



**AGENCY CAPACITY
HANDBOOK 2019**

TABLE OF CONTENTS

About Us	Error! Bookmark not defined.
Fighting Hunger	4
How Feeding San Diego Works	4
Health and Nutrition	5
National Network.....	5
History	5
FSD KEY CONTACTS	6
AGENCY PROGRAMS	7
Partnership Application Process	7
Additional Requirements for Different Agency Distribution Models	8
Agency Holds	9
Partner Capacity Building Resources	11
Hours of Operation	11
PARTNER CONVENING	13
RECORD KEEPING AND REPORTING	14
Record Keeping.....	14
Quarterly Number Reporting.....	14
Retail Rescue Reporting.....	14
FOOD SAFETY POLICY.....	15
Food Safety Trainings	15
Bulk Repackaging	15
Food Recall Process	16
AGENCY ACCOUNT POLICY	17
Billing and Invoicing.....	17
Late or Missed Payments and Returned Check Penalties	17
CHANGES IN AGENCY STATUS.....	18
Inactive Agencies	18
Conditions for Cancelling Agency Privileges/Separation.....	18
GRIEVANCE POLICY AND PROCEDURES	19
Agency/Feeding San Diego Grievance	19
Client/Agency Grievance	19
FSD/Agency Grievance	19
Agency/Client Grievance	19
FOOD ACCESS CHANNELS.....	20

Feeding San Diego Orientation	20
AGENCY EXPRESS 3 ORDERS (PICK-UP AND DELIVERY)	20
Placing Orders	20
Pick-Ups	20
Deliveries	21
Appointments and Closure	21
Handling Fees for Donated Product	22
Warehouse Safety	22
Updating Agency Express Users	23
FOODSHARE	23
MOBILE MARKETPLACE	24
REDISTRIBUTION PROCESS	24
RETAIL RESCUE	25
STANDING ORDERS	26
Partnership Agreement and Acknowledgement of Handbook Receipt	28
APPENDIX A: FORMS	29
Change of Information Form	30
In-House Pest Control: Weekly Log	31
Daily Temperature Log	32
How to Place Orders Online	36
Redistribution Agreement	37
FSD Holidays 2019	12
MOBILE MARKETPLACE	40

About Us

FIGHTING HUNGER

Feeding San Diego (FSD) is the future of hunger relief, changing the way nonprofits address hunger. FSD is the leading hunger relief organization in the county, providing 26 million meals with dignity to San Diego residents facing hunger last year. We are the only Feeding America affiliate in the region, and have been innovating new logistical, technological, and relationship-building solutions to the problem of food insecurity since 2007. Focused on healthy food, education, and advocacy, FSD is building a hunger-free and healthy San Diego through innovative programs and collaborative partnerships.

HOW FEEDING SAN DIEGO WORKS

FSD provides food and resources to a network of more than 260 neighborhood partners serving 63,000 children, families and seniors *each week*. We build partnerships within the food industry:

- Grocery stores (Albertson's, Barons, Food4Less, Ralph's, Smart & Final, Sprouts, Trader Joe's, Whole Foods, etc.)
- Manufacturers
- Farmers
- Restaurants
- Retailers (Costco, Starbucks, Target, Walmart, etc.)

We rescue their excess food—food that is nearing the end of its shelf life, is a small lot, has damaged packaging, or is so-called “ugly produce,” that which is too small or too large, or that has scratches or blemishes. Sometimes there's nothing at all “wrong” with the food, but the owner was unable to find a market for the product. Our food industry partners save money while doing good for the community, and can enjoy financial incentives as well. As we source the food, we immediately redirect it to our neighborhood partners:

- Schools and seven college campuses
- Senior centers
- Faith communities
- Social service agencies and
- Community groups

All these partners are directly connected to neighbors in need. More than half the food we secure never comes to our warehouse. Instead, it is captured by our neighborhood partners and immediately distributed, preserving freshness, saving resources, and providing varied and wholesome food for the nearly half a million San Diegans facing food insecurity. Our partners distribute the food, farmer's market-style, to people right in their own communities. People get to choose the food they like and will eat, and in the quantities that meet their needs. Many distributions feel like a community event, and a number of people consider it a social outing where they get to connect with friends and meet new people who live in their neighborhood.

In addition to rescuing high quality food, Feeding San Diego has a team to make sure people have access to food. We help hundreds of people enroll to receive CalFresh (food stamps)

benefits. We also have farmer's market style distributions at 40 school pantries across the county, getting nutritious food to low-income students and their families, and send 16 mobile food trucks to underserved neighborhoods, mostly rural, that have high poverty rates. And we recently started food distributions at 7 San Diego college campuses to address the fact that 56% of students experience low or very low food security.

HEALTH AND NUTRITION

With nearly half of San Diego residents – 1.6 million people – considered overweight or obese, people facing hunger not only need more food to eat, they need *healthier* food. Other chronic diseases and health issues linked to hunger are prevalent among those served by Feeding San Diego, including 32 percent of households containing a member with diabetes and 40 percent lacking health insurance. To reduce the risk and impact of these health factors for those we serve, FSD focuses on distributing healthy and fresh foods along with appropriate nutrition education.

NATIONAL NETWORK

As the largest domestic hunger relief organization in the United States, Feeding America represents more than 200 member food banks across the country. Operating as an independent nonprofit organization, FSD's membership ensures high operational efficiency and allows us to access donated product and professional resources.

HISTORY

As one of the newest food banks in the Feeding America network, Feeding San Diego's first distribution was held on October 9, 2007 in the parking lot at San Diego Rescue Mission, now one of our neighborhood partners. Several weeks later, San Diego County suffered from disastrous firestorms that displaced hundreds of thousands of individuals. In the first week of the fire with only two employees, FSD secured and delivered 515,000 pounds of emergency supplies, including food, water, and other grocery items, to evacuees, firefighters and volunteers.

Special thanks to Red Cross, Salvation Army, Father Joe's Villages, Catholic Charities, Rock Church, San Diego Rescue Mission, Homeland Security, FEMA, City of San Diego, County of San Diego and other nonprofit agencies who supported our efforts during the firestorms and early stages of our development.

In February of 2008, FSD moved into a 30,000-square-foot warehouse to better serve families in need. Later in 2010, the organization relocated to a new 50,000-square-foot distribution center in Sorrento Valley and quickly emerged as the leading hunger-relief organization in the county the following year. We're still there, keeping pallets of good food—85% of it produce—moving in and out of our distribution center every week of the year.

FSD Key Contacts

Kate Garrett
Melissa Campbell
Isaiah Maxi
Open Position
Megan McDonald
accountingSD@feedingsandiego.org

Dana Henderson
Kerri Kolarik

FSD Leadership

Vince Hall
Alicia Saake
Denise Gurule
Gavon Morris

Central Region Partnership Coordinator
East Region Partnership Coordinator
North Inland Region Partnership Coordinator
North Costal Region Partnership Coordinator
South Region Partnership Coordinator
Finance Department

Director of Programs
Neighborhood Partnerships Manager

CEO
Chief Operations Officer
Chief Finance Officer
Chief Development and Marketing Officer

AGENCY PROGRAMS

AGENCY CAPACITY BUILDING

Through close communication and regular evaluation, FSD works to build the capacity of its network in the areas of advocacy, CalFresh outreach, nutrition education and volunteer programs, and the safe and effective distribution of nutritious and perishable foods.

