



Becoming an Enabled Agency

INTRODUCTION

What does it mean to be an Enabled Agency? Participating grocery retailers (Community Partners) have agreed to set aside and donate excess food that has been deemed no longer sellable, but is still safe for human consumption. An Enabled Agency is an Agency that is partnered with United Food Bank (UFB) who is authorized to pick up designated donations directly from grocery stores and other retailers on behalf of United Food Bank and Feeding America. After reporting pickup weights via receipts and via Meal Connect, the Enabled Agency can then distribute the donated food and/or items directly to clients in the community, eliminating the middleman. Food that would otherwise be thrown away is saved and used to feed those in need.

As a UFB Enabled Agency, all staff, volunteers, and associated individuals must represent themselves in an appropriate and professional manner on behalf of UFB and Feeding America. All rules and regulations must be closely followed at all times by participating parties in order to ensure a safe and positive environment while feeding the hungry in the community.

Clear communication between all parties is the key to success. All Enabled Agency communications, questions, concerns, etc., must go through United Food Bank Retail Relations:

Marc Rosso
Direct: 480-926-4897 Ext. 218
Cell: 480-797-3675
marcrosso@unitedfoodbank.org

EQUIPMENT

In order to safely pickup and transport donated food items from Community Partners to Agency locations, specific equipment is required to ensure Food Safety Guidelines (attached) are followed and the food quality is maintained.

Required Equipment:

- A vehicle large enough to safely transport donations, such as an SUV, van, or large truck. Best practice is refrigerated vehicle.
- Thermal blankets, commercial grade ice chests or coolers, and/or temperature control devices to maintain food safety temperatures while in transport (a refrigerated vehicle can meet this requirement).
- Infrared laser thermometer (temperature gun, can be purchased from Amazon)
- At least one scale per vehicle (can be purchased at Office Max, Staples, etc).
- Food grade tubs or boxes to assist in transport.
- Multiple refrigerators (set at 41°F or less) and freezers (set at 0°F or less), as well adequate dry storage (4 inches off the wall, 6 inches off the ground) at your Agency location that complies with Food Safety Guidelines.
- Multiple staff members/volunteers trained as drivers (always have a backup).
- Receipts to record weights and temperatures, Refrigerator and Freezer Temperature Logs, Weekly Calibration Logs, Badges (all provided by UFB).

OTHER REQUIREMENTS

- All drivers, staff, volunteers, and participating individuals must have a valid Food Handlers Card, and be trained to meet food-handling requirements.
 - Copies of Food Handler's Cards for each participating individual must be provided to UFB Retail Relations.
- Maricopa County recommends at least one individual to have a Food Managers Card at each Agency.
- United Food Bank will issue Enabled Agency badges that must be visibly worn at all times during pickups. The number of badges given is to match the number of Food Handlers Cards provided.
- Enabled Agencies must commit to picking up donations at least 2 days per week at assigned stores, on designated days, during designated time frames.
 - Direct any questions regarding scheduled days or times to UFB Retail Relations.
 - Plan ahead for holidays and other closures. Agency must notify Community Partners of closures at least 1 week in advance and include a

flyer. Agency must also notify UFB Retail Relations at least 1 week in advance via email.

- Appropriate attire must be worn during pickups. This includes closed toe shoes and shirts with sleeves. Shorts must be at least knee length. These are the minimum standards Retail Partners have for safety.

DO'S AND DON'TS

Enabled Agency staff, and specifically the driver, is the face of not only the Agency, but also United Food Bank and Feeding America as a whole. Positive relationships must be established and maintained with each partnered retailer, including relationships with Department Managers and Receivers. Receivers are the individuals who Enabled Agencies will work with the most. The Receiver is who will have the donations ready and sign off on receipts.

Enabled Agencies need to be sure to clearly identify donations. If there is confusion about what items you are to pick up, ask the Receiver.

Accurate communication between Community Partners, Agencies, and UFB is critical.

- If a driver is running late, at least 30 minutes outside of their usual time frame, the Agency and/or driver must contact the store and notify ahead of time.
- If a driver is unable to pick up, the Agency and/or driver must contact the store *and* UFB Retail Relations immediately.
- If you wish to withdraw from a store entirely, a 30-day notice is required, and you must continue your assigned pickup schedule until further notice is given from UFB.
- Any questions, challenges, or incidents must be communicated immediately and directly to Retail Relations at UFB at the number or email listed on Page 1.

