



Partner Program Manual

Fiscal Year 2019-2020



The mission of the Food Bank of Eastern Oklahoma is to feed the hungry of eastern Oklahoma through a network of Partner Programs and to engage our communities in ending hunger.

Our vision is food security with dignity for all eastern Oklahomans.

FOOD BANK OF EASTERN OKLAHOMA

By signing below, the Participating Agency agrees that they have read the “Partner Program Manual” and agrees to adhere to the terms outlined within this document.

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.

Participating Agency

Signature of Legally Authorized Agent

Printed Name of Legally Authorized Agent

Date

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SECTION 1 INTRODUCTION TO CFBEO

Mission Statement

The mission of the Food Bank of Eastern Oklahoma is to feed the hungry of eastern Oklahoma through a network of Partner Programs and to engage our communities in ending hunger.

History

In the late 1970s and early 80s, food banking became a popular way to help eliminate hunger across the United States. Based on the idea of a “bank”, individuals and companies who had resources could make a “deposit” of food and funds through a donation and agencies could make “withdrawals.”

The Food Bank, originally known as the Tulsa Community Food Bank, was founded in 1981 as a project through Neighbor for Neighbor. The Food Bank began in a small, donated warehouse with only 25 Partner Programs. During the first year of operation, the Food Bank distributed a little more than 90,000 pounds of food to agencies in the Tulsa area.

In 1985, through the generosity of several foundations and companies, the Food Bank was able to purchase and renovate a 15,600 square-foot warehouse. In 1990, the Food Bank’s storage capacity was enlarged by another much needed 12,000 square feet. This warehouse held a maximum of 653 pallets of food.

In 2001, the Tulsa Community Food Bank changed its name to the Community Food Bank of Eastern Oklahoma to reflect the Food Bank’s reach and impact in the 24 counties of eastern Oklahoma.

In 2006, the Food Bank opened the Donald W. Reynolds Distribution Center. The 78,000 square-foot facility can store up to three million pounds of food at any one time. The warehouse has 2,080 dry pallet spaces and is outfitted with state-of-the-art coolers and freezers with 288 freezer pallet spaces and 288 refrigerator pallet spaces. It is also equipped with a 2,200 square-foot Culinary Center, one of the first industrial, Food Bank kitchens in the country.

The Food Bank opened a secondary branch in McAlester in August 2012. For the eight counties in southeast Oklahoma, traveling to the Tulsa distribution center posed geographic challenges. By reducing the time and costs our partners spend to pick up food, this facility enables our programs to reallocate resources to those struggling with hunger.

FOOD BANK OF EASTERN OKLAHOMA



Feeding America

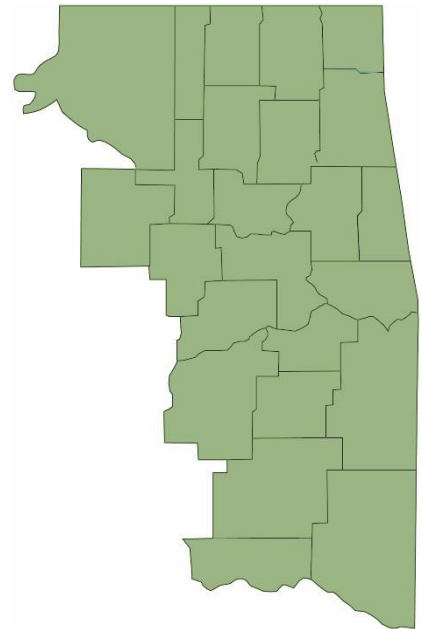
The Food Bank of Eastern Oklahoma is a member of Feeding America, the nation's food bank network and the largest domestic hunger-relief organization. Through a network of more than 200 food banks, Feeding America distributes food to 37 million hungry Americans each year. The network serves all 50 states, 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 Food, 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 businesses in our service area.

Who We Serve

The Food Bank acts as a food distributor for more than 450 Partners Agencies that provide food to hungry people in 24 counties of eastern Oklahoma. The Counties are: **Adair, Cherokee, Choctaw, Craig, Creek, Delaware, Haskell, Latimer, Le Flore, McCurtain, McIntosh, Mayes, Muskogee, Nowata, Okmulgee, Osage, Ottawa, Pittsburg, Pushmataha, Rogers, Sequoyah, Tulsa, Wagoner, and Washington.** Emergency food pantries, soup kitchens, emergency shelters, senior citizen centers, and after school programs provide the Food Bank the means to distribute food to people in need.



Website

The public website is www.okfoodbank.org

FOOD BANK OF EASTERN OKLAHOMA

Phone Numbers and Locations and Maps

The **Tulsa Warehouse** phone number is 918-585-2800 and is located at 1304 N. Kenosha Ave., Tulsa, OK 74106

The warehouse is located north of downtown Tulsa, just west of Peoria and South of Pine in the Lansing Business District.

Order Pick Up Hours

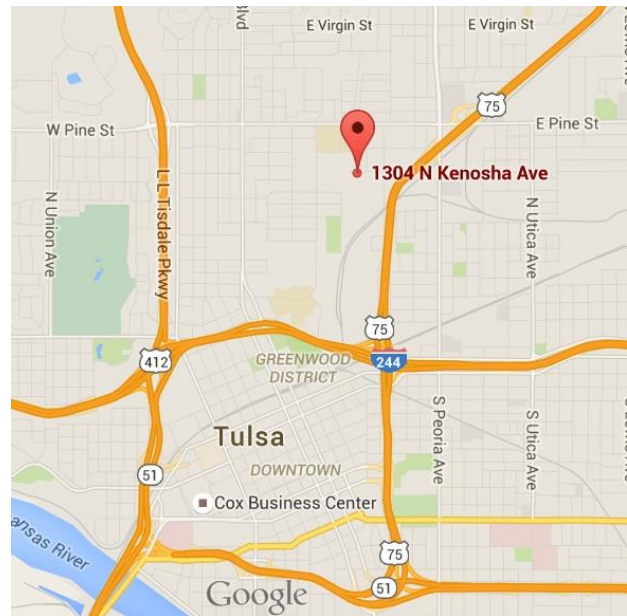
M- 8:30 – 11:45 a.m.

Tu-Th 8:30 – 11:45 a.m. & 1:00 – 3:00 p.m.

Shopping Hours

M-F 8:30 – 11:45 a.m.

Tu-Th 8:30 – 11:45 a.m. & 1:00 – 3:00 p.m.



The **McAlester Warehouse** phone number is 918-429-7755 and is located at 2119 N. Main, McAlester, OK 74501.

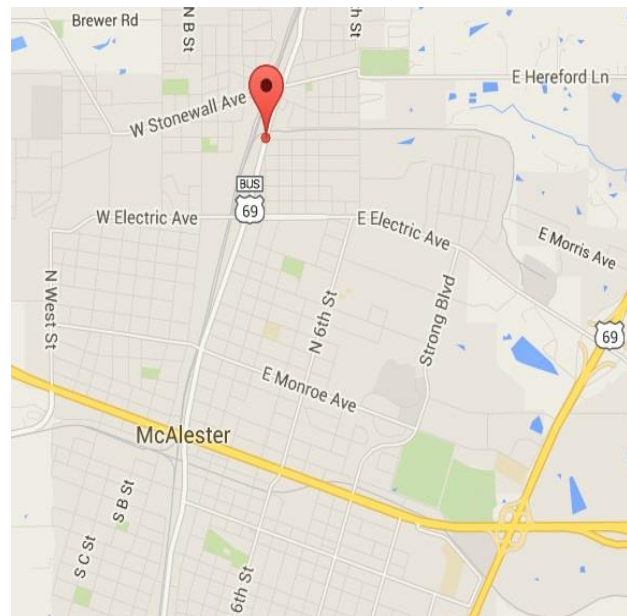
The warehouse is located north of Carl Albert Parkway (Hwy 1) on Main (Bus 69).

