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Welcome Letter

Dear Partner Programs,

Welcome to Northwest Harvest! We look forward to partnering with you. Northwest Harvest works hard to help you feed hungry families across the state. We are committed to providing you and your clients with nutritious foods and staples as well as training and resources to support your work.

This manual gives a thorough overview of what you can expect from Northwest Harvest as our partner. We outline reporting and oversight procedures that help ensure a successful relationship between Northwest Harvest and our partners, as well as helpful information about food safety, food bank set-up, managing volunteers, and fundraising.

Keep an eye out for our quarterly newsletter and annual conference, where we share best practices and important resources and updates. More about these and other resources from Northwest Harvest can be found on page 6 of this manual.

The Northwest Harvest partner poster must be hung visibly to your clients. We suggest in the waiting room or near the intake area. The remaining materials can be used however you like.

If you have any concerns, questions, or suggestions, please don’t hesitate to let us know. A “Who to Contact” form will be included with this manual and will contain current contact information for many of the people you will be in touch with regularly. We look forward to working with you!

Sincerely,

Northwest Harvest Hunger Response Network
PO Box 12272
Seattle, WA 98102
877.353.7469
partners@northwestharvest.org
Mission of Northwest Harvest

The mission of Northwest Harvest is to provide nutritious food to hungry people statewide in a manner that respects their dignity, while fighting to eliminate hunger. Our vision is ample nutritious food is available to everyone in Washington State.

History of Northwest Harvest

It was 1967, and around the nation, social, political, and racial tensions simmered and occasionally boiled over. A group of Seattle community leaders formed The Ecumenical Metropolitan Ministry (EMM), an interfaith organization committed to identifying and addressing the primary problems of the poor and disadvantaged. Hunger, the EMM learned, was one of the biggest problems in Seattle and beyond. People had insufficient resources to feed themselves and their families. In response, the ministry founded Northwest Harvest, originally viewed as a short-term solution to help fill the gaps.

Needless to say, history had other plans. The long-term need for Northwest Harvest was sealed in 1970, when the Boeing Company began a round of layoffs that would cost 60,000 jobs over 18 months. The faces of the hungry were no longer limited to the poor and homeless, as thousands of formerly middle class people, now out of work, wondered how they would feed their families. They had no money to buy food, but their assets—homes, cars, boats—disqualified them for government assistance. With so many unemployed, there was no market for the belongings they tried to sell.

With social service agencies already stretched beyond their limits, the EMM rose to the challenge, working closely with other organizations to collect food to respond to the crisis. Northwest Harvest became a separate, secular entity and grew from a Seattle resource into a statewide hunger relief agency, distributing food to a network of independent food banks around Washington State.

Now, Northwest Harvest is the only non-profit food distributor operating statewide in Washington with a network of more than 360 food banks, meal programs and high-need schools. We provide more than 1.7 million meals every month to this network. With three distribution centers in Western, Central, and Eastern Washington, Northwest Harvest reaches rural communities where people in need would have less access to food. We require that Northwest Harvest food be given freely to anyone hungry enough to ask, respecting their dignity while serving their need. For 45 years we’ve been committed to lifting up the voices of those in need across the state and we are doing more than ever before.

Our Three Squares program operates in 50 public schools with high percentages of students participating in the free or reduced-price school meals program. The program offers nutritious, child-friendly, supplemental food for children with limited food resources outside of school.

We are committed to nutrition. Northwest Harvest has decades of experience in promoting healthy eating while reducing hunger. We uphold high nutrition standards by purchasing a significant share of our food, ensuring our supply of in-demand, nutritious products. 70 percent of the food we provide is highly nutritious fruits and vegetables.

We believe that eliminating hunger means fighting its root cause—poverty. To this end, we advocate for public policies that 1) promote access to nutritious food, 2) help low-income people meet their basic need, and 3) support budgets that preserve a basic safety net.
Resources from Northwest Harvest

In addition to regularly providing staples and fresh produce to your program, we work hard to offer a number of resources and networking opportunities to support your program in doing its exceptional work for your community.

- **Newsletters**: Each quarter, we e-mail and mail Partner Programs Newsletters full of important resources, best practices, food safety updates and advocacy alerts among other important information.

- **Smart Buys**: Keep a look out for our bulk buy purchasing options called “Smart Buys” in the newsletter. This is an opportunity for your program to get some great deals!

- **Annual Conference**: Our conference takes place each spring in King county, and offers great sessions and networking opportunities for food banks and meal programs across the state.

- **Regional Meetings**: Every year, we travel throughout the state and host regional meetings with our partners in their specific counties. This is just one of our opportunities to hear directly from you and better understand the face of hunger in your community.

- **Advocacy**: Please sign up for our advocacy alerts (and lots of other information, if you wish) via email here: [http://www.northwestharvest.org/stay-informed](http://www.northwestharvest.org/stay-informed). We also have an Advocacy toolkit available on our website. If you would like to become more involved, feel free to contact our Public Policy team at info@northwestharvest.org.

- **Partner Web Module**: On our website, there is now a specific module just for food banks and meal programs! Feel free to log in and you will find things such as monthly reporting forms, food safety information, printable posters and flyers, up-to-date SmartBuys offerings, and many other resources!
Your Agency’s Contractual Relationship with Northwest Harvest

Letter of Agreement

We ask that you sign and return a letter of agreement with Northwest Harvest, which outlines our responsibility to your program, to provide food, and your responsibility to distribute our food in accordance with the mission of Northwest Harvest. This means we require your program to provide Northwest Harvest products to all people regardless of residency, and without requiring any personal information or attendance at a particular event upon receiving food. See “Appendix A: Hunger Response Network Letter Of Agreement” on page 17.

Changes in Agency Status

CONDITIONS FOR CANCELING AGENCY PRIVILEGES

Northwest Harvest strives to maintain cordial and trusting relationships with all of its partners. Any concerns regarding this relationship should be addressed to Northwest Harvest directly.

In the unlikely event of a violation against any of the policies and procedures in this manual, Northwest Harvest has the right to immediately suspend food distribution to the agency in violation. The agency will be notified of this event as soon as possible by telephone, followed by a letter.

What would cause a program to become inactive? Here are some examples:

- Improper storage, refrigeration, or transportation of product.
- Inadequate recordkeeping as required by Northwest Harvest.
- Violation of any applicable state or local statute, ordinance, code, or regulation.
- The Partner Program is not open to the public and is found distributing donated product to unqualified recipients or exclusive groups such as clubs, sports teams, or church congregations.
- The Partner Program team is unable to monitor the program because the Partner is not open or does not respond promptly to attempts to schedule an appointment.
- Partner Program director or staff fails to communicate or respond to Northwest Harvest in a timely manner.
- Any other reason found by the Partner Programs team that violates the spirit of the contract and/or agreements.
- Continuous inability to turn in monthly reports in a timely manner.
- Inability of Partner Programs to turn in renewal contracts in a timely manner.
Warehouse Contact Information:

**Western Washington**
Distribution Coordinator: 206.923.7445
Transportation Manager: 206.923.7451

**Kent Warehouse**
22220 W. Valley Hwy.
Kent, WA 98032

**Eastern Washington**
Spokane Warehouse Manager
509.891.7012

**Spokane Warehouse**
3808 N. Sullivan Rd. Bldg 15, Ste K
Spokane, WA 99216

**Central Washington**
Yakima Warehouse Manager
509.575.6956

**Yakima Warehouse**
911 S. 3rd St.
Yakima, WA 98901

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**Reporting**

In order to provide you with food every month, we ask that you supply us with feedback about various aspects of your program. Northwest Harvest utilizes this information for our joint benefit. It is important to know who you are serving and your comments about your clients and community in order for us to improve our services, these comments are also a powerful tool for educating the public, policymakers, and donors.

