



2023

Partner Agency Handbook

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WOFB: Our Mission & Vision

WHO IS WOFB?

West Ohio Food Bank (WOFB) is the largest food distribution system in West Central Ohio coordinating, collecting, warehousing and distributing food. WOFB secures donations from national food and grocery manufacturers, retailers, shippers, packers and growers, government agencies, individuals and other organizations. We in turn distribute food and grocery items, ensuring the safe storage and reliable distribution of goods to a network of partner agencies and community partners-serving millions of meals to children, families, seniors and other groups at risk of hunger.

MISSION STATEMENT

**Everyone should have access to healthy, nutritious food.
Together with our partners, we provide nutritious food to those in need.**

VISION STATEMENT

Ending Hunger Together

Together with partner agencies, WOFB is helping people overcome food insecurity trying to find their way to self-sufficiency. Distributing food and grocery items to people in need enables clients to take dollars that would be used to purchase food, to be put toward paying rent/mortgages, utilities, and strengthening our economy. WOFB collects and distributes food to its network of partners that include:

- ❖ Emergency food pantries
- ❖ Mobile food pantries
- ❖ Meal sites
- ❖ Shelters
- ❖ School pantries
- ❖ Rehabilitation programs
- ❖ After-school programs
- ❖ Senior distribution sites
- ❖ Community Distributions
- ❖ Snack Pack program

WHO DO WE SERVE?

WOFB serves eleven counties including Allen, Auglaize, Hancock, Hardin, Mercer, Paulding, Putnam, Seneca, Shelby, Van Wert, and Wyandot.



OUR NETWORK

Through the efforts of staff, donors, partners, advocates, volunteers, educators and countless individuals and corporations, we can improve food security among the people we serve.

Together we can lead to solve hunger and every day we respond to the hunger crisis in our service area by seeking to provide nutritious food to people in need through our regional network of partner agencies.

WOFB is a member of numerous organizations including:

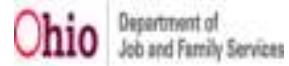
- ❖ **Feeding America**- Our national affiliate and nation's largest domestic hunger-relief organization.



- ❖ **Ohio Association of Food Banks**- Administers the Agriculture Clearance Program (fresh produce), Ohio Food Program (Shelf Stable Foods), and advocates on behalf of the 12 food banks in the State of Ohio.



- ❖ **Ohio Department of Job and Family Services** – Assist in coordination of funding for the Senior Box Program, Commodity Supplemental Food Program (CSFP) and the United States Department of Agriculture (USDA) Commodities for our partner agencies.



- ❖ **Ohio Department of Agriculture**-Is the administrative department of the Ohio state government responsible for ensuring the safety of the food supply, to maintain the health of animals and plant life.



- ❖ **American Institute of Baking (AIB)** – Third party audit that empowers clients worldwide to elevate their food safety and production process capabilities by developing and delivering application – oriented learning, consulting, and value-added services.



- ❖ **United Way** – With almost 1,200 local offices throughout the county, United Way works with schools, government agencies, businesses, nonprofits, and other community partners to share efforts in fundraising and support to make significant changes in the communities they serve.



- ❖ **USDA**-The United States Department of Agriculture, also known as the Agriculture Department, is the U.S. federal executive department responsible for developing and executing federal laws related to farming, forestry, rural economic development, and food.



OUR PROGRAMS

- ❖ **Feeding America Donated Program** - Offers donated foods from national companies, (and national companies with local presence), which may carry a service maintenance charge of up to 19¢ per pound.
- ❖ **Fresh Produce Initiative Program (ACP)** - Offers unprecedented donations of fresh fruits and vegetables, chickens and eggs from small family farmers throughout Ohio.
- ❖ **Ohio Food Program (OFP)** - Offers nutritious, shelf-stable food with high protein items such as peanut butter, ground meats and tuna fish. These items are received throughout the year for emergency pantries and emergency meal sites.
- ❖ **USDA- Federal Commodities Program** - Provides a variety of nutritious food items to supplement the “food mix” in meals ‘bagged’ by emergency providers, or ‘served hot’ at meals sites provided monthly during the year along with produce when available.
- ❖ **Mobile Food Program** - Deliver shelf stable and frozen foods up to 10,000 lbs. to designated sites, [i.e., a church or other qualifying non-profit organization can distribute those goods to needy families] in a farmer’s market-like atmosphere. This enables groups to meet area needs without needing permanent food storage/distribution facility.
- ❖ **Commodity Supplemental Food Program (CSFP) Senior Food Box** - CSFP is a federal funded program for people who are 60+ years of age and whose household income is 130% or less, of the federal poverty guidelines. Each month WOFB provides a 32-40-pound box of nutritious food to 1,404 seniors throughout the 11-county service area.
- ❖ **Flood Disaster Relief** - During natural disasters, in our 11-county service area, water, cleaning supplies, and food items are provided to partner agencies assisting their community with disaster relief efforts.
- ❖ **School Pantries** - School Pantries help alleviate child hunger in America by distributing **food** to low-income students and their families.
- ❖ **Snack Pack**- Snack Pack is a collaborative effort between churches, civic organizations and the Foundation. The Foundation provides funding for weekend **snack packs** to all identified students.

Office Hours, Holiday Closures, and Emergency Closures & Procedures

Office Hours

Monday-Thursday 7:00AM-5:30PM; Fridays Off

Holiday Closures

WOFB is closed on the following holidays:

March or April (Depending on how it falls): Good Friday
May: Memorial Day
July: Independence Day
September: Labor Day
November: Thanksgiving Day & Day after Thanksgiving
December: Christmas Eve Day & Christmas Day

When a holiday falls on a Sunday, the following Monday will be observed as the holiday. If a holiday falls on a Saturday, the prior Friday will be observed as the holiday. No orders or appointments will be taken on these holidays. Please plan your agency's ordering and pick-up schedule accordingly to accommodate these closings.

Emergency Closures

In the event of a local emergency or severe weather situation, for the safety of our agencies, volunteers and WOFB staff, WOFB may temporarily shut down operations. This can occur through the following means:

- The foodbank's CEO may decide to temporarily cease operations.
- Weather situations that require emergency closures or put our county or counties on Level emergencies.

Emergency Notification Procedures

If WOFB should experience an unscheduled closure or some type of safety concern, our partner agencies will be notified in the following ways:

- A general message will be placed on www.hometownstations.com along with local radio stations.
- Updates will be placed on our Facebook page, the home page of WOFB website and on the Agency Information Tab of the website.



As a partner of WOFB, your agency has agreed to adhere to certain standards and responsibilities by signing the annual Agency Partner Agreement. Failure to comply with the annual Agency Partner Agreement and the associated responsibilities could lead to the suspension and/or inactivation of your agency's account. This section outlines the legal provisions that shape the annual Agency Partner Agreement.

Tax Exempt Status

All agencies receiving product from WOFB must be federally exempt 501(c)3 organizations; or wholly owned by a 501(c)3 organization; or a 501(c)3 equivalent such as churches; or have an established 501(c)3 Separate Fund. Tax exempt corporate status must be qualified either in the state of Ohio or Indiana.

Safe Food Handling

WOFB and Feeding America are committed to the health and food safety of the communities we serve. WOFB provides detailed guidelines that must be met and maintained by all partner agencies to ensure the safe storage and handling of food on the agency level. These guidelines are explained in detail in **Section 3: Storage & Handling Guidelines** of the Agency Partner Agreement.

National Civil Rights Laws

The purpose of Civil Rights policies is to promote fairness and equality of treatment for all people. National Civil Rights law is provided under several federal provisions including: Title VI of the Civil Rights Act 1964, Americans with Disability Act, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975, The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Food Stamp Act of 1977, Executive Order 13166, USDA Departmental Regulation 4330-2, and 7CFR Part 16, Equal Opportunity for Religious Organizations.

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is funded under the U.S. Farm Bill and administered at the Federal level by the Department of Agriculture's Food and Nutrition Service. The USDA uses the funding for TEFAP to buy food, including processing and packaging. This food is also known as commodities. The amount of commodities allocated to each state is contingent on its low-income and unemployed population.



Each state designates a department or agency within the state to regulate the administration and distribution of the commodities. The supervising agency in Ohio for TEFAP Commodities is the Ohio Department of Job and Family Services (ODJFS).

ODJFS provides all guidelines for agency eligibility, handling and storage of the commodities, distribution to clients, client record maintenance and all other program related materials. All of these regulations are outlined in the **Ohio Department of Job and Family Services Food Programs Manual for the Commodity Supplemental Food Program and The Emergency Food Assistance Program**. This manual, also known as the **Ohio Food Programs Manual**, is provided to all partner agencies that are deemed eligible for TEFAP and State Commodities.

For more information on the Emergency Food Assistance Program refer to **Section 6: USDA & Ohio Commodities**.

Shared Maintenance Fees & Annual Fee

Shared Maintenance Fees on most available products may range from free of charge to \$0.19 per pound. Free of charge items include perishable products that are distributed to agencies. Perishable items include bread, cakes, rolls, fresh produce, and some beverage items.

Purchased products are higher than the normal fee range since items are purchased at typical wholesale bulk-quantity prices. The fees on these items are based on the open market price and other costs incurred by WOFB to make these products available.

WOFB administers shared maintenance fees in compliance with the Internal Revenue Service, the United States Department of Agriculture and the Ohio Department of Job & Family Services.

Annual Partnership Fee

Every agency must pay a Partnership fee, due annually. This fee is based on the size and service scope of each agency not to exceed \$100. If you have questions about the annual Partnership fee, please contact the Programs Compliance Manager.

If your agency is eligible for USDA (TEFAP) and state commodities, there are additional guidelines explained in the **Ohio Food Programs Manual** and **Section 6: USDA & Ohio Commodities** of the handbook.

