

# PARTNER AGENCY HANDBOOK

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Effective January 15<sup>th</sup>, 2025



## New Hampshire Food Bank

700 East Industrial Park Drive  
Manchester, NH 03109

603.669.9725  
<http://www.nhfoodbank.org>

# Hunger in New Hampshire

Hunger impacts approximately 1 in 10 NH residents statewide.

As the **only food bank in the state** and a **trusted leader for 40 years**, the NH Food Bank works to ensure that all Granite Staters have access to the food and resources they need to thrive with the ultimate goal of eradicating hunger in NH.

## Our impact in 2023

# 16.3M

POUNDS OF FOOD

# 13.6M

MEALS PROVIDED

# 400

AGENCY PARTNERS IN NH

The New Hampshire Food Bank fights the root causes of hunger by empowering people to learn new skills, enabling them to become more self-sufficient and improve their quality of life.

**1 in every 10 NH residents face food insecurity.**



**1 in every 7 NH children face food insecurity.**



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## SECTION 1: NH FOOD BANK OVERVIEW

### NH Food Bank Mission

The Mission of the New Hampshire Food Bank (NHFB) is to feed hungry people by soliciting and effectively distributing grocery products and perishable foods, and offering innovative programs through a statewide network of approved Partner Agencies; by advocating for systemic change; and by educating the public about the nature of, and solutions to, problems of hunger in New Hampshire.

### What We Do

The New Hampshire Food Bank, a program of Catholic Charities New Hampshire, serves as the only Food Bank in the state, working to provide nutritious food and resources to the hundreds of thousands of New Hampshire residents that are food insecure. The NH Food Bank supplies millions of pounds of food annually to more than 400 Partner Agencies, including food pantries, homeless shelters, soup kitchens, children's programs, senior centers and more. In turn, these Partner Agencies provide hunger relief to those suffering from food insecurity throughout the state. The New Hampshire Food Bank operates in all 10 NH counties.

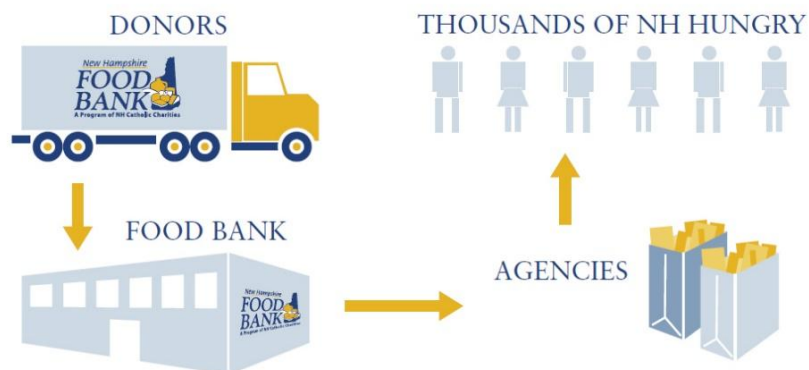
Over the years, the NH Food Bank has evolved as an organization. We have created innovative programs designed to fight the root causes of hunger by empowering people to learn new skills, enabling them to become more self-sufficient and improve their quality of life.

### History

The New Hampshire Food Bank, a program of Catholic Charities New Hampshire, opened its doors on World Food Day in 1984 and in that first year distributed 250,000 pounds of food to feed the hungry throughout the state. At that time, the Food Bank had 600 square feet of space in a garage.

Over the years, the NH Food Bank has continued to expand in step with our distribution efforts. We moved to a larger space in downtown Manchester on West Brook Street, and then in August of 2010, the Food Bank moved into our current home, a 60,000 square foot facility on East Industrial Park Drive in Manchester. We have seen many efficiencies since that move, including improved work flow and the ability to stretch donor dollars when purchasing food due to more storage/capacity.

Now 40 years after first opening our doors, the New Hampshire Food Bank - the only Food Bank in the state - is a vital distributor and supplier to our partner hunger relief organizations (often referred to as Partner Agencies) throughout NH. Each year the NH Food Bank distributes tens of millions of pounds of food to all corners of the Granite State, and on average our Partner Agencies receive about 60% of their food from the New Hampshire Food Bank.



## Feeding America Partnership

The NH Food Bank is a member of Feeding America®, the Nation's Food Bank Network. It is the largest domestic hunger relief organization. Through a network of more than 200 Food Banks, Feeding America distributes food to more than 40 million people at risk of hunger. The network serves all 50 states, the District of Columbia, and Puerto Rico. The New Hampshire Food Bank, as a member of this network, subscribes to its contract, pays memberships fees, and adheres to best practices for food banking. In exchange, NH Food Bank gains national-level expertise in solving hunger, raising funds, sourcing food, strengthening advocacy, and understanding economic and supply trends.

## Feeding America & NH Food Bank's Shared Beliefs

Shared beliefs are the mutually agreed upon assumptions that underpin our strategies, decisions, behaviors, and actions.

- We believe that no one should go hungry.
- We believe there is enough food in America for all.
- We believe in providing access to food and fostering collaborative solutions with partners in and out of our network to address hunger's root causes.
- We believe that equity is at the core of ending hunger and that when we intentionally address inequities faced by people most impacted by food insecurity, everyone facing hunger benefits.
- We believe people that face hunger best understand the realities of food insecurity.
- We believe the actions we take to advance our vision will be iterative, and our understanding of optimal approaches will evolve. We believe each step builds upon and honors our history.

*Feeding America's® Network Charter, effective March 1, 2023.*

## Location & Hours

The NH Food Bank is located at 700 E. Industrial Park Drive in Manchester, NH.

Directions: From all points north and south, take NH Interstate 93 to exit 6. Head east on Candia Rd to E. Industrial Park Drive. The NH Food Bank is 0.8 miles down on the right. A large mural is painted on the side of the building.

The NH Food Bank is open Monday through Friday, 8:00am to 4:00pm. The warehouse is open for Agency order pickups Monday through Thursday, 8:00am to 3:00pm, and Fridays 8:00am to 2:00pm. The warehouse closes each day from 12:00-12:30pm. Any changes to this schedule will be reported to Partner Agencies in advance.

The NH Food Bank is closed annually for the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

The NH Food Bank will give advanced notice on any other closures that may affect agency pickup and/or delivery. This communication will be noted in the monthly Agency Relations Bulletin or via email.

In the event of an emergency closure, the NH Food Bank will post the closure with WMUR. Telephone outgoing messages will be updated to reflect the closure as well. The NH Food Bank makes every effort to remain open during an emergency and will reschedule pickup and delivery appointments for Partner Agencies as needed.

## Introduction & Content Disclaimer

This NH Food Bank “Partner Agency Handbook” is designed to help Partner Agencies understand and utilize their membership. The following sections will outline NH Food Bank policies, guidelines, expectations, programs, and best practices. Many policies and requirements listed in this handbook are directly taken from the NH Food Bank’s Partner Food Bank Agreement with Feeding America and the agreed upon compliance requirements. The contents of this Handbook are subject to change and can be amended at the NH Food Bank’s discretion at any time.

The document that contains required membership documents will be sent out alongside this handbook and will need to be signed and returned to the NH Food Bank by the date listed. For any questions regarding any content found in this handbook, contact the Agency Relations Manager, Kristie Deneault at [kdeneault@nhfoodbank.org](mailto:kdeneault@nhfoodbank.org) or 603-669-9725 ext.1240.

*Sections of this handbook have been inspired by other Feeding America Partnered Food Bank handbooks and documents. All referenced and modified sections are used with permission and have been adapted for New Hampshire Food Bank use. Any duplication is strictly to ensure clear messaging.*

## Food Distribution Statement

The New Hampshire Food Bank relies on food donations and financial donors to help meet the need of food insecure individuals in the community. NHFB receives donations and makes purchases of food from a range of sources including food drives, community donations, local farmers and gardeners, retailers, and wholesalers. In 2023, the NH Food Bank procured and distributed over 16.3 million pounds of food to those in need in New Hampshire.

Volunteers help to inspect and sort food in preparation for distribution. Volunteers provide thousands of hours of support every year ranging from cooking meals in our kitchen, sorting donated food, and working in our production garden. In 2023, the NHFB had a total of 28,249 volunteer hours logged.

Using refrigerated box trucks, our staff of drivers make monthly deliveries to 18 locations around New Hampshire where Partner Agencies pick up food to then distribute to clients in their area. The NH Food Bank also distributes food directly to people in need through our drive-thru model mobile food pantries located in approximately 22 locations around the state.

## USDA Nondiscrimination Statement

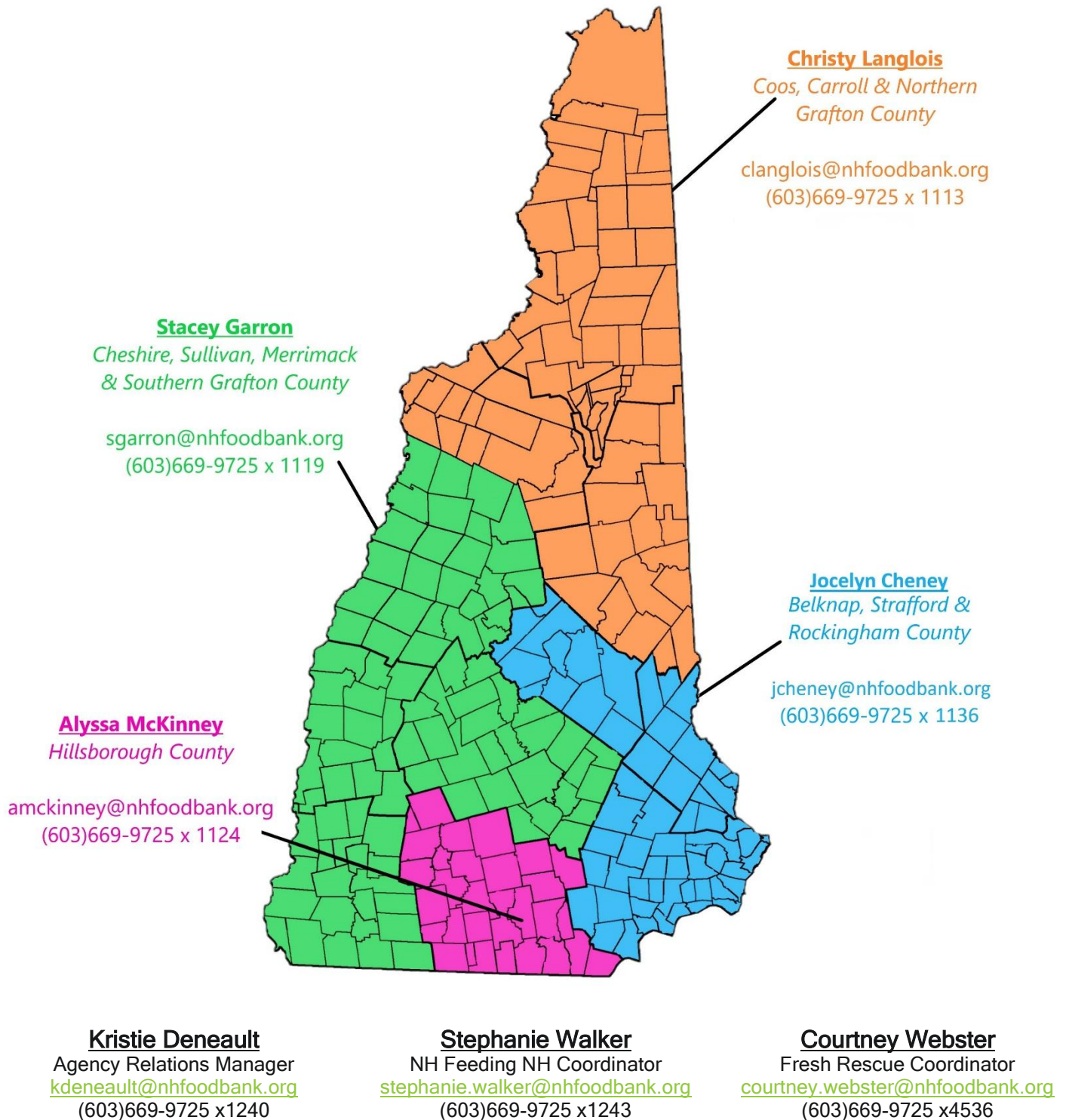
The New Hampshire Food Bank will be in compliance with all applicable civil rights legislation consistent with the objective that no person will, on the ground of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sex, sexual orientation including gender identity or expression, unfavorable discharge from the military, status as a protected veteran, or as otherwise prohibited under the current USDA nondiscrimination statement, be excluded from participation in; be denied the benefits of, or be subject to discrimination under any program or activity of a Partner Agency through which assistance is provided by the USDA.