We have several methods of required reporting:

**Monthly Reports:** These reports supply us with basic statistics and feedback on your month-to-month operations. In particular, please note the box on the monthly reporting form that indicates a change in staff or program status. Let us know if you change your hours of operation or if your primary or emergency contacts change. These reports must be completed and returned to Northwest Harvest by the 10th of each month. Our monthly report forms are now online! Please access all of our Partner Programs materials via: [http://www.northwestharvest.org/extranet/index.php](http://www.northwestharvest.org/extranet/index.php). You can also mail, email partners@northwestharvest.org, or fax (206.267.2179) the completed reports to us. If you choose to fax your monthly report, it is not necessary to use a cover letter. See “Appendix B: Sample Monthly Reports” on page 19.

**Annual Renewals:** Early in the calendar year, we will send you a renewal contract and a survey to better know the parameters of your program, so we can send you products that will be most useful. We will also ask you to confirm your current location and contact information. However, if your hours of operation or contact information change at any time during the year, please let us know on your monthly report! We also ask that you sign and return a letter of agreement with Northwest Harvest, which outlines our responsibility to your program, to provide food, and your responsibility to distribute our food in accordance with the mission of Northwest Harvest. This means we require your program to provide Northwest Harvest products to all people regardless of residency, and without requiring any personal information or attendance at a particular event upon receiving food. We will provide the Letter of Agreement with your annual renewal. Renewals are due by April 15th every year.

**Donated Food Notification Form:** In addition to your reports to Northwest Harvest, The State of Washington requires a form annually ensuring that you are following State food codes in receiving food donations. Return this form to your county health department. For a generic sample form, see “Appendix C: Donated Food Notification Form” on page 21; for a county-specific form, please contact your local Department of Health office.
Site Visits

As a Northwest Harvest partner, you can expect to receive a site visit every one to three years. Site visits help us better understand your program and ensure that food safety requirements are being upheld. While we typically schedule visits every one to three years, we are happy to come out to your program and offer suggestions and input at any point. Additionally, should your program become inactive at any point, we will have to visit your program before we are able to again provide food to your program.

Please take a look at our site visit forms in Appendices G and H of this manual, and on our website!

Food Safety

As a Northwest Harvest Partner, we expect your food bank or meal program will follow the health codes set forth by the Washington State Department of Health. The following lists are good tips for storing food at your program, but are not an exhaustive list of safety information. For thorough information about state health codes, please visit http://www.doh.wa.gov/CommunityandEnvironment/Food.aspx. You can also access the Partner Programs module on our website via: http://www.northwestharvest.org/extranet/index.php for information on food safety information and printable posters/flyers for your program!

Unacceptable Foods for Donation

• Home canned, vacuum-packed, or pickled foods
• Foods in dirty containers
• Foods past a “use by” date, unless frozen
• Infant food or formula past expiration date
• Foods in sharply dented, rusted, or bulging cans
• Food in open or torn containers, exposing the food to potential contamination
• Unpasteurized milk
• Foods with an “off” odor
• Foods prepared, cooked, cooled, or reheated at home
• Perishable foods above 40°F or may not have been cooled properly

Protocol for Receiving Donated Food

• Visually inspect all items, looking for container damage and spoilage. Reject unacceptable goods.
• Know where food is coming from and record it on the donation log. See “Appendix I: Food Donation Log” on page 38.
• Indicate on the donation log if items include Potentially Hazardous Food/PHF (Potentially Hazardous Food is a term used by food safety organizations to classify foods that require time-temperature control to keep them safe for human consumption).
• Check temperature of frozen and refrigerated goods. Throw it out if not in the safe temperature range.
• Be aware of the two hour rule—two hours is the total amount of time the food may spend out of the proper temperature storage in the life of the product—whether in transit or in your receiving area. If over 90°F, foods can only stay out of coolers for one hour.
• When picking up food from donors, always plan to pick up PHF’s last to ensure arrival at program facility within two hour limit.
• Move foods to storage quickly. Do not allow PHF’s to sit outside on loading docks or in vehicles in the hot sun!
• Check food labels for dates!
Decoding Food Label Dates

Dates on food labels are recommended storage times for quality and nutrition only. Many items are still good long after the date printed on the package. Here’s how to decipher label dates:

- **“Sell By” date:** Tells a store how long to display the product for sale.
- **“Best if Used By” (or Before) date:** Recommended for best flavor or quality. It is not a purchase or safety date.
- **“Use By” date:** The last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.
- **Formula and Baby Food:** Baby food is the only food which cannot be distributed past the “use-by” date. Federal regulations require a “use-by” date on the product label of infant formula and baby food.

Repackaging Food at Food Banks

- **ONLY** repackage bulk dry foods with one ingredient (i.e. beans, rice, oats).
- **DO NOT** thaw food to repackage it. These require special permits and facilities.
- Repackaging must be done in a separate area from other program activities (or at a different time).
- Sanitize countertops and utensils before and after repackaging. Use only food grade utensils.
- Food re-packers must wash hands and wear disposable gloves.
- Repack into new, clean plastic bags. Never re-use packaging materials.
- Label packages with the name and original sell-by date of the product.

Food Storage Protocol

- Keep all food **six inches off the ground and away from walls** to protect against pests and allow proper air circulation.
- Do not store food directly under vents or stack food all the way up to ceilings.
- Regularly sweep floors and clean storage shelves.
- Monitor expiration dates and regularly rotate food. Remember the “First In, First Out” principle.

Freezing

- The following foods should be kept frozen: raw meat, poultry, and fish, frozen vegetables, and frozen entrees.
- Leave meat, poultry, and seafood in original packaging for freezing and distribution.
- Use thermometers and keep logs to maintain a -10° to 0°F temperature in freezers. See “Appendix J: Refrigerator/Freezer Temperature Check Log” on page 39.
- Frozen items should not spend more than 2 hours out of a freezer.
- Ensure proper air circulation by not over packing freezers.
Refrigeration

- The following foods should be kept refrigerated: most fresh vegetables, some fresh fruits, dairy products, eggs, tofu, sliced melons, and cooked foods.
- Sort produce as it is received and store like foods together.
- Use thermometers and keep logs to ensure a 32° to 40°F temperature in refrigerators. See “Appendix J: Refrigerator/Freezer Temperature Check Log” on page 39.
- Discard any items that spend more than 2 hours in temperatures above 40°F.
- Store raw meat below any pre-cooked or ready to eat foods.
- Leave space in the refrigerator for air to circulate between items.

