



MEMBERSHIP ORIENTATION

WELCOME TO THE PEORIA AREA FOOD BANK!

We hope our partnership in feeding the hungry in our communities will be a productive and rewarding experience.

This presentation is to help get that partnership started on the right foot. The presentation will cover the following:

- Policies relating to use of food bank products
- Ordering on Agency Express
- Picking up food from the food bank
- Delivery policies
- Membership Fees
- Other policies
- Monitoring Visits
- Mobile Pantry Policies
- Emergency Food Program (USDA)

Policies Related to Use of Food Bank Products

- The use of food must be related to the agency's reason for tax exemption and may ***not*** be used for funeral services or any other church event or organization event.
- Volunteers who are also clients may receive food, but not before pantry hours begin. In the case of on-site programs, staff may share in meals only while on duty.
- Food Bank products must not be sold, traded, or bartered, nor used for board meetings, fundraisers, etc. Financial donations may not be solicited in connection with receipt of Food Bank products.



Use of Food Bank Products cont'd

- The receiving agency must not transfer Food Bank products to any other member agency. The Food Bank is required by its donors to maintain an audit trail on all products. Exceptions can be made with the approval of the Food Bank Manager and if a paper trail can be provided with a reason for the transfer.
- All agencies are required to follow food safety and sanitation procedures as set forth by applicable state or local statute, ordinance, code or regulation. In addition, emergency feeding programs must follow the guidelines provided by the Illinois State Department of Health.
- Agencies should avoid stockpiling to ensure fair distribution of limited quantities and to ensure product rotation. Some items are near code date and should be issued within a reasonable time period. Many times quantities are limited. **Agencies should order only what can be used in a reasonable amount of time.**

Ordering on Agency Express

- Beginning January 2024 the Peoria Area Food Bank started using Agency Express online ordering system.
- Click on this link to view a training video on how to use this system: [How to Order on Agency Express-20231222_161332-Meeting Recording.mp4](#)
- If you have trouble with the video, e-mail the food bank at foodbank@pcceo.org and request another link to the training video.

Microsoft Teams

How to Order on Agency Express

2023-12-22 22:13 UTC

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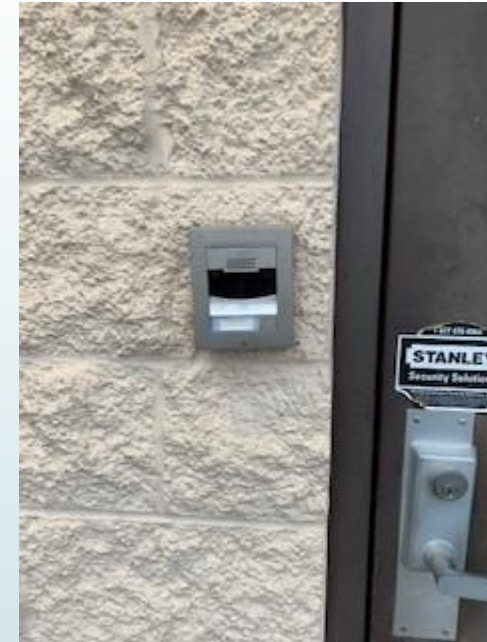
Picking Up Food From the Food Bank

When you arrive to pick up your order, ring the doorbell intercom to let us know you have arrived.

YOUR ORDER MAY BE MARKED AND ALREADY OUTSIDE. IF NOT, IT WILL BE BROUGHT OUT TO YOU AFTER RINGING THE DOORBELL INTERCOM.

PLEASE BRING HELP TO LOAD YOUR OWN VEHICLE.

DO NOT WALK DIRECTLY INTO THE WAREHOUSE FROM THE BAY DOOR. FORKLIFTS COME IN AND OUT ON A REGULAR BASIS AND HAVE LIMITED VISIBILITY.