PARTNERSHIP APPLICATION PROCESS

As a member of Feeding America and the national network of food banks, FSD follows a strict set of rules and governing procedures that ensure we distribute food safely and in accordance with state, IRS and federal law. In turn, we expect each of our partner agencies to follow the policies and procedures outlined in this manual and in your agency agreement.

In order to meet basic qualifications for agency partnership, in addition to what is outlined in the agreement, an agency must:

- Not be a private foundation, even if it has an exemption under Section 501(c)(3) of the Internal Revenue Code
- Not be incorporated for a purpose unrelated to serving the ill, needy, or infants (such as the publication of a non-profit periodical providing information to members.)
- Distribute donated product free of charge for use by the ill, needy, or infants limited to distribution and use in San Diego
- Not sell or use donated Product in exchange for money, other property, or services
- Keep records which accurately reflect the total amount of Product received through FSD (including Product picked up through FSD-enabled programs) for at least one year
- Have and follow a written policy that outlines that needy volunteers or staff must meet the same eligibility requirements and follow the same process as other clients
- Outline the Agency's procedure for determining that the final recipient of the Product is ill, needy or infant such as using self-declaration of need or other intake processes. However, the Agency does not need to keep specific records of individual amounts distributed to specific recipients nor the names or addresses of those recipients
- Ensure that all donated Product from all sources conform to any applicable provisions of the Federal Food, Drug, and Cosmetic Act (as amended), and any regulations that follow
- Operate from a commercial location (not a home), unless the agency is a transitional living facility, group home, shelter, or a similarly permitted operation
- Not be a Foster parent association
- Not accept donations or church offerings at the point of distribution and/or in exchange for product.
- Not require compulsory prayer and/or religious services at the point of distribution and/or in exchange for product (prayer and/or religious services must be optional to the public).

At a minimum, FSD will come to monitor your operations every year for compliance in food safety and FSD distribution regulations. Alongside the required monitoring visit, we ask agencies to reassess our partnership to ensure continued mission alignment as well as update paperwork and connect on opportunities for support. This abbreviated paperwork from your agency includes:

- Completion of the application on Google Forms
- A list of the organizations' current Board of Directors

- The organizations' most recent pest control invoice, or an in-house log
- An invoice from FSD from at least 1 year before visit
- Current Food Handler's or ServSafe certification for primary contact

Before a Visit, FSD will:

- Send an email requesting the above paperwork and work with the organization to schedule a visit
- Double check that the organization is listed on 211 San Diego
- Verify that the organization has maintained 501(c)3 status with the IRS or is a religious organization

During a Visit, FSD will:

- Check that product storage is food safe per the Department of Environmental Health (DEH) checklist which can be found in Appendix A of this handbook or on the DEH website at:
<https://www.sandiegocounty.gov/content/dam/sdc/deh/fhd/food/lscfo/registration.pdf>
- Ensure customers are treated with respect, are not discriminated against, and all other requirements are being met.
- Chat about ideas for growth, opportunities for future, any desired training or information sharing. This is a great time to think big!

After a Visit, FSD will:

- Follow up with a copy of our report, inclusive of any discrepancies or missing paperwork still needed. Organizations will have 30 days to submit information before a product hold will be considered.

PARTNERSHIP BRANDING REQUIREMENTS

Agency Partners must acknowledge partnership using at least one of the following communication items below. This will be checked as part of the monitoring visit.

- Website
- Facebook, Instagram or other social media homepage
- Annual report
- Newsletters
- Trucks or vehicles (required for certain grants)
- Elsewhere at the distribution or building

ADDITIONAL REQUIREMENTS FOR DIFFERENT AGENCY DISTRIBUTION MODELS

Each partner agency with Feeding San Diego serves the community in a unique way that helps facilitate the diverse needs of the community being met. On the agency agreement, there is a space for organizations to indicate which of the following types of distributions they operate. Any additional guidelines specific to each of the models are outlined in the section below and must also be followed. Review of this compliance will occur during the regular monitoring visit. Please note, these are in addition to the regular guidelines of being a partner agency with FSD that are outlined in the "Partnership Application Process" section above.

Partnership Types

PANTRY

For smaller numbers served on a regular basis, open multiple days/hours per week.

- Store product in a secure, food safe location ongoing
- Provide an intake system

LARGE SCALE DISTRIBUTION

Standing order (no longer available, serving 150+ participants fresh produce)

- Glean produce onsite and dispose of pallets on your own
- Store produce in a food safe and secure location from time of delivery to time of distribution

FARMERS MARKET STYLE

Pop-up distribution, tables set up with food items in a parking lot or food safe space

- Glean produce onsite and dispose of pallets on your own
- Store produce in a food safe and secure location from time of delivery to time of distribution

GROCERY DELIVERY

Homebound deliveries of food received through FSD

- Provide accurate and timely updates to FSD staff of additional drop off locations or eligible clients
- Transport food from agency to individual home in a food safe manner that follows all local, state and federal laws regarding food transportation
- Allow unscheduled and frequent monitoring of agency vehicle, facility, and/or delivery process by FSD staff as deemed appropriate and necessary

ON-SITE MEAL PROGRAM OR MEAL DELIVERY

For service of onsite meals served at set times throughout week/month or delivered directly to individuals after preparation at agency location.

- All requirements of grocery delivery plus:
 - At least one person preparing the meal must have their food handler's card
 - All meals must be prepared in a DEH certified kitchen

RESIDENTIAL PROGRAM

Distributions that are closed to the public and only for participants in program

- No part of the program fee can be based on the provision of food or products that have been donated to the agency and the fee must be comprehensive and cannot vary based on the donated products that are utilized by the agency.
- Any fees assessed are not related to either the cost of the agency's acquisition of the product or the cost of making the product available for consumption and/or distribution.

COMBINATION

A distribution model that includes elements of more than one partnership type but upholds the requirements of each style that it is combining

Agency Holds

The last thing that we want to do is restrict food to the people you serve by placing an agency on hold; however, partner agencies are expected to comply with FSD standards as outlined in the agreement and this entire handbook. A hold for any reason will affect an agency's ability to order online AND pick up from Retail Rescue stores. If you have questions about this process, please contact your Partnerships Coordinator. A partner agency can be placed on hold if:

- Account balances are not paid within 90 days of invoice date
- Requested compliancy paperwork are not submitted within 30 days of monitoring visit date
- Food safety corrections are not corrected and documented within 30 days of monitoring visit date
- Missing retail rescue reports for 90 days

Partner Capacity Building Resources

In addition to providing partners with access to 26 million meals, valued at over 41 million dollars annually, FSD provides numerous opportunities for their Partnership Agencies to grow their capacity

These opportunities include:

- On-boarding training
- Retail Rescue training and materials
- Occasional grant funding
- Volunteer recruitment training
- Agency shadowing
- Servsafe Food Handler for Food Banking training and certification

Please visit the partner section of the website for more information and resource links.
<https://feedingsandiego.org/distribution-partners/partner-programs/>

Hours of Operation

Feeding San Diego (FSD) is located at 9455 Waples Street, Suite 135 in San Diego, CA 92121.

