



Manual for Partner Programs



TABLE OF CONTENTS

3	Welcome Letter
4	Mission of Northwest Harvest
4	About Northwest Harvest
4	Statement of Beliefs
4	Equity Statement
5	Public Policy Positions
5	Resources From Northwest Harvest
5	Warehouse Contact Information
6	Your Agency’s Contractual Relationship With Northwest Harvest
6	Letter of Agreement
6	Reporting
6	Monthly Reports
6	Renewals
7	Changes In Agency Status
7	Donated Food Notification Form
8	Site Visits
8	Food Safety
8	Unacceptable Foods For Donation
8	Protocol For Receiving Donated Food
9	Decoding Food Label Dates
9	Repackaging Food at Food Banks
9	Food Storage Protocol
11	Partner Program Operation
11	Hours of Operation
11	Signage
11	Client Choice Distribution Method for Food Banks
12	Volunteers
12	Recruitment
12	Volunteer Management
12	Fundraising
13	Individual Giving
13	Grants
13	Community Events
14	Appendices
15	A: Hunger Response Network “Letter of Agreement”
17	B: Sample Monthly Reports
19	C: Client Grievance Procedure
21	D: Volunteer Code of Conduct
22	E: Volunteer Interest Form
23	F: Food Bank Site Visit Report
25	G: Meal Program Site Visit Report
28	Additional Resources On Our Website

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 neighbors 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.

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,

Jenn Tennent
Director, Hunger Response Network



PO Box 12272
Seattle, WA 98102
800.722.6924
JennT@northwestharvest.org

MISSION OF NORTHWEST HARVEST

The mission of Northwest Harvest is leading the fight for hungry people statewide to have access to nutritious food while respecting their dignity and promoting good health. Our vision is ending hunger in Washington.

About Northwest Harvest

Northwest Harvest is Washington's leading hunger relief agency - supporting a statewide network of 375 food banks, meal programs, and high-needs schools. Focused on improving equity in our food system, Northwest Harvest believes everyone in Washington should have consistent access to nutritious food that nourishes the body, mind, and spirit. In addition to making sure those who suffer from hunger have increased access to healthy food, Northwest Harvest aims to shift public opinion, as well as impact institutional policies and societal practices that perpetuate hunger, poverty, and disparities in our state.

Statement of Beliefs:

- We believe that access to food is a basic human right and central to achieving social justice
- We believe that hunger transcends political ideology
- We believe those that experience hunger must be part of the solution
- We believe that systemic inequalities such as racism and poverty are the root cause of hunger and not the fault of any individual
- We believe that communities thrive when all of us have our basic needs met
- We believe that to end hunger in our communities we must come together across our differences, embrace diversity, and engage in collective action

Northwest Harvest Equity Statement

Equity is fundamental to ending hunger. Northwest Harvest is committed to operating as an anti-racist, anti-oppression organization. We are unflinching in our work to transform an unjust food system into one that is more responsive and accountable to the communities most impacted by discrimination.

We recognize that hunger and poverty are rooted in systemic oppression. We cannot be complicit in perpetuating institutional injustices that sustain a racist society. We envision an equitable society where everyone can access the resources required to reach their full potential.

Equity demands a reordering of power and resources within a system that is out of balance. Equity thrives when centered around those most impacted by injustice, and we must follow their lead to have authentic partnerships in dismantling a system that sustains racism. Anti-oppression work is inherently disruptive, and we are committed to working through any discomfort to ensure that we are inclusive in our intentions and equitable in our actions.

Public Policy Positions

Northwest Harvest staff and Board of Directors have adopted three public policy positions to guide our decisions and actions in pursuing our mission through advocacy.

Promote Access to Nutritious Foods: Northwest Harvest will strive to take a lead in advocating, educating and organizing to promote access to nutritious food for low-income people. This includes opportunities to increase access to nutritious foods in communities with high levels of need (i.e., food insecurity or hunger) beyond our traditional role in the hunger relief system.

Help Low-income People Meet their Basic Needs: Northwest Harvest will support advocacy efforts to protect and strengthen programs and activities that help low-income people meet their basic needs. We know from our Focus Group Project that many low-income people coming into food banks and meal programs rely on various local, state, federal and non-profit human service programs to support them in meeting their basic needs. When basic needs such as income, housing, and health care are being met through support programs or initiatives that promote self-sufficiency, families can spend more of their income on food and help us reduce chronic hunger.