Dry Storage

- Keep non-perishable canned and packaged goods, whole melons, apples, onions, potatoes, and squash in dry storage.
- Optimal temperatures for dry storage are 50°-70°F. Freezing and very high temperatures affect the quality of food.
- Keep dry goods out of direct sunlight.
- Store cleaning supplies and other non-food items away from food.
- Store potatoes, onions, and apples separately to ensure longest shelf life.
- Keep bagged and repackaged items in durable plastic or other airtight containers for extended storage.

Still have questions about food safety? Please visit our Partner Programs module on our website to download food safety posters and learn much more!

http://www.northwestharvest.org/extranet/index.php
Partner Program Operation

Hours of Operation

The hours of operation for our Partner Programs differ in each community, depending on the specific needs of the community. You, as managers, know how to best support your community. Here are a few tips to keep in mind when establishing hours of operation:

- How many people do you serve or do you want to serve? Are your current hours enough or do you consistently have to turn people away because the program is too busy?
- Are you open only during the day or also occasionally in the evening? Would different hours be beneficial to someone in need in your community?
- Do you have enough volunteers? If not, do you need to recruit more volunteers or scale back hours of operation?
- When are the hours of operation of other programs in your area? If you stagger your hours of operation with other programs, would you be able to reach more people?
- Do you serve a large proportion of seniors or families with small children? Consider having special hours or programs for those specific groups to provide these groups with a better and maybe more efficient experience.

Signage

The following information should be visible for clients using your food bank or meal program:

- The Northwest Harvest Partner Sign- This sign is included with your welcome materials, and must be displayed to let clients know that Northwest Harvest provides your program with some of its food. If you need this sign in a language other than English, just let us know.
- Hours and Days of Operation- Ensures that clients know how often your program is open to them. Also denote days that are open to select groups of people, like families with small children or seniors.
- Client Expectations and Grievance Procedure- We hope that in your program experience, you develop a strong and trusting relationship with your clients. However, sometimes conflict does arrive between clients, volunteers, and staff. You should adopt a client grievance procedure that respects the rights and dignity of clients, as well as respecting your volunteers and staff. See “Appendix D: Client Grievance Procedure” on page 22. It allows you to post your expectations of clients, as well as what to do if they encounter a conflict at your program.

Client Choice Distribution Method for Food Banks

There are many options when it comes to the process of distributing food bank food to clients. One method that we suggest is the client choice method, which allows clients to select their own food, rather than being given a pre-packaged box of food. With this method, clients can avoid taking foods that they already have at home, cannot eat due to health reasons, or do not like. This method saves on waste, as clients only take home foods that they will use. This also allows the client to retain their dignity, as this process is similar to a regular trip to the grocery store.

How does it work?

Client choice works differently depending on the size and set-up capabilities of your food bank. Generally, you have an area staffed with volunteers where clients can walk-through and choose a certain number of items from each food group. For example, where you would previously put three cans of vegetables and one can of soup in a box, you let clients choose three cans of vegetables and one soup from the different stations. If your pantry is too small for clients to move through, consider offering them a list (in multiple languages, if applicable) to “order” from, and then volunteers fill these orders. In either scenario, clients get more of a familiar experience of shopping, which honors their dignity.
Won’t this take a lot more volunteers?
Not necessarily. With pre-packaged boxes, volunteers were needed before the pantry opened to pack boxes, as well as to hand out boxes during operation hours. Now, most of your volunteers can work during operation hours, supervising food stations and replenishing stock as clients move through. Ultimately, client choice meets the integrity of clients, provides clients with a more pleasant experience, all while saving your pantry time and potential waste.

Volunteers

Recruitment
As you probably already know, volunteers are essential to both food bank and meal program operation! So how do you find energetic, responsible, talented workers to make your operation run smoothly?

In suburban/urban areas, there are great web resources to connect you with volunteers looking for opportunities in their area. Check out websites like www.volunteermatch.org and www.volunteersolutions.org. These sites are great because volunteers can search for areas of interest, times available, and location to find a great non-profit they’re interested in working with.

Though these websites are less frequently used in rural areas, there are still many opportunities to connect with people in your community. A few ideas:

- Local high schools and colleges
- Church/religious groups
- Scout troops
- Local businesses/corporations
- Volunteer fairs

Also, keep in mind that not everyone looking for volunteer work is excited about repackaging food or slicing a thousand apples. How else can you use volunteers? A college student studying digital design could make great advertisements for an upcoming event; or an Eagle Scout project could be building new donation boxes. Be open to suggestions!

Volunteer Management
Once you have found your volunteers, here are some tips for managing them:

- Establish a code of conduct from the outset, so volunteers know your expectations. See “Appendix E: Volunteer Code of Conduct” on page 24.
- Use an interest form to find out a volunteer’s time constraints and job preferences, and respect those preferences. See “Appendix F: Volunteer Interest Form” on page 25.
- Provide a welcome orientation to volunteers and review the program’s history and mission, as well as to explain volunteer duties and food safety procedures.
- Don’t let volunteers get burned out! Consider suggesting a volunteer spread out their hours over several weeks or months, rather than volunteering frequently in a short period of time.
- Clearly communicate volunteer assignments and emergency closures.
- Check in with volunteers on a regular basis. Is this the experience they were hoping
for? Might a different job at your program be better suited to their skills?

- Don’t forget to thank your volunteers! Acknowledge long-term service. Consider naming a “volunteer of the month” or hosting an annual picnic for your volunteers.

**Fundraising**

One of the most important and challenging aspects of being a nonprofit organization is maintaining the funds to keep the organization open and running smoothly. Before you can begin fundraising, however, make sure you have a good system to handle your organization’s money. Start by considering the following questions:

- Is there a dedicated person who receives donations?
- Are donated funds properly recorded and kept confidential?
- Is money deposited promptly into a dedicated bank account?
- Who manages funds?
- Who acknowledges receipt of monetary donations? It is important to thank all donors, but the IRS specifically requires that any donor giving $250 or more be provided with a receipt.

If you don’t know the answer to some of these questions, work on developing a procedure for your organization to manage funds. Maintaining accurate, thorough financial records and filing the proper tax paper work is necessary for the health and legality of your organization. For more help with your organization’s fundraising and finances, please see our partner website: [http://www.northwestharvest.org/extranet/index.php](http://www.northwestharvest.org/extranet/index.php). If you have the necessary infrastructure in place, you are ready to consider fundraising in one or more of the three following ways:

**Individual Giving**

A vast majority of monetary donations to nonprofits come from individuals, so this is a great group to focus on in your fundraising! Who should you consider asking for donations?

- Everyone! (Really- there are people in your community that you’d never think to ask for donations, but who might end up being huge supporters of your work.)
- Specific church groups or fraternal organizations (Rotary, Lions, etc).
- People who benefitted from your organization in the past and now are in a position to help.

Consider preparing a mailing that speaks to a wide or narrow group of people, outlining your organization’s mission and current needs. People may not respond, but you’ll still have more responses than if you don’t try.

