



Mission Statement

To lead the fight against hunger in South Louisiana through food distribution, advocacy, education, and disaster response.

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1. Welcome

Welcome to Second Harvest Food Bank of Greater New Orleans and Acadiana (GNOA).

To our partners that have been with GNOA through the years, thank you for your loyal cooperation, which has contributed to our growth. You have worked very hard and have found new ways of doing things. You weren't afraid of failure and have been turning innovative ideas into valuable services that many people see and use every day. You have our gratitude and appreciation for helping to make GNOA successful. We look forward to continued progress with your continued support.

To those of you who are joining us at GNOA, a sincere welcome! We hope your partnership with us in the fight against hunger is satisfying and continues for many prosperous years. By becoming a member in our network, you are joining a successful partnership dedicated to fighting hunger and eliminating food disparities in our service area.

GNOA is a member of the Feeding America™ national network of food banks, which was formerly known as America's Second Harvest. There are 208 member food banks throughout the United States. With headquarters located in Chicago, Illinois, our network is the largest non-governmental food program in the United States. Along with the national organization, GNOA solicits donations from the nation's food industry, grocery chains, individuals and other sources. The donated food and other resources are channeled through our Member Agencies servicing those in need.

GNOA requires that all Member Agency representatives that assist in serving the food insecure be educated about the regulations that are relevant to their service role. This ensures that safe food handling practices and innovative program ideas are shared throughout the service area consistently for Member Agencies to implement.

Thank you for your dedication to those in need and for your partnership with us.

A handwritten signature in black ink, appearing to read "Natalie J", with a large, stylized flourish at the end.

Natalie Jayroe
President and CEO

NOTICE

This is your Member Agency Handbook, describing the various benefits for which you, as a Member Agency, are eligible and discusses those programs and policies that affect your agency. This means that if a question ever arises about the nature and extent of a policy or if there is conflicting language, the formal language of the policy governs, not the informal wording of this Handbook. Formal policies and procedures are available online and are routinely distributed as they are updated. Policies are also reviewed during regular Member Agency meetings.

The contents of the GNOA Member Agency Handbook are not a contract and should not be construed as a contractual agreement or as a guarantee of continued membership.

GNOA reserves the right at its sole discretion to amend the contents of this Handbook at any time. Amendments to any other part of this Handbook must be in writing and issued by the appropriate GNOA Agency Relations staff member as designated by the President / CEO of GNOA.

No other employee, representative or agent of GNOA has the authority to amend, alter or change the description of policies set forth in this Handbook or to enter into any agreement concerning the terms and conditions of your status as a Member Agency at GNOA other than the President / CEO and appropriate Agency Relations staff members (such as the Agency Relations Manager or Community Relations Manager). Amendments will be issued directly to all Member Agencies.

It is suggested that you read this Handbook carefully from time to time to refresh your memory of its contents. It is also your responsibility to keep it up to date by inserting changes as they occur. If you have any questions about this Handbook, contact your parish Agency Relations contact (listed within this Handbook). Please remember that your Handbook must be kept on site and available for Member Agency staff review, as it provides guidance, food safety instruction, and other valuable information.

This Handbook supersedes any previous verbal or written description of policies, statements, understandings, or agreements concerning the terms and conditions of your status as a Member Agency with GNOA. Should any provision in this Member Agency Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire handbook, but only the subject provision.

GNOA expressly prohibits any form of unlawful harassment based on race, color, religion, gender, national origin, age, disability, sexual orientation, status as a Vietnam-era or disabled veteran, or status in any group protected by federal, state or local law.

2. An Overview

A. History

Second Harvest Food Bank of Greater New Orleans and Acadiana (GNOA) is a not-for-profit entity with 501(c)3 status. Its mission is to lead the fight against hunger in south Louisiana through food distribution, advocacy, education, and disaster response. It was legally incorporated on December 9, 1982 as Second Harvest Food Bank and began in a 48,000 square foot loaned warehouse. In July of 1983, Second Harvest was distributing product to twenty-three certified recipient agencies. By the end of the next year, the recipient agencies had grown to seventy-three, and the food bank proudly proclaimed that it was receiving and distributing “more than 50,000 pounds of food each month!”

In the years leading up to Hurricane Katrina, GNOA distributed more than 14 million pounds per year of donated and surplus food from the food industry and government commodities to 350 social service agencies throughout south Louisiana. These pre-screened charitable organizations included senior care centers, day care centers, homeless shelters, soup kitchens, church pantries and drug rehabilitation programs. They served 188,319 lower income people who were without food or funds and were constantly faced with the reality of hunger.

Second Harvest Food Bank services twenty-three parishes in south Louisiana. This territory was greatly affected by both Hurricane Katrina and Hurricane Rita. Second Harvest was one of the first groups to get water and food to crisis points such as the New Orleans Morial Convention Center...even though more than three weeks passed before the main warehouse in New Orleans could be accessed. Within 14 days, Second Harvest Food Bank of Greater New Orleans and Acadiana had distributed three million pounds of disaster relief through food and supplies.

In the month of September 2005, GNOA distributed 8 million pounds of food and grocery products. This represented a six-fold increase over our pre-Katrina distribution of 1.2 million pounds monthly. The need for emergency food services grew more critical when Hurricane Rita made landfall on September 24, 2005 - devastating the western parishes of the food bank's service area.

As of June 2008, GNOA has distributed 87 million pounds of food. In addition, it has strengthened its collaboration with other agencies to successfully engage in advocacy, education and disaster response activities while remaining focused on distributing food to the hungry. We continue to bring more agencies into the network to feed the food insecure and to improve the communities that we serve.

B. Recovery

The Feeding America™ network had distributed more than 82.5 million pounds of food, providing more than 64.4 million meals across the Gulf Coast states and southern Florida from August 28, 2005 through June 30, 2007. Still, demand in the GNOA region had remained 50 percent higher than before the storms. Second Harvest Food Bank of Greater New Orleans and Acadiana alone had increased food distribution from 14 million pounds to more than 51 million pounds in the 23 parishes it serves across coastal Louisiana in the twelve months following Hurricane Katrina. This distribution represents a value of \$77,480,000 in resources sent into the communities affected by both Hurricanes Katrina and Rita. Over 40 million meals were provided for over 300,000 hurricane victims in the 24 months after the storms.

GNOA participates in Unmet Needs committees with other disaster relief partners in order to determine how to deliver service to a community that will be recovering for years to come. Issues these committees address include:

- Strengthening the food bank's infrastructure.
- Leveraging the strengths of partners and Member Agencies to improve efficiencies.
- Retooling the Kids' Café programs, launching of backpack programs, and the establishment of a community kitchen that will help engage the residents in education and advocacy.
- Utilizing a mobile pantry program to serve as a delivery vehicle to large groups of FEMA trailers or communities that lack access to public transportation or grocery retailers.

Second Harvest Food Bank of Greater New Orleans and Acadiana has revised its disaster plan to take into account its role as a first responder in future disaster situations. It has incorporated national elements from such organizations as the American Red Cross to local entities as the New Orleans Police Department. By working together with other disaster response agencies, we can strengthen the support for the community and work on eliminating hunger not only during times of disaster, but every day of the year.

C. Mission, Values and Philosophy

Vision

A hunger-free South Louisiana

Mission Statement

To lead the fight against hunger in South Louisiana through food distribution, advocacy, education, and disaster response

Core Values

- **Integrity** – Conducting ourselves in a manner that maintains the highest ethical standards and conveys mutual respect for ourselves and others
- **Sustainability** – Ensuring that no initiative is undertaken without a plan to ensure its ability to thrive
- **Flexibility** – Building a strong operation that can leverage the greatest results and can accommodate change and growth
- **Teamwork** – Valuing the development of individuals and enabling them to work together towards a common goal
- **Commitment** - Igniting a passion for service and accountability through dedication to the mission and to creating models of excellence

D. Definitions

Food Insecurity: The USDA's Economic Research Service's technical definition of hunger or not having access to enough food for active, healthy lives for all household members; hunger or at risk of hunger. Also referred to as "being food insecure."

Hunger: The government's definition states: A situation in which an individual involuntarily goes without food for an intermittent or extended period of time. This situation can be caused by external forces that limit the individual's resources or ability to obtain sufficient food, and may result in detrimental physical and psychological consequences.

Feeding America™ (formerly known as America's Second Harvest: The Food Bank Network, or A2H): The national network of food banks. It consists of similar entities around the United States that provide outreach in the form of food, supplies and 'harvesting' of available resources (food, funding, and volunteer hours) in order to meet the needs of hungry people.

Catholic Charities Archdiocese of New Orleans (CCANO): CCANO is the oldest organization of its kind in the United States. Respecting the dignity and potential of each human person, CCANO collaborates with the wider community to serve those in need. It does so through such programs as case management, medically dependant children's residential programs, and shelters.

Member Agencies: These are faith-based and non-profit organizations that serve as distribution points within a community as a Member Agency of a member of Feeding America™. Second Harvest Food Bank of Greater New Orleans and Acadiana serves 23 parishes, and within those parishes there are approximately 180 active Member Agencies. This number of active agencies may change on a daily, weekly, or monthly basis. Membership could be at one of several levels, and one Member Agency may 'join' GNOA at several levels of interaction:

- **Pantry:** provides bags of food to be consumed off the premises.
- **On-site feeding:** provides prepared foods for consumption at the site. Note that this requires a permit from the Department of Health.
- **Supplemental feeding:** serves supplemental foods on-site, but does not prepare meals.
- **Mass distribution:** handles large distribution of USDA commodities on a quarterly basis.
- **Mobile pantry:** rolling supply of product distributed to those in need in underserved areas.

Programs: The different methods of food distribution in which Member Agencies can choose to participate. By the descriptions, you will be able to determine if something "just doesn't fit." For instance, a pantry cannot participate in the Second Helpings program, as that requires hot food handling on-site (and pantries only provide food to be consumed off-premises). Programs are discussed in further detail in the next section of the Handbook.

Agency Type: Your membership specifies the category or categories of service your organization has been approved for by GNOA. A Member Agency of GNOA may be eligible to participate in one or more of the programs.

PANTRY	A pantry provides bags or boxes of food on a regular basis to people to consume off the premises. Pantries are encouraged to provide a 5-day supply of food for an individual or family, scaling the distribution to the size of the household.
ON-SITE FEEDING	An on-site feeding program provides hot meals to people in need for consumption at the site where the food is prepared. On site meal programs include shelters or residential facilities, soup kitchens, homeless shelters which provide hot meals to individuals who are not residents of the facility, senior nutrition sites, and residential treatment centers.
SUPPLEMENTAL FEEDING	A supplemental soup kitchen is an agency that serves snacks; service sites include: Boys and Girls Clubs and after school programs.
MASS DISTRIBUTION	Provides bags of food on a quarterly basis to people in need to be consumed off the premises (At present all existing quarterly sites have been grandfathered in and we are no longer offering mass distribution as a program).
MOBILE PANTRY	A truck-load of food for those in underserved parishes and hard to reach areas, to be consumed off premises.

