

January 2016

Food Bank of the Albemarle Agency Relations Newsletter

www.afoodbank.org/agencytools | (252) 335-4035

Dear Agency,

As we move into the New Year, this is a good opportunity to pass along changes, updates, and FYIs. Thank you for all your hard work this past year!

There are many updates in this newsletter, so please review carefully and be sure to let me know if you have any questions or concerns.

-Katrina Schauland Watkins
Agency Relations Supervisor
(252) 335-4035 x108, kawatkins@feedingamerica.org

Food Drives

Especially around holidays, we have some tremendous food drive opportunities. Non-profit organizations, churches, schools, and businesses alike are working diligently to collect nourishing food items to help local families facing food insecurity. With this in mind, we ask that you let us know about some of the unique campaigns out there. We are aware of some of the annual campaigns like those generated by Food Lion and our other corporate partners, as well as large group campaigns like the Farm Bureau Young Farmers & Ranchers, Construction and similar types of food drive events.

When receipting food from a food drive, please begin providing us with the weight of food drive donations your pantry receives. This helps us with data tracking and for reporting purposes with Feeding America. Information concerning food drives and hosting successful drives can be found on the food bank's website: www.afoodbank.org. If you have any questions about a food drive, you may contact Carolyn Anderson, Food Resource Coordinator, caranderson@feedingamerica.org or by calling 252-335-4035, x114.

FBA Closures

January 1: New Year's Day

January 7: FBA In- Service

January 18: MLK Day

February 4th: FBA In-Service

Save the Date:

Agency Day

Thursday April 21, 2016
Elizabeth City, NC

Please let me know what type of workshops and what topics will be helpful for your pantry operations.

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Agency Capacity Survey 2016

The food bank is seeking some specific information about your agency's current capacities, infrastructure, human resources, and your ability, willingness, and desire to grow with us. This will be accomplished through an "Agency Capacity Survey 2016."

Feedback from this survey will help us identify and prioritize where, who, and how we serve, and most importantly, how much support will be necessary from each of us. The results of this survey will help us identify agencies we can lean on or expect more from, or agencies that may need our support in new ways in our attempt to equitably meet the needs in northeast North Carolina. It is important for you to understand that just as you have high expectations of us, we will have similar expectations of you.

This survey, which will take about 45 minutes to complete, can be filled out in three ways:

1. Google Forms (online): <http://goo.gl/forms/9WYJtdBDty>
2. By Call-in: (252) 335-4035 x107 – you would need to schedule an appt.
3. By paper: Upon request, we can send a printed copy with your next invoice or by email.

For agencies who have completed this by February 15th, we will offer credit of \$10 or 50# of salvage product.

For agencies who have completed this by February 29th, we will offer credit of \$5 or 25# of salvage product.

We need your assistance in order to grow, improve and help alleviate hunger in our area. Thank you in advance for your time and attention in completing this survey.

Delivery Expectations:

The following are reminders of some basic expectations for FBA deliveries:

Adequate Help with Off-Loading:

Agencies are expected to have adequate help for off-loading deliveries. This means having enough *able-bodied* people available. *(If you need volunteer recruitment ideas, please see "Volunteer Recruitment" on the sidebar.)*

Please recognize that we estimate 30-35 minutes (maximum) for off-loading deliveries. Our drivers will get the pallet of product down to ground level, and then it is the responsibility of the agency to provide the volunteers to transfer the product into your building, or, if at a drop site, into vehicles with coolers and/or freezer blankets for immediate transport to your pantry. Keep in mind that if our driver is delayed at one site, s/he will be behind schedule the rest of the day.