Does your organization already have a list of supporters? Don’t forget to stay in touch with past donors! Send out letters several times a year, outlining needs as well as successes in the past year. **And remember to thank your donors, big and small!**

**Grants**

Grants are an excellent resource if your program is trying to fund a major expansion of programs or services, or needs capital funds for building or equipment. Grants are offered by foundations, corporations, and the government. Grants can sometimes go to fund a general operating budget, but usually they are offered for a specific project. Each grant has different requirements, so make sure to research them thoroughly and meet their guidelines in writing a proposal.

Businesses also offer grants, and this can be a great way to involve a local business in your organization’s work. Consider inviting a few employees to volunteer at your food bank or meal program, and by showing them the work that you do, you may gain individual donors and long-term support from the business!

Make sure to keep accurate records of grants received, and be prepared that grants may require you to keep the foundation updated periodically with financial and building information as your project progresses. As always, remember to say thank you for any funds received.
Community Events

Community-wide events are important for raising funds or needed items by going outside of your usual donor pool to reach others in your community. Take advantage of the additional people you reach through these events by inviting them to be part of your mailing list. Publicize events around town in coffee shops, local media, churches, neighborhood newsletters, and schools. The options for the event you plan are endless:

- Food drives
- Raffles
- Benefit dinners
- Booths at fairs or community events

In addition, if your town has a neighborhood clean-up day or special day of service every year, see if your organization can draft volunteers to work for the day! Be creative, and know that the more your name is out in the community, the more potential support your program might receive!
Additional Resources on Our Website:

- Advocacy Information
- Food Safety Regulations and Printable Posters and Flyers
- Food Bank and Meal Program Monthly Report Forms
- Food Sourcing information
- Fundraising and Grant Writing
- Legal Requirements and Assistance
- Partner Newsletters
- Recipes (printable)
- Technology for your Program
- Timely Updates
- ‘SmartBuys’ Current Offerings and Order Form

And much, much more!

http://www.northwestharvest.org/extranet/index.php

For login information, contact partner programs at 877.353.7469 or partners@northwestharvest.org.
Appendices

Appendix A: Hunger Response Network “Letter Of Agreement”
Appendix B: Sample Monthly Reports
Appendix C: Donated Food Notification Form
Appendix D: Client Grievance Procedure
Appendix E: Volunteer Code of Conduct
Appendix F: Volunteer Interest Form
Appendix G: Food Bank Site Visit Report
Appendix H: Meal Program Site Visit Report
Appendix I: Food Donation Log
Appendix J: Refrigerator/Freezer Temperature Check Log
Subject to the terms of this Letter of Agreement, NORTHWEST HARVEST (hereinafter known as NWH) agrees to make food available to our NWH partner programs of the Hunger Response Network based on the needs of their community as indicated by their monthly reported statistics. By this undertaking it is understood that NWH’s obligation to provide food, as well as quantities and variety of food, are dependent on availability.

NWH agrees to distribute food to our NWH partner programs of the Hunger Response Network without any fees or charges.

NWH agrees to provide documentation of the NWH products included in each distribution to partner programs of the Hunger Response Network.

In consideration for this undertaking, the undersigned program partner makes the following representations and agreements.

We, (Program Name) of________________________County are a non-profit 501 (c)(3) tax exempt organization, or sponsored by a 501 (c)(3) tax-exempt non-profit organization or religious institution.

We agree to distribute NWH products in accordance with the requirements contained in this Letter of Agreement and request to be a NWH partner program in the Hunger Response Network. We understand that failure to distribute NWH products in accordance with the requirements may result in termination of our relationship with NWH in the Hunger Response Network. As a partner program of the Hunger Response Network of NWH we agree:

1. To maintain and distribute NWH products in a safe, sanitary and wholesome condition, in accordance with all state and local food safety laws. Under no circumstances will the agency or organization permit food, supplies or material to become contaminated or rendered unfit for human consumption, use or distribution.

2. To provide all NWH products to people who present themselves in need without qualification.

Without qualification means:

a. serving everyone regardless of residency, unless program is a residence facility.

b. asking no questions regarding personal financial matters, marital status, religious affiliation, sex, race or national origin.

c. no requirement for Social Security numbers.

d. not requiring anyone to attend a religious service or political meeting in order to receive food.
3. To never exchange NWH products for money, fees of any kind, services or other products; nor to ask, require or encourage those who present themselves in need to donate funds or to volunteer time in exchange for the products nor use NWH food for fundraising activities.

4. To treat all customers with respect and dignity; and to not discriminate on the basis of age, disability, gender, national origin, race, religion or sexual orientation.

5. To provide to NWH by the 10th of each month the number of people who were provided food assistance in the prior month, in the requested format.

6. To promptly notify NWH on the monthly report forms, of any changes made to the information provided on the "NEW Application" or “Renewal Application Form.”

This agreement will be in effect for one (1) year commencing July 1, 2014 and ending on June 30, 2015. No other agreements or other understandings will apply.

The agreement described above may be terminated without cause or prior notification by either party by sending a note of cancellation, in writing, by registered mail, to the last known address. By entering into this agreement both parties represent and warrant that there is no intention to create an agency or employment relationship and that neither will become liable in any fashion for the activities or actions of the other.

NAME OF PROGRAM______________________________

PROGRAM MAILING/PHYSICAL ADDRESS______________________________

CITY_________________________ ZIP____________________

I have been authorized by the governing body of the named program to enter into this agreement.

PRINT NAME______________________________________ TITLE____________________

AUTHORIZED SIGNATURE_________________________________________ DATE___________

………………………………………………………………………………………………………………..

NORTHWEST HARVEST

AUTHORIZED SIGNATURE_________________________________________ DATE___________
## FOOD BANK REPORT

**Food Bank Name:**  *ABC Food Bank*  
**County:** *Clark*

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Number Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of households served</td>
<td>120</td>
</tr>
<tr>
<td>0-2 years old</td>
<td>25</td>
</tr>
<tr>
<td>3-18 years old</td>
<td>60</td>
</tr>
<tr>
<td>19-54 year old</td>
<td>32</td>
</tr>
<tr>
<td>55 years and older</td>
<td>55</td>
</tr>
<tr>
<td>Total # of individuals served</td>
<td>172</td>
</tr>
</tbody>
</table>

**% of support from Northwest Harvest:** *22%*

---

**Your input is important to us. Please complete this information to the best of your knowledge. It will be shared with Northwest Harvest staff to support our efforts to better serve you, develop resources, and educate our audiences. Please continue on the reverse or attach additional sheet if necessary.**

1. **What trends have you observed?**  
   - Client numbers still high even though the weather has turned. We are starting to register new clients as agriculture workers come to the area.

2. **What challenges and successes have you experienced?** Feel free to include input on food you receive from Northwest Harvest.  
   - We are very low on refrigeration space with all the fresh produce this summer. Our clients really appreciate the greens and melons, though!

3. **Please share a memorable client or volunteer story.**  
   - Last month, a senior gentleman came in to get help with his electricity bill. He told his story, that he worked for the UN while employed, knew five languages and was a professional opera singer. When he left our office and asked what he could ever do to repay us, our Advocate said, "Sing us a song!" So in the lobby, with volunteers and staff surrounding him, he sang a beautiful aria that brought tears to our eyes. Do we have a great job or what?