GNOA Service Area: The twenty-three parish region that we serve includes the following parishes, from the Mississippi border to the Texas state line:

- Acadia, Beauregard, Calcasieu, Cameron, Evangeline, Iberia, Jefferson, Jefferson Davis, Lafayette, Lafourche, Orleans, Plaquemines, St. Bernard, St. Charles, St. John the Baptist, St. Landry, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Vermilion, Washington.

Louisiana Food Bank Association (LFBA): The LFBA is comprised of the five regional food banks serving all 64 parishes of Louisiana. Prior to September 2005, these food banks served more than 431 agencies, 62% of them faith-based. The remaining member agencies were other nonprofits. Between September 2005 and May 2008, more than 125 million pounds of food have been distributed to people in need throughout the state of Louisiana.

E. GNOA Program Descriptions

Food Distribution Program

Through this collaborative effort, food manufacturers, distributors, retailers, brokers and farmers in south Louisiana donate food to GNOA, which is then distributed to a network of Member Agencies. The donated food is usually unmarketable (e.g. dented cans, mislabeled product), yet is safe and nutritious. This program is supplemented by food purchases to ensure nutritional balance.



Second Helpings



This innovative food rescue program ensures that prepared food that would otherwise go to waste is distributed to people in need. GNOA gathers surplus foods from restaurants, hotels, caterers, and conventions and distributes it to hungry community members through on-site feeding programs.

BackPack Program (Lagniappe Pack)



This program addresses the needs of school children at chronic risk for hunger by providing backpacks of food for consumption during non-school times. Backpacks are stocked with 10-12 nutritious, child-friendly, easy-to-prepare items from each of the food groups; they are distributed discreetly on Fridays or the last day before a school break. A pilot Lagniappe Pack program for senior citizens is also underway.

9-A-Day The Head Start Way



9-A-Day refers to the recommended number of fruits and vegetables the average person should consume daily. During this three-year pilot program schools receive produce, nutritious snacks and meals prepared by Head Start food staff. Additionally, the LSU Agricultural Center provides preschool nutrition curriculum materials and training, and surveys the impact of the program on the young children it serves. The purpose of the pilot phase of the program is to determine the most effective way to improve children's eating habits.



Mobile Pantry

The Mobile Pantry is a rolling food supply that provides food directly to communities that lack grocery stores and/or organizations that offer food assistance. The pantries deliver produce and dry goods directly into areas that are identified as “food deserts”, or regions where citizens have to travel more than 10 miles to reach a grocery store. This program enables GNOA to reach out to rural or underserved populations and participate in a continuum of services (such as mobile healthcare units) brought directly to the most vulnerable.

LANIAP



The LFBA requested funding from the state legislature to buy food from Louisiana farmers, fishermen and vendors to give to Louisiana’s hungry. The legislature and Governor responded with an award of \$5 million in 2007 and again in 2008 to GNOA to purchase food on behalf of the five members of LFBA for proportional distribution to people in need throughout all 64 Louisiana parishes.

[After the Storm: A Food System Analysis \(A Research Project and Publication\)](#)

In collaboration with agriculture, health and social service departments at five regional universities, GNOA is in the second phase of a comprehensive study of three major components of the food system in a post-Katrina/Rita environment: emergency food gaps, production, and consumption. For example, the map of all farms in Louisiana determines the typical production path for food as it goes “from farm to fork,” allowing GNOA to analyze behaviors, knowledge and needs of consumers in relation to food and nutrition, and to design its programs to bridge gaps in food access.

F. Disaster Plan Review

Second Harvest Food Bank has created and implemented a comprehensive Disaster Management Plan that is formulated using an “all hazards approach”. Lessons learned in the response to the natural disasters of Katrina and Rita have been enhanced by preparedness plans for such events as pandemic illness (where a three-month isolation period may be required), mass casualty incidents (a refinery accident, airplane incident or mass power outages), chemical exposures (terrorism-oriented or other), and other natural disasters (earthquake, floods, tornadoes). Second Harvest utilizes the latest incident command system required by the federal government.

In addition to local awareness, GNOA is a leader in the Strategic National Stockpile program, where state-led initiatives are coordinated with the Centers for Disease Control in order to apply our areas of expertise during a pandemic situation in Louisiana’s southern Disaster Regions. This integrates GNOA completely into the federal, state and local disaster plans and response/relief procedures.

Through these collaborations with government entities, private partnerships as well as GNOA’s grass-roots agencies, GNOA knows that it is helping create a stronger region with measures that ensure sustainability and preparations that will be the model for the nation in the years to come. Cooperation with 23-parishes’ sheriff’s departments, collaboration with government agencies such as the Office for Emergency Preparedness, and cooperation across traditional corporate/not-for-profit barriers will help secure fluid communications and security as well as the rapid and effective distribution of food and supplies during a catastrophe.

Examples of preparedness include checking in with agencies prior to an event (such as strong rains with heavy flooding, where preparedness can be established). After a weather event, GNOA Agency Relations staff will call agencies that are scheduled to have deliveries to validate operations for the day and also reach out to areas hit with flooding, to see what additional support those communities might need. In the case of a tropical storm or hurricane, GNOA will activate the majority of our Disaster Plan. Messages (such as the one in the appendix) will advise agencies of any potential changes to GNOA business plans – from minor changes as alternate delivery/pickup dates for safety purposes to larger changes, such as shifting to operate out of the other zone’s warehouse. With multiple forms of communications, and email being accessible virtually everywhere, GNOA is preparing in conjunction with its Member Agencies to have minimal or no disruption of services – and to expand services when the needs arise.

A separate annual training is completed for GNOA staff on the Disaster Plan as hurricane season approaches (June through November every year), and updates to the Plan are distributed as needed. Questions or concerns regarding the Disaster Plan and Member Agency participation in response and relief should be directed to the **Chief Administrative Officer** or to an Agency Relations staff member.

3. Member Agency Specifications

A. GNOA Member Agency Eligibility Requirements

When GNOA considers collaborating with new Member Agencies, it utilizes a variety of data sources as well as the latest research in order to determine appropriateness of service location. Considerations may include existing agencies in the area/ zip-code vicinity, level of poverty in the surrounding community, extent of other support services collaborating with the applicant, and GNOA strategic goals for the region. Educated decisions regarding the limited resources will best help those in need.

Failure to meet any of the following GNOA requirements may result in ineligibility as a Member Agency and/or termination of the Member Agency agreement:

Eligibility

1. The Member Agency must be a non-profit organization or a church/unincorporated church and must be determined by the Internal Revenue Service to be a charitable organization with a current 501(c)3 tax status – though there are special situations for churches (see below). A copy of the IRS letter of determination **must** be on file with GNOA. All agencies must submit documented proof of their Federal Tax Identification Number (TIN) from the IRS.

Note: An unincorporated church may submit a letter on its organization letterhead and signed by the Chief Executive Officer. The letter has some very specific items that must be addresses. The letter must state that the organization is a church. It must also include the history of the church's 501(c)3 status; if it does not have current 501(c)3 status, then the letter must show either a) it has applied for a 501(c)3 determination and it was denied or b) it not not have current 501(c)3 status (meaning not revoked) but it essentially meets the 14 criteria used by the IRS in defining a church.

2. The Member Agency must demonstrate financial ability to pay the membership fee:

\$200.00 (due upon application) **and** a yearly renewal fee of \$75.00 (due on July 1 of each year).
3. Food must be distributed to clients without charging or soliciting donations. Clients receiving food must not be required to participate in a Member Agency's (or other entity's) programs / social work / counseling / worship as a condition of receiving GNOA product.
4. Authorized representatives of the Member Agency must attend the initial orientation meeting and any other meetings or trainings required by GNOA. These may include routine mandatory trainings (such as updates to reporting requirements or

adjustments to the order/pickup process). Other voluntary training will also be offered to Member Agencies.

5. The Member Agency must provide current contact information in writing whenever there are staff or volunteer changes in the Member Agency, as well as changes in times/dates of distributions. GNOA is strongly encouraging Member Agencies to have to multiple distribution dates per week in order to provide extended service hours to the communities.
6. The Member Agency must provide GNOA written notice of program changes utilizing food product from GNOA. Product may only be used for the program stated on the original application. Changes in use of product for additional programs must be addressed with Agency Relations personnel, must be approved, and application must be amended to reflect changes in program. GNOA DOES NOT PERMIT MULTIPLE DISTRIBUTION LOCATIONS WITHOUT ITS PRIOR AUTHORIZATION.
7. The Member Agency must maintain all copies of food order receipts from the GNOA for at least three years from the time of pick-up (which coincides with the most recent USDA requirement). This allows GNOA to “track” food product, if necessary.
8. The Member Agency must submit monthly reports to GNOA on the number of families/individuals and meals/snacks served on or before the 5th of each month. The agency must keep a record of families/individuals served by keeping a daily log or signature sheet. These will be reviewed by GNOA personnel during monitoring visits. These files must be maintained for at least three years from the time of distribution (which coincides with the most recent USDA requirement).
9. Member Agencies must adhere to the rules and regulations of GNOA contained in this Handbook as well as applicable federal and/or state rules and regulations (including any updates issued as a supplement to this Handbook).
10. The Member Agency must have adequate refrigeration and storage area for the storage of GNOA product, use appropriate food handling procedures, and maintain an effective on-going pest control program. The USDA recommends that pest-control (including fumigation and extermination as required) be performed once a month at minimum. Documentation of monthly pest control actions are to be on file and available for review.
11. Temperature logs of freezers and coolers must be maintained. The acceptable range for freezers shall be zero or negative ten (-10) degrees Fahrenheit or below and the cooler shall be 40 degrees Fahrenheit. Temperature logs must have the exact date and time of each check, the recorded temperature, and the signature and title of the person conducting the check (initials and/or abbreviations are not acceptable). Agencies must check the coolers and freezers at least once every other day, with the only exception being programs closed on weekends (in which case checks should be made late Friday afternoon and early Monday morning). Thermometers need to be inside all cold storage units, regardless of external temperature display or digital/alarm mechanisms.