Volunteer Recruitment:

If you need ideas for recruiting volunteers, our FBA Volunteer Coordinator, Laura Williams, would be happy to share some ideas and practices with you. For example, students from nearby high schools, ROTC, Boy/Girl Scouts, colleges, and church youth groups often do community service. Coordinating for their assistance 1x/month would be an easy way to get able-bodied help as well as allow students to complete some service hours. (252) 335-4035 x 105

Delivery Times:

Please note that we have updated our delivery calendar to accurately reflect the time the driver is expected at your location. Our drivers aim to arrive 15-20 minutes ahead of schedule, building in the extra time to account for traffic. Even if your drive typically arrives at 10:30/10:45, if the calendar says the delivery is at 11:00, s/he is not "late" until 11:01. Please keep that in mind and be patient on your delivery day before calling FBA. Please refer to the online delivery calendar at <http://www.afoodbank.org/AgencyTools>, then "Delivery Calendar," (use Google Chrome or Firefox for best results) to verify your delivery time and call us with any questions. If you notice any needed changes or edits, please coordinate with Faye Knowles at (252) 335-4035 x 101.

Expectations of Our Partner Agencies:

- Our partner agencies enable us to reach more people in need within the communities that are far removed from Food Bank of the Albemarle. We depend on you to reach those underserved communities. One way is by simply advertising. Although this has unofficially been an expectation of any of our partner agencies, **starting in 2016, we are requiring all of our partners to have some kind of signage or public advertising to let the community know what resources are available.** Some examples include: putting up yard signs (like political election signs) 6 days in advance of your distribution that state the day and time of food pantry distribution; putting a notice on your church marquee; PSA or having an advertisement in your local paper; having a permanent sign out in front of your building that includes "pantry." You may have other ideas as well which are entirely acceptable and encouraged. You may ALSO include listing it in your church bulletin or on an interior bulletin board, but neither of those options alone is acceptable, nor is "word of mouth" alone acceptable. You need to decide on a way to advertise to the greater community. One thought to consider is if a new neighbor in need moved into a house 1 mile from your building, how could this neighbor find out that your organization provides food assistance? Please determine which option of public advertising works best for you. Additionally, you should contact your local DSS (Department of Social Services) and provide details of client eligibility as well as time of distribution if you haven't done so already.
- Other thoughts to consider are how can your agency grow in 2016? For agencies who serve quarterly, we would like to see if you can serve every month or at least every other month. For agencies serving once a month during the day, could you open up an evening distribution to reach working households? We would love to hear about some of your ideas, help you grow, and be of assistance to you in any way we can.

Coming Soon: Partner Agency Listing by County

This will be a spreadsheet that lists other partner agencies in your county, with contact information, address, and hours – please expect an email to confirm your info soon!

Online Marketplace:

What is Online Marketplace and how does it Impact me as a Retail Donation Agency?

Any agency picking up from a Food Lion, Walmart, or Panera is part of our "Retail Donation Program." This program requires a good deal of data entry; in order to alleviate some of the labor hours put into entering numbers, FBA decided to switch to an online option known as Online Marketplace.

Online Marketplace is a website, provided by Feeding America, where agencies are able to electronically submit their Retail Donation Reports to Food Bank of the Albemarle. This allows agencies to input their information right into the system on their computers which means agencies don't have to send paper copies to us like before.

Agencies using Online Marketplace have the ability to generate reports for Board meetings and to send messages to the Agency Relations Department. FBA is able to generate reports on donor stores, see availability for agency pickups from donor stores, and send Product Recalls if necessary.

The next steps are to set up a training date with Shanita, either a remote/computer and phone session or an in-person training, to learn the online system and set up your profile. **The**

goal is to have all agencies (unless authorized for an extended training period) using Online Marketplace by February 29, 2016. Please select a training date from the list in the column and then contact Shanita Davis.

The person taking the training should be someone from your agency who is familiar with the Retail Donation program, have a valid email address, and have access to a phone and computer connected to internet.

If you are one of a few agencies who does not have easy access to internet or limitations for accessibility to this online program, please contact Shanita to work on an extended transition plan. All agencies should be using Online Marketplace no later than June 10, 2016. This gives you 6 months to make plans to either gain internet access or to recruit a volunteer who is willing and able to use his/her computer to upload this information on your behalf. This would be a great time to recruit a student or young professional to assist your agency!

If you have any questions, or to sign up for a training, please contact Shanita Davis at 252-335-4035 x 104 or via email at shdavis@feedingamerica.org.

Training Dates for online Marketplace:

January 15, 2016

January 22, 2016

January 29, 2016

February 12, 2016

February 19, 2016

Who's Who at the Food Bank?!

