Dear Partner,

WELCOME TO OUR NETWORK PARTNER HANDBOOK!

Your Akron-Canton Regional Foodbank was founded on the belief that we are stronger and more efficient when we work together. We are proud to share a commitment to hunger-relief with you, which empowers real change for thousands of families and individuals struggling with food insecurity.

On behalf of our staff and Board of Directors, thank you for your collaborative partnership and for believing in a community where all people live healthy and hunger-free lives!

This work would not be possible without partners like you within the 8 counties we serve, and we are thrilled to work with you.

With the launch of our strategic plan, Foodbank 2020, we are focused on strengthening and growing the infrastructure of our hunger-relief network with the aim of making enough food available to close the meal gap in our service area by 2025. This is an ambitious goal, but with partners like you, we are confident it can be accomplished.

The Network Partners & Programs team at the Foodbank is committed to developing resources to help your program be the best it can possibly be in our collective work to end hunger. This handbook will assist your staff and volunteers with understanding the policies and procedures that guide how we do business with our network. It is only one tool in our resource toolbox, but it is an important one as it lays the foundation for the work we will do together.

As the experts in your community and of your program, feedback on our resources and procedures is always welcome. We couldn’t aspire to a thriving community free of hunger without your contributions.

Thank you for being part of our hunger-relief network.

Sincerely,
Jill M. Oldham, MPH
Director, Network Partners and Programs
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Introduction

OUR MISSION
The mission of the Akron-Canton Regional Foodbank is to lead a collaborative network that empowers people to experience healthy and hunger-free lives. We distribute food to feed people and we advocate, engage and convene our community in the fight to end hunger.

OUR VISION
The vision of the Akron-Canton Regional Foodbank is a thriving community free of hunger.

WHO WE ARE
The Foodbank provides food and other essential items to partner hunger-relief programs in eight Northeast Ohio counties: Carroll, Holmes, Medina, Portage, Stark, Summit, Tuscarawas and Wayne. These partner programs operate nearly 500 food pantries, hot meal sites, shelters and other hunger-relief programs in the neighborhoods and communities where people need food.

HOW WE WORK
The Foodbank provides an efficient operation to collect, sort and distribute food donations secured from corporate food donors, state and federal food assistance programs and Feeding America. Partner agencies place food orders, pick up the food and provide the food through their hunger-relief programs to their community or neighborhood.
OUR PARTNERS

The Akron-Canton Regional Foodbank works with a range of partners to help us achieve our mission.

• **Feeding America**: The nation’s largest domestic hunger-relief organization. Feeding America is a network of more than 200 partner food banks, including the Akron-Canton Regional Foodbank, which engages our country in the fight to end hunger.

• **Ohio Association of Foodbanks**: The Ohio Association of Foodbanks advocates on a state level for policies benefitting hungry Ohioans and coordinates and manages state funded programs such as the Ohio Food Program (OFP) and the Ohio Agricultural Clearance Program (OACP).

• **USDA/ODJFS**: The Ohio Department of Job and Family Services (ODJFS) administers the United States Department of Agriculture (USDA) commodities and enforces federal policies and procedures on the state level.

• **Food and Financial Donors**: Local donors provide over one-third of our food donations. Financial contributions from sources throughout the region subsidize operations and help keep free and low cost products on our menu.

• **Partner Agencies**: Partner agency programs include but are not limited to food pantries, hot meal sites, shelters, direct distributions, youth programs, senior programs, drug and alcohol rehabilitation, child and adult day cares, and residential or group home programs. Partner agencies are the foundation of the Foodbank’s hunger-relief network.
As partner agencies of the Akron-Canton Regional Foodbank, organizations must adhere to certain standards and responsibilities as outlined in the annual Partnership & Liability Agreement. Failure to comply with the annual Partnership & Liability Agreement and the associated responsibilities could lead to the suspension and/or end of partnership with the Foodbank. This section outlines the legal provisions that inform the content of the annual agreement.

THE TAX REFORM ACT OF 1976
The Tax Reform Act of 1976 established specific types of tax deductions to certain corporations when donating inventory. In addition, the act establishes specific parameters on how donated goods can be used and by whom. Since the vast majority of food obtained by the Foodbank is donated, our partner agencies must abide by all of the requirements of this federal law.

THE FEDERAL FOOD, DRUG AND COSMETICS ACT
The Federal Food, Drug and Cosmetics Act establishes regulations for the safety of food, drugs and cosmetics. In addition, this act prohibits the re-distribution of contaminated or potentially contaminated products.

Other laws and regulations governing the use of items your agency may obtain from the Foodbank include: The Fair Packaging and Labeling Act, Chapter 21 of the Code of Federal Regulations, and both federal and state labor laws.

The Akron-Canton Regional Foodbank and Feeding America are committed to the health and food safety of the communities we serve. The Foodbank provides detailed guidelines that must be met and maintained by all partner agencies to ensure the safe storage and handling of food on the agency level.

NATIONAL CIVIL RIGHTS LAWS
The purpose of Civil Rights policies is to promote fairness and equality of treatment for all people. National Civil Rights law is provided under several federal provisions including: Title VI of the Civil Rights Act 1964, Americans with Disability Act, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975, The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Food Stamp Act of 1977, Executive Order 13166, USDA Departmental Regulation 4330-2, and 7CFR Part 16, Equal Opportunity for Religious Organizations. As a partner agency of the Akron-Canton Regional Foodbank you will be required to conduct annual civil rights training with your staff and volunteers that have direct contact with clients.
THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

The Emergency Food Assistance Program (TEFAP) is funded under the U.S. Farm Bill and administered at the Federal level by the Department of Agriculture’s Food and Nutrition Service. The USDA uses the funding for TEFAP to buy food, including processing and packaging. This food is also known as commodities. The amount of commodities allocated to each of the states is contingent on its amount of low-income and unemployed population.

Each state designates a department or agency within the state to regulate the administration and distribution of the commodities. The supervising agency in Ohio for TEFAP Commodities is the Ohio Department of Job and Family Services (ODJFS).

ODJFS provides all guidelines for agency eligibility, handling and storage of the commodities, distribution to clients, client record maintenance and all other program related materials. All of these regulations are outlined in the Ohio Food Programs Manual, which will be provided to all partner agencies that are deemed eligible for TEFAP and State Commodities.

AKRON-CANTON REGIONAL FOODBANK

As a member of Feeding America, the Akron-Canton Regional Foodbank has the right to institute additional criteria for partner agencies in an attempt to provide for the most efficient and safe use of the limited resources available to partners.

In addition, the Akron-Canton Regional Foodbank may change or revise policies and guidelines when necessary to comply with changes in network policy or government oversight. We promise to make every attempt to communicate these changes as quickly and efficiently as we can.

