

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.).
- Have 1-5 authorized shoppers for their Agency. Staff/volunteers must attend New Shopper Orientation class to become an authorized shopper, providing access to Agency Express. The Agency director/program coordinator must notify the NHFB in writing when the designated shopper leaves the agency. Shoppers agree to use their own accounts for ordering and to not share account information with others.
- An initial on-site visit, as well as annual follow-up visits by NH Food Bank Agency Relations Coordinator. A director or program coordinator should participate in the annual visit and process.
- Keep all NH Food Bank food at the location which has been approved by their Agency Relations Coordinator. All sites must be commercial properties.
- Provide adequate transportation to pick up the food, as well as adequate persons to help load orders into their vehicles. Vehicles must be clean and free of odor and debris. Open vehicles (such as flatbed trucks and trailers) must have cover for the food year-round to protect the food during transport. Food storage safety must be maintained to avoid biological, chemical, and physical contamination. Temperature controlled food must be covered with freezer blankets or stored in coolers if no refrigerated vehicle is available.
- Keep appropriate records on-site as required by the NHFB and make these records available upon request. All NHFB invoices must be kept on file for two years.
- Immediately notify the NHFB of any change in their name, address, telephone number, staff, or shoppers.
- Have at least one staff member that is up to date with safety certification requirements.
- Maintain a secondary contact for their Agency.
- Maintain all food storage and prep areas as clean and safe, and undergo an annual safety and cleanliness check as part of the required annual monitoring visit from their Agency Relations Coordinator. Food must be distributed in its original packaging and stored appropriately.
- Provide the NH Food Bank with all required reporting in a timely manner.
- 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.
- Comply with IRS code 170(e)3 and other requirements for use and distribution of 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.
- Release the NHFB and Feeding America from any liabilities resulting from donated product.
- Remit payment for their invoices within 30 days by agency check or money order.

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.
- Use NHFB food for programs, within an approved Partner Agency, not approved by the NHFB or any Feeding America Food Bank.
- 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.