

Food Bank 101

LOS ANGELES REGIONAL



Fighting Hunger. Giving Hope.

A Partner with Feeding America
National Food Bank Network

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Placing Your Order at the Los Angeles Regional Food Bank

- 1) Place your order the day before your scheduled pick-up day.
 - a) If you are scheduled to pick up **BEFORE** 12:00 noon, you need to call in your order before 12:00 noon the previous day.
 - b) If you are scheduled to pick up **AFTER** 12:00 noon, you have until 3:30 P.M. to call in your order the previous day.
 - c) **Recommended:** Place your order as early as 7:00 A.M. for best choices.

- 2) You may receive the Product List in one of the following ways:
 - a) Log on to our website at www.lafoodbank.org. Click on "Agency Resources", and then "Product List".
 - b) Faxed copy of the Product List- Ask an Agency Relations Coordinator to place you on the fax list if you are interested in receiving the list via fax. **Please note that it is your responsibility to have your fax machine ready to receive faxes. The Food Bank's fax machine will only try to send to your fax machine twice.**

- 3) To place your order:
 - a) Call Inventory Control at 323.234.3030 and dial extension 123,124,125,153, or 184.
 - b) Please have your order ready as you will need to list the items in the same sequence as the Product List. Provide the Inventory Control clerk the item number and, if needed, the "Description/Brand".

Agency Account Holds

Accounting department: The Accounting department may place your account on hold for the following reasons.

- a) A "Past Due Balance"
- b) Returned Check (*There is a \$12.00 fee for a returned check, not including any other bank fees*).

Payments can be made toward your agency account with an agency check and/or agency credit card. **We do not accept cash or money orders as a form of payment.**

- Net 30 days to pay an invoice.

Agency Relations department: The Agency Relations department may place your account on hold for the following reasons.

- a) **INSURANCE:** Every agency is required to have current General Liability Insurance. It is the agency's responsibility to forward the Agency Relations department a current copy listing the Food Bank as an additional insured.
- b) **MONITOR:** The Los Angeles Regional Food Bank monitors all agencies at least once a year and on an as needed basis. If we are unable to reach you for a monitor visit, we will place a hold on your account until we complete a monitor visit.
- c) **INFORMATION:** Your agency has not provided us with correct or current contact information.

Max Factor

Each agency at the Food Bank is given a Max Factor. Max Factors are determined by how many meals/households your agency serves and is used to set the maximum amount of food that your agency will receive.

Rescheduling

If you need to change your pick-up day and/or time, please contact the Agency Relations department for approval.

Return Policy

If you received a NON-PERISHABLE item that you would like to return, you have 30 days from receipt of the product to make the return. The return must be accompanied with a copy of your invoice.

If you received a PERISHABLE item that you would like to return, you have 7 days from receipt of the product to make the return. The return must be accompanied with a copy of your invoice.

Deliveries

The Los Angeles Regional Food Bank has delivery hubs in Lancaster, Pomona, North Hollywood, San Gabriel Valley, San Fernando Valley & South Bay Area. There isn't a minimum poundage order for deliveries to these hubs however, there is a delivery fee. Fees range from \$14 - \$22, depending on delivery area.

There is a minimum order of 3,000 lbs for deliveries directly to your agency's door as well as a delivery charge. Door to door deliveries are not available in the Lancaster/Palmdale area.

For more information about our delivery programs, please contact

Hilda Ayala, Delivery Programs Director, ext. 168
hayala@lafoodbank.org

Lila Ramirez, Program Specialist, ext. 159
lr Ramirez@lafoodbank.org

Pickup Procedures

To make your trip to the Food Bank easier, please abide by the following procedures when picking up your order.

- 1) Agencies should arrive at the Food Bank no more than five minutes before your scheduled appointment.
- 2) Pull in to the Food Bank parking lot and locate the parking lot attendant to guide you to a vacant space. The parking lot attendant will give you a parking pass. **You are limited to one commercial vehicle or two regular sized**

vehicles in a vacant parking space. Agencies with more than one site will not be allowed to separate their order on Food Bank property.