**Reported by (please print):**  *Jane Smith, Food Bank Manager*  
**DATE:** *August 4, 2013*

Please email to [partners@northwestharvest.org](mailto:partners@northwestharvest.org) or fax to 206.267.2179.  
If you have any questions contact us at 1-877-353-7469 or e-mail [partners@northwestharvest.org](mailto:partners@northwestharvest.org)
Appendix B: Sample Monthly Reports

MEAL PROGRAM REPORT

Program Name: ABC Food Bank  County: Spokane

Month: January  Year: 2014

Total # of meals served 418
% of support from NWH 40%

Please list any contact changes since submitting the last report (e.g. hours, staff, addresses, phone numbers, email, etc.)

Our primary contact changed to John Smith, add phone number 123-456-7891, and Johnsmith@company.com. Please remove Jane Smith.

If you cannot calculate the percentage, please estimate

Your input is important to us. Please complete this information to the best of your knowledge. It will be shared with Northwest Harvest staff to support our efforts to better serve you, develop resources, and educate our audiences. Please continue on the reverse or attach additional sheet if necessary.

1. What trends have you observed?
   Nothing new really, we have a growing group of families and kids that come for the meal, where before they only used food bank.

2. What challenges and successes have you experienced? Feel free to include input on food you receive from Northwest Harvest.
   We have had a lot of success with meal variety and customer (client) enjoyment of the meal this past month.

3. Please share a memorable client or volunteer story.
   We are relational people, watching the connectedness among the clients and volunteers grow and blossom is great.

Reported by (please print): John Smith  DATE: February 1, 2014
Appendix C: Donated Food Notification Form

Donated Food Notification Form
WAC 246-215-151

(In accord with WAC 246-21-151, Washington State Retail Food Code, donated food distributing organizations are required to notify the regulatory authority annually, with this form, about the nature of its food service activities or whenever there is a significant change in food activities)

Food establishment name: ____________________________________________
Manager/Director: _________________________________________________
Location: _________________________________________________________
Mailing Address: ___________________________________________________
Person in charge: __________________________________________________
Phone: __________________________________________________________
Email: ____________________________________________________________

Open year round? Yes/no.
If no, circle months open.  Jan  Feb  Mar  April  May  June  July  Aug  Sept  Oct  Nov  Dec
What days do you receive donations?  Sun  Mon  Tue  Wed  Thur  Fri  Sat
What days do you prepare/serve/distribute food? Sun  Mon  Tue  Wed  Thur  Fri  Sat

We serve approximately ____ families/individuals per month.

Our program is: (check all that apply)
___ A food bank where customers self select
___ A food bank where food is pre-bagged
___ A meal program that prepares a hot or cold meal and serves at the same site
___ A meal program that prepares a hot or cold meal at one site and serves elsewhere
___ A meal program that prepares a hot or cold meal and delivers to a customers’ home.
___ Other (describe) _____________________________________________

Our food comes from: (check all that apply)
___ NW Harvest or Food Lifeline purchases or donations
___ Purchases from wholesale or retail sources.
___ Food recovery from local groceries/food manufacturers
___ Scheduled or random donations from individuals
___ Other (describe) _____________________________________________

I understand:
• My food service must meet the requirements of WAC 246-215. I have read and understand WAC 246-215-151.
• There is a person in charge at all times the business is open with a current food worker card and the authority to make decisions.
• The facility is not a private home and has sufficient equipment to handle food safely.

The applicant is responsible for completing this form and notifying the local regulatory agency of all changes in food establishment activities, mailing address and phone. The health officer may require this establishment to modify food preparation or services and may curtail some activities if the facilities are inadequate.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
</table>
CLIENT GRIEVANCE PROCEDURE

As a person using the ________________________________, you are entitled to expect that:

1) you will be treated with dignity and respect by all staff and volunteers;
2) you will be provided services in a non-discriminatory manner, without bias due to race, sexual orientation, color, religion, sex, age, national origin, citizenship, ancestry, physical or mental handicap, marital status, or because such person is a recipient of federal, state or local public assistance, or disabled Vietnam era veteran;
3) you can report complaints without fear of services being stopped or reduced, and without fear of mistreatment.

If you have a problem at the food bank with a volunteer or have other service concerns, you have a right to speak to the food bank coordinator, ________________________________, at the food bank or by calling ____________.

If you have a problem with a staff member, you are encouraged to attempt to resolve the problem directly with the staff member involved. If this is not possible, you have the right to speak with the food bank coordinator (see above) or her/his supervisor, ________________________________, at ________________________________.

If you cannot reach a satisfactory resolution through one of these mechanisms, your complaint can be referred to _________________________________.

~FOOD COMPLAINTS~

We obtain most of our food from Northwest Harvest and ________________________________; however, much is also donated by businesses and private individuals. Efforts have been made to sort through this food and dispose of any food products determined to be unusable. If you have a complaint regarding the food you have received, please notify ________________________________, who will determine the source so that any problems can be brought to the attention of both the donor and the people responsible for sorting through it.
PROCEDIMIENTO PARA LA TRAMITACIÓN DE QUEJAS CLIENTE

Como una persona con _________________, usted tiene derecho a esperar que:

(Banco de Alimentos)

1) Usted será tratado con dignidad y respeto por todo el personal y los voluntarios;
2) Además, se le brindarán servicios de manera no discriminatoria, sin prejuicios por motivos de raza, orientación sexual, color, religión, sexo, edad, origen nacional, ciudadanía, ascendencia, discapacidad física o mental, estado civil, o porque dicha persona es un receptor de público federal, estatal o local, o Vietnam era veterano;
3) Usted puede presentar sus quejas sin temor de los servicios que se suspende o se reduce, y sin temor a malos tratos.

Si usted tiene una problema en el banco de alimentos con un voluntario o tienen otras problemas de servicio, usted tiene el derecho de hablar con el alimentos coordinador del banco, - _________________, su supervisor o llamando al ____________________________.

Si usted tiene una problema con un miembro del personal, se le anima a fin de tratar de resolver el problema directamente con el miembro del personal implicado. Si esto no es posible, usted tiene el derecho de hablar con el alimentos coordinador del banco (véase más arriba) o su supervisor, _________________, en ____________________________.

Si usted no puede llegar a una solución satisfactoria a través de uno de estos mecanismos, la denuncia puede hacerse referencia a ________________.

