

- March 30, 2024 NHFB & Partner Agency Network Call

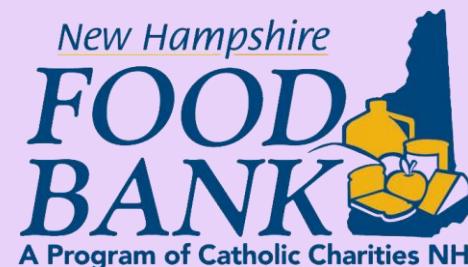
1. Dennis Gichana, NHFB Director of Operations- updates on Agency Tiering
2. Ann Cote, NHFB Food Procurement Manager- Purchasing Strategy
3. Elise Bolster, NHFB Nutrition Programs Manager- Summer Meals
4. Jocelyn Cheney, NHFB Agency Relations Training & Resource Coordinator- presentation on new and updated Feeding America policies and new NHFB handbook
5. Agency Poll
6. Kristie Deneault, NHFB Agency Relations Manager- Thanksgiving 2024
7. Final Reminders



SUN Programs

(Summer Food Service Program)

Elise Bolster, NHFB Nutrition Programs Manager

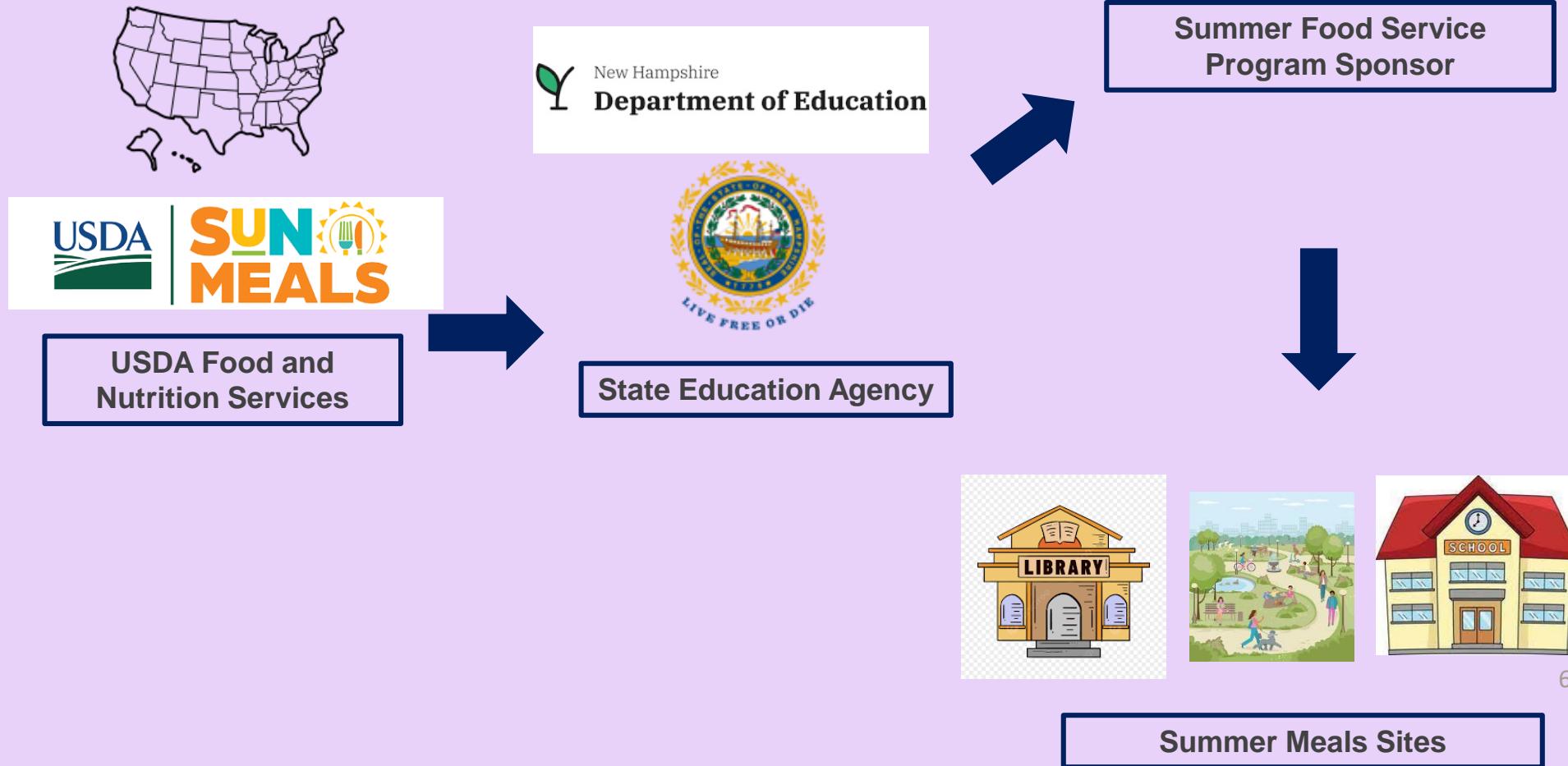


PURPOSE OF SUMMER MEALS

Hunger doesn't take a summer vacation.

- Operated by the USDA Food and Nutrition Services
 - Federally funded, state administered
- Many students rely on NSL or School Breakfast Programs during the school year and are left without adequate nutrition during the summer months .
- The SFSP was established to ensure that children who are in low income households continue to receive nutritious meals when school is out for the summer.
- Through SUN Meals, kids of all ages (0-18) can eat meals during the summer at no cost at schools, parks, and other neighborhood locations.

Operational Model



2024 Free Summer Meals Sites

Please check the NHFB website for accurate dates and times
COMING SOON!

Nhfoodbank.org/summermeals

Keene

- Keene Middle School

Ossipee

- Ossipee Central School

Lebanon

- 3 Lebanon Housing sites
- Lebanon Library

Coos

- Whitefield Library
- St Paul's Church
- Groveton Elementary
- Stratford Public School
- Berlin Community Park
- Brookside Apartments

Contact Info

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- New NHFB Agency Handbook: later this Summer
- The handbook will be digital and kept on the NHFB website for easy access.
- Several signature pages to be signed by program's director.
- Option to digitally sign the documents if you choose.
- Explanation or policies, addendums & procedures from Feeding America are being added. These updates and new information will be **highlighted in Red** during this presentation.
- Once your program agrees to and completes the required signature pages of the handbook, these policies are expected to be actively upheld at your program.

- Feeding America's Shared Belief System:

- Shared beliefs are the mutually agreed upon assumptions that underpin our strategies, decisions, behaviors and actions.
 - We believe that no one should go hungry, ever.
 - We believe there is enough food in America for all.
 - We believe in providing access to food, and fostering collaborative solutions with partners in and out of our network to address hunger's root causes.
 - We believe that equity is at the core of ending hunger and that when we intentionally address inequities faced by people most impacted by food insecurity, everyone facing hunger benefits.

- New additions to Agency Agreements based on Feeding America updated policies for all Food Bank partners.



- **(New clarification of need and eligibility)** Partner programs must operate with the intention of feeding the ill, needy or children. Must be a 501(c)3 non-profit, public charity, church organization, or sponsored by another 501(c)3.
- **(New definition)** Feeding America defines needy as: A person who lacks necessities of life, involving physical, mental or emotional well-being, as a result of poverty or temporary distress.
- All food through your program is to be distributed to clients in need and at no cost.
- Any program found to be in violation of these requirements risk suspension or termination of their membership.

- Updated USDA non-discrimination policy:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, **gender identity (including gender expression), sexual orientation**, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs).

- Hold Harmless Agreement:

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

- **Clarification of “Donations from clients policy”:**
- Clients should not be encouraged to donate to your program in any way. If they feel the need to give of their own choosing, it must be done discretely and anonymously.
- Best practices would be to only accept donations in a discrete donation container that is placed away from check-in area or high foot-traffic spaces.
- Donation containers should be unassuming.
- Wording for receiving donations should be non-suggestive.
- Meals programs may not place donation envelopes on the tables or in dining areas suggesting a donation is expected.



- An Umbrella Agency sponsors a program that does not have their own 501(c)3.
- Umbrella Agency agrees to all NHFB policies, and is responsible for any infractions made by the sponsored program including missed fees.
- Umbrella Agency agrees to make all payments for the sponsored program, indicating who the payment is for.
- Partner program will work with Umbrella Agency to provide payment which will then be issued via check to NHFB.
- Umbrella Agency will complete a sponsorship form agreeing to these terms and conditions.



- ServSafe Food Handler's training (or an ANSI equivalent exam) is required for all meal programs.
 - Soup Kitchens, Shelters, Group Homes, Children's feeding sites, Senior meals sites
 - Certification is good for 3-5 years depending on the exam.
 - Certification can be done on the ServSafe website for \$15 for the Food Handlers course.
- SAFE Food Handling classes are required for non-meal sites.
 - Food pantries, backpack programs, etc.
 - Certification from UNH is good for 5 year.
 - Classes can be done online or in-person.
 - (Contact your NHFB Coordinator for more information and online resources.)



- As of June 1, 2024, all programs must be compliant or will be placed on Hold until certification is acquired.
- Programs applying for membership with the NHFB will need food safety certification before membership activation.
- Change of staff must acquire new food safety within 60 days.

- Sub-distribution of food: NHFB programs may only share food with other NHFB partner programs. (This rule has not changed.)
- **In order to share food, all programs will need to sign a Food Sharing Agreement.** This document will confirm who food can be shared with, proper storage of food and food safety, and access to shared food in the case of recalls. All food sharing will need to be logged.
- Food sharing should only be done in the case of excess food or items close to expiration date that you will not use.
- Food is not to be ordered or received with the intent of sharing it or distributing new food to other programs.
- NHFB food should never be shared with programs that are outside of the NHFB network.
- Consult with your NHFB Coordinator if you are unsure of other NHFB partner programs in your area.



- **Updated transportation requirements, affecting all pickups at the NHFB and at delivery sites:**
- Open bed trucks and trailers must be covered when transporting food.
- Protects food from weather, contamination, and infestation.
- Also protects food from falling out of vehicle or the vehicle being overloaded.
- Covering can be a manufactured cover, a tarp, or food safe blanket.
- Affects all programs whether picking up at NHFB or at a delivery location.
- Vehicle interiors must be kept clean and free of debris when food is being transported.
- Any Temperature Controlled for Safety(TCS) foods, must be transported in appropriate containers and kept cold in transit.
 - Coolers and cooling blankets can be used.



- **In summary....**
- Feeding America has updated the definition of needy, the USDA non-discrimination policy, and the hold-harmless policy.
- Programs may have discrete & anonymous donation containers if they choose, but this is not recommended.
- Umbrella Agencies will be programmatically, fiscally, and legally responsible for the actions and finances of all sponsored programs.
- All programs must have 1 active person as a part of their program that is currently food safety certified at all times, as of June 1, 2024.
- Partner programs may only share NHFB food with other NHFB partners programs and are required to sign a Food Sharing Agreement and keep logs to do so.
- Truck beds and open trailers must be covered when transporting food to your facility. (both for pickup and delivery sites) Temperature Controlled food should be kept cold in transit.
- If there are any additional updates that will be added to the handbook, all programs will be notified via email.
- All slides shared today will be sent out via email in the next few days. This recorded session will be available in the Agency Portal as well. If you would like to learn more information or more clarification, please contact your NHFB Coordinator.

Warehouse Safety Reminders...

- Closed toe shoes must be worn to enter the warehouse.
- Think of the indoor shopping floor as a 1-way path. You can ONLY enter through the blue agency door. If you exit through the bay doors but need to come back in, you MUST enter again through the blue agency door.
- Do not stand on, stack or move any pallets (indoors or outdoors).
- Do not congregate in the bay door area. Shoppers should only be in the designated shopping area and walkways.
- Only 2 shoppers per program are allowed on the shopping floor at any time.
- Look and listen for machinery and active warehouse equipment.
- Shopping is a privilege, and permission to do so can be removed at any time if justifiable cause is found.

