Introduction

Second Harvest Food Bank of Middle Tennessee opened its doors in 1978 with commitment from several community leaders. The purpose of the organization was to provide a central distribution center for companies, groups and individuals who wished to help provide food for hungry people in Middle Tennessee. Second Harvest's mission is to feed hungry people and work to solve hunger issues in our community.

Modeled after the first food bank established in Phoenix in the mid-1970s, Second Harvest was designed to collect food that would otherwise be wasted, inspect and sort this food and distribute it to soup kitchens, pantries and shelters serving the hungry. During the first year, this process resulted in a total distribution of 160,000 pounds of food to 75 partner agencies.

Today, Second Harvest distributes tens of millions of pounds each year and counts soup kitchens, food pantries, senior centers, day care centers, drug & alcohol treatment centers and homeless shelters among its Partner Agencies receiving food and working to end hunger. Second Harvest is one of the largest and most comprehensive of over 200 food banks in the Feeding America network. We partner with more than 450 Partner Agencies throughout our 46-county service area in Middle and West Tennessee to feed the hungry.

*Please file this manual for reference. Any new employees or volunteers who will work with Second Harvest should read this information.*

Second Harvest Food Bank of Middle Tennessee
secondharvestmidtn.org

Martin Distribution Center
331 Great Circle Road
Nashville, TN 37228
Phone: 615-329-3491

Nacarato Distribution Center
1958 Almaville Road
Smyrna, TN 37167

Ray Smith Family Distribution Center
69 Benton Industrial Road
Camden, TN 38320
# Table of Contents

## Programs
- Food Acquisition  
- Food Distribution  

## Partner Agency Eligibility
- Organization Eligibility Requirements  
- Unincorporated Faith-Based Organization Eligibility Requirements  
- Required Documentation to Submit with Application  
- Non-Discrimination Statement  
- Agency Accounts / Invoices  
- Site Visits and Updates  
- Food Use & Restrictions  
- Complaints Against Partner Agencies  
- Violations  

## AgencyLink Ordering
- AgencyLink FAQ  

## Pick-Up & Delivery  

## Distribution  

## Food Safety
**Programs**

Hunger is a reality for hundreds of thousands of Tennesseans. Many of these individuals and families are food insecure, which means they don’t know where their next meal will come from. Second Harvest has various programs serving 46 counties in Middle and West Tennessee to help those who are hungry.

**FOOD ACQUISITION**

Second Harvest acquires the food it distributes in many ways.

- **Donated**
  Second Harvest works to establish and maintain relationships with growers, packers, manufacturers and grocers who donate millions of pounds of much needed food each year. Food drives, organized by individuals, groups and businesses, are also a vital source of food. Donated food is free to our Partner Agencies. We do ask Partner Agencies to assist in off-setting the cost of sorting, packaging and warehousing donated food by paying a Shared Maintenance Fee on these products. Donated meat is available for $0.25/lb ($0.19/lb plus a $0.06/lb value added packaging (VAP) fee for sorting/packaging and marking through UPC codes as a convenience), dry goods for $0.19/lb, dairy items for $0.04/lb and produce/beverages/bread/bakery are free.

- **Project Preserve**
  Project Preserve is a comprehensive co-op program designed to supply Partner Agencies and other food banks throughout the United States with manufactured and purchased products. The program also operates an in-house cook/chill manufacturing program offering products that are consistent, convenient and wholesome. Our manufacturing program can produce boil-in-bag entrees, side items and tray pack meals.

- **Middle Tennessee's Table (MTT) / Grocery Rescue**
  This program collects excess perishable food and provides it to those in need. With demand rising and food donations decreasing, major grocers, including Kroger, Wal-Mart, Food Lion, Sam’s Club, Trader Joe’s, Whole Foods, Target, Publix and others, developed a partnership with Second Harvest, allowing for the donation of food items that include meat, dairy, bread, produce and dry goods.

**FOOD DISTRIBUTION**

Second Harvest distributes the food it receives in many ways.

- **Combo Rural / Perishable Route**
  The Combo Rural / Perishable Route delivers orders placed online through AgencyLink, as well as produce, bread and dairy at no charge to agencies. Partner Agencies attending must know their agency name & account number; adhere to direction given on-site by the driver and take only the food they are able to immediately distribute.

- **Mobile Pantry**
  The Mobile Pantry works directly with Partner Agencies to deliver food for a one-day, large-scale distribution. Mobile Pantries feed roughly 250 families and distributes more than 15,000 pounds of perishable & non-perishable food for $2,500 minimum. Second Harvest delivers the food and Partner Agency volunteers set up & distribute similar to a farmer’s market. This program is one of the most effective ways for Second Harvest to provide food assistance to rural communities.
Emergency Food Box (EFB)
EFB sites feed individuals and families in Davidson County on an urgent-need basis. Through its 16 locations, the program provides two to three days of staple food items based on the number of members in each household.

Produce Truck
The Produce Truck visits 8 locations across Davidson County each week distributing fresh produce and dairy.

BackPack
The BackPack Program provides easy-to-prepare food for at-risk children on weekends and during school breaks when other resources are not available. A typical BackPack includes two canned entrees, such as chili and beans & franks, applesauce, two cereals, 100% fruit juice, shelf-stable milk and a snack. Many Partner Agencies find community funding and implement a BackPack program in their community themselves, purchasing the food from Second Harvest.

Kids Cafe
Kid's Cafe provides free meals, snacks and nutrition education to at-risk children during the school year and summer months. Kid's Cafe partners include after-school programs, community centers and churches. Second Harvest’s Registered Dietitian oversees meal and snack choices and provides fun, engaging nutrition education at each Kids Cafe site.

School Food Pantry
The