Order Pick Up Hours

M- F 8:30 a.m. – 4:00 p.m.

Shopping Hours

M- F 8:30 a.m. – 4:00 p.m.



FOOD BANK OF EASTERN OKLAHOMA

Food Bank Closures

Holiday Closures

The Food Bank will be closed on the following holidays:

- January: New Year's Day & Martin Luther King Day
- February: Presidents' Day
- May: Memorial Day
- July: Independence Day
- September: Labor Day
- November: Thanksgiving Day and day following
- December: Christmas Eve and Christmas Day

Inclement Weather Policy

In the event of inclement weather, the Food Bank will close when Tulsa Public Schools closes with the exception of TPS closures for severe temperatures/wind chills.

If a weather event extends over multiple days, the Food Bank will follow the closing policy of Tulsa Public Schools on day 1 and day 2 of the weather event. The McAlester branch will close when the McAlester school district closes. A decision will be made to open independently of the school system on day 3 and every day thereafter. Updated closing information for day 3 and beyond will be available by calling the main switchboard at the Food Bank, (918) 585-2800. This information will be posted no later than 6:30 a.m. each day.

Who to Contact

Accounts Payable

Austin Schwalk 918-936-4541 aschwalk@okfoodbank.org

Agency Express (Training)

Austin Brewer 918-936-4513 abrewer@okfoodbank.org

Agency Issues (including personnel changes, monitor visits, monthly reports, etc.)

Shannon Snelling 918-936-4546 ssnelling@okfoodbank.org

Orders & Pick-up Schedules

Caleb Captain 918-936-4517 ccaptain@okfoodbank.org

Problems with Orders

Ron Moton 918-936-4519 rmoton@okfoodbank.org

Southern Branch (McAlester)

Misty Wilson 918-429-7755 mwilson@okfoodbank.org

Rebecca Kerns 918-429-7755 rkerns@okfoodbank.org

USDA TEFAP & Civil Rights

Austin Brewer 918-936-4513 abrewer@okfoodbank.org

SECTION 2 SPECIAL PROGRAMS

Afterschool Meals

Through the Child and Adult Care Food Program (CACFP), the Food Bank partners with existing programs that provide care and enrichment for children after school. Daily, the Food Bank Culinary Center produces both hot dinner meals and shelf-stable “super-snacks”, to be distributed at afterschool program sites. The purpose of this program is to reduce barriers to afterschool learning opportunities, and to ensure that no child goes to bed hungry. *For more information about CACFP, contact Shiraya Proffitt, Community Initiatives Manager, at 918-936-4558 or by email at sproffitt@okfoodbank.org.*

Cooking Matters

Share our Strength’s Cooking Matters™ is a nutrition-education program that teaches individuals how to prepare healthy, tasty meals on a limited budget. Chefs/cooks and nutritionists volunteer their time and expertise to lead hands-on courses that show adults, teens and kids how to buy and prepare nutritious foods in healthful, safe and tasty ways. This training provides individuals lifelong knowledge, skills and resources for preparing healthy meals. *For more information about the Cooking Matters program, contact Cassidy Wickersham, AmeriCorps Member Cooking Matters, at 918-936-4566 or by email at kwickersham@okfoodbank.org.*

Food for Kids Backpack

The Food for Kids Backpack program provides nutritious, kid-friendly food to food-insecure students to take home on Friday after school. Without this food, many students would return to school on Monday having eaten little or no food on the weekend. Interested agencies must have a direct partnership with a local school or schools. *For more information about the Food for Kids Backpack program, contact Cathy Elliott, Children’s Programs Manager, at 918-936-4515 or by email at celliot@okfoodbank.org.*

Healthy Food Cooperative

The Healthy Food Cooperative provides an additional source for purchased food targeting product not always available through the donated food stream. Product may be purchased with a one-case minimum. *For more information about the Healthy Food Cooperative, contact Donna Boggs, Operations Clerk, at 918-936-4518 or by email at dboggs@okfoodbank.org*

Mobile Pantry

The Mobile Pantry program creates a farmers market-style of food distribution in rural communities that might not have a full-service grocery nearby. Fresh produce, non-perishable food items, and occasional bakery items are distributed to food insecure families in food desert areas in the 24 counties of eastern Oklahoma. *For more information about the Mobile Pantry program, contact Lauren Trlica, Manager of Rural Hunger & Senior Programs, at 918-936-4514 or by email at ltrlica@okfoodbank.org.*

Produce Drops

When the Food Bank of Eastern Oklahoma has a large quantity of fresh produce, we work with Partner Agencies who can distribute whole pallets of produce to clients. *For more information about the Produce Drop program, contact Christal Washington, Prepared and Perishables Food Manager, at 918-936-4534 or by email at cwashington@okfoodbank.org.*

Retail Store Donations

The Retail Store Donation program is a partnership between Feeding America and various retailers. Through this partnership, food and other essentials are donated to the Food Bank and directly to some of its partner agencies. Only Feeding America member Food Banks and their partner agencies may receive donations from these stores. Not all partner agencies are eligible for this program. 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.). *For more information about the Retail Store Donation program, contact Willa Steelman, Retail Store Donations Coordinator, at 918-936-4516 or by email at wsteelman@okfoodbank.org.*

Senior Servings/CSFP

Senior Servings is a part of Feeding America's National Senior Grocery Program. Intended for seniors with the ability to prepare meals at home, this program offers monthly grocery bags of shelf-stable food items to low-income adults over the age of 60. In addition to the shelf-stable items offered, eligible sites can also receive about 10 pounds of fresh produce per senior at every food distribution. The program operates through 31 distribution locations, which serves about 950 seniors every month throughout eastern Oklahoma.

The Commodity Supplemental Food Program (CSFP) is a USDA senior feeding program that provides shelf-stable food packages to low-income adults over the age of 60. Each box holds approximately 30lbs of shelf-stable grocery items and is accompanied by a two-pound block of commodity cheese. The program is facilitated through 11 distribution sites, which allows us to serve 741 seniors every month across Eastern Oklahoma.

For more information about the Senior Servings or CSFP programs, contact Kelsey Ashwood, Senior Servings & CSFP Coordinator, at 918-936-4510 or by email at kashwood@okfoodbank.org.

SNAP Outreach

The **Supplemental Nutrition Assistance Program (SNAP)** helps low-income individuals and families get the food they need to stay afloat during hard times. Even with all that the Food Bank and its partner agencies do to provide food to those in need, there are still 15.2% of Oklahomans who are food insecure. Access to SNAP can help those households fill in the gaps of their food budget, and helps emergency food providers keep up with the demand for food assistance. SNAP is especially important for preventing hunger among children, who make up almost half of SNAP recipients. Feeding America studies have shown that ineligible people do not participate in SNAP because of lack of information, difficulty applying, and misinformation about the program.