FSD offices are open from 8 A.M to 4:30 P.M., Monday through Friday.

FSD warehouse and agency pick-up hours are 8 A.M. to 12 P.M., Monday through Friday.

FSD current year holiday closures are listed below

FSD Holidays 2019

New Year's Day, Tuesday, January 1

Martin Luther King Day, Monday, January 21

Presidents' Day, Monday, February 18

Memorial Day, Monday, May 27

Independence Day, Thursday, July 4

FSD Staff Day, Wednesday, August 14

Labor Day, Monday, September 2

Thanksgiving, Thursday, November 28

The day after Thanksgiving, Friday, November 29

Christmas Eve, Tuesday, December 24

Christmas Day, Wednesday, December 25

Annual Inventory, Friday, June 28

**Additional closures will occur as needed for inventory control and staff meetings. Agencies will be informed of these closures via email reminders.*

Note: Agencies will be reminded of all holiday closures via email and AE3. Should FSD close due to unforeseen circumstances; all orders scheduled for that day will be rescheduled as soon as possible. Special arrangements can be made, if necessary, by contacting your Partnerships Coordinator.

Partner Convening

FSD will host a biennial partner meeting as an opportunity to bring all partners together to discuss ideas, share best practices, and learn from one another. This will be a required attendance for each partner as part of continuing partnership together. More communication about the ideas, framework and learning sessions will come from the Programs team closer to the date.

Record Keeping and Reporting

RECORD KEEPING

Partner agencies are required to keep records of the following:

- FSD contracts and agreements
- Proof of food safety certifications
- FSD invoices or retail store receipts (for a minimum of one year)
- Food Safety Temperature Logs (see appendix for example template)
- Number households served for reporting purposes
- Any actual recalls and process followed to inform clients (for a minimum of one year)

QUARTERLY NUMBER REPORTING

The information collected through quarterly reporting is required for the mutual benefit of FSD and partner agencies. This data is useful for the improvement of services as well as to educate donors, policymakers, journalists and the general public about hunger in San Diego County. By demonstrating the need for services, we can more effectively seek and ask for support.

The Quarterly Report (QR) asks for the number of individual households served for the previous three months and for operational details of each agency, as well as feedback of services and product.

QRs will be sent out the first week after the close of the quarter and are due no later than the 15th of the following month. They are collected through the survey money link included in the bi-weekly email update and can also be found on the partner section of the FSD website.

If you have problems completing the QR, please contact your regional coordinator prior to the due date.

RETAIL RESCUE REPORTING

The data provided in Retail Rescue reports serves as a tool for agencies to use within their own organization as well as providing critical information for donors. The data is used by donors and FSD to identify areas for improvement within their donation program regionally, and it is used by FSD to identify where we can improve at the individual store level. Most importantly, this entry of pounds provides a receipt to the donor of their donation and serves to help ensure the donors continue donating in the future.

All Retail Rescue Partner Agencies must keep accurate records of pounds donated by grocery partners and report to FSD using Meal Connect, an online reporting platform. Training for using and reporting via Meal Connect is provided during the Retail Rescue onboarding process and FAQs can be found on the partner section of the FSD website. Retraining or training for new staff is available by connecting with your Partnerships Coordinator. Reporting is due twice per month on the 1st and 15th. Reminders will be included in the bi-weekly email update and can also be found on the partner section of the FSD website. Failure to report pounds in a timely manner will result in a product hold after 90 days delinquent.

Food Safety Policy

FOOD SAFETY TRAININGS

As in any food business, food safety is of paramount importance to food banking. As a reminder, all agencies must comply with all local, state, and federal laws and regulations, including permitting requirements, in order to operate food distributions. Local regulations and FSD require that any agency staff or volunteers serving prepared food or participating in Retail Rescue be appropriately trained and certified in food safety by having a valid food handler's card on file. Additionally, agencies operating under any distribution model are required to have the primary contact from each partner agency with a current certificate on file from FSD verifying they have attended a FSD food safety training within the past two years.

- Valid Food Handler's Cards can be completed through an online course and assessment. A list of all San Diego County Department of Environmental Health approved classes can be found here: <http://www.sdcounty.ca.gov/deh/food/foodhandler.html>
- All agencies are required to have at least the primary contact attend an in-depth food safety training from FSD once every two years and are provided with a certificate of completion, a copy of which is maintained in their agency file.
- FSD facilitates two trainings every other month for agencies to receive their Servsafe Food Handler for Food Banking certification for free.

Please see the ServSafe for Food Banking information, found on the partner section of the FSD website, or your food handler's card training for important recommendations for safe food handling and storage.

BULK REPACKAGING

If an agency is repackaging bulk food items at their facility (i.e. household sized bags of flour from a large 50 pound bag or individual chicken from a 25 pound case, etc.), they must meet the following criteria:

- Have the applicable permit with the County of San Diego Department of Environmental Health
- Have an application to FSD on file to be monitored and approved for bulk repackaging
- Have a clean room which is, "A separate, enclosed room that is dedicated for bulk repacking which is designed to the highest standards of sanitation and prevents as many environmental contaminants as possible. It must be designed so that the interior surfaces are durable, non-absorbent and easily cleanable, built to commercial food service construction standards and meet local health regulations."
- Put labels on the repacked materials which meet FDA requirements for the product being repackaged. Please check with the County DEH in order to learn more about these regulations.
- Maintain a permanent record of all food repacked, which should include:
 - A sample of the label from both the bulk product and the repacked food
 - Number of units packed
 - Weight of food repacked
- Ensure that all packaging is acceptable for food (food grade)

If your organization is interested in bulk repackaging, please contact your Partnerships Coordinator for more details, agreement, and monitoring paperwork after obtaining your permit with the County of San Diego.

FOOD RECALL PROCESS

In the rare event that food needs to be recalled from distribution, FSD requires agencies to have a process in place to appropriately track and pass along recall information. The below list is required of each agency:

- One designated person responsible for recall, whose email is on file with FSD
- Designated person subscribes to emails from the FDA and USDA to stay on top of recalls that may apply to them from other organizations or companies (if you are picking up from a grocery store not affiliated with us)
 - <http://www.fda.gov/Safety/Recalls/default.htm>
 - <http://www.fsis.usda.gov/wps/portal/fsis/topics/recalls-and-public-health-alerts/current-recalls-and-alerts>
- Feeding San Diego will also pass along Food Recall emails from national sources for food that is not believed to have passed through the distribution center but may have entered agency distribution channels through other means. These notices will be sent on a weekly basis and need to be posted for client visibility if you believe you have received this food from any source.