Support Budgets that Restore a Basic Safety Net: Northwest Harvest supports fair and sustainable federal, state and local sources of revenue to ensure that programs helping low-income people meet their basic needs do not receive further cuts and that funding is restored or enhanced where programs are insufficiently funded to provide a basic safety net. Northwest Harvest will specifically advocate against an all-cuts approach to local, state and federal budgeting that results in cuts to eligibility or services for programs supporting low-income people or our Partner Programs. Northwest Harvest will also provide information to our Partner Programs, clients, and network about the need to reform Washington's outdated tax system to ensure that Washington has fair, sustainable, and sufficient funding for our public 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.

- **Updates:** Each month, we send an email to Partner Programs that is full of important resources, best practices, food safety updates and advocacy alerts, among other important information.
- **Smart-Buys Plus:** Keep a look out for our bulk buy purchasing options called "Smart-Buys Plus" in monthly emails. This is an opportunity for your program to get great deals on items most sought out by food banks!
- **Conference:** Our conference offers great sessions, workshops, resources, and networking opportunities for emergency food providers and food justice advocates.
- **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>. We also have Advocacy Toolkits 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 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 Plus offerings, and many other resources!

Warehouse Contact Information:

Central Washington
Yakima Warehouse
911 S. 3rd St.
Yakima, WA 98901
509.575.6956

Eastern Washington
Spokane Warehouse
3808 N. Sullivan Rd.
Bldg 15, Ste K
Spokane, WA 99216
509.891.7012

Western Washington
Kent Warehouse
22220 W. Valley Hwy.
Kent, WA 98032

Distribution Specialist:
206.923.7445
Distribution Manager:
206.923.7451

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 15.

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. 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 secondary contacts change. These reports must be completed and returned to Northwest Harvest by the 10th of each month. Our monthly report forms can be found online.

Please access all of our Partner Programs materials via: <http://www.northwestharvest.org/extranet/index.php>. We prefer for forms to be submitted online, but 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 17.

Renewals: Early in selected calendar years, we will send you a **letter of agreement**. We will also ask you to confirm your current location and contact information. (If your hours of operation or contact information change at any time during the year, please let us know on your monthly report!) The **letter of agreement** with Northwest Harvest 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.**

Surveys: Early in selected calendar years, we will send you a **survey** regarding the parameters of your program and input into Northwest Harvest services.

The **survey** is required, so that we can send you products that will be most useful. Our partnership works best with your involvement.

Changes in Agency Status

INACTIVE AGENCIES

If for some reason an agency has not been able to pick up their food or declined their order for 6 months, it will be considered inactive. If the agency wishes to be reactivated, the agency must complete the application process again, and there must be a site visit before the agency status is changed to active.

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:

- The Partner Program is found discriminating against clients, volunteers, or staff.
- 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.

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. Contact your county health department for more information or to obtain the form required for your county.

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 review our site visit forms in the appendix 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 that 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.
- 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.

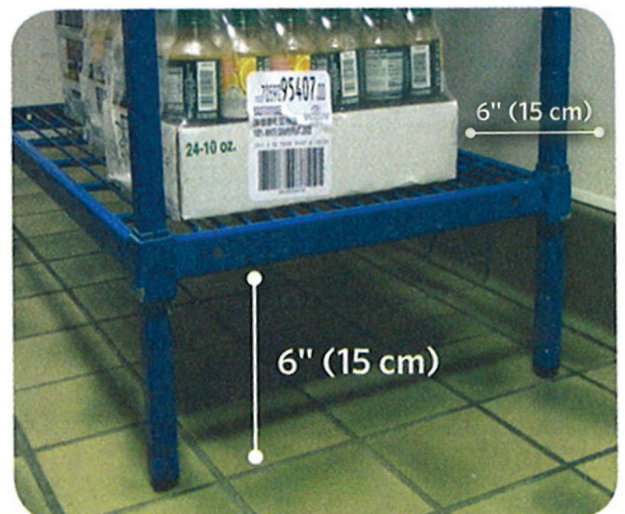


Food Storage Protocol

- 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, 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.
- Frozen items should not spend more than two 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.
- Discard any items that spend more than two 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.

