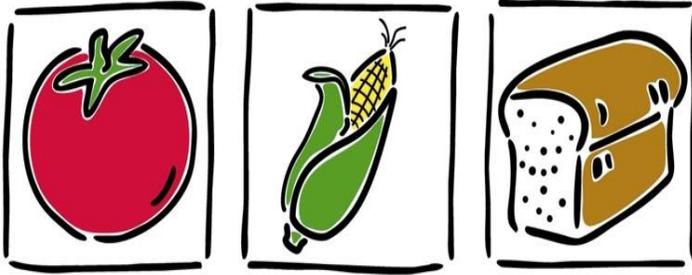


FOOD BANK



OF SIOUXLAND INC.

AGENCY MANUAL

1313 11th Street
P.O. Box 985
Sioux City, IA 51102
Phone: 712-255-9741
Fax: 712-255-3116
web: www.siouxlandfoodbank.org

Director:
linda@siouxlandfoodbank.org

Agency Relations Coordinator:
jacob@siouxlandfoodbank.org

FOOD BANK



OF SIOUXLAND INC.

1313 11th Street · P.O. Box 985 · Sioux City, IA 51102 · phone: 712-255-9741 · fax: 712-255-9741 · www.siouxlandfoodbank.org

As we have experienced dramatic increase in the demand for food to care for the needy in our community, we have taken a look at our systems, our priorities, and our mission. The Food Bank of Siouxland exists to be sure no one in our region goes to bed hungry. We serve 11 counties in the tri-state area, so we have responsibilities for many hungry, needy people.

In working to achieve that goal, our partners are you, our agencies. We are asking you to also take a look at your systems to be sure that every item you receive from the Food Bank of Siouxland is properly used and in line with that mission, “to feed the needy”.

Sometimes, we find an agency does qualify to work with the Food Bank, but they aren’t truly using the food as it is intended to be used. Every day, I find myself reviewing our mission:

Food Bank of Siouxland Mission

The Food Bank of Siouxland, a nonprofit organization, strives to be responsive to the needs of its agencies, donors, and volunteers by efficiently soliciting and distributing food to feeding programs for the needy.

We must do our best work so that the hungry can be fed. I’m asking you to focus with me on that vision. Please take a moment to analyze who eats the food you receive from the Food Bank. **Is that person needy?** If not, then please consider a change in your approach. Perhaps snacks shouldn’t be left on a lobby tray for everyone who comes in. Food Bank items shouldn’t be used for a general luncheon or meeting. Remember, we are not just “a cheap grocery store.” We are dedicated to ensuring that everyone in Siouxland does not have to face going to bed hungry. With your help, we can achieve that mission.

As always, on behalf of the needy we all serve, thanks for all you do!

Linda Scheid
Executive Director
Food Bank of Siouxland

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Introduction to Food Bank of Siouxland, Inc.

This manual is intended to inform you about the Food Bank of Siouxland and your rights and responsibilities should you become a member of our food bank.

The Food Bank of Siouxland is a nonprofit organization committed to soliciting food and distributing these donations to community charities with feeding programs for the needy. We are a year round, centralized, stable food source for Siouxland nonprofit organizations that have feeding programs on site or food pantries. With a staff of only eight employees, we distribute over one million pounds of food each year to nearly 125 charities in an 11 county area. Nonprofits of all types utilize the Food Bank of Siouxland – food pantries, homeless shelters, soup kitchens, residential facilities, senior centers, day care facilities, and many more. By utilizing the Food Bank, agencies can reduce their food costs and dedicate their funds to the programs which support the needy, the ill, the elderly, and children in our community.



The Food Bank of Siouxland is a Partner Distribution Organization of Feeding America, and affiliated with the Food Bank for the Heartland in Omaha. We receive food in a variety of ways, including from the Food Bank for the Heartland and other food banks, USDA commodities through the Iowa and Nebraska Departments of Human Services, and we solicit and receive food donations from local food manufacturers and retail stores. We also partner with various companies, organizations, and schools throughout the year for food drives.