12. Member Agencies must ensure that GNOA food items are stored in secured/locked areas, separate from other types of donations (such as clothing or household objects).
13. All Member Agencies that provide food assistance must visibly post the hours of operation outside the facility. Evening and weekend hours are encouraged, as this is the most convenient time for those in need to come receive product distributions.
14. All Member Agencies that prepare food must hold a current Health Permit and have at least one staff member with safe food handling training (such as ServSafe). Permits may be obtained by contacting your parish's Office of Public Health. If the Member Agency serves cooked meals, it must have a current Health Permit issued by the Louisiana Health Department. GNOA must be provided with a copy of the permit and safe food handling certification - even if the hot meal program is not a function of the Member Agency agreement. This helps to ensure that all food distributions from the GNOA Member Agency are in compliance with federal and state regulations. Current documentation must be provided to GNOA and updated as personnel changes occur.
15. Member Agencies serving supplemental meals (snacks) must observe the following restrictions:
 - a. Food must be prepared for consumption on the premises;
 - b. Food must be heated or re-heated in a microwave or served cold.
16. The Member Agency agrees to abide by all donor restrictions placed on all donated products.

Annual Member Agency Agreement



On an annual basis, GNOA Member Agency agreements automatically renew. Beginning in July 2008, there will be a \$ 75.00 annual membership fee per Member Agency per program.


For Member Agencies joining the second half of the fiscal year (January 1st to June 30th), will pay a prorated annual fee of \$37.50 plus the \$125.00 application fee. Thereafter, the annual membership fee of \$ 75.00 will be due on July 1st of every year. Membership may be cancelled by either party with 30 days' notice prior to the annual billing. There will be no refund of unused membership fees.

All Member Agencies are expected to abide by the rules and regulations specified in the membership agreement and the requirements for Member Agencies. The key people in your organization who work with the food distribution should be familiar with both the agreement and the requirements.

Please refer to the Member Agency application for guidance on action GNOA may initiate if the requirements of the agreement are not met.


B. Locations for Ordering Food

Available Items



The inventory of the GNOA warehouses constantly rotates, as product donations come to the food bank on an ongoing basis. Items are distributed on a “first come, first served” basis – and orders must be placed by 1:00 pm on the day prior to pickup/delivery. Orders must be picked up or delivered within 48 hours of orders being placed. When items are not available exactly as requested, GNOA will make an appropriate and similar substitution whenever possible.

For example, a shipment of green beans may be received at the GNOA warehouse and included on the shopping list on Monday. A Member Agency may submit a request for its list on a Tuesday for the Friday of the same week. However, due to volume of orders for that week, a pick up requested for Friday that same week may find that the green beans were depleted prior to the order being placed. In this case, GNOA would substitute another vegetable – usually in the same type of item (canned, frozen, fresh) as the original request whenever possible. Notification attempts will be made to the agency if an order is adjusted.



In order to better serve south Louisiana, we have assigned our parishes to either the Lafayette warehouse or the New Orleans warehouse. This allows us to increase access to our products to more Member Agencies and reduces the fuel costs for our Member Agencies when they pick up orders. The service zones are listed here.

New Orleans Warehouse (Eastern Zone)
1201 Sams Avenue - New Orleans

Lafayette Warehouse (Western Zone)
215 East Pinhook – Lafayette

Tangipahoa, Washington, St. Tammany,
Orleans, St. Bernard, Plaquemines,
Terrebonne, Lafourche, St. Charles,
St. John the Baptist, Jefferson

Lafayette, Iberia, St. Martin, St. Landry,
Acadia, Evangeline, Vermillion,
Calcasieu, Beauregard, Jefferson Davis,
Cameron, St. Mary

C. Shopping List Advice

A “shopping list” is created on a twice-a-week basis by the GNOA staff, and distributed via email to all Member Agencies so that they may place an order of preferred items. (At the time of application, Member Agencies provide a contact email address for the designated shopper for the site – this is the fastest and most reliable method to deliver the available product list.)

The shopping list is distributed on Tuesday and Thursday each week (unless that is the last working day of the month or a holiday; then, the following work day will be the communication day for the shopping list).

Member Agencies will return their order by email to ordersGNOA@secondharvest.org so that the incoming messages may be time stamped and placed in the system according to receipt time. The Member Agency must remember to include its contact information at the top of the shopping list and Member Agency Identification number for documentation purposes – please note that the Member Agency’s return email address is not enough for entering the order. Orders that do not have the complete contact information will be returned. Member Agencies receive immediate confirmation that their request is received when they submit by email.



For those few agencies that may not have email access for any of their contacts, a weekly shopping list will be faxed to the number provided on the Member Agency Application (it is important that GNOA has correct fax numbers for all Member Agencies as a backup communications system). In fax format, the Member Agency must handwrite the information and preferred shopping list items on the form and send it back to GNOA. Confirmation of receipt will not be sent to Member Agencies (only, therefore, if the Member Agency fax machine prints a delivery confirmation will the transaction be verified). Requests for confirmation should not be made to GNOA staff prior to 24 hours after faxing the order, to allow time for the paper request to be entered into the electronic ordering system.

Some important points to consider when deciding what to order:



- **Storage space and type:** Does your agency have adequate storage space for the product you want to order? This is especially important for refrigerated and frozen product. Upon conducting the initial inspection and annual monitoring visits, GNOA staff will note capacity and have a limit in the inventory system on the maximum amount the Member Agency may order.
- **Transportation:** Will there be appropriate transportation for the product you want to order? A cargo van holds approximately 2,000 pounds and a mini van or regular size truck holds 1,000 to 1,500 pounds. Items such as chips do not weigh much, but will take up a great deal of space in your vehicle.
- **Nutrition and education:** What will be the best choices to order to offer a nutritionally balanced supply of food to your clients? It helps when ordering to think about your menu or your standard food box. GNOA has included information in this Handbook regarding the nutrition needs for the food insecure. Thinking in these terms will also allow you to decide what kind of food you may request from other sources.

The information contained in the shopping list is arranged and coded in a specific manner. Please see appendix for an example of the shopping list.

There may be certain codes at the beginning of each item number that show restrictions for certain programs or approved agency types. Note that while you may request these products, due to agency restrictions (not a USDA site, no GNOA-approved freezer/cooler containers, not enough space), GNOA may not be able to provide them.

D. Types of Products

We have a variety of food and non-food products in our warehouses. Some examples of the food and supplies that we distribute are USDA Commodities, frozen goods, dry goods, paper products, cereal, beverages and cleaning supplies. Availability depends upon what is donated. Therefore, the shopping list can vary greatly from week to week.

- Items that start with the letters “USDA” in the description are available only for USDA-approved sites. This refers to USDA Commodities. Eligibility for USDA is limited and a separate contract must be submitted to the Member Agency prior to a food distribution to an individual. Member Agencies must comply with all regulations set forth by the Louisiana Department of Agriculture and Forestry. If an agency attempts to order this type of item and is not an approved USDA location, it will be prohibited from receiving this item, and the order will either be returned to the Member Agency or a substitution may be placed on the order.


Agencies ineligible for participation in the USDA program are:

- Institutions of Learning, Schools and Child Day Care Centers
- Snack Only Programs
- Agencies that participate in the Parent/Child Nutrition Program
- Boy and Girl Scout Organizations, Big Brothers, Big Sisters Programs


Note: Institutions of Learning interested in using USDA commodities in their programs should contact the Louisiana Department of Education at 225-342-3720.

- Items beginning with “LANIAP” in the shopping list description are part of the State-funded programs. For example, LANIAP food is to be purchased from Louisiana farmers, fisherman and vendors to give to Louisiana’s hungry, which then has restrictions similar to the USDA program. There are restrictions on which clients may receive LANIAP, but there is not a specific “program” approval for this kind of food. If your agency will complete the applications with clients, which includes income verification and some demographic information, then the Member Agency may order these food items.
- Refrigerated or frozen items are only available to those Member Agencies that have containers and temperature logs that have been visually inspected by GNOA staff. Again, if a Member Agency tries to order this type of item without these coolers/freezers noted on their Member Agency profile, they will be prohibited from receiving this item. The order will either be returned to the Member Agency or a substitution for a non-perishable item may be placed on the order.
- Other types of products have “food drive/salvage” in the description on the shopping list because it is either cosmetically damaged product or is a general donation to GNOA. There is usually not a prefix before the item number with these types of products.

Placing an Order



GNOA receives orders primarily by email, but facsimile may also be used in the cases where Member Agencies do not have any personnel with email addresses. Orders are placed by email at ordersGNOA@secondharvest.org or by fax at 504-734-0282. Remember that GNOA processes the orders on a “first come-first served” basis. Inventory is depleted in the same manner.



The shopping list has a new feature: GNOA has included a specific **spot for identifying pickup time**. When you place your order from the shopping list, GNOA will request your **first choice** for pickup day/time and your **second choice** – we will make every effort to meet the first choice for pickup timing. Confirmation of your pickup time will be sent via email once the shopping order has been entered into the system.

Order requests from the shopping list must be prescheduled and confirmed by GNOA staff. Orders may be picked up **Monday through Friday between 9:00 AM and 2:00 PM by appointment only**.

If you choose to place your order by fax, please include your agency name and ID on each page and follow up with a phone call after 24 hours to verify your order was received. Please be sure to print very clearly to ensure your fax is legible.

Orders must include the following information:

- Agency Name
- Agency ID
- Contact Name & Phone Number
- A pick up date and time (must be placed prior to 1:00 PM on the day before the preferred pickup and no more than two (2) business days prior to request)
 - Note that a first-choice and a second-choice for pickup times must be listed on each order in the appropriate locations; regardless of pickup times, the order must be picked up within 48 hours of order submission
- Quantities on some items may be limited – by the Member Agency’s capacity or the available quantity. Member Agency size is determined by the number of people an agency serves per month based on the information turned in on monthly agency reports as well as the physical space available to store the products.

Please be patient when picking up an order. GNOA staff members are pulling orders and ensuring appropriate check out is complete for more than 200 agencies. Thank you!

**DO NOT LEAVE THE ORDER ON THE VOICE MAIL.
GNOA WILL NOT ACCEPT THIS AS A VALID ORDER.**

E. Picking Up Orders

When picking up an order at GNOA, a Member Agency's representative/authorized personnel will need to arrive at the scheduled day and time. A proper state-issued identification card is required at the time of pickup. A Member Agency must provide written authorization for all people who will be picking up product if they are not already listed as an authorized shopper. We strictly enforce this policy for GNOA products. In order to designate an alternate or temporary pick-up person, agencies must give written notice on agency letterhead signed by the contact person or agency administrator. Agencies are responsible for the actions of authorized personnel.