Proper Hot/Cold Holding and Reheating Protocol

- Because cooking does not kill all bacteria, cooked potentially hazardous food must be kept hot until served. This way the surviving bacteria will not grow back again. Steam tables, soup warmers, and other hot holding units must be turned on and heated up before hot food is put into them. Use a thermometer to check the temperature of the food. HOT food must be kept 135°F or hotter.
- Food that is cooked and then cooled may be reheated later to be served again. Cold food that will be hot held must be reheated to at least 165°F quickly (within two hours).

More Food Safety Information

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—for Both Food Banks and Meal Programs

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 directors/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 a high-need population 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 substantial 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 C: Client Grievance Procedure” on page 19*. 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, www.idealists.org, and www.unitedway.org/get-involved/volunteer. These sites are great because volunteers can search for areas of interest, times available, and location to find a great nonprofit 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 D: Volunteer Code of Conduct"* on page 21.
- Use an interest form to find out a volunteer's time constraints and job preferences, and respect those preferences. See *"Appendix E: Volunteer Interest Form"* on page 22.
- 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, emergency closures, and changes in duties.
- 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 and secure?



-
- 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 finances, please see the links at the end of this section. 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!

Appendices

Appendix A: Hunger Response Network “Letter of Agreement”

Appendix B: Sample Monthly Reports

Appendix C: Client Grievance Procedure (English / Español)

Appendix D: Volunteer Code of Conduct

Appendix E: Volunteer Interest Form

Appendix F: Food Bank Site Visit Report

Appendix G: Meal Program Site Visit Report

NORTHWEST HARVEST
P.O. Box 12272, Seattle, WA 98102
800.722.6924

Email: info@northwestharvest.org
Website: northwestharvest.org
Social media: @nwharvest



Northwest Harvest Letter of Agreement

Subject to the terms of this Letter of Agreement, **NORTHWEST HARVEST** (hereinafter known as NWH) agrees to make food and non-food items available to our NWH partner programs. By this undertaking it is understood that NWH's will to provide food, as well as quantities and variety of food, are dependent on availability. NWH agrees to distribute donations to our NWH partner programs without any fees or charges, except for opt-in special purchasing programs.

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

We, (Program Name and County)

(PROGRAM NAME AND COUNTY EXAMPLE: 123 OF ABC COUNTRY)

Are a nonprofit 501 (c)(3) tax-exempt organization or sponsored by a 501 (c)(3) tax-exempt nonprofit organization, religious institution or Tribal Organization. We request to be a member of the NWH Hunger Response Network. We agree to distribute NWH products in accordance with the requirements contained in this Letter of Agreement and Partner Manual and understand that failure to do so will result in a review of our relationship with NWH and could lead to a termination of the partnership.

As a partner program of the Hunger Response Network of NWH we agree:

1. To provide NWH products to people who present themselves in a need without qualification.

Without qualification means:

- a. serving everyone regardless of residency, unless
 - i. program is a residence facility, or
 - ii. serves an identified vulnerable population. *
- b. asking no questions regarding personal financial matters, marital status, religious affiliation, sex, race or national origin.
- c. no requirement for Social Security numbers or Identification Card.
- d. not requiring anyone to attend a religious service or political meeting in order to receive food.

**if your program is a residence facility or caters towards one particular identified vulnerable population please list that information in the comment box below. **

2. We agree to treat all visitors with respect and dignity. We will not engage in discrimination, in service to guests or in staff and volunteer recruitment, against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity and expression, political affiliation, unfavorable discharge from the military or status as a protected veteran, or any other characteristic that is protected by law.

- a. A Client Grievance Procedure will be posted and available if a client has questions or concerns about either product served or treatment by staff and/or volunteers.

3. We agree to maintain and distribute NWH products in a safe, sanitary and wholesome condition, in accordance with any applicable federal, state, or local laws, regulation or ordinance. Under no circumstances will the agency or organization permit food, supplies, or materials to become contaminated or rendered unfit for human consumption or use.