We encourage our Partners to participate in SNAP outreach. The Food Bank is partnering with Hunger Free Oklahoma, a Tulsa-based nonprofit, to train interested partner agencies to help clients submit SNAP applications to DHS. *For more information about the SNAP Outreach training, contact Austin Brewer, Manager of Agency Network Services, at 918-936-4513 or by email at abrewer@okfoodbank.org.*

Summer Feeding

Summer days usually mean a break from school for children; however, some children find they are lacking the security of one or more daily meals when school is out. The Food Bank's Culinary Center will produce thousands of meals each week and distribute them to a variety of feeding sites across our 24-county service area for students with the help of AmeriCorps Members. Free meals will be provided to all children aged 18 and under. *For more information about the Summer Feeding program, contact Shiraya Proffitt, Community Initiatives Manager, at 918-936-4558 or by email at sproffitt@okfoodbank.org.*

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition at no cost. *Participation is limited to emergency food pantries, on-site programs serving the homeless and emergency shelters.* In addition, Agencies are allocated TEFAP commodities based on their agency quadrant (subject to change without notice). *For more information about TEFAP, contact Austin Brewer, Manager of Agency Network Services, at 918-936-4513 or by email at abrewer@okfoodbank.org.*

SECTION 3 PARTNERSHIP REQUIREMENTS

The Food Bank reserves the right to decline membership based on the number, location, and/or availability of existing services in the county where the applicant program is located.

Criteria for Partnership

1. The participating agency is incorporated for the purpose of working with low-income, ill, needy or infants. Priority is given to programs providing emergency food for home use or on-site meals.
2. The agency distributes product free of charge without regard for age, sex, religion, race, national origin or disability.
3. A parent organization/agency must be in existence and established in the community for at least one year before its food program(s) can apply for Food Bank membership.
4. The food program must be on-going and, with the exception of Food 4 Kids Backpack or Kids' Café programs, be documented for at least three months prior to application.
5. The Food Bank cannot be the agency's only source of food.
6. The agency is operating as a private, nonprofit agency with 501(c)(3) status or is an established church meeting the definitional requirements of the IRS.
7. The food assistance program cannot be located in a for-profit business or a private residence.
8. The agency agrees to:
 - A. Maintain responsible personnel to keep inventory control and to ensure that:
 - 1) products are not sold
 - 2) products are not used to raise money
 - 3) products are not traded, transferred, or bartered for any other goods or services
 - 4) products are used only to carry out stated purpose of agency
 - 5) any restrictions placed on the product by law or by the donor are met
 - 6) verify and countersign each Food Bank invoice when product is brought to the site
 - 7) maintain Food Bank invoices on file for four years for CFBEO monitoring
 - 8) maintain proper and adequate storage in an area clearly designated for food assistance products
 - 9) contribute to the support of the Food Bank through a shared maintenance fee and to pay up to \$.02 per pound for transportation if using Rural Delivery Service
 - 10) make payment to the Food Bank with agency or church check only
 - 11) notify CFBEO immediately of any pertinent changes in the agency's operation
 - 12) monitoring by a Food Bank representative as required by Feeding America
 - 13) maintain up-to-date food safety training for at least one current staff member or current volunteer affiliated with the Partner Agency

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 organization that serves emergency meals to clients on-site and on regularly scheduled days and hours.

Shelter: An organization 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 program specializing in a specific area in regards to client needs. *Examples are substance abuse recovery houses, homes for people with mental disabilities and facilities for troubled youth. Clients live on-site.*

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

Backpack Program: A program that provides nutritious, kid-friendly food to food-insecure students to take home on Friday after school to meet the student's weekend nutritional needs.

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

Senior Citizens Center: 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.

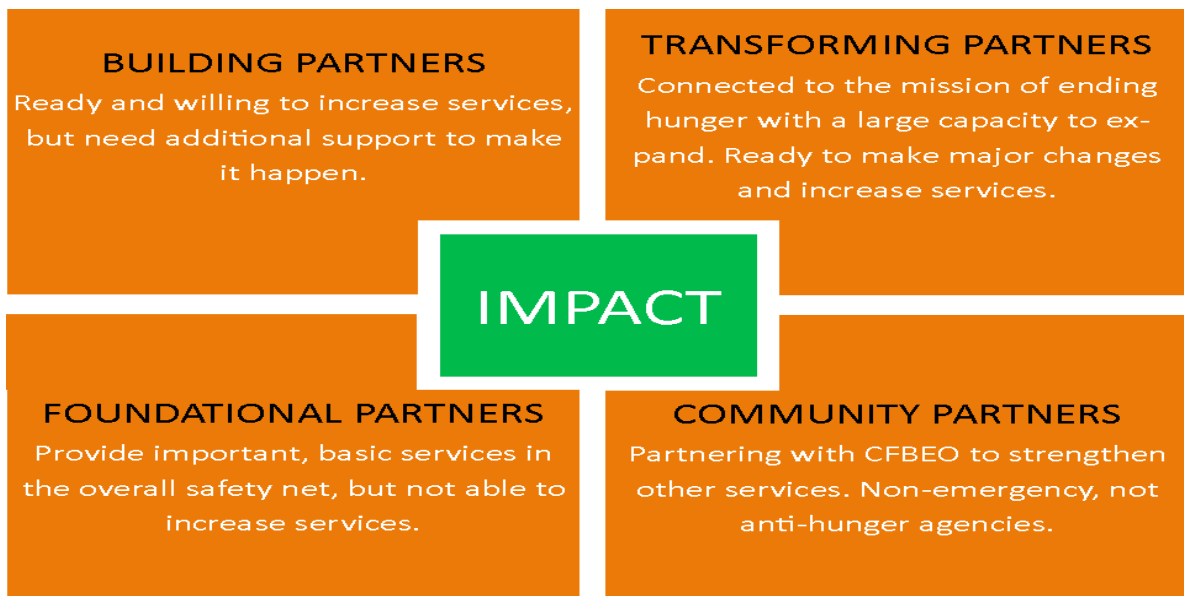
Other: These organizations do not fall into the above categories. Whether or not these organizations may become Food Bank partners will be handled on a case-by-case basis according to the guidelines set forth by Feeding America and CFBEO.

Partnership Process

1. Interested agency submits application to the Food Bank.
2. Application is reviewed by Agency Services Department.
3. Application is approved, denied, or more information is requested.
4. Once application is approved, initial site visit is scheduled.
5. Agency attends New Agency Orientation.
6. Partner Agency signs Partner Program Manual and Letters of Agreement
7. Food Bank Executive Director signs Letters of Agreement
8. Agency ID cards and a signed letter of agreement given to the agency.
9. Agency is officially an approved Partner Agency of the Food Bank.
10. A six-month review is conducted by the Agency Services Department.

SECTION 4 AGENCY SEGMENTATION

In 2017, CFBEO partner agencies submitted an ‘Application for Continued Partnership’ (ACP) to assist the Food Bank in providing better services to each partner agency. Agencies were scored based on their responses using an elaborate scoring matrix and then sorted into one of four quadrants. The purpose of the graphic to the left is to demonstrate that partner agencies are uniquely built to serve their communities with varying levels of capacity, but each partner agency regardless of its capacity has an impact on the hungry people of Oklahoma.



Assigning partner agencies to the quadrant that best fits them allows the Food Bank to create additional opportunities for agencies to better meet their needs. One benefit that all partner agencies are receiving because of the segmentation process is increased case limits, enabling agencies with the capacity to serve more families to access additional cases of product.

Near the end of each CFBEO fiscal year (June), partner agencies are able to submit another ‘Application for Continue Partnership’ to CFBEO. Agencies that resubmit an ACP will be notified if they are assigned to a new quadrant. Agencies may work with CFBEO staff to determine ways to improve its capacity to help move them to a new quadrant.

All new partner agencies are automatically categorized as “Foundational Partners” or “Community Partners” when they become partner agencies. At the time of a new partner agency’s six-month review, they may submit the ACP for scoring.