1. Orders may be picked up at 1201 Sams Avenue in New Orleans for Member Agencies in our eastern zone and 215 East Pinhook Avenue in Lafayette for our western zone Member Agencies.
2. Due to availability of space in our loading docks for Member Agencies, we ask that you send no more than four representatives to pick up your order. If it is necessary to send more for loading purposes, we ask that they remain by their vehicles until your order is brought out.
3. When picking up an order, please go to the warehouse office pick up window first and give the Member Agency name. The warehouse office staff will then ask for and hold the pick up person's state issued identification until the product is counted and the invoice is signed. Everyone picking up GNOA product must present valid identification issued by a government agency.
4. The warehouse office will page someone from the warehouse and ask him/her to bring the Member Agency order out if it is not already available on the Member Agency loading dock area. Only authorized GNOA staff are allowed in the warehouse area, cooler, or freezer.
5. Once a Member Agency receives an order, it is responsible for checking and loading its order onto your vehicle. When loading, it is important to check the order to make sure everything has been received. Once the Member Agency signs the invoice and leave, GNOA cannot make adjustments.
6. GNOA does not have staff available to load your order for you. Loading orders can be very heavy work and should not be undertaken by anyone with health problems. The Member Agency must take full responsibility for securing the load and bringing the appropriate assistance for the volume of the order.
7. When you are finished checking and have loaded your order, please bring the packing slip back to the pick up window. The staff member will generate your invoice from the computer and have you sign it. By signing the invoice, the agency agrees that **ALL** products were received. The staff will give you a copy of the invoice to keep at your facility for your records.
8. **No consumption of GNOA products is allowed on premises!**

Additional donations are received or purchased product comes into the warehouse throughout the week. When a Member Agency arrives to pick up a previously placed order, there may appear to be new stock available. Unless these items are on the dock and marked for additional daily distribution, Member Agencies **may not adjust or augment the previously placed and prepared order** with additional items (nor may they swap for different items, increase quantities, et cetera). This helps GNOA maintain

its excellent record for inventory control, and allows fair distribution of new product to agencies through the shopping list for all participants.

F. Pickup/Distribution of Orders

When a Member Agency receives large orders from GNOA (again based on volume of clients served, available space on-site, and access by various sizes of trucks), delivery may be available from GNOA's transportation group. A minimum threshold of poundage/number of pallets is required. Due to fuel costs and other variables (such as volume of food available), this amount may vary – and updates to the minimum threshold for delivery will be distributed via email to Member Agencies. At the time of printing, the minimum amount a Member Agency must have in order to receive a delivery is 3,500 pounds in a single order.

- Note that agencies may not “hold off” on an order so that the minimum poundage may be reached for delivery. In fairness to all agencies and in the interest of fuel efficiency, a single order must be placed in the time-frame specified earlier in this section (to be delivered in 48 hours).
- GNOA is working to have “drop off points” in parishes further from the warehouses so that several agencies may pick up at a single location. As we develop these processes, we will update Member Agencies with supplements to this Handbook.

G. Rescheduling and Cancellations

GNOA understands that sometimes changes in personnel picking up orders may necessitate changes to the pickup time. GNOA pulls an agency order one day prior to pick up. In order to change an order, the Member Agency must email to reschedule or cancel an order before 1:00 pm the day before the scheduled pickup date. Any agency, that neglects to pick up an order, will be charged a **\$35.00 re-stocking fee**.

Because we pull delivery shipments earlier so that the trucks may be loaded for shipments, GNOA needs earlier notification of rescheduling or cancellation for delivery orders. Orders being delivered must be canceled via email by 11:00 am two days before the scheduled delivery date. Any agency that is not available to receive an order by delivery **will be charged a fuel surcharge of \$65.00 and a \$35.00 re-stocking fee**.

If a Member Agency does not notify GNOA before these previously listed timeframes, any attempts to make changes after this timeframe will be considered “no call/no show” even if the Member Agency calls closer to the pickup/delivery schedule time. Considerate notification allows better use of space in the GNOA warehouses, too, as pulled orders will block “to go” locations that could be used for other Member Agencies on the schedule. In the event of a “no call/no show,” the Member Agency will have to place a new order per availability from the new shopping list.

In the event of three or more “no call/no show” episodes in a six-month period, the Member Agency may be placed on probation by the Agency Relations staff. This would

subject the agency to such additional requirements as at least one additional on-site monitoring visit and potential suspension from deliveries of food.

If an authorized representative from the Member Agency calls ahead to notify GNOA of changes, these fees would not apply!

A Note on Product Acceptance – Delivery and Pickups

USDA/State: If a Member Agency receives USDA product or State-funded product that is damaged or becomes damaged while in the possession of the Member Agency, there are specific regulations on how the damaged items must be recorded, product must be returned, and replacements may be issued. The process is dependant on the incident and timing of the damage. Please contact GNOA **immediately** for guidance – and do not destroy or move the product until you have spoken to a GNOA representative.

Assorted: If a Member Agency receives any assorted product that is not in good condition, please let GNOA know. Every case of assorted product is labeled with the date it was packed and an invoice number. Please provide this information so that we can track the problem.

- If a Member Agency is picking up product at GNOA, the quality of assorted product must be contested prior to an agency leaving the loading area. The Member Agency may either exchange the item in question or receive credit to its account before signing the invoice.
- Agencies receiving product by delivery must contest the quality of assorted product within 24 hours.

Schedule Changes

For ordering purposes as well as determining pickup or delivery times, GNOA wants to share our annual holiday schedule with our Member Agencies.

- New Year's Day
- Martin Luther King's Birthday
- Lundi Gras and Mardi Gras
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Day After Thanksgiving
- Christmas Eve and Christmas Day

Also, GNOA will **close** both service zone warehouses in Lafayette and New Orleans on the **last two (2) working days of each month** in order to complete inventory. There will be no deliveries on these days or pickup times available. Staff will work with the

schedule to ensure that Member Agencies can receive their products and “scheduled” distribution times as close to the regular time as possible.

Although this is the current holiday schedule, we reserve the right to close on other unlisted days and/or times. If we modify this schedule, we will notify all Member Agencies (by email or other written notification).

H. Product Usage

There are guidelines, restrictions, and regulations as to how product from GNOA may be distributed, utilized, consumed or returned if problems arise (such as recall items or USDA products that become damaged).

GNOA products may never be:

- Sold, bartered or traded (*any client donations must be completely voluntary, completely anonymous, and not collected in conjunction with food distribution or as a condition of receiving GNOA product*).
- Used as compensation or gifts for volunteers or employees.
- Used at a Member Agency function or party
- Used at a church supper, board meeting, retreat or fund-raiser.
- Used for any purpose other than furthering a Member Agency’s services to those in need.
- Cooked or prepared by Member Agencies without health permits.

GNOA products may be used for:

- On-site feeding facility employees or volunteers may consume the food only when meals are prepared primarily for those in need.
- No product ordered may be used for the employees and volunteers, and all food ordered must be appropriate for the ages and needs of clients served.
- Agencies may use cleaning products, paper products and office supplies for the operation of the facility only as it relates to the food distribution program.

GNOA products may never be shared with any organization that is not a Member Agency of GNOA. Food Bank items may be shared amongst GNOA Member Agencies once a written request is approved by GNOA prior to the actual transfer of the goods to another agency.

A Note on Donor Restrictions

Donors occasionally restrict their product for use in a specific type of program or for a certain population. For example, Campbell's Soup product in the past has been restricted to on-site Feeding programs only. Product with a donor restriction should only be used in the manner specified by the donor. Any restricted product as identified on the order sheet should never be given out through a program for which it is not intended. Donor restricted product is subject to audit, usage review, and monitoring requirements. Any product with a donor restriction will be distributed only to Member Agencies meeting the restriction.

I. Distribution to Clients

It is important to understand that there are several definitions of "need," and depending on the product distributed to clients, the definitions of "need" might be slightly different. GNOA believes that anyone who experiences hunger should not be denied services; however, we must follow restricted product requirements when providing services.

Regardless of the product restrictions and client qualifications discussed below, GNOA has implemented a five-year plan in order to reach more south Louisianans who are food insecure as well as provide them with increased access to food.

4. Selected Policies & Procedures

A. Safe Food Handling

When a Member Agency joins GNOA, it is supporting efforts to secure items that might have been wasted. Therefore, GNOA asks for each agency's cooperation in accepting cosmetically damaged product and food that has reached its "open code date," provided the food still is of good quality. Given the large volume of food GNOA handles, it is not able to inspect every case. Agencies are expected to distribute or use products received on a first in, first out basis.

Please follow these guidelines for any products in question. GNOA adheres to national standards that are approved by the Food and Drug Administration. We do this to make sure Member Agencies are afforded the maximum amount of product that is completely safe for them to distribute at your location. We discard items if any of the following conditions are discovered. We take every effort to provide you with items that meet the proper criteria. If you have any question on a particular item, we suggest that you remember the motto we use: **"When in doubt, throw it out"**.

With the exception of USDA product, discard all products that do not have labels or any products with any of the following package conditions (Remember, Member Agencies must notify GNOA of any issues with USDA product and Member Agencies may not discard USDA items until given approval from GNOA):

CANS:

- Side seams blown out or weld broken
- Bulging or puffed ends
- Leaks
- Label missing or cannot be read due to stain or tear
- Pitted rust
- Severely dented at the juncture of the side and end seams
- Crushed to the point that it cannot be stacked or opened with can opener

JARS:

- Loose or missing cap or bulged safety seal
- Signs of contamination in the product
- Label missing or cannot be read due to stain or tear
- Leaks
- Cap is bulging, swollen, rusted, dented, or crooked
- Any home canned product

BOXES:

- Obvious signs of contamination
- Puncture or tear in the inner seal or bag (tear in outer package is acceptable)
- Open or torn box (if there is no inner bag or seal)

BAGS AND SACKS:

- Rips, tears, punctures, or holes
- Signs of infestation
- Label missing or cannot be read due to stain or tear

NON-FOOD ITEMS:

- Personal care items may be taped or resealed so long as any product that would come in contact with the skin is discarded
- Cleaners and other non-personal care items may be taped or resealed so long as there are no signs of contamination and the product is suitable for use

FOR ITEMS WITH OBVIOUS DEFECTS:

- Member Agencies are requested to notify GNOA if a product is found to be infested or moldy when received. This will help prevent the distribution of the questionable products. Such product will be exchanged for another case. (For assorted/salvage product please provide the date marked on the tape that sealed the case.)

B. Open Code Dating

“Open Code Dating” guidance comes from the Food and Drug Administration (FDA) or the USDA. Previously, this type of information may have been referred to as expiration dates or expiration date exceptions. This section provides updated information directly from the USDA. And remember, when in doubt – throw it out. Always use common sense (such as dairy products with expiration dates... these common sense guidelines need to be followed!) Excerpt as follows:

“Open Dating” (use of a calendar date as opposed to a code) on a food product is a date stamped on a product’s package to help the store determine how long to display the product for sale. It can also help the purchaser to know the time limit to purchase or use the product at its best quality. It is not a safety date. After the date passes, while not of best quality, the product should still be safe if handled properly and kept at 40 °F or below for the recommended storage times listed on the chart (see below). If product has a “use-by” date, follow that date. If product has a “sell-by” date or no date, cook or freeze the product by the times on the chart.