## Non-Partisan Statement

The New Hampshire Food Bank, a program of Catholic Charities New Hampshire, is a 501(c)(3) organization and as such is strictly non-partisan. The NHFB will remain free from party affiliation, bias, or designation and will not promote, post on any social media, make statements, post signage, etc. any political campaign, candidates running for office or any act that would be considered partisan.

## Agency Relations Team

The Agency Relations Department at the NH Food Bank oversees everything Agency related, including activating new Agencies, monitoring existing Agencies, answering questions or concerns, enabling Fresh Rescue Partnerships, coordinating the NH Feeding NH program, monitoring training, and building and maintaining relationships with our Partner Agencies.



## SECTION 2: PARTNER AGENCY MEMBERSHIP

### Eligibility for Membership

Organizations or Agencies may apply for membership with the NH Food Bank if they meet the criteria and requirements listed below. All membership is considered based on location, need in the area, type of Agency, and prospective clients. Fulfilling the below criterion does not guarantee membership approval and final decision will be at the discretion of the NH Food Bank staff. Eligibility requirements must be maintained for the duration of the partnership with the NH Food Bank.

### Eligible Partner Agencies:

1. Must be an established public charity, non-profit Agency or church/community sponsored program serving the needy and must be tax exempt under the IRS Code 501(c)3, or function under the auspices of an umbrella organization. The public charity must operate for the purpose of serving the ill, needy, or infants, or use donated product in a manner relating to and consistent with the organization's exempt purpose through programs that care for and serve the ill, needy, or infants.
  - a. An Agency-Sponsored Program is to be deemed eligible, if they are covered by a tax-exempt organization under the IRS Code 501(c)3 and that organization acknowledges in writing, assuming all fiscal and legal responsibility for the Agency Sponsored Program. Funds used to pay handling fees or delivery fees assessed by the Agency-Sponsored Program must come from the Fiscal Agent/Umbrella Organization and not from the Agency-Sponsored program. All Agency-Sponsored Programs will need a letter from the Fiscal Agent/Umbrella Organization written by the CEO/Executive Director or Board Chair stating the above as well as the organizations proof of eligibility. Example letter [here](#).
  - b. A church organization may establish its tax-exempt status in any of the three following ways:
    - i. If the church is part of a larger religious organization (such as a diocese, a presbytery, an association, etc.), it will need to provide a letter from the CEO/Executive Director/Board Chairperson, written on the letterhead of the larger ("parent") religious organization of which it is a part, indicating that it is a member in good standing of that organization, agreeing to sponsor such a program and assume all responsibilities (fiscal and legal) for the sponsored organization, and it will need to provide a copy of the Section 501(c)(3) determination letter for the "parent" religious organization. Example letter [here](#).
    - ii. If the church is not part of a larger religious organization, it will need to complete the "Church Qualifier Form" (included in the Appendix);
    - iii. If the church has elected to qualify itself as a tax-exempt organization under Section 501(c)3, it may comply with the requirements above applicable to nonprofit corporations that are not churches.
  - c. Any change of address (per IRS form 557), must be reported in writing to both the IRS and to the NH Food Bank. Any Agency found to be operating under a non-approved 501(c)3, or one that is not valid with the IRS, will not be able to receive any donated product through the NH Food Bank until the non-profit legal status is resolved.
2. Must belong to only one Feeding America Food Bank.
3. Must not engage in discrimination in the provision of service against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran or as otherwise prohibited under the current USDA nondiscrimination statement.
4. Must distribute food at no cost to clients, and in no way suggest or encourage donations, services, or exchanges in return for food. Food may not be offered as a barter or favor.



## Policies & Procedures

The NH Food Bank is a partner of Feeding America, the nation's largest domestic hunger-relief organization. As part of this national network, the Food Bank must uphold the highest standards which Partner Agencies agree to abide by. The policies listed below are set forth to provide Partner Agencies with an understanding of NHFB expectations and guidelines. All Partner Agencies are required to agree annually to the terms listed below by completing the Agency Agreement.

### Partner Agencies agree to:

- Serve a clientele that is at least 50% low income and/or eligible for government benefits (AFDC, Fuel Assistance, SNAP, etc.).
- Comply with IRS code 170(e)3 and other requirements for use and distribution of donated product.
- Release the NHFB and Feeding America from any liabilities resulting from donated product.
- Acknowledge that all items are accepted from the NH Food Bank in "as-is" condition. The NHFB and Feeding America offer no express warranties in relation to donated product.
- Contact Health Department regarding licensing for Agency and provide license or proof that no license is necessary to the NH Food Bank. Self-Licensing/Self-Inspecting towns such as Bedford, Berlin, Claremont, Concord, Derry, Dover, Exeter, Keene, Manchester, Merrimack, Nashua, Plaistow, Portsmouth, Rochester, and Salem may have additional requirements for licensure in addition to state guidelines. It is the Agency's responsibility to provide proof of licensure.
- Keep all NH Food Bank acquired food at the location which has been approved by their Agency Relations Coordinator. Food cannot be stored in private homes, even on a temporary basis. All sites must be permanent locations with adequate food storage. Locations must be commercial and/or state approved properties with a physical address.
- Comply with all required NH Food Bank trainings.
- An initial on-site visit, as well as annual follow-up visits by an Agency Relations Coordinator. A director or program coordinator should participate in the annual visit and process. An annual safety and cleanliness check is required as part of the annual monitoring visit.
- Maintain appropriate records on-site as required by the NHFB and make these records available upon request for the required two years.
- Adhere to all reporting requirements required by the NH Food Bank. Refer to section 5, page 22.
- Notify the NHFB of any change in their name, address, telephone number, staff, or shoppers.
- Remit payment for invoices within 30 days by Agency check or money order.
- Pay all fees charged by the NH Food Bank.
- Maintain a secondary contact for Agency.
- Notify NHFB of any Partner Agency hosted pop-up food markets or mobile food pantry distributions using NHFB food and products. Pop-up food markets and mobile food pantries may only be held in the same county as the approved Partner Agency facility.
- Maintain an active account with the NH Food Bank, utilizing services offered and maintaining consistent communication regarding agency account.
- Notify the NH Food Bank if Agency would like to dissolve the partnership at any time, understanding that will mean Agency will be inactivated and the relationship with the NH Food Bank, Feeding America and all National Retail Donors within the Feeding America network will be terminated.
- Maintain a procedure for product recalls sent out by the NH Food Bank and how that communication is passed on to the end client.
- Acknowledge the NH Food Bank as a partner and recognize NH Food Bank involvement in the work done by your Agency. See Section 8, page 36.

### Partner Agencies agree to not:

- Sell, transfer, or share NHFB product with other non-partnered Food Bank organizations. Sharing NHFB product with other Partner Agencies requires permission from their Agency Relations Coordinator and must be logged. Refer to section 4, page 18.
- Use NH Food Bank food for programs within Agency's organization that are not approved by the NHFB.
- Misrepresent statistics pertaining to their clientele's eligibility to receive food. There shall be no discrepancy between Agency records and Food Bank records (in either amounts of food distributed or with the clients served), Food Bank receipts, Agency application, or monitoring form.
- Refuse to serve clients unless they attend activities, events, donate to the organization and/or work on or off grounds to receive food.
  - a. Church food pantries cannot serve only their parishioners. They must be open to the public.
  - b. Partner Agencies cannot require clients to pray, worship or receive religious messages as a condition of receiving food and other product. Partner Agencies are welcome to invite clients to participate in religious services, but this must not be done during the distribution process. If a recipient does not wish to participate, their decision must be respected.
- Disregard donor restrictions on a product allocated by a grant donation. (Ex: food allocated as part of a children's grant but is being used for senior citizens.)
- Misrepresent themselves as a Food Bank in name, in writing, or in any official documentation. The NH Food Bank is the only Food Bank in New Hampshire. All other organizations in the state are food pantries or another food organization whose category can be determined of their own discretion. Feeding America defines a Food Bank as a facility that stores food to be distributed directly to food pantries and other non-profit food organizations.

### Applications for Membership

Applications for membership are processed on a rolling basis and may take a significant amount of time to process. All applications are processed in the order in which they are received. For more information about membership and eligibility visit <https://nhfoodbank.org/what-we-do/partner-agencies/>. For questions about membership with the NH Food Bank and what partnering could mean for your program, please reach out to [agencyrelations@nhfoodbank.org](mailto:agencyrelations@nhfoodbank.org) or call (603)669-9725 and ask for the Agency Relations Coordinator for your county.

New Partner Agencies will need to undergo a site visit, sign this handbook, obtain the required food safety training for their Agency type, and attend a new shopper training with their coordinator before they are able to begin ordering through the NH Food Bank.

## Interested in becoming a NH Food Bank partner agency?

Click the link below to learn more about becoming a NH Food Bank partner agency.

*\*Please note: Due to demand, the time-frame for application review and approval has increased.*

We appreciate your patience. If you have questions, please contact [agencyrelations@nhfoodbank.org](mailto:agencyrelations@nhfoodbank.org).