You are invited to schedule a time to visit and tour the Food Bank. I look forward to working with you in your mission of feeding the hungry in Siouxland.

Procedures for Applying and Maintaining Membership

It is the policy of the Food Bank of Siouxland, Inc. that only agencies designated as 501(c) 3 not-for-profit organization or qualify under the IRS Church Qualifier, distributing to an underserved and needy population, are eligible for membership.

I. Applying for Membership:

- A. Two forms must be completed before the Food Bank will consider any nonprofit agency for membership:
 - 1. Agency Application
 - 2. Agency Agreement/Liability Release Form
- B. In addition to the completion of these forms, the agency must provide a copy of their tax-exempt designation letter from the Internal Revenue Service.
- C. Churches must include either their 501(c)3 letter *or* a letter from a denominational headquarters stating that the church applying for membership is a church in good standing in that denomination *or* submit the IRS Church Qualifier
- D. When the above forms are completed and returned to the Food Bank, they will be reviewed by the Executive Director, and a site inspection will be scheduled, if the application meets the Food Bank of Siouxland criteria.

Please note: Completion of this application does not guarantee membership. We reserve the right to refuse membership to programs not meeting our criteria. Once a successful inspection has occurred, a determination letter will be sent.

II. Agency Monitoring and Re-certification Process:

Members of the Food Bank will be re-certified on a biennial basis. This re-certification process entails the following:

- 1. Food Bank staff representatives will make on-site visits to participating agencies.
- 2. The agency's practices will be reviewed, including food safety and client records.
- 3. Should deficiencies in the agency's operations arise, the Food Bank staff member may elect to deny the renewal of membership until the problem areas are resolved.

Procedures for Using the Food Bank of Siouxland

Food Menu: The Food Menu is accessed through the Food Bank of Siouxland's Web Portal, at <http://siouxlandfoodbank.org/agency-2/current-agencies/>, then clicking on *Online Ordering Portal*. Instructions on how to complete an order are found on the same page, and are titled *Reference Guide*.

Hours: The Food Bank strives to provide convenience and accessibility to our member agencies. The Food Bank office is open Monday through Friday from 8 AM - 4:30 PM. ***Warehouse hours for order pick-up and off the shelf shopping are Monday through Friday from 9 AM – 4 PM.***

Ordering: All orders are taken on a first come first serve basis. Orders are processed each business day from 8 AM - 4 PM. All orders after 4 PM or before 8 AM will not be processed until the next business day. We require 2 business days from when the order is placed to when the order is available for pick-up or delivery (Monday orders are ready by Wednesday).

Pickup and Delivery:

Agencies may pick up their orders or we offer delivery throughout Siouxland. Out of town deliveries are made on designated days throughout the month (please see the calendar on the webpage for specific dates). Please ask if your agency has a question about which day the Food Bank can deliver your order, as each delivery is considered on a case by case basis. The charge for deliveries is \$.04 per pound for all deliveries. 250 lbs. is the minimum amount to receive a delivery order. When you receive the product, you will be given a copy of the packing slip. You will be asked to sign this to verify the product was received.

REF: This is the reference number of the product you want to order or should you have questions about a particular product.

PRODUCT: This is the description of the product you might order.

QTY : This is the quantity of the item you wish to order. Fill this blank in accordingly.

AVAILABLE: This is the available amount you can place on your order. Please remember to only order what your agency can use until your next order.

PACKING: How the item is distributed (by the case, by the individual unit, or in bulk packaging).

WEIGHT: This is the weight of each case of product.

PRICE: This is the handling fee you will pay per case. The handling fee covers some of our costs to warehouse, maintain and distribute the product. We refer to this fee as your "Shared Maintenance Fee."

CATEGORY: Each product is labeled based on how it came to the Food Bank. The Food Bank has three main categories (Purchased, Locally Donated, and State Commodity product).

Payment: We would prefer you pay for your order when you receive your statement and invoice(s) by mail at the end of the month. You may pay by check (preferred) or cash, but the Food Bank does not offer change for cash payments. Payments are due within 30 days of receipt of statement.

