



Agency Services Manual

**2024**



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## General Information

Community Harvest Food Bank of Northeast Indiana, Inc. (CHFBI) is a private, non-profit corporation organized to make food (and allied products) available to people in need of food assistance. We do this by reducing and preventing the waste of food, and by gathering this food in a place where it is accessible to the agencies and people who need it.

Community Harvest Food Bank was incorporated in 1983 through community leadership. Our food bank is governed by a volunteer Board of Directors who plan and direct the goals of the Food Bank. The President and CEO is responsible for daily operation and administration. We now serve nearly four hundred (400) charitable member agencies as a year-round food resource.

CHFBI distributes millions of pounds of food every year.

# Hours of Operation

**CHFB OFFICE HOURS:** Monday – Friday | 7:30 a.m. – 4:00 p.m.

**SATURDAY HELPING HANDS DISTRIBUTION:** 8 a.m. – 10 a.m.

**COMMUNITY CUPBOARD PANTRY:** Monday – Friday | 8:30 a.m. – 4:00 p.m.

**AGENCY SERVICES DEPARTMENT:** Monday – Thursday | 8:30 a.m. – 4:00 p.m. Friday | 8:30 a.m. – 11:00 a.m.

# Holidays

Community Harvest is closed on the following nine (9) holidays:

New Year's Day

Martin Luther King Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Friday after Thanksgiving

Christmas Day

**Note:** When a holiday falls on Saturday, the preceding Friday will be observed. When a holiday falls on Sunday, the following Monday will be observed.

# Annual Shutdown

CHFB has an annual shutdown each July over the week of July 4<sup>th</sup>.

Please visit [www.chfb.org](http://www.chfb.org) for the exact dates of the shutdown each year.

# Inclement Weather

CHFB will alter operating hours if the City of Fort Wayne or Allen County issues the following travel advisories:

**Level One** – People are asked to stay off the streets unless they absolutely have to get out.

**Level Two** – Only emergency travel is allowed, and drivers can be ticketed, and vehicles may be towed in snow removal zones.

**Level Three** – Worst-case scenario. All travel is prohibited except for authorized vehicles and county government offices are closed.

CHFB will communicate any closures or late openings due to weather conditions through news media, social media outlets, and our company web site.

# Cancellation Guidelines for CHFB Farm Wagon Mobile Pantries

There will be **NO** farm wagon deliveries if the following conditions occurs:

- The outdoor temperature (actual or with the wind chill factor) at 7:30 a.m. in Fort Wayne is 0 degrees °F or less.

Or

- There is a declared snow or ice emergency in the city or county of the farm wagon delivery location

Or

- There is a declared snow or ice emergency in Fort Wayne or Allen County

If any of the situations above exist at 7:30 a.m., the Farm Wagon deliveries in the affected area(s) will not occur **ALL THAT DAY.**

Community Harvest Food Bank of Northeast Indiana, Inc. will make every attempt to have the cancellation of the Farm Wagon announced on the radio or TV (usually Indiana's News Center WPTA and WKJG TV, WOWO radio and WMEE radio.)

## Agency Site Visits

Feeding America requires Community Harvest Food Bank to conduct agency site visits once every two years, unless there is reason for more frequent visits. Other reasons for more frequent visits would be if we received complaints about your establishment, or someone got sick from the product you are distributing, just to name a few examples. All our visits must be conducted between the hours of 7:30 a.m. – 4 p.m. All agency visits are required to remain an active agency member.

Community Harvest Food Bank will normally give you a couple of options for scheduling a site review, however, please understand that these are mandatory, and a site must comply within the schedule that we have. During the site visit, we will be resigning documents/contracts, and we will need a person with financial authority over your site to sign. For example, a church we would need either the Pastor or the Treasurer on the board to the church. Volunteers cannot sign documents as they are volunteers and have no real authority over the church or establishment. During the site review we will need access to all areas that you utilize with Community Harvest Food Bank product. Please ensure there are thermometers in all the freezers & coolers and even in your dry storage areas.



## Social Media Sharing

We have over 14,000 followers across multiple social media platforms. We would love to cross-promote your events and announcements. We can share posts regarding food drives, giveaways, benefits, etc.; anything having to do with helping your clients and benefitting the community.

**Facebook:** @communityharvestfoodbank

**Instagram:** @communityharvestfoodbank

**X:** @ComHarvest

**LinkedIn:** @chfbnein

Please follow our pages and email any fliers or promotional materials to our Marketing Coordinator, Jessica Sheets at [jsheets@communityharvest.org](mailto:jsheets@communityharvest.org).

Physical fliers/handouts can be distributed to our receptionist at the Main Entrance at 999 E Tillman Rd.