There is no uniform or universally accepted system used for food dating in the United States. Although dating of some foods is required by more than 20 states, there are areas of the country where much of the food supply has some type of open date and other areas where almost no food is dated.

Types of Code Dating

- A **“Sell-By”** date tells the store how long to display the product for sale. You should buy the product before the date expires.
- A **“Best if Used By (or before)”** date is recommended for best flavor or quality. It is not a purchase or safety date.
- A **“Use-By”** date is the last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.
- **“Closed or coded dates”** are packing numbers for use by the manufacturer.

What Do Can Codes Mean?

Cans must exhibit a packing code to enable tracking of the product in interstate commerce. This enables manufacturers to rotate their stock as well as to locate their products in the event of a recall. These codes, which appear as a series of letters and/or numbers, might refer to the date or time of manufacture. They aren't meant for the consumer to interpret as “use-by” dates. There is no book which tells how to translate the codes into dates. Cans may also display “open” or calendar dates. Usually these are “best if used by” dates for peak quality.

In general, high-acid canned foods such as tomatoes, grapefruit and pineapple can be stored on the shelf 12 to 18 months; low-acid canned foods such as meat, poultry, fish and most vegetables will keep 2 to 5 years — if the can remains in good condition and has been stored in a cool, clean, dry place.

Summary

The type of date used and the length of time a product is safe to use, once it reaches its date, varies by manufacturer. Within reason, most non-perishable products are safe to consume after the date, but the product may start to lose some of its nutritional value and there may be some degradation in the color and/or texture of the product. Where possible, we suggest members and member agencies follow the manufacturer's guidelines when dates need to be extended. In the absence of such guidelines we recommend following the Food Marketing Institute's Consumer Guide to Food Quality and Safe Handling Guidelines <http://www.fmi.org/consumer/foodguides.pdf>.

With more and more products moving to open code dating, we encourage Member Agencies to educate their staff and volunteers on the variations in product dating. We do not recommend the use of the 800 consumer lines because these help lines are in place for the general population and the operators may not be familiar with the nuances of donation date extensions. Volunteers should consult with staff in the event they are unsure of the date and/or product safety.

C. Recalls

The purpose of the GNOA Recall Policy is to organize as well as prioritize the GNOA response to food product recalls, and ensure safety in food storage/distribution. A recall is an action by a manufacturer or distributor to remove a food product from the market because it may cause health problems or possible death. If there is a possibility that something may be wrong with a product, GNOA may recall the product.

GNOA's computer system can produce a listing of all agencies that received a particular product. However, to find out where a product went after it left the food bank, we must rely on Member Agencies' daily records. This is one of the many reasons why it is important for Member Agencies to keep accurate detailed records.

We have used several sources in creating our Recall Policy, including:

- Resource Manual Utilized for Agency Relations reference: NFSMI Recall Manual [Produced by the National Food Service Management Institute through a cooperative agreement with the United States Department of Agriculture, Food and Nutrition Services]
- USDA or FDA guidance, including on-site inspectors – this includes specific cleaning processes for certain contaminants
- Other Federal government guidelines for communications on important issues (such as Medicare or Medicaid policies)

There are different levels of Recalls from the USDA (for poultry, eggs, beef, and dairy) and the FDA (all other food items as well as pharmaceuticals). Class I has the greatest potential for harm whereas the risk for injury from Class III or a notification is significantly reduced. Here are the definitions from the FDA:

Recall Classifications

Class I

Involves a health hazard situation where there is a reasonable probability that consuming the product will cause serious adverse health problems or death.

Class II

Involves a health hazard situation where there is a remote probability of adverse health problems from consuming the product.

Class III

Involves a situation where consuming the product will not cause adverse health problems.

Notification

Non-distributed product notified only for acknowledgement.

Who may create or send notifications of recalls?

The manufacturer creates the initial recall communications that are distributed through various avenues (such as media, FDA, USDA, direct recipients of product, et cetera). Notifications may come directly from the manufacturers, through one of their media

channel outlets as mentioned previously, or from another party (such as Feeding America™). In the case of multiple notifications, it is not necessary to send an exactly duplicate notification of the same information. However, when there is a discrepancy or update to information, GNOA will always consider the most “stringent” as the one to determine our internal response, as that ensures the highest level of safety for the clients our organization serves (as the FDA could impose requirements on the manufacturer or the manufacturer could issue a higher degree of safety reaction than Feeding America™ requests, for example).

We have an extensive internal recall procedure that actually searches for product three times once we are notified of an item being placed in the recall process. Upon notification of recall, all recalled inventory will be sequestered, returned or destroyed per the recall notification guidelines. All agencies will be notified of the recall and any actions they need to take.

To ensure that GNOA takes the appropriate actions for issued recalls, it is important to document all actions regarding recalled product. We will distribute all recall information we receive, as we know some of our Member Agencies receive food for distribution from other sources – that way, those items can be checked against the recall list, too. However, the items that will require action from you will include: Class I, Class II (for severe allergic reaction items), any product received through our warehouses regardless of Classification, and regionally-specific items).

For instance, though the very first “tomato recall” in June 2008 was for Texas, since many of our agencies in the western parishes may receive produce from that state that could have been contaminated with Salmonella, we issued the mandatory Class I recall. The early notification of the recall benefited our agencies greatly: the recall quickly expanded to many states, included many types of fresh tomatoes, and over two hundred deaths have occurred – the Member Agency risk was reduced as a result of early notification. GNOA’s goal is to protect your Member Agency, your Member Agency inventory, and the hungry people that we both serve.

An example of the Agency Action Report may be found in the appendix, along with the cover notification for the recall topic and the official notice from the government, the manufacturer or one of GNOA’s suppliers. It’s for food safety that GNOA asks Member Agencies to respond so quickly, as most of the food Member Agencies distribute is consumed quickly when clients receive it. We appreciate the quick return of the Agency Action Reports.

Because some of these issues have very severe health effects, the FDA or USDA may conduct a surprise inspection of your Member Agency. The inspector may ask to see your recall file to ensure that you not only received the notification from us, but also that you completed your inventory review and notified us of the results. It is important to note that these inspections are almost always unscheduled, they have no connection with annual reviews, and may result in disciplinary action if you are not up-to-date with your processes or paperwork. That’s why GNOA has put this process into place –

surprise audits go much more smoothly when the Member Agencies have the documentation completed and have reviewed their inventories for harmful products.

If recall paperwork is not submitted timely, the Member Agency may be placed on probation or suspension, and will be subject to a \$50.00 Delinquency Charge.

D. Reporting

Agencies must notify GNOA in writing of any changes affecting the food distribution program, including changes in:

- **Staff Contact:** name, mailing address, phone number, email address, and fax number
- **Authorized Pickup/Order Submission Contact:** name, mailing address, phone number, email address, and fax number
- **Organization Changes:** location, days and hours of operation, type of service provided, status of any licenses or permits, equipment updates

Monthly Reports

The monthly report data is required by GNOA for our external reporting requirements (including funding and regulatory reports). It also helps GNOA plan its programs, increase community awareness about hunger, and give insight to training and outreach needed in your specific community. The information our Member Agencies provide is helpful in promoting our Member Agencies' hard work and is pivotal in advocacy efforts in the fight against hunger.

GNOA requires all Member Agencies to submit a monthly report (please see the appendix for an example report). Member Agencies are responsible for submitting **reports by the 5th of each month**, even if no orders were placed or received during any given month. Sign-in sheets and invoices will provide the information needed for completing the Member Agency's monthly reports.

Member Agencies have until the 5th of the following month to turn in the monthly report. After the 5th of the month, the report is considered late, and the Member Agency will be placed on **HOLD** or **BLOCKED** until the report is received. Neglecting to submit monthly reports will result in suspension of ordering privileges. (Quarterly Distribution Sites and Mobile Pantries must submit reports ten days after the distribution date.)

Please Note:

A reinstatement charge of \$25.00 will apply if no orders have been placed for three months without correspondence.

If ordering is suspended due to paperwork – neglect to submit monthly reports or return recall Agency Action Reports for over three months, a Delinquency Charge in the amount of \$50.00 will also be assessed.

E. BRANDING

Overview

Furthering the ongoing partnership through increased branding will benefit both Second Harvest Food Bank of Greater New Orleans and Acadiana and each Member Agency, showing mutual support of common goals that benefit the entire community. GNOA will provide Member Agencies with the electronic version of the logo upon request for special events and publicity pieces. In addition, GNOA Member Agencies will be given signage that must be posted in a highly visible location, so that the site can easily be identified as a GNOA Member Agency.

Procedure

1. Each Member Agency will display the Second Harvest Food Bank of Greater New Orleans and Acadiana logo or the phrase “A Second Harvest Food Bank of Greater New Orleans and Acadiana Member Agency” on the following:
 - Agency banners
 - Agency podium mounts
 - Agency website (if applicable) home page, including a link to the Second Harvest Food Bank of Greater New Orleans and Acadiana web site.
 - Agency brochures
 - Agency fliers
 - Fundraising materials
 - Grant applications to local and national funders, where practical
 - Media materials and press kits

2. All Member Agency locations will properly display Second Harvest Food Bank of Greater New Orleans and Acadiana signage. Examples of appropriate signage posting locations are:
 - Exterior of Building
 - Front windows, agency lobby, or other high visibility areas
 - When conducting off-site activities, Second Harvest banners should be hung in high visibility areas

3. Each Member Agency will identify itself as “A Second Harvest Food Bank Member Agency” in media interviews, advertisements (Public Service Announcements, paid ads, billboards, promotional fliers) and agency newsletters, including e-newsletters.

F. Monitoring

All GNOA agencies are subject to periodic inspections (monitoring visits) to ensure that agencies meet all requirements for ongoing food distribution. This also provides a mechanism for GNOA to help serve agencies better – in particular, to review information before regulatory entities (such as the USDA, the FDA, or others) perform inspections. At least once each year, a representative of GNOA will visit your agency. The monitoring visit is to update your status with GNOA as well as an effort to build upon and further the relationship with us. Usually an appointment will be set, but GNOA reserves the right to inspect any agency without prior notification.

Monitoring visits will consist of inspections of the storage areas and required records. They may be pre-scheduled with a GNOA representative or inspections may be completed at any point during the Member Agency's reported hours of operation. The information gathered during the visit will be recorded on a standard monitoring form very similar to the original form used to qualify your organization for approval. (See appendix.) The monitoring program provides an opportunity for GNOA Agency Relations to take time with your organization, learn about your programs, and answer any questions you might have. It is an opportunity for a two-way dialogue on how the relationship can be enhanced.