Guidelines for Membership with the Food Bank of Siouxland

1. Agencies should avoid the use food or non-food items (hand soap, toilet paper, cleaning supplies) provided by the Food Bank for agency upkeep or in support of the agency's food distribution program.
2. Agencies may not pull donated items from inventory for on-site consumption by agency volunteers or staff. Agencies may not “thank” volunteers with Food Bank product. Staff or volunteers must meet the same standards of need as all other persons coming to the agency for assistance. Those who qualify as in need must follow the same procedures in obtaining assistance.
3. Agencies may not use donated goods as refreshments for business meetings, trainings or funeral/church dinner when intent is not to feed the needy.
4. All efforts to become more familiar with product, advise clients as to a product’s use, discover news ways a product can be used, and/or test a product’s fitness for consumption should be done on site in an area deemed fit for food preparation by a health department inspection.
5. Agencies may not sell, barter, or trade product received from the Food Bank. Product may not be used for fundraising either as prepared food (dinners or bake sales) or prizes.
Examples include, but are not limited to the following...
Selling: using flour from the Food Bank to make cookies to sell at a bake sale, or charging a fee or expecting a donation at a dinner
Bartering: requiring an individual to do community service in exchange for goods
Trading: requiring an individual to switch their excess of green beans for meat from your pantry
6. Agencies set their own client eligibility guidelines; however, criteria must be posted at your pantry/feeding site. All agencies must provide food for an underprivileged or underserved population including the ill, needy, or children.
7. Home based services (such as foster care homes or family based day care) are excluded from Food Bank membership.
8. Agencies which provide a comprehensive care service, with food being a part of that service, may charge a fee for their services, but the fee can not include the cost of food.
9. Agencies may not solicit donations from individuals seeking help. Agencies may accept contributions from clients, but the service cannot be denied because of inability to contribute. All contributions from clients must be truly voluntary and made anonymously.
10. Food Bank product must be available to all eligible, ill, needy, or infants without regard to race, sex, national origin, handicaps or religious preference. Food recipients may not be required to listen to preaching, profess a faith, attend church services or receive inequitable treatment on the basis of their faith.

11. Agencies must utilize a tracking system, such as a sign-in sheet, to obtain information about individuals served. This data will be used to complete and submit monthly numbers served reports to the Food Bank of Siouxland in a timely manner. While obtaining this information, agencies may not, however, ask individuals to provide social security numbers as proof of residency or members in household. Furthermore, clients should not have to provide income documentation to validate their need.

12. All agencies must submit individuals served statistical reports on a monthly basis. The monthly reports are due by the 15th of the next month (January's numbers are due by February 15). For more information on how to complete these reports, please follow this link: <https://siouxlandfoodbank.org/agency-2/current-agencies/>.

13. All agencies who distribute USDA/TEFAP product must agree to use The Emergency Food Assistance Program (TEFAP) Eligibility: To Take Food Home sheet when distributing USDA food. Each client should sign this sheet once (and only once) per year. All agencies should keep track of a client's additional use of USDA food for take home purposes. Agencies must agree to operate TEFAP in accordance with the requirements of Part 251 and, as applicable, Part 250.

14. If either the Food Bank of Siouxland or an agency decide a certain agency is no longer going to participate in TEFAP distribution, a written notice will be needed. It be sent a minimum of 30 days before the termination of the agreement.

Termination of Membership

If you violate the above guidelines, you may receive a warning or have your agency membership terminated. The following are additional causes for termination of membership:

- Lack of activity
- Delinquent account
- Stealing from the Food Bank
- Demise of food service program
- Agency ceased to exist
- Status of 501(c)3 changes
- Incurable infestation problem
- Lack of cooperation with the Food Bank staff (site visits, reports, etc.)

Civil Rights Training

Civil Rights Training

To receive the Emergency Food Assistance Program (TEFAP) food items, agencies must have at least one person read through a Civil Rights training slide show. The Food Bank of Siouxland has a slide show at <http://siouxlandfoodbank.org/agency-2/current-agencies/>, under the ***Civil Rights Training Information*** head line. Additionally, all staff or volunteers who work directly with clients should read through the short document volunteer training, at minimum. This is also found under the ***Civil Rights Training Information*** head line. Once the correct people have read through this information, please submit the Civil Rights Certification of Completion (see below).