# Ordering Product

- Community Harvest Food Bank continues to make items available to Affiliate Members through an online menu.
- Please utilize the notes section with specifics of what product you want or items in that product category that you will not accept. There will be a \$25 restock fee assessed to your account if the product needs to be returned.
- Review the menu.
- Order items in the quantities desired. (unless limits apply)
- Schedule an appointment to pick up the order by calling our Agency Services Department at (260) 447-3696.
- There are no standing appointments. Pick up times should be arranged each week.
- Affiliate Members can stop in and salvage without an appointment if our agency floor is not at capacity.
- You must have an order placed for salvage before you can salvage. Either add it to an order you're picking up, or if you just want to salvage, please sign into your account on [www.chfb.org](http://www.chfb.org) and place an order for 1 pound of salvage. When you arrive at CHFB we will adjust the pounds according to what you find.
- CHFB only allows for two agency appointments per 30-minute time slot.
- CHFB does not permit multiple orders at one time.
- You **must** call to confirm we have received your order @ (260)447-3696 and ask for the Agency Services Department.
- Order pick-up dates will be decided by how many cases are on the Affiliate Members order.

The breakdowns are as follows:

- 50 cases or below = 24 hours with a noon cutoff.
- 51 cases to 100 cases = 48 hours with a noon cutoff.
- 101 cases and up = 72 hours (or more depending on size of the order)

**This only applies if there are appointments available within the time frame. If there is not an appointment available, you will be offered the next available appointment slot.**

**\*Noon is the cutoff to confirm orders for that day. Anything after noon will be pushed out a day further. \***

**Example: Food Pantry puts in a 45-case order in on Monday at 10:30 a.m. They will be eligible to pick up Tuesday by 10:30 a.m. If the agency calls by the noon cutoff to confirm the order was received and to make the appointment.**

## **Scheduling Appointments**

- When you complete an online order, please call the Agency Services office to confirm that they have received your order.
- Email or leaving a voicemail will not count as calling to confirm your order. You must speak with someone.
- Appointments can be made any time Monday - Thursday from 8 a.m. - 2:45 p.m. to allow Affiliate Members to have enough time to shop and pick up their orders prior to close of business.  
Friday's appointment times are from 8 a.m. - 10:30 a.m.  
All agencies must be off the floor by 11 a.m. on Fridays.
- If a situation arises that prevents you from picking up your order, you must notify CHFB staff by calling (260) 447-3696 prior to your scheduled appointment.
- Unless we hear from you, all orders that have not been picked up by the close of business each day will be returned to stock and the Affiliate Member could be charged a \$50 restock fee.

# Agency Office Rules

Every Affiliate Member needs to know about CHFb's Agency Office.

- No one will be permitted into the warehouse with open-toed shoes.
- Our goal is to provide a safe, pleasant, and clean experience for everyone who visits our facility. If you see something that presents an unsafe situation, please notify a member of the staff immediately.
- Affiliate Members and their volunteers should not be operating any of CHFb's equipment - this includes pallet jacks. If you need a pallet taken to your car or to the loading area, please ask a CHFb staff member.
- Affiliate Members who have placed an online order must load their order **BEFORE** shopping for salvage.
- CHFb Warehouse Associate will notify you when your order is ready.
- Once your order is ready to load, you may then pull your vehicles up to a dock door. Please do not park your vehicle at the dock door until a warehouse associate says your order is ready to load. If you pull your vehicle up sooner, you will be asked to move your vehicle.
- Once you are done loading, please move your vehicle away from the building while you shop in salvage so that others may load.
- Only **ONE** vehicle per door. There should never be multiple vehicles at one door. This is a must for safety reasons.
- All Affiliate Members that arrive to pick up their orders in a truck that does not have a cover on the back, must have a tarp or some way to cover up the product prior to leaving. If you do not have a tarp or something to secure the items from weather, etc., you will not be allowed to take the order.
- Agencies must ensure that anyone they send to the food bank to pick up their order, place an order, or call asking for information about the agency's account must be an authorized user on the account.
- We are not permitted to speak to anyone who is not an authorized person on the account.
- CHFb will **NOT** tolerate individuals who become abusive in any way toward staff, volunteers, or other Affiliate Members. If this occurs, Affiliate Members will be subject to suspension and/or termination.
- No food or beverage permitted in the warehouse.
- Affiliate Members are responsible for checking their orders prior to leaving CHFb property to ensure the accuracy of your order. If you

discover a discrepancy, please notify the Agency Services department prior to leaving to get the situation resolved. Once an Affiliate Member signs the paperwork and leaves the premises, you have accepted that your order was correct and CHFb will not be held liable.

## Loading

Please come prepared to pick up your entire order during your scheduled appointment time.

- Safety is important – please bring the proper vehicles and equipment to keep food safe during your travels back to your site.
- CHFb reserves the right to not load any vehicle they deem to be unsafe for food transportation.
- All outer county agencies are **REQUIRED** to bring freezer blankets when transporting frozen or cooler products.
- When picking up an agency order with a truck all agencies **MUST** have a tarp to cover the food before leaving the premises with the product.

## Shared Handling Fee, Billing, and Affiliate Member Requirements

Affiliate Members will continue to receive food from CHFb at a shared handling fee at a maximum of 19 cents per lb. We will provide an invoice detailing your charges upon check out.