If you're wondering who you need to contact, please see the list below:

Food Bank of the Albemarle Phone Number: (252) 335-4035

Shanita Davis, *Data Entry Clerk*, x104, shdavis@feedingamerica.org

- Monthly Reports
- TEFAP reports
- Monthly Statements

Faye Knowles, *Customer Service/Receiving Agent*, x101, knowles@feedingamerica.org

- RSVP for Agency Orientation, Retail Donation Training, etc
- Pick-up or Delivery Schedule changes
- Product Ordering

Katrina Schauland Watkins, *Agency Relations Supervisor*, x108, kawatkins@feedingamerica.org

- Agency Relations General Questions
- Monitoring Inspection
- Agency Information Updates
- Retail Donation Program (Food Lion, Walmart, etc)
- Becoming a new Agency
- Mobile Food Pantries

Christina Persico, *Program Specialist*, x109, cpersico@feedingamerica.org

- CACFP
- Summer Food Service Program
- Backpack Program
- Mobile Food Pantries

Amanda Sawyer, *FNS Outreach Coordinator*, x107, asawyer@feedingamerica.org

- Questions about food stamps
- FNS referral forms

Kathy Johnson, *Office Manager*, x100, kajohnson@feedingamerica.org

Michael Hill, *Director of Operations*, x102, michaelhill@feedingamerica.org

- If Katrina is out of the office

Laura Williams, *Volunteer Coordinator*, x105, lwilliams@feedingamerica.org

Hunters for the Hungry:

Food Bank of the Albemarle is collaborating with the NC Wildlife Federation and some local hunters and hunting organizations as part of the NC Hunters for the Hungry and Farmers Manage Deer programs. For those of you who may not be familiar with these programs, each year, deer consume nearly 30 million dollars' worth of crops in North Carolina. This has a major impact on our farmers, therefore proper deer management is important. Farmers Manage Deer connects farmers, people in need and hunters in a way that benefits them all.

Our food bank and local pantries are often overwhelmed with the request of protein products. As deer populations continue to grow, each of these programs offer a good deer management solution, while also increasing the area's quality of life with more sustainable income for farmers, and helping provide the hungry in our local communities with an excellent source of lean protein.

In order to accept wild game, we must adhere to the following rules:

- Deer and bear can be accepted, but these products should not be in the possession of the pantry until after it has been processed and properly packaged by a USDA approved processing facility.
- The only USDA approved processing facility in our area is Acre Station located in Pinetown and they are participants in the Hunters for the Hungry program.
- Once the meat has been processed, the product will come to you as ground deer burger, packaged and frozen.
- It is your agency's responsibility to ensure that this meat is maintained at the appropriate temperature and distributed to your clients frozen.
- The NC Wildlife Federation and other donors have made funding available for the deer processing, however outside sources or private donors will need to be secured for bear processing fees, which are \$75.



The Food Bank of the Albemarle is tracking these donations for reporting purposes. **If you receive any wild game donations, we ask that you please provide us with the pounds received.** Again, this is for tracking purposes only, there is no fee involved with wild game. Please contact Shanita Davis, Data Entry Clerk, shdavis@feedingamerica.org or by calling 252-335-4035, ext. 104.



*The Purpose of this Program is to
Help Feed the Hungry
While Helping Farmers Manage Deer*

NC HUNTERS FOR THE HUNGRY DONATION GUIDELINES:

1. All deer donated must be harvested and reported in accordance with the appropriate rules and regulations of the NC Wildlife Resources Commission.

2. Deer must be delivered to a NC Hunters for the Hungry (NCHFTH) drop off site, or a designated processing facility, with inspection approval from the NC Department of Agriculture. In our region, this will be Acre Station meat Farm in Pinetown.

3. Deer must be received by processors, in an acceptable condition.

4. A donor card must be completed to authorize the processor to possess the deer and identify the successful hunter.

5. Deer delivered to Acre Station must be field dressed (gutted).

6. Hunters may donate whole, half or part of a deer to the program. The venison is ground into "burger" for ease of cooking. Packages of frozen venison are distributed to Food Bank of the Albemarle and partnering hunger relief agencies for distribution to families in need.