TEFAP Civil Rights Training Certification for Agency Partners

I have received Civil Rights training and understand the following topics:

- Collection and Use of Data
- Effective Public Notification Systems
- Complaint Procedures
- Compliance Review Techniques
- Resolution of Noncompliance
- Reasonable Accommodations for People with Disabilities
- Language Assistance
- Conflict Resolution
- Customer Service

Training Instructor _____

Print Name	Sign Name	Date of Completion

Agency Partner Name _____ **Agency Partner Number** _____

Food Safety

Safe Food Handling

Food safety is an important public health issue. Agency partners must implement proper food handling measures to ensure that product being distributed is safe.

Food Safety Training

All agency partners are required to have one member of their agency complete Food Safety training. Please forward any certificates to Food Bank of Siouland upon completion. Feeding America is requiring this training for all agencies, but is also helping by enabling an agency to participate in an online training program for a discounted fee. To get certified please visit us at www.sioulandfoodbank.org and click on “AGENCIES,” then click on “FOOD TRAINING COURSE” and follow the instructions. Use *FEEDAMER10* to receive the discounted fee.

Food Storage

Once food is received from the Food Bank of Siouland, 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:

- The agency cannot store, prepare, or distribute product from FBS at a location not authorized by FBS.
- The agency cannot distribute product out of, or store product in a person’s home.
- Food must be stored in a clean storage area, free of dirt, bacteria, pests, and other contaminants.
- The storage area for non-perishable food should be stored at a temperature between 50 and 70 degrees.
- Product must be kept off the floor, at least six inches off the ground by utilizing shelving, tables or pallets.
- The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.
- Agencies 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 properly.
- All household products and cleaners should be stored in an area separate from food.

Refrigeration

To properly handle perishable and frozen items, agency partners must have adequate refrigeration equipment and utilize 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.

All agency partners need to utilize 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 utilized. All sinks used for hand washing need to have a hand washing poster posted nearby.

Pest Control

Pests carry germs and disease. Agency partners must take reasonable precautions to protect against pest infestation. Pest prevention and control programs may be maintained by agency partner staff, volunteers and/or a contracted source – whatever is determined as 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.

APPENDIX

Description of a food bank and the types of agencies it serves:

<p>Food Bank</p>	<p>FOOD BANKS, as a general rule, provide a year-round source of food to nonprofit charities with feeding programs for the needy. The Food Bank of Siouxland has nearly 125 member agencies in 11Siouxland counties.</p>
<p>Food Pantry</p>	<p>A PANTRY provides bags or boxes of food to people to consume off premises. Pantries are encouraged to provide a 5-day supply of food for an individual or family, scaling the distribution to the size of the household.</p>
<p>On-Site Feeding Program</p>	<p>An ON-SITE FEEDING PROGRAM provides meals to people in need for consumption at the site where the food is prepared. On-site meal programs include shelters or residential facilities, soup kitchens, homeless shelters which provide meals to individuals who are not residents of the facility, senior nutrition sites, and residential treatment centers.</p>
<p>Supplemental Feeding</p>	<p>A SUPPLEMENTAL FEEDING SITE is an agency that serves snacks on-site versus a meal.</p>
<p>Mobile Pantry Program</p>	<p>MOBILE PANTRY PROGRAMS were designed to send a truckload of food for those in underserved communities and hard to reach areas, to be consumed off premises. The Food Bank of Siouxland's <i>Mobile Pantry Program: Food for You</i> began in 2010.</p>
<p>BackPack Program</p>	<p>BACKPACK PROGRAMS are a type of take-home food program for children. The purpose of the program is to provide a weekly backpack of shelf-stable food to get students through the weekend when school meals are not available to provide nutrition. The sacks are handed out at week's end and contain products full of protein, fruits, calcium, vitamins and grains. The Food Bank of Siouxland's <i>BackPack Program: Food for Kids</i> currently serves five area schools.</p>

Table of Federal Poverty Level Guidelines

The Emergency Food Assistance Program (TEFAP) Eligibility

Name	
Full physical address	
Number of people in your household	

The table below shows eligible gross income guidelines (before taxes) per family size. If your household income is at or below the income listed for the number of people in your household, you are eligible.