WOFB

As a member of Feeding America, WOFB has the right to institute additional criteria for partner agencies in an attempt to provide for the most efficient and safe use of the limited resources available to partners. In addition, WOFB may change or revise policies and guidelines when necessary to comply with changes in network policy or government oversight. We promise to make every attempt to communicate these changes as quickly and efficiently as we can.

In order to maintain the integrity of food distributed by WOFB while ensuring that it remains healthy and safe for consumption, our partner agencies must be aware of proper storage and handling guidelines. Our partner agencies are expected to meet and maintain these guidelines.

NOTE: This section provides a general list of WOFB's guidelines only. These guidelines do not replace, supersede, or in any way exempt your agency from compliance guidelines established by other authorities regulating or governing the activities of your agency.

General Food Storage Guidelines

All food storage areas must provide protection from weather, fire, theft and pests. Aisles between pallets or shelves must be wide enough to provide easy access for inspection, inventory and pulling of products. The following guidelines must be met to provide proper storage for your food.

Store Food At Least 6" Off the Floor

This can be done by keeping the food on pallets, platforms or shelves. Storing food off the floor helps prevent pests and protects the food from any possible water damage from minor flooding.

Store Food At Least 6" From the Walls

This must be maintained for proper air circulation and pest control.

Store Food At Least 18" From the Ceiling

This will help avoid high storage temperatures and allows for proper air circulation. Proper air circulation can also help prevent possible mold or mildew.

Date Each Case with the Month and Year It Was Received

Every case of product should be dated with the month and the year it was received to maintain proper stock rotation. Older dates should be moved to the front and used before newer dates.

Your Full Stock Must Be Rotated Every 60 Days to Avoid Expired Product

To help assure the quality of products, the First In-First Out (FIFO) practice must be followed. Rice/Pasta must be rotated every 30 days. Partner agencies should never maintain more than a 60-day supply of food.

Store Non-Food Items Separately

All toxic items, such as cleaning supplies and maintenance supplies, must be kept away from food to avoid the possibility of cross-contamination. Storing these products below food products is acceptable, but a separate cabinet, shelving unit or storage location is highly recommended.

Clean Floors, Pallets and Shelving Regularly

All areas should be swept and mopped regularly. Clean spills immediately and sanitize storage areas regularly. Cleaning helps prevent possible cross-contamination due to spills or leaks and helps to control any possible pests by eliminating possible food sources. It is a best practice to establish a cleaning schedule listing the necessary frequency of cleaning for each location. Floors, including under pallets, should be swept and cleaned at least monthly. High traffic areas require more frequent cleaning.

Keep Doors, Windows and Roofs Well Sealed

By maintaining the integrity of the seals, you can prevent pests from entering your storage area and prevent water damage from heavy rains or melting snow.

Maintain a Pest Control System

WOFB does not require agency partners to use a third-party pest control firm, but every agency must have a proper pest control plan in place regardless. Poison must not be used due to possible contamination to the food. If your agency chooses to handle pest control internally, please make sure to record and maintain the dates of inspection, the inspection results, any corrective actions taken and the name of the person(s) handling the pest control. Pest control records must be kept for 5 years.

Maintain Equipment Regularly

Check all refrigerator and freezer units on a regular basis for leaks or problems. Gasket seals should be cleaned and checked for gaps. If your equipment shows signs of moisture build-up or ice around the door gaskets, the gaskets should be replaced. Maintaining a proper seal will help ensure proper refrigeration temperatures are maintained and help save money on your utility bills. Air filters on the equipment should also be cleaned to help prevent the equipment from overheating.

Maintain Proper Temperatures in All Storage Areas

Thermometers must be kept in all storage areas.

Proper temperature ranges for each storage area are:

Refrigerated Units	35-40 degrees Fahrenheit
Freezer Units	0 degrees Fahrenheit or below
Dry Storage Areas	50-70 degrees Fahrenheit

Maintain Temperature Logs For All Storage Areas

Temperature logs can show variances in temperatures over a period of time. Fluctuating temperatures can be a sign that your equipment is malfunctioning and may need to be repaired or replaced. Early detection of problems can save you money and prevent loss of food should the equipment break down- we recommend that all thermometers be calibrated once a month to ensure accuracy. Temperature logs should be updated at least three times a week with the date the temperature was checked, the thermometer reading and the initials of the person completing the log. Temperature logs must be kept for 5 years.

Follow Basic Rules for Stacking Product

Limit the height of the product stacks to protect food on the bottom layers from being crushed or the stack from toppling over. As a rule of thumb, stacks should never be taller than the average human height. Heavier items should always be stacked on the bottom and lighter items stacked on top. Cross-stack cases on pallets to ensure the stack will be sturdy and solid to avoid tipping. Shrink-wrap stacks for stability if the product is to be moved. Remove any cases that are bent or damaged from the stack to avoid weak areas that could collapse. These boxes can be placed on the top of the stack.

Report Damaged Product

If you receive damaged or infested products from WOFB, please contact us within 48 hours. Any damaged or infested product should be removed from your secure storage location and saved until you have contacted WOFB for further instructions. WOFB staff may ask you to take a picture of the products.

Additional Guidelines for On-Site Feeding Programs

All on-site feeding programs, including residential programs, must follow the proper food storage and handling guidelines outlined in the previous section and the additional guidelines below:

- ❖ All sinks, cooking equipment, utensils and serving ware must be clean, sanitized and well maintained.
- ❖ Washing your hands is the most important thing you can do to prevent contaminated food. Hand sanitizer can never replace hand washing. Hand sanitizer may kill harmful germs but they do not remove allergens that may cause serious allergic reactions in some people.
- ❖ Always wash hands with soap and hot water **BEFORE** handling food, preparing food, and serving food.

- ❖ Always wash hands with soap and hot water **AFTER** preparing food, serving food, handling raw meat, handling dirty dishes or utensils, handling garbage, using the bathroom, eating, drinking and smoking.
- ❖ When drying hands it is best to use a disposable single-use towel.
- ❖ Avoid touching your mouth, face, hair or other body parts when preparing food. Please wear hair nets when appropriate and always wash your hands after touching any part of your body.
- ❖ Always cover any cuts with a bandage and disposable gloves and change gloves when they get soiled or contaminated. Wash hands **BEFORE** putting on disposable gloves.
- ❖ When preparing food, make sure the food is cooked to the proper internal temperature to kill or neutralize harmful bacteria. Use a stemmed-thermometer or other food-grade thermometer to check for correct temperatures.
- ❖ When serving, make sure the food is maintained at proper temperatures to prohibit bacterial growth and spoilage. Hot meals should be hot and cold meals should be cold. Use a food-grade thermometer to check for correct food temperatures. Cold food should be kept below 40 degrees and hot food should be kept at 135 degrees or higher.



Any questions or concerns regarding the storage and handling of food should be directed to the Programs Director at 419-222-7946, ext. 203.

How to Access the Shopping List

1. Go to www.wofb.org
2. Scroll to the bottom of the home page and click on “Click Here for Agency Information”
3. On the top of the next page, Primarius Icon

Ordering Items

Order Placed Monday @ 1:00 p.m.

Earliest Pick-up Time Tuesday @ 1:00 p.m.

There must be adequate time for the warehouse staff to pull orders once they are placed. You may add onto your order however please keep in mind there is still the 24 hour notice needed if you want to pick the added on items with the rest of your order. This also applies to delivery orders which need to be placed at least 48 hours in advance.

Orders that are placed anytime during Friday, Saturday or Sunday by email will be completed, in the order received and ready to pick-up on Tuesday or delivered on Wednesday.

Shopping List Categories

Dry Goods

Dry goods are shelf-stable items that have been donated by local and national manufacturers, distributors and retailers. Dry good items include all canned and boxed food items.

Frozen

Frozen food items include all products that are typically found in the frozen food section of grocery stores. Frozen items **MUST** be stored at 0 degrees or below.

Non-Food Items

Non-Food Items are products that are not edible but may be considered a necessity such as personal hygiene, paper products, cleaners and laundry supplies.

OFP & ACP (Contracted Agencies Only)

OFP (Ohio Food Program) & OACP (Ohio Agricultural Clearance Program) refers to products provided through state-funded programs. Items listed under this category are only available to emergency feeding programs, which are defined as food pantries, hot meal sites and shelters that are open to the public. These agencies must have a signed contract with WOFB to receive this product. If you have questions on whether or not your agency is eligible for these items, please contact the Programs Director.

Purchased Products

Purchased products are items that have been purchased by WOFB to supplement the menu of donated items. Purchased items include items that have been requested by our partner agencies. The cost of these items will be found in the cost column on the Shopping List.

Refrigerated

Refrigerated products are perishable and must be kept refrigerated. These items include milk, butter, cheese, eggs, and all other dairy items. Refrigerated items must be stored at proper temperatures between 20-40 degrees Fahrenheit.

USDA/TEFAP (Contracted Agencies Only)

USDA products are supplied by the United States Department of Agriculture (USDA) and are typically shelf-stable items. USDA products are only available to partner agencies with emergency feeding programs such as food pantries, hot meal sites and emergency shelter programs. For eligible for USDA items, call 419-222-7946 ext 209.

Appointment times

Appointment times are Monday through Thursday 7:30AM through 5:00PM. We schedule appointments by the hour. We will always try to give you your preference of day/time if available- but appointments are first-come, first-serve.

Cancelling Appointments

Agencies must call and cancel their appointment ASAP, preferably at least 24 hours in advance. Failure to do so will be considered a missed appointment. Emergency cancellations based on vehicle breakdowns or other situations beyond human control will be evaluated on a case by case basis.

Picking-Up Orders

We have broken down the process of picking up your order into five easy steps:

1. Pre-Appointment
2. Arrival
3. Check-In
4. Loading
5. Check-Out (Receiving your invoice)

1. Pre-appointment

All agencies must have a scheduled appointment time to pick-up orders. Appointment time includes arrival, check-in, loading, and check-out. Time sensitivity is very important to ensure our procedures work efficiently. We encourage everyone to try to handle their pick-up of orders within the 60 minute time slot that they are scheduled.