Agency Account Policy

BILLING AND INVOICING

FSD provides agencies with order invoices upon order pick-up or delivery. Monthly statements are issued to agencies via email as a courtesy to let the agency know which invoices are outstanding. All invoices must be paid in full within 30 days. The only acceptable forms of payment are agency/company checks or money orders. Cash, credit cards, and personal checks are unacceptable forms of payment. When making a payment, agencies must write the agency account number and invoice number on the front of the check.

LATE OR MISSED PAYMENTS AND RETURNED CHECK PENALTIES

FSD requires all agency account balances be paid within 30 days of the invoice date.

- Agencies with invoices unpaid, past 30 days will receive a reminder notification. Agencies with invoices unpaid, past 90 days will be placed on product hold until the invoice is paid and the account is cleared.
- Being placed on product hold means that an agency cannot access any product from FSD through online ordering or through agency programs, including Mobile Pantries and Food Rescue.
- If payments are late or missed more than three (3) times in a calendar year, the agency will be required to place a deposit on the account. Deposits will remain on the account for 6 months to ensure timely payments are made.
- Continued problems of this nature (e.g. negative account balances, late or missed payments, etc.) may result in loss of program privileges or even termination of agency partnership, as determined by the Finance Department and Director of Programs.
- FSD reserves the right to charge a fee of \$25 for any checks returned by the bank for any reason.

Please keep in mind, FSD reserves the right to refuse service to any agency that has repeated late, missed or bounced payments. It is in our community's best interest for FSD and partner agencies to work together as smoothly as possible, so please communicate any concerns or issues immediately.

Change in Agency Status

Partner agencies must notify FSD of changes in personnel, contact information, location, programming, etc. by completing a Change of Information form (see Appendix B) within 7-10 business days of changes. Forms may be submitted by mail, hand delivery, fax or email to your Partnerships Coordinator.

INACTIVE AGENCIES

If an agency has not procured food through FSD for one year (retail rescue and/or warehouse), it will be considered inactive. If the agency wishes to resume accessing food through FSD, the agency must re-apply for partnership. The application process includes a new application, a site visit and orientation. Renewed partnership is not guaranteed.

CONDITIONS FOR CANCELLING AGENCY PRIVILEGES/SEPARATION

FSD strives to maintain cordial and trusting relationships with all partners in hunger relief. FSD also thrives to ensure that all San Diegans facing hunger have access to food while maintaining dignity and food safety as highest priorities. Any concerns regarding this relationship should be addressed to the Neighborhood Partnerships Manager and Director of Programs.

In the unlikely event of a violation against any of the policies and procedures in this manual, FSD maintains the right to immediately suspend food distribution to the agency in violation. The agency will be notified via email of any suspension in a timely manner along with the reason for suspension. All initial email notifications will be followed by a mailed letter.

If the agency is unsatisfied with the decision, the agency may file a grievance to the Programs Department to discuss the future of the partnership.

An agency separated for agreement violations may re-apply no sooner than one year after the date of separation, providing it can show improvements around the issue that caused the separation. The process will include filling out a new application. If the application is approved, a site visit will be conducted and agency representatives must attend orientation. Renewed partnership is not guaranteed.

Grievance Policy And Procedure

AGENCY/FEEDING SAN DIEGO GRIEVANCE

If an agency has a complaint or experiences a problem with Feeding San Diego (FSD), they may contact the Distribution Network Engagement Manager for details about the grievance process. Every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Distribution Network Engagement Manager will present the matter to the Director of Programs (DP). In such cases, the following outcome may result:

- FSD will notify the partner agency's Executive Director/President/Pastor of the decision.
- All grievances made against FSD will be placed on file for a minimum of 3 years.

CLIENT/AGENCY GRIEVANCE

If a client of an agency chooses to file a grievance, he/she reserves the right to contact the agency's governing board and FSD.

If the client is not satisfied with the decision of the agency's governing board, the client may contact FSD Programs Department to file a complaint. The Programs Department will then record the complainant's information and contact the agency to gather additional information. The objective and obligation of FSD is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The grievance procedure will be implemented as follows:

- After a reasonable deliberation, FSD will contact the agency with notification of the complaint and of any information compiled during the FSD investigation.
- If no wrongdoing on the part of the agency is found, FSD will contact the complainant and explain the investigation by FSD, as well as the decision.
- If wrongdoing on the part of the agency is found, the agency will receive a written response from FSD citing the outcome the investigation and will stipulate the corrective action(s) that must be taken by the agency and FSD's projected follow up.
- All client grievances against an agency will be documented and remain on file at the agency for a minimum of 3 years.
- All client grievances reported to FSD will be kept in the agency's permanent file.

FSD/AGENCY GRIEVANCE

If a FSD staff person notices or believes there to be an issue with an agency, FSD will follow the "Client/Agency Grievance" procedure listed above to resolve the issue.

AGENCY/CLIENT GRIEVANCE

If an agency files a grievance against a client, a record of the incident should be kept on site, at the agency for a minimum of 3 years. FSD will ask to see this record in the event that the client seeks to file a complaint with FSD against the agency.

FSD advises completing and retaining an incident form for instances including but not limited to:

- Physical and /or verbal confrontations
- Removing someone from the premises
- Refusing service to a client either temporarily or permanently

Food Access Channels

The following information pertains to the specific channels that Feeding San Diego operates to pass food along to its agency partners. All agency partner agreements denote which of these channels they have been approved to access on their most recent agency agreement. If an agency would like to add an additional channel, please contact your Partnership Coordinator for further information.

FEEDING SAN DIEGO ORIENTATION

In order to procure food from Feeding San Diego through any channel, the Primary Contact from the partner agency must attend an orientation. These are offered every other month or as needed. It is highly recommended that more than just the Primary Contact attend orientation. Anytime an agency gets a new Primary Contact, the new Primary Contact must attend an FSD orientation. Basic food safety will also be reviewed at this time, ensuring every agency meets the food safety guideline minimums set forth by FSD.

AGENCY EXPRESS 3 ORDERS (PICK-UP AND DELIVERY)

Placing Orders

FSD only accepts orders submitted through the Agency Express (AE3) online ordering system. Through the AE3 system, agencies receive access to a daily-updated inventory list for product available for order. For instructions on placing orders, see Appendix B or visit the Online Ordering page at <https://feedingsandiego.org/distribution-partners/online-orders/>.

Orders submitted through AE3 can be picked up at the FSD warehouse or delivered to the agency location. In order to have an order processed, agencies must submit an order at least two business days prior to the delivery date assigned to you. If you are having your order delivered, it will be on your regularly scheduled day and time. Please contact your Partnerships Coordinator to change or add your delivery day/time.

