorized by FBFH
- Will not distribute or store product out of a person’s home
- Must have responsible personnel who are accountable for record keeping and inventory control
- Must keep records of food from FBFH at the site of distribution for a period of three years
- Must have proper and adequate physical storage space
- Must agree to distribute to individuals directly and not to another organization.
- Must operate regularly scheduled hours and be open at least twice a month for a minimum of two hours each time
- Must pass a site inspection prior to approval and once a year after that
- Must have the ability and willingness to access and submit information via the internet
- Must be willing to pay shared maintenance handling fees and delivery fees at prevailing rates
- Must utilize sign-in sheets or another tracking system to keep track of the individuals served
- Must establish your own criteria for the individuals you serve; however, criteria must consistent and be posted at your pantry/feeding site
- The Agency agrees to safely and properly handle the donated goods, which conforms to all Local, State and Federal regulations

- Must have one agency staff member or volunteer complete Food Safety Training
- Agrees to adhere to additional donor stipulations
- Agrees that it will not engage in discrimination, in the provision of service against a 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
- Must order and distribute a minimum of 4,000 pounds per calendar year
- Must submit quarterly reports to Food Bank for the Heartland by the 15th of the month following each quarter

Agreement of Indemnity

- Agency agrees to accept all items in “as is” condition
- Food Bank for the Heartland, Feeding America, and the original donor have specifically disclaimed any warranties or representations, expressed or implied, as to the purity of fitness for consumption of any or all donated items.
- Agency hereby releases the original donor, Feeding America, and Food Bank for the Heartland from any liability resulting from the donated food/products and holds them harmless from any and all liabilities, claims, losses, causes of action, suites of law or iniquity, or any obligations in regard to the agency partner or the donated goods.

Non-compliance

If an agency does not comply with the Membership Terms and Conditions and the contents of the Agency Manual, Food Bank for the Heartland may interrupt service to the agency temporarily or suspend the agency entirely, depending upon the severity of the violation. We recognize that these consequences may adversely impact your clients. While our goal is to ensure that clients have access to the food they need, we must maintain the integrity of our network in order to ensure its long-term viability. Any actions taken to suspend or remove an agency for membership will receive written notification. Food Bank for the Heartland reserves the right to suspend or terminate any participating program/agency due to complaints of questionable activity or procedures.

The following list provides examples of a range of violations:

- Agency is delinquent in payment of the handling fees
- Proper records are not maintained at the program site
- Donated food or other products are improperly stored, refrigerated, or transported
- Donated food is used in a manner that is not consistent with this Agreement
- Donated food or other products are exchanged for money, property, or services
- Donated food or other products are removed from the program site for private use by program staff or volunteers

Grievance Policy

If for any reason you are unsatisfied or have a grievance with Food Bank for the Heartland, please contact the following:

Hannah Glenn
 Assistant Director of Network Education & Compliance
HGlenn@FoodBankHeartland.org
 402-905-4817

Susan Ogborn
 President & CEO
SOgborn@FoodBankHeartland.org
 402-905-4802

This agreement may be modified as deemed needed by Food Bank for the Heartland. Your agency's authorized representative's signature below indicates acceptance of this agreement between your agency and Food Bank for the Heartland.

Authorized Agency Representative, Print Name

Date

Authorized Agency Representative, Signature

Food Bank for the Heartland Authorized Signature: _____
Assistant Director of Network Education & Compliance

Food Bank for the Heartland will provide a complete copy for your agency files.