
2016-2017
MEMBERSHIP
AGENCY
MANUAL

PHILABUNDANCE

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SECTION 1: MEMBERSHIP

Membership Requirements

To gain and maintain membership with Philabundance, your member agency must:

- Operate within our 9 county service area.
- Have been distributing food for at least 3 months, with records to support your statement of operation.
- Have been distributing food at least one time per month with advertised, consistent hours.
- Serve at least 20 households per month as an offsite feeding program or social service program, 400 meals per month as an emergency kitchen, or have at least 10 individuals residing on agency premises as a shelter.
- Be able to describe how your agency contributes to meeting the food relief needs of your community.
- Have regular access to a computer and internet.
- Have a business plan, mission statement, and defined method of food distribution.
- Be incorporated for the purpose of serving the ill, needy or children and be able to provide Philabundance with a description of your procedure for determining this, upon request.
- Agree to take referrals from Philabundance if operating a Food Cupboard or Neighborhood Distribution program
- Provide services without regard to 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; and not require any person to attend a religious service or pledge money or membership in exchange for product received.
- Must be a federally tax exempt 501(c)(3) organization that is not a private foundation.
- Provide any and all donated food to clients free of charge. Food cannot be transferred for money, property or services; you cannot charge any storage or handling fees.
- Assume responsibility and ownership for distribution of all food received. Food can be used only for approved programs, cannot be stored in private homes, cannot be traded or sold to other agencies, or obtained for personal consumption.
- Meet local and state health requirements.
- Maintain at least one person on staff who holds a current ServSafe Food Safety Manager certificate if you serve meals onsite.
- Maintain at least one person on staff who has received Safe Food Handling training from Philabundance if you do not serve meals onsite.
- Maintain records which accurately reflect the total amount of product received, distributed or used from Philabundance, and save file of Philabundance invoices for at least three years.
- Notify Philabundance promptly about any changes in program size, program activity status, address, contact phone numbers or hours of operation.
- Ensure that all agency representatives comply with the ground rules for Philabundance Food Bank shopping and the Perishable Food Program deliveries and Hub pickups.
- Treat all Philabundance employees and fellow agency representatives in a courteous and professional manner.
- Reasonably accommodate Philabundance personnel making site visits.

New Members

Applications for membership are processed year-round, but applications received between October 1st and December 31st may experience longer processing periods. Prospective member agencies can contact Member Relations at 215-339-0900 to discuss eligibility for membership and for application materials.

Annual Membership Renewal

All member agencies must pay an annual membership fee of \$75. On receiving the agency's renewal form, we will invoice the agency for the fee, due 30 days from the invoice date. Membership forms are due by October 1st and member agencies that have not renewed their membership will not be able to receive product from Philabundance until we receive their renewal form. In order to receive a renewal, member agencies must have received at least 3,000 pounds from Philabundance in the previous 12 month period (August through July). The renewal period closes on January 1st. Member agencies that miss the renewal deadline may contact us for a renewal the following October; however, if your membership is dormant for two years or more you will have to reapply for membership. Member agencies with on-site feeding programs will not be able to renew their membership if their Safe Food Handling Certificate has expired. (See Section 7, page 10 for further information.)

Types of Member Agency Food Providers

Philabundance member agencies operate one or more of the following six types of hunger relief programs described below:

DISTRIBUTES DIRECTLY TO CLIENTS FOR IN HOME USE (OFF-SITE FEEDING):

- **Food Cupboard**
 - Distributes groceries and other household provisioning for preparation or use in a client's residence. A Food Cupboard must have an indoor location, dry storage, and typically has regular published weekly hours; however, programs that are only open as needed for emergencies or that are open once a month for distributions are also categorized as Food Cupboards. A Food Cupboard may also deliver product to clients' homes.
- **Neighborhood Distribution**
 - Distributes groceries and other household provisioning for preparation or use in the client's residence. The food is distributed the same day it is picked up or delivered, at a set location and at a published time so that clients can gather to receive food. The distribution may take place indoors or outdoors. A Neighborhood Distribution may also deliver groceries to homebound individuals. If you operate a Food Cupboard and also distribute perishable food in Neighborhood Distribution style, you should enroll using the Program Type that describes how you distribute the most amount of food.
- **Group Home**
 - Provides groceries and other basic supplies exclusively to clients who live in a residence operated by the member agency. Meals are prepared by the clients at the residence.
- **Social Service**
 - Has a primary mission that is not food related but serves meals to clients; for example, an after school program or senior center. If you have a Social Service program that also provides groceries to clients for preparation or use in the client's residence, you have two programs – a Social Service program and a Food Cupboard or Neighborhood Distribution. The difference between a Site Feeder (below) and a Social Service is that a Site Feeder prepares food for clients on-site. A Social Service provides snacks or food that does not have to be prepared on-site.