Upon pick-up and/or delivery, agencies will receive an invoice for all orders. Agencies are responsible for ensuring orders are complete and correct prior to leaving the FSD warehouse. All agencies are required to check out with a FSD staff person and sign their order invoice.

Note: Agencies need to maintain invoice records at their program site for a minimum of one year as required by the Feeding America National Office.

Pick-Ups

If you are coming to pick-up an order at the warehouse, please enter the warehouse at the door by the warehouse office, which is located to the right side of the main loading ramp. Please ring the doorbell to alert the warehouse staff of your presence.

Pick-ups may be scheduled in AE3 for Monday-Friday in 20 minute appointments from 8:00 A.M. –12:00 P.M.

- All orders must be verified and signed for accuracy and quality assurance upon pick up.
- Do not accept product that is not food safe.
- Agencies not picking up orders within one week may be charged a restock fee and lose the product.

- Food needs to be properly secured prior to departure with the use of tie-downs, netting, etc. if using an open vehicle.
- All temperature controlled product (i.e. produce, refrigerated items, frozen items, etc.) must be transported in a food safe manner to your facility and put back into proper storage. This can happen through active cooling via a refrigerated vehicle or passive cooling via coolers, freezer blanket or other temperature controlling, food-safe items. If using passive cooling method, the product cannot be out of a refrigerator for more than 30 minutes. If this is not possible, you will need to get a delivery or find an alternate means of transporting product. Please refer to your food safety training for more details.
- Please share any ideas of how we can better serve you by completing our Quarterly FSD Agency Feedback Survey online or via phone call or email.

FSD Responsibility

- Sort and glean product for safety and quality upon arrival at FSD warehouse
- Ensure accuracy while pulling agency order
- Contact the donor or food manufacturer in the event that product received is unfit for distribution

Agency Responsibility

- Verify accuracy and completion of order before departure from FSD warehouse
- Sort and glean product for safety and quality upon arrival at agency site
- Take pictures and email FSD staff immediately if inspected product is unfit for distribution by completing our FSD Agency Feedback Survey online or via phone call.

Deliveries

When you place your order via AE3, please select your scheduled day and a time within your 2-hour window on the scheduler in the system. Your order will be delivered on that day and time window established or with your Standing Produce Order. If you would like to change your day/time or do not have one set up, please contact your Partnerships Coordinator.

Upon arrival, the FSD driver will bring your order into the building or property as far as our equipment will fit safely. An agency representative must meet the driver to accept the delivery. Orders cannot be left unattended at your agency.

All orders must be verified and signed for upon delivery. Send any product that is not food safe or not part of your order back with the driver. Any discrepancies or damaged items found after receipt must be reported to FSD immediately by emailing FSD with pictures and a description of the issue.

The driver must be able to park the truck & unload your order (e.g. parking lot is clear, etc.)

Appointments and Closure

When FSD is closed, it will affect both order pick-ups and deliveries. If your agency usually receives an order on a day that FSD is scheduled to be closed, you will not receive an order that day and your Partnerships Coordinator will be reaching out to reschedule your order. Remember to submit all orders a minimum of two business days prior to the scheduled pick up or delivery day. Days that FSD are closed do not count towards the two day limit.

- **Example:** FSD will be closed on a Friday. Deliveries will not go out that day. Agencies that normally receive their orders on Friday will not get an order that week. FSD can work with you to get a delivery on a different day.

Handling Fees for Donated Product

To support the inbound transportation and storage of donated product, a shared maintenance fee of no more than \$6/pallet is assessed for donated, shelf-stable product to allow FSD to continue providing access to this valuable product.

Purchased Product

FSD purchases some “high-demand”, nutritionally-dense items to have in stock at all times. Because these items are purchased, not donated, the product is available to agencies at the purchased cost. These items are identified on Agency Express 3 as items with a “p-****” for the item number.

FSD’s goal in food sourcing is to always provide you with the highest quality food, at the lowest possible cost.

Warehouse Safety

In an effort to make FSD a safe and efficient workplace, all employees, partner agencies, volunteers and visitors are required to abide by various safety rules and regulations. If you see any person neglecting warehouse safety contact the nearest FSD staff and call 911 if necessary.

Basic warehouse safety:

Do:

- Stay in the designated waiting area at all times
- Wear closed toed shoes- individuals not wearing closed toed shoes will not be allowed in the Distribution Center
- Practice safe lifting
- Ask FSD staff for assistance when needed
- Follow all safety procedures outlined by FSD staff
- Stay clear of forklifts and trucks
- Use proper trash, recycling, and composting receptacles; recycling is very important to FSD

Do Not:

- Operate heavy machinery (e.g. forklifts, pallet jacks)
- Use your cellphone or earbuds with MP3 players in the warehouse
- Climb on equipment
- Run in the warehouse
- Bring small children into the warehouse
- Eat or drink in the warehouse (only closed, bottled water is allowed)
- Smoke within 50 feet of any warehouse doors

Updating Agency Express Users

To ADD, REMOVE or CHANGE authorized Agency Express (AE3) users, agencies must complete a Change of Information form, indicating the change, ensure it is signed by the Primary Contact at your agency and submit it to the Programs Department in a timely manner. If the Primary Contact is being changed, the Executive Director/Faith Leader/President, needs to approve the change and submit to the Programs Department in a timely manner. Please find a copy of the form in the Appendix.

FOODSHARE

Feeding San Diego has partnered with Starbucks as part of their FoodShare program to capture donations of wholesome, ready-to-eat meals including breakfast sandwiches, Paninis, bistro boxes, and yogurt parfaits and high quality bakery items from over 200 San Diego County locations.

The FoodShare program will provide ongoing support to strengthen and expand Feeding San Diego's network of partner agencies to provide safe and nutritious meals to the thousands of San Diegan's struggling with hunger.

All Feeding San Diego affiliated partner agencies participating in the Starbucks FoodShare Program must adhere to the processes, procedures, and requirements listed in the FSD contract agreement and Agency Participation Guide available on the partner distribution page of FSD's website. Agencies will use these requirements to direct them through the FoodShare specific process; upholding supply chain integrity and the highest levels of food safety.

Agency Responsibilities:

- Conduct overnight pick-ups 7 nights per week (excluding federal holidays) from 25-35 Starbucks locations along a pre-determined driving route. Pick-ups must be conducted by paid staff members, and cannot be volunteers.
- Using the Meal Connect App, maintain accurate donation logs detailing the total weight donated by category (bakery, fresh, dairy) for each store location. Log all food waste by weight.
- Uphold temperature integrity of all donated produce. Keep temperature logs throughout transportation process.
- Submit donation receipts to FSD through Meal Connect app on a daily basis.
- Conduct product integrity check and ensure appropriate product labeling to meet food safety requirements.
- Bring and maintain all required safety equipment to store pick-ups including probe thermometers, thermometer sanitation wipes, clean sorting bins, scales, and dolly.
- Wear proper identification badges during route.
- Build positive relationships with store partners by being consistent, flexible, friendly, and respectful.
- Responsible for regular maintenance of FoodShare van.
- Carry appropriate liability insurance.
- Maintain consistent and clear communication with FSD.