SECTION 5 POLICIES & PROCEDURES

Disciplinary Policy

The Food Bank of Eastern Oklahoma partner agencies must meet Participating Agency Criteria (see Page 12). Action may be taken if an agency fails to comply with the Criteria. Such action ranges from being placed On Hold to the partnership being made inactive. Recommendations for action are made by the Agency Services Department to the Managing Director of Customer Relations and Capacity, and are approved by the Chief Operating Officer (in cases of inactivation).

If action is to be taken against an agency, the agency will be notified in writing as to the action being taken, the reason(s) for the action and the duration of the action.

An agency may appeal any action. Appeals must be in writing within ten days after receiving written notification of the action being taken against the agency. In the case of inactive status, the appeal should be directed to the Executive Director.

Any violation of any of the policies listed in this manual or those listed below may result in member suspension or termination according to the Food Bank's Disciplinary Policy:

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.

Grievance Policy

Agency/Food Bank Grievance

If your agency has a complaint or experiences a problem with the Food Bank of Eastern Oklahoma, please contact the Managing Director of Customer Relations and Capacity with details of the grievance and every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Managing Director of Customer Relations and Capacity will present the matter to the Chief Operating Officer (COO) and/or the Executive Director (ED) as an appeal on behalf of the agency. In such cases, one of the following outcomes may result:

- The COO or ED will issue a decision and then notify the Partner Agency's Executive Director of the decision.
- The CEO will call a meeting of the Senior Team of the Food Bank where they will make a decision and then notify the Partner Agency's Executive Director of the decision.
- All grievances made against the Food Bank will be placed on file at the Food Bank for at least 4 years.

Client/Partner Agency Grievance

If a client in your service area has a grievance with your agency, the client has the opportunity and right to contact the governing board of your agency to appeal the decision. If the client is not satisfied with the decision of the governing board of the agency, the client can contact the Food Bank's Agency Services Department and file a complaint. The Agency Services Department will then record the complainant's information and contact the Partner Agency to gather additional information. The objective and obligation of the Food Bank is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The Grievance Procedure will be implemented as follows:

1. After a reasonable deliberation, the Food Bank will contact the Partner Agency notifying you of the complaint and of any information compiled during the Food Bank investigation.
2. If no wrongdoing is found with the Partner Agency, the Food Bank will contact the complainant and explain the investigation by the Food Bank, as well as the decision.
3. If wrongdoing on the part of the Partner Agency is found, the Partner Agency will receive a written response from the Food Bank citing the outcome of the investigation and will stipulate the corrective action(s) that must be taken by the Partner Agency.
4. All client grievances against a Partner Agency should be documented and remain on file at the Partner Agency for at least 4 years.
5. All client grievances reported to the Food Bank will be kept in the Partner Agency's permanent file.

The decision of the Food Bank is the final word on the disposition of the grievance by a agency or by a client.

Procedures

Distribution Procedures

1. The Food Bank reserves the right to assign commodities to emergency programs based on the amount available and the number of commodity-eligible people within the county.
2. A pantry agency's distribution of food to a household should not exceed 12 weeks' worth per year . USDA-qualified pantry agencies may distribute commodities to a household no more than once a month.
3. In order that applicants know what to expect when visiting a pantry, the agency should post:
 - a. Geographic area served
 - b. Hours of distribution
 - c. A number for emergency services
 - d. Guidelines for service
 - e. Requirement such as ID and residence verification
4. USDA-qualified pantry programs must require clients to provide ID at each visit (picture ID is preferable) and verification of residence within the program's service area (current utility or phone bill, rent receipt with present name and address is acceptable).
 - a. If a client does not have ID or residence verification at the first visit, serve that client and inform them that they will need to bring the required documents at their next visit in order to receive assistance.
5. If a client from outside of your service area visits your pantry, serve them and refer them to food assistance programs closer to where they live. *If you do not know of any food assistance programs in their area, you can contact the Food Bank and we can provide you with that information.*
6. Programs may use non-food products for administrative upkeep or operational maintenance, with the exception of containers used to pack or repack donated product for distribution (i.e., plastic bags or containers, paper sacks, etc.)
7. Programs may taste unfamiliar products and may test products for fitness and to determine new ways in which they can be used. Generally, only one or two people should be assigned that responsibility. Programs must keep separate records of product used for tasting and testing, and must document results as well as who handled the process.
8. Programs may assess a client fee for other services that are provided over and above the distribution of food. All contributions to the food program must be truly voluntary and can be made in a completely anonymous way. All eligible clients are to be served with or without a contribution.

Record Keeping Requirements

Documentation of Product Usage

1. All partner agencies are required by the IRS to keep books and records that accurately reflect the total amount of product received and distributed (or used).
2. Partner agencies must also outline their procedures used to determine that the final recipient of donated product is ill, needy or an infant (e.g., intake forms).

Food Pantries

1. Food Pantries must keep records including the names, addresses, phone numbers and the number of people in each client family served and must update these records annually. 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 onsite for at least four years.
2. Food pantries that distribute The Emergency Food Assistance Program (TEFAP) USDA commodities received from the Food Bank must keep separate TEFAP records. These records include a TEFAP Eligibility Form, staff/volunteer Civil Rights training and Food Storage Temperature Logs. TEFAP records must be kept on file onsite for at least four years.

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.

Social Security Numbers

The Food Bank discourages any partner organization 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 or 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.
3. We strongly encourage partner members to use other processes when doing client intake and screening. Some partners assign a unique identifier to each client or client household.

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Invoices

1. Partner members are provided an itemized invoice after their Food Bank pick-ups. Please check this invoice for accuracy before you leave the warehouse or the delivery site. Once the invoice is signed, you have agreed that your program has received the product listed on the invoice. After you leave with your program's product, nothing may be added to or deleted from your invoice.
2. Invoices should be signed at the Food Bank and co-signed by another staff member/volunteer upon return to your program.
3. All agencies must keep Food Bank invoices on file for at least four years. Agencies that receive TEFAP must keep a separate file for invoices containing USDA items on file for four years. Food Bank representatives will ask to see these invoices when they conduct site visits.

Reporting Requirements

Monthly Reporting

1. In addition to the aforementioned record keeping requirements, all programs must complete the appropriate online monthly reports for their program type(s). 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.
2. Food for Kids programs must complete reports specific to their programs.
3. Agencies that receive food through the Retail Store Donation Program must submit a corresponding monthly report using the Meal Connect platform.
4. All types of monthly reports except for the Retail Store Donation Program Report must be completed online via the www.agencyexpress3.org website by the 10th of the month (e.g., January's report is due February 10th).
5. Partner Agency Programs that do not submit monthly reports by the 10th of month for the preceding month will be placed ON HOLD and have their privileges suspended until the reports are received. A \$25.00 fee may be assessed to their account after the second incidence.
6. Partner Agencies that repeatedly fail to submit monthly reports may have their Food Bank partnerships terminated. Agencies that do not submit Retail Store Donation Reports will be removed from the Retail Store Donation Recovery program.

Surveys

Partners 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, while others help to determine the quality of service provided by the Food Bank or allow us to find out what your needs are.

Food Safety Training

Partner agencies must provide documentation that shows a representative is certified in “food safety” from an accredited group. Food safety training can be obtained through an agency’s local health department, or through an online food safety training. Agencies that fail to provide current documentation of training may have ordering and shopping privileges suspended, or have its partnership with the Food Bank terminated.

Agency Express and Warehouse Shopping

A new online or warehouse shopper must first attend an Agency Express training session with the Food Bank before they are able to shop/order or pick up product with the Food Bank.

Please note that individual shoppers or Partner Program 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” (see *Section 9, page 35*) or violations of any other policies listed in this manual. Shoppers or Partner Program 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.