7. NCHFTH will reimburse program participation processors at an agreed upon rate for their labor, services and supplies. (This applies to deer only.)

Any bear donated, must be field dressed and skinned if at all possible. The cost for processing bear is \$75 and funding for this processing will have to be generated from private donors.

For more information, contact Justin Perry who is with Fountain of Life Sportsman's Ministry, at 252-562-5080.

Plymouth Food Pantry, located at 811 Washington St. in Plymouth is one of four deer drop off sites in the Albemarle area.

The other deer drop sites include:

- Hyde County: 23145 US Hwy 264 in Swan Quarter
- Beaufort County: Old Ford Ruritan Club, 48 US Hwy 171 N in Washington
- Pasquotank County: Fountain of Life Sportsman's Ministry, Soul Hunters, 1367 US Highway 17 S, Elizabeth City (At the rear of the Marine Fisheries building.)

FOOD BANK OF THE ALBEMARLE GOOD MANUFACTURING PRACTICES

The Food Bank of the Albemarle has adopted a set of practices that help guide basic operations for food safety. Please review and consider what practices and common sense guidance you could adopt for your partner agency.

PERSONNEL

1. Any person who, by medical examination or supervisory observation, is shown to have, or appears to have, an illness, open lesions, sores or boils or any infected wounds that could contaminate food, food-contact surfaces or food-packaging materials shall be excluded from any operations involving food.
2. All persons working in direct contact with food, food-contact surfaces and food-packaging materials shall dress to protect against contamination of food while on duty. The methods for maintaining cleanliness include, but are not limited to:
 - a. Wearing outer garments suitable to the operation.
 - b. Wearing closed-toe shoes.
 - c. Maintaining adequate personal cleanliness.
 - d. Washing hands thoroughly in an adequate hand-washing station before starting work, after each absence from the work station and at any other times when the hands may have become soiled or contaminated.
 - e. Removing all unsecured jewelry and other objects that might fall into food, equipment or containers.
 - f. Maintaining gloves in an intact, clean and sanitary condition.
 - g. Wearing, where appropriate, hair nets, caps or other effective hair restraints.
 - h. Storing personal belongings in areas other than where food is exposed.
 - i. Confining the following to areas other than where food may be exposed: eating food, chewing gum, drinking beverages or using tobacco.
3. Food handlers and supervisors should receive appropriate training in proper food handling policies and procedures.

BUILDINGS AND FACILITIES

1. The grounds should be kept in a condition that will protect against the contamination of food. The methods for adequate maintenance of grounds include, but are not limited to:
 - a. Properly storing equipment, removing litter and waste and cutting weeds and grass within the immediate vicinity of the building.
 - b. Maintaining parking lots so that they do not constitute a source of contamination.
 - c. Adequately draining areas that may contribute to a breeding place for pests.
 - d. Operating systems for waste treatment and disposal in an adequate manner.
 - e. Buildings should be suitable in size, construction and design to facilitate maintenance and sanitary operations.
 - f. Facilities should be constructed in such a manner that floors, walls and ceilings may be adequately cleaned and kept clean and in good repair.
 - g. Drips or condensation from fixtures, ducts and pipes do not contaminate food.
 - h. Aisles and working areas are adequately unobstructed and of adequate width to permit employees to perform their duties and to protect against contaminating food.
 - i. Provide adequate lighting in all areas where food is examined, processed or stored.
 - j. Provide safety-type light bulbs, fixtures and skylights over exposed food in case of glass breakage.

- k. Provide adequate ventilation to minimize odors and vapors in areas where they may contaminate food.
- l. Provide adequate screening or other protection against pests.
- m. Facilities should be alarmed and monitored for both burglar and fire control.
- n. Visitors, partner agencies, maintenance/repair crews and staff must enter the building through the front door.
- o. Visitors, partner agencies and maintenance/repair crews must sign in using the log kept at the check-in window.
- p. Visitors and maintenance/repair crews must be accompanied by a staff member while in the facility.
- q. Normal security measures should be followed, such as the locking of all exterior doors from the outside.