- a. We will safely transport food using controls that maintain the cold chain and keep food out of the "Temperature Danger Zone".
 - b. We will always maintain a minimum of one (1) key staff/volunteer certified in safe food handling.
 - c. If required by the county Department of Health, we agree to display a current business certificate or permit applicable to our agency.
4. We agree to never exchange NWH products for money, fees of any kind, services, or other products. We will not ask, require or encourage those who present themselves in need of food to donate funds or to volunteer time in exchange for products.
 5. We agree to report serving statistics in the requested format to NWH by the 10th of each month.
 - a. Any partner with three or more missing reports will be subject to being deactivated if they do not submit missing reports within 30 days.
 6. We agree to promptly notify NWH of any changes in addresses, staff or primary volunteers, or information pertinent to this agreement.
 7. We agree to distribute NWH product directly to guests and acknowledge that it cannot be used for the purpose of thanking or compensating volunteers for their labor. No preference shall be given to volunteers and/or staff in the distribution of any NWH product. Volunteers using the food bank will receive the same products as guests.
 8. We agree to not provide NWH products to another agency without prior approval from NWH.
 9. We agree to respond to NWH communications in a timely manner. We will be available for monitoring. Monitoring may be conducted without prior notification and will take place at least once every three (3) years. Monitoring may be conducted more frequently, as determined by NWH.
 10. We have received, reviewed, and understand the NWH Partner Manual.

* If your program is a residence facility or serves one particular identified vulnerable group, please specify below, or enter N/A:

Northwest Harvest Agrees:

1. NWH agrees to distribute to our NWH partner programs without any fees or charges, except for opt-in special purchasing programs.
2. NWH agrees to provide documentation of the NWH products included in each distribution to partner programs.
3. We agree to carry out our work of serving partners in need of our assistance, we will ensure that our policies, procedures, and interactions with others are done through an equity lens - with dignity and respect for all.
4. We agree to respond to inquiries in a timely manner.

This agreement will be in effect for three (3) years commencing July 1, 2019 and ending on June 30, 2022. 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, 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.



Jenn Tennent HRN Director
NWH Authorized Signature

The undersigned has the authority to agree to the information submitted and certifies that they understand and agree to the above-mentioned terms and that all information provided is correct:

NORTHWEST HARVEST
 P.O. Box 12272, Seattle, WA 98102
 800.722.6924

Email: info@northwestharvest.org
 Website: northwestharvest.org
 Social media: @nwharvest



FOOD BANK REPORT

Month: *JULY*

Year: *2018*

Food Bank Name: *ABC Food Bank*

County: *Kittitas*

Total # of households served	<u>120</u>
0-2 years old	<u>25</u>
3-18 years old	<u>60</u>
19-54 year old	<u>32</u>
55 years and older	<u>55</u>
Total # of Individuals served	<u>172</u>
% of support from Northwest Harvest	<u>22%</u>

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

Our food bank just added new hours - we are now open 6-8 on Wednesdays in addition to regular hours 10am-1pm on Wednesdays and Fridays.

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.

- 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.
- 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!
- 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, 2018*

Please email to 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

NORTHWEST HARVEST
P.O. Box 12272, Seattle, WA 98102
800.722.6924

Email: info@northwestharvest.org
Website: northwestharvest.org
Social media: @nwharvest



MEAL PROGRAM REPORT

Month: *January*

Year: *2018*

Program Name: *ABC Meal Program*

County *Spokane*

Total # of meals served	<u>418</u>
% of support from NWH	<u>40%</u>

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, 2018*

Please email to 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

CLIENT GRIEVANCE PROCEDURE

As a person using the _____, you are entitled to expect that:
(food bank)

- 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 _ (food bank contact) at _____, 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 brindará 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 or 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

	Mon	Tue	Wed	Thu	Fri	Sat
Morning:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 Form

FOOD SAFETY: Program Evaluation

Ensure that the program has the following:	Notes
<input type="checkbox"/> Program hours posted <input type="checkbox"/> Grievance procedure posted <input type="checkbox"/> Exits marked/fire safety plan <input type="checkbox"/> NWH partner sign posted <input type="checkbox"/> First aid kits and emergency numbers visible <input type="checkbox"/> PIC has current food handler's card <input type="checkbox"/> Does the program need any NWH resources?	

FOOD SAFETY: Sorting and Repack

	Yes	No	Notes
Do you sort or repack foods?			If yes, explain:
Does the PIC ensure that sick staff/volunteers stay home?			
Are plastic gloves used for repacking?			
Are adequate hand washing facilities within 25 feet?			
Do sinks have hot water, soap, and paper towels?			
Are facilities for washing utensils present?			
Are repacking surfaces cleaned and sanitized regularly?			
Are food grade plastic bags used for repacking? <i>Remind program of SmartBuys bags</i>			
Are repackaged foods labeled with name and date?			