Missed Order Pick-Ups

Tulsa Pick-Ups

The second time an agency misses a pick up (the same order OR a different order) a \$10 restocking fee will be charged.

The second time an Agency reschedules a pick up after the order has been pulled, a \$10 restocking fee will be charged. Rescheduling must be done by 11 am two workdays before pick up in order to avoid a restocking fee.

Rural Delivery Pick-Ups

The third time an Agency fails to pick up an RDS order, the freight charge (\$.02 per pound) will be assessed in addition to the restocking fee. The Agency may also be excluded from using the Rural Delivery Service for at least six months.

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.

1. 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.
2. Food Bank product may not be consumed or used by the agency's program staff unless the following conditions are met:
 - a. 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.
 - b. 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. If volunteers need food assistance, it is preferred that they receive assistance on a day they are not volunteering with the agency
3. Agency "volunteers" may not receive food in exchange for their service or as a "thank you" for their service. Volunteers may receive food if they are legitimately in need, but they may not receive food in a different manner from other food recipients (i.e. they may not receive preferential treatment or "cherry pick" product or set it aside before distribution to other food recipients).
4. 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."

Except for product received through the Retail Store Donation program, agencies 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. Product received through the Retail Store Donation Program may redistribute that product to another Food Bank Partner Program one time only. If you receive this product from an agency picking up the Retail Store Product, you may not share it with any other program but must distribute it to clients.

Religious Proselytizing

1. Agencies may not discriminate against clients on the basis of religious preference or status.
2. 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. *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).*
3. Faith Based Organizations that distribute USDA Commodities (TEFAP), must post a Written Notice of Beneficiary Rights alongside the “In Justice for All” poster.

Voluntary Contributions

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.

1. 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).
2. 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.

Disclaimers of Warranties and Limitation of Liability

The Food Bank provides its members with 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.

Communication Procedures

1. When contacting the Food Bank, always provide your agency ID number and the name of your agency.
2. 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.
3. 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.
4. Please notify the Food Bank 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.
5. The agency director, program coordinator or religious organization leadership (pastor, rabbi, etc.) may submit any changes in writing on agency letterhead, or through email.

Agency Director Change

In the event your Agency has a change in leadership, every new director will need to fill out new agreements with CFBEO. The documents needed are listed below and available on the Agency Resources page of the Food Bank's website. Every new agency director will also need to attend Agency Orientation.

REQUIRED PAPERWORK

1. Application Update
2. Agency Authorization Form

SECTION 6 SITE VISITS

Purposes, Frequency and Process

1. Feeding America assures its donors that food bank partners are certified and are visited regularly by food bank staff, which 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 program will be visited by a Food Bank representative a minimum of once every 24 months. If possible, an Agency Services representative will visit each agency once per year. Programs 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 partners 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 are also used to share information on new Food Bank programs and about other local partner programs in your area.

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

3. A Food Bank representative will send a letter to inform the member contact that a visit will be scheduled. A packet of forms will also be included.
 - a. A Food Bank representative will contact the member organization to set a date and time for the visit.
 - b. Please note that partner 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.
 - c. If a member contact is reached by phone, a convenient time will set up for the visit. The Food Bank representative will explain the site visit process to the member contact.
 - d. All forms and requested copies need to be completed and ready to give to the Food Bank representative at the time of the site visit.

What to Expect During a Site Visit

1. The Food Bank representative will talk to you in detail about your organization.
 - a. She/he will ask about programs that your organization runs, who it serves, its service area, hours of operation, the number of people or meals served, the partner's referral system, how it is funded and its food sources (this list is not all-inclusive).
 - b. The Food Bank representative will discuss how the Food Bank fits into your organization's plan. They also will find out what resources your organization 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 organization can be improved. She/he also will review Food Bank programs that might be of interest to your organization.
5. She/he also will ask if any information about your organization has changed (i.e., contacts, shoppers, hours, phone numbers, mailing addresses, e-mail addresses, etc.)

If Corrective Action is Needed

1. If a storage or record keeping violation is minor, the Food Bank representative will suggest how the member can correct the situation. An Agency Relations staff person may conduct a follow-up visit to determine if the problem has been corrected. If the problem has been corrected, the program'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 Food Bank Agency Relations staff person with approval of the Director of Agency Relations.
 - 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 Executive Director will be notified when a Partner Program is terminated.

Limited Nature of Site Visits

The site visit is primarily conducted to ensure that Partner Programs 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 program's internal controls or supervision.

SECTION 7 TRAININGS

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.

New Agency Orientation

Orientations are scheduled on an as needed basis at the Food Bank of Eastern Oklahoma. The Orientation Session provides partner agency staff and volunteers with detailed rules & regulations as they relate to member organizations. Orientation also gives the member organization the opportunity to see the Food Bank operation and understand how it will benefit the member agency.

Agency Express Training

Agency Express training is held the 3rd Thursday of every month at 9 a.m. at the Food Bank of Eastern Oklahoma. Training includes how to order online and submit monthly reports. Advanced registration is required.

Retail Store Donation Training

This training session covers areas such as items that may be donated, record keeping requirements, Meal Connect software, good customer service and identification cards for participants. Agencies that do not attend this training will be removed from the program.

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, civil rights, storage of products, non-discrimination, proper signage, allocations of product, and more. Agencies that do not attend will be not eligible for the program.

Civil Rights Training

All programs that distribute USDA TEFAP product or CSFP product are required to take Civil Rights Training annually. One key person in the program must receive his/her training directly from Food Bank personnel. That key person may then train other staff/volunteers at the program. Documentation of training must be kept on file for 3 years plus the current year. Once the key person has received training directly from Food Bank personnel, that person may renew their training online at the Food Bank of Eastern Oklahoma website. Failure to renew Civil Rights Training will result in loss of USDA distribution privileges.

SECTION 8 FOOD SAFETY

The populations that are most susceptible to food borne illnesses are older adults, pregnant women, young children, and those with compromised immune systems. Many of the people we help fall under one of these categories. Maintaining food safety standards for storing and handling product is crucial for protecting our clients' health. Additionally, according to the Food, Drug, and Cosmetic act, food will be considered adulterated if *"it has been prepared, packed, or held under insanitary conditions whereby it may have been contaminated..."* Not only is maintaining food safety standards important to protect our clients, it is the law.

Each partner agency will be held to the utmost food safety guidelines. This includes ensuring that food is stored in appropriate temperature ranges and is protected from contamination, pests and theft.

Safe Storage Practices

General Procedures

- When you bring food into the storage area, store it properly and immediately. Never leave items on the floor. Place frozen and refrigerated items in coolers immediately.
- 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 program's facility or in a designated off-site storage area (Not a mini-storage unit) that is inspected by Food Bank staff.

Dry Storage

- Choose a storage space with locking doors, preferably with no outside entrance.
- Acceptable storage includes metal and wooden shelving (metal is preferred since it is easier to clean), cabinet space and wooden pallets.
- There should be no cracks in the walls, ceiling, or floor and no broken windows where pests could enter.
- Dry storage should be in a dry, clean, well-ventilated area and the temperature should be between 50 and 70 degrees as dry goods can become unsafe if they get too cold or too hot. This will also help prevent mold, and pest infestation and the airflow will help control temperatures.
- Use free-standing shelves with the lowest shelf at least 4 inches off the floor. Food should also be kept at least 4 inches from the walls to allow airflow.
- Whenever possible, remove individual items from the cardboard cases. Getting rid of the cardboard also eliminates hiding places and nesting material for pests.