You must be on time for your appointment or call WOFB at 419-222-7946 if you are going to be more than 5-10 minutes late. If you arrive late for your appointment

without calling, you may be asked to move to the back of the schedule or reschedule for another day.

2. Arrival

Representatives from your agency should plan to arrive no more than 5-10 minutes before your scheduled appointment time. The Agency Pick-up door is located on the East side of the building toward the back. **Never** pull a running vehicle directly into the open dock door. Either call or ring the doorbell.

3. Check-In

Upon check-in provide your agency cards. Warehouse staff and/or volunteers will assist in loading your order into your vehicle.

4. Loading

You must back your vehicle into the agency pick-up area outside of the building to pick your order up. WOFB products must be transported in a responsible and safe manner. WOFB reserves the right to withhold any order if the transporting vehicle is dirty or noncompliant with food safety regulations. For more details, please refer to the **Transporting Orders** heading in this section.

While loading your vehicle, you must review your Picking List and confirm you are receiving the correct products and their corresponding number of cases for each item. If you are missing an entire item or case(s) of an item, please alert Warehouse staff to have the problem corrected **BEFORE** you Check-out.

Do not leave empty boxes or packaging in the loading area. Please discard of them in the provided receptacles.

5. Check-out

Once you have loaded your order, your invoice(s) will be printed. You may be asked to move your vehicle out of the loading area at this time so that other agencies may utilize the area to pick their orders up. **You MUST sign your invoice and then you will receive a copy to take with you. Invoices are to be kept on file for five years.**

If you leave WOFB without signing your invoice and receiving your copy, you relinquish your rights to dispute any problems with your order. If you do sign your invoice, you have 48 hours or within the next two business days to contact WOFB with any concerns about your order, such as missing, incorrect or damaged products that may be noticed when arriving back at your agency.

Please note that WOFB does not send invoices to your agency at the end of each month. You must keep copies of your invoices for your records for future use. You can retrieve your invoices from Primarius. If Accounts Payable/Finance person at your agency will need invoice copies to process payment, you should plan on providing those to him/her. Please make sure that any representative from your agency picking-up orders is aware of this policy. Customer statements will be available on a monthly basis. Please remember, all invoices **MUST** be kept for 5 years.

Warehouse & Agency Loading Area Policies

There are additional facility rules in place for your safety and the safety of others. They also help us ensure that all agencies receive effective and efficient service while complying with all OSHA requirements. Please adhere to the following rules when visiting WOFB facility for all reasons including picking up orders.

- WOFB is tobacco-free. Do not use tobacco products in the warehouse or anywhere inside of the WOFB.
- If you must bring children, they need to remain in your vehicle at all times to ensure their safety and the safety of others.
- Always wait to be helped by WOFB staff.
- For your safety and the safety of our staff, please stay within the designated agency areas unless given escorted by WOFB personnel.
- All persons entering the agency loading area or warehouse must wear a shirt and closed-toe and closed-heel shoes. No sandals or flip-flops are allowed.

Forklift Loading

Forklift loading of agency orders is available. Please make sure your vehicle is appropriate for forklift loading. If you are in doubt, please contact the Inventory Controller to arrange inspection of your vehicle. WOFB is not responsible for damage to agency vehicles incurred by forklift loading.

Transporting Orders

Partner agencies are responsible for the safe handling and transportation of all products from WOFB. Appropriate vehicles are to be utilized. Vehicles should be dry, clean and safe for food transport. Products being transported in any type of open vehicle must be covered or tarped to prevent contamination from weather and road hazards. If you are transporting refrigerated/frozen food more than 15 minutes driving distance from WOFB, thermal blanks or a refrigerated truck must be used.

WOFB reserves the right to not allow an inappropriate vehicle to be loaded or depart from the warehouse. Failure to transport products in a clean, safe and responsible manner may result in suspension or termination of your partnership.

Delivery Service

If you need to have delivery of your agency orders, please contact the Warehouse Manager to make these arrangements. There is a flat-rate delivery fee assessed to any order that is 350 lbs. or more. For more information regarding deliveries, please contact the Warehouse Manager.

Return Policy

WOFB does assess a \$45 restocking fee for orders not picked up. This includes items ordered by the agency then refused or not wanted after the item is picked.

WOFB is committed to the health and food safety of the communities we serve. We have pledged to provide the most current and accurate information on food recalls that may affect our network of partner agencies and the individuals and families they serve.

Required Food Safety Trainings

WOFB and our network of partner agencies provide an essential service to people in need of food assistance. While it is important to feed the needy, it is equally important to ensure that food being distributed throughout our network is safe and suitable for distribution and consumption. By following some basic food safety precautions while storing, preparing and serving food, we can ensure that the men, women and children we serve will be well fed and protected at the same time.

At least one representative from each of our partner agencies must participate in a basic food safety training course. The representative or representatives from your agency should be one or more of the key food program managers or coordinators. This representative(s) will be recorded in your WOFB account file. All partner agencies must maintain at least one trained representative on their account at all times. Failure to do so will result in the suspension of your WOFB account.

If your agency's trained representative leaves your agency or transitions away from the food program, your agency must have the new food program manager(s) or coordinator(s) complete basic food safety training. Contact the Programs Director for information about these trainings.

The basic food safety training course provided by WOFB covers five key areas:

- Basic food safety
- Personal hygiene
- Cross-contamination and allergens
- Controlling time and temperature of food
- Cleaning & sanitation

Partner agencies will be exempt from this training if they can provide valid, and WOFB-approved, certification in food safety for a key staff member or volunteer. For more information on this exemption or on the food safety training, please contact the Programs Director.

WOFB Recall Procedure

When WOFB is informed of a food recall or advisory, we immediately take the following steps:

1. Suspend distribution of any and all products in questions.
2. Review our inventory for recalled products.
3. Dispose of any recalled products accordingly.
4. Promptly and efficiently provide food recall or advisory information to our network of partner agencies. The communication of the information will include but is not limited to the following:
 - Listings with links to more information provided on the “Current Recalls” under Agency Information page at www.wofb.org.
 - Postings of information at the Agency Pick-up area at WOFB facilities.
 - Contact affected agencies via phone or email.
 - Postings available from the Programs Director at WOFB
 - Mass email sent to all partner agencies who have supplied a valid email address.
 - Provide a link to www.recalls.gov website for detailed information regarding the status of current and past food recalls.

Partner Agency Recall Procedure

Your agency should be prepared to handle a food recall or food safety issue. Please make sure that everyone at your agency knows the following steps to take.

1. Regularly review WOFB’s website at www.wofb.org and www.recalls.gov to watch for recall notices.
2. Review your inventory for recalled products.
3. Suspend distribution of any and all products in questions.
4. Dispose of any recalled products; unless the product is a USDA or Ohio Commodity. USDA & Ohio Commodities must be held for tracking purposes.
5. Promptly and efficiently provide food recall or advisory information to any of your clients who may have received some of the recalled products.

By taking an active role in food safety and knowing what to do when a food recall is issued, we can help guarantee the safety of the people you serve.

Available Food Recall Updates

You can stay current on all food recalls by signing up for FREE email updates from www.recalls.gov. This is a one-stop shop for U.S. Government recalls. We encourage everyone who needs recall information to sign up today! It's easy. Follow these few steps and you will receive an instant acknowledgement of your subscription from the Dept. of Health & Human Services:

- Log on to www.recalls.gov
- Click on the Food tab at the top.
- Click on “Sign Up for Free Recall Updates by E-mail”
- This takes you to the Dept. of Health & Human Services signup page.
- Enter your email address and confirm same.
- Check the box titled FoodSafety.gov Recalls and Alerts under the FoodSafety.gov Updates section.

Dealing with Damaged Product

Every affiliate of Feeding America must comply with all applicable Federal, State and Local regulations and statutes related to the receiving, storing, shipping, processing and handling of food products. These standards include the Model Food Salvage Code, Model Food Code, Federal Food, Drug & Cosmetic Act, PL 75-717, Fair Packaging and Labeling Act, PL 89-755 and Code of Federal Regulations (The Current Good Manufacturing Practices for the Manufacturing, Processing, Packing or Holding of Human Food: Chapter 21, Section 110.1)

WOFB frequently receives product that have been damaged in some way. Along with the above mentioned regulations and statutes, Feeding America works with the FDA (Food & Drug Administration) and AFDO (Association of Food and Drug Officials) to set standards for acceptable and unacceptable container defects. WOFB trains staff and volunteers handling defective containers in what to look for, when to discard, and when to keep a product. Product package quality is checked in our Reclamation room to ensure the product is safe for human consumption.

Although there are federal standards for what is considered safe to distribute, assessing container defects is still somewhat subjective. If your agency receives defective containers from WOFB that you do not feel comply with the standards, please keep the product and notify us within 24-48 hours of receiving the product or within the next business day.

Open Dating

“Open Dating” (use of a calendar date as opposed to a code) 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.***

Except for poultry, infant formula, and some baby food, product dating is not required by the federal government, but more than 20 states mandate dating of some foods. When dates are applied, generally by the manufacturer, and occasionally by the store, they’re stated in a variety of ways: You might see Nov. 25, 11-25 or 1125. The terms used are somewhat flexible, too, since there’s no standard.

Consumers often believe that food should be thrown away after the date on the package has passed because the product is not safe to eat. In fact, these dates refer to food quality only, not safety. Unless improperly handled or stored, most foods are safe to eat beyond their open date.

As food ages, its quality changes and often becomes undesirable. Food differs in its ability to retain the original quality. We refer to food that quickly loses quality as “perishable.” These foods have a shelf life of days or weeks and may require refrigeration. Fresh fruits, vegetables, dairy products, meats and eggs are perishable foods. Non-perishable foods have a shelf life of months or even years. Hermetically sealed (airtight) cans and glass jars, cereals, dry snack foods, dry pasta and dry rice are all shelf stable non-perishable foods.