EXAMPLE ITEMS FOR MONITORING:

Product Storage Area

- Storage area must be a secure and/or locked facility or one with limited access to the public.
- Storage areas must be adequate to store cases of product.
- Storage areas must be clean, dry, and free of pests.
- GNOA products must be stored separately from any other donated products or items to be sold.
- GNOA non-perishable/shelf-stable products must be stored at least six inches from the ground and may be stored on pallets, shelves, tables, in cabinets, etc. (This includes food still in cases.)
- All GNOA product must be stored at the approved facility. If an agency moves its location, GNOA must be notified in writing and the new location must be inspected by a GNOA representative prior to storage of GNOA product at that site.
- Dry storage areas where GNOA non-perishable/shelf-stable product is stored must maintain a temperature between 40 and 85 degrees.
- The freezers and coolers must be at proper operating temperatures. Coolers where GNOA perishable product is stored must be at 40 degrees or below and freezers at zero to negative ten (-10) degrees or below. All freezers and coolers must be secured and used only to store GNOA product.
- Any agency that does not have coolers or freezers will be restricted from ordering product that requires cold storage.

- GNOA product is not to be stored in residential areas that are not licensed as group homes, halfway houses or other types of residential facilities serving those in need.
- GNOA product must be stored separately from clothing and cleaning supplies.

Required Records

- The current GNOA Agreement, which would have to be updated when the President / CEO of GNOA changes or when a new leader / director of the Member Agency has been appointed.
- The current Member Agency Handbook.
- A distribution list with signatures of recipients for each distribution session the Member Agency hosts.
- A current pest control agreement.
- Copies of all correspondence and inspection results from GNOA and the USDA (when applicable) for the past three years in addition to the current year.
- Invoices from each product pick-up or delivery for the past three years in addition to the current year.
- Copies of the monthly reports submitted to GNOA for the past three years (may include GNOA monthly, LANIAP/State monthly – or any combination of these) in addition to the current year.
- A client application form must be completed by each recipient once a year, and these verification forms expire June 30th of each year. These must include income verification on file with the application, and maintained for the past three years in addition to the current year.
- Any agency receiving refrigerated or frozen food must maintain a temperature log (see appendix) that is to be checked every other day on each piece of cold storage equipment that you use. Cooler units must be at 40 degrees or below. Freezer units must be at zero to negative ten (-10) degrees or below.

All Agencies distributing USDA product must also keep:

- Current USDA agreement between GNOA and Member Agency.
- The “AND JUSTICE FOR ALL” poster must be posted in a highly visible location (an additional color copy is in the appendix).
- Current Client Application – Declaratory Statement of Eligibility, including income verification. Per the request of the USDA, these must be filed alphabetically by current fiscal year (July 1st to June 30th, annually).
- Current Income Guidelines that provide the Federal Poverty Limit at 130% of poverty (those eligible to receive USDA commodities can be at 130% or below the poverty limit for these products).
- Current folder of denied applicants with the reasons for denial clearly listed (and maintenance of these files for the past three years in addition to the current year).

All Agencies distributing LANIAP or other State-funded Programs must also keep:

- Current Client Application – Declaratory Statement of Eligibility, including income verification. Please keep these files for the past two years (as the program has only been in existence two years). If the program continues in the future, the files will need to be maintained for three years.
- Current Income Guidelines (the same as the USDA guidelines, for 130% of the federal poverty limit).

Pantries must also keep:

- A record of all recipients each time a distribution is made on the sign-in sheet (see appendix for example form).
- A rate of distribution, which indicates an estimate of how much product, is provided to the client(s) or household with each distribution. Please note that we strongly encourage proportional distribution; that is to say, a household with more individuals receives proportionately more than a smaller household. In fact, USDA requires distribution with consideration to the numbers of individuals in the households.

On-site Feeding Programs must also keep:

- A. A current Health Permit.
- B. The current annual inspection, which must be posted (and older inspections must be filed for the past three years).
- C. A current Certified Food Handler's Certificate for staff preparing food for residential or congregate feeding (such as ServSafe).
- D. Number of meals prepared for the month and number of individuals served.
- E. Sign-in sheets for on-site feedings (though this item is not required if the on-site feeding is completed at a residential shelter).



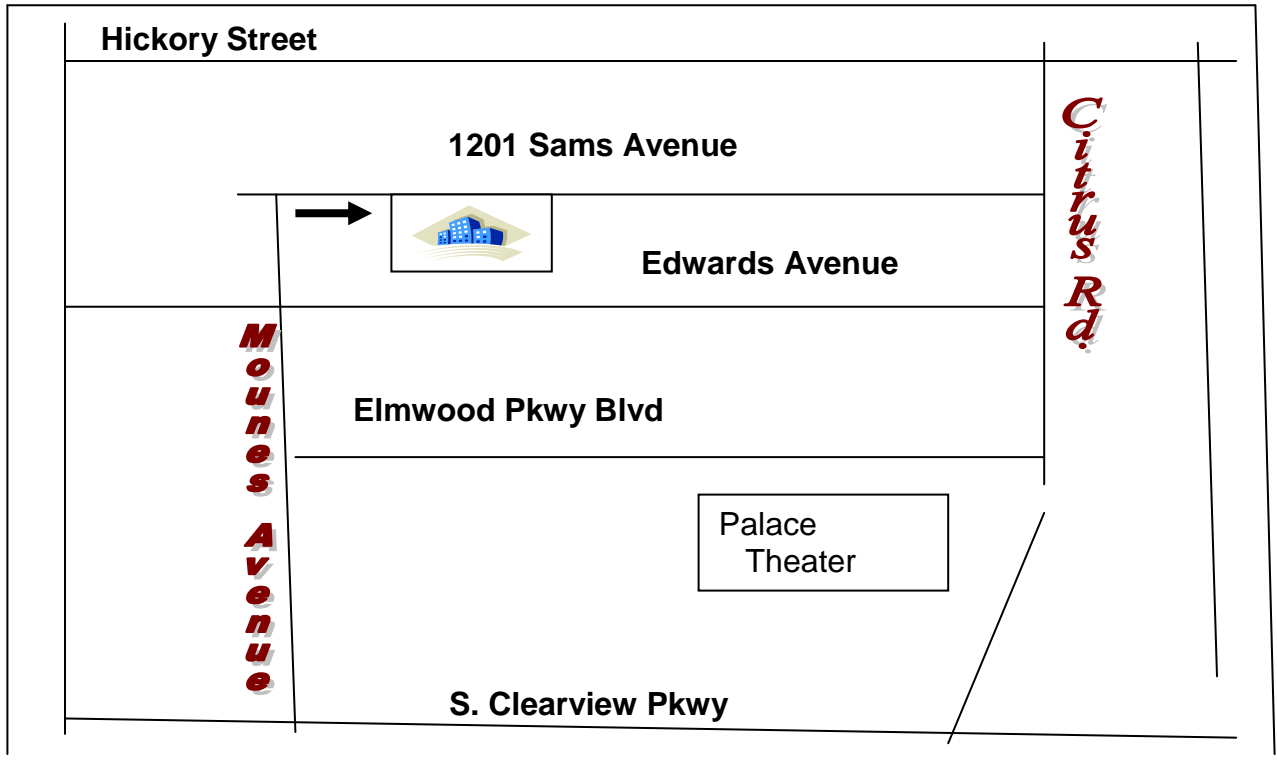
Second Harvest Food Bank of Greater New Orleans and Acadiana
Current Member Agencies



DIRECTIONS TO GNOA

Eastern Warehouse

1201 Sams Avenue
New Orleans, Louisiana 70123



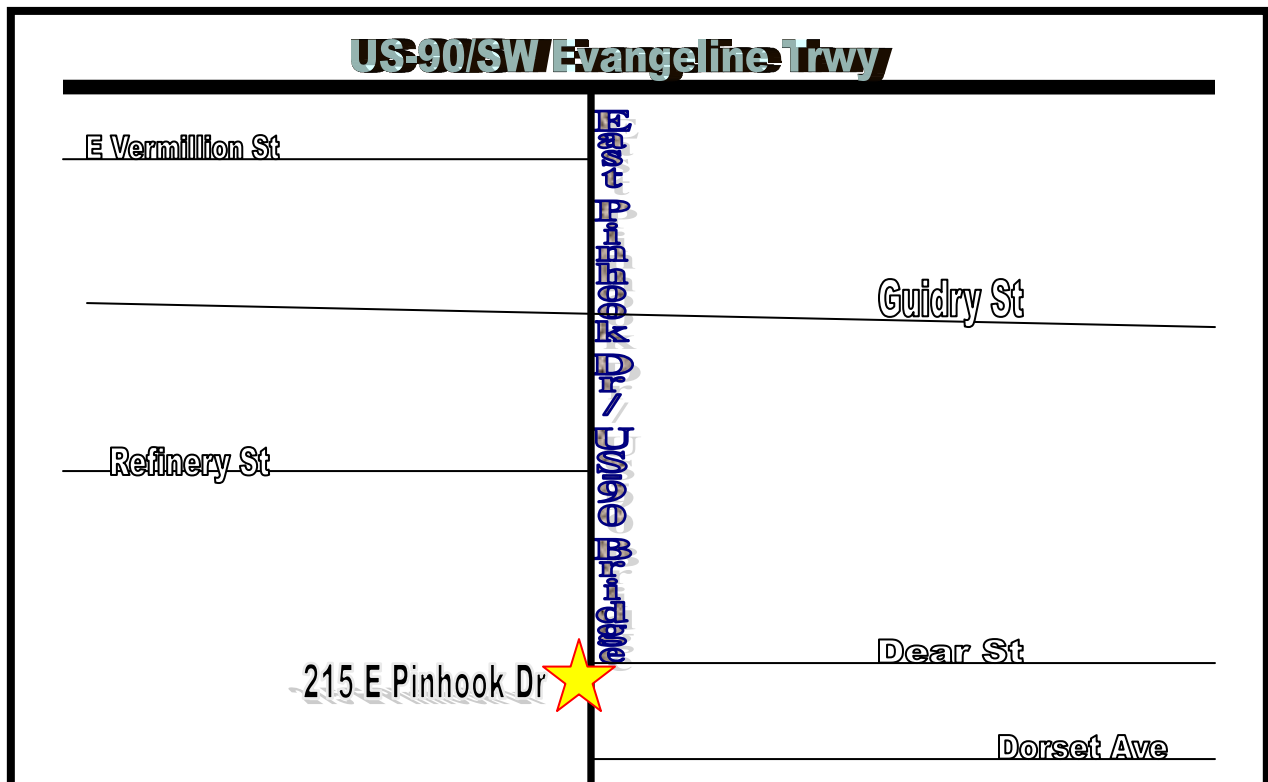
Directions from the North: Take I-10 exit to Clearview South (towards the Huey P. Long bridge). Cross Airline Hwy. (Hwy 61) to Mounes Ave. Turn right onto Mounes. Continue to Sams Avenue (at the Commercial Fueling station on the right). Turn right onto Sams Ave. Go 1 block to 1201 Sams Ave.