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- Store all pet food, non-food items (e.g., paper products, cleaning supplies, etc.) on separate shelving away from food storage.
- Ensure that older items are rotated out first by labeling items with the date received, and always using the “First In, First Out” rule.
- Use only non-toxic insect and rodent traps and inspect these traps regularly. Never spray chemicals or lay poison in a food storage area.

Refrigerators and Freezers

- Refrigerators and freezers must be clean and in working order.
- Refrigerator temperatures should be between 32 and 40 degrees, and freezer should be between 0 and -20 degrees. Thermometers should be in all freezers and refrigerators on the front of shelves where they are easily visible when you look in.
- Temperature should be monitored at least once per week and recorded on a temperature log. Temperature logs should be filed and kept for four years.
- 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.

On-Site Programs (Except for Residential Facilities)

- 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.

Safe Transport Practices

What is the proper way to transport food to my agency? Always have adequate vehicle space – truck or trailer is best. Transport that is enclosed is ideal so items do not fly out. When transporting food from a donor or a delivery drop location, be prepared with proper temperature controls like thermal blankets, coolers with ice packs, and/or a refrigerated truck.

Food should be at a safe temperature when picked up and also when delivered to the destination. Use a thermometer to check the temperature prior to putting items away to ensure that a safe temperature has been maintained and the items are safe for a client’s consumption.

Repackaging

The Food Bank does not encourage its partner agencies to repackage/repack food items into smaller quantities due to the possibility of contaminating food product as it is repacked. However, partner agencies are able to repackage food items (**excluding TEFAP food items**) into different size packaging for easier distribution if the agency meets the following requirements:

- Food items are repackaged in a sanitary kitchen that is routinely inspected by the agency's local health department.
- The repackaged product is labeled according to the Fair Packaging and Labeling Act, PL 89-755

Fair Packaging and Labeling Act, PL 89-755

The Fair Packaging and Labeling Act prohibits the distribution of any food item (except fresh fruit and vegetables) without a label. Labels shall contain:

1. The common name of the product.
2. The name and place of business of the manufacturer, packer, or distributor.
3. The net quantity of the contents.
4. The common name of each ingredient, listed in descending order of prominence.

The labels on many salvage products are ripped, torn, or illegible. These products cannot be redistributed unless the information listed above is legible and complete. The purpose of such laws is to protect the consumer. Many people are on restricted or specialized diets while others may be allergic to individual foods (peanuts, wheat, tree nuts, etc.) and use the ingredients listing to identify products, which may contain the allergen and thus must be avoided. In some cases the latter situation may be life threatening.

The Federal Food, Drug, & Cosmetic Act, PL 75-717.

The Federal Food, Drug, & Cosmetic Act prohibits the introduction, delivery, or receipt through interstate commerce, of any food, drug, cosmetic, or device that is adulterated, misbranded, or unlabeled. Federal law clearly requires any organization, including members, to promptly dispose of any foods that are, or may be adulterated. ("Adulterated" and "Contaminated" are considered synonymous terms in this manual.) This act considers food to be adulterated if:

1. It consists in whole or in part of any filthy, putrid, or decomposed substance, or is otherwise unfit for use as food.
2. It has been held, packaged, or prepared under unsanitary conditions.
3. It bears or contains any poisonous or deleterious substance.
4. Its container is composed of any poisonous or deleterious substance that may render the contents injurious to health.

Product Code Dates

Dates are printed on many food items, but product dating is not required by federal regulations except on infant formula and baby foods. Dating of some foods, usually dairy products, is required by more than 20 states. An expired date doesn't necessarily mean that the food needs to be discarded. Still it is helpful to understand the differences among package dates.

Coded dates (packing numbers) may appear on shelf-stable products such as cans and boxes of food. This enables manufacturers to rotate their stock, as well as locate their products in the event of a recall.

Calendar dates help stores determine how long to display the product for sale and relate to the peak quality of food, not safety. Calendar dates are found primarily on perishable foods, such as dairy products, eggs, meat and poultry. **The only product that must be discarded if not used by its expiration date is baby food and infant formula.** Otherwise, please use the below definitions to guide your decisions to keep or discard food.

1. *"Best if used by"* – Manufacturers use this date to indicate the last date by which the highest quality of the particular product is guaranteed. After this date, the product is still safe to consume but may not be at its highest quality in terms of nutrition and taste. For example, a box of cold cereal with a "best if used by date 6/25/18" is still safe to eat for several months afterward. However, it may not taste as fresh and may be slightly stale.
2. *"Sell By"* – The date the manufacturer recommends the product to be sold with the assumption it will be stored in an individual's home for several days after purchase. A "sell by" date is most commonly found on dairy items and other refrigerated foods.
3. *"Expiration date"* – This phrase is used with baby food and infant formula. After this date the nutritional quality of the food cannot be ensured. Because baby food and infant formula are the primary source of nutrition for infants, a food of lower nutritional quality is harmful to their growth and development. *Therefore, all baby food and infant formula must be discarded on their expiration date.* According to the Health Department It is illegal to sell and distribute baby food items after the expiration date.
4. *"Pack Date/Code Date"* – Indicates the date the product was originally packaged but does not indicate the time by which the product should be consumed.

Food Preparation Safety Tips

Cleaning

Wash hands and surfaces often. Illness-causing bacteria can survive in many places around your kitchen, including your hands, utensils, and cutting boards.

- Wash hands the right way—for 20 seconds with plain soap and running water.
- Wash surfaces and utensils after each use.
- Wash fruits and veggies—but not meat, poultry, or eggs!

Cooking

Cook to the right temperature. Did you know that the bacteria that cause food poisoning multiply quickest in the “Danger Zone” between 40° and 140° Fahrenheit? And, while many people think they can tell when food is “done” simply by checking its color and texture, there is no way to be sure it is safe without following a few important but simple steps.

- Use a food thermometer to check the internal temperature of meat and poultry to ensure it has been heated to a high enough temperature to kill harmful bacteria.
- Keep food hot after cooking (at 140 °F or above) to prevent the possibility of bacterial growth as food cools because the drop in temperature allows bacteria to thrive.
- Microwave food thoroughly (to 165 °F) to make sure harmful bacteria have been killed in your foods.

Chill

Refrigerate promptly. Did you know that illness-causing bacteria can grow in perishable foods within two hours unless you refrigerate them? And, if the temperature is 90 °F or higher during the summer, cut that time down to one hour!

- Refrigerate perishable foods and store leftovers within two hours.
- You can freeze almost any food. Freezing does not destroy harmful bacteria, but it does keep food safe until you can cook it.
- Never thaw or marinate foods on the counter. Instead, thaw food in the refrigerator overnight, in cold water (be sure to change the water every 30 minutes), in the microwave, or cook without thawing. To marinate safely, always marinate in the refrigerator.

Food Product Recalls

When a recall has been issued on any product, the Food Bank receives a notification. Each product recall will have a numerical designation, i.e. I, II, III, assigned by the regulatory agency to a particular product recall that indicates the relative degree of health hazard presented by the product being recalled.

- *Class I Recall* – Situation where there is a strong likelihood that the use of, or exposure to, an adulterated or misbranded product will cause serious, adverse health consequences or death
- *Class II Recall* – Situation in which the use of, or exposure to an adulterated or misbranded product may cause temporary or medically reversible adverse health consequences or where the probability of serious adverse health consequences is remote
- *Class III Recall* – Situation in which the use of, or exposure to, an adulterated or misbranded product is not likely to cause adverse health consequences

It is our process to thoroughly review all recall specifications to determine whether the recalled product is on our inventory list, or if it has been distributed throughout our service area. If it is determined that a recalled item is in our warehouse, the Food Bank immediately places any remaining product on hold to prevent further ordering. Recalled items will be pulled from all existing orders if they are still in our warehouse.