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual’s income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.
Online ordering provides a real time inventory of the available case counts of product for your program. The online menu is specifically catered to the program that is logged in to order. It is the preferred method of ordering from the Foodbank.

**HOW TO READ THE MENU**

Before placing your order, you must understand what products are available to your agency and the shared maintenance fee associated with your order.

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>EXAMPLE</th>
<th>MAXIMUM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFP, OACP &amp; Harvest for Hunger</td>
<td>G6, G7, G8, HFH</td>
<td>Free of Charge</td>
</tr>
<tr>
<td>Donated</td>
<td>C1, C2, C3, FB</td>
<td>$0.18 / shared maintenance fee pound</td>
</tr>
<tr>
<td>USDA Product</td>
<td>G1, G2, G3, G4, G5</td>
<td>$0.10 / case pound</td>
</tr>
<tr>
<td>Amazing Values</td>
<td>P2, P3</td>
<td>Foodbank cost plus shared maintenance</td>
</tr>
</tbody>
</table>

The Food Menu is divided into 14 columns starting from left to right:

**WHAT IS SHARED MAINTENANCE?**

Collecting, sorting, packaging, handling and storing donated food costs money. Network Partners agree to help off-set a portion of these costs through a handling fee, called shared maintenance fee, which is assessed on product received. The current fee limit is 18 cents per pound which is below the fee limit set by Feeding America. Additional costs may be incurred by Network Partners who select products acquired through the Amazing Values Program.
### WHAT EACH COLUMN MEANS

<table>
<thead>
<tr>
<th>COLUMN</th>
<th>TITLE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ref</td>
<td>Product reference alpha/number</td>
</tr>
<tr>
<td>2</td>
<td>Product</td>
<td>Product description Note: Products with a photo available have a camera icon next to the product name. Click the camera icon to view the photo.</td>
</tr>
<tr>
<td>3</td>
<td>Storage</td>
<td>Type of storage environment needed to store the product within the food safety guidelines</td>
</tr>
<tr>
<td>4</td>
<td>Packing</td>
<td>How each product is packaged</td>
</tr>
<tr>
<td>5</td>
<td>Type</td>
<td>The kind of product such as beverage, cereal, grains, etc</td>
</tr>
<tr>
<td>6</td>
<td>Category</td>
<td>The food source according to Feeding America. RP (repacked product) are donated items that incur a VAP fee.</td>
</tr>
<tr>
<td>7</td>
<td>Price</td>
<td>Cost per case for the product</td>
</tr>
<tr>
<td>8</td>
<td>VAP (Value Added Process)</td>
<td>The cost that is associated with materials used for a repacked item such as box, label, and bag. These expenses are in addition to the shared maintenance fee for the product. For example, bulk cereal may be repackaged into smaller bags. The cost of the new bag and label may be $.03. In this case, the product fee would be $.18 per pound plus an additional $0.03 per pound, making the total fee to your agency $0.21 per pound.</td>
</tr>
<tr>
<td>9</td>
<td>Unit</td>
<td>All items are by the case</td>
</tr>
<tr>
<td>10</td>
<td>Weight</td>
<td>The weight of the case in pounds</td>
</tr>
<tr>
<td>11</td>
<td>Grant</td>
<td>Identifies if the product is covered by grant funding</td>
</tr>
<tr>
<td>12</td>
<td>Available</td>
<td>Case counts available to your agency - USDA and state products and, at times, other products, will be assigned a monthly case limit according to your program size which is determined by the number of clients served. USDA and state products are for emergency feeding programs only.</td>
</tr>
<tr>
<td>13</td>
<td>Qty</td>
<td>Enter the case counts you wish to order.</td>
</tr>
<tr>
<td>14</td>
<td>Del</td>
<td>Click the red x if you entered a case count but no longer want the product.</td>
</tr>
</tbody>
</table>
NOTES ABOUT PACKING DESCRIPTIONS

| ASSORTED – the case for an assorted product includes a variety of brands, sizes, and flavors of an assortment of different product types | BULK – the product is not individually packaged and is typically loose in the case | #10 CAN – a large restaurant-style canned good |

SPECIFIC SEARCHES
Column headings Storage, Type, and Category have a star associated with that column which indicates a specific search is available.

For example, if looking for USDA products:
- Click the star on the Category heading
- Check the boxes for G2 USDA Govt Food Purch and G5 USDA Bonus
- Click apply and only those products will be available for view.
- When done with viewing those products - click the star again for the Category column
- Click reset - entire menu will display again.

If looking for a particular type of product such as juice or cereal:
- Enter the product type in the search box above the column headings at the left
- Click search – product will appear
- When done - click reset

If looking for products that are free of charge:
- Above column headings and after the search box, click small box identified as Free Food Only
- Click search - products that are free will display
- When done - click reset

FOR ADDITIONAL INSTRUCTIONS REGARDING E-ORDERING, DOWNLOAD THE E-ORDERING GUIDE FOUND IN THE RESOURCE CENTER OF THE AGENCY ZONE.
Picking-Up Orders

OVERVIEW

1. Pre-appointment
   • Place an order and make an appointment
   • See E-Ordering Guide

2. Arrival
   • Arrive 5-10 minutes before the appointment
   • Park in the Dart Ave lot

3. Check-in
   • Enter through Agency Entrance and go to Order Desk.
   • Bring a photo ID

4. Loading & MarketPlace
   • Back the vehicle into assigned dock space and stay with vehicle
   • If the partner agency has an extra volunteer, they may shop MarketPlace now
   • Review the Order Invoice provided during check-in to ensure receipt of correct order while it is being loaded.
   • Have MarketPlace items weighed and list printed.

5. Check-out
   • Return to the Order Desk to sign Order Invoice and MarketPlace slip

PRE-APPOINTMENT
All agencies must have a scheduled appointment time to pick-up orders.

All appointments are 30 minutes long. Every step of pick-up, from arrival to check-out, must be completed in that timeframe, so the Foodbank can maintain a fair and efficient system.

Partner agencies must arrive on time for appointments or call the Foodbank at 330.253.7054 or 800.673.6490 if they are going to be late. If a partner agency arrives late for an appointment without calling, they may be asked to move to the back of the schedule or reschedule for another day.
ARRIVAL
Representatives from the agency should plan to arrive 5 - 10 minutes before the scheduled appointment time. When arriving at the Foodbank, park in the Dart Avenue lot. Never pull directly into an open dock door. Once parked, enter the Foodbank facility using the green Agency Entrance located to the left of the large dock doors.