~ DENUNCIAS DE LOS ALIMENTOS~

La mayoría de nuestros alimentos son de Northwest Harvest y _________________; Sin embargo, muchos son también donados por empresas y particulares. Se han hecho esfuerzos para ordenar a través de este alimento y disponer de todos los productos alimenticios que se pueden utilizar. Si tiene una queja en cuanto a la comida que ha recibido, por favor comuníquelo a _______ (Banco de Alimentos) _______ en _________________, quien determinará la fuente, a fin de que cualquier problema puede ser señalado a la atención de los donantes y las personas responsables de ordenar a través de ella.
Volunteer Code of Conduct

To assure orderly operations and to provide the best possible volunteer experience, ___________________________ asks and expects volunteers to follow rules of conduct that will protect the comfort and safety of all volunteers, employees, clients, and visitors:

- Treat all clients with courtesy and respect.
- Do not share medical, legal, religious, or political opinions with others.
- Keep clients’ personal information confidential.
- Follow directions and instructions given by staff.
- If you observe conflict between clients and/or volunteers, please report it to staff. Do not try to resolve or defuse the situation yourself.
- Follow all posted Food Safety Rules.
- Wash hands and wear gloves whenever entering the work area and after all breaks.
- Adults bringing children under the age of 16 are responsible for supervising their children.
- If sick, do not volunteer. When possible, please let the volunteer manager know 24 hours prior if you cannot work a shift.
- Please use designated areas (not the workplace) to eat, drink, and use cell phones and iPods.
- Any volunteers receiving food from the food bank must follow standard client protocol.

While it is not possible to list all the behaviors that are unacceptable in the workplace, the following are examples that would result in termination of a volunteer:

- Falsification of identity when completing the Volunteer Application.
- Theft from the food bank, volunteers, or clients.
- Working under the influence of alcohol, performance impairing drugs, or illegal substances.
- Verbal or physical harassment, confrontation, or violence toward clients, volunteers, or staff.
- Negligent or improper harm leading to bodily harm of another volunteer, employee, client, or property.
- Refusal to comply with reasonable instructions.
- Smoking inside the facility or in prohibited areas.
- Not following food safety protocols.
- Using tools or equipment that is defective or unsuitable for work being done.
- Possession of dangerous of unauthorized materials, such as explosives or firearms, in the workplace.
- Allowing non-volunteers to enter facilities without staff permission.
- Not following safety rules, regulations, code of conduct, or procedures.
Volunteer Interest Form

Name: ___________________________________________ Date of Birth: ___________________
Address: ____________________________________ City: ______________ State: _____ ZIP: ______
Phone #: __________________________ Email: ____________________________________________
Best way to contact you? __________ Would you like to be emailed about upcoming events? ______

**Availability**

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<tr>
<th></th>
<th>Mon</th>
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<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
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<td>Morning</td>
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<td>Afternoon</td>
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<tr>
<td>Evening</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

My Availability is: Ongoing _____ Only between certain dates: From _____________ To _____________
Frequency: Daily _____ Weekly _____ Monthly _____ One Time _____ Anytime you need me! _____

**Preferred Assignment**

Do you have any health problems that might limit your work? If yes, please briefly explain ______________

Please select the top three volunteer opportunities you would prefer to perform:

- _____ Sort and repack food in the food pantry
- _____ Assist in distribution during open hours
- _____ Administrative assistance
- _____ Delivery to the house-bound clients
- _____ Deep-cleaning the pantry
- _____ Outdoor gardening/maintenance
- _____ Assist with food drives/special events
- _____ Other. Tell us what you’d like to do! ________________________________

**Emergency Contact Information:**

Contact Name_____________________________________ Relationship: __________________________
Primary Phone __________________________ Alternative Phone__________________________
We work with food with potential allergens. Do you have any known food allergies?

__________________________________________________

**Service Reporting**

Will you need us to report your hours? ______ If yes, to whom? ________________________________

Please review our volunteer code of conduct before signing.

Volunteer Signature____________________________________________ Date __________

Parent/Guardian Signature (if applicable) ________________________ Date __________
Food Bank Site Visit Report

Visit Date__________________

(NWH staff complete first two sections prior to monitor)

Program Overview

Contact: _________________________ Phone #: (____) ___________________

Email: _________________________

Street Address: ________________________________

File Review

IRS 501(c)3 letter on file and current?  ☐ Y  ☐ N (Verify at http://apps.irs.gov/app/eos/)

If not independent 501(c)(3), name of parent organization: ____________________________

Is sponsorship letter from parent organization on file and current?  ☐ Y  ☐ N

(Verify IRS number at http://apps.irs.gov/app/eos/)

Any Missing Monthly Activity Reports (MARS)?  ☐ Y  ☐ N If yes, list missing months: ________________

Previous Monitor: Date ________________ Any follow-up areas?  ☐ Y  ☐ N If yes, include below:

Items for discussion: ________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

Intake Process

Are there any restrictions in clients receiving food? (If yes, please explain) __________________________

_______________________________________________________________________________________

Are clients receiving NWH food when outside of other program limitations? __________________________

How does the program manage this process/how is this ensured?* __________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

* Per the signed contract with Northwest Harvest, all NWH food is given freely to all people, no matter where they reside, their income level, or whether they have identification.
**FOOD SAFETY: Program Evaluation**

Does the program have the following:

- Receiving Records that Note Potentially Hazardous Foods
- Food Worker Cards
- PIC in Compliance with Health Code
- Grievance Procedure Posted Clearly
- Clearly Defined Hours of ServicePosted
- Fire Safety Plan, Exits Clearly Marked
- First Aid Kits and Emergency Numbers Clearly Visible
- NWH Partner Sign Posted In Client View
- Does the program need any other NWH posters? ________________________________

(\(\text{In}=\)in compliance  \(\text{Out}=\)not in compliance  \(\text{N/O}=\)not observed  \(\text{CDI}=\)corrected during inspection  \(\text{R}=\)repeat violation)

**FOOD SAFETY: Sorting and Repack**

Do you sort or repack food items?  \(\Box\) \(\text{Y}  \quad \Box\) \(\text{N}\) (If yes, please explain) ________________________________

1. Employee health, no sick staff handling food?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)
2. Plastic gloves used?  \(\Box\) \(\text{Y}  \quad \Box\) \(\text{N}\)
3. Adequate hand washing facilities within 25 feet?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)
4. Hand-washing sinks (kitchen and restrooms) are fully stocked with soap, paper towels and have running hot and cold water?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)
5. Facilities to wash dishes/utensils?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)
6. Repack surfaces cleaned and sanitized?  \(\Box\) \(\text{Y}  \quad \Box\) \(\text{N}\)
7. Repack utensils washed/sanitized/stored properly?  \(\Box\) \(\text{Y}  \quad \Box\) \(\text{N}\)
8. Food-grade plastic bags used for repacked product?  \(\Box\) \(\text{Y}  \quad \Box\) \(\text{N}\)
9. Repacked product properly labeled?  \(\Box\) \(\text{Y}  \quad \Box\) \(\text{N}\)

**FOOD SAFETY: Product Inventory and Storage**

Foods obtained from approved sources?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)

Use FIFO (first in, first out) or product rotation system?  \(\Box\) \(\text{Y}  \quad \Box\) \(\text{N}\)  If No, must adapt FIFO system.

Raw meats below or away from RTE food?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)

No heating, reheating, cooling or thawing?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)

Storage of foods 6” off the floor and 6” away from walls?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)

Accurate thermometers available?  \(\Box\) \(\text{In}  \quad \Box\) \(\text{Out}  \quad \Box\) \(\text{N/O}  \quad \Box\) \(\text{CDI}  \quad \Box\) \(\text{RV}\)
G: Food Bank Site Visit Report

Proper temperature logs current?  
Check/evaluate all dry and cold storage? □ Y □ N

Do you have food stored at an off-site location? □ Y □ N  
If yes, explain: 
(Site evaluation must be completed for each site.)