SANITARY OPERATIONS

- 1. Buildings and fixtures shall be maintained in a sanitary condition and shall be kept in repair sufficient to prevent food from becoming contaminated.
- 2. Cleaning compounds and sanitizing agents used in cleaning and sanitizing procedures shall be safe and adequate under the conditions of use.
- 3. Toxic cleaning compounds, sanitizing agents and pesticide chemicals shall be identified, held and stored in a manner that protects against contamination of food.
- 4. No pests shall be allowed in any areas of the facility. Service animals are allowed if their presence is unlikely to result in the contamination of food. Effective measures shall be taken to exclude pests and to protect against the contamination of food on the premises by pests. The use of insecticides or rodenticides is permitted only under precautions and restrictions that will protect against the contamination of food.
- 5. All food-contact surfaces shall be cleaned as frequently as necessary to protect against the contamination of food.
- 6. Single-serve articles (ex. paper towels) should be disposed of in a manner that protects against the contamination of food.
- 7. The water supply should be sufficient for the operations intended and should be derived from an adequate source. Any water that contacts food or food-contact surfaces shall be safe and of adequate sanitary quality.
- 8. Plumbing shall be of adequate size and design and adequately installed and maintained.
- 9. Sewage disposal shall be made into an adequate sewerage system.
- 10. Adequate and readily-accessible toilet facilities must be provided.
- 11. Hand-washing facilities should be adequate and convenient and be furnished with running water at a suitable temperature.
- 12. Readily understandable signs directing employees handling unprotected food, food-contact surfaces or food-packaging materials to wash their hands appropriately should be posted in all areas where employees handle these items.
- 13. Trash receptacle should be constructed and maintained in a manner that protects against contamination of food.
- 14. Disposal materials should be stored and disposed of as to minimize the development of odor, minimize the potential for the waste becoming an attractant and harborage or breeding place for pests and protect against the contamination of food.

EQUIPMENT

- 1. All equipment should be designed and of such material and workmanship as to be adequately cleanable, and shall be properly maintained. The design, construction and use of

equipment should preclude the adulteration of food with lubricants, fuel, metal fragments, contaminated water or any other contaminants.

2. All equipment should be installed and maintained as to facilitate the cleaning of the equipment and of all adjacent spaces. Food-contact surfaces shall be corrosion-resistant when in contact with food. They shall be made of nontoxic materials and designed to withstand the environment of their intended use.
3. Each freezer and cold storage compartment used to store and hold food shall be fitted with a temperature-recording device so installed as to show the temperature accurately within the compartment, and should be fitted with an automatic alarm system to indicate a significant temperature change.

PROCESSES AND CONTROLS

1. All operations in the receiving, transporting, inspecting, segregating, preparing, packaging and storage of food shall be conducted in accordance with adequate sanitation principles.
2. Appropriate quality control operations should be employed to ensure that food is suitable for human consumption and that food-packaging materials are safe and suitable.
3. Overall supervision of the sanitation of the facility shall be under the supervision of one or more competent individuals assigned responsibility for this function.
4. All food that is/has become contaminated shall be rejected or properly disposed of.
5. Food that can support the growth of undesirable microorganisms should be held in a manner that prevents the food from becoming contaminated. Compliance with this requirement may be accomplished by any effective means, including:
 - a. Maintaining refrigerated trucks at 45 degrees F or below as appropriate for the particular food involved.
 - b. Maintaining frozen foods in a frozen state.
 - c. Maintaining hot foods at 140 degrees F or above.
6. Effective measures should be taken to protect finished food from contamination by raw materials.
7. Effective measures should be taken to prevent the cross-contamination of food including, but not limited to:
 - a. Storing like product together.
 - b. Segregating meat products by type (beef, poultry, etc.)
 - c. Appropriate storage of allergens
 - d. Proper re-use of packaging materials
8. Filling, assembling, packaging and other operations should be performed in such a way that food is protected against contamination.
9. Food areas used for human food should not be used to process or store nonhuman food or inedible products.
10. Storage and transportation of food should be under conditions that will protect food against physical, chemical and microbial contamination as well as against deterioration of the food and/or container.