DO NOT BEGIN SHOPPING THE MARKETPLACE UNTIL YOU COMPLETE CHECK-IN.

CHECK-IN
All agencies must check-in with the Order Desk to be assigned a dock space and to have the order brought to the assigned Dock. At the Order Desk, partner agencies will be given a copy of the order invoice and a clipboard.

During check-in, the Order Desk staff will ask to see a driver’s license to verify the individual is on the agency’s list of approved contacts to pick up products from the Foodbank. Foodbank staff will only release orders and allow MarketPlace shopping for people authorized by the partner agency.

LOADING & MARKETPLACE

FOODBANK PRODUCTS MUST BE TRANSPORTED IN A RESPONSIBLE AND SAFE MANNER. THE FOODBANK RESERVES THE RIGHT TO WITHHOLD ANY ORDER IF THE TRANSPORTING VEHICLE IS DIRTY OR NONCOMPLIANT WITH FOOD SAFETY REGULATIONS.

If the food is being transported in an open bed truck, it must be properly tarped and securely strapped. For more details, please refer to the Transporting Orders heading in this section.

Partner agencies should back vehicles into the assigned dock space in the agency dock.

At least one representative from the agency must remain with the vehicle. This person is responsible for reviewing the Order Invoice to confirm receipt of the correct products and correct quantity of those products. Please alert the Order Desk if any discrepancies arise.

If there are additional representatives from the agency at pick-up, they may shop the MarketPlace once the vehicle has been parked in the dock. The person remaining with the vehicle to verify the order being loaded may join to shop MarketPlace, but at any given point agencies can only have 2 total representatives in the MarketPlace. All items
from the MarketPlace must be weighed and a slip must be printed for all items taken. More details on MarketPlace policies are below.

Do not leave empty boxes or packaging in the agency dock or MarketPlace area. Please discard of them in the provided receptacles.

**CHECK-OUT**

Once the partner agency has loaded the order, they must return to the Order Desk to finalize paperwork. At the Order Desk, an agency representative will be required to sign a copy of the order invoice before leaving the Foodbank. If an agency exceeds the 30 minute appointment, they will need to pull out of the dock, park, and come back in to complete paperwork before leaving the premises.

If an agency leaves the Foodbank without checking-out at the Order Desk and signing the order invoice, the right to dispute any problems with the order has been forfeited. If an agency does sign the invoice, they can contact the Foodbank with any damaged products that may be noticed when arriving back at the agency.

Please note that the Foodbank does not send order invoices to agencies at the end of each month. Partner agencies must keep copies of invoices for their records for five years. Please make sure that any representatives from the agency that are picking-up orders are aware of this policy. The Foodbank will not reproduce invoice duplicates. Past invoices (without signatures) are also available via the e-ordering system.

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**ALL ORDER INVOICES MUST BE KEPT FOR 5 YEARS.**

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**MARKETPLACE POLICIES**

The Foodbank’s MarketPlace can be a very busy area when multiple agencies are shopping for items. To help regulate this, we have a few rules partner agencies must abide by while shopping in the MarketPlace.

- Agencies must schedule an appointment, even if only planning to shop MarketPlace.
- Agencies must check-in at the Order Desk prior to shopping MarketPlace.
- No more than **TWO** people from an agency may be in the MarketPlace at any time and no more than **ONE** cart should be used at any time.
- Be courteous and polite to all other people in the MarketPlace.
- Please use the scale that is provided and weigh products by category. Print a receipt from the scale and place the correct product category sticker on the receipt.
- Agencies must check out at the Order Desk to sign the invoice before leaving the Foodbank.
MARKETPLACE CATEGORIES

<table>
<thead>
<tr>
<th>PRODUCE</th>
<th>DAIRY</th>
<th>GENERAL</th>
<th>NON-FOOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRO8927 Marketplace</td>
<td>DA18927 Marketplace</td>
<td>MKT8927 Marketplace</td>
<td>NON8927 Marketplace</td>
</tr>
<tr>
<td>Fresh Fruits</td>
<td>Milk</td>
<td>All other food items, such as dry goods or bakery items</td>
<td>Paper products</td>
</tr>
<tr>
<td>Fresh Vegetables</td>
<td>Yogurt</td>
<td></td>
<td>Personal care items</td>
</tr>
<tr>
<td>Packaged and/or cut fruit or vegetables</td>
<td>Cheese</td>
<td></td>
<td>Cleaning supplies</td>
</tr>
<tr>
<td></td>
<td>Eggs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WAREHOUSE & AGENCY DOCK POLICIES
There are additional facility rules in place for the safety of all in the warehouse. These rules also help us ensure that all agencies receive effective and efficient service while complying with all OSHA requirements. Please adhere to the following rules when visiting the Foodbank facility for all reasons, including picking up orders and/or shopping MarketPlace.

- The Akron-Canton Regional Foodbank is a tobacco-free campus. Do not use tobacco products in the warehouse or anywhere on Foodbank property.
- The agency dock and warehouse are not child-friendly environments. If children must be present during pick-up, they are welcome to wait in our agency waiting room with adult supervision, or please have them wait in the vehicle to ensure their safety and the safety of others.
- Always wait to be helped by Foodbank staff.
- Please stay within designated agency areas unless given permission by Foodbank personnel.
- All persons entering the agency dock or warehouse must wear a shirt and closed-toe and closed-heel shoes. No sandals or flip-flops are allowed.
- Food and drink, including coffee, gum, candy and cough drops, are prohibited in the warehouse. Spills can attract insect and rodent pests, and can cause cross-contamination of food products.
TRANSPORTING ORDERS
Partner agencies are responsible for the safe handling and transportation of all products from the Foodbank. Appropriate vehicles are to be utilized. Vehicles should be dry, clean and safe for food transport. Products being transported in any type of open vehicle must be tarped and strapped securely to prevent contamination from weather and road hazards.

The Foodbank reserves the right to not allow an inappropriate vehicle to be loaded or depart from the warehouse. Failure to transport products in a clean, safe and responsible manner may result in suspension or end of partnership.

PRODUCTS BEING TRANSPORTED IN ANY TYPE OF OPEN VEHICLE MUST BE TARPED AND STRAPPED SECURELY TO PREVENT CONTAMINATION FROM WEATHER AND ROAD HAZARDS.
General Food Storage Guidelines

Proper storage and handling of food distributed by the Foodbank is expected of our partner agencies.

**THIS SECTION PROVIDES A GENERAL LIST OF THE FOODBANK’S GUIDELINES ONLY. THESE GUIDELINES DO NOT REPLACE, SUPERSEDE, OR IN ANY WAY EXEMPT PARTNER AGENCIES FROM COMPLIANCE GUIDELINES ESTABLISHED BY OTHER AUTHORITIES REGULATING OR GOVERNING THE ACTIVITIES OF THE AGENCY.**

If an agency is eligible for USDA and state commodities, there are additional guidelines explained in the Ohio Food Programs Manual.