<table>
<thead>
<tr>
<th></th>
<th>In</th>
<th>Out</th>
<th>N/O</th>
<th>CDI</th>
<th>RV</th>
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</thead>
<tbody>
<tr>
<td>FOOD SAFETY: Physical Facilities</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Non-food – contact surfaces maintained and clean?</td>
<td>□ Y □ N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chemicals properly identified and stored?</td>
<td>In</td>
<td>Out</td>
<td>N/O</td>
<td>CDI</td>
<td>RV</td>
</tr>
<tr>
<td>No gross violations in sewage, power, or facility systems?</td>
<td>In</td>
<td>Out</td>
<td>N/O</td>
<td>CDI</td>
<td>RV</td>
</tr>
<tr>
<td>Insects, rodents, animals not present, entrance controlled?</td>
<td>In</td>
<td>Out</td>
<td>N/O</td>
<td>CDI</td>
<td>RV</td>
</tr>
<tr>
<td>Program in place for insects and rodents?</td>
<td>□ Y □ N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adequate ventilation, lighting, temperature?</td>
<td>In</td>
<td>Out</td>
<td>N/O</td>
<td>CDI</td>
<td>RV</td>
</tr>
<tr>
<td>Garbage, refuse properly dispose; facilities maintained?</td>
<td>In</td>
<td>Out</td>
<td>N/O</td>
<td>CDI</td>
<td>RV</td>
</tr>
</tbody>
</table>

Program Capacity

**TRANSPORTATION**

What type of transportation do you have to pick up your NWH food?

- □ pick-up truck
- □ van
- □ box truck, which will hold how many pallets? ________
- □ semi

Are any refrigerated?

Explain: ____________________________________________________________

Do you own or share (coalitions) the vehicles? __________________________

How many miles do you have to travel to get your NWH food back to your program? ________
Do you also pick up for another program?
Explain:_________________________________________________________________________________
________________________________________________________________________________________

STORAGE

DRY
How much total DRY storage space do you have?
□ XS (under one)
□ S (1-2 pallets)
□ M (3-5 pallets)
□ L (6-10 pallets)
□ XL (11-19 pallets)
□ XXL (20+ pallets)

How much of the dry space above is usually available for each new NWH order?
□ 10%  □ 25%  □ 50%  □ 75%  □ 100%

Does this include off-site storage? If not, how much additional off-site storage do you have?______________________________________________________________________

CHILL
How much total CHILL space do you have?
□ XS (under one)
□ S (1-2 pallets)
□ M (3-5 pallets)
□ L (6-10 pallets)
□ XL (11-19 pallets)
□ XXL (20+ pallets)

How much of the chill space above is usually available for each new NWH order?
□ 10%  □ 25%  □ 50%  □ 75%  □ 100%

Does this include off-site storage? If not, how much additional off-site storage do you have?______________________________________________________________________

FREEZER
How much total FREEZER space do you have?
□ residential units, how many? ________
□ commercial units, how many? ________
□ walk-in, size  □ XS (under one)
□ S (1-2 pallets)
□ M (3-5 pallets)
□ L (6-10 pallets)
□ XL (11-19 pallets)
□ XXL (20+ pallets)

How much of the chill space above is usually available for each new NWH order?
□ 10%  □ 25%  □ 50%  □ 75%  □ 100%

Does this include off-site storage? If not, how much additional off-site storage do you have?______________________________________________________________________
**Partner Programs and Advocacy**
Do you receive our Partner Newsletter? [ ] Y  [ ] N  Electronic or Hard Copy? (Circle one)
How could we improve? _______________________________________________________
Do you receive our Agency Newsletter? [ ] Y  [ ] N
Are you aware of our SmartBuys Program? [ ] Y  [ ] N
How could we improve? _______________________________________________________
Do you use our recipes? [ ] Y  [ ] N
How could we improve? _______________________________________________________

Are you interested in advocacy? [ ] Y  [ ] N
Would you be interested in a legislative site visit? [ ] Y  [ ] N
Do you receive our advocacy alerts? [ ] Y  [ ] N
Do you attend our conference? [ ] Y  [ ] N
What workshops would you like to see? ___________________________________________
____________________________________________________________________________

**Clients**
Are you seeing any changes in your client population or needs (numbers, demographics, item requests, etc)? _______________________________________________________
____________________________________________________________________________
____________________________________________________________________________

What are some of the greatest challenges your agency is facing currently?
____________________________________________________________________________

What resources could help you to overcome these challenges?
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

**Feedback for Agency**
How would you rate your service from NWH? ______________________________________
How could we improve? _______________________________________________________
How do you rate the quality of product received from NWH? _________________________
How could we improve? _______________________________________________________
Are you receiving enough food from NWH? Do you need to modify your order? Do you know how to do this? 

Observations and Corrective Actions

Follow-Up Date

Today’s Date

Program Representative

Northwest Harvest Representative
Meal Program Site Visit Report

Visit Date____________________

(NWH staff complete first two sections prior to monitor)

Program Overview
Contact: __________________________ Phone #: (_____ ) ________________________
Email: ___________________________
Street Address: _________________________________

File Review
IRS 501(c)3 letter on file and current? □ Y □ N (Verify at http://apps.irs.gov/app/eos/)
If not independent 501(c)(3), name of parent organization: _____________________________
Is sponsorship letter from parent organization on file and current? □ Y □ N
(Verify IRS number at http://apps.irs.gov/app/eos/)
Any Missing Monthly Activity Reports (MARS)? □ Y □ N Dates Missing: ______________________
Previous Monitor: Date ______________ Any follow-up areas? □ Y □ N If yes, include below:
Items for discussion: ________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

Intake Process
Are there any restrictions in clients receiving food? (If yes, please explain) __________________
___________________________________________________________________________________
___________________________________________________________________________________
Are clients receiving NWH food when outside of other program limitations? __________________
How does the program manage this process/how is this ensured?* __________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

* Per the signed contract with Northwest Harvest, all NWH food is given freely to all people, no matter where they reside, their income level, or whether they have identification.
FOOD SAFETY: Program Evaluation
Does the program have the following:

- Receiving Records that Note Potentially Hazardous Foods
- Food Worker Cards
- Permits for Commercial Kitchen
- PIC in Compliance with Health Code
- Proper Consumer Advisory Posted for Raw or Undercooked Items
- Grievance Procedure Posted Clearly
- Clearly Defined Hours of ServicePosted
- Fire Safety Plan, Exits Clearly Marked
- First Aid Kits and Emergency Numbers Clearly Visible
- NWH Partner Sign Posted in Client View
- Does the program need any other NWH posters? ____________________________

(In= in compliance   Out= not in compliance   N/O= not observed   CDI= corrected during inspection   R= repeat violation)

FOOD SAFETY: Protection from Contamination
Employee health, no sick staff handling food

Proper methods used to prevent bare hand contact with RTE foods gloves, tongs, etc.