TEFAP Income Guidelines Effective July 1, 2017 – June 30, 2018

Household Size	Yearly Income	Monthly Income	Twice Per Month	Every Two Weeks	Weekly
1	22,311	1,860	930	859	430
2	30,044	2,504	1,252	1,156	578
3	37,777	3,149	1,575	1,453	727
4	45,510	3,793	1,897	1,751	876
5	53,243	4,437	2,541	2,219	1,024
6	60,976	5,082	2,541	2,346	1,173
7	68,709	5,726	2,863	2,643	1,322
8	76,442	6,371	3,186	2,941	1,471
For each additional household member add:	+7,733	+645	+323	+298	+149

You are also eligible to receive food from TEFAP if your household participates in one the following programs. Please check the box next to the program you receive benefits from:

- Food Assistance (SNAP)
 Free or Reduced Lunches

Please read the following statement carefully. If you agree, please sign and date the form: I certify that my household income is at or below the income listed on this form for our household size, OR that my household receives Food Assistance and/or WIC as indicated. I also certify that, as of today, my household lives in Iowa. I acknowledge that program officials may verify what I have stated to be true.

Signature

Date

SAFE FOOD STORAGE

STORAGE:

- For Dry Storage, 50-70 degrees is optimal. High temperatures can cause the quality to decline more quickly. If your storeroom heats up in the summer, see if ventilation can be increased.
- For Refrigerators, 32 – 40 degrees
- For Freezers, 0 – 10 degrees
- Use metal shelves if possible.
- Keep food six inches away from walls, ceilings, and floors.
- Use the “FIRST IN, FIRST OUT” system.
- Protect area from insects and rodents.
- Clean spills immediately.

SHELF LIFE:

- Most products* packed in glass or cans last for years if there is no damage to the packaging or no discoloration (through the glass) of the product. Vitamin content and texture decline over time.
- Packaged products such as cereal and crackers are good as long as they do not have bugs, become too stale to taste good, or the lining isn't ripped.
- Baby food must be disposed of if past the expiration date.
- Pickles lose their color if stored too long; discard if they look grayish or pale.

SAFETY:

- Never accept home canned goods.
- Never taste from suspicious looking cans.
- Store cleaning products separately from foods.
- Never accept, purchase, or hand out:
 - cans that swell, bulge, or leak
 - cans with dents on seams or rims
 - cans with rust that does not brush away
 - cans with severe dents anywhere
 - boxes that have no linings and are ripped
 - bags that are ripped

** When in doubt, throw it out!

DISPOSAL OF UNSAFE FOODS:

- Dispose so that they cannot be retrieved and eaten. It is best to open cans and empty, or put the food in locked trash container.

****UNSAFE FOOD CAN CAUSE SERIOUS ILLNESS OR DEATH****

SHELF LIFE REFERENCE GUIDE

Estimated Shelf Life

Product	Past Code Date	Discard If
Baby Food (Jars)	Use by date	Past code date, popped seal, cracks or leaks
Baby Juice	One year	Damaged or leaking
Bread/ Bakery Products	3 – 10 days	Visible mold
Cans/Bottles/Aseptic Containers	One to several years	Bulging, leaking, damaged seal, severe dents or popped
Cereal	6 months to 2 years	Stale or insects
Crackers	6 months to 2 years	Stale or insects
Dried Beans	Several years	Insects, mold, or stale
Freezer Products	3 months to several years	Off odor or taste
Infant Formula	Use by date	Past code date
Pasta	Several years	Insects, mold, or stale
Prepared Salads or Dip (Refrigerated)	Use by date	Past code date
Refrigerated Juices/Tea	1 to 4 weeks	Mold, off odor/taste, fermentation
Rice	Several years	Insects, mold, stale
Yogurt	1 to 3 weeks	Off odor/taste, mold

Proper Storage: The chart above is a quick reference for estimating the shelf life of Food Bank products after the stamped date. Products will last longer if properly stored. Keep frozen food at 0 degrees F, and refrigerated foods at 36-40 degrees F. Make sure these products are transported and put away within one hour after pick-up, especially during hot summer months. Dry products including cans and packaged goods will last longer if stored in a cool, dry place. These products do not usually grow bacteria unless packaged good become damaged or the seal of cans or bottles becomes damaged. Under ideal conditions many of these products will last several years.