Partner agencies will be notified immediately when recalls are issued. Recall notification emails are sent to the primary contact of all partner agencies who have supplied a valid email address. Additionally, you may sign up for emails concerning recalls at www.foodsafety.gov

Your agency should be prepared to handle a food recall or food safety issue. Please make sure that everyone at your organization knows the following steps to take:

1. Print out the recall email notification
2. Review your inventory for recalled products.
 - *Name of manufacturer and/or brand name*
 - *Packaging Size*
 - *Serial and/or Lot numbers*
 - *Location/area of applicable recall*
 - *Any special instructions for the disposal or the return of recalled items*
3. Suspend distribution of any and all products in question.
4. Dispose of any recalled products; unless the product is a USDA Commodity, which must be held for tracking purposes.
5. Promptly and efficiently provide food recall or advisory information to any of your clients who may have received some of the recalled products.

By taking an active role in food safety and knowing what to do when a food recall is issued, we can help guarantee the safety of the people you serve.

SECTION 9 ORDERING AND SHOPPING GUIDELINES

Warehouse Shopping Guidelines

1. Order pick-ups are by appointment only. Appointments are scheduled through Agency Express. If a Partner Program shows up more than 30 minutes late, the shoppers may be asked to reschedule for a later time that day or for another shopping day.
2. The Agency Shopping Area at the Tulsa warehouse is open from 8:30 a.m. to Noon Monday through Friday and also from 1:30 p.m. to 3:00 p.m. Tuesday through Thursday. The McAlester warehouse is open for shopping Monday through Friday 8:30 a.m. to 4:00 p.m. Shoppers must be checked out by the closing time. If it is necessary for you to change an appointment, please call 918-936-4517. We will try to accommodate your pick up needs.
3. If any Partner Program repeatedly misses scheduled appointments, it may be subject to disciplinary procedures or lose its appointment on the “recurring” schedule.
4. Agency ID cards are needed in order to shop and only those authorized to shop for a program may add products carrying a Shared Maintenance Fee. Those authorized to pick up are welcome to select free items such as produce or bakery. Replacement cards will be \$5.00.
5. Each partner program must sign in using the digital sign-in monitor in the Agency Waiting Area at the Tulsa Warehouse or at the front desk of the McAlester Warehouse.
6. Programs may shop at a frequency determined by their agency quadrant. Shopping can occur either on a “drop in” basis or in conjunction with a scheduled appointment to pick up an order.
7. The cooler and freezer can get crowded at peak times. To reduce the congestion, the time limit for programs shopping is 1 hour. Please help us by respecting this time frame.
8. The number of shoppers must be limited to 3 per program. Additional volunteers or staff may wait in the loading area until ready to help load the program’s vehicle.
9. Due to safety issues, shoppers are allowed only in the shopping area of the warehouse. Minors under the age of 14 are not allowed in the warehouse under any circumstances. If you bring a minor under the age of 14, please have someone available to watch them either outside or in the Agency Waiting Room.

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10. Please help us make carts available for everyone by utilizing no more than 2 carts while shopping. As you fill up your cart, please weigh the products and load products into your vehicle. You may then come back in to continue shopping. Freeing up and turning carts in quickly will allow better access for everyone.
11. Food bank staff will assign dock space, and space will be allotted for 1 program vehicle at a time to the loading dock. Please note that a program with an appointment to pick up an order will be given priority for dock space.
12. Please do not take more product than your agency can distribute/use 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.
13. Take care to observe any posted case limits and Program restrictions on items. Limits are placed on certain items to give equitable access to all agencies.
14. PLEASE DO NOT OPEN CASES. This prevents damage to Food Bank product and keeps the warehouse neat. If you need to know more information about a product, please ask warehouse staff for assistance. You may sort through cases once you have them back at your Program's location.
15. 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.
16. Plan to load your own vehicle. Food Bank staff will be unable to assist agencies in loading vehicles. *Exception: Warehouse staff may be able to load pallets onto your vehicle with a forklift.*
17. When picking up an order, 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 Programs need to make a copy of their invoices that contain USDA product and keep that copy in a separate USDA file. Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.
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. Remember that your agency is one of many that utilize the Food Bank. We are all in this together. We appreciate your cooperation.

Agency Shopper Safety Guidelines

1. Agency shoppers must wear closed-toe shoes. In addition, please do not wear high heels.
2. If your agency plans to do any shopping from the Agency Freezer, it is wise to bring a jacket and/or gloves with you.
3. 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.
4. Lift boxes properly to avoid personal injury. The Food Bank will demonstrate this for you during orientation if needed. If you need assistance while shopping, please notify staff.
5. 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.
6. Remain in designated shopping areas. Certain areas of the warehouse are “staff only” areas. 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. 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.

Rural Delivery Service (RDS)

1. Partner Agencies that are located more than 35 miles away from the Food Bank have the opportunity to pick up orders at a Rural Delivery Service location.
2. We deliver to 13 sites throughout the 24 counties we service. A list of RDS sites may be found in the appendix of this manual or on the Agency Resource Center.
3. Please arrive on time. If a Program does not pick up its order, the Food Bank driver will take the order back to the Food Bank. The Program will be contacted and given a verbal warning. For subsequent offenses, a Program 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.

Ordering Product

Shared Maintenance Fee (SMF)

The Shared Maintenance Fee is designed to reimburse CFBEO for its operational costs. It is a per pound fee for related costs; it is not charged based on the value of the food.

The Tax Reform Act of 1976 addresses how Food Banks must handle the Shared Maintenance Fee. This regulation is found in the Federal Register/Volume 47. Number 21, pages 4509-4511. Per this regulation the Food Banks are allowed to assess a per pound fee to help cover the related cost incurred with the administration, freight, and warehousing of the donated products.

The shared contribution per pound assessed by CFBEO does not cover 100% of the cost incurred. The shared maintenance we collect from our member organizations represent only **14% of the related cost**. The Food Bank must absorb the remaining **86% of the cost**. The Food Bank covers the related cost through donations, grants, special events, and fund raising.

Warehouse Order List

To place an order, you must go to www.agencyexpress3.org and have a valid login to access your account. When accessing Agency Express, use the “Order Options” tab for all of your ordering activities. This tab contains four pages that you will use to place an order. You will need to use each page in the order below:

1. **Scheduler** – Provides a display of all existing pre-reservations and appointments associated with orders. The scheduler also allows for the creation of new appointments as well as the ability to edit existing appointment dates and times within the requirements of the two schedule models of Pick Up and Deliver. The latest you can schedule an order is two business days from the date you are placing the order for Pick Up and three to five business days for Deliver.
2. **Shopping List** – Menu of inventory that is updated daily and can be sorted, printed, and/or added to your cart.
3. **Check-out** – Allows for the review of the shopping cart, adding a reserved appointment date to the order, editing order item quantities, and submitting the order to the Food Bank.
4. **Order Management** – Displays all orders for programs and allows for the viewing, printing and editing of program orders as well as the display of status of each order.

The *Agency Express User's Guide* is available on Agency Express under the Food Bank Links tab. It is a step-by-step procedural document that demonstrates how to place orders and is a useful reference for any questions you may have.

Ordering FAQ'S

Why are there no available order pick-up dates when I go to the Checkout page? You must schedule a pick-up or delivery date from the “Scheduler” page before you start adding to your shopping cart. Then, the date you scheduled on that page will be the only date you can choose at the Checkout page.