All food storage areas must provide protection from weather, fire, theft and pests. Aisles between pallets or shelves must be wide enough to provide easy access for inspection, inventory and pulling of products.

The following guidelines must be met to provide proper storage for food.

<table>
<thead>
<tr>
<th>Store Food At Least 6” Off The Floor</th>
<th>Store Food At Least 4” From The Walls</th>
<th>Store Food At Least 18” From The Ceiling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Each Case With Month and Year It Was Received</td>
<td>Full Stock Should Be Rotated Every 3 Months to Avoid Expired Product</td>
<td>Store Non-Food Items Separately From Food</td>
</tr>
<tr>
<td>Clean Floors, Pallets, and Shelving Regularly</td>
<td>Keep Doors, Windows, and Roofs Well Sealed</td>
<td>Maintain a Pest Control System</td>
</tr>
<tr>
<td>Maintain Equipment Regularly</td>
<td>Maintain Temperature and Pest Control Logs for ALL Storage Areas</td>
<td>Follow Basic Rules for Stacking Product</td>
</tr>
</tbody>
</table>

**MAINTAIN PROPER TEMPERATURE IN ALL STORAGE AREAS**

<table>
<thead>
<tr>
<th>Refrigerated Units</th>
<th>Freezer Units</th>
<th>Dry Storage Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>33° - 40° F</td>
<td>0° F or below</td>
<td>50°- 70° F</td>
</tr>
</tbody>
</table>

Please visit the Resource Center in the Agency Zone for more information.
ADDITIONAL GUIDELINES FOR ON-SITE FEEDING PROGRAMS

All on-site feeding programs, including residential programs, must follow the proper food storage and handling guidelines outlined in the previous section and the additional guidelines below:

• All sinks, cooking equipment, utensils and serving ware must be clean, sanitized and well maintained.

• Always wash hands with soap and hot water **BEFORE** handling food, preparing food, and serving food.

• Always wash hands with soap and hot water **AFTER** preparing food, serving food, handling raw meat, handling dirty dishes or utensils, handling garbage, using the bathroom, eating, drinking and smoking.

• When drying hands, it is best to use a disposable single-use towel.

• Please wear hair nets when appropriate and always wash your hands after touching any part of your body.

• Always cover any cuts with a bandage and disposable gloves and change gloves when they get soiled or contaminated. Wash hands **BEFORE** putting on disposable gloves.

• When preparing food, make sure the food is cooked to the proper internal temperature to kill or neutralize harmful bacteria. Use a stemmed-thermometer or other food-grade thermometer to check for correct temperatures.

  • Hot foods need to be kept at 135°F or hotter.
  
  • Cold foods need to be at 40°F or below.

• When serving, make sure the food is maintained at proper temperatures to prohibit bacterial growth and spoilage. Use a food-grade thermometer to check for correct food temperatures. Cold food should be kept below 40° and hot food should be kept at 135° or higher.

Any questions or concerns regarding the storage and handling of food should be directed to the Network Partners and Programs Department at 330.535.6900.
As part of the Partnership & Liability Agreement, partner agencies are required to report statistical data on how many clients are being served each month. This information is compiled by the Foodbank and reported to the Ohio Association of Foodbanks and ODJFS. These statistics are used to help determine program efficiency and allocation of resources. Inaccurate or late statistics from a partner agency can result in the suspension or end of partnership with the Foodbank.

**MONTHLY REPORTS ARE DUE BY THE 10TH OF EACH MONTH.**

<table>
<thead>
<tr>
<th>30/31</th>
<th>6</th>
<th>10</th>
<th>11</th>
<th>12-15</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service month ends</td>
<td>Automated Reminder Call: 6th of month</td>
<td>Report Due Date: 10th of month</td>
<td>Automated Reminder Email: 11th of month</td>
<td>Personal Email and/or Phone Call Reminder: 12th-15th of month</td>
<td>If not submitted, Account Suspension: 16th of month</td>
</tr>
</tbody>
</table>

**ADDITIONAL INFORMATION**

- Monthly reports should be completed every month even if the program did not always use products obtained from the Akron-Canton Regional Foodbank and even if the program did not serve anyone that month.

- While the account is suspended, partner agencies will not be able to place an order with the Foodbank. The suspension will not be lifted until the missing report is received and up to one month for recurring non-compliance with this policy.

**KEEP COPIES OF MONTHLY REPORTS ON FILE FOR 5 YEARS.**
INSTRUCTIONS

• The Monthly Statistical Report must be completed and submitted every month by all agencies even if you did not always use products obtained from the Akron-Canton Regional Foodbank and even if the number of clients served for the given month is zero.

• Your agency must keep copies of Monthly Statistical Reports for three years.

• Monthly Statistical Reports are due by the 10th of each month for the previous month’s distribution. For example, a January Monthly Report would be due February 10, and a February Monthly Report would be due March 10. There are no exceptions to this policy.

• Your Monthly Statistical Report can be submitted one of four methods: Postal Mail, Fax, Email, or using the Online Monthly Statistical Report. Please do not submit your report in more than one method.

• Questions about the Monthly Statistical Report should be directed to the Member Services Department of the Akron-Canton Regional Foodbank at 330.535.6900 or agencies@acrfb.org.

SECTION 1. Report Information
All agencies must complete this section. Enter the month and the year that the report covers.

SECTION 2: Agency Information
All agencies must complete this section. Enter basic information about your agency, including the name of the person completing the report in case there are questions. Check the “Check if any new information” box if any information in this section has changed from the previous month (i.e. new phone number or address). City names must be spelled out, not abbreviated. Phone numbers must include an area code.

SECTION 3: Food Pantry Statistical Section
Food Pantries or agencies with Food Pantry Programs must complete this section. If your agency does not participate in a food pantry program, please leave this section blank. Copies of Form A Ohio Department of Job & Family Services Federal and State Funded Food Programs Eligibility To Take Food Home are required to complete this section. Sort them into two piles: Households WITH Minor Children (for COLUMN A) and Households WITHOUT Minor Children (for COLUMN B).

SECTION 4: Meal Site and/or Shelter Statistical Section
Meal Sites and Shelters must complete this section. If you do not provide an on-site meal leave this section blank. Enter the actual number of people served on LINE 1, and the actual number of meals, not people, served on LINE 2. Please note that LINE 1 may be different than LINE 2 if clients are allowed more than one serving per meal.