CANNED FOOD, SHELF LIFE

One of the most frequently asked question about canned food is its shelf life and “use-by” dates. The codes that are stamped on canned food are manufacturers’ codes that usually designate the date the product was packaged. The codes vary from manufacturer to manufacturer and usually include coding for time and place of canning. Most manufacturers offer a toll-free number to call for questions about canned food expiration dates. For a sampling of how to read product codes, see below.

Remember, the code stamped on the can is when it was packaged. The general rule of thumb is that canned food has a shelf life of at least two years from the date of purchase. It is recommended that all canned food be stored in moderate temperatures (75 degrees F and below).

Many canned products now have a “for best quality use by” date stamped on the top or bottom of the can. “Expiration” dates are rarely found on canned food.

Canned food has a shelf life of at least two years from the date of processing. Canned food retains its safety and nutritional value well beyond two years, but it may have some variation in quality, such as change of color texture. Canning is a high-heat process that renders the food commercially sterile. Food safety is not an issue in products kept on the shelf or in the pantry for long periods of time. In fact, canned food has an almost indefinite shelf life at moderate temperatures (75 degrees F and below). Canned food as old as 100 years has been found in sunken ships and it is still microbiologically safe! We don’t recommend keeping canned food for 100 years, but if the can is intact, not dented or bulging, it is edible.

In a well-run supermarket, foods on the shelf will be rotated on a regular basis, so there is a continuous turnover. Each canned food manufacturer has a unique coding system. Some manufacturers list day, month, and year of production, while other companies reference only the year. These codes are usually imprinted on the top or bottom of the can. Other numbers may appear and reference the specific plant manufacturing or product information and are not useful to consumers. Below is a sampling of how some manufacturers code their products so consumers know when the product was packaged. If you have specific questions about a company’s product, contact a customer service representative at the phone number listed next to the company’s name.

Note: Sometimes, for month coding, a number is used, numbers 1 though 9 represent January through September, and letters O for October, N for November, and D for December. If letters are used, A represents January, B for February, and so on with L representing December.

Note: For year coding, sometimes 1=2001, 2=2002, 3=2003, etc. are used.

Bush Brothers & Company (865-509-2361)

Four digits

Position 1: Month

Position 2 and 3: Day

Position 4: Year

Example: 2061= February 6, 2001

Chiquita Processed Foods (800-872-1110)

Ten digits (only 6-8 pertain to consumers)

Position 6: Year (A=1999, B=2000, C=2001)

Position 7 and 8: Julian Date

Example: A195 (July 14, 1999 – July 14th is the 195th day of the year)

Del Monte Foods (800-543-3090)

First line, four digits

Position 1: Year

Position 2, 3, and 4: Julian Date

Example: 9045 (February 14, 1999)

Faribault Foods

Consumers can send inquiries and product coding numbers via an online contact form, and a company representative will help them understand the coding. www.faribaultfoods.com

Furman Foods (877-877-6032)
Second line, first four digits
Position 1: Year
Position 2, 3, and 4: Julian Date
Example:9045 (February 14, 1999)

Hirzel Canning (800-837-1631)
First line, four digits
Position 1: Year
Position 2, 3, and 4: Julian Date

Hormel Foods Corporation (800-523-4635)
Five digits on the top line
Position 1-4: Information about plant and manufacturing
Position 5: Year
Example:XXXX0 (2000)