LEARN MORE ABOUT BECOMING A PARTNER AGENCY

## Authorized & Unauthorized Use of Product

Food Bank products are intended solely to feed people facing hunger. For an organization to qualify as a NHFB Partner Agency, 50% of people receiving food must be low-income or otherwise facing hunger. Partner Agencies should primarily serve people facing hunger. If they serve others who are not facing hunger, those people should qualify as ill, needy and/or infants.

### Definitions

Section 170(e)3 is an IRS document that sets out the requirements on how donated products can be used. Specifically, it says that the allowable uses of donated products are for the “care of the ill, needy, or infants” and that the predominant focus should be on “needy.”

- Infants: minor children.
- Food Bank products: food or other items received from the NHFB or through a NHFB-administered program (such as Agency Express, Fresh Rescue, NHFNH, and enabled food drives).
- Self-evident need: In the act of arriving at a free food distribution, waiting in line, and selecting their food, a person makes evident that they are in need. No other proof is needed.
- Self-declaration of need: The person receiving food is informed of the eligibility requirements to receive assistance (on the form or on posted signage) and signs a document stating that they meet those requirements. No proof beyond the signature is necessary.

**The IRS defines a needy person as a person who lacks the necessities of life, involving physical, mental, or emotional well-being, as a result of poverty or temporary distress. Example of needy persons include:**

- A person who is financially impoverished as a result of low income or lack of financial resources.
- A person who temporarily lacks food or shelter (and the means to provide for it).
- A person who is the victim of a natural (flood, fire, etc.) or civil disaster.
- A person who is temporarily not self-sufficient as a result of a sudden and severe personal or family crisis (such as a person who is the victim of a crime of violence or who has been physically abused).
- A person who is a refugee or immigrant and who is experiencing language, cultural, or financial difficulties.
- A minor child who is not self-sufficient and who is not cared for by a parent or guardian.
- A person who is not self-sufficient as a result of previous institutionalization (such as a former prisoner or a former patient in a mental institution).

### How does this apply to Partner Agencies?

The NH Food Bank tries to strike a balance between reducing the barrier to access needed services and ensuring that IRS guidelines on the use of donated products are followed. We do not typically require proof of need from Partner Agencies; however, some types of Partner Agencies may need to answer additional questions to show that the majority of their clients qualify as needy. For all Partner Agencies the clear objective should be to service the needy. The NHFB will not ask for personal information on any individual clients but may ask for generalized statistics.

All Partner Agencies must have a procedure to determine that the final recipient of NHFB products is needy. This may be an intake form or self-evident need. Partner Agencies are not required to keep specific records of individual amounts of food distributed to specific recipients, nor the name or addresses of those recipients. See section 5 for record keeping and reporting requirements.

For food pantries, soup kitchens, and similar Partner Agencies, where receiving free food is the primary service provided, there is no need to show proof that the majority of clients are low-income or otherwise needy. Partner

Agencies of this type are discouraged from asking questions on income or requiring any type of proof of need from clients. It is preferable that these Partner Agencies operate under a self-evident need or self-declaration of need model. Sample new client forms can be found in the Appendix.

At Partner Agencies where receiving food is a secondary element of services offered, additional proof that the majority of clients qualify as needy might be requested, especially if the Partner Agency serves both people facing hunger, and others, who may not be facing hunger. This category of Partner Agencies includes youth afterschool and summer programs, daycares, and residential facilities that are not emergency shelters.

Some examples of documentation for youth programs (daycare, afterschool care, summer camps, etc.) that would prove this include:

- The percentage of participants (or of the school district overall) receiving free or reduced-price lunch,
- The percentage of participants that qualify for full or partial CACFP reimbursement,
- The percentage of daycare center participants receiving a childcare scholarship or similar support,
- The percentage of campers paying reduced price camp fees or other support to attend summer camp.

**For group homes, transitional living residences, adult day facilities, and similar programs, some examples include:**

- New resident intake paperwork or eligibility guidelines showing that the majority of residents fit the IRS definition of needy, listed on page 11.
- The percentage of participants that qualify for full or partial CACFP reimbursement.
- (For Partner Agencies that bill insurance), the percentage of residents on Medicaid.

### **Partner Agencies Charging Fees**

Childcare centers, residential facilities, and similar Partner Agencies may charge a fee for their services as long as no part of the fee is based on the provision of food (or other donated products). The fee must be comprehensive and cannot vary based on the donated products that are utilized by the Agency. Specifically, a residential facility that serves meals to clients can charge an overall program fee or rent but cannot have a separate charge for meals. An afterschool program can have a cost associated with being part of the club/organization, however there must not be a breakdown of food costs associated with membership.

### **Unauthorized Use of NHFB products:**

The following are examples of unauthorized uses of NHFB products. No Partner Agency may use products sourced through the NH Food Bank or NHFB programs for:

- Religious functions (church dinners, retreats, Sunday school class refreshments, church social hours, vacation Bible school, etc.)
- Fundraising of any type (bake sales, spaghetti dinners, etc.) even if funds are raised to cover the Partner Agency's operating costs.
- Distribution of product to other organizations. Please see sub-distribution section (page 18) for limited exceptions.
- Internal use (break room snacks for staff or volunteers, facility up-keep, board meetings, etc.)
- As a reward, compensation, or incentive for volunteers or staff.

### **Exceptions to Unauthorized Use policies:**

- At on-site meal programs, staff or volunteers may consume meals made with donated product if they are directly involved in the preparation of the meal or providing other services during a meal. For example, a group home where residents and staff eat a family-style meal together.

- Staff/volunteers are allowed limited use of donated product for taste tests and demonstration cooking.
- A volunteer may also be a client of a Partner Agency as long as they meet the same eligibility criteria as a client who does not volunteer. They may not get first pick of food, receive more food than other clients, or receive any other preferential treatment. Records of volunteers receiving food as clients must be kept in the same way they are kept for other clients. When possible, volunteers who also need to receive food should come to the pantry on a day when they are not volunteering.

Food Bank products may **not** be sold, bartered, or used to compensate for work performed. All donated product received through the NH Food Bank must be given to clients that fit the definition of ill or needy, free of charge. No client should ever be made to feel that they need to pay or donate their time in exchange for food.

### Voluntary Contributions

Partner Agencies must not actively request that clients provide physical or monetary donations or infer by any means that a donation is required to receive food, since it might be construed as payment for food. If an Agency does receive donations from food recipients, it must follow the below outlined explanations or the Agency risks suspension of shopping privileges or termination as a Food Bank Partner Agency.

- 1.) Agencies may set up donation canisters, jars, or boxes, but they must be located in areas where donations can be made in a completely anonymous way. Donation bins cannot be placed in areas where Agency staff/volunteers know which food recipients are making donations (ex. waiting areas, main desks, intake table, etc.)
- 2.) Agencies must not charge any fees for food boxes, delivery of food or any other food-related operating expense. A “suggested donation” amount is also highly discouraged, as it strongly encourages clients to donate implies how much they should.



### Volunteers as Clients

Food Bank product may not be consumed or used by the Agency’s staff or volunteers unless the following conditions are met:

- 1.) Agency staff in a residential facility, soup kitchen, or other on-site meal programs may consume Food Bank product when client meals/snacks are served. Primary service must be for the clients.
- 2.) If a staff member/volunteer has a legitimate need for food due to an emergency situation, a Partner Agency may provide them with food. The staff member/volunteer must be documented as a client and must meet the requirements that every other client does to receive food. Distribution of food to staff or volunteers should not be done on a routine basis.

## Religious Proselytizing

Agencies may not discriminate against clients on the basis of religious preference or status. Partner Agencies cannot require that any clients pray, worship, or receive religious messages as a condition of receiving food. Partner Agencies are welcome to invite clients to participate in religious services, however, it must in no way connect to the services of food. If a client does not wish to participate, their decision must be respected.

Religious organizations may not use Food Bank product for any religious functions, including, but not limited to church dinners, Sunday school classes or vacation bible schools. Food Bank food is not to be used for community meals that are open to everyone and do not have an intake process.

## Good Samaritan Food Donation Act

In 1996, President Clinton signed into law the Bill Emerson Good Samaritan Food Donation Act. In summary, this law protects your Agency's donations that are made in good faith in the case of illness or harm as a result of donations you provided.

- Why the Emerson Act is important?
  - Each year, 14 billion pounds of food are sent to landfills. Meanwhile, nearly 30 million Americans, including 12 million children, are at risk of hunger. Potential donors most often cite fear of liability as the reason they refuse to donate to feeding programs. Before passage of the national law, all 50 states and the District of Columbia had adopted laws protecting donors. Yet, differences in language and applicability between states often discouraged national and regional companies from donating. With the national law in place, regional and national donors have the uniform language that protects them from civil and criminal liability.
- What does the law do?
  - The law protects good faith food donors from civil and criminal liability should the product later cause harm to its recipient. The Emerson Act gives uniform federal protection to donors who may cross state lines.
- Who is protected?
  - The law protects food donors, including individuals, and nonprofit feeding programs who act in good faith. While exceptions are made for gross negligence, the law states that test groups will not be subject to civil or criminal liability. More specifically, the law protects individuals, corporations, partnerships, organizations, associations, governmental entities, wholesalers, retailers, restaurateurs, caterers, farmers, gleaners, nonprofit Agencies, and more.
- What sort of food is protected?
  - The Emerson Act provides protection for food and grocery products that meet all quality and labeling standards imposed by federal, state, and local laws and regulations even though the food may not be "readily marketable due to appearance, age, freshness, grade, size, surplus or other conditions."

[Feeding America statement on The Good Samaritan Food Donation Act](#)  
[Printable Good Samaritan Food Donation Act policy](#)

*Source: Food Donation Connection; <https://www.foodtodonate.com/legal-liabilities>*

## Code of Conduct for Partner Agencies

### Mutual Courtesy

Representatives of the Partner Agency, including the point of contact, volunteers, clients, and other members will be treated with respect and courtesy by NHFB staff via phone, electronic communication, in person, or otherwise. Should the Partner Agency have concerns regarding their interactions with NHFB staff, they may bring these concerns to the direct supervisor of the staff member(s) in question. Likewise, Partner Agency agrees that all representatives including the point of contact, volunteers, clients, and other members will treat all NHFB staff with respect and courtesy via phone, electronic communication, in person, or otherwise. Should NHFB staff have concerns related to the conduct of Partner Agency representatives, they will bring it to their immediate supervisor's attention. Disrespect or misconduct by the Partner Agency may result in termination of NH Food Bank privileges and preclude the Partner Agency from partnering in the future.

### Respecting the Dignity and Privacy of People Facing Hunger

The NH Food Bank and Partner Agencies will not:

- Publicly release names, address, or other identifiable information of clients.
- Release names, addresses, or other identifiable client information to other social service organizations without the express permission of the client.
- Use Partner Agency records to contact clients for purposes not related to serving them. (For example, to promote a business, political candidate, or personal reasons.)