What Do Can Codes Mean?

Can goods 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 manufacturer. They aren’t to be interpreted as “use-by” dates. Can goods may also display “open” or calendar dates. Usually these are “best if used by” dates for peak quality.

Term	General Definition
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Sell by/Pull by	Indicates how long a product should be displayed for sale and allows a reasonable amount of time for storage and home use, even if purchased on the date.
Use by/before, or Best if used by	The last date a product is likely to be at peak flavor and quality. One of these dates is often placed on foods such as cereal.
Pack/package date	The date the food was packed or processed.
Expiration	For most foods, this indicates the last date on which they should be eaten or used. If perishable foods are packaged and frozen properly, they will be safe to eat after the expiration date. Eggs should be used within 3-5 weeks of purchase for best quality.
Code Date	A series of letters, numbers or both used by the manufacturer to track foods across state lines and, if necessary, recall them.

Chart above is based on information from the Food Marketing Institute, 1995-2011 and Food Safety and Inspection Services of USDA, April 2011.

Product Lifespan

The following are general guidelines about the typical lifespan of non-meat products. Proper cold and dry storage is assumed. Individual manufacturers may provide WOFB with longer or shorter guidelines to follow.

Category	Products	Typical Lifespan
Baby food & formula	Wet/Dry food & formula including cereal	Must be discarded after expiration date unless there is an extension letter from the manufacturer
Bakery items	Bread, rolls, etc.	Up to 1 week after date on package. Unpreserved breads may only last 3-4 days before molds appear.
Boxed dinners		2-5 years
Butter & margarine		Up to 9 months
Canned products	High acid: canned fruit, fruit juices, tomato products, and pickled foods	12-18 months

	Low acid: canned meat, poultry, fish, soup (not tomato), vegetables (not tomato), and pasta products	2-5 years
Cereals, chips & crackers		6 months- 2 years when stored in cool, dry conditions
Cheese	Soft	7 days
	Hard	6 months unopened
Condiments	Ketchup, mustard, etc.	1 year
Eggs	Federally graded	3-5 weeks after purchase date
Frozen products		6 months to 1 year
Glass & plastic jars	Hermetically sealed (airtight)	2-5 years after date on container (unopened)
Juice	Refrigerated	3 weeks unopened, 7-10 days open
Category	Products	Typical Lifespan
Mayonnaise		2-3 months unopened
Milk	Refrigerated	1 week opened
	Shelf-stable	Canned milk or milk in aseptic packaging will last at least 1 year unopened
	Frozen	3 months
Mixes	Cake, muffin, etc.	12-18 months unopened
Pouches	Tuna, etc.	6 months to 3 years unopened
Rice & pasta (dry)		Up to 3 years
Salad dressings		1 year

Yogurt & sour cream		7-10 days past the date on the container
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Chart above is based on information from the Food Marketing Institute, 1995-2011, *The Food Keeper* published by the Food Marketing Institute, and Food Safety and Inspection Services of USDA, April 2011.

Refrigerator Storage (at 40 degrees Fahrenheit or below) of Fresh or Uncooked Products

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 following chart.

Product (refrigerated)	Storage times after purchase
Poultry	1 or 2 days
Beef, veal, pork, lamb	3 to 5 days
Ground meat, ground poultry	1 or 2 days
Fresh variety meats (liver, tongue, brain, kidneys, heart, chitterlings)	1 or 2 days
Cured ham, cooked-before-eating	5 to 7 days
Sausage, uncooked	1 or 2 days
Eggs	3 to 5 weeks

Chart above is based on Food Safety and Inspection Service, United States Department of Agriculture, *Consumer Education and Information*, Updated April 2011.

Refrigerator Storage (40 degree or below) of Processed Products Sealed at Plant

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 following chart.

Processed Product	Unopened, After	After Opening
Cooked, Poultry	3 to 4 days	3 to 4 days
Cooked Sausage	3 to 4 days	3 to 4 days
Sausage, hard/dry Shelf stable	6 weeks in pantry	3 weeks
Corned Beef, uncooked, in pouch with pickling juices	5 to 7 days	3 to 4 days
Vacuum-packed dinners, Commercial Brand with USDA seal	2 weeks	3 to 4 days
Bacon	2 weeks	1 week
Hot dogs	2 weeks	1 week
Luncheon meat	2 weeks	3 to 5 days
Ham, fully cooked	7 days	Slices- 3 days, Whole- 7 days
Ham, canned, labeled "keep refrigerated"	9 months	3 to 4 days
Ham, canned, shelf stable	2 years in pantry	3 to 4 days
Canned meat and poultry, shelf stable	2 to 5 years in pantry	3 to 4 days

Chart above is based on Food Safety and Inspection Service, United States Department of Agriculture, Consumer Education and Information, Updated April 2011.

Additional Food Safety Resources

Everyone is at risk for getting a food borne illness; however, some people are at greater risk for experiencing a more serious illness or even death should they get a food borne illness. Those at greater risk are infants, young children, pregnant women and their unborn babies, older adults, and people with weakened immune systems (such as those with HIV/AIDS, cancer, diabetes, kidney disease, and transplant patients.) These high risk groups are often the same people we see seeking food assistance. Therefore, food safety should be one of our highest priorities.

The Food Keeper was published in 2002 by the Food Marketing Institute (FMI). The FMI conducts programs in public affairs, food safety, research, education and industry relations on behalf of food retailers and wholesalers in the United States and around the world. The guide was developed in partnership with Cornell University Institute of Food Science and provides food safety tips and a quick overview of the lifespan of certain foods.

A Consumer Guide to Food Quality and Safe Handling is a series of six (6) tri-fold brochures dealing with:

1. Deli and fresh prepared foods
2. Meat and poultry
3. Fresh fruits and vegetables
4. Seafood
5. Dairy products and eggs
6. Ground meat and ground poultry

These brochures are provided by the Food Marketing Institute and are written specifically for the point of view of the consumer of the food products.

Food Keeper—Interactive Database is a search database provided by the Food Marketing Institute at <http://www.fmi.org/consumer/foodkeeper/>. Internet users simply type in the name of the product or the product category and the database will provide information on how long the product can be kept on the shelf, refrigerated, frozen, opened or unopened.

FoodSafety.org— This website is an online gateway to food safety information provided and supported by a wide variety of governmental agencies. These agencies include: U.S. Department of Health and Human Services, U.S. Department of Agriculture, U.S. Food and Drug Administration, Center for Disease Control and Prevention, National Institutes of Health and the White House.

Food Safety and Inspection Services (FSIS) is a public health agency within the U.S. Department of Agriculture that is responsible for ensuring that the nation's commercial supply of meat, poultry, and egg products is safe, wholesome, and correctly labeled and packaged. This agency provides a large selection of resources at www.fsis.usda.gov.



WOFB receives products from both the federal and state government. Both federal and state funded products are only available to emergency feeding programs that are open to the public and serve the public at least once per week. Emergency feeding programs are defined as hot meal sites, emergency shelters and food pantries, or direct distributions where uncooked/packaged food is distributed to clients to be taken home to be prepared at a later time. If your agency is eligible to receive USDA and Ohio commodities, you will receive an Ohio Department of Job and Family Services Food Programs Manual that will provide more detail on the USDA and state guidelines.

TEFAP Commodities

Federal products are provided by the United States Department of Agriculture (USDA) and are funded under The Emergency Food Assistance Program (TEFAP). USDA buys the products including processing and packaging and ships it to the individual states. WOFB's contract to obtain and distribute USDA/TEFAP products is administered on the state level by the Ohio Department of Job & Family Services (ODJFS). These products are typically shelf-stable items. Eligibility for USDA/TEFAP products is limited within the State of Ohio to emergency feeding programs which are defined as food pantries, hot meal sites and shelters that open to the public. Food pantry programs distributing USDA/TEFAP products must ensure that the products are distributed to income eligible clients. However, recipients of prepared meals are considered to be needy under federal guidelines and are not subject to ensuring income eligibility.

Ohio Commodities

Ohio commodities are provided through State of Ohio funding to the Ohio Food Program (OFP) and the Ohio Agriculture Clearance Program (ACP). State funded products include both shelf-stable items and perishable items such as produce or dairy. The Ohio Association of Foodbanks (OAFB), which represents the 12 Ohio foodbanks, holds the contract to administer and distribute the state products. Agency eligibility for Ohio commodities follows the USDA/TEFAP guidelines.

USDA & Ohio Commodities Agreement

All partner agencies that are eligible to receive USDA and Ohio commodities must sign the USDA & Ohio Commodities Agreement. You will also receive a Regional Plan that outlines the rules and regulations of the USDA/TEFAP & Ohio Commodities contract requirements.

General Requirements for All Eligible Agencies

- 1. Your agency will sign and abide by WOFB’s Partner Agency Agreement & Liability Release Form and Policies & Guidelines for Partner Agencies.**
- 2. Your agency will provide an emergency food assistance program a minimum of once per week, and will not deny any eligible client access to this program on a monthly basis.**

This requirement helps create a statewide minimum level of service. To remain eligible for USDA and Ohio commodities, partner agencies must distribute food to the public a minimum of once a week and must serve any eligible client a minimum of once a calendar month. The food distribution or meal must not use USDA and/or state products as the “single” source of food. USDA and Ohio commodities are designed to supplement other food sources and not replace these other food sources.

- 3. Your agency will maintain a copy of the Ohio Food Programs Manual on site and will abide by these guidelines.**

Partner agencies who are eligible to receive USDA & Ohio commodities will receive an Ohio Department of Job & Family Services Food Programs Manual along with it being available for download under Agency Information at www.wofb.org. Eligible agencies can be defined as emergency food providers that are open to the public, such as food pantries, hot meal sites, emergency shelters.