The integrity of the Enabled Agency, Community Partners, and all participating parties must be maintained at all times. An Enabled Agency may **NOT**

- Sell, barter, trade, or exchange for services, any of the food or items received from Community Partners in association with United Food Bank.
- Ask for monetary donations in exchange for any of the food or items received from Community Partners in association with United Food Bank.
- Redistribute to any other organizations (i.e. churches, pantries, kitchens, etc.). Agencies may only distribute donated product directly to the clients in their communities.
- Repackage donated food or items.
- “Cherry pick” through donations.
 - All safe donations within Food Safety Guidelines must be accepted.

- Staff members and volunteers may not take “first pick” of items for personal gain.
- Change pickup days or times.

Food Drives will occur periodically throughout the year, especially during holiday seasons. Allocation and pick ups of Food Drive Donations are assigned to specific Agencies. If you are not assigned to a specific food drive, you may not pick up the donations, even if it is located at your regularly scheduled store. If you are unsure about whether or not you are allowed to pick up specific Food Drive Donations, please ask UFB Retail Relations.

RECEIPTS AND MEAL CONNECT

All received donations must be weighed, receipted, and reported via Meal Connect. Meal Connect is an online receipting program that was created to help food banks manage enabled Agency donation volume from a single online dashboard, creating greater efficiencies and improving data integrity. Donation weights get reported through Meal Connect to Feeding America, our Community Partners receive credits based on donated weights. It is critical to report store receipts to Meal Connect no later than 72 hours (3 days) after pickup. If there is an issue with meeting this deadline, you must notify Retail Relations and provide the reason and anticipated date of submittal. Failure to report receipted products will result in the loss of retail stores from our network, and removal of Enabled status.

Untimely receipts without UFB notification:

1st occurrence = Warning email will be sent to Agency and noted in file.

2nd occurrence = Email notice will be sent to Agency notifying that Agency is on enabled probation for 30 days with strict monitoring of Agency operations.

3rd occurrence = Review of Agency enablement.

The Meal Connect website is equipped with instructional videos that provide tutorials and explanations for all aspects of user interface.

STORE CONCERNS/COMPLAINTS

United Food Bank strives to keep our Community Partners satisfied, as we value their donations. It is the Enabled Agency’s responsibility to continue to build and maintain positive relationships with every store on its route. This includes relationships with Receivers and Department Managers. The Retail Relations Specialist frequently contacts every store and will communicate with Agencies if there appears to be an issue of concern. If an Agency has a challenge or conflict, they must notify Retail Relations

immediately. All complaints from any person(s) will be thoroughly investigated, and necessary actions will be taken to ensure that the quality of our retail relationships is upheld.

- 1st Complaint = Warning email will be sent to Agency and noted in file.
- 2nd Complaint = Agency is on enabled probation for sixty (60) days with strict monitoring of Agency operations
- 3rd Complaint = Agency is on thirty (30) day suspension.

Any further incidents after a 30-day suspension will result in disciplinary action including removal of the Agency from the Enabled Agency Program. All Agencies are to report any incident at their retail store immediately to UFB. In many cases, if an incident is reported to UFB and appropriately handled, a complaint from the store can be avoided entirely.

AGENCY CONCERNS/COMPLAINTS

Concerns and complaints coming from an Enabled Agency must be directed to UFB Retail Relations in written form (email is best). Include photos, notes, dates, and other relevant information regarding the issue in question. Retail Relations will address the issue, notify the store, retrain employees, and/or take other necessary actions to resolve the concern or complaint.

CANCELLATION OF ENABLEMENT

If your Agency wishes to no longer be enabled, or withdraw from a store, UFB Retail Relations must receive a written 30-day notice. You must continue to pick up from your assigned stores until further notice and/or an end date is given by UFB.

AGREEMENT TO RULES AND REGULATIONS

Becoming a United Food Bank Enabled Agency requires agreement to all rules and regulations. It is the Agency's responsibility to ensure all staff and volunteers comply. Failure to follow the rules will result in immediate review and potential suspension of enabled status. United Food Bank has the right revoke enabled status of an Agency at any time.

Agency Director: _____
(print)

Agency Director _____ Date: _____
(signature)