Confidential information must be stored in such a way that it will remain private. For example, paper copies should be kept in a locked office or cabinet. Digital records should have password protections.

If a Partner Agency plans to share an individual's information with another party, they must receive signed permission from the client. For example, referrals for additional services.

### Disclaimers of Warranties and Limitation of Liability

The New Hampshire Food Bank provides its members with food and other products on an "as is" basis and does not make any express or implied warranties of the food or grocery products that it distributes. Further, the Food Bank believes that it qualifies for the liability limitations of the Bill Emerson Good Samaritan Food Donation Act (P.L. 104-210, 110 Stat. 3011 (1996)) when it distributes donations of apparently wholesome food and apparently fit products. This federal law is applicable so long as the Food Bank is acting in good faith, but it does not apply if damages are the result of intentional acts or gross negligence. This law may also be applicable to Agencies depending upon the facts and circumstances.

### Hold Harmless Agreement

Partner Agency agrees to indemnify and hold harmless and defend NHFB, NHFB Member(s), officers, and employees from and against all claims and suits by third parties for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and reasonable attorney's fees, arising out of, or resulting from, Partner Agency's performance under this Agreement.

### Grant Eligibility

Partner Agencies are eligible to participate in grants or receive grant allocations from the NHFB after 90 days of membership, and if they are in good standing. Partner Agencies that are frequently late with submitting required reporting may not be considered for grants that require programs to report. Partner Agencies that participate in a grant program or receive a grant allocation, are expected to provide feedback, stories, photos and quotes regarding the participating grant upon request. This information is used by the NHFB for official grant reporting, applying for future reports, and statistical information.

## SECTION 3: FOOD ACCESS

### Types of Product

The NH Food Bank offers a variety of food and other products available to Partner Agencies when they place an order, whether via Agency Express, indoor shopping, enabled food drives, or directly through Fresh Rescue.

### Donated Products

- Donations from food drives, individuals, and community groups. These are checked for quality and sorted by category to create the salvage boxes available for selection on Agency Express.
- Food purchased with monetary donations. This makes up the bulk of the items available on Agency Express, especially the recurring or consistently available items.
- Donations directly from food manufacturers or logistics companies. This includes many one time or unique items available on Agency Express.
- Fresh Rescue donations from local grocery stores. These include the protein boxes on Agency Express and many of the items available in the indoor shopping area. See section 3.
- Donated products and products purchased with donor funds are free for Partner Agencies.

*Donors are protected by the Good Samaritan Law (see appendix).*

### Purchased Products

The NH Food Bank has a Purchased Food Program to supplement items received from donors. All Partner Agencies are welcome to participate. With this program, Partner Agencies may order these staple food items at wholesale cost with a markup of 10% to cover transportation. The prices for purchased products are listed on Agency Express. Prices may vary per item.

### Recipe for Success Meals

Eligible Partner Agencies are able to order frozen meals that are prepared by the Recipe for Success Culinary Training Kitchen. These are large trays of a main dish or side containing approximately 25 servings. These are intended to supplement meals prepared by staff and volunteers at a soup kitchen, senior meals, residential facility, or youth meals program. VAP (valued added product) determines the cost of these meals.

### Ordering Access

Partner Agencies may place a food order a maximum of once a week. Orders may be placed up to 2-5 business days in advance of their pick-up date. No exceptions will be made for late or missed ordering and no orders can be changed after the two-day minimum is in effect. The chart below shows the ordering timeline for all Partner Agencies.

Order Pickup/Delivery Day	Start of Ordering Window	Close of Ordering Window
Monday	Tuesday – 12am	Thursday – before 1pm
Tuesday	Wednesday – 12am	Friday – before 1pm
Wednesday	Thursday – 12am	Monday – before 1pm
Thursday	Friday – 12am	Tuesday – before 1pm
Friday	Saturday – 12am	Wednesday – before 1pm



### Agency Express

All food orders, distributed to Partner Agencies by the NH Food Bank, are placed via the Agency Express website. Food is distributed in bulk quantities with case limits. Please click this [link](#) for a step-by-step guide.

To access Agency Express, a training session must be completed to become an authorized online shopper. These shoppers will be assigned their own login credentials to be used by only themselves. Each Partner Agency is allowed a maximum of 5 authorized shoppers. Partner Agencies are responsible for contacting their NHFB Agency Coordinator in writing to notify of changes to their list of authorized shoppers.

### Indoor Shopping

NH Food Bank has a portion of the warehouse designated for indoor shopping. The various products available to all Partner Agencies in this area are free of charge and available during their order pick-up window, providing the Agency representative is an authorized Indoor Shopper that has received proper shopper training. Please click [here](#) to watch the required training if needed. When complete, please fill out and return [this](#) form to your Agency Relations Coordinator.

### Picking up your Order

The NHFB has hundreds of orders leaving the warehouse weekly. In an effort to keep that process flowing efficiently, it is requested that Partner Agencies are prompt and courteous of all appointments and check their order against their invoices at time of pickup or delivery to ensure accuracy.

- **NHFB Order Pickup:** When picking up an order from the NHFB, there is a 20-minute window from the appointment time in which an order should be loaded, including indoor shopping. To view a how-to guide on picking up at the NHFB click [here](#).
- **Delivery Pickup:** Arrive at the delivery site 20-30 minutes before the scheduled time to allow for flexibility of drivers and routes due to traffic. Once at the site, the NHFB truck will unload one order at a time. Please verify your Agency number and name on the handwritten ticket prior to loading your vehicle.



*Follow all food safety guidelines for vehicle transport. See section 7.*

## Delivery

Monthly delivery is available for all Partner Agencies regardless of the location of their facility within the state of NH. The NHFB truck delivers to 17 centrally located sites for Partner Agencies to pick up their orders. Agencies will need to opt-in to delivery, but are not required to use it each month. The current delivery fee is \$0.09/lb. for all Partner Agencies located within 50 miles of the NH Food Bank and \$0.08/lb. for all Partner Agencies located beyond 50 miles of the Food Bank. Agencies may still place orders for pick-ups in Manchester during the off weeks.

	Tuesday	Wednesday	Thursday	Friday
Week 1:	Berlin - 10am		Ossipee - 10am	Tilton - 9am Moultonborough - 10:30am
Week 2:	Franconia - 10:30am Plymouth - 12pm	Dover - 9:30am	Keene - 10am	
Week 3:	Lancaster - 10am	Alstead - 10am	Lebanon - 10am	Newport - 10am Claremont - 11am
Week 4:	Rochester - 9:30am	Jaffrey - 10am	Littleton - 10:30am	Concord - 9am

## Quality Control & Returns

In the event of a mistake, please report the issue as soon as possible with the following steps.

- **If an item is missing**, NHFB's staff needs to be made aware at the time of pickup or no refunds will be given. It is strongly urged that Partner Agencies bring their invoice to the pick-up/delivery site to verify that everything in the order is received.
- **If something is damaged**, please let NHFB know within 24 Hours using this link: <https://nhfoodbank.wufoo.com/forms/product-feedback-form/>. This is used to upload images, and is necessary for damaged products, to receive a return. If the product is not a PUR item, a replacement may be given if one is available. All forms will be documented, and the appropriate staff will be contacted as necessary.
- **Item feedback** is something that helps Food Procurement Manager decide which vendors to buy from. The form above is also a format to provide feedback on certain items. If a Partner Agency is receiving feedback from clients that something is concerning with a product, please let NHFB know.

## Rescheduling/Missed Appointment Policy

Changes to appointment times must be requested 3 days in advance of the pick-up date. In the case of an emergency, please notify your coordinator as soon as possible so further arrangements can be made. There is no guarantee that warehouse staff will be able to accommodate any changes. Agencies that are continuously late and/or canceling and rescheduling orders may be subject to a restocking fee.

## Sharing Food

Sub-distribution is the sharing of NHFB products with other Partner Agencies. Although this practice is discouraged overall, here are some guidelines that need to be followed when doing so.

- Partner Agencies wishing to sub-distribute product to another Partner Agency must inform the NHFB of this plan before beginning. Products may only be sub-distributed one time.
- Product may only be sub-distributed to approved Partner Agencies who are in good standing with the NHFB and have completed the required food safety training. Example: Perishable product that needs to be sub-distributed to maintain quality or safety for human consumption.
- Product must be in excess of what the first Partner Agency is capable of distributing.

- A Partner Agency may not charge fees to the recipient Agency in connection with sub-distributed product. Such prohibited fees include, without limitation, handling, delivery, transfer, and referral fees.
- Agency must track all sub-distributed product. Logs must be available to the NHFB upon request. Please see appendix for an approved Sub-Distribution Form.

*If both Partner Agencies are managed by the same organization and located at the same address, no sub-distribution log is necessary.*

### Supplemental Resource

The NH Food Bank is intended to be a supplemental food source to Partner Agencies. Partner Agencies are encouraged to host food drives, reach out to their communities for donations, and support clients within the Agency's means.

### Tiering

The New Hampshire Food Bank has a tiering model for Partner Agencies that was implemented May 1st, 2024. Agencies will have Tier-based visibility for items available on Agency Express. This does not impact order frequency, delivery schedules, Fresh Rescue or NH Feeding NH.

Tiers are based on various factors including efficiency, distribution and client accessibility, and the previous calendar year's data, such as annual pounds sourced through the NHFB, County level data from Feeding America, etc. The goal of utilizing these metrics is to allow food sourced through the NHFB to be distributed to Partner Agencies more equitably.

Tiers will be re-evaluated on an annual basis. New Partner Agencies are automatically a Tier 1 so NHFB may collect necessary data throughout the year for the next tiering evaluation. To be fair and consistent, we cannot accept data from before the Agency was activated with the NH Food Bank. All data will be collected through reporting, monitoring, and Agency confirmation.

### Projected Accessible Inventory



## SECTION 4: AGENCY MONITORING & COMPLIANCE

### Annual Monitoring Visit

The purpose of the annual monitoring visit is to ensure Partner Agencies are maintaining all compliance guidelines stated in the Agency Agreement, including all NH Food Bank and Feeding America requirements. The NH Food Bank will conduct monitoring visits annually at a mutually agreed upon date and time.

A NHFB Agency Relations Coordinator will perform on-site visits, referred to as Monitoring Visits. These visits include, but are not limited to, an examination of food storage areas, distribution areas, kitchens, and any areas applicable spaces to food received by NH Food Bank and/or fresh rescue donations. Coordinators will also conduct an interview regarding the Partner Agency, where they will answer all questions and concerns and provide various resources. Concluding monitoring visits, Partner Agencies will be asked to sign an Agency Monitoring Visit Form to confirm that a NHFB Agency Relations Coordinator completed the site visit. Partner Agencies will be given a certificate of good standing, pending confirmation of that status.