- 3) Present your Agency I.D. Card and Parking Pass to the Inventory Control Clerk and sign-in on the “Daily Sign-in Sheet”.
- 4) If you are ONLY picking up an order: after you have signed in, proceed to the front dock and sign-in with the front dock personnel.
- 5) If you are picking up an order and front dock shopping please follow these steps:
 - a) After you have signed in at the Inventory Control window, the IOC clerk will issue you a “Front Dock Shopping Sheet”. You have one hour to shop the front dock from your scheduled appointment time. During this time, your order will be pulled and delivered to your vehicle.
 - b) Locate a gray cart; this is where you will place your front dock items. Each agency is allowed one cart. Please separate your front dock items according to item number (breakdown sheet attached). Once you are done shopping, pull your cart up to the front dock desk. Personnel will weigh your items. After items are weighed, you are responsible for taking front dock items to your vehicle.
- 6) Once your order arrives at your vehicle, review your “picking tickets”. Each category (dry product, freezer, and cooler) of your order will have a separate ticket.
- 7) Verify that your order is complete and that you received all items that appear on your tickets.
- 8) Return your picking tickets to the front dock personnel. It is extremely important that you inform the Inventory Control clerk of any discrepancies on your picking tickets, so that the necessary corrections are made before you are invoiced. Once you are invoiced, changes cannot be made.
- 9) When you are finished loading your vehicle, go back to the Inventory Control window. All of your tickets will be formatted to one invoice. Sign your invoice, and sign-out on the “Daily Sign-in Sheet”.

Please remember that it is the agency’s responsibility to verify their order BEFORE signing the invoice and leaving the premises. Once the invoice is signed, you are essentially agreeing that everything on your invoice is correct. Your signature is the final confirmation.

Front Dock Policies

- 1) Stay within the yellow striped area. Please refrain from placing or moving carts outside these boundaries.
- 2) All agency representatives picking up orders and/or shopping the front dock must present an **agency identification card** to the Inventory Control department. If you forget to bring your card, you may request a temporary card to use that day from the Agency Relations department. **Note: Your agency may only receive three temporary cards per year.** There is a \$5.00 fee for replacement cards. The charge will be added to your Food Bank account.

- 3) Each agency is allowed up to two people on the front dock. Additional agency staff/volunteers must wait in designated waiting areas or in an agency vehicle(s).
- 4) Carts are not allowed in the aisles. Carts must remain in the yellow striped designated area.
- 5) If picking up an order, each agency has one hour to shop the front dock from your scheduled pick-up time.
- 6) You must separate your front dock items according to category (see attached).
- 7) Please abide by all case limits posted on the front dock.
- 8) Take the cases from the cooler and sort through them at your cart not in the cooler.
- 9) Please do not ask Warehouse or Inventory Control staff members to bring additional or specific items to the front dock.
- 10) Agencies not picking up their weekly order may shop during front dock shopping hours Monday through Friday from 1:00 P.M. to 3:00 P.M. and Monday through Thursday 5:30 A.M. to 6:30 A.M., sign-in by 6:00 A.M. During this time you will have 30 minutes to shop.
- 11) Once you have confirmed your order:
 - Please sign each picking ticket.
 - If there is a discrepancy, please notify an Inventory Control clerk so that they may make the correction(s) on the picking ticket.
 - Once your order is loaded, please return to the Inventory Control office to sign your invoice. Failure to sign your invoice may result in having your account placed on hold.
- 12) Please take a minute to familiarize yourself with any new updates provided on the flat screen monitor and bulletin board regarding warehouse policies, rules and regulations.

Safety Information

- 13) Please enter the front dock through the door adjacent to the Inventory Control office and not through the wide, "roll-up" door with plastic curtains.
- 14) There are no open toed shoes or open heeled shoes allowed on the front dock.
- 15) Agency representatives must be at least 18 years of age.
- 16) Sampling food is prohibited on Food Bank property.
- 17) Due to slip & fall hazard, please do not step inside the front dock cooler.
- 18) Do not attempt to converse with or interrupt an equipment operator.

- 19) It is not permissible to walk on a ramp or scale.
- 20) Stay only in designated aisles and walkways.

Suspension and Termination Procedures

The Los Angeles Regional Food Bank (the "Food Bank"), may from time to time, suspend or terminate a participating agency (the "agency") as a result of improper conduct by the agency. In order to ensure that all suspensions and terminations are done in good faith and in a fair and reasonable manner, this memorandum tells you the procedures to be followed by the Food Bank when contemplating the suspension or termination of an agency.

Grounds for Suspension or Termination

Participation of the agency with the Food Bank may be suspended or terminated upon the occurrence of any of the following events:

- 1) Non-compliance with any of the rules or regulations of the Food Bank that may be applicable to the agency, as such rules and regulations may exist from time to time.
- 2) Non-compliance with any of the rules or regulations of the Feeding America National Food Bank Network (of which the Food Bank is a member) that may be applicable to the agency, as such rules and regulations may exist from time to time.
- 3) Non-compliance with any government laws, rules, or regulations that may be applicable to the agency, as such laws, rules, and regulations may exist from time to time.
- 4) Failure to satisfy participation qualifications, including, without limitations, the failure to maintain tax exempt status as a public agency or religious exempt organization under Section 501(c)(3) of the Internal Revenue Service Code or Section 23701D of the California Franchise Tax Board, as those sections may be amended from time to time.
- 5) Failure to pay in a timely fashion any fees or assessments required by the Food Bank, including contributions to the Shared Maintenance Program.
- 6) The direct or indirect sale, barter, exchange or transfer, for consideration, of any food or other products received from the Food Bank, including but not limited to, privately donated and USDA commodities.
- 7) Failure to provide required reports or agreements on a timely basis, such as, but not limited to, USDA Commodities, Brown Bag, Soup Kitchen, Power Pack, SFSP and Pantry Reports.
- 8) Failure to maintain current licenses, permits and/or certificates as may be required by food bank, federal, state, or local government agencies.
- 9) Failure to utilize the Food Bank for a period of ninety (90) or more consecutive days.
- 10) Conduct that is materially and seriously prejudicial to the purposes and interests of the Food Bank.
- 11) Failure to provide evidence of current Commercial General Liability insurance coverage of at least \$300,000 with the Food Bank named as additional insured.
- 12) Anyone behaving in an unprofessional manner in demeanor, language or action on Food Bank property will be asked to leave and may not be permitted to return to the Food Bank.

Automatic Suspension

The following conduct will result in automatic suspension of agency participation until the matter is remedied:

- 1) Shared Maintenance Contribution Account delinquency of 60 or more days, including delinquency resulting from a returned check. Distribution of USDA surplus commodities for the Emergency Food Assistance Program will NOT be suspended for eligible agencies.
 - a) Agency participation in the Shared Maintenance Program will be reinstated upon the Food Bank's Accounting department's receipt of an agency check that brings the Shared Maintenance Contribution Account to a current status.
 - b) Shared Maintenance food pick-up will be permitted on the next day for the Agency.

- 2) Failure to submit required signed agreements by the deadline stated in a notice from the Food Bank that such agreement is required for continued participation with the Food Bank.
 - a) Agency participation will be reinstated upon the Food Bank Agency Relations Director receipt of the signed agreement.
 - b) Food pickup will be permitted on the next regularly scheduled day for the Agency.

Emergency Suspension

The Agency Relations Director may recommend, and the Chief Programs and Policies Officer has the authority to suspend any agency, without notice and without prior opportunity to be heard, for a period of time, if in their reasonable discretion, the agency's conduct is so materially and seriously prejudicial to the purposes and interests of the Food Bank that an emergency suspension is both necessary and warranted. Upon such an emergency suspension, the Agency Relations Director shall immediately notify the agency and commence the procedures for suspension as set forth.

Procedure for Agency Termination

If the Agency Relations Director or Chief Programs & Policy Officer believes that an agency should be terminated, the procedures set forth below shall be followed:

- a) The agency shall be given written notice of the termination and the reason(s) therefore.
- b) If requested, the agency shall be given an opportunity to be heard, either orally or in writing. The statement will be considered, by the Food Bank's President/CEO.
- c) The President/CEO shall decide whether or not the agency should be temporarily suspended, terminated, or sanctioned in some other way. A decision by the President/CEO shall be final.
- d) Any action challenging the suspension, termination, or sanction imposed against the agency, including a claim alleging defective notice, must be commenced within one (1) month after the date of the suspension, termination, or other sanctions.

End of Suspension

In general, a suspension will end at the time and in the manner as set forth in the suspension and when an agency provides evidence that it has corrected or stopped the practices that led to the suspension. When the suspension ends, the agency may pick up food on its regular scheduled pick up day.

Investigations

Upon receipt of a reasonable substantiated allegation that an agency has engaged in conduct that might subject it to suspension or termination, the Food Bank shall investigate such allegation. In the event that the investigation suggests that grounds exist for the suspension or termination of an agency, the Food Bank's Agency Relations Director shall prepare and deliver to the Chief Programs & Policy Officer a written report regarding the same and recommending a course of action. Thereafter, the Chief Programs & Policy Officer and the President/CEO shall confer and agree upon a proposed course of action. The President/CEO is authorized to take any reasonable remedial action in response to such a situation.

Non-Compliance of Insurance

If the Los Angeles Regional Food Bank's records show an agency insurance policy has lapsed or been cancelled the agency will be automatically be placed on hold until proof of insurance coverage is provided (at least \$300,000 naming the Food Bank as additional insured).

The agency will remain on insurance hold until proof of insurance coverage has been received by the Agency Relations department. When proof of insurance has been received, the agency may resume food pick ups on its regular scheduled day.

If no proof of insurance is received, after six (6) months on insurance hold, the agency may be terminated from Food Bank participation.

Once an agency has been terminated, the agency must formally re-apply for Food Bank participation, including submission of all required documents and a subsequent site visit. All applications will be treated as if it were a new agency application.