The Ohio Food Programs Manual is authored by the Ohio Department of Job and Family Services which administers both the USDA and the State commodities programs. The full name of the manual is “Ohio Department of Job & Family Services Food Programs Manual for the Commodity Supplemental Food Program and The Emergency Food Assistance Program.” The Ohio Food Programs Manual outlines all of the rules and regulations governing and handling, storage, distribution and use of both the USDA & Ohio commodities. This document must remain on site at all times for reference by all staff and volunteers of your agency. It is your agency’s responsibility to read and understand the Ohio Food Programs Manual. Your agency can download a copy of the document in the Agency Information, Agency Miscellaneous Forms area at www.westohiofoodbank.org.

- 4. Your agency will display prominently for all clients to be able to read the “And Justice For All” poster and current Income Eligibility Guidelines.**

Any programs receiving federal financial assistance in the form of food, funds or equipment must adhere to all federal civil rights laws. The “And Justice For All” poster and the Income Eligibility Guidelines explain to all clients that your agency receives federal financial assistance and that your agency abides by federal civil rights laws.

5. Your agency agrees to accept and incorporate any changes to existing or new guidelines/ policies that may be announced or published by the Ohio Department of Job & Family Services.

It is everyone's responsibility to understand the requirements of food handling, storage and distribution, and to abide by those requirements. It is everyone's responsibility to understand current policies and procedures and to abide by those rules. All it takes is one mistake to put the network in jeopardy, and to put the lives of our clients at risk. Therefore, our agencies must always be compliant with all procedures, contractual obligations, laws and regulations that have a direct or indirect bearing on meeting the food needs of our communities.

Additional Requirements for Food Pantry Programs and Direct Distributions:

6. Your agency will use the "Eligibility to Take Food Home" form, hereinafter referred to as Eligibility form, in the format provided by the WOFB and will not modify the format in any way and/or Pantrytrak.

All food pantry programs and direct distributions are REQUIRED to post Household Eligibility Guidelines and use the Federal and State Funded Food Programs Eligibility to Take Food Home form as part of Federal and State compliance. This form is also known as the USDA/TEFAP form. This form typically changes with each state fiscal year. Your agency can download this form on the Agency Information page at www.westohiofoodbank.org. You must keep these forms for 5 years.

7. Your agency will require seeing a photo ID to verify the client's personal information on the Eligibility form.

Each client receiving food must show a valid picture I.D. and complete the form with a name, address, phone number and number of people living in their household by age group. Partner agencies cannot make copies of the picture I.D. for any reason.

No other information is required to receive food. **Agencies are not allowed to ask for social security numbers or proof of income. There are no exceptions to this policy.**

A homebound client who is unable to physically show up at your agency may designate a proxy to pick-up their food. This is explained under the Homebound Participants heading in this section.

By July 1, 2021 all agencies will be required to use Pantry Trak.

8. Your agency will NOT collect, track or write any additional information on the client's Eligibility form, front or back and will not attach any other document to the form.

The form cannot be altered in any way. This means no additional text can be added to the form, the form cannot be reduced or enlarged, no identifying marks, numbers or text can be written or printed onto the form. No other documents can be stapled to the form and no other documents, text, or pictures can be copied onto the back of the form. Paperclips may be used and hole-punching for binder storage is also permissible.

9. Your agency will have clients sign and date an Eligibility form each time they receive food from the pantry.

The USDA/TEFAP form must be signed and dated each time a client receives food. There are no exceptions. By signing the form, the client states that their annual income falls within the federal food assistance guidelines which are determined by the current federal poverty levels. This "signing" is a self-declaration by the client and partner agencies will NOT be held liable for any client dishonesty.

10. Your agency will change to the most current Eligibility form each year by the established deadline.

The Eligibility form reflects the current federal poverty levels and the federal poverty levels are typically adjusted once a year. When the poverty level changes, the form changes and therefore client participation criteria changes.

11. Your agency will retain completed Eligibility forms on site for a period of five (5) years and will have all of the forms available for audit review and yearly inspections as requested by government representatives, donors and WOFB.

WOFB staff will audit these forms at least once a year to ensure compliance with all requirements of the form. In addition, independent audits of the forms may be requested by state and/or federal representatives.

12. Your agency understands that the agency may be asked to reimburse the State full cost of the USDA and state food received from WOFB if you fail to maintain Eligibility forms for a period of five (5) years.

State and federal products are provided to the foodbank network by the government using public funds. The Eligibility forms are one piece of a larger compliance process. If this piece is missing, the State reserves the right to seek reimbursement of the public funds.

13. Your agency understands that if a records retention discrepancy is discovered during an audit review, the agency will be prohibited from receiving any federal or state funded food until the discrepancy is addressed and compliance is maintained for a period of six (6) months.

Non-compliance with current state and federal policies can jeopardize the foodbank's contract with the Ohio Department of Job & Family Services to distribute USDA and state products, which could result in other partner agencies losing a significant source of food for their programs.

14. Your agency will contact WOFB to arrange storage of all Eligibility forms in the event the agency/program closes, is discontinued or other circumstances prohibit on-site storage of records.

WOFB will work with any partner agency to ensure compliance with all state and federal policies.

Homebound Participants and Letters of Proxy

A client or program participant who is unable to visit a food pantry may designate a relative, friend or care-giver as their proxy for receipt of the food package. A Letter of Proxy template can be found under Agency Information at www.wofb.org.

The **Letter of Proxy** must contain:

- First and last name of the client
- Client's complete address
- Client's phone number
- Number of people in the client's household by age group as designated on the Eligibility to Take Food Home Form
- Full name of the person who has been designated as a proxy
- Contact information for the person who has been designated as a proxy
- Signature of the client
- Date the letter of proxy was completed

When an agency receives a letter of proxy, they must contact the client who signed the letter to validate the information. The letter of proxy must be updated each time the Eligibility To Take Food Home Form changes and anytime a household member's birthday causes that member to be reclassified in a new age group.

USDA & State Guidelines on Civil Rights

Civil rights are the non-political rights and freedoms that protect individuals from unwarranted action by government and private organizations and individuals and ensure one's ability to participate in the civil and political life of the state without discrimination or repression.

Current federal civil rights laws are composed of rules and laws from a wide variety of sources including but not limited to Title VI– Civil Rights Act of 1964, Title IX of the Education Amendment of 1972, and the Americans with Disabilities Act. Under federal law, any agency or organization receiving federal financial assistance is prohibited from discrimination based on race, color, national origin, sex, age and disability. USDA products are considered to be federal financial assistance.

Every partner agency receiving USDA products must post the “And Justice for All” poster to show clients they conform to all current federal civil rights laws and must provide information on how to file a discrimination complaint.



Filing a Discrimination Complaint

In accordance with Federal law and U.S. Department of Agriculture policy, the foodbank and its partner agencies receiving USDA and State products are prohibited from discriminating on the basis of race, color, national origin, sex, age and disability.

Any client or volunteer that believes they have been discriminated against can file a complaint. To file a complaint or report of discrimination:

Write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410

Call: (800) 795-3272 or (202) 720-6382 (TTY)

Any complaint alleging discrimination must contain the following information:

- The full name and address of the person making the complaint
- The full name and address of the entity against whom the complaint is made
- The basis of the alleged discrimination: race, color, religion, national origin, disability, age or gender
- A concise statement of the facts that indicate the alleged discrimination
- The date or dates of the occurrences of the alleged discrimination

No particular form is required to file a complaint; however discrimination complaint forms are available and can be obtained from the Ohio Department of Job & Family Services Bureau of Civil Rights.

Types of Discrimination Complaints

When a client files a complaint or report of discrimination against a partner agency or its staff and volunteers, the complaint is categorized into one of three main classifications.

Type of Discrimination	Explanation	Possible Result to Agency if Found Guilty of Discrimination
Disparate Treatment	Intentional discriminating treatment of an individual or class of people based on a particular belief	Loss of all federally funded assistance and agency may be sued by client
Disparate Impact	Rules, policies or guidelines not intended to cause discrimination but exclude a particular class of people. Adverse or discriminating effect of a practice, rule or standard that is neutral and non-discriminatory in its intention but, nonetheless, disproportionately affects individuals having a disability or belonging to a particular group based on their age, ethnicity, race or sex.	Loss of all federally funded assistance and client may appeal to federal government to have rule, policy or guideline judged as illegal
Retaliation	Deliberate discrimination as a response or revenge	Loss of all federally funded assistance and agency may be sued by client

Civil Rights Training

As a WOFB partner agency you are required to attend a civil rights training to become and remain a partner agency. Civil rights training is conducted in conjunction with food safety training at the annual agency meeting. Training classes are held as needed.

Upon completion of this class, you must have every staff member and volunteer associated with your food program trained in civil rights. Your staff members and volunteers must read and sign a civil rights checklist after their training. This checklist will document that your agency is providing necessary training in civil rights and may help to diffuse discrimination complaints from clients.

Checklist must be maintained at your agency for 5 years and copies of these must be sent to WOFB as well. Every year, your staff members and volunteers will need to complete a new civil rights checklist. During your agency's annual site inspection, WOFB Programs Director will need to see your completed civil rights checklists for your staff and volunteers.

Any changes in civil rights regulations will be communicated to our partner agencies as soon as possible. All Civil Rights documentation can be found on our website at www.wofb.org under Agency Information.

As part of the **Partner Agency Agreement & Liability Release Form and Policies & Guidelines for Partner Agencies**, your agency is required to report statistical data on how many clients are being served each month. This information is then compiled by WOFB and reported to state and federal oversight organizations. These statistics are then used to help determine program efficiency and funding. Inaccurate or late statistics can result in the suspension or inactivation of your account.

Provide Accurate Monthly Statistical Report by the 10th of Each Month

Statistical reports are required every month and are not contingent on where your food comes from or the number of clients served. That is, report the information even if you did not always use products obtained from WOFB and even if the number of clients served for the given month is zero.