*The Food Bank reserves the right to visit and/or monitor Partner Agencies without prior notice.*

### Client Intake Forms

Partner Agencies must maintain adequate client records. At minimum, the Agency should have the following information on record:

- Date of food distribution
- Total number of households served, both quantity of individual families and the quantity of the visits per month
- Total number of individuals (both single persons and individuals within each household) served; both quantity of individuals and the quantity of visits per month

Partner Agencies may decide to collect additional client records including names, addresses, contact information, birthdates, etc. so long as such records are required by another organization (e.g. TEFAP, DHHS, or a non-profit sponsor) and/or necessary for grant reports or fundraising efforts. The NH Food Bank discourages, but does not prohibit, collecting records on client's income or requiring proof of income to receive food at food pantries and/or meal sites.

*Any records that include client names or other identifying details must be kept confidential in a locked room or filing cabinet or, if kept digitally, the device must have password protection. See Section 5, page 22.*

### Non-Compliance Policy

The NH Food Bank is a member of Feeding America, the national network of Food Banks, and is held to several compliance policies and procedures; these are instituted for NHFB Partner Agencies as well. When Partner Agencies are found to be in non-compliance, rectifying action must be taken immediately.

### Food Bank Grievance Procedure

1. **Hold Status:** Partner Agencies will be notified via email of the hold status with a brief explanation of the reason. The Agency will be unable to place orders via Agency Express. Once resolved, Agencies will be active within 3 business days. A history of holds may affect a Partner Agency's eligibility for additional programs in the following year.
2. **Non-compliance Notice:** Partner Agencies will receive a formal non-compliance notice (via email and paper mail) contingent on the type of non-compliance concern. Concerns may be escalated above the primary contact person. Non-compliance notices contain detailed steps for rectifying the concern.

3. **Corrective Action Plan:** Repeated or serious non-compliance concerns are handled with a corrective action plan which is customized to the Partner Agency with specific actions that must be taken within a set time frame. A meeting between representatives from the Partner Agency and NHFB staff members will be requested to discuss further actions.
4. **Inactivation:** If the Partner Agency is unable to resolve their compliance violations, they will be inactivated as a partner with NHFB. Partner Agencies that involuntarily inactivate are eligible to re-apply in one year. As all decisions are final, there is no appeal process for involuntary inactivations. If a Partner Agency chooses to inactivate, they are eligible to re-apply in six months. Reactivation is at the discretion of NH Food Bank.

## Agency Inactivation

The following sanctions are examples of non-compliance issues and corrective actions that will be taken:

- **Food Safety:** Violations may cause immediate hold and/or inactivation contingent on severity. The matter must be addressed and repaired by the Partner Agency. The site will be re-monitored by an Agency Relations Coordinator within 30 days. If the matter remains unresolved, the Agency will automatically be inactivated.
- **Late Quarterly Reports (QSR):** Quarterly Reports are sent to the Agencies, via the monthly bulletin, on the first of the month, following the end of a quarter, and due at the end of that same month. Agencies with unsubmitted QSR's are subject to a hold. Agencies will be active upon receipt of submission. Agencies that fail to submit three or more consecutive QSR's will be inactivated.
- **Late Monthly Reports:** Fresh Rescue and NH Feeding NH reports are due monthly (weekly submission is preferred). Reports are due by the 15th of the month for the prior month. Partner Agencies will be placed on hold for unsubmitted reports until submission is complete. Agencies that fail to submit six or more consecutive monthly reports will lose their Fresh Rescue privileges and/or be inactivated.
- **Inactivity/Failure to Resolve Compliance Concerns:** Agencies that have remained on hold for six consecutive months will be inactivated.
- **Additional Violations (including, but not limited to):** Failure to follow NHFB Policies & Procedures, communication concerns resulting in inability to contact Agency, outstanding invoices past due 60 days or more, misuse of NHFB food (see section 2 & 3) or expired food safety certification.

*NHFB reserves the right to suspend a Partner Agency until required compliance corrections are made. Serious compliance violations that require immediate action (loss of non-profit status, serious food safety violations, discrimination, etc.) may skip intermediate steps.*

## Compliant Holds

- **Prolonged:** Partner Agencies with extenuating circumstance preventing them from normal operation (closed due to building repairs, key staff member on extended leave, etc.) may be placed on a prolonged hold. These holds are not to exceed one year following monitoring expiration date. Partner Agencies on prolonged holds may delay monitoring visits and are not expected to be reachable by phone or email.
- **Seasonal:** Seasonal programs will be placed on hold during the off-season. The above policies related to holds do not apply to these Partner Agencies while they are on hold during their off-season.

*Agencies on prolonged or seasonal holds must continue to submit QSRs.*

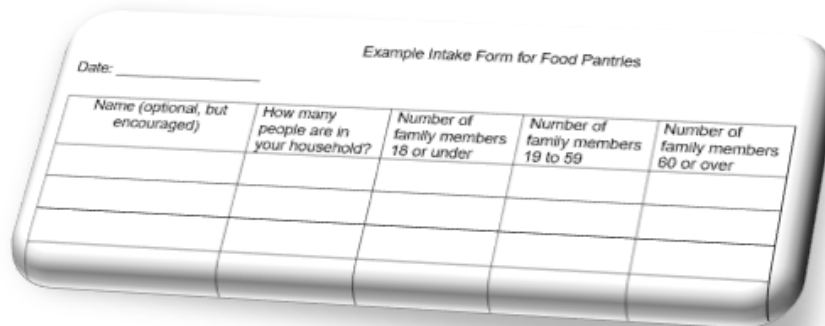
## SECTION 5: AGENCY REPORTING & RECORD KEEPING

### Record Keeping

Feeding America states that all Partner Agencies are to keep accurate records on file for 2 years. This includes copies of all invoices, receipts, reports, and logs. This helps to ensure accurate information is available should the Partner Agency be audited. All records including client information and intake data should be kept in a locked cabinet or stored on a password protected device.

The following records must be kept at the Partner Agency (either digitally or paper copies) and must be available to the NHFB upon request.

- Client intake records
- Fridge/freezer temperature logs with the temperature and the date (weekly)
- Temperature logs of Fresh Rescue pick-ups (for every pickup)
- Sub-distribution logs
- Invoices of NHFB orders, including NHFB administered programs.



The image shows a sample intake form titled "Example Intake Form for Food Pantries". At the top left, there is a "Date:" field with a line for writing. Below this is a table with five columns and three rows. The columns are labeled as follows:

Name (optional, but encouraged)	How many people are in your household?	Number of family members 18 or under	Number of family members 19 to 59	Number of family members 60 or over

### Reporting

As an affiliate Food Bank of Feeding America, NH Food Bank submits statistical Agency data directly to Feeding America. NH Food Bank relies on the accuracy of Partner Agency submissions of reports. Each Partner Agency is responsible for on-time reporting and accurate data records.

#### Quarterly Service Report (QSR)

Required by all Partner Agencies. The Quarterly Service Report (QSRs) reports the number of visits made to the Agency during each month of the quarter. This reported data is used for internal tracking, grant reports, reports to Feeding America, and to predict future trends. The appendix contains a detailed guide for completing the QSR and a sample form.

#### Fresh Rescue Retail Reporting (MealConnect)

Partner Agencies participating in Fresh Rescue (see section 6) must weigh all donations from their assigned retailer(s). Volunteers can record weights of the various categories of donations received on a paper to be entered online at the end of the day/week/month. Weights can be entered directly on the website or via the MealConnect app.

Reports are due by the 15<sup>th</sup> of the month for the previous month and must be submitted on [www.mealconnect.org/](http://www.mealconnect.org/) using the username and password assigned by your coordinator. Retail stores rely on reporting to be accurate and timely.

## NH Feeding NH Reporting

All allowable purchases of NH grown nutritious foods (locally grown fruits, vegetables, dairy and protein) made with NH Feeding NH funds must be reported monthly with itemized receipts. If a Partner Agency made no purchases during a month of the program year, a report is to be submitted that indicates no purchases. Reports are due by the 15<sup>th</sup> of the month for the previous month and must be filled out by the NHFNH trained staff member/volunteer of the Partner Agency.

## Payments & Billing

Invoices and Monthly Statements are automatically emailed to two email addresses that the Partner Agency specifies. Payment is due 30 days after an invoice is issued.

- Invoices include: the products ordered, the cost (if any), the delivery fee (if applicable), the pick-up date and time, and the total cost for the invoice. This balance may not include any pending checks.
- The totals listed on the right-hand side on the invoice are the estimated prices if the same items were purchased wholesale instead of ordered through the NH Food Bank, and a total saved based on that estimation. This is not an amount to pay.
- Monthly statements will not include any pending checks. Partner Agencies should double check with their own bookkeeping or accounts payable person before sending payment.
- Payment for invoices must be sent with a business check from the Partner Agency or 501c3 sponsor. Money orders are accepted. Payments must include invoice numbers. NHFB is not able to accept online payments, cash, or personal checks. Check processing may take 2 to 3 weeks to complete.

### Please remit Agency Invoice Payments to:

**New Hampshire Food Bank  
c/o Accounts Receivable  
700 East Industrial Park Drive  
Manchester, NH 03108**

Partner Agencies may pay monthly or after each invoice. Prepayment is also permitted. Please keep prepayment to \$1,000 or less at a time.

- 31-60 days past due: The NHFB Bookkeeper will contact via email reminding Agency payment is due.
- 61-90 days past due: The Agency Relations Coordinator will follow-up on payment being due.
- 91-120 days past due: The Agency Relations Manager will send a formal letter to Agency contact, program director and accounts payable.
- 120 days+ past due: Agency will be placed into a Corrective Action by the Agency Relations Manager, that includes a payment plan and potential ordering limitations.

## Credit Limits

The NH Food Bank has the right to implement credit limits on specific Partner Agency accounts at its own discretion. These are applied to Partner Agencies with a history of failure to pay bills in a timely fashion. Agencies will be notified if a credit limit is placed on their account.

## SECTION 6: NH FOOD BANK PROGRAMS

### Fresh Rescue

NH Food Bank, through partnership with Feeding America, has agreements with many retail stores to receive donations of surplus products, that are still safe to eat, called Fresh Rescue. These donations are picked up from stores, brought back to the NH Food Bank, sorted, and made available for Partner Agencies. NH Food Bank staff communicate regularly with store leadership to ensure that available donations are collected.

Partner Agencies can be enabled to pick up donations directly from their local retail stores, making food available to people facing hunger more directly. Partner Agencies must follow the schedules set by the NH Food Bank and the stores. Partner Agencies may request changes through their Coordinator at any time.

### “Blue Receipt” Donors

Donors that have an agreement with Feeding America are referred to as Blue Receipt Donors. If a Partner Agency regularly receives food donations from one of these companies, they must inform the NH Food Bank. In most cases, the donations will need to be recorded in Meal Connect.