DISTRIBUTES DIRECTLY TO CLIENTS FOR ON-SITE USE (ON-SITE FEEDING)

- **Emergency Kitchen**
 - Also called a Soup Kitchen, cooks and serves meals to clients who do not reside on the member agency's premises. An Emergency Kitchen may also prepare food for clients to take off-site when the kitchen is closed, or for distribution to homeless people on the street. If you have an Emergency Kitchen program that also provides groceries to clients for preparation or use in the client's residence, you have two programs – an Emergency Kitchen and a Food Cupboard or a Neighborhood Distribution.
- **Shelter**
 - Provides shelter services and prepares and serves one or more meals per day to residents. If you have a Shelter program that also serves meals to clients who do not reside on the premises, or that distributes groceries to clients for preparation or use in the client's residence, you should be enrolled with whatever programs apply – Shelter, Emergency Kitchen, Food Cupboard or Neighborhood Distribution.
- **Site Feeder**
 - Has a primary mission that is not food related, but serves prepared meals to clients; for example, a senior center. If you have a Site Feeder program that also provides groceries to clients for preparation or use in the client's residence, you have two programs – a Site Feeder program and a Food Cupboard or Neighborhood Distribution. The difference between a Site Feeder and a Social Service is that a Site Feeder prepares food for clients on-site. A Social Service provides snacks or food that does not have to be prepared on-site.

SECTION 2: POLICIES

In order to remain in good standing with Philabundance policies, agencies must comply with the following:

Distribution of Donated Product

- **Not Permitted:**
 - o Product from Philabundance cannot be given to other member agencies for use or distribution.
 - o Product from Philabundance cannot be sold or traded to clients or other parties.
 - o Donated product from Philabundance cannot be given to clients who do not qualify as needy.

- **Permitted with restrictions:**
 - o Donated beverages can be given to volunteers.
 - Beverages only, no other donated items, for on-site consumption only; a written policy is required if you do this.
 - o Donated non-food products can be used for member agency operations.
 - Items such as paper products or cleaning supplies; a written policy is required if you do this.
 - o Donated beverages can be used for member agency meetings.
 - Beverages only, no other donated items; must be conducting member agency business; never allowed for fundraising meetings; a written policy is required if you do this.
 - o Donated items can be distributed to eligible volunteers.
 - Volunteers must receive products in the same amount and same manner as everyone else.
 - o A religious service can be conducted before or after a food distribution.
 - Attendance at the service cannot be required to get food and clients should not feel embarrassed or pressured into attending the service.
 - o Clients can donate money if donations are clearly voluntary and anonymous.
 - This practice is permitted but not recommended.
 - Clients must very clearly understand that donations are never required to get food.
 - o Staff or volunteers can taste or test donated foods.
 - For instance to demonstrate a recipe.

If you have any questions regarding the policies surrounding distribution of donated product, please contact Member Relations at 215-339-0900.

Staff and Information Changes

Contact information:

It is a requirement of membership to inform Philabundance in writing, on organizational letterhead, of any changes to your contact information. Failure to inform Philabundance of changes in a timely manner may result in suspension of services. If your member agency's contact names or phone numbers change at any point during the year, you should not wait until you renew your membership to inform Philabundance. We need to be able to reach someone at your member agency by phone, mail or e-mail at all times. If your address changes, a site visit will be scheduled.

Safe Food handling Certificate Holders:

When the only staff member holding a Safe Food Handling Certificate leaves your member agency or their certificate expires, you must notify Philabundance immediately. If you fail to notify Philabundance and the absence of a certified staff member is discovered, your member agency will be issued a violation warning, which will lead to probation, suspension, and eventual termination if not corrected.

Membership Violations Procedure

Philabundance appreciates the work and collaboration of our member agencies to drive hunger from their communities. We rely on our members to protect the health, access to services, and the civil rights of the people we serve together. To ensure our continued service, Philabundance has created this procedure for membership violations. Compliance to membership policies is mandatory and essential to maintaining the level of service and respect to which we are committed.