FSD Responsibilities:

- Conduct thorough hands-on training with partner agencies detailing routing logistics, reporting and food safety requirements.

- FSD will complete route with partner on Day 1 of rollout and hold subsequent monitoring ride-along visits at week three, six months and one year points.
- Maintain highest level of donor stewardship, ensuring that all locations have adequate, consistent pick-ups, and food safety and integrity is upheld throughout program.
- Act as a mediator between FoodShare agency and store when and if concerns arise.
- Collect receipts and waste logs from FoodShare agencies and report to corporate donor contact.
- Share opportunity and mobilize donors to give to their full potential.

MOBILE MARKETPLACE

The Agency Mobile Marketplace is a program that provides agencies access to produce in their community on a regular basis. Any agency can attend a MMP distribution, but please keep in mind that this program is not intended for agencies planning to serve more than 100-200 people per distribution. The MMP is also not designed to serve individuals seeking food assistance, so in the event that someone from the community comes, FSD will provide information on nearby distributions. Agencies participating in the MMP will also help direct the individual to their distribution, if in a location that is accessible to the individual. The current days and times of the MMP can be found in the Appendix.

FSD Responsibility

- Weigh and record product
- Ensure safety of distribution of produce
- Inform Programs team of any challenges, increase or decrease of amounts needed
- Have a list of nearby partners in case an individual comes looking for food

Agency Responsibility

- Bring own boxes or bags for transport
- Glean product on-site
- Make sure that the FSD staff member has weighed and recorded all of their items
- Transport produce back to agency in a food-safe manner
- Distribute product that same day or have on record proper storage for produce with FSD
- Help provide information to any individuals who come looking for food assistance

REDISTRIBUTION PROCESS

In the event that an agency collects more product than they can handle or safely distribute to their clients, agencies are allowed to redistribute food to another FSD partner, if they have completed and submitted the Redistribution Agreement to FSD and have been approved to redistribute. By completing the application, the agency is agreeing to adhere to the following guidelines:

- A. The Product being sub-distributed is in excess to the normal distribution, needs to be distributed to maintain quality, or be distributed while it is safe for human consumption;
- B. Product can only be sub-distributed to FSD approved Agencies, Agency-Sponsored Programs, or FSD Programs that are in good standing.
- C. Product may only be re-distributed one time;
- D. All sub-distributions must be tracked accurately by the subdistributing entity to facilitate trace and recall procedures; and

- E. No fees can be charged in relation to sub-distributions (e.g. VAP, handling fees, delivery, transfer, referral or any other fees paid to the sub-distributing organization).

Please see Appendix for the agreement and monitoring forms required to conduct redistribution.

RETAIL RESCUE

FSD partners with local and national grocery chains to facilitate retail rescue with qualified partner agencies. Through our national affiliation with Feeding America, we have national contracts with Walmart, Albertsons, Ralphs, Food 4 Less, Sprouts, and Targets stores in San Diego, to name a few.

Our grocery donors are paired with one or more local partner agencies for regular pick-ups. Partner Agencies pick-up nutritious, fresh foods from all departments of the store including produce, meat, dairy, shelf-stable and bakery that would otherwise go to waste. FSD oversees this program to support comprehensive participation from stores, ensure the highest standards of food safety, and help agencies integrate donations into their program.

All agencies interested in becoming a Retail Rescue Partner must complete a Retail Rescue Application and return it to the Programs Department for review. All current agencies approved for retail rescue agree to uphold the following program requirements and responsibilities:

Agency Responsibilities:

- Once application is accepted, complete Retail Rescue orientation meeting with FSD staff to review requirements for the program and establish an online profile for reporting.
- Maintain consistent and clear communication with retail donor. This includes upholding an adequate schedule with the assigned retail donor and notifying donors and FSD of any temporary or permanent schedule changes.
- Maintain accurate donation receipts detailing the total weight of donated product received from retail donor.
- Complete Meal Connect reporting by the 1st and 15th of each month.
- Bring and maintain all required safety equipment to retail donor pick-ups including temperature control devices and thermometers.
- Uphold temperature integrity of all donated product. Keep temperature logs throughout transportation process.
- Build positive relationships with retail donor partners by being consistent, flexible, and respectful.

FSD Responsibilities:

- Conduct initial on-site inspection of agency partner to operate the program and keep approval on file.
- Establish and coordinate the relationship between Retail Rescue partner agency and donor; pair agencies with retail donors in need.
- Conduct orientation meeting with retail donor management, store receiver, and the designated agency during first visit to establish logistics and standards.
- Ensure retail donors have adequate and consistent pickup schedules.
- Act as a mediator between agency and retail donor when and if concerns arise.

- Provide agencies with adequate training in using the Retail Rescue Resource Guide including food safety and Meal Connect reporting.
- Conduct annual visits to ensure integrity of the program and food safety for individuals being served.
- Report monthly pounds per store to corporate donor contacts.
- Share opportunities and mobilize donors to give their full potential.

STANDING ORDERS (not accessible to new partners at this time)

Standing Orders (S.O.) are scheduled deliveries of pallets of produce and occasional shelf-stable items that recur on the schedule mutually determined by FSD and the agency. This product is ungleaned and dropped at the agency site. To qualify for this channel of food from FSD, the agency must meet the following requirements. Qualification does not guarantee participation and S.O.s will be reviewed on a bi-annual basis alongside agreement renewals.

- Serve 200 or more households at the distribution accepting the S.O. delivery (at least 3 pallets of produce) or have refrigerated storage to safely keep excess produce until next distribution.
- Minimum partnership of 3 months with FSD.

Partner agencies agree to:

- 1) Accept food provided by FSD “as is”
 1. The agency will distribute food that is “apparently wholesome”, which is hereinafter defined as food that meets the quality standards of local, county, state, and federal agriculture and health laws and rules. Even if the food is not readily marketable due to appearance, age, freshness, grade, size, surplus, and other conditions, the food may still be safe.
 2. Glean produce onsite. Visual gleaning resources are provided for agencies on FSD’s website.
 3. Accept produce unless over 40% of it is not useable.
- 2) Accept the pre-determined poundage and quantity of the S.O.
 1. Produce is calculated at approximately 2-4 pounds per household, 2-5 produce varieties per delivery
i.e.: if the agency serves 200 households, they would get 400-800 pounds of 2-5 varieties; estimated total produce poundage range of 800-3,200 pounds.
- 3) Alert FSD of any closures and schedule changes
- 4) Pay the delivery fee each S.O. of \$6 per pallet.
- 5) Dispose of pallets on their own or store in a spot for FSD pick-up when the next S.O. is dropped off.