Most Common Blue Receipt Donors in New Hampshire:

• Aldi	• Dollar General	• Trader Joe’s
• Big Lots	• Hannaford	• UNFI
• BJ’s Wholesale	• Price Chopper	• US Foods
• C & S Wholesale Grocers	• Sam’s Club	• Walgreens
• Costco Wholesale	• Shaw’s	• Walmart
• CVS	• Target	• Whole Foods

*If Agencies receive regular food donations from a chain store, including chain restaurants, they must inform their coordinator. Many, but not all, of these donations are considered part of the Fresh Rescue program.*

### NH Feeding NH

New Hampshire Feeding New Hampshire (NH Feeding NH) is a program created in 2020 by the New Hampshire Food Bank, in partnership with the New Hampshire Food Alliance, New Hampshire Farm Bureau, and Northeast Organic Farming Association of New Hampshire (NOFA-NH), designed to support the purchase of New Hampshire grown food to feed our food insecure neighbors with nutritious, locally grown fruits, vegetables, dairy, and protein throughout NH communities. This program is modeled after our neighbors in Vermont and Maine, and will not only support our local farmers, but will also help nourish communities in need, reduce food waste, and replenish our local economy.

NH Feeding NH provides Agencies with funding to purchase local produce, protein, and dairy, which also connects them with local farmers in their area. Partner Agencies track and report their purchases to the New Hampshire Food Bank as part of the grant partnership and requirements. This program also works directly with farms to forward contract, purchase in bulk for Agency ordering, and organize a culturally preferred produce program between a local farm and multiple Agencies.

### Mobile Food Pantries

The NH Food Bank’s Mobile Food Pantry program supplies neighbors who are experiencing food insecurity with relief assistance and typically travels to areas with low resources and/or a high need.



This program schedules regular distributions\* throughout the state and then travels to those communities where an assortment of produce and shelf-stable foods are distributed directly to individuals in a drive-thru format. Food distributions take place on a first-come, first-served basis and are while supplies last.

*\*When funding allows*

### **Cooking Matters NH**

Cooking Matters is helping end childhood hunger by inspiring families to make healthy, affordable food choices. Our hands-on educational programs teach parents, caregivers, and adults with limited food budgets to shop for and cook healthy meals. Through hands on cooking and discussion, participants learn about cooking skills, meal prep, grocery shopping, food budgeting, and nutrition. Participants also take home a grocery bag each week to practice their new skills.

### **Culinary Job Training Program**

NH Food Bank's Culinary Job Training Program is an 8-week, full-time course for people seeking employment, or to improve their skills in the hospitality industry. There is no cost to the student for this program and stipends are provided after the completion of week three. Students learn in the NHFB's commercial kitchen, preparing the frozen tray meals available to select Partner Agencies, catering events, and cooking for special projects. Students gain experience in efficient kitchen practices (including certification in safe food handling), serving and meal presentation, and teamwork. We also provide training on basic financial skills and resume and interview techniques.

### **SNAP Outreach**

SNAP (Supplemental Nutrition Assistance Program) is a federally funded nutrition program administered by US Department of Agriculture (USDA) and Food and Nutrition Service (FNS) and operated locally by the states. SNAP provides food benefits and nutrition assistance to eligible, low-income families and individuals to supplement their grocery budget. The benefits are received monthly via an Electronic Benefits Transfer (EBT) card that may be used at authorized retailers.

In New Hampshire, the NH Food Bank offers SNAP application assistance services and conducts outreach to inform people of this resource. Partner Agencies play an important role in expanding this outreach to people who may not know that they qualify or who may be hesitant to seek out assistance.

### **SNAP Incentives**

Granite State Market Match and Double Up Food Bucks are two similar programs that offer discounts (typically 50% off) on fruits and vegetables when purchasing with an EBT card. This is available at participating farm stands, farmer's markets, and grocery stores. A list of participating locations can be found at the website listed below and the NHFB can provide materials to promote this program.

<https://granitestatemarketmatch.org/>

### **Summer Meals**

USDA's Summer Nutrition Program for Kids (SUN Programs, previously known as SFSP) is a federally-funded, state-administered program which provides kids and teens with access to tasty, nutritious meals during the summer months. Operated under the US Department of Agriculture (USDA), this program distributes breakfast and lunch to kids at safe, supervised, accessible sites such as libraries and schools.

NH Food Bank administers and supports summer nutrition programs in areas of the state that may lack the financial and administrative capacity to provide summer meals. These free meals are available to all children, age 18 and under, and no application is necessary.

## Nutrition Pantry Program (NPP)

The Nutrition Pantry Program is a goal setting framework developed by Leah's Pantry (<https://leahspantry.org/>). It combines the best practices of healthy food pantry work grounded in trauma-informed principles and the processes that promote a client and community-centered distribution. This program, currently in its pilot stage, gives the Food Bank the opportunity to support, educate, and empower our Partner Agencies as they meet their client's needs. Through this program, we are able to support our Agency network and their clients with an integrative approach to nourish all, regardless of socioeconomic status.

The NH Food Bank Nutrition Pantry Program works to reinforce the strengths of each pantry by offering technical assistance, resources, idea sharing and connection to the community. Recognizing that all pantries are different, staff and volunteers at the pantry site work with NH Food Bank implementers to identify site- and client-specific needs in the following six focus areas:

1. Cultural & Dietary Accommodations
2. Nutrition Education
3. Environment
4. Inventory
5. Community Connections
6. Policies and Procedures

Over a process of several months, food pantries and NHFB staff examine their current practices, set goals connected to the six focus areas, and evaluate the progress made to accomplish those goals. Pantries are provided with additional materials and training to match the goals they choose to prioritize.

## NH Food Bank Nutrition Pantry Program Graduates

Congratulations to the following NH Food Bank Partner Agencies for their successful completion of the Nutrition Pantry Program:

### 2024

**Newmarket Community Church (NCC) Food Pantry**, Newmarket, NH:

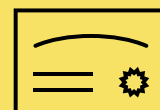
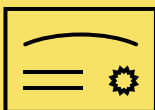
Gold Certified Pantry - January 2024

**Horse Meadow Senior Center & Food Pantry**, Haverhill, NH:

Gold Certified Pantry - July 2024

**Bedford Community Food Pantry**, Bedford, NH

Gold Certified Pantry - September 2024



### 2023

**Society of St. Vincent de Paul - Exeter**, Exeter, NH:

Gold Certified Pantry - January 2023

**SHARE Outreach**, Milford, NH:

Gold Certified Pantry - April 2023

## SECTION 7: FOOD SAFETY

### Certification Requirements

All Partner Agencies are required to have at least one on-site staff member or volunteer with an active food safety certification. Certifications are required for all, however the type of certification required is based on the type of program. Partner Agencies should have multiple food safety certifications to cover staff absences and turnover. Partner Agencies must submit a copy of their certificate with the certification date and expiration date visible to their Agency Relations Coordinator.

- **For staff or volunteers that pick-up orders or Fresh Rescue:** Feeding America requires all volunteers or staff from Agencies that pick-up food from the NH Food Bank or an enabled Retail Store have basic food safety certification.
- **For food pantries and non-meal sites:** Feeding America requires that all Agencies that do not serve prepared meals have basic food safety certification.
- **For meal site Agencies (soup kitchens, shelters, group homes, etc.):** Feeding America requires that all Agencies that serve meals and/or prepare food, including residential facilities that allow residents to prepare their own meals, have ServSafe or equivalent tested training. An equivalent training is accepted if it is ANSI accredited and a completion certificate with an expiration date is provided.

The requirement for meal site Agencies is that one person from the Partner Agency must have ServSafe Manager certification or equivalent by **June 1<sup>st</sup>, 2025**.

- Programs that are applying for membership with the NH Food Bank must have current food safety certification before being activated as a member.
- If an active Partner Agency's certified person(s) leaves the organization, the NHFB needs to be notified and the Partner Agency has 60-days to acquire new certification, or they will be placed on HOLD until the situation is rectified. If the NHFB determines the Agency has no active person(s), they Agency will be given 60-days to acquire new certification.

### Basic Food Safety Overview

Maintaining food safety standards for storing and handling product is crucial for protecting the health of those being served. The most vulnerable populations that are susceptible to food borne illness are older adults, pregnant women, young children, and persons with compromised immune systems. Many clients that are served through food assistance services are considered to be a part of the most vulnerable populations.

Food and other items distributed by the NHFB are routinely checked to ensure quality and safety. We encourage Partner Agencies to actively inspect all items received, whether from the NHFB or another source, before distributing and/or serving meals.

The following list is a guideline for determining whether you should discard a donated product. Best practices remind us, "When in doubt, throw it out!"

- Contaminations such as spills and/or leaks.
- Pest infestation (gnaw marks, droppings).
- Significant damage (rips, fractures, sharp dents).
- Deterioration (rotten odors, discoloration).
- Homemade items, including canned products.
- Infant formulas and infant food beyond the date printed on container.
- Unlabeled household chemicals.

- Leaking items.
- Aerosol container missing the outer lid and/or the inner button.
- Cans, jars, bottles, and packages without the manufacturer's name and ingredients.
- Food service items such as paper plates, napkins, cups, foil, etc. in torn packaging.
- Food items that are mixed in boxes with non-food items (ex: crackers in box with bleach).

*Refer to the Food Safety Poster on pg. 31.*

The following is a summary of general food safety guidelines that all Agencies must adhere to.

- All food storage and prep areas are to be kept clean and tidy.
- Food may not be repackaged. All food must be distributed in its original packaging with ingredients clearly labeled.
- Be aware of the "Big 9" allergens and be conscious about contamination of other food products. The Big 9 are milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, soybeans, and sesame.
- After unpacking food and shelving it, remove cardboard from the storage area immediately.
- Food should be regularly rotated by first in, first out (FIFO) or first to expire, first out (FEFO).
- Refer to the NHFB's Label Date Guide and Shelf Life of Common Products (pg. 31) guide for clarification on product printed dates.
- Pest management is in place (self-monitored or professional).
- All chemicals must be stored away from food in a designated area to avoid cross-contamination.
- Per Feeding America policy, only service animals are allowed in Partner Agency facilities, and only under controlled circumstances. Service animals are not allowed in areas where food is being prepared, packaged, or processed.

## Food Storage

### Dry food storage:

- Food is to be stored indoors in a cool, dry area that allows for air circulation.
- The consistent room temperature should be between 50°-70° Fahrenheit.
- All shelving must be metal, plastic, contact paper covered shelves or painted wood.
- Food is to be stored 6 inches off the ground.
- Complete cases of food may be stored on pallets temporarily.
- Food and non-food items may not be stored on the same shelves.
- Food may only be stored in areas that have been inspected and approved by the NH Food Bank.
- Food is stored in a secure area.



*Pictured: Helping Hands North Food Pantry, Inc. (Colebrook)*

### Refrigerated and Frozen storage:

- Refrigerators should be set to 35°-40° F with a thermometer.
- Freezers should be set to 0° F with a thermometer.
- Food should be stored from highest cooking temperature on the bottom to lowest on the top in the refrigerator/freezer. Refer to the Refrigerator Storage Chart for more clarification (pg. 31)
- Do not overcrowd cold storage areas. Leave space between full cases to allow air to flow around the product and maintain proper temperatures.
- All refrigeration and freezer units should be emptied out and cleaned with food-safe cleaners a minimum of twice a year.
- Check door seals often to make sure they are intact and closing properly.