Monthly reports are due by the 10th of each month for the previous month's distribution. For example, a January Monthly Report would be due February 10, and a February Monthly Report would be due March 10. There are **NO** exceptions to this policy. **Your agency must keep copies of Monthly Reports for 5 years.**

The Monthly Statistical Report

The Monthly Report is broken down into five basic sections. Depending on your type of agency and feeding program it may not be necessary to complete each section.

- **The first section**– All partner agencies must complete this section of the Monthly Report. This section requests the month and the year the statistical form is completed.
- **The second section**– All partner agencies must complete this section of the Monthly Report. This section requests basic information about your agency name and the name of the person completing the report in case there are questions.
- **The third section**– **Food Pantries or agencies with Food Pantry Programs**
- **The fourth section**– **Meal Sites open to the public and Shelters**
- **The fifth section**– Agencies that provide food as a supplement to their programs, such as group homes, drug and alcohol rehabilitation or youth recreation program. These types of programs are called **Congregate and Residential Programs**.
- **The last section**– Any partner agency wishing to provide additional information or to provide clarity on the reported numbers.

On the last page of this section you will find the Monthly Statistical Report Quick Reference Guide which explains in more detail how to complete a monthly report

Online Monthly Reporting

Monthly Report information can be submitted into Primarius.

MONTHLY STATISTICAL REPORT QUICK REFERENCE GUIDE

INSTRUCTIONS

- The Monthly Statistical Report must be completed and submitted every month by all agencies even if you did not always use products obtained from WOFB and even if the number of clients served for the given month is zero.
- Your agency must keep copies of Monthly Statistical Reports for 5 years.
- Monthly Statistical Reports are due by the 10th of each month for the previous month's distribution. For example, a January Monthly Report would be due February 10, and a February Monthly Report would be due March 10. There are no exceptions to this policy.
- **It is vitally important that WOFB receive the monthly stats in order to continue to receive funding. Failure to have these in on time will result in:**
 1. **1st offense- Your agency will not be able to pick-up food until the end of the following month.**
 2. **2nd offense will be a 3 month suspension.**
 3. **3rd offense will be a 6 months suspension.**
 4. **4th offense will be termination.**
- **Please do not submit your monthly stats report in more than one method. As of November 1st 2020 all monthly stats will be reported in Primarius.**
- Questions about the Monthly Statistical Report should be directed to the Programs Director at 419-222-7946, ext. 203.

Credit Limits

Your credit limit is established by WOFB and can be reviewed at any time upon request of the partner agency. It is not a revolving monthly credit limit, but a fixed credit limit operating the same way as a credit card limit. Once your agency has reached its credit limit, your agency will not be allowed to order until a payment has been made on the account. WOFB does not assess late fees for overdue payments; however, your account may be suspended for any invoice more than 45 days overdue. You will receive a call from the CFO if no payment has been received over 60 days. In addition, WOFB reserves the right to lower your credit limit or place the agency on “Check and Carry” at any time due to on-going delinquency.

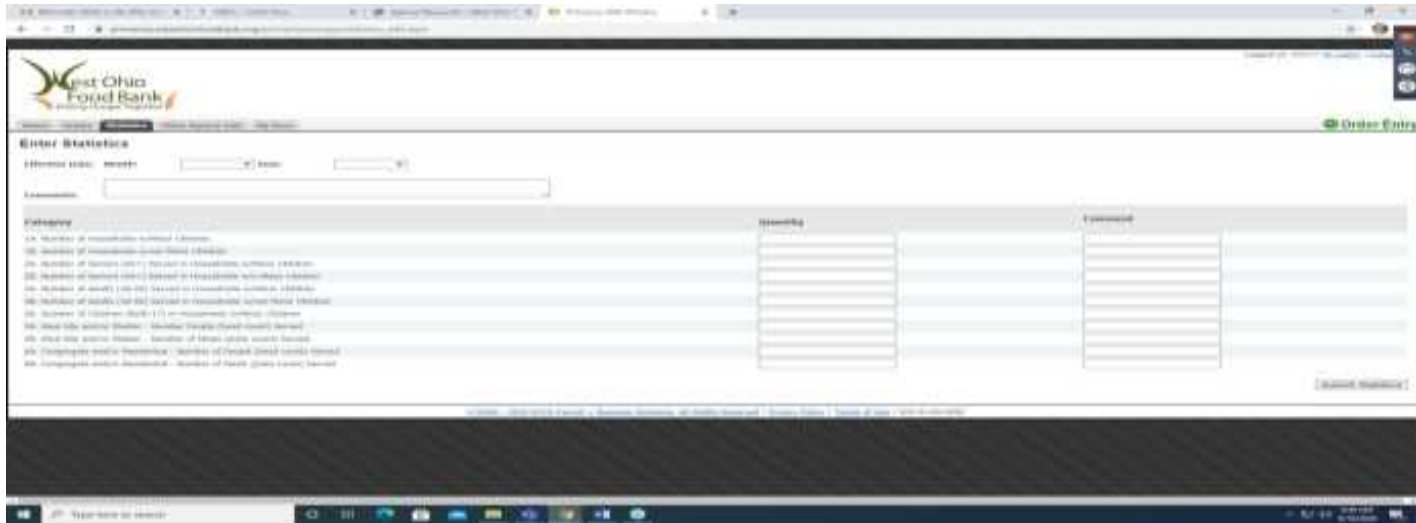
Invoices

Invoices are generated for every order showing each product on the order, the corresponding weight and costs associated with each item. Two copies of each invoice are printed when the order is picked-up and given to the agency. The agency representative must sign one of the invoice copies which will remain at WOFB and the other copy is for your agency records. It is the responsibility of your agency to see that the appropriate paperwork is directed to the individual in your organization responsible for paying bills. Please make sure that all of your staff and volunteers are aware of this procedure. All invoices must be kept by your agency for 5 years.

Statements

At the end of each month, statements are available on your Primarius account. The statement will list the dates and amount due for each invoice on the account. The statement reflects current month's activity as well as any invoice balances still open from prior months. Statements are provided as a means for you to reconcile the activity on your account with the invoices received at pick up.

It is the partner agency's responsibility to update contact information.



Payments

WOFB payment terms are 30 days from the Invoice date for regular (donated, USDA) product and 10 days from the Invoice date for Purchased Products. Upon remittance of payment to WOFB, your check should be printed with the correct agency name and include the following information: 1.) Each invoice number that is being paid; 2.) The amount of each invoice to be paid.



No personal checks or money orders can be accepted as payments on your WOFB account. All check payments must be issued from the account of the 501(c) 3 holding agency or church account with your agency name clearly stated on the check. Checks will also be accepted from a parent organization's account with their name clearly stated on the check. Money orders, cash, and credit cards will not be accepted. If you have any questions regarding this policy, please contact the Programs Director.

It is WOFB's policy to post payments as soon as possible. However, there may be circumstances beyond WOFB's control that would delay posting a payment. Please allow enough time for your check to reach us if you are nearing your credit limit and it is time to place another order with WOFB.

Overdue Balances

An agency with an outstanding invoice(s) more than 45 days past due will be contacted by the CFO in an attempt to resolve the outstanding balance. If an outstanding balance reaches 60 days, the agency will immediately be put on suspension. Once suspension for non-payment, the CFO, in cooperation with the Programs Director, may take one or more of the following actions:

- Require all outstanding invoices be paid before more orders are placed
- Agency credit limit may be lowered
- Agency may be placed on "Check & Carry" status
- Set up a repayment plan

Additional actions and/or steps are covered in **Section 10: Compliance & Violation Procedures**.

Credits

Any credits that appear on your statement as a result of previously overpaying on an invoice will remain on the statement until new invoices are created then the credit will be applied. For occasions when product is returned or missing from an order, a credit memo will be issued. When an item is spoiled or damaged and a WOFB representative instructs you to dispose of the product, a credit will be made to the agency account. Please notify the individual responsible for paying bills at your agency to expect either a credit memo or revised invoice as the situation warrants. Credits can only be applied to open invoices for the agency account to which the credit was issued.

Should a donor designate funds to your agency's account, these funds must be used by June 30th of every year. If funds remain on your agency's account beyond this time, please know that we will follow up with the donor to ensure the funds have a plan to be redistributed.

Questions

If you have a question about your statement or anticipate a problem in keeping your account current, please contact the CFO as soon as possible. You may contact our CFO at 419-222-7946, ext. 205, Monday through Thursday, from 7:30 a.m. to 5:00 p.m.

Annual Site Inspections

Every partner agency of the network is required to comply with an annual site inspection by a WOFB representative. These site inspections are required under The Federal Food, Drug and Cosmetics Act and must be completed by a trained WOFB representative to remain an active partner agency of the network.

Scheduling Site Inspections

We understand your time is valuable, however; we do expect you to designate at least one hour of undivided attention for your inspection at a mutually convenient scheduled time. It is very important that your main contact and/or program manager be present during these inspections and prepared for them. An email and/or phone call will be made to remind the main contact of the scheduled inspection date/time. Please notify the Programs Director as soon as possible if there is a discrepancy.

Please have the following documents ready for review during the inspection:

- USDA Eligibility To Take Food Home Forms completed by clients (TEFAP) or login for PantryTrak to review these documents if applicable.
- Temperature logs
- Monthly reports
- WOFB invoices
- Completed civil rights checklist for all volunteers and/or staff
- Copy of Food Program Manual

WOFB representatives are expected to have access to review current files and documentation from the past five (5) years. All partner agencies are expected to maintain all documents on file for 5 years for audit purposes. These documents must be on site for the inspection. **NO EXCEPTIONS.**

Inspections Procedures

Annual site inspections will include a visual inspection of the entire facility, which could involve examining the building's exterior. It will also include inspecting refrigeration units, dry storage areas, janitorial and cleaning supply areas, fire prevention and control mechanisms and any other pertinent physical evaluations of the food program areas. The site inspection procedure will also include updating contact and program information, reviewing your agency's receiving, inventory and distribution documents, temperature logs, pest control logs/records, and all records used to manage your WOFB account.