FOOD SAFETY: Product Inventory and Storage

	Yes	No	Notes
Is food received only from approved/reliable sources?			Sources:
Is FIFO or another product rotation system being used?			
Are raw meats stored below/away from RTE foods?			
Is any heating, reheating or thawing being done?			
Is food stored 6" off floors and 6" away from walls?			
Are accurate thermometers available and in use?			
Are current temperature logs present?			
Are refrigerators and freezers set to safe temperatures? <i>Fridge temp: 32F – 40F; Freezer temp: 0F – -10F</i>			
Is food stored at an off-site location?			Yes:

FOOD SAFETY: Physical Facilities

	Yes	No	Notes
Are non-food contact surfaces well maintained and clean?			
Are chemicals properly labeled and stored?			
Are there NO visible issues with sewage, power, or facility systems?			
Is a pest control program in place?			Known issues:
Does the storage/distribution area have adequate ventilation, lighting, temperature?			
Is garbage disposed of properly?			
Is there a designated person responsible for maintaining the facilities?			



Meal Program Site Visit Form

FOOD SAFETY: Program Evaluation

Ensure that the program has the following:	Notes
<input type="checkbox"/> Permits for commercial kitchen visible <input type="checkbox"/> PIC in compliance with Health Code <input type="checkbox"/> Proper consumer advisory posted for raw or undercooked items <input type="checkbox"/> Program hours posted <input type="checkbox"/> Grievance procedure posted <input type="checkbox"/> Exits marked/fire safety plan <input type="checkbox"/> NWH partner sign posted <input type="checkbox"/> First aid kits and emergency numbers visible <input type="checkbox"/> PIC has current food handler's card	

FOOD SAFETY: Protection from Contamination

	Yes	No	Notes
Does the PIC ensure that sick staff/volunteers stay home?			
Are proper methods used to prevent bare hand contact with RTE foods? (gloves, tongs, etc.)			
Are adequate hand washing facilities within 25 feet?			
Is food received only from approved/reliable sources?			Sources:
Is FIFO or another product rotation system being used?			
Are fresh fruits and vegetables being washed properly?			
Is food in good condition, safe and unadulterated?			
Are raw meats stored below/away from RTE foods?			
Are hot foods being held at proper temperatures? <i>At 135F or hotter</i>			
Are proper reheating procedures being followed?			

Are repacking surfaces cleaned and sanitized regularly?			
Are cold foods being held at proper temperatures? <i>At 40F or lower</i>			
Are accurate thermometers present and being used to evaluate the temperature of PHFs?			
Are food contact surfaces used for raw meat thoroughly cleaned and sanitized?			
Are proper thawing methods being followed?			
Is potential food contamination being prevented during preparation, storage, and display?			
Are wiping cloths being used and stored properly?			

FOOD SAFETY: Product Inventory and Storage

	Yes	No	Notes
Are in-use utensils being stored properly?			
Are utensils, equipment, and linens being used and stored properly?			
Are single-use and single-service articles being used and stored properly?			
Are foods in storage properly labeled?			
Is food stored 6" off floors and 6" away from walls?			
Are accurate thermometers available and in use?			
Are current temperature logs present?			
Are refrigerators and freezers set to safe temperatures? <i>Fridge temp: 32F - 40F; Freezer temp: 0F - -10F</i>			
Is food stored at an off-site location?			Yes:

FOOD SAFETY: Physical Facilities

	Yes	No	Notes
Are sinks fully stocked with soap, paper towels and have running hot water?			
Are all surfaces properly constructed, used, and cleanable?			
Are there facilities to wash dishes and utensils? (3-compartment sink w a sanitizing cycle providing water at 155F or hotter)			
Are food contact surfaces well-maintained, clean, and sanitized?			

G: Meal Program Site Visit Report

Are non-food contact surfaces well-maintained and clean?			
Are physical facilities properly installed, maintained, and cleaned?			
Are there NO visible issues with sewage, power, or facility systems?			
Are chemicals properly labeled and stored?			
Is a pest control program in place?			Known issues:
Does the storage/distribution area have adequate ventilation, lighting, temperature?			
Is garbage disposed of properly?			
Is there a designated person responsible for maintaining the facilities?			

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

Recipes (printable)

Technology for your Program

Timely Updates

'SmartBuys Plus' 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.



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