### Blessing Boxes & Unattended Pantries:

Unattended “mini pantries”, also called Blessing Boxes, are an increasingly common program in many areas. These are small, outdoor structures where community members can leave donations or select food for themselves. They are unsecured and unmonitored. This allows for anyone to access at any time.

Due to the storage and easy access of these pantries, food safety is a big concern. The food is at risk of temperature abuse, pests, exceeding expiration dates, improper packaging, chemical contamination, etc. Blessing Boxes are not approved by NH Food Bank for use by Partner Agencies and donations placed in the box by the general public, are not protected from the Bill Emerson Good Samaritan Food Donation Act.

### Temperature Checks

When NHFB donated foods are received by a Partner Agency at the NHFB warehouse, a delivery site or at a retail location, a sample of any refrigerated and frozen product must be checked with an infrared thermometer. The product should be checked and found to be in the safe temperature zone upon receipt, during transport, and upon arrival at the Partner Agency’s location. Safe temperatures are 35°-40° F for refrigerated items, and 0° F for frozen items. Temperatures need to be logged. All meat should be received and stored frozen in solid form. If the meat is not frozen it should be declined for food safety reasons. All meat should be distributed to clients frozen and should not be thawed until the client is ready to use the product.

Partner Agencies are provided with one infrared thermometer. If that thermometer is damaged or lost, the Partner Agency is responsible for replacing it.

Temperature Record of Donated Perishable Foods : Multiple Locations							
Agency Name				Retail Location			
Thermometer Calibrated:				Date		Calibrated By Whom	
Date	Driver	Food Item	Condition	Pick Up Time	Temp at Pickup	Delivery Time	Temp at Delivery

## Vehicle Food Safety

Food Safety is essential during the transportation of food. Partner Agencies are responsible for the safe handling and transportation of all products from receipt to drop off at their approved location. To eliminate contamination risks, vehicles transporting food must be clean and free from dirt, trash, and debris. Products being transported in any type of open vehicle must be tarped and securely strapped to prevent contamination from weather and road hazards. Drivers must store food away from any personal items (such as drinks, medication, their own groceries, food, etc.). Chemicals including auto care products and household cleaning products (glass cleaner, upholstery cleaner, disinfecting wipes) must be stored away from food items. Pets are not allowed in the vehicle while transporting food. If the Partner Agency receives refrigerated or frozen product from the NHFB or a Fresh Rescue location, cooling blankets, coolers, or other methods of keeping product within the required “temperature safe zone” are required.

## Sharing Food

Partner Agencies may only share NHFB food (which includes food acquired from retail partner donations and NH Feeding NH purchases) with other NHFB Partner Agencies. Food should only be shared in the cases of excess or short dated items. All shared food must be recorded and the Partner Agency must sign a Food Sharing Agreement to do so. Refer to section 3, page 18.

## Food Packaging

The NH Food Bank and its Partner Agencies follow the Fair Packaging and Labeling Act (FPLA). FPLA prohibits the distribution of any food item (except fresh, whole fruit and vegetables) without a label. This requirement is to provide information to and protect consumers, including those who have allergies to certain foods or specific food restrictions.

Labels must contain:

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

Donated foods labels can become ripped or torn. If the label remained legible and complete and the inner packaging is not compromised, the torn label can be repaired with tape and the food can be distributed. Partner Agency may not distribute individually packaged items if the units do not contain required labeling.

## Labeling of prepared foods

Prepared food that will be eaten on-site does not need to be labeled. Clients with specific dietary requirements are able to inquire about ingredients before/while receiving a meal. To-go containers of that same meal do not require labels. Prepared food that will not be consumed on-site or immediately must be labeled. This applies to meals that will be frozen or refrigerated and distributed for clients to consume at home.

Labels must contain:

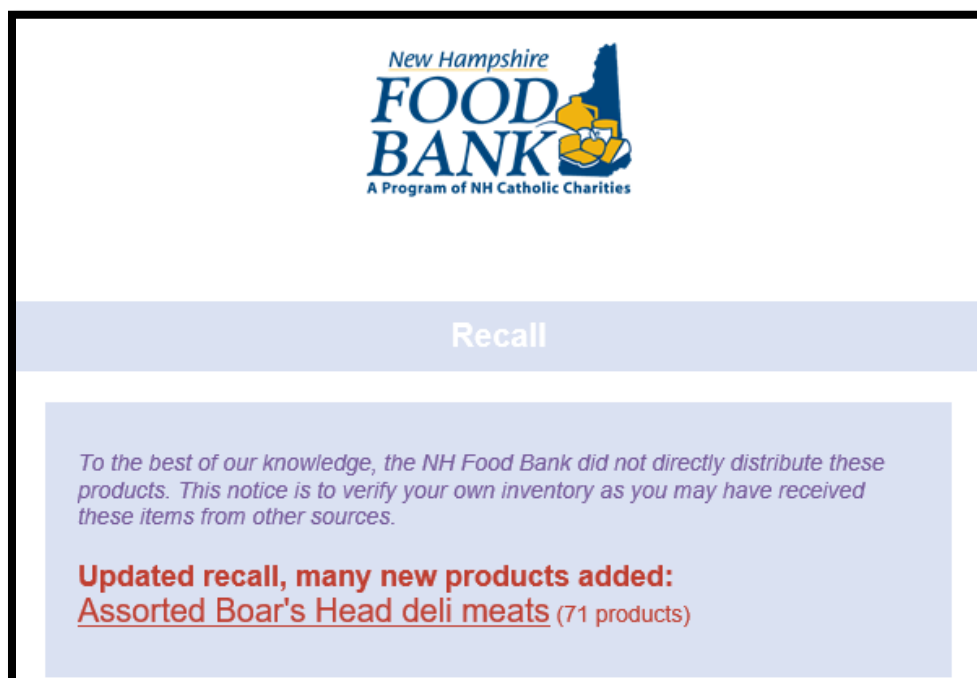
1. Name and location of organization responsible for receiving and distributing the original donation
2. Name and location of the donor (if distinct from a)
3. Food description
4. Date of donation (or preparation)
5. List of ingredients and any applicable allergen warnings.

## Repacking Operations

Due to a lack of a certified clean room, the NH Food Bank does not allow bulk repack operations at the Partner Agency level. According to the most recent Feeding America Partner Food Bank Agreement, a “Clean Room” means a separate, enclosed room for bulk/exposed food repackaging which is designed to be easily cleaned and sanitized in a manner that reduces the risk of product contamination. The room may require regulatory approval and must be built to commercial food service/processing standards with durable, non-absorbent, and non-corrosive surfaces.”

## USDA/FDA Recall Notices

The NHFB notifies Partner Agencies via email of all FDA and USDA recalls. All Partner Agencies are required to keep active recall notices on file at their facility. Recalled food and products may not be redistributed to clients and should be discarded within 24 hours of the issue recall notice. If the product is found to have been distributed or used prior to the recall notice, all recipients should be notified in writing.



All active FDA and USDA recalls are posted in the NH Food Bank warehouse until they are no longer active. Your Agency Relations Coordinator can provide printed or emailed copies of recalls per request.

## Food Safety Links:

- [Food Safety Poster](#)
- [Label Dates Guide](#)
- [Meat Storage](#)
- [Refrigerator Storage](#)
- [Shelf Life of Common Products](#)

## SECTION 8: BEST PRACTICES

The Agency Relations Team at the NH Food Bank has compiled this section with some of the most common and important best practices for our Partner Agency network. Below, you'll find suggestions and information on how best to serve your clients.

### Succession Planning

Succession Planning refers to the process of identifying potential future leaders at an Agency and training them to fill key positions. This process ensures that Partner Agencies can continue serving the community even if a key leader(s) is absent. Succession planning benefits a Partner Agency by ensuring long term survival, improving commitment to the mission and activities, and increasing current leaders' support system. Partner Agencies that do not have a succession plan run the risk of uncertainty and low morale for staff/volunteers, unprepared or unqualified leaders, and inability to serve community members in need, potentially halting operations and food distribution. Succession planning in any stage creates a sense of security and plan in the absence of a leader. Partner Agencies are encouraged to create documents and files containing written day-to-day Standard Operating Procedures, list of vendors, banks, facilities, etc., and all key information should a new director step in to run the Agency without any training. If you are seeking assistance with creating a succession plan for your organization, contact your NHFB Coordinator for a list of resources and trainings.

### Client Choice

A client choice pantry allows clients to select their own food, mimicking shopping consumers would do at a grocery store. This allows clients to receive only the items they feel they can and will use. Client choice encourages healthy, nutritious choices that provide them with a sense of dignity and respect. This allows pantries and clients to reduce waste, eliminating the need for standard, ready-packed bags of food, and increasing the availability of foods that may accommodate special dietary needs. Offering client choice is easy, but as food pantries have limited stock, Partner Agencies are encouraged to provide reasonable guidelines and limits on items their clients may shop. This is often done by family size.

Some options for providing client choice in the pantry are listed below, starting with top choice.

- Full client choice: clients are allowed to shop the pantry on their own and follow signs where posted. Volunteers should be available to assist clients when needed.
- Order form: clients choose foods on a printed order form or digitally. The completed form is then given to a volunteer who shops for them.
- Counter service: clients may choose items located on shelves behind the counter. Volunteers then pick the items for them. This method is the least recommended method of choice.



*Pictured: St. Vincent de Paul Food Pantry (Exeter)*



## Welcoming Environment & Availability

Creating a welcoming environment at any facility may seem tricky at times, especially at a food pantry or a soup kitchen. Making your clients feel welcome and safe should always be a top priority.

In soup kitchens and food pantries, volunteers make a huge difference in how the clients feel when entering, shopping, and exiting the facility. The environment is largely shaped by how clients are treated when they first arrive at the facility. The friendlier, more patient and helpful the volunteers are, the more welcome a client feels. When volunteers are available to answer questions, to help navigate the pantry, to learn likes and dislikes of foods, it helps to build personal connections and comfort. Are volunteers stationed at the entrance/exit? Clients enjoy the extra assistance while shopping, however, many also enjoy when volunteers are available to carry bags and/or boxes of food.

Having a designated area to gather while waiting to enter is a great way to allow clients to talk to each other and learn about the pantry. This area can be designated by signs, seats and/or volunteers monitoring the area. If the area is inside, provide some resources for the clients to peruse while they wait; maybe use a bulletin board or handouts that they can easily utilize. Another option would be to have these resources available near check-in or intake. Some clients are unaware SNAP and other resources are available to them and they simply need the encouragement to apply.