Directions from the South: Take Hwy 90 to the Huey P. Long Bridge. Follow Clearview Pkwy. North to Mounes Ave. Turn left and remain in the left lane. Continue to Sams Ave. Turn right onto Sams. Go one block to 1201 Sams Ave.

DIRECTIONS TO GNOA

Western Warehouse

215 East Pinhook Drive
Lafayette, Louisiana 70501



Directions from I-10: Take I-10 to Lafayette. Merge onto US-90 via exit 103-A/US-90/Evangeline Trwy. Turn right onto East Pinhook Dr/US-90 Bridge. End at 215 E Pinhook Dr.

Directions from US-90: Take 90-W towards Lafayette, which becomes Evangeline Trwy. Turn left onto East Pinhook Dr/US-90 Bridge. End at 215 E Pinhook Dr.

AGENCY UPDATE

**Second Harvest Food Bank
of Greater New Orleans and Acadiana**
Contact: Candace Washington
Office: 504-729-2821 Cell: 504-621-4492

1201 Sams Avenue
New Orleans, Louisiana 70123

215 East Pinhook Road
Lafayette, Louisiana 70501

[HURRICANE/TROPICAL STORM] [NAME] MAKES LANDFALL AT [TIME] IN [LOCATION]

Second Harvest Food Bank of Greater New Orleans and Acadiana is dedicated to providing our member agencies with the most accurate information in the instance of a natural disaster (hurricane, tornado, tropical storm, etc). Please know that as we enter into "disaster mode" and continue to work together to service the needs of our communities, we will maintain constant contact with you to ensure your organization is running to its fullest capacity.

On [date] at [time], [Hurricane/Tropical Storm] [Name] made landfall in [location]. Second Harvest Food Bank is aware that this event may call for an immediate response from our staff and member agencies located in the affected areas. We have [immediate response action and location].

We are continuing to monitor the needs of the community throughout our service area. To better assist us in providing you with critical information in the event of a disaster, please contact our Agency Relations department when your organization:

- *Will continue to run under normal operations*
- *Will terminate operations during emergency evacuations*
- *Is back online and requires immediate supplies*
- *Receives information requests from media and press outlets regarding emergency food distribution*

Please be sure that your emergency contact information is complete and up-to-date in our agency database. If you need to change or add any information, or have any further questions, please contact the Agency Relations department via the following information:

<i>Dori Orr, Director of Agencies and Programs – 504-729-2851</i>	<i>doriorr@secondharvest.org</i>
<i>Shannon Alexander, Agency Relations Manager – 504-729-2822</i>	<i>salexander@secondharvest.org</i>
<i>Liz Bellmyer, Customer Service Representative – 504-729-2845</i>	<i>ebellmyer@secondharvest.org</i>
<i>Tanya Bursey, Customer Service Representative – 504-729-2850</i>	<i>tbursey@secondharvest.org</i>
<i>Brenda T. Pourciau, Agency Relations Manager, Lafayette Branch– 337-237-7701</i>	<i>bpourciau@secondharvest.org</i>

You may also view regular updates on our website at www.no-hunger.org.

Thank you for your dedication and support in the fight against hunger.

Second Harvest Food Bank of Greater New Orleans and Acadiana (GNOA) is a member of the America's Second Harvest National Food Bank Network, Catholic Charities Archdiocese of New Orleans and United Way. Second Harvest provides food to 210 nonprofit and faith-based agencies throughout its 23-parish service territory – from the Mississippi border to the Texas state line. Since Hurricanes Katrina and Rita, the Food Bank has distributed over 87 million pounds of food and supplies to more than 250,000 people annually, distributing enough food to provide an estimated 63,000 meals each week. The mission of Second Harvest Food Bank of Greater New Orleans and Acadiana is to lead the fight against hunger in south Louisiana through food distribution, advocacy, education and disaster response. To donate food, money or time, please visit www.no-hunger.org.

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NEWS RELEASE

**Second Harvest Food Bank
of Greater New Orleans and Acadiana**
Contact: Candace Washington
Office: 504-729-2821 Cell: 504-621-4492

1201 Sams Avenue
New Orleans, Louisiana 70123

215 East Pinhook Road
Lafayette, Louisiana 70501

SECOND HARVEST FOOD BANK OF GREATER NEW ORLEANS AND ACADIANA RESPOND TO [HURRICANE/TROPICAL STORM/EVENT] [NAME]

[NEW ORLEANS/LAFAYETTE, LA, DATE] – Second Harvest Food Bank of Greater New Orleans and Acadiana (GNOA) has responded to the needs of the communities affected by [Hurricane/Tropical Storm/Event] [Name]. Emergency food distribution centers have been opened at: [locations, bulleted list] and will operate until further notice. In addition to these sites, mobile pantries have been dispatched to [locations, bulleted list] and will operate between [times]. Items available on each pantry include: [Level Food Items, bulleted list].

Second Harvest provides food to 210 nonprofit and faith-based agencies throughout its 23-parish service territory – from the Mississippi border to the Texas state line. Since Hurricanes Katrina and Rita, the Food Bank has distributed over 87 million pounds of food and supplies to more than 250,000 people annually, distributing enough food to provide an estimated 63,000 meals each week.

The food bank is continuing to monitor the advancement of [Hurricane/Tropical Storm/Event] [Name] and is maintaining active communications with its member agencies to better serve the needs of the community. Each member agency has been equipped with supplies to provide emergency food assistance to individuals and families in areas affected by the recent event.

“We have shipments of food and supplies heading to the area of need from our [New Orleans and/or Lafayette] warehouse[s],” states Natalie A. Jayroe, President and CEO of Second Harvest. “The food bank is in constant contact with the appropriate OEPs, local United Way agencies, and Red Cross Chapters to ensure the increased community needs are met.”

Emergency services provided to those in need are free of charge. To make a monetary or food donation, please contact [number] or donationsGNOA@secondharvest.org. While Second Harvest would like to accept all individual in-kind donations, logistical and personnel restrictions may hinder accepting all items. Second Harvest is the contracted food bank for [number of agencies in affected area] nonprofit, social service and faith-based organizations throughout the affected area that will ensure individual donations are routed directly to individuals in need.

For additional emergency food distribution centers, please dial 211 from any touch-tone phone, or visit www.310info.org. To volunteer, please contact 504-734-1322.

Second Harvest Food Bank of Greater New Orleans and Acadiana (GNOA) is a member of the America's Second Harvest National Food Bank Network, Catholic Charities Archdiocese of New Orleans and United Way. Second Harvest provides food to 210 nonprofit and faith-based agencies throughout its 23-parish service territory – from the Mississippi border to the Texas state line. Since Hurricanes Katrina and Rita, the Food Bank has distributed over 87 million pounds of food and supplies to more than 250,000 people annually, distributing enough food to provide an estimated 63,000 meals each week. The mission of Second Harvest Food Bank of Greater New Orleans and Acadiana is to lead the fight against hunger in south Louisiana through food distribution, advocacy, education and disaster response. To donate food, money or time, please visit www.no-hunger.org.

###

Second Harvest Food Bank of Greater New Orleans and Acadiana (GNOA) Monthly Report

Monthly reports are due by the 5th of the following month. Agencies delinquent on submitting monthly reports will be inactivated without prior notice. You are required to submit a report even if no orders were placed or received were made during the month. Incomplete and/or inaccurate reports will not be accepted and returned to the agency.

Please e-mail to ordersGNOA@secondharvest.org (alternative: fax 504.733.8336)

Month/Year _____ Date _____
 Name of Agency _____ ID# _____
 Physical Address _____
 Contact Person _____ Phone# _____
 Person Completing Report _____ Phone# _____

Program using Food Bank products:

Food Pantry days & hours: _____

On-Site Feeding days & hours: _____

Shelter meal days & hours: _____

Demographic Breakdown:

	New	Continued	Total
# of households			
# of children (birth-18)			
# of adults (19-64)			
# of seniors (65+)			
# of homeless			
# of temporary housing/displaced			
# of disaster relief volunteers			

Race	Male	Female	Total
African American			
White			
Hispanic/Latino			
Asian			
More Than One Race			
Unknown			
Total			

Parish Represented	# of People Served

On-site Feeding (All soup kitchens, shelters, and residential facilities)

# of Breakfast served	
# of Lunches served	
# of Dinners served	
# of Snacks served	
Total	
% of total food distributed from GNOA	

Pantry (Food Box, Snack Only & Quarterly included)

# of Boxes/Bags & pounds per bag/box	
# of Meals Provided	
% of total food distributed from GNOA	

LANIAP

# of households by parish	
# of individuals by parish	
# of children under 18 by parish	
# of seniors over 65 by parish	

Please provide one story of a person or family helped with the food in the previous month (do not use real names). Please share a story that the Food Bank would have permission to use for fundraising or public relations materials.



Second Harvest Food Bank
Greater New Orleans and Acadiana

RECALL ANOUNCEMENT

TO: MEMBER AGENCIES

FROM: Shannon L. Alexander
Agency Relations Manager

DATE: June 10, 2008

RE: AGENCY RECALL REPORTS

FDA Warns Consumers Nationwide Not to Eat Certain Types of Raw Red Tomatoes

Pages included: 4

Please see a memo to be distributed to clients that may have received products included in the Tomato recall. Also, following is an Agency Action Report to be completed by member agencies and faxed back to Second Harvest by Thursday, June 12, 2008 at (504) 733-8336 or (504) 734-0282.

If you did not receive any of these products from Second Harvest, then please write "Did not receive" on the form, and fax back to Second Harvest. Thank you for your cooperation.

This release was revised on June 8, 2008 to include Hawaii to the list of states **not** associated with this outbreak.

FDA News

FOR IMMEDIATE RELEASE

June 7, 2008

Media Inquiries:

Kimberly Rawlings, 301-827-6253

Consumer Inquiries:

888-INFO-FDA

FDA Warns Consumers Nationwide Not to Eat Certain Types of Raw Red Tomatoes

The Food and Drug Administration is expanding its warning to consumers nationwide that a salmonellosis outbreak has been linked to consumption of **certain** raw red plum, red Roma, and red round tomatoes, and products containing these raw, red tomatoes.

FDA recommends that consumers not eat raw red Roma, raw red plum, raw red round tomatoes, or products that contain these types of raw red tomatoes **unless** the tomatoes are from the sources listed below. If unsure of where tomatoes are grown or harvested, consumers are encouraged to contact the store where the tomato purchase was made. Consumers should continue to eat cherry tomatoes, grape tomatoes, and tomatoes sold with the vine still attached, or tomatoes grown at home.