SECTION 5: Congregate and/or Residential Meals Statistical Section
This section must be completed by agencies that provide food as a supplement to their programs, such as group homes, drug and alcohol rehabilitation or youth recreation program, which are called Congregate and Residential Programs. If your agency is not a Congregate and/or Residential Program, leave this section blank. Enter the actual number of people served on LINE 1, and the actual number of meals, not people, served on LINE 2. Please note that LINE 1 may be different than LINE 2 if clients are allowed more than one serving per meal.

SECTION 6: Comments
Please use this section for any additional information you would like to include with your Monthly Statistical Report.
ONLINE MONTHLY REPORTING
Monthly Report information can be submitted online at akroncantonfoodbank.org. Once logged onto the website’s homepage, click on the link to the “Agency Zone” at the top of the page. The Agency Zone contains important information and resources for network partners.

Click to submit your monthly report online.

The monthly report page includes questions about basic agency information. The three sections that follow are for reporting program numbers. Refer to the previous section about how to complete the monthly report.

FOOD PANTRIES USING PANTRYTRAK
Complete the following simple steps to retrieve and submit the monthly report online.

• Log-in to PantryTrak Admin account
• Select “Main Pantry Report”
• Choose the month for which the program is reporting and click submit
• The box at the top of the report is the monthly report - transfer the numbers to the online monthly reporting form described above.

Once the report is submitted online, a confirmation email with a copy of the report attached is sent via email. Monthly reports must be kept for five years.
ADDITIONAL OR OTHER PROGRAM REPORTS
The Akron-Canton Regional Foodbank may require additional reports if an agency is involved in any partnership programs. These programs include Direct Distributions, School Pantries, and Backpacks. If an agency is required to submit additional reporting statistics or information, necessary forms will be provided. Questions about monthly reports should be directed to the Network Partners and Programs Department of the Akron-Canton Regional Foodbank at 330.535.6900 or monthlyreports@acrfb.org.

KEEP COPIES OF MONTHLY REPORTS ON FILE FOR 5 YEARS.
CREDIT LIMIT
The credit limit is established by the Foodbank and can be reviewed by the Network Partners and Programs Department at any time upon request of the partner agency. It is not a revolving monthly credit limit, but a fixed credit limit operating the same way as a credit card limit.

The Foodbank does not assess late fees for overdue payments; however, the account may be suspended for any invoice more than 45 days overdue. In addition, the Foodbank reserves the right to lower your credit limit or place the agency on “Check and Carry” status at any time due to ongoing late payments. Once an agency has reached its credit limit, the agency will not be allowed to order and may not be able to shop the MarketPlace until a payment has been made on the account.

“Check and Carry” status requires that an agency bring a check for the total amount due each time an order is picked up.

INVOICES
Invoices are generated for every order showing each product on the order, the corresponding weight, and costs associated with each item. Two copies of each invoice are printed at the Order Desk and given to the agency representative picking up the order. The agency representative must sign one of the invoice copies which will remain at the Foodbank and the other copy is to be kept with agency records for five years.

COPIES OF INVOICES MUST BE KEPT ON FILE FOR 5 YEARS.

It is the responsibility of the agency to see that the appropriate paperwork is directed to the individual in the organization responsible for paying bills. Please make sure that all staff and volunteers are aware of this procedure.

STATEMENTS
At the end of each month, the Foodbank mails a statement to the partner agency. The statement lists the dates and amount due for each invoice on the account. The statement reflects current month activity as well as any invoice balances still open from prior months. Statements are provided as a
means for the partner agency to reconcile the activity on the account with the invoices received at pick up.

If the statement should be mailed to the attention of a different contact or to a different address other than the site address, the partner agency must provide this information in writing to the Network Partners and Programs department. It is the partner agency’s responsibility to update this information.

**PAYMENTS**

The Foodbank payment terms are 30 days from invoice date. Upon remittance of payment to the Foodbank, the check should be printed with the correct agency name and include the following information: 1) Each invoice number that is being paid; 2) The amount of each invoice to be paid; and 3) The agency account number.

All check payments must be issued from the account of the 501(c)(3) public charity or church holding partnership with the Foodbank with the agency name clearly stated on the check. Cash, money orders, and/or personal checks will not be accepted. Questions regarding this policy should be directed to the Network Partners and Programs Department.

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**CASH, MONEY ORDERS, AND/OR PERSONAL CHECKS WILL NOT BE ACCEPTED.**

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It is the Foodbank’s policy to post payments as soon as possible. However, there may be circumstances beyond the Foodbank’s control that would delay posting a payment. Please allow enough time for the check to reach us, especially if nearing the agency credit limit. Lack of timely payment can result in issues when ordering.

**OVERDUE BALANCES**

A partner agency with an outstanding invoice of more than 45 days past due will be contacted by the Finance Department at the Foodbank in an attempt to resolve the outstanding balance. If an outstanding balance reaches 60 days, the agency account may be suspended, meaning that no orders can be placed. Once suspended for non-payment, the Finance Department, in cooperation with the Network Partners and Programs Department, may take one or more of the following actions:

- Require all outstanding invoices be paid before more orders or MarketPlace shopping are permitted
- Agency credit limit may be lowered
- Agency may be placed on “Check and Carry” status
- Require Agency to set up a payment plan
CREDITS
Any credits that appear on your statement as a result of previously overpaying an invoice will remain on the statement until the Finance Department is directed by the agency as to which invoice(s) the agency wants the credit applied. For occasions when product is returned or missing from an order, a credit memo will be issued and mailed to the agency. Please reference the credit memo number on your remittance stub as well as the original invoice number. Credits can only be applied to open invoices for the account number to which the credit was issued.

QUESTIONS
If there is a question about the statement or an anticipated problem in keeping the account current, please contact the Finance Department as soon as possible. The Finance Department is available at 330.535.6900, Monday through Friday, 8:00 AM to 4:00 PM.
ANNUAL SITE VISIT

Every partner agency of the network is required to comply with an annual site visit by a Foodbank representative. These site visits are required under The Federal Food, Drug and Cosmetics Act and must be completed to remain an active partner agency of the network.

A representative of the Foodbank will contact the agency to schedule the site visit at once each calendar year. Staff will work with partner agencies to find a mutually convenient day and time. Because this is a detailed review of the program, it is very important that the main contact and/or program director be present and prepared.

WHAT TO EXPECT AT THE SITE VISIT

It will take approximately one hour for the site visit with the Foodbank representative.

During that time, the following will occur:

- A review to confirm, and update details about the program including hours, contact information, etc.
- Discuss the status, direction, and needs of the program.
- Conduct a visual visit of the facility including all dry storage areas, refrigeration units, food preparation areas, and anything else deemed necessary by the Foodbank representative.