Delivery Policies

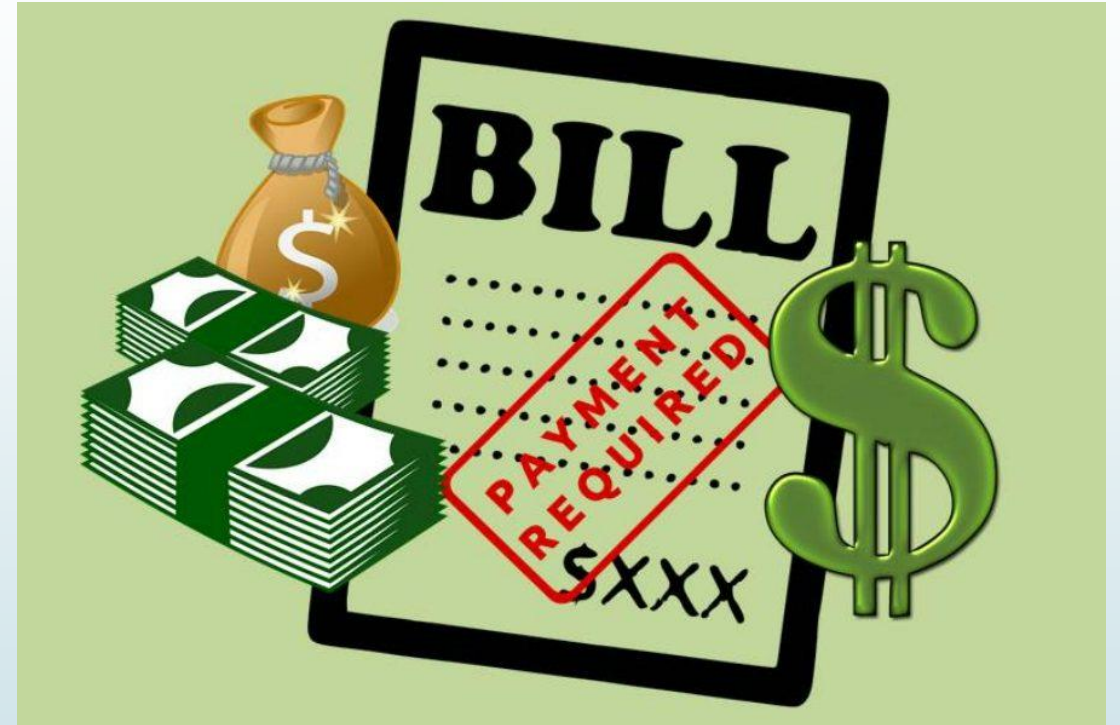
Our delivery schedule is currently full, but we are presenting the policies for training purposes and future availability:

- When product is being delivered to the agency, the agency agrees to verify that the order is correct and sign an itemized bill of lading **before** the food bank driver leaves their premises.
- If product is discovered missing **after** the agency has signed an itemized bill of lading and the food bank driver has left their premises, **no credit will be awarded the agency.**
- Agencies must have help to unload delivery (failure to do so may cancel your delivery service).
- Agencies must have walkways cleared in winter for delivery (failure to do so may cancel your delivery service).



Membership Fees

- **Shared Maintenance Fee:** In order to help offset the cost of soliciting, collecting, storing, and distributing donated food each year, the Food Bank assesses member agencies a shared maintenance fee of 19¢ a pound (or less) on products donated to the food bank in lieu of a membership fee. Product that is purchased by the food bank will be assessed a fee of 38 cents a pound.
- Invoices and a monthly statement will be e-mailed to the appropriate pantry or agency personnel or volunteer.



Other Policies

- Food Bank invoices must be kept on file for at least two years. Food Bank staff may ask to see these invoices during visits.
- **Agencies are required to notify the Peoria Area Food Bank in writing of changes in days and hours of service, relocation of a program for any reason, or the permanent closing of an agency.**
- The Food Bank must also be notified immediately when a primary contact person for the agency changes.



Monitoring Visit – Storage Facilities

During a monitoring visit, the food bank monitor will look at the following:

- Can the storage area be locked and/or secured in a designated space?
- Is the storage area clean and dry?
- Is food stored at least 6 inches off the floor and away from the walls?
- Are toxic items, including cleaning supplies, stored 4 to 6 feet from food items?
- Is there any sign of rodent or insect infestation?
- Is refrigeration/freezer unit clean? Is it in good working order?
- Are thermometers present in refrigerator/freezer units?