Lakeside Foods (920-684-3356)
(February 5, 2000)
Second line, second through fifth digits
Position 2: Month (Jan=1, Sept=9, Oct=A, Nov=B, Dec=C)
Position 3 and 4: Date
Position 5: Year
Example: 4A198 (October 19, 1998)

Maple Lear Consumer Foods (800-268-3708)
Top of can, grouping of last four digits
Position 1: Year
Position 2, 3, and 4: Julian Date
Example: 9130 (May 9, 1999)

Mid Atlantic Foods (410-957-4100)
Second through fourth digits
Position 2: Month (letter)
Position 3: Date
Position 4: Year
Example: MDE0 (April 5, 2000)

Pillsbury/Green Giant and Progresso (800-998-9996)
Five digits
Position 1: Month (letter)
Position 2: Year
Position 3: Plant information
Position 4 and 5: Date
Example: G8A08 (July 8, 1998)

Seneca Foods (315-926-6710)
Two digits on the first line
Position 1: Month (letter)
Position 2: Year
Example: L1 (December 2001)

Stagg Chili (800-611-9778)
Second through sixth digits
Position 2 and 3: Month
Position 4 and 5: Day
Position 6: Year
Example: S02050

“Information provided by the Canned Food Alliance. For hundreds of nutritious, delicious, easy recipes that use canned food, visit www.mealtime.org.”

TEMPERATURE LOG FOR REFRIGERATOR OR FREEZER

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

AGENCY PARTNER NAME: _____

MONTH: _____

	REFRIGERATOR #							FREEZER #						
DATE	Temperature	Name/Initials						Temperature	Name/Initials					
1														
2														
3														
4														
5														
6														
7														
8														
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Sign In Sheet – Pantries

Agency Partner Name:

Service Month:

Name: 	Address: 	Phone:
Age of head of household: <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 and older	What is your household's total yearly income: <input type="checkbox"/> \$0-15,000 <input type="checkbox"/> \$15,000-25,000 <input type="checkbox"/> \$25,000-35,000 <input type="checkbox"/> \$ 35,000-45,000 <input type="checkbox"/> \$45,000-55,000 <input type="checkbox"/> \$55,000-65,000	Race: <input type="checkbox"/> White <input type="checkbox"/> Native American <input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> African American <input type="checkbox"/> Other
Income Source: <input type="checkbox"/> Employed <input type="checkbox"/> Unemployment <input type="checkbox"/> FIP/TANF <input type="checkbox"/> Child Support <input type="checkbox"/> SSI/SSD	What assistance do you receive? <input type="checkbox"/> Food Stamps <input type="checkbox"/> WIC <input type="checkbox"/> Sect 8 Housing <input type="checkbox"/> Title 19 <input type="checkbox"/> Medicare/Medicaid	Town you live in: _____ _____
Number of Children in Home:	Number of Adults in Home:	

**AGENCY AGREEMENT/
LIABILITY RELEASE FORM**

FOOD BANK



OF SIOUXLAND INC.

1313 11th Street
P.O. Box 985
Sioux City, IA 51102
Phone: 712.255.9741
Fax: 712.255.3116
www.souxlandfoodbank.org

Agency Agreement/Liability Release Form

Date:	Agency Partner#:
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Agency Partner Name:
Contact Name:
Mailing Address:
Distribution Address:

Agency Agreement

This document is an agreement between _____ referred to as “agency” and the Food Bank of Siouxland Inc.

The agency agreement governs an agency’s membership in The Food Bank network. An agency must be willing and able to adhere to the agency agreement in order to become a member and to maintain membership. The agency agreement is 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 Manual is part of the Food Bank of Siouxland expectations for Agency Agreement of Membership.