Standing Orders delivery days will be sent by FSD’s Partnerships Coordinator as an Outlook Invitation to Agency Contact to accept. If a partner’s building is closed, or the partner is unable to accept the S.O. delivery more than three times, the Agency partner must meet with the Network Partnerships Manager prior to receiving a new delivery. If the partner is unable to schedule and / or participate in a meeting to discuss delivery issues within 30 days, the partner will go On Hold. If a partner cancels an S.O. less than 24 hours from delivery more than three

times, the S.O. delivery will be put on hold and the partner will need to meet with FSD staff before restarting their S.O. to ensure the program is a good fit.

PARTNERSHIP AGREEMENT AND ACKNOWLEDGEMENT OF HANDBOOK RECEIPT

I acknowledge that I have received a copy of the Feeding San Diego Partnership Handbook updated January 2019, which contains important information on FSD’s partnership policies, procedures and benefits. I understand that I am responsible for familiarizing myself with the policies in this handbook and agree to comply with all rules applicable to me and my organization, including familiarizing myself with updates and changes as communicated to me by FSD.

I understand and agree that the policies described in the handbook are intended to supplement the agency partner agreement and do not constitute a contract of partnership in and of themselves. I understand that FSD reserves the right to make changes to its policies, procedures or benefits at any time at its discretion. I further understand that the FSD reserves the right to interpret its policies or to vary its procedures as it deems necessary or appropriate.

FSD will inform agency partners of any updates to the handbook in the bi-weekly email blast. An updated version will be available on FSD’s website or by request.

I have read and agree to abide by the policies and procedures contained in the handbook.

Printed Name of Agency Chief Executive/Director/Faith Leader

Signature of Agency Chief Executive/Director/Faith Leader

Date

Printed Name of Primary Contact

Signature of Primary Contact

Date

Partner Agency Name and Number

APPENDIX A: FORMS

Change of Information Form

Pest Control Self-Inspection Log

Daily Temperature Log

Retail Rescue Temperature Log

FoodShare Log

Online Ordering Instructions

Retail Rescue Receipt Form

Redistribution Agreement

Redistribution Tracking Log

FSD Holidays 2019

Mobile MarketPlace Schedule and Locations

Client Check in Template



CHANGE OF INFORMATION FORM

Please complete this form to notify Feeding San Diego (FSD) of any internal changes within your organization. Making official changes with FSD ensures your organization's profile is maintained and up-to-date. Please complete this form, ensure it is signed by your organization's CEO/ED/Faith Leader/President, and submit to your Partnerships Coordinator by fax to 858.768.7438, mail to **9455 Waples St. Suite 135 San Diego, CA 92121**, or email your Partnerships Coordinator. Thank you.

Today's Date: _____

Agency Name: _____ **Agency #:** _____

I would like to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Change Mailing Address | <input type="checkbox"/> Change Days of Operation |
| <input type="checkbox"/> Change Organization Location/Address | <input type="checkbox"/> Change Hours of Operation |
| <input type="checkbox"/> Change Contact/Phone Number | <input type="checkbox"/> Change Distribution Model |
| <input type="checkbox"/> Add/Remove AE3 Shopper | <input type="checkbox"/> Change Fax Number |
| <input type="checkbox"/> Change Primary Contact Person | <input type="checkbox"/> Change Food Recall Contact |
| <input type="checkbox"/> Change Contact Email Address | <input type="checkbox"/> Change CEO/ED/Faith Leader/President |
| <input type="checkbox"/> Change Accounting/Billing Contact Information | |
| <input type="checkbox"/> Other: _____ | |

In the box below, please specify/elaborate on the changes indicated above:

As the Point of Contact/ CEO/ED/Faith Leader/President of the said agency above, I certify the agency changes indicated on this form to be effective immediately, accurate and correct.

Point of Contact/CEO/ED/
Faith Leader/President Signature

Print Name

Date

IN-HOUSE PEST CONTROL: WEEKLY LOG

Please log your in-house pest control inspections weekly and maintain log in your records for a minimum of 1 year.

AGENCY NAME: MONTH, YEAR:	Week 1	Week 2	Week 3	Week 4
	Date of Inspection:	Date of Inspection:	Date of Inspection:	Date of Inspection:
ACTION ITEMS	Agency Rep. Name & Initial			
Bait Boxes				
Positioned as mapped				
Activity checked (in/around)				
Bait condition checked (wet, moldy, infested)				
Station cleaned; bait replaced (if needed)				
Traps (multi-catch & snap)				
Positioned as mapped & numbered				
Rodent caught in trap; in trap #				
Damaged/not wound (check mechanism)				
Cleaned and reset				
Inspection logged & dated on trap				
Rodent Evidence/Sighting				
Location of evidence; date and time:				
Evidence cleaned up; date and time:				
Action taken (extra traps, etc.)				
Insects (ants, flies, roaches, silverfish, etc.)				
Insect identified as:				
Control applied:				
Spacing				
6-inch space between product and ground				
4-inch space between product and wall & ceiling				



DAILY TEMPERATURE LOG

Unit #:

To ensure proper food safety, record the temperature of your refrigerator/freezer unit(s) each day. Please post this log outside of your unit and then retain for a minimum of 3 years for your records.

Day	January	February	March	April	May	June
1	/	/	/	/	/	/
2	/	/	/	/	/	/
3	/	/	/	/	/	/
4	/	/	/	/	/	/
5	/	/	/	/	/	/
6	/	/	/	/	/	/
7	/	/	/	/	/	/
8	/	/	/	/	/	/
9	/	/	/	/	/	/
10	/	/	/	/	/	/
11	/	/	/	/	/	/
12	/	/	/	/	/	/
13	/	/	/	/	/	/
14	/	/	/	/	/	/
15	/	/	/	/	/	/
16	/	/	/	/	/	/
17	/	/	/	/	/	/
18	/	/	/	/	/	/
19	/	/	/	/	/	/
20	/	/	/	/	/	/
21	/	/	/	/	/	/
22	/	/	/	/	/	/
23	/	/	/	/	/	/
24	/	/	/	/	/	/
25	/	/	/	/	/	/
26	/	/	/	/	/	/
27	/	/	/	/	/	/
28	/	/	/	/	/	/
29	/	/	/	/	/	/
30	/	/	/	/	/	/
31	/	/	/	/	/	/

DAILY TEMPERATURE LOG



Unit #:

To ensure proper food safety, record the temperature of your refrigerator/freezer unit(s) each day. Please post this log outside of your unit and then retain for a minimum of 3 years for your records.