Adequate hand washing facilities within 25 feet
Food obtained from approved source
Use FIFO (first in, first out) or product rotation system  

Proper washing of fruits and vegetables
Food in good condition, safe and unadulterated
Raw meats below or away from RTE food
Proper hot holding temperatures (between 130°F to 139°F)
Proper cooking time and temperature
Proper reheating procedures for hot holding
Proper cold holding temperatures (between 42°F to 45°F)
Accurate thermometer provided and used to evaluate temperature of PHF
Food contact surfaces used for raw meat thoroughly cleaned and sanitized
Proper thawing methods used
Potential food contamination prevented during preparation,
**STORAGE, DISPLAY**

Wiping cloths properly used, stored

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<thead>
<tr>
<th></th>
<th>In</th>
<th>Out</th>
<th>N/O</th>
<th>CDI</th>
<th>RV</th>
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**FOOD SAFETY: Product Inventory and Storage**

In-use utensils properly stored

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<thead>
<tr>
<th></th>
<th>In</th>
<th>Out</th>
<th>N/O</th>
<th>CDI</th>
<th>RV</th>
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</table>

Utensils, equipment, linens properly stored, used, handled

<table>
<thead>
<tr>
<th></th>
<th>In</th>
<th>Out</th>
<th>N/O</th>
<th>CDI</th>
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</table>

Single-use and single-service articles properly stored, used

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<tr>
<th></th>
<th>In</th>
<th>Out</th>
<th>N/O</th>
<th>CDI</th>
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Proper labeling, signage

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Storage of foods 6” off the floor and 6” away from walls

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Accurate thermometers available

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Proper temperature logs kept

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Check/evaluate all dry and cold storage? □ Y □ N

Do you have food stored at an off-site location? □ Y □ N

---

**FOOD SAFETY: Physical Facilities**

Hand-washing sinks (kitchen and restrooms) are fully stocked with soap, paper towels and have running hot and cold water

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Food and non-food surfaces properly used and constructed; cleanable

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Facilities to wash dishes/utensils. (3-compartment sink OR a 2-basin sink and dishwasher with a sanitizing cycle providing 155 or hotter water).

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Food – contact surfaces maintained, cleaned, sanitized

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Non-food – contact surfaces maintained and clean

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Physical facilities properly installed, maintained, cleaned

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Sewage, wastewater properly disposed

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Chemicals properly identified and stored

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Insects, rodents, animals not present, entrance controlled

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Program in place for insects and rodents? □ Y □ N

Adequate ventilation, lighting, temperature

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Garbage, refuse properly dispose; facilities maintained

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</table>
**Program Capacity**

**TRANSPORTATION**

What type of transportation do you have to pick up your NWH food?

- [ ] pick-up truck
- [ ] van
- [ ] box truck, which will hold how many pallets? _______
- [ ] semi

Are any refrigerated?

Explain: ___________________________________________________________________________________

________________________________________________________________________________________

Do you own or share (coalitions) the vehicles? _______________________________________________

How many miles do you have to travel to get your NWH food back to your program? _______

Do you also pick up for another program?

Explain: ___________________________________________________________________________________

________________________________________________________________________________________

**STORAGE**

**DRY**

How much total DRY storage space do you have?

- [ ] XS (under one)
- [ ] S (1-2 pallets)
- [ ] M (3-5 pallets)
- [ ] L (6-10 pallets)
- [ ] XL (11-19 pallets)
- [ ] XXL (20 + pallets)

How much of the dry space above is usually available for each new NWH order?

- [ ] 10%  [ ] 25%  [ ] 50%  [ ] 75%  [ ] 100%

Does this include off-site storage? If not, how much additional off-site storage do you have? ____________________________________________________________

**CHILL**

How much total CHILL space do you have?

- [ ] XS (under one)
- [ ] S (1-2 pallets)
- [ ] M (3-5 pallets)
- [ ] L (6-10 pallets)
- [ ] XL (11-19 pallets)
- [ ] XXL (20 + pallets)

How much of the chill space above is usually available for each new NWH order?

- [ ] 10%  [ ] 25%  [ ] 50%  [ ] 75%  [ ] 100%
Does this include off-site storage? If not, how much additional off-site storage do you have?

FREEZER
How much total FREEZER space do you have?

- [ ] residential units, how many? ______
- [ ] commercial units, how many? ______
- [ ] walk-in, size
  - [ ] XS (under one)
  - [ ] S (1-2 pallets)
  - [ ] M (3-5 pallets)
  - [ ] L (6-10 pallets)
  - [ ] XL (11-19 pallets)
  - [ ] XXL (20 + pallets)

How much of the chill space above is usually available for each new NWH order?

- [ ] 10%  
- [ ] 25%  
- [ ] 50%  
- [ ] 75%  
- [ ] 100%

Does this include off-site storage? If not, how much additional off-site storage do you have?

---

**Partner Programs and Advocacy**

Do you receive our Partner Newsletter?  [ ] Y  [ ] N
Electronic or Hard Copy? (Circle one)

How could we improve?

Do you receive our Agency Newsletter?  [ ] Y  [ ] N

How could we improve?

Are you aware of our SmartBuys Program?  [ ] Y  [ ] N

Do you use our recipes?  [ ] Y  [ ] N

How could we improve?

Are you interested in advocacy? Would you be interested in a legislative site visit?

Do you receive our advocacy alerts?  [ ] Y  [ ] N

Do you attend our conference?  [ ] Y  [ ] N

  What workshops would you like to see?

---

**Clients**

Are you seeing any changes in your client population or needs (numbers, demographics, item requests, etc)?

---
What are some of the greatest challenges your agency is facing currently?
What resources could help you to overcome these challenges?

Feedback for Agency
How would you rate your service from NWH?
How could we improve?
How do you rate the quality of product received from NWH?
How could we improve?
Are you receiving enough food from NWH? Do you need to modify your order? Do you know how to do this?

Observations and Corrective Actions

Follow-Up Date ________________________
Today's Date ________________________
Program Representative ________________________
Northwest Harvest Representative ________________________
## FOOD DONATION LOG

<table>
<thead>
<tr>
<th>DATE</th>
<th>Rec’d by</th>
<th>Dairy/Juice/Alternative Dairy*</th>
<th>Produce*</th>
<th>Meat*</th>
<th>Bread/Pastry</th>
<th>Canned/Dry Goods</th>
<th>Frozen*</th>
<th>Other/Non-Food items</th>
<th>Non-Meat Protein (eggs, tofu)*</th>
<th>Prepared Foods*</th>
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* Potentially Hazardous Foods which must be handled with Time and Temperature Controls for Safety
Refrigerator/Freezer Temperature Check

<table>
<thead>
<tr>
<th>Month: ___________</th>
<th>Year: _____</th>
<th>Unit: ____________</th>
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Date:       Refer Temp:       Checked By/Initials:

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For more information, please contact:
partners@northwestharvest.org
or 877.353.7469.

Discover more at
northwestharvest.org

Northwest Harvest
800.722.6924
info@northwestharvest.org

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