



## Mobile Pantry Policies and Procedures

Products available from Feeding America West Michigan (hereafter referred to as FAWM) have been donated 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 FAWM for Mobile Pantry distributions:

- The site needs to be free of obstructions (fences, fire hydrants, trees, signs, parked cars, etc.)
- It is the responsibility of the host agency to ensure the space is safe and free of hazards (trash, snow, ice, etc.)
- Distributions may not take place on the street.
- Distributions may only take place in areas that have been approved by Feeding America West Michigan staff.
- Participants may not be within three feet of the truck entrance or truck's driving lane.
- If the distribution site is at or near a school, the distribution must take place when there will not be children entering or exiting the school.
- If the distribution will be using the "Drive-Thru" method, please allow for additional space for participants, vehicles and traffic.

### Receiving Food

- Agencies will receive a copy of the menu the day of the distribution listing the items they are receiving for their signature.
- If there is a discrepancy, the agency should make note of it on the menu, sign it and return it to the driver.
- FAWM **does not** bill agencies for individual mobile food pantry distributions. All invoices and statements showing past orders are accessible through the PWW agency account.
- Agencies may pay toward their pledge in any increment throughout the calendar year. All questions related to the pledge model, contributions, or status of funds should be forwarded to the Donor Relations Manager.
- The reporting of statistics is required within 72 hours of the distribution. Any agency that is delinquent in submitting these statistics is subject to suspension.

### Storage

- Agencies are not permitted to store food from the Mobile Pantry unless their storage site has been inspected and approved by the Community Impact team.
- Agencies may designate one other agency with an approved FAWM storage area to receive leftovers from the distribution. This must be pre-approved by a member of the Programs Team.
- Agencies must arrange for the pick-up of leftover food by approved partner agency if this is the desired outlet for leftovers. FAWM drivers will not deliver leftovers to partner.

### Food Usage and Distribution

- Products from FAWM 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.
- Mobile Food Pantries 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 against participants on the basis of race, creed, national origin, religious affiliation, gender, sexual orientation, gender identity, age or handicap. Any eligibility restrictions must be stated in the agency’s FAWM application.
- Agencies may not receive any money, property, or services from participants in exchange for goods drawn from FAWM.
- Volunteers who need food assistance **may never** be served first. They should join the line and sign in like other attendees and have the opportunity to receive as much but no more food than the other participant being served.
- The agency organizing the distribution is required to provide adequate staffing for the distribution; at a minimum there should be 12 volunteers, although 20 would be optimal. Our truck drivers will not always be available to assist throughout the distribution.
- Participants are prohibited from entering the cab or the trailer of FAWM vehicles. Volunteers may enter the trailer to assist with unloading, but only under the supervision and with the expressed permission of our driver.

Record Keeping

- Each agency must use the mandatory USDA sign in sheet provided by FAWM to report statistics for **each and every** distribution. This form will be updated each year and a copy of the most recent form attached to the email of the menu sent to the agency the day of the distribution.
- Each agency must report statistics within 72 hours of the distribution using the Mobile Pantry Feedback Form provided to them by the driver.
- Sign-in sheets should be kept for a minimum of 36 months, plus the current year.
- Computerized records and/or generic rosters of program participants may be acceptable in certain circumstances; please consult Program Staff for prior approval.

Site Visits

- Agencies must permit, with or without an appointment, site visits to their food distribution program by FAWM. Such visits are designed to verify proper food handling, safety, and surveying of the agency and participants.

*By signing below, program partner agrees to adhere to all policies and procedures detailed in this document. Failure to adhere as signed could result in termination of the relationship between the partner and Feeding America West Michigan.*

Name of Program Coordinator/Representative: \_\_\_\_\_

Signature of Program Coordinator/Representative: \_\_\_\_\_

Date: \_\_\_\_\_

For Feeding America West Michigan Staff Use Only:

Naming of Approving Staff Member: \_\_\_\_\_ Date: \_\_\_\_\_