Monitoring Visit – Recordkeeping/Other

- Emergency feeding programs such as food pantries, soup kitchens, and shelters, must maintain the following records and must report these figures to the food bank monthly:
 - Number of households/individuals served (pantry)
 - Number of meals served (soup kitchen/homeless shelter)
- Agency's use of the Food Bank may be discussed.
- Agency's adherence to Food Bank Policies and Procedures may be discussed.
- The Food Bank will also solicit feedback from your agency on how to improve its services.





Mobile Pantry

Typically Mobile pantries are for rural areas only (population of less than 2500 and no other pantry within 20 miles). However, the food bank will occasionally do a pop-up mobile pantry in urban areas as well. The hosting organization (if not already a member) must complete a Peoria Area Food Bank membership application and follow all policies and procedures of the Peoria Area Food Bank, as well as rules and policies stated in the following section.

Mobile Pantry Policies

- The Peoria Area Food Bank provides the truck driver, the vehicle, and the product for your mobile pantry distributions.
- The hosting organization must provide a designated parking lot or site that is large enough for our trucks to drive in and turn around so that they do not back into a street.
- The hosting organization must provide parking supervision; cars are not to block the parking lot entrance or exit.
- Pedestrians should wait in line out of traffic areas (assigning numbers is recommended).



Mobile Pantry Policies cont'd

- The parking lot needs to be plowed and salted in the winter for the safety of the families.
- Children should remain with their parents, and be supervised at all times. Playing on or around a mobile pantry truck is not allowed. Unsupervised children may not be used as volunteers to staff the truck or to register clients. Children at least 12 years old or older may assist with bagging food with the supervision of an adult. (12/17/14)
- Clients must sign in on the Peoria Area Food Bank signature sheet form. They must do this every time they visit the mobile pantry. All original signature sheets must be turned into the Peoria Area Food Bank at the end of every month.
- Our driver is responsible for the vehicle and may not be used to give out food in place of a volunteer. The driver may assist you in unloading the product from the truck only. Provide an adequate number of adult volunteers to distribute the food (8-12 volunteers are needed).

Mobile Pantry Policies cont'd

- Drivers may not intercede in arguments. A mobile site coordinator should be designated and responsible for settling issues prior to and during the distribution. The mobile site coordinator should be present and aware of our policies and procedures. A phone at the site must be available for use, a cell phone would be ideal.
- Distribution records must be completed and originals mailed to the Peoria Area Food Bank at the end of every month.
- No food may be placed on the ground, including boxes of produce. Tables or crates may be used to elevate the food.
- Frozen items must be kept covered with a thermal blanket or kept in a cooler during distribution.
- Do not share food with other agencies. Any food left at the end of the distribution may be returned on the truck, or if you have an approved site, may be stored in your pantry.



- Emergency Food Program (USDA)

This is an additional, optional program offered through the Peoria Area Food Bank. The application procedure follows in the next section.

EFP Application Procedures

- An agency must be an approved member of the Peoria Area Food Bank since January 1 of the current year, has purchased product from the food bank at least once, and meet the necessary criteria of the program.
- Any agency interested in signing up must attend the annual training in June. Interested agencies must provide the food bank with the number of individuals served in January, February, and March by April 10 in order to receive an invitation to the June training. A site visit will be conducted in May prior to the June training.



EFP Application Procedures cont'd

- An agency must be open at least 2 hours every week or request a Rural Exemption from Peoria Area Food Bank. To qualify for a Rural Exemption your pantry must be located in a town with a population of less than 2500. The Peoria Area Food Bank will then send an exemption application to the state.
- Once the agency has completed the training session in June and have signed the EFP contract they will begin receiving commodity products in July.



EFP Application Procedures cont'd

- USDA commodity products cannot be chosen by the member agency. Each member participant receives an allocation of all commodity products, based on the average number of individuals served in a three month period, once each month.
- As a food bank member we do not require a pantry to have refrigerators or freezers; however, it **is** a requirement of **this** program.