On June 5, using traceback and other distribution pattern information, FDA published a list of states, territories, and countries where tomatoes are grown and harvested which **have not been associated with this outbreak**. This updated list includes: Arkansas, California, Georgia, Hawaii, North Carolina, South Carolina, Tennessee, Texas, Belgium, Canada, Dominican Republic, Guatemala, Israel, Netherlands, and Puerto Rico. The list is available at www.fda.gov/oc/opacom/hottopics/tomatoes.html#retailers. This list will be updated as more information becomes available.

FDA's recommendation does not apply to the following tomatoes from any source: cherry, grape, and tomatoes sold with the vine still attached.

FDA recommends that retailers, restaurateurs, and food service operators not offer for sale and service raw red Roma, raw red plum, and raw red round tomatoes unless they are from the sources listed above. Cherry tomatoes, grape tomatoes, and tomatoes sold with the vine still attached, may continue to be offered from any source.

Since mid April, there have been 145 reported cases of salmonellosis caused by *Salmonella* Saintpaul nationwide, including at least 23 hospitalizations. States reporting illnesses linked to the outbreak include: Arizona, California, Colorado, Connecticut, Idaho, Illinois, Indiana, Kansas, New Mexico, Oklahoma, Oregon, Texas, Utah, Virginia, Washington, and Wisconsin. *Salmonella* Saintpaul is an uncommon type of *Salmonella*.

Salmonella can cause serious and sometimes fatal infections particularly in young children, frail or elderly people, and those with weakened immune systems. Healthy persons often experience fever, diarrhea (which may be bloody), nausea, vomiting, and abdominal pain. In rare circumstances, the organism can get into the bloodstream and produce more severe illnesses. Consumers who have recently eaten raw tomatoes or foods containing raw tomatoes and are experiencing any of these symptoms should contact their health care provider. All *Salmonella* infections should be reported to state or local health authorities.

FDA recognizes that the source of the contaminated tomatoes may be limited to a single grower or packer or tomatoes from a specific geographic area. FDA also recognizes that there are many tomato crops across the country and in foreign countries that will be ready for harvest or will become ready in the coming months. In order to ensure that consumers can continue to enjoy tomatoes that are safe to eat, FDA is working diligently with the states, the Centers for Disease Control and Prevention, the Indian Health Service, and various food industry trade associations to quickly determine the source of the tomatoes associated with the outbreak.

FDA is taking these actions while the agency continues to investigate this outbreak with state and federal partners. Such actions are a key component of FDA's [Food Protection Plan](#), a scientific and risk-based approach to strengthen and protect the nation's food supply.

FDA will continue to issue updates as more specific information becomes available.

#

Second Harvest Food Bank of Greater New Orleans and Acadiana Agency Action Report

Name of Product: **FDA Warns Consumers Nationwide Not to Eat Certain Types of Raw Red Tomatoes**

Agency Name: _____ Id No.: _____

Please fax completed form to: (504) 733-8336 or (504)734-0282

Produced by the National Food Service Management

Task	Person Responsible	Completion Date
Identify Recalled Item		
Separate item from Inventory		
Account by using Agency Distribution Records where items have been distributed		
Total distributed items and inventory items to make sure no items are unaccounted for		
Document clients use of the item		
Note any reports related to health concerns		
Submit a follow-up notice to Second Harvest Food Bank about any health related concerns. Immediately		
Dispose of items but inventory all Box Serial Numbers and Stock ID Information first		
Keep a copy of this for your records for 3 years To include: any reports from clients of health related concerns,		

Agency Supervisor Signature: _____

Probations, Suspension, and Termination Policy

In order to constantly look for ways to improve the outreach to communities, GNOA has adopted a more extensive monitoring program than the one required through the USDA and Feeding America™ contracts. This continuous quality improvement process allows GNOA to take “benchmark” processes – those Member Agencies that are doing great things in the community – and share them throughout the GNOA network. Likewise, it instills a sense of accountability and responsibility on the part of Member Agencies (staff and volunteers in our network) to constantly perform at the highest levels for clients rather than focusing on a once-per-year inspection visit.

GNOA is required to conduct an on-site visit of each Member Agency prior to membership approval. Once approved, each Member Agency will be monitored at least once each year to meet compliance requirements for GNOA contracts. However, GNOA, at its discretion, reserves the right to monitor Member Agencies more frequently, so that we can review the Member Agency “in action” and take best practices to all parts of south Louisiana.

The President / CEO of GNOA or his/her designee (such as an Agency Relations staff member) has the authority to place a Member Agency on probation, suspension, temporary inactivation, or terminate the agreement if the Member Agency acts contrary to any regulations of GNOA, the USDA, state or local Health Departments, Internal Revenue Service, or any other federal, state, or local government agency. Any agency that has been placed on probation or termination may appeal the decision by requesting a hearing. Requests for a hearing must be made in writing and sent to the attention of the President / CEO of GNOA at the following address:

Second Harvest Food Bank (GNOA)
1201 Sams Ave.
New Orleans, Louisiana 70123
Attention: Hearing Request

The following are categories of disciplinary action that GNOA may issue.

Temporary Inactivation: Loss of membership privileges until agency becomes compliant; usually issued as a result of a specific non-compliance issue, such as

- Delinquent monthly reports /recalls
- Lack of contact / returned messages with the agency by phone, fax, and email
- Delinquent on fee(s)
- Inappropriate disposition of GNOA product

Probation / Suspension: Based on the number / level of the violations or the nature of those violations, the agency may be placed on probation or suspension. Examples of issues that may result in probation or suspension are (not all-inclusive, but illustrative)

- Pest/rodent problems
- Lack of ability to track outgoing GNOA product
- Complaints of a serious or criminal nature
- Inappropriate distribution of GNOA product
- Not available for scheduled appointment

- No one available at site during stated operating hours
- Improper record keeping
- Violation of law, statute, code, ordinance
- Improper storage
- Stockpiled product
- Otherwise violated agreement with GNOA/ USDA/ LANIAP, as applicable
- Not complying with branding directives

When a Member Agency is placed in probationary status, then

- The Member Agency is notified in writing of the reason for the probation. This includes the duration of the probation and the steps to return to active status.
- The Probation status may last up to six months.
- The Member Agency is given the opportunity to bring its program into compliance, typically within a certain timeframe.
- During Probation, Membership privileges remain active.
- A Member Agency that does not meet compliance by the end of the probationary period may be terminated or suspended.

When a Member Agency is suspended, then

- The Member Agency is notified in writing of the reason for the suspension. This includes the duration of the suspension and the steps to return to active status.
- Membership privileges suspended for up to one year. During this time, there is no opportunity to re-activate prior to the stated suspension period unless appeal is successful.
- Agency may re-apply for privileges after the term of suspension. Fees that are in place at the time of reinstatement must be paid prior to reactivation.

Termination: This is an immediate and permanent loss of membership. The following list is not an all-inclusive list of reasons for termination, but is intended to provide examples:

- Exchange of GNOA product for money or services
- Removal of GNOA product from site for private use
- Improper use of GNOA product
- Unaccounted for loss of product

Please note that during any of these phases of review or status change, there will be no refund of annual membership fee or pro-rated billing of outstanding fees/ amounts owed. These processes are not intended to cause undue hardship to any particular agency. Rather, these standards and expectations are designed to meet compliance requirements and ensure the safety of the food distributed by GNOA as well as maintain positive community partnerships throughout South Louisiana.



Fee Description and Penalty Schedule

<u>Fee</u>	<u>Description</u>
\$200.00	One-time Application Fee (non-refundable). This is the total amount due for the first year as a Member Agency (\$125.00 application fee plus \$75.00 annual membership fee)
\$75.00	Annual Membership Fee (due July 1 st each calendar year; billed)
\$162.50	If agency joins the second half of the Fiscal year (January to July of calendar year) (\$125.00 application fee plus 37.50 annual membership fee)

<u>Penalty</u>	<u>Description</u>
\$25.00	Reinstatement Charge if Member Agency has not ordered for three months
\$35.00	Restocking Charge if Member Agency did not pick up at warehouse on appointed day (or, for deliveries, if authorized representative unavailable at scheduled time of delivery)
\$100.00	Fuel Surcharge, per Member Agency per delivery if a Member Agency is not on-site when the GNOA delivery is scheduled. This fee is billed in addition to the Restocking Charge for each delivery when a Member Agency is unavailable to accept distribution (\$65.00 fuel surcharge plus \$35.00 restocking fee)
\$50.00	Delinquency Charge if Member Agency has not completed reports and submitted within thirty (30) days of due date (the 5 th of each month for all monthly reports; 10 days after a mobile pantry distribution)

Receipt & Acknowledgement – Member Agency’s Copy

GNOA Member Agency Handbook

This Membership Handbook is an important document intended to help you become acquainted with GNOA. This Handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention. The Handbook is intended to provide an overview of GNOA’s policies and does not necessarily represent all such policies in force.

Because the general business atmosphere of GNOA and economic conditions are always changing, the contents of this Handbook may be changed at any time at the discretion of GNOA. Please read the following statements and sign below to indicate your receipt and acknowledgement of the GNOA Member Agency Handbook.

- I have received a copy of the GNOA Member Agency Handbook and acknowledge that I have read and understand its contents. I also understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of GNOA at any time. I understand that this handbook replaces all other previous manuals/handbooks for GNOA as of July 2008.
- I further understand that my membership is terminable at will, either by GNOA or myself, regardless of the length of my tenure as a Member Agency.
- I understand that no contract of membership other than the “termination policy” has been expressed or implied, and that no circumstances arising out of my membership will alter my relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the President / CEO of GNOA or his/her designee.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the GNOA Member Agency Handbook. Please acknowledge receipt of this Handbook by signing and returning this page to the Agency Relations Manager.

Member Agency’s Name

Authorized Member Agency Contact

Title

Authorized Member Agency Signature

Date

Receipt & Acknowledgement – GNOA Copy (To Be Signed)

GNOA Member Agency Handbook

This Membership Agency Handbook is an important document intended to help you become acquainted with GNOA. This Handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention. The Handbook is intended to provide an overview of GNOA's personnel policies and does not necessarily represent all such policies in force.

Because the general business atmosphere of GNOA and economic conditions are always changing, the contents of this Handbook may be changed at any time at the discretion of GNOA. Please read the following statements and sign below to indicate your receipt and acknowledgement of the GNOA Employee Handbook.

- I have received a copy of the GNOA Member Agency Handbook and acknowledge that I have read and understand its contents. I also understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of GNOA at any time. I understand that this handbook replaces all other previous manuals/handbooks for GNOA as of July 2008.
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Member Agency's Name

Authorized Member Agency Contact

Title

Authorized Member Agency Signature

Date