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

1. Must provide food for an underprivileged or underserved population.
2. Must be a 501(c)3 not-for-profit organization or qualify under the IRS Church Qualifier.
3. Will not sell, transfer, barter, or offer for sale the items supplied by Food Bank of Siouxland Inc. in exchange for money, property, or services, or otherwise allow the items to reenter commercial channels.
4. Will not use product from Food Bank of Siouxland Inc. for personal use of agency staff or volunteers .
5. Will not store, prepare, or distribute product from Food Bank of Siouxland Inc. at a location not authorized by Food Bank of Siouxland Inc.
6. Must have responsible personnel who are accountable for record keeping and inventory control.
7. Must keep records of food from Food Bank of Siouxland Inc. at the site of distribution for a minimum one year and USDA Commodities for a minimum of three years.
8. Must have proper and adequate physical storage space and refrigeration to ensure the wholesomeness of the food until used/or redistributed.
9. Must agree to distribute to individuals directly and not to another organization.
10. Must pass a site inspection prior to approval and a minimum of once every other year after that.

11. Must have the ability and willingness to access and submit information via the internet.
12. Must provide transportation to pick up food at the Food Bank warehouse or agree to a delivery fee of \$.04 per pound. All orders requesting delivery must meet a minimum of 250 lbs. for the Food Bank to deliver. Deliveries will be handled on a case by case basis to ensure Food Bank staff is available to meet the agency's request. The Food Bank's "Out of Metro" delivery schedule is posted on the Food Bank's website calendar.
13. Must be agreeable to supporting the operation of the Food Bank of Siouxland Inc. suggested shared maintenance contribution of up to \$.19 (nineteen cents) per pound for donated food received. Some purchased products might be provided at a discounted contribution (i.e. \$.25 per pound) or provided at the Food Bank's actual cost. A summary record showing pounds of food received and shared contributions received or due will be sent by the first of each month.
14. Must utilize sign-in sheets or another tracking system to keep track of number in family/individuals served, gather a signature, and keep track of percentage below poverty level.
15. All agencies who distribute USDA/TEFAP product must agree to use The Emergency Food Assistance Program (TEFAP) Eligibility: To Take Food Home sheet when distributing USDA food. Each client should sign this sheet once (and only once) per year. All agencies should keep track of a client's additional use of USDA food for take home purposes.
16. Must establish your own criteria for the individuals you serve (i.e. service area, visits per month, etc.); however, criteria must be consistently applied and be posted at your pantry/feeding site.
17. Must adhere to food safety guidelines. USDA/TEFAP (IA or NE) product must be in good condition and in date, among other guidelines.
18. Must have one agency staff member or volunteer complete Food Safety Training.
19. Must submit "Numbers Served" statistics to Food Bank of Siouxland Inc. within 15 days of the end of each month (complete January's report by February 15th). Instructions on the reporting process can be found at <http://www.siouxlandfoodbank.org>.
20. Must 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 display the "And Justice for All" poster if you receive and distribute USDA/TEFAP product.
21. Must agree to operate TEFAP in accordance with the requirements of Part 251 and, as applicable, Part 250.

Agreement of Indemnity

1. Food Bank of Siouxland Inc., 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.
2. Agency agrees to accept all in "as is" condition. There are two exceptions. First, baby food must be in date. Please contact the Food Bank if you receive "out of date" baby food. Second, USDA (IA or NE) should be in good quality and in date. If the USDA product is not in good quality or is out of date, please report the issue to the Food Bank.
3. Agency hereby releases the original donor, Feeding America, and Food Bank of Siouxland Inc. 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 Agency Agreement and the contents of the Agency Manual, the Food Bank of Siouxland Inc. 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 of Siouxland Inc. 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:

- 1) Agency is delinquent in payment of the handling fees
- 2) Proper records are not maintained at the program site
- 3) Donated food or other products are improperly stored, refrigerated, or transported
- 4) Donated food is used in a manner that is not consistent with membership guidelines
- 5) Donated food or other products are exchanged for money, property, or services
- 6) 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 of Siouxland Inc., please contact the following:

Jacob Wanderscheid
 Agency Relations Coordinator
jacob@siouxlandfoodbank.org
 712-255-9741

Linda Scheid
 Executive Director
linda@siouxlandfoodbank.org
 712-255-9741

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

_____	_____
Authorized Agency Representative, Print Name	TEFAP – YES/NO
X _____	_____
Authorized Agency Representative, Signature	Date
X _____	_____
Food Bank of Siouxland Inc. Authorized Signature	Date