Why are the items I added to my cart not showing up on the Checkout page? The most likely possibility is that you did not click “Add to Cart” before going to the next page of the order list. If you do not click “Add to Cart” before you move to the next page, Agency Express clears the quantities you entered. Another possibility is that you entered a quantity that exceeds the case limit we have set for that item. Agency Express will not add an item to your shopping cart if your request exceeds the set limit.

Why is it taking so long for my order status to change to ‘Acknowledged’? If you placed your order during normal Food Bank hours, then your order status should change to ‘Acknowledged’ within 30 minutes or so. If it takes longer, please notify the Food Bank because the system may be blocking orders from coming through and we do not know about it until someone notifies us.

Why wasn't I approved for the full quantity of an item I requested? There could be a few reasons for this. The simplest answer is that our inventory count was off and after making the adjustment in our system we had to reduce the amount of product on your order.

Why did I lose a previously approved item from my order after I edited and resubmitted my order? When your order reaches the ‘Acknowledged’ status, the quantities you have been approved for are reserved for you in our system. However, when you edit an order that has already been ‘Acknowledged’ it releases those items back into our system for everyone else to access. If another agency requests the same item you had been approved for, but the other agency submits their order before you resubmit your order, you could lose that product. Only edit an order if you already know what you would like to add and you can resubmit the order quickly.

How many orders can I place at a time? Agencies may only have two open orders at one time. An open order is an order that has been submitted and is scheduled for pick-up but has not been picked up yet. Your agency will have to pick up one of its open orders before you are able to place another order.

SECTION 10 ACCOUNTS

Invoice/Statements

Invoices are emailed to the designated billing email address listed on your application form immediately after an order is picked up from the Food Bank. For orders that are picked up at an RDS location, invoices will be emailed once the driver returns to the Food Bank. For products that are obtained through shopping while at the Food Bank, invoices for that product will be emailed within a day.

In addition to receiving an invoice by email, agencies will receive a printed copy of their invoice when they pick up an order from the Food Bank. The agency representative needs to review the invoice for accuracy and sign the invoice before they leave the warehouse or the delivery site. After you leave with your agency's product, nothing may be added to or deleted from your invoice.

Invoices should be signed at the Food Bank or delivery site and co-signed by another agency staff member / volunteer upon return to your agency. Once the invoice is signed, you have agreed that your agency has received the product(s) listed on the invoice. All agencies must keep Food Bank invoices on file for at least four years. Agencies that receive TEFAP products must keep a separate file for invoices containing USDA items on file for four years.

Statements are emailed out the first week of each month and payments are due by the 15th of that month. At least one email will need to be provided to the Food Bank specifically for receiving invoices and statements. Payments must be paid using an agency check. We cannot accept cash or personal checks, debit cards, credit cards, money orders or counter checks.

Past-Due Balance and Return Check Policy

The Food Bank must be good stewards of the resources that are donated to it. Any partner agency that owes a balance that is more than 30 days past the due date will be subject to an Account Hold. While on Account Hold, the agency will not be able to shop or receive any Food Bank services until all balances are cleared. We will provide copies of open invoices as requested.

Any agency with a returned check will have its shopping privileges placed on hold as well. The agency's shopping privileges will remain on hold until a replacement check clears and a \$25 returned check fee is paid. Please note that any partner agency with a balance over 90 days may be subject to termination as a partner agency.

APPENDIX

APPENDIX A [GLOSSARY]

Food Bank Terms

CASE LOT – Product issued to agencies in whole cases.

FEEDING AMERICA – a National Food Bank network that solicits food donations from major food companies and provides technical assistance resources for member food banks.

INVOICE – Record of product received from the Food Bank.

MONITORING – The process of making an on-site visit to an organization to evaluate their program and determine if the services provided qualify for Food Bank participation. Once the organization becomes a partner agency of the Food Bank, it will be re-monitored every year.

MONTHLY REPORT – Statistical report which must be sent in by the 10th of every month, whether the agency has shopped at the Food Bank or not.

PERISHABLE – Product that will spoil without refrigeration.

PRODUCT LIST – A computer generated listing of product/inventory.

RURAL DELIVERY – Delivery of product to specified sites.

SALVAGE – Assorted boxed product separated product type. (Example: vegetables, soups, fruits, meat & beans).

SERVICE AREA – The geographic area in which a food bank solicits donated products and serves appropriate charitable organizations.

SHARED MAINTENANCE – A shared contribution is a handling fee paid by Partner Agencies-never the recipient - to help defray the costs of Food Bank services.

SHOPPING – 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, purchase program, etc.

STATEMENT – End of month accounting of all transactions with total amount due.

APPENDIX B [FORMS]

This appendix includes an explanation of a variety of forms for use in training volunteers and staff. All required forms are located on the website under Agency Resources, then click on the Forms link. If you need a form not located on the website, please call to speak to Agency Services staff at the Food Bank 918-936-4500.

Agency Update Form

This form is to be used when a change in personnel (e.g., program directors, shoppers, etc.), mailing or physical address, or hours of operation occurs.

Temperature Log

If your agency stores Food Bank product in refrigerators and/or freezers, you are required to log the temperatures of each unit at least on a weekly basis. The Food Bank has two templates of temperature logs your agency may use, according to your needs.

Intake Sample for TEFAP

This is a sample client intake form for pantry agencies involved in the USDA / TEFAP program. However, any pantry agency may use this sample to construct their own intake form.

TEFAP Income Guidelines

The Federal Poverty Guidelines are updated in June of each year and must be posted in every pantry agency that distributes USDA / TEFAP foods.

Loss Report for Commodities

Any agency that distributes USDA / TEFAP foods and encounters a loss (i.e., theft, spoilage, etc.) of commodity product must complete this form and submit it to the USDA.

General Distribution Guidelines of USDA Commodities

This form describes the general distribution guidelines and requirements of USDA / TEFAP foods.

Retail Store Log Sheet

Agencies that participate in the Retail Store Pick Up program may use this log sheet to records weights and temperatures of the foods they receive through that program.

Monthly Reports

A template for each monthly report (Pantry, Onsite, Backpack, and Kids' Café) is available and only to be used if your agency misses the deadline for report submissions through Agency Express.

FOOD BANK OF EASTERN OKLAHOMA

APPENDIX C (RURAL DELIVERY SERVICE SCHEDULE)

Antlers – 4th Friday

208 NE B St.
Antlers, OK 74523
First Baptist Church- West Lot

Miami – 3rd Monday

2424 N. Main St
Miami, OK 74354
First Christian Church Parking Lot

Bartlesville – 3rd Thursday

101 N. Bucy
Bartlesville, OK 74003
Salvation Army Parking Lot

Muskogee – 2nd, 3rd, and 4th Tuesday

111 S. 7th St
Muskogee, OK 74401
First Baptist Church

Broken Bow – 2nd Friday

215 Main St.
Broken Bow, OK
Lot across from Police Department

Poteau – 1st Friday

101 Smith Ave. #3
Poteau, OK 74953
Reed Williams Insurance Parking Lot

Claremore – 2nd Thursday

319 Blue Starr
Claremore, OK
Blue Starr Church of Christ

Sallisaw – 1st Wednesday

814 E. Cherokee Ave.
Sallisaw, OK 74955
Journey Church

Grove – 2nd Monday

1703 E. Hwy.10
Grove, OK 74344
Christian HELP Center Parking Lot

Tahlequah – 2nd, 3rd, and 4th Friday

257 E Choctaw St.
Tahlequah, OK 74464
Former VFW Parking Lot

Hugo – 3rd Friday

420 E. Jackson St.
Hugo, OK 74743
Former Walmart Parking Lot

Vinita – 1st Thursday

728 E. Illinois Ave.
Vinita, OK 74301
Atwoods Parking Lot