After your inspection is complete, you will be asked to sign the Partner Agency Monitoring Form as well. Copies of all the completed paperwork can be made at your facility or copies will be provided to you at a later date via email, fax or mail.

Failing Your Site Inspection

If your agency does not pass the site inspection, you will be informed of what problems must be corrected immediately. These will be documented on your Monitoring Form under the Corrective Action section along with a letter from WOFB explaining the issues found and steps to correct them.

If there are multiple or critical items out of compliance (such as: cleaning products stored with food, incorrect or out-of-date TEFAP Forms being used, signs of pest or rodents, site is unsanitary, problems with refrigeration units), the agency will supply a corrective action plan and your agency will be given up to 90 days to correct these items. Depending on the severity of the violation(s), your account may be immediately placed on suspension or your account could be inactivated.

If it is warranted, you may be notified that your agency has failed its inspection. The partner agency must contact WOFB representative who conducted the inspection within the 90 day period and schedule a follow-up visit to confirm that the problems have been corrected.

If the foodbank is not contacted within 6 months from the date of the failed inspection, the account will be placed in an inactive status. For more information on Inactivation or Reactivation, please see **Section 10: Compliance & Violation Procedures**.

Unscheduled Inspections

WOFB reserves the right to inspect any partner agency at any time for compliance violations or misconduct as outlined in the **Partner Agency Agreement & Liability Release Form and Policies & Guidelines for Partner Agencies**, the **USDA & Ohio Commodities Agreement** (if applicable) and this handbook.

Policy violations and misconduct include, but are not limited to: civil rights discrimination, improper handling and storage of food, selling, exchanging or using for personal gain any product provided by WOFB and any activity that may compromise, or call into question, the integrity or mission of WOFB.

As stated in the beginning of this handbook, WOFB is a certified member of Feeding America, the nation's largest domestic hunger relief organization. As part of this national network, WOFB must uphold the highest standards in food storage, processing and distribution. In turn, your agency, as a partner of WOFB's network will be held to the standards and policies set forth in the **Partner Agency Agreement & Liability Release Form and Policies & Guidelines for Partner Agencies**. In addition, depending on the type of program your agency is providing in the community, your agency may be required to abide by other agreements such as the **USDA & Ohio Commodities Agreement**. Partnership with WOFB's network is a privilege that is not afforded to all non-profit organizations.

Compliance

Partner agencies in compliance with the standards and policies set forth in the **Partner Agency Agreement & Liability Release Form and Policies & Guidelines for Partner Agencies** and any additional agreements as required by WOFB are categorized "Active". Active agencies are considered to be in good standing and are eligible for all WOFB programs and special promotions for which they qualify.

Non-Compliance

If a partner agency does not comply with the **Partner Agency Agreement & Liability Release Form and Policies & Guidelines for Partner Agencies** and/or any additional agreements as required by WOFB, then WOFB may suspend the agency or inactivate the agency. WOFB recognizes that these consequences may adversely impact your clients. While our goal is to ensure that clients have access to the food they need, we must maintain the integrity of our network in order to ensure its long-term viability.

Possible Violation Examples

Violations or compliance issues typically fall within four classifications. These classifications are:

1. Paperwork violations
2. Procedural violations
3. Civil Rights violations
4. Legal violations

Violations and compliance issues include but are not limited to the following examples:

Paperwork Violations

Examples include but are not limited to:

1. Agency doesn't have proper documentation of parent organization's 501 (c) 3 status.
2. Agency requires additional paperwork or intake criteria that clearly violate partnership policies.
3. Agency is not using the correct TEFAP Eligibility forms or has altered the forms.
4. Agency is not submitting Monthly reports on time. **Refer to page 36 for offenses.**
5. Agency is not keeping and/or maintaining required documentation for a minimum of five (5) years.

Procedural Violations

Examples include but are not limited to:

1. Agency is not serving the needy, ill, infants, or children.
2. Agency is ordering for another non-profit organization.
3. Agency allows USDA and/or State products to be used by other ineligible agency programs or allows any WOFB products to be used by ineligible organizations.
4. Agency develops a pattern of missed appointments.
5. Agency fails to schedule site inspection or fails to show up for scheduled site inspections.
6. Agency fails to pass site inspection and/or follow-up inspection.
7. Agency is compromising the safety of the food during transportation, storage or distribution.
8. Agency volunteers select items prior to distribution or volunteers are provided extra food for their service.
9. Agency representatives fail to follow warehouse, Agency pick-ups, or walk-thru rules or procedures.

Civil Rights Violations

Examples include but are not limited to:

1. Agency treats volunteers differently than other clients or provides volunteers with additional food.
2. Agency has suggested "donation" for food or requires clients to volunteer.
3. Agency requires clients to attend job training, counseling, or other program just to receive assistance.
4. Agency requires clients to attend religious services, counseling or seminars.

5. Agency does not provide alternate area for clients not wishing to participate in any religious activities.
6. Agency places religious materials in client's bag or hands out religious materials to clients.
7. Agency discriminates against clients because of their race, color, citizenship, religion, sex, national origin, ancestry, age, and marital status, and disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.

Legal Violations

Examples include but are not limited to:

1. Agency is selling items.
2. Agency fails to make payment on account after attempts have been made to resolve the situation.
3. Agency participates in activities that may compromise or jeopardize WOFB's non-profit status or its ability to conduct activities pursuant to the Foodbank's mission.

Resolutions of Violations

Depending on the nature or severity of the violation or non-compliance, a partner agency will face Advisement, Suspension, and/or Non-voluntary Inactivation based on the judgment of WOFB. WOFB reserves the right to suspend or inactivate a partner agency without first being advised. All agencies will be notified in writing of changes in account status.

Advisement

WOFB's Programs Director and/or supervisor will meet with the partner agency's main contact, and any additional agency staff or volunteers deemed appropriate for the situation. During this meeting, the agency personnel will receive written documentation of the violation.

In addition, WOFB staff members will either: 1) provide a detailed action plan on how to correct the violation, or 2) request a detailed corrective action plan from the agency that will outline precise steps and actions that will be taken by the agency to correct the violation.

During the advisement period, the partner agency will be allowed to order and pick-up from WOFB without any interruptions of their account. In addition, the partner agency will be expected to abide by all other required policies and procedures.

The partner agency will have up to 90 days to submit and/or comply with the corrective action plan. At the end of this time period, WOFB staff members will attempt to validate that the violation has been corrected as outlined in the corrective action plan.

If the violation has been rectified to the satisfaction of WOFB staff members, the investigation will be closed and copies of all pertinent documentation will be placed in the agency's file. If WOFB staff members determine that the violation has not been corrected, the partner agency will face Suspension and/or Non-voluntary Inactivation.

Suspension

When a partner agency's account is suspended, a written notification will be sent to the partner agency explaining the details of the suspension. These details may include the length of the suspension and/or the corrective action the agency must complete in order for the suspension to be removed and for the Programs Director to be satisfied that the violation has been rectified.

The purpose of a suspension period is to give the partner agency the opportunity to correct any areas of violation without non-voluntarily inactivating the account and at the same time attempting to prevent any new violations from occurring.

During a suspension, the partner agency will **NOT** be able to order or pick up any food or other necessities from WOFB and will not be eligible for free food, shopping or any other opportunities.

However, during a suspension, the partner agency will still be responsible for submitting Monthly Reports, any requested documentation and to allow for follow-up site inspections.

Suspension periods will last until the violation has been rectified to the complete satisfaction of WOFB or six (6) months, at which time the account will be inactivated by WOFB.

Non-voluntary Inactivation

WOFB reserves the right to Non-voluntarily Inactivate any agency partnership without notice for violations of the **Partner Agency Agreement & Liability Release Form and Policies & Guidelines for Partner Agencies** and the **USDA & Ohio Commodities Agreement**.

Once an agency account has been non-voluntarily inactivated by WOFB, the agency will be prohibited partnership for a period of no less than six (6) months. After this time period, the agency will be allowed to complete a new partner application and reapply for full partnership. However, partnership is not guaranteed and will be decided on a case-by-case basis.

Resolution of Civil Rights Violations

When a client makes a civil rights complaint against a partner agency, the complaint is filed with WOFB and the Ohio Department of Job & Family Services. Once the complaint has been made, an investigation is opened and the implicated partner agency will be contacted for their input. Written documentation of the reported violation may be requested from the partner agency.

Partner agencies found in violation of civil rights policies will be advised with a corrective action plan. A verified report or discovery of a second violation will result in USDA and Ohio Commodities being removed from the partner agency account for no less than 6 months. This removal may become permanent. The partner agency will receive written documentation of the removal and a copy of this documentation will be placed in the agency file. After 6 months, the partner agency may request in writing to the Programs Director to have the federal and state funded products reinstated. These requests will be decided on a case-by-case basis.

Additional verified violations could result in the involuntary inactivation of the partner agency account.

Corrective Action Plans

A corrective action plan is a document that identifies the causes of a problem and describes measures that have been taken or will be taken by defined deadlines to eliminate the causes of the problem, thus preventing the recurrence of the problem. These plans do not cast blame or offer excuses for the problems, but merely explain what will be done going forward.

For most violations that would be classified as Paperwork or Procedural violations, the Program Compliance Manager will provide the offending agency with a standard corrective action plan that must be signed and submitted to WOFB when completed.

For other violations, the Programs Director may request a detailed corrective action plan from the offending agency. These plans must include:

- A statement of understanding that explains the violation and proves to any reader that the leadership of the agency understands the violation.
- Detailed actions or planned actions with specific and measurable outcomes for each action and projected completion times.
- Names and titles of agency representatives that will be responsible for completing the actions and evaluations of the outcomes.
- Explanation as to how these actions will prevent recurrence of the violation.
- Attachments of training tools, documents or other related materials that were used or will be used as part of the corrective actions.