The Foodbank representative will also conduct a review of all records used to manage the Foodbank account.

Documents that must be on site and retained for five years:

- All USDA Eligibility To Take Food Home Forms (TEFAP) completed by clients
- Temperature logs (maintained weekly at agency)
- Monthly reports (submitted monthly by agency)
- All Foodbank invoices
- Completed civil rights checklists for all volunteers and/or staff (completed annually)
- Pest control logs and/or invoices from pest control company (maintained monthly)

After the visit is complete, partner agencies will be asked to sign the Partner Agency Site Visit Form. Copies of all the completed paperwork will be sent to the main contact at the partner agency via email.
SITE VISIT NON-COMPLIANCE
If there are multiple or critical items out of compliance, partner agencies may fail the site visit. If a partner agency fails the site visit, the account may be placed on suspension while the Foodbank works with the program to correct issues. Partner agencies will be expected to complete the Corrective Action Plan and contact the Foodbank within 90 days to complete a follow-up site visit to confirm that the problems have been corrected. Once the site visit is complete and the Foodbank finds the agency is in compliance again, the suspension will be lifted.

The senior pastor or executive director will be notified of non-compliance that results in the suspension of an account.

If the Foodbank is not contacted within 6 months from the date of the non-compliant visit, the account will be placed in an inactive status.

UNSCHEDULED SITE VISITS
The Akron-Canton Regional Foodbank reserves the right to inspect any partner agency at any time for compliance violations or reports of misconduct as outlined in the Partnership & Liability Agreement, the USDA & Ohio Commodities Agreement (if applicable) and this handbook.

Policy violations and misconduct include, but are not limited to: civil rights discrimination, improper handling and storage of food, selling, exchanging or using for personal gain any product provided by the Foodbank and any activity that may compromise, or call into question, the integrity or mission of the Akron-Canton Regional Foodbank.
Compliance Violation Procedures

The Akron-Canton Regional Foodbank is a certified partner of Feeding America, the nation’s largest domestic hunger-relief organization. As part of this national network, the Foodbank must uphold the highest standards in food storage, processing and distribution. In turn, partners of the Akron-Canton Regional Foodbank’s network will be held to the standards and policies set forth in the **PARTNERSHIP & LIABILITY AGREEMENT**. In addition, depending on the type of program operated by the partner agency, they may be required to abide by other agreements such as the **USDA & OHIO COMMODITIES AGREEMENT**.

**COMPLIANCE**
Partner agencies in compliance with the standards and policies set forth in the Partnership & Liability Agreement and any additional agreements as required by the Foodbank are categorized as “active”. Active agencies are considered to be in good standing and are eligible for all Foodbank programs and grant opportunities.

**NON-COMPLIANCE**
If a partner agency does not comply with the Partnership & Liability Agreement and other applicable agreements, the Foodbank may suspend the agency or inactivate the agency. The Foodbank recognizes these consequences may adversely impact clients. Our goal is to ensure clients have access to the food they need; we must maintain the safety and integrity of programs to ensure the best results for clients and their families.
RESOLUTION OF NON-COMPLIANCE ISSUES
Depending on the nature or severity of the issue or non-compliance, a partner agency will face advisement, suspension, and/or end of partnership based on the judgment of the Foodbank. The Foodbank reserves the right to suspend or inactivate a partner agency without first being advised. All agencies will be notified in writing of changes in account status.

<table>
<thead>
<tr>
<th>ADVISEMENT</th>
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<tbody>
<tr>
<td>• Foodbank staff meets with the partner agency</td>
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<tr>
<td>• Corrective action plan is created to outline steps and actions that will be taken by the agency to correct the non-compliance</td>
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<tr>
<td>• Partner agency will be allowed to order and pick up from the Foodbank. In addition, the partner agency will be expected to abide by all other required policies and procedures.</td>
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<tr>
<td>• Partner agency will have up to 90 days to submit and/or comply with the corrective action plan.</td>
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<tr>
<td>• If issue is not resolved, the partner agency will face suspension and/or end of partnership.</td>
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<th>SUSPENSION</th>
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<td>• Written notification sent to the partner agency explaining the details of the suspension</td>
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<tr>
<td>• Partner agency will NOT be able to order or pick up any food or other necessities from the Foodbank and will not be eligible for free food, MarketPlace appointments/shopping or any grant opportunities.</td>
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<tr>
<td>• Partner agency will still be responsible for submitting monthly reports, any requested documentation and allow for follow-up site visits.</td>
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<tr>
<td>• Suspension periods will last until the issue has been resolved or six months, at which time (if there is no resolution) the account will be inactivated by the Foodbank.</td>
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<th>END OF PARTNERSHIP</th>
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<tr>
<td>• Foodbank reserves the right to inactivate the account of any agency partner without notice for issues related to the Partnership &amp; Liability Agreement and the USDA &amp; Ohio Commodities Agreement</td>
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<tr>
<td>• If an agency account has been non-voluntarily inactivated by the Foodbank, the agency will be prohibited partnership for a period of no less than six (six) months</td>
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### POSSIBLE NON-COMPLIANCE EXAMPLES

Issues or compliance issues typically fall within four classifications and may include, but are not limited to, the following:

<table>
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<tr>
<th>ADVISEMENT</th>
<th>SUSPENSION</th>
<th>END OF PARTNERSHIP</th>
<th>EXAMPLES</th>
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<tr>
<td></td>
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<td>Agency does not have proper documentation of charitable status (either 501c3 documentation from the IRS or supporting documentation for a church qualifier)</td>
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<td>Agency requires additional paperwork or intake criteria that violate policies</td>
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<td>Agency is not maintaining paperwork as required by the Foodbank</td>
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<td>Agency is not serving ill, needy, or infants (with a primary focus on need)</td>
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<td>Agency is compromising the safety of the food during transportation, storage or distribution</td>
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<td>Agency fails to pass site visit and/or follow-up visit</td>
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<td>Agency treats volunteers differently than other clients and/or provides volunteers with additional food</td>
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<td></td>
<td>Agency is selling or bartering items</td>
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<td>Agency fails to make payment on account after attempts have been made to resolve the situation.</td>
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<td>Agency has suggested “donation” for food, requires clients to volunteer, and/or requires clients to participate in activities in order to receive food, such as:</td>
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<td>• requires clients to attend job training, counseling, or other program just to receive assistance</td>
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<td></td>
<td>• requires clients to attend religious services, counseling or seminars</td>
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<td></td>
<td></td>
<td></td>
<td>Agency uses product for fundraisers or other unsanctioned activity</td>
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**NON-COMPLIANCE ISSUES WILL BE EXAMINED ON A CASE BY CASE BASIS.**

The chart above is to provide examples and is not inclusive of all possible non-compliance issues.
GUIDANCE FOR RELIGIOUS ORGANIZATIONS
Partner agencies distributing USDA/State products are required to observe additional guidelines from the USDA ensuring religious activity is kept entirely separate from food distribution. Visit the Agency Zone of the Foodbank website for an FAQ to assist in better understanding how to remain in compliance with these guidelines.