Grocery-style pantries are inviting, easy to navigate, and are an effective way to add dignity to the experience. Using glass front refrigerators and freezers allows the client to see and choose the foods available. Using shelving that is well stocked and organized with signage adds ease to their browsing. The hours a food pantry is open should be adapted when possible to the needs of the people receiving food, not the preferences of the volunteers. In most cases, this means having evening or weekend hours; however, surveying current clients on ideal pantry hours before making any changes will help determine the best hours to be open. Providing the clients with full-choice on the foods they will receive and flexible hours is one of the biggest keys to success.

One important aspect to be mindful of is handicap accessibility. Would the facility be able to accommodate a wheelchair? Have prior arrangements been made to help anyone that requires extra assistance? Having a plan in place ahead of time would be helpful for when it is needed.

## Capacity Building

Although the NH Food Bank actively seeks out funding for Partner Agencies (mostly in the form of capacity building grants), Partner Agencies are responsible for their own fundraising and operating costs. Partner Agencies have a huge variety of budget needs and fundraising strategies.

Here are just a few suggestions to consider.

1. NH Gives is an annual 24-hour fundraiser Hosted by the NH Center for Nonprofits. It is primarily hosted online and is a great fit for a Partner Agency with an active social media presence.
2. Local businesses may be interested in contributing to their communities. They may also be willing to act as a drop-off point for non-perishable donations.
3. Community organizations may be able to hold food drives (or drives for other non-food supplies) on your behalf. Clubs like the Lion's or Elk's club, scouting groups like Boy Scouts or Girl Scout often participate in this type of fundraiser. Give specific instructions on what types of foods are most needed.
4. Apply for grants. Grant applications can be time-consuming. To avoid applying for grants you are not eligible for, carefully read through the qualifications and target causes. Be sure that you will be able to complete the requirements of the grant by any deadlines. You may want to look for volunteers who have grant writing experience.

5. Collaborate with other local non-profits to hold joint fundraisers. This is especially useful for Partner Agencies who are located close to each other but serve different groups and need different types of food. For example, a school pantry and a soup kitchen, agreeing ahead of time on how to split up donations.
6. When requesting monetary donations, be specific on how that money will be spent and what impact it will have. For example, if your soup kitchen spends \$50 each month on butter and rolls, say so. Donors are more likely to contribute when there is a clear and attainable goal. For example, “We are looking to raise \$700 to purchase a larger chest freezer.”
7. Personal stories go a long way in helping donors connect with your mission. Remember to get clients’ permission to share stories and ask if they’d like it to be anonymous or not.
8. If you are looking for a very specific donated product, check to see if manufacturers of that product take donation requests. Large companies may have a donation request form on their website. This works best with non-food items like cleaning products or personal care items.
9. Encourage donors to be recurring donors (monthly is the most common option).
10. Some Partner Agencies work closely with a thrift store or even operate their own, using the proceeds from the thrift store to fund food purchases.

## Nutrition Nudges

Nutrition nudges is using the marketing techniques usually employed to sell more products at stores to encourage clients to select healthy options at the food pantry.

These include:

- Food demonstrations at the pantry, nutrition education handouts
- Recipe cards
- Health promotion signage and shelf tags
- Food bundling
- Creating the appearance of abundance on shelves
- A-frame signs with nutritional messaging

Ideas:

- Feature a “Food of the week” with recipes, taste tests, and a social media post.
- Place fruits and vegetables where they will be especially visible.
- Place the items you want to “nudge” clients to select at eye level or slightly below. Depending on the layout of the pantry, place these items at both the beginning and end of the pantry.
- If using an order list, put items to be encouraged in bold or otherwise make them stand out on the page.
- Bundle together items that make a complete meal (or include a suggestion of the one or two additional ingredients needed to make a complete meal)
- Sample in food pantries. When providing samples in a food pantry setting, food should be cooked on-site (slow cooker or similar kitchen appliances can be helpful). No food should be prepped and cooked at a volunteer’s home.



## Client Feedback

In making any changes at your Agency that effects your end client, it is highly recommended that you elicit feedback from the people you are serving. When it comes to hours of operation, types of choice, or even what types of food to stock, your clients are going to be the priority. Feedback forms, questions of the month or surveys are great ways of hearing from your clients that hours don't work for them, products that they need, additional help they need or general feedback about their experience at your Agency. We recommend that all client feedback be anonymous so that clients feel comfortable saying what they need without fear of any sort of retaliation.

## Partnership Messaging

As partners in reducing food insecurity in New Hampshire, the NH Food Bank and Partner Agencies work in unity, especially in external communications and messaging. The following guiding principles assist in this.

1. Use the terms "Food Bank" and "Food Pantry" correctly.
2. Identify Food Bank contributions where appropriate.
3. Seek approval for use of NHFB and Feeding America logos.

## Food Pantry vs. Food Bank

These terms are often confused and used interchangeably. A food pantry is a local organization, often sponsored by a church, non-profit, or community coalition. Its mission is to directly serve community members experiencing food insecurity and nutrition insecurity within a specified area. Community food pantries are self-governing and distribute food to their guests on a regular schedule, which varies by location.

In contrast, a Food Bank is the storehouse for millions of pounds of food and other products that go out to the community. A Food Bank's daily operation consists of sourcing, gathering, sorting, and inventorying nutritious food, then warehousing the inventory to be distributed to Partner Agencies across a large service area. In the case of the NH Food Bank, this service area covers the entire state of New Hampshire. The New Hampshire Food Bank provides food to food pantries (as well as soup kitchens and shelters, schools, and transitional living facilities) for distribution into their respective communities.

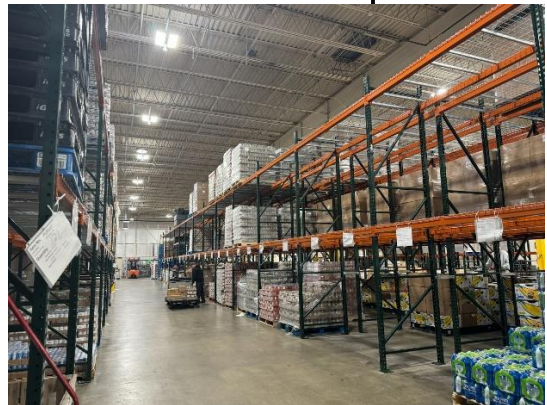
Food banks and food pantries are not the same operationally, but they share the same vision and commitment to ensuring everyone has access to enough nutritious food. Food pantries go by a variety of names, including food shelves (especially in the western part of the state) and community pantries. NH Food Bank Partner Agencies may not identify themselves as Food Banks.

**Food Pantry Example**



*Pictured: Bedford Community Food Pantry (Bedford)*

**Food Bank Example**



*Pictured: New Hampshire Food Bank (Manchester)*

## Communicate your Relationship with the NHFB

When creating a public message (local news story, social media post, discussion with donors), if the NHFB was significant in your ability to serve your clients or complete the initiative that you are highlighting, please mention us. In turn, the NH Food Bank tries to highlight the work done by our Partner Agencies and our partnership with Feeding America and Catholic Charities NH.

Be accurate when discussing food sourced from the NH Food Bank. It is critical for the NH Food Bank and all our Partner Agencies to communicate our relationship accurately. Specifically, it is important to note that, except for purchased product, the Food Bank does not sell food to individuals or Partner Agencies. (Delivery fee, or, previously, shared maintenance fees, are not the cost of food.) Incorrect or misleading information can severely drain donor confidence at all levels.

## Logo Use

The NH Food Bank loves to see our Partner Agencies use our logo and the Feeding America logo on your printed materials or websites! It demonstrates that we are a united network within the state and across the country. It can also show your local community and donors that your organization meets certain minimum requirements. However, all new uses of these branded images must be approved by NH Food Bank staff ahead of time. Please send a copy of new promotional material and allow sufficient time to review them.



## Airing Grievances using a Public Format

The NH Food Bank and our Partner Agencies have a common goal: to serve hungry people. However, when in the same line of work, conflicts may arise. It is our goal to work through any such conflicts with our Partner Agencies as quickly as possible and find a suitable solution for all parties involved. At no time should a Partner Agency or any of its representatives use a public format, such as newspapers, newsletters, television, radio, internet/website, or any other form of media to publicly air grievances with Feeding America, any of its branches (including Retail Donors), the New Hampshire Food Bank, any of its branches, staff and or other Partner Agencies. Such actions are inappropriate and only detract from our mutual goal of serving hungry people.

## Additional suggestion on messaging:

We have a greater impact on preventing hunger when we work together to reinforce an accurate and unified message. People support a cause when the information they receive is clear, accurate and demonstrates our collective impact. Donors especially want to be part of a winning team and invest in the mission of non-profits with strong, enduring, and proven partnerships.

We're not in competition as we work to face food insecurity. There is enough food in New Hampshire to feed everyone and letting donors and media know that we're working together but still need their support is crucial in community involvement. Words are powerful and a simple message that we're doing all we can with the resources we have, but need more support goes a lot further than saying that your shelves are bare, and you need more. Most importantly, by messaging accurately, you let the community know that we have a thoughtful, strategic, and competent food access network that is worth investing in. It speaks of pride and hope.

## SECTION 9: APPENDIX

### Important NHFB Policies

- [Eligibility for Membership](#)
- [Policies & Procedures](#)
- [Non-Compliance Policy](#)

### Ordering from NHFB

- [Agency Express Reference Sheet](#)
- [Agency Express Ordering Timeline](#)
- [How to pick up your order](#)

### Food Safety

- [Temperature Logs for Refrigeration Units](#)
- [Temperature Logs for Fresh Rescue Pickups](#)
- [Sub-Distribution Log](#)
- [Food Safety Poster](#)
- [Label Dates Guide](#)
- [Refrigerator Storage](#)
- [Shelf Life of Common Products](#)

### Other Documents

- [QSR - Need to Knows](#)
- [The Bill Emerson Good Samaritan Food Donation Act](#)

### Agency Portal

- [Agency Reporting](#)
- [Agency Forms & Resources](#)
- [Place your Order - Agency Express](#)
- [Monthly Delivery Schedule](#)
- [NH Feeding NH Resources](#)
- [Agency Relations Bulletins](#)
- [Agency Training](#)

## Signature Pages

Below you will find the link to sign the 2025 Partner Agency Handbook. The primary contact for the Agency should be the one to sign this Agreement, however, if they are not allowed to be the one to sign, the person signing is agreeing on behalf of the agency and the primary contact.

### Additional Forms (as needed)

- [Fresh Rescue Agreement](#)
- [Recipe for Success - Prepared Meals Agreement](#)
- [Church Qualifier Form](#)
- [Fiscal Agent/Umbrella Organization Letter Example](#)

This form is due to be submitted back by: **March 1<sup>st</sup>, 2025.**

Before clicking the link below, the above forms will need to be filled out (if applicable) and readily available, along with the 501(c)3 Designation Letter for the nonprofit. There will be an option to upload scanned documents as well as an option to mail the forms directly to the food bank.

[Click here to sign the  
2025 Partner Agency Handbook](#)

# Thank you for your partnership!