- Payment is due within 30 days of the invoice.
- Accounts that are not paid may cause suspension of your account. Please do not let this happen. If a situation occurs, please call our finance department and work out payment arrangements to avoid suspension.
- We do not accept cash or credit/debit cards. We **ONLY** accept checks. The name on the agency's check must match the name on their 501(c)(3).  
Finance Department (260)447-3696 extension 339

# Affiliate Member Requirements

- Every Affiliate Member is required to have a site review completed every two years. Please remember that this is a requirement of Feeding America. If we are unable to conduct our required site reviews, your account would be subject to suspension and up to termination of your account.
- Every Affiliate Member is required to maintain a procedure for determining that the final recipient of the Donated Product is ill, needy, or infant, such as using self-declarations of need or other intake processes.
- Affiliate Members are required to send in their survey statistics by the 5<sup>th</sup> of every month. We now report these survey statistics only online. Please visit [www.communityharvest.org](http://www.communityharvest.org) to find your survey form and submit it online.
- If Affiliate Members need to make changes to their account, CHF B will need all changes sent in on the Affiliate Members letterhead before making any changes.
- Affiliate Members that are handling food are required to take a CHF B online Serv-Safe test. The completion of this course will provide you with a certificate that needs to be placed in your Affiliate Member's file. You can take your test at [www.agency.communityharvest.org](http://www.agency.communityharvest.org)
- All Members are required by CHF B and Feeding America to attend CHF B's Annual Agency Day. Attendance is **REQUIRED**. Agencies that do not attend Agency Day are subject to their account being suspended.
- All Agency Partners and Affiliate Food Bank Programs are required to have a minimum of one staff member or volunteer with food safety training as outlined in the 2023 Feeding America manual. That person must be a regular volunteer or staff member who picks up, transports, and/or distributes food donations or a person who supervises those activities. When trained staff or volunteers turn over, food safety training must be provided for the new person(s) within 60 days of their start date.
- Affiliate Members are not allowed to share any of their products that they receive from CHF B, with other **NON**-Affiliate Food Pantries or non-profits of any kind. All members must be an approved site inspected by CHF B to store products of any kind at their location. Violation of this will result in a member no longer being able to receive the product from CHF B.

- Affiliate Food Banks that serve children must maintain a policy regarding background checks for staff and volunteers. Such policy must provide that:
  - Staff and volunteers who have direct, repetitive, and/or unsupervised contact with children must undergo background checks.
  - An individual whose background check reveals any convictions of offenses against children cannot volunteer.
  - Volunteer involvement of any one-time or non-regular volunteer who has not been subject to a background check must be limited strictly to open and supervised activities with children.
- Host Sites and Affiliate Food Bank must be parties to a written agreement reflecting Host Site agreement to:
  - Receive, store, transfer, use and handle products safely and properly in accordance with law.
  - comply with the policies, procedures, and recordkeeping requirements of the Affiliate Food Bank.
  - not engage in discrimination in the provision of service against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran, or as otherwise prohibited under the current USDA nondiscrimination statement.
  - Maintain a procedure for determining that the final recipient of the Donated Product is ill, needy or an infant, such as using self-declarations of need or other intake processes.

## CHFB Vouchers

Affiliate Members that write vouchers to their clients, please be mindful of CHFB's policies when ordering your clients a voucher.

- Affiliate Member who orders the vouchers for the clients cannot order vouchers for themselves or their own family members.
- If that Affiliate Staff/Volunteer Member is on the site's account but in need of assistance, they need to either go to another agency to receive a voucher or be taken off the account due to their need being greater.
- Clients cannot utilize more than one voucher per day at CHFB.

- Vouchers expire in 30 days. Please make sure that you set the expiration date 30 days from when you order it.
- Please verify that you have the dates correct. If you type in the wrong date, the system will automatically not process it through completely. Please be cognizant of how many days are in each month. If you put February 30<sup>th</sup> as an expiration date, but that date doesn't exist, the voucher may not process through, which could delay your client from receiving food.
- If you put in **3/24/202** for the expiration date when you place a voucher order it will not go through due to typing error. Please always double check your order before submitting.
- Affiliate Members that only order vouchers but do not have a pantry are still required to keep all their account information up to date with the agency office. Those members are still subject to random visits by an Agency Services Representative.
- Clients are not allowed to make "donations" for their vouchers.
- Member Affiliates cannot sell or barter with vouchers. They are not allowed to use vouchers as a form of payment for their volunteers.
- Clients are not allowed to be charged for their vouchers.
- Affiliate Members can order vouchers for their ill, needy, or infant clients with a max allowed amount of 100 pounds. **Please remember, due to the constant fluctuating in inventory, we may have to lower the max amount. Always check our website [www.chfb.org](http://www.chfb.org) for updates.**
- CHFB reserves the right to ban all clients that become unruly and/or abusive to the staff, for safety reasons.
- Community Harvest staff can no longer verify if a voucher issued is complete and a client can shop. Please provide the client with the confirmation number to prevent unnecessary trips.