Voluntary Inactivation of Account

At any time, a partner agency in good standing may voluntarily inactivate their account for a variety of reasons. Voluntarily inactivated accounts may be reactivated within six months without a need to reapply. Partner agencies wishing to inactivate their account should have their main contact send an inactivation request in writing by letter, fax or email to the Programs Director.

Reactivation of Account

Voluntarily inactivated accounts will not be required to complete the full partnership approval process unless the time period of the inactivation is longer than six (6) months.

All non-voluntarily inactivated accounts must complete the full partnership approval process and are not guaranteed partnership.

Before your account is reactivated a WOFB representative will need to inspect your facility and representatives of your agency will be required to attend a new member orientation at WOFB. Also your agency must not have any outstanding bills or debts with WOFB. Other requirements may need to be completed depending on the situation. This will be determined on a case-by-case basis.

Conduct Expectations

There is an expectation that an atmosphere of mutual respect will be part of all dealings between WOFB representatives and the representatives of all partner agencies. WOFB will not tolerate individuals representing partner agencies that become abusive verbally, physically or in any other way as deemed inappropriate by WOFB, towards WOFB staff, volunteers or representatives from other partner agencies.

While on WOFB property, during site inspections or during any WOFB sponsored, supported or managed activity, program or event, all people should be treated with dignity and respect at all times. Violation of this expectation may affect agency partnership at WOFB.

Grievance Process

It is WOFB's intention to treat all agencies and their representatives justly. This grievance process may be utilized by any agency that feels it has not been treated in this matter.

STEP 1:

If an agency feels that it has been treated unfairly by WOFB, the agency should notify the Programs Director in writing immediately. The Programs Director will coordinate a resolution to the grievance with the staff member who is most familiar with the case.

When a resolution is mutually agreed upon, a written report will be issued by the Programs Director and will include details of the grievance and the actions taken to resolve the grievance.

The report will be signed by appropriate representatives of both WOFB and the agency indicating mutual understanding and agreement. The Programs Director will distribute copies of the written report to the agency, placing a copy in the agency's permanent file.

STEP 2:

The agency will request a formal meeting with the Programs Director in writing. The written request should include details of the grievance and reasons for not accepting the resolution presented in STEP 1. After the formal meeting, the Programs Director will render a decision within 15 days.

Should this meeting result in a mutual agreement for all parties concerned; the Programs Director will develop a written report and distribute it to the agency. The report will be signed by appropriate representatives of both WOFB and the agency indicating mutual understanding and agreement. The Programs Director will distribute copies of the signed written report to the agency, placing a copy in the agency's permanent file.

STEP 3:

If STEPS 1 and STEPS 2 do not achieve a resolution, the agency may appeal to the CEO. The agency should submit a written request to the CEO stating the specific reasons for appeal. The appeal must be received within 30 days of the date of the decision rendered in STEP 2. The CEO will schedule a meeting with the agency to discuss the grievance. The Programs Director and additional WOFB staff may be included in this meeting. The Programs Director will ensure that all parties have copies of all written reports concerning this issue prior to the meeting. The CEO will render a decision on the

Website

WOFB's website is a resource for both the public and for members of our hunger-relief network. The Agency Information section of the website is continually growing and developing to meet the needs of our network. Currently the following resources are available on www.wofb.org under Agency Information:

- Civil Rights Training Materials
- Handbook, Partner Forms
- Food Recall & Safety Procedures
- Special Announcements
- Partner Agency Listing per county with

days & hours of operation.

- Eligibility To Take Food Home Forms in English, Somali, and Spanish along with income guidelines for each.

Facebook

WOFB will post upcoming events, food distributions, and important announcements on our Facebook page: www.facebook.com/WestOhioFoodBank/

If your agency has an event or food distribution that you would like us to share on our Facebook page, please contact WOFB.

Agency Newsletter

WOFB's Agency Newsletter is emailed to each partner agency on a weekly basis. The newsletter highlights upcoming events, available products, recipes, special issues, stories of success, and topics of interest in the effort to end hunger. If you have suggestions or would like to see a specific issue addressed in the newsletter, please contact the Communications and Public Relations Manager at 419-222-7946 ext 208.

Ohio Department of Job & Family Services

ODJFS Hotline for Food Stamp related calls: 1-866-244-0071

Ohio Department of Job & Family Services County Offices:

Allen County

951 Commerce Parkway

Lima, OH 45804

Phone: 419-999-0360 Fax: 419-999-0205

Hours: 7:30 a.m. to 4:30 p.m. Monday through Friday

Main website: OMJAllen@jfs.ohio.gov

Hancock County

7814 Cty. Rd. 140

PO Box 270

Findlay, OH 45840

Phone: 419-422-0182 or 855-275-9597 Fax: 419-422-1081

Hours: 8:00 a.m. to 5:30 p.m. Monday through Friday

Main website: OMJHancock.com

Hardin County

175 W. Franklin St., Ste. 150

Kenton, OH 43326

Phone: 419-675-1130 or 800-442-7346 Fax: 419-674-2340

TTY/TTD: 419-675-3630, After Hours Emergency: 419-673-1268

Hours: 8:00 a.m. to 5:00 p.m. Monday through Thursday, 8:30 a.m. to 2:30 p.m. Friday

Main website: www.hardincountyjfs.net

Mercer County

220 W. Livingston St., Ste. 10

Celina, OH 45822

Phone: 419-586-6409

Fax: 419-586-2665

Hours: 8:30 a.m. to 4:00 pm. Monday through Friday

Paulding County

252 Dooley Dr.

Paulding, OH 45879

Phone: 419-399-3756 or 419-399-3791 Fax: 419-399-4674

Hours: 8:00 a.m. to 4:30 p.m. Monday-Thursday, 8:00 a.m. to 4:30 p.m.

Putnam County

575 Ottawa Glandorf Rd #1

Ottawa, OH 45875

Phone: 419-567-376-3777 or 800-523-5799 Fax: 419-567-376-3770

Hours: 7:00 a.m. to 4:30 p.m. Monday through Thursday, 7:00 a.m. to 12:00 p.m. Friday

Main website: www.putnamcountyohio.gov/

Seneca County

900 E. Cty. Rd. 20

Tiffin, OH 44883

Phone: 419-447-5011 or 800-825-5011 Fax: 419-447-5345

TTY/TTD: 419-448-7036

Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday

Shelby County

227 S. Ohio Ave.

Sidney, OH 45365

Phone: 937-498-4981 Fax: 937-498-7396

Hours: 7:30 a.m. to 4:00 p.m. Monday & Wednesday-Friday, 7:30 a.m. to 6:00 p.m. Tuesday

Van Wert County

114 E Main St.

Van Wert, OH 45891

Phone: 419-238-5430 Fax: 419-238-6045

TTY/TTD: 419-238-5498, After Hours Emergency: Sheriff: 419-238-3866

Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday

Wyandot County

120 E. Johnson St.

Upper Sandusky, OH 43351

Phone: 419-617-4230 or 800-320-5211 Fax: 419-617-4231

TTY/TTD: 419-617-4235

Hours: 8:00 a.m. to 4:00 p.m. Monday through Friday

Main website: www.co.wyandot.oh.us/jfs/index.htm

Informational Websites

- ❖ **Feeding America:** <http://feedingamerica.org>
- ❖ **USDA:** <http://www.usda.gov>
- ❖ **Ohio Association of Foodbanks:** <http://www.oashf.org>
- ❖ **State of Ohio:** <http://www.ohio.gov>
- ❖ **Food Marketing Institute:** <http://www.fmi.org>
Website provides food safety information and nutrition information for consumers
- ❖ **FoodSafety.Gov:** <http://www.foodsafety.gov>
Online gateway to food safety information provided by a wide variety of governmental agencies. Website includes food recalls.
- ❖ **Be Food Safe:** <http://www.befoodsafe.gov>
A website campaign by the USDA food Safety and Inspection Service
- ❖ **American Dietetic Association:** <http://www.eatright.org>
Website provides nutrition and lifestyle tips, “dieting for dummies,” a nutrition reading list, and more.
- ❖ **Nutrition.gov:** <http://www.nutrition.gov>
A wide range of information and free resources including MyPyramid, the Dietary Guidelines and Eat Smart, Play Hard.
- ❖ **More Matters:** <https://fruitsandveggies.org>
Website for cooking with kids and adding more fruits and vegetables to your diet.
- ❖ **American Diabetes Association:** <http://www.diabetes.org>
Provides information and other services to people with diabetes, their families, health care professionals and the public.
- ❖ **American Heart Association:** <http://www.americanheart.org>
Provides information about what you can do to help prevent heart disease and stroke.
- ❖ **National Heart Lung and Blood Institute:** <https://www.nhlbi.nih.gov/>
Creators of the Dash diet to lower blood pressure
- ❖ **The National Institute of Diabetes & Digestive & Kidney Diseases:**
<https://www.niddk.nih.gov/>
Offers information about understanding the causes, consequences, and treatment of adult obesity.



WOFB
1380 E. Kibby St.
P.O. Box 1566
Lima, OH 45802
Phone: 419-222-7946
Fax: 419-222-1150
www.wofb.org

Hours of Operation

Offices:

Monday-Thursday 7:00 a.m.—5:30 p.m. Closed Friday's.

Order Deadlines

All orders must be placed at least 24 hours in advance of your pick-up day/time and at least 48 hours in advance of your delivery day/ time. If you have an emergency and need product outside of the 24/48-hour notice, please contact the Warehouse Department to make special arrangements.

Monthly Report Deadline

Monthly Reports are due by the 10th of each month for the previous month's distribution. There are NO exceptions to this policy.

Questions?

Any questions you may have regarding your account can be directed to the Programs Director. If we are unable to answer your question, you may be referred to one of the departments listed above for assistance.