How We Classify Violations:

There are two types of violations: (1) Regulatory, and (2) Responsibility violations.

1. **Regulatory violations:** Violations of specific laws or regulations that are outside of the purview of Philabundance. For example, safe food handling guidelines set by the USDA, or civil rights protected by the Civil Rights Act of 1964, a federal law.
2. **Responsibility violations:** Violations of Philabundance membership policies outlined in the Member Agency Manual, which member agencies agree to uphold in their membership agreements.

Violations Process

The process for communications from Philabundance to member agencies regarding violations is as follows:

1. Verbal warnings:

Philabundance will call an agency to inform it of the violation and follow up in writing to ensure necessary documentation exists.

2. Written warning:

After giving three verbal warnings for any violation (not necessarily the same kind of violation/same violation), Philabundance will send a formal written warning to the primary contact in charge of the program, instructing them to correct the violation. This letter moves an agency to the probation stage.

3. Probation:

A member agency's status will move to probation if, after receiving written notice of violations with instructions to correct violations within 30 days, it does not do so. Probation will not affect a member agency's grant monies. It is a period of 90 days during which a member agency may no longer participate in specific programs (Grocers Against Hunger, CSFP, Hub pick-ups, etc.).

4. Suspension:

If, during probation, a member agency does not rectify the violations outlined in the written communication Philabundance within 120 days, the member agency will be moved to suspension. Suspension is a period of 6 months during which a member agency's membership, and all benefits related to it, are frozen. Unlike probation, suspension does affect a member agency's grant monies.

5. Termination:

Termination is the permanent loss of membership privileges. An agency will be terminated if, during suspension, it does not rectify the violations outlined in the written communication from Philabundance. An appeal on the termination decision will be reviewed by the violations committee for review and possible membership re-instatement.

Appeals Process: Philabundance will accept appeals of a member agency's violations and/or movement to probation, suspension, or termination. The appeal must be in writing, either by hard copy or email, and should outline the reasons it is believed that Philabundance is in error, providing evidence wherever possible. It is the responsibility of the member agency to ensure Philabundance's receipt of the appeal and it will respond accordingly.

HOLD: Philabundance reserves the right to place an agency on HOLD which is an immediate and temporary freezing of membership for 30 days until infraction is resolved. If by the end of 30 days the infraction is resolved, the agency will be reinstated in full. If not, the agency will be placed into Suspension and the violations process is followed as stated above. **HOLD applies if any of the following infractions is found: Lapse in 501c3 status, Serve-Safe certificate expired, or donated food is found to be improperly handled in any way, as defined in the agency manual.**

Return Agency Policy

Once a member agency's status is changed to terminated, they are not eligible to re-apply for Philabundance membership, regardless of changes in staffing.

Return Representative Policy

Persons listed as representatives or contacts for a Terminated agency at the time of termination are also considered terminated. These representatives or contacts may volunteer at another Philabundance member agency in the future, but they may not be listed as Philabundance representatives, contacts or shoppers for any other member agency.

SECTION 3: ADDITIONAL PHILABUNDANCE FOOD PROGRAMS

Member Relations

As part of the Philabundance strategy to build a stronger Hunger Safety Net in our service area, we assess the operations of all member agencies by best practices and capacity. Based off their assessment, we can then recommend additional Philabundance food programs for them to participate in. Please contact Member Relations for questions related to this initiative.

Commodity Supplemental Food Program (CSFP)

Philabundance works with the USDA and our member agencies to provide a monthly box of USDA donated food to qualifying seniors * free of charge, in Philadelphia and Delaware counties. All CSFP member agencies must sign an additional CSFP agreement.

Grocers Against Hunger Program (GAH)

Qualified member agencies will be eligible to receive grocery food rescue through this program.

TO QUALIFY FOR GAH, YOU MUST:

- Be a member of Philabundance for at least 3 months. (Exceptions may be made if main contact for member agency has been working with another member agency that has been a Philabundance member in good standing for 3+ months.)
- Have the capacity to pick up at least once a week.
- Have adequate cold storage capacity to handle refrigerated and frozen product or can meet the following requirements:
 - All refrigerated and frozen products will be handed out within 2 hours of pick-up, if not refrigerated.
 - Member agency monitors and records the temperatures of product and discards any dairy, meat, or cut fruit/vegetable products that reach a temperature of over 70 degrees.
- Understand the type of product received and agree to make use of all product categories.
- Submit donation records on a weekly basis and comply with pick-up policies.
- Not have any outstanding violations.

ADDITIONALLY, IF YOUR AGENCY IS A FOOD CUPBOARD OR NEIGHBORHOOD DISTRIBUTION, YOU MUST:

- Be open every week. (This applies even if clients are not permitted to return every week.)
 - Exceptions can be made if member agency can partner with another member agency open alternate weeks to service store.
- Serve at least 50 clients per week.
- Be willing to offer GAH product as choice.

ADDITIONALLY, IF YOUR AGENCY IS A SITE FEEDER, GROUP HOME, SHELTER, OR EMERGENCY KITCHEN, YOU MUST:

- Serve a minimum of 400 meals per week or have an existing program for clients to take unprepared food home so you can utilize all GAH donations.
- Not make clients pay for food or to be a part of the program. (Certain exceptions may be made for programs where this is required by government, or payment is minimal, on a sliding scale, and is part of a larger program providing shelter.)

Perishable Food Program

Through the Perishable Food Program, Philabundance member agencies have weekly access to produce and other items not available on our menu. Agencies pick up food from a Hub Distribution at a specified location on a specified day and time. There is no charge for the food, so the amounts that agencies receive is allocated based on the average number of people served in a week.

Because the Perishable Food Program amounts are allocated based on numbers served, member agencies operating a Food Cupboard or Neighborhood Distribution must report pounds distributed and numbers served on a weekly basis through the Philabundance online Agency Reporting System in order to continue participating in this program. Your backup documents for the data that you report will be inspected during your monitoring visit or on request.

If your member agency is interested in the Perishable Food Program, you can contact Member Relations (215-339-0900) to determine your eligibility.

Currently, Hub Distribution operations are located at the Philabundance Galloway Warehouse, and in Camden, Montgomery and Delaware Counties.

Perishable Food Program Hub Distribution Ground Rules

- The person who picks up food for your member agency at the Hub Distribution must be on the list of authorized shoppers for your member agency.
- You do not have to accept all items available at the Hub Distribution, but you cannot take partial cases.
- You must come to the Hub Distribution at least twice a month to retain your authorization.
- You must bring help with you to load your vehicle. We do not have additional staff to assist you.

SECTION 4: FOOD BANK SHOPPING

Overview – Placing and Receiving an Order

Orders for non-perishable product can be placed 24 hours a day, 7 days a week through Agency Express, our online ordering website. Contact Member Relations for log-in info and the Agency Express user guide.

Orders can be placed either for pick-up at the Berks warehouse or for delivery. You must be able to receive a delivery order on a day when our truck is scheduled to be in your area. If you pick up your order you will be given a pick-up time for the day you are coming to the Philabundance Food Bank.

When checking out, you will receive two Agency Invoices to sign that list the items on the order, the weight and dollar amount payable. You will be given a copy for your records. Once you have checked out, you may load your vehicle. If you are receiving a delivery, you will sign two Agency Invoices after checking the order and you will keep one copy and return the other to the driver. You are required to keep Philabundance invoices on file for at least three years.

Authorized Shoppers

In order to protect both our member agencies and Philabundance, any person who picks up a member agency order must be on the list of authorized shoppers for that member agency. If the authorized shopper leaves your member agency, you must notify Philabundance in writing. If you do not notify Philabundance of that change, your member agency will be responsible in the event that that individual purchases product on your member agency's account. Your member agency is responsible for the actions of your representatives. If you want to add an authorized shopper to your member agency's list or remove a name from the list, you must advise Member Relations in writing.

Pick-up Ground Rules

- When picking up an order, bring enough people to help load your vehicle. Back your vehicle up to the dock door for loading, and take only one space at a time if you are loading two vehicles.
- If you are unable to make your scheduled pick-up day, the order will only be held for 24 hours. After that time, a \$15 restocking fee will be charged and you will have to place a new order. Member agencies needing to cancel a pick-up must do so before the cut-off time of 3 PM, two business days prior to the pick-up day. Cancellations can be made in the "Order Management" section of Agency Express.