RESOLUTION OF CIVIL RIGHTS ISSUES
When a client makes a civil rights complaint against a partner agency, the complaint is filed with the Akron-Canton Regional Foodbank and the Ohio Department of Job and Family Services. Once the complaint has been made, an investigation is opened and the implicated partner agency will be contacted for input. Written documentation of the reported issue may be requested from the partner agency.

Partner agencies found in violation of civil rights policies will be advised with a corrective action plan. A verified report or discovery of a second issue will result in USDA and Ohio Commodities being removed from the partner agency account for no less than six months. This removal may become permanent. The partner agency will receive written documentation of the removal and a copy of this documentation will be placed in the agency file.

After six months, the partner agency may make a request in writing to the Network Partners and Programs Department to have the federal and state-funded products reinstated. These requests will be decided on a case-by-case basis.

Additional verified issues could result in the non-voluntary inactivation of the partner agency account.

CORRECTIVE ACTION PLANS
A corrective action plan documents the non-compliance and outlines steps that have been taken or will be taken to resolve issues.

For some issues, the Foodbank will provide the partner agency with a standard corrective action plan that must be signed and submitted to the Foodbank when completed.

For other issues, the Foodbank may request a detailed corrective action plan from the offending agency. These plans must include:

- A statement of understanding that explains the issue and demonstrates the leadership of the agency understands the issue
- Detailed actions and projected completion dates
- Names and titles of agency representatives that will be responsible
- Explanation as to how these actions will prevent recurrence of the issue
- Attachments of training tools, documents or other related materials that were used or will be used as part of the corrective action plan
MINIMUM ACCOUNT ACTIVITY
Agency accounts that are not used on a regular basis will become inactive. To keep an account active, the partner agency must order from the menu at least twice a year and spend a minimum of $200 annually.

The Foodbank will notify partner agencies in writing once the account is inactivated. If the account is inactivated due to lack of activity, the partner agency may reapply for partnership.

VOLUNTARY INACTIVATION OF ACCOUNT
At any time, a partner agency in good standing may voluntarily inactivate their account for a variety of reasons. Voluntarily inactivated accounts may be reactivated within six months without a need to reapply. Partner agencies wishing to inactivate their account should have their main contact send an inactivation request in writing to their Team Apple or Team Bread representative.

REACTIVATION OF ACCOUNT
Voluntarily inactivated accounts will not be required to complete the full partnership approval process unless the time period of the inactivation is longer than six months.

All non-voluntarily inactivated accounts must complete the full partnership approval process and are not guaranteed partnership.

Before the account is reactivated, a Foodbank representative will need to inspect the facility where product will be stored and representatives of the agency will be required to attend a new partner orientation at the Foodbank. Also, the agency must not have any outstanding bills or debts with the Foodbank. Other requirements may need to be completed depending on the situation. This will be determined on a case-by-case basis.
GRIEVANCE PROCESS

It is the Akron-Canton Regional Foodbank’s intention to treat all agencies and their representatives justly. The following outlines the process by which an agency can report a grievance and resolve issues with the Foodbank.

| STEP 1: Written Notification to Director, Network Partners and Programs | • If an agency feels that it has been treated unfairly by the Foodbank, the agency should notify the Director, Network Partners and Programs, in writing immediately.  
  • The Director, Network Partners and Programs will coordinate a resolution to the grievance.  
  • A written report will be issued and will include details of the grievance and the actions taken to resolve the grievance.  
  • The report will be signed by appropriate representatives of both the Foodbank and the agency. |

| STEP 2: Meeting Request with Director, Network Partners and Programs | • If the agency is not satisfied, the agency can request a meeting with the Director, Network Partners and Programs.  
  • The meeting request should include details of the grievance and reasons for not accepting the written resolution.  
  • A written report will be issued and will include details of the meeting and the actions taken to resolve the grievance.  
  • The report will be signed by appropriate representatives of both the Foodbank and the agency. |

| STEP 3: Request to President & CEO | • If the first two steps do not resolve the issue, an agency can request input from the Foodbank President & CEO.  
  • The request should be sent to the Director, Network Partners and Programs within 30 days.  
  • The Director, Network Partners and Programs, will coordinate the process with the President & CEO to determine how to come to a final resolution to the grievance.  
  • A final report will be issued and will be signed by appropriate representatives of both the Foodbank and the agency.  
  • This decision is final and the grievance process is complete. |
ADDITIONAL RESOURCES
The Akron-Canton Regional Foodbank’s website is a source for both the public and for partners of our hunger-relief network. The Agency Zone Section of the website is continually growing and developing to meet the needs of our network. Currently, the following resources are available on akroncantonfoodbank.org under Agency Zone:

- Online Monthly Report Submission
- Online Ordering
- Food Safety and Civil Rights Training Materials
- Hunger Facts & Hunger-Related News
- Downloadable Agency Newsletters, Handbook, and All Network Partner and Programs Forms

THE OHIO BENEFIT BANK
The Ohio Benefit Bank (OBB) is an internet-based, counselor assisted service that connects low- and moderate-income families to tax credits and work supports. The service is supported by The Ohio Association of Foodbanks and regionally implemented by the Akron-Canton Regional Foodbank.

Organizations that choose to offer OBB as one of their services, known as OBB Sites, provide counselors that will walk clients through the online process and give them vital information to complete the process of getting the help they need. This service is currently being used in all 88 counties in Ohio by over 1,200 faith-based and community organizations.

Partner agencies that wish to offer OBB as one of their services can start the process of becoming a site if they have a computer with internet access and a printer. There is no cost involved with becoming a site.
NETWORK INSIDER NEWSLETTER
The Foodbank’s Agency Newsletter is emailed to each partner agency on a bi-monthly basis. The newsletter focuses on special issues, stories of success and topics of interest in the effort to end hunger. Each newsletter will be archived under the Resource section of the Agency Zone on akroncantonfoodbank.org. If you have suggestions or would like to see a specific issue addressed in the newsletter, please contact the Network Partners and Programs Department.

EXTRA HELPINGS
Extra Helpings is a monthly e-news sent via our automated email system. Extra Helpings includes information about upcoming closures, Foodbank events, and agency partner reminders. This email will be sent to the main contact and any other designated contacts on the partner agency account.