Day	July	August	September	October	November	December
1	/	/	/	/	/	/
2	/	/	/	/	/	/
3	/	/	/	/	/	/
4	/	/	/	/	/	/
5	/	/	/	/	/	/
6	/	/	/	/	/	/
7	/	/	/	/	/	/
8	/	/	/	/	/	/
9	/	/	/	/	/	/
10	/	/	/	/	/	/
11	/	/	/	/	/	/
12	/	/	/	/	/	/
13	/	/	/	/	/	/
14	/	/	/	/	/	/
15	/	/	/	/	/	/
16	/	/	/	/	/	/
17	/	/	/	/	/	/
18	/	/	/	/	/	/
19	/	/	/	/	/	/
20	/	/	/	/	/	/
21	/	/	/	/	/	/
22	/	/	/	/	/	/
23	/	/	/	/	/	/
24	/	/	/	/	/	/
25	/	/	/	/	/	/
26	/	/	/	/	/	/
27	/	/	/	/	/	/
28	/	/	/	/	/	/
29	/	/	/	/	/	/
30	/	/	/	/	/	/
31	/	/	/	/	/	/

HOW TO PLACE ORDERS ONLINE

- Go to <http://agencyexpress3.org/>
- Enter User ID: (First letter of first name followed by last name)
- Enter Password: change12 (all lowercase, one word)
- Enter Program: 0077pp followed by the Agency Program Number # (ex: 0077pp0011)
- Once logged in, select the Order Options tab, then choose Scheduler
- Pre-select pick up or delivery, date, and time. Click Reserve. You are now ready to shop.
- Click “Order Options”, then choose “Shopping List”.
- Select an option for searching:
 - Show All: Click on yellow box next to the description. This will bring up all the available items in stock. This is the fastest way to view all items.
 - Item Code: Search by item code
 - Item Name/Item Description: Search by description
- Enter desired quantity by cases then add to cart
To check out, click on “Checkout” (located at the top right hand side and the bottom of the list)
- You have the option of deleting an item, changing the quantity of an item, or continuing to shop from this page.
- Pay attention to the total weight of your order
- Before submitting cart, you must select your delivery date and time located under “My Appointment.”
- Click “Submit Cart” to place order
- In order to make sure that your order was sent to FSD, please visit the Order Management page. If your order is there, that means it was submitted, if it is not there, make sure to hit submit or call your Partnerships Coordinator.
- Log out

FYI

- You will receive an email (within 48 hours) after you submit an order that serves as confirmation of your submission.
- If you are unable to log in after 3 attempts, contact your Partnerships Coordinator
- Favorites Feature – Check the box on the item row to remember your “Favorites”.
- Maximum order quantity: the amount available at that moment that you can order
- Order Management:- allows you to view current and past orders



REDISTRIBUTION AGREEMENT

Feeding San Diego Excess Product Redistribution Agreement

Select Agencies or Program Sites may distribute donated product obtained from, or enabled by, Feeding San Diego to other approved Agencies, Agency-Sponsored Programs or Member Programs if the following conditions are met.

This document seeks to further define and outline the rules and responsibilities of both the Participant and Feeding San Diego for the redistribution of FSD purchased or donated product. Through this Agreement, Feeding San Diego and the Participant seek to enter into a mutually beneficial relationship with respect to compliancy standards.

- I. Product being redistributed should be **in excess to the normal distribution, needs to be distributed to maintain quality, or be distributed while it is safe for human consumption.**
- II. Product can only be redistributed to approved Agencies, Agency-Sponsored Programs, or Member Programs/Sites that are in good standing.
- III. Secondary agencies or program sites must be pre-authorized via the following form before distribution may occur. Each secondary agency only needs approval once but each transaction must be recorded using the 'Agency Redistribution Log'.
- IV. Product may **only be redistributed one time.**
- V. Both the primary and secondary agency/program site must document the **date, donation origin, type of product, and name of each agency** using the 'Agency Redistribution Log'. For food safety reasons, this log provides traceability of food rescue products and helps ensure we are able to keep all agencies and clients informed in the case of a product recall.
- VI. Both primary and secondary agencies/program sites are required to complete the 'Agency Redistribution Log' **every time** product is transferred between agencies.
- VII. Both primary and secondary agencies/program sites are required to uphold product integrity and food safety when transferring product. Agencies/sites are responsible for reporting unsafe food handling and transportation practices to FSD. Failure to do so may result in the termination of this agreement.
- VIII. No fees can be charged in relation to redistributions (e.g. VAP, handling fees, delivery, transfer, referral or any other fees paid to the redistributing organization).
- IX. All logs must be saved for **2 years** and will be checked during your monitoring visits.
- X. Failure to comply with the outlined procedure will result in a termination of this agreement.

FSD Approval and Signatures

Primary Partner Agency/Program Site Name: _____ #: _____

By signing this Agreement, I _____
(CEO/ED/Faith Leader/President)

of _____ (Agency/Site Name) agree to abide by the aforementioned rules and responsibilities for redistributing all Feeding San Diego product, and agree to comply with and enforce all standards of the agreement as outlined. I understand that FSD has the right to terminate this agreement at any time in the event of a violation of the aforementioned standards.



**Feeding San Diego
Excess Product Redistribution – Agency Approval Form**

Pre-approved Agencies or Program Sites for Redistribution for Primary Agencies

#1 Secondary Program: _____ Agency #: _____

By signing this Agreement, I _____ (Secondary Program

Contact) of _____ (Agency/Site Name) agree to abide by the aforementioned rules and responsibilities for redistributing all Feeding San Diego product, and agree to comply with and enforce all standards of the agreement as outlined. I understand that FSD has the right to terminate this agreement at any time in the event of a violation of the aforementioned standards.

#2 Secondary Program: _____ Agency #: _____

By signing this Agreement, I _____ (Secondary Program

Contact) of _____ (Agency/Site Name) agree to abide by the aforementioned rules and responsibilities for redistributing all Feeding San Diego product, and agree to comply with and enforce all standards of the agreement as outlined. I understand that FSD has the right to terminate this agreement at any time in the event of a violation of the aforementioned standards.

#3 Secondary Program: _____ Agency #: _____

By signing this Agreement, I _____ (Secondary Program

Contact) of _____ (Agency/Site Name) agree to abide by the aforementioned rules and responsibilities for redistributing all Feeding San Diego product, and agree to comply with and enforce all standards of the agreement as outlined. I understand that FSD has the right to terminate this agreement at any time in the event of a violation of the aforementioned standards.

#4 Secondary Program: _____ Agency #: _____

By signing this Agreement, I _____ (Secondary Program

Contact) of _____ (Agency/Site Name) agree to abide by the aforementioned rules and responsibilities for redistributing all Feeding San Diego product, and agree to comply with and enforce all standards of the agreement as outlined. I understand that FSD has the right to terminate this agreement at any time in the event of a violation of the aforementioned standards.

FSD Programs Staff Authorization: _____ Date: _____

MOBILE MARKETPLACE 2019

Current Locations, Days, and Times:

- Mondays, 9-10am: 859 E. Vista Way Vista, CA 92084
- Tuesdays, 11:30am-12:30pm: 8363 Center Dr. #6c La Mesa, CA 91942
- Wednesdays, 8-9am: 414 S. 31st St. San Diego, CA 92113

Please Note:

- The warehouse staff will be making final decisions on the product available and we will not be able to provide you with a list beforehand.
- We may not be able to accommodate all requests. This is not a distribution for the community, and agencies present are responsible to address and assist any community members that may approach the event.