Delivery Ground Rules

- Philabundance Food Bank deliveries are made on a biweekly schedule, with a designated delivery day for each member agency according to ZIP code.
- Philabundance Food Bank deliveries will be dropped off inside your door upon request as long as there is space inside the door for the pallet or pallets of product you have ordered; driver schedules allow for 15 minutes at each stop.
- If it is a Perishable Food Program delivery, it will be dropped off at the curbside only.
- Member agencies needing to cancel a delivery must do so before the cut-off time of 3 PM, two business days prior to the delivery day. Cancellations can be made in the "Order Management" section of Agency Express.
- If no one is there to receive a scheduled delivery, you will be charged a \$25 restocking fee. The order will not be held and you will have to place a new order.

Credit and Return Policies for Food Bank Orders

Signing the Agency Invoice for your order means that you've checked the order and you agree that the order is correct. Member agencies receiving deliveries should make sure that everyone on staff knows not to sign the Agency Invoice until someone has checked the order.

- If an Item is missing from an Order
 - o If we have made a mistake in putting your order together, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your member agency. If you find that an item is missing on a delivery order, be sure to note this on the Agency Invoice you sign and you will receive a credit. You will not be able to receive a credit for a missing item if you tell us after you leave the warehouse or after the driver leaves.
- If an Item is not what was ordered
 - o If the wrong item was put in your order, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your member agency. If your order was delivered, the driver will take the wrong item back and you should be sure to note this on the Agency Invoice you sign and you will receive a credit. If you discover that you received the wrong item after you leave the warehouse or after the delivery driver leaves, you may be able to return the item for a credit if it is unopened and in good condition. If you call Member Relations at 215-339-0900 within three working days, we will help you with the return process. In some cases an item may be returnable but you will be charged a restocking fee.
- If an Item is damaged or spoiled
 - o If you receive an item that is damaged or spoiled, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your member agency. If your order was delivered, the driver will take the damaged/spoiled item back and you should be sure to note this on the Agency Invoice you sign and you will receive a credit. If you discover that an item is damaged or spoiled after you leave the warehouse or after the delivery driver leaves, call Member Relations at 215-339-0900 within three working days –in many cases you can still receive a credit for the item.

SECTION 5: CREDIT POLICY AND GRANTS

Credit Terms

All Philabundance member agencies whose membership fee is paid (except for member agencies who participate in CSFP only) may purchase groceries and other basic supplies from the Philabundance Food Bank. Agency Invoices are due within 30 days. If an invoice is past due, your member agency will not be able to order additional items until all past due amounts are paid. Payments can be made by check, money order or credit card. Cash payments cannot be accepted.

Returned Checks Policy

If a member agency check is returned by the bank, Philabundance will automatically resubmit the check to the bank after the first time it is returned. If the check is returned a second time, the member agency will be charged a \$35 fee that is due immediately.

This will mean that the member agency cannot place another order until the returned check is replaced. The balance being paid by the returned check will still be due on the invoice 30-day due date. To clear an account quickly, a cashier's check or money order will be required.

Philadelphia County Grant Restrictions

In addition to meeting the requirements listed on page 3 of this manual, member agencies that receive a Philadelphia County State Food Purchase Program grant:

- Must spend their entire grant each period.
- Cannot be closed for a period of a month or more during the year.
- Must promptly report to Philabundance all formal complaints received in connection with the distribution or use of grant-covered items and assist in investigation and correction of any irregularities disclosed.

If operating a Food Cupboard or Neighborhood Distribution, grant allocations will reflect the distribution capacity of the agency. Grant-covered items from Philabundance found to be damaged or out of condition and declared unfit for human consumption shall be returned to Philabundance for disposal except in cases where Philabundance has authorized disposal by the member agency. Records as to the receipt and disposal of damaged or spoiled grant-covered items must be retained for a period of three years from the close of the fiscal year to which they pertain.

SECTION 6: RECORDKEEPING AND REPORTING

Member Agency Recordkeeping Requirements

All member agencies must:

- Maintain books and records which accurately reflect the total amount of product received from Philabundance and the total amount of Philabundance products distributed or used.
- Keep Philabundance invoices on file for at least three years.
- Provide Philabundance with a description of your procedure for determining that the final recipient of the product is ill, needy or an infant (minor child) upon request.
- Notify Philabundance promptly about any changes in program size, program activity status, address, contact phone numbers and hours of operation

Member Agency Monitoring

Philabundance monitors will schedule a mandatory site visit with your member agency at minimum every two years. If we are unable to schedule a site visit after several attempts, a warning letter will be sent. Additional site visits may be either scheduled or unannounced. Philabundance does investigate reports of unsafe or unsanitary conditions as well as other policy violations.