AUTOMATED MESSAGING SYSTEM
The Foodbank uses an automated messaging system to contact staff and volunteers at partner agencies. This system allows the Foodbank to send an important message or emergency announcement that is then broadcasted to the entire network within minutes. Each partner agency can have up to five contacts in the system. If you would like to add or remove a contact from this system, please contact the Network Partners and Programs Department.

INFORMATIONAL WEBSITES

Feeding America: feedingamerica.org
USDA: usda.gov
Food Marketing Institute: fmi.org
Be Food Safe: befoodsafety.gov
Nutrition.gov: nutrition.gov
American Diabetes Association: diabetes.org
National Heart Lung and Blood Institute: nhlbi.nih.gov
Healthy Foodbank Hub: healthyfoodbankhub.feedingamerica.org

Ohio Association of Foodbanks: ohiofoodbanks.org
State of Ohio: ohio.gov
FoodSafety.Gov: foodsafety.gov
American Dietetic Association: eatright.org
More Matters: fruitandveggiesmorematters.org
American Heart Association: americanheart.org
The National Institute of Diabetes & Digestive & Kidney Diseases: niddkd.nih.gov
Still Tasty: stilltasty.com
Client Focus

The Foodbank is committed to serving people in need in a respectful, dignified manner. We require partner agencies to be compliant with civil rights laws – and encourage agencies to continuously strive to improve their services for the betterment of their clients and their community.

CLIENT EXPERIENCE
The Foodbank believes it is important to share information about the lived experiences of people in need. Resources are available to help inform program leadership, volunteers, and the community about the struggles faced by those who are food insecure.

CLIENT STORIES
The Foodbank publishes stories of clients receiving services at local food programs. These stories can be found at akroncantonfoodbank.org/stories.

FEEDING AMERICA RESEARCH
The Foodbank is part of the Feeding America network, the largest charitable response to hunger in the United States. Feeding America conducts research to provide insight into the needs and experiences of our hungry neighbors. Research can be found at feedingamerica.org/hunger-in-america/our-research/.

VOICES
The Foodbank started the Voices project in 2015 to incorporate the feedback of clients into our hunger-relief network. This research not only allows the clients to have a voice, but looks to make systematic improvements based on their feedback. To learn more about the Voices project, contact the Network Partners and Programs Department.

ADVOCACY NETWORK
The Foodbank advocates on behalf of people in need in our community and encourages partner agencies to get involved.

Ways to get involved:
• Sign up to join the Foodbank Advocacy Network
• Join the Paper Plate Campaign to share client stories
• Contact your local elected officials and educate them about hunger in the community

To learn more about advocacy, visit akroncantonfoodbank.org/advocate.
QUESTIONS ABOUT PANTRYTRAK
For information on PantryTrak, call 330.535.6900 and ask for the Network Partners and Programs Department or email pantrytrak@acrfb.org.

QUESTIONS ABOUT SNAP
The Foodbank’s SNAP Outreach program focuses on helping the community understand the program and assisting clients with the application.

There are 3 easy ways you can participate in the Foodbank’s SNAP Outreach program.

1. refer clients
2. host a visit
3. advertise Foodbank phone line: 855.560.0850

For more information, contact the SNAP Outreach team at 330.535.6900 or email snapreferral@acrfb.org.

RESOURCES FOR CLIENTS
To ensure clients have access to the resources they need, the Foodbank helps connect clients to assistance through:

• Ohio Benefit Bank - Free Tax Services
• Need Food? Page
• Recipe Cards

Links to the listed resources can be found at akroncantonfoodbank.org/agency/client-resources.
Akron-Canton Regional Foodbank
350 Opportunity Parkway
Akron, Ohio 44307-2234
Phone: 330.535.6900
Fax: 330.996.5337

**HOURS OF OPERATION**

**OFFICE**
• Monday – Friday  8:00 AM - 4:00 PM

**WAREHOUSE, AGENCY DOCK & ORDER DESK**
• Monday – Wednesday  7:00 AM – 2:30 PM
• Thursday  7:00 AM – 1:30 PM
• Friday  7:00 AM – 2:30 PM

**ORDER LINE**
• Monday – Friday  8:00 AM – 11:30 AM and 12:30 PM – 2:30 PM

**ORDER LINE NUMBERS**
Akron Area:  330.253.7054
All Other Areas:  800.673.6490

**ORDER DEADLINES**
If an order is placed **BEFORE 11:30 AM** on any business day by phone or online, your order will be ready for pick-up the following business day if there are available appointments.

If you place an order **AFTER 11:30 AM** on any business day by phone or online, the order will be ready for pick-up the second available business day.

**EMERGENCY CLOSURES**
In the event of a local emergency or severe weather situation, for the safety of our agencies, volunteers and Foodbank staff, the Foodbank may temporarily shut down operations.

• The Foodbank’s CEO may decide to temporarily cease operations.
• If the Summit County administrative offices are closed for emergency or severe weather situations, the Foodbank will also close by default.
If the Foodbank should experience an unscheduled closure or some type of safety concern, our partner agencies will be notified in the following ways:

- A general message will be placed on the main phone line (330.535.6900) explaining the type of emergency and the expected duration of the emergency situation.
- Updates will be placed on the home page of the Foodbank’s website, akroncantonfoodbank.org, and on the Agency Zone page of the website.
- If warranted, the Foodbank may also use its automated voice messaging system to contact staff and volunteers of our partner agencies.

**NETWORK PARTNERS AND PROGRAMS DEPARTMENT CONTACTS**

Agency partners have a team of staff assigned by area to complete site visits and assist with any questions or concerns. Simply call the Foodbank main line and ask for a team based on your location.

**TEAM APPLE**
Holmes, Medina, Wayne and city of Akron programs

**TEAM BREAD**
Carroll, Portage, Stark, Tusc. and Summit County programs outside the city of Akron

**COMPLIANCE**

ALL DOCUMENTS MUST BE RETAINED FOR 5 YEARS.

Keep the following documents for 5 years:

- TEFAP forms
- Civil Rights Checklists
- Foodbank Invoices
- Temperature Logs
- Pest Control Logs/Invoices
- Monthly Reports

Monthly Reports are due by the 10th of each month for the previous month’s distribution. There are no exceptions to this policy.

**NETWORK PARTNER FORMS**

Available on the Akron-Canton Regional Foodbank website in the Agency Zone at akroncantonfoodbank.org/agency/forms.
My Account Details

ACCOUNT REPRESENTATIVES

- Team Apple
- Team Bread

Names:

E-ORDERING

Agency Ref:
Username:
Password:

PANTRYTRAK

Username:
Password:

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<th>Credit Limit</th>
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