



Gather 2 Grow – Policies & Procedures

Products available from Feeding America West Michigan have been purchased through private donations and grants to feed and aid people in need. It is each agency's responsibility to ensure the proper storage and distribution of these items. The following policies have been established to facilitate receipt, storage, and regulate distribution of the goods.

Any individual or agency that does not comply with the following policies and procedures could potentially lose services from Feeding America West Michigan. Any individual or agency involved in distributing products from Feeding America West Michigan in a wrongful manner may face criminal prosecution.

Site Requirements

Agencies must provide a site that meets the following guidelines set by Feeding America West Michigan for Gather 2 Grow distributions:

- The site needs to have an educational component; i.e. – a library, school, etc.
- It is the responsibility of the host agency to ensure the space is safe and free of hazards (trash, slip and fall hazards, etc.)
- Distributions may take place inside/outside, and on-site/grab and go.
- A consistent weekly schedule of days/times of service that meals will be available; any changes to this schedule must be communicated to Feeding America West Michigan

Ordering Food

- Agency will complete the designated meal order form via [Google Forms](#)
- A meal order form should be submitted each time an order is needed.
- A minimum of 48 hours advance notice is required between date/time of order and date/time of pick up for agencies in Kent County. Agencies outside of Kent County should order at least a week in advance, if not before.
- Agencies are welcome to pick up their orders at the food bank warehouse, or we can ship it to the nearest depot near you. Please note, depots have limited schedules for delivery.
- Agency pick up times are as follows:
 - Monday (and day after holidays): 10am – 12pm; 12:30-3:30pm
 - Tuesday-Thursday: 9am – 12pm; 12:30-3:30pm
 - Friday: 9am – 12pm; 1pm – 3:30pm

Storage

- Agency must have a designated and secure space to store food, including the ability to store the meal kits off the floor.
- Agency must have the ability to lock area where food is kept.
- Agency must ensure that only trained and approved staff have access to this space.
- Agencies are welcome to keep previously opened cases of food remaining at the end of the season. All unopened cases of food need to be returned to the food bank warehouse within 5 business days after the determined end date for the summer.



Food Usage and Distribution

- Products from Feeding America West Michigan are intended to serve those in need.
- Agencies will serve persons regardless of location of residency.
- Food and other products cannot be sold or used for fundraising by the agency, or given to a person who has the intention of selling or bartering the product.
- Gather 2 Grow distributions are not to be used to sell or market any products or services.
- Agencies must inspect all items before distributing/serving them, and must withhold any product that appears unfit for consumption.
- Agencies must not discriminate between clients on the basis of race, creed, national origin, religious affiliation, gender, sexual preference, age or handicap. Any eligibility restrictions must be stated in the agency's Feeding America West Michigan application.
- Agencies may not receive any money, property, or services from clients in exchange for goods drawn from Feeding America West Michigan.
- Any adult over the age of 18 may receive a meal kit, but they should be reminded that this program is for a specific age range. These can be considered 'adult' meals on the daily count sheet.
- Only those properly trained for Gather 2 Grow should be working in the program, or distributing the meals.
- Families are welcome to 'grab and go' and do not need to consume meal on-site.
- Kids are welcome to have an extra meal if they are still hungry, and these can be marked as 'second meals' on the daily count sheet.
- Parents and kids may take additional meals home for siblings that are not present.
- A maximum of two meal options should be offered on a given day.

Record Keeping

- Agency must use all mandatory paperwork provided by Feeding America West Michigan including – meal order form, daily count sheet, and weekly count sheet.
- Agency must report daily and weekly count sheets at the end of each week of service. These forms can be emailed to the Programs Coordinator
- Agency will be responsible for tracking accurate inventory counts. Any method may be used to do this, but it should include:
 - Number of meals served each day
 - Number of total meals remaining each day
 - Number of each individual meal type remaining each day
 - Number of meals ordered and date ordered/picked up
- All mandatory paperwork listed above should be kept on file for a minimum of 36 months, plus the current year.

Site Visits

- Agencies must permit, with or without an appointment, site visits to their food distribution program by Feeding America West Michigan. Such visits are designed to verify proper food handling, safety, and surveying of agency and clients.