During the site visit Philabundance will review your member agency's operations in three general areas:

1. Agency maintains site in accordance with standard health and safety guidelines
 - a. Refer to section 7 for requirements
2. Agency contact and other general information on file is correct
 - a. Refer to section 2 for requirements
3. Agency maintain required records
 - a. Refer to section 6 for requirements

Agency Reporting

The Philabundance online Agency Reporting System makes it easy for our Food Cupboard and Neighborhood Distribution members to report service statistics. We ask these members to use this system to track and report data on a weekly basis. We ask that member agencies report **total distributions, not just Philabundance distributions**, so that we might better understand the total hunger relief happening in the area, and see where gaps in service might exist.

Information Requested:

- Households
- Seniors
- Adults
- Children
- Total individuals
- Pounds distributed, not just Philabundance pounds

Advantages to Online Reporting:

- Provides you with a history of the pounds you've distributed and the numbers of clients you've served. You can use this for fundraising.
- Gives you an easy way to see how many pounds per person you're providing. This helps if you want to adjust the amount of food you are giving out.
- Gives you a great overview of your client base and can be used as a basis for discussion with other food cupboards.
- Informs us regarding other food being distributed so that we can communicate that more accurately to Feeding America.

SECTION 7: SAFE FOOD HANDLING REQUIREMENTS & PRACTICES

Member Agency Safe Food Handling Requirements

Certification for On-site Feeding Programs

In order to be in compliance with state and local Health Department regulations, agencies that serve meals on-site must have at least one staff member who holds a ServSafe Food Safety Manager certificate from an institution licensed to offer the 16-hour ServSafe course and test. If you operate a Shelter, an Emergency Kitchen, or a Site Feeder program that provides on-site meals to clients, you must keep your ServSafe certificate current in order to remain active with Philabundance. You can call Member Relations at 215-339-0900 for course location information.

Safe Food Handling for Off-site Feeding Programs

Member agencies that operate a Food Cupboard, Neighborhood Distribution, Group Home, Social Service, or the Commodity Supplemental Food Program must have at least one representative who has attended a Safe Food Handling Awareness presentation by Philabundance in order to remain active. Member agency representatives may receive this training one-on-one with a designated Philabundance staff member. Questions about this requirement should be directed to Member Relations at 215-339-0900.

SECTION 8: COMMUNICATIONS

Monthly Agency Newsletter

Each month, active member agencies will receive our agency newsletter, Agency Newscorner, via email. It will also be available via our website. It is important that you read the newsletter each month, as it will contain important information regarding any closures, as well as community news, grant and class opportunities, and more.

Food Bank Shopping Quick Reference Chart

ORDER WEB SITE (Agency Express)	www.agencyexpress3.org
ORDER HELP LINE	215-739-7221 or toll free 1-888-722-4732
HELP WITH ORDERS	Monday – Friday 8:30-4:30: Call order line or anyone in Member Relations
ORDER PICK-UP	Must come during scheduled pick-up time
DELIVERY	<ul style="list-style-type: none"> Scheduled days for ZIP code Delivery time available the day before delivery from Dispatch

Who to Call with a Change or a Question

CANCEL A WEEKLY GALLOWAY FOOD DELIVERY	Order Takers	215-739-7221 or toll free 1-888-722-4732
CANCEL A BERKS ORDER DELIVERY (including CSFP boxes)	Order Takers	215-739-7221 or toll free 1-888-722-4732
CANCEL A BERKS ORDER PICK-UP	Order Takers	215-739-7221 or toll free 1-888-722-4732
GET A BERKS ORDER DELIVERY TIME (including CSFP boxes)	Dispatch	215-339-0900; ext. 1898
ITEM RETURNS	Member Relations	215-339-0900
BILLING QUESTIONS	Member Relations	215-339-0900
PROBLEM WITH GALLOWAY FOOD QUALITY OR QUANTITY	Member Relations	215-339-0900
COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP) QUESTIONS	CSFP	215-339-0900
GROCERS AGAINST HUNGER (GAH) QUESTIONS	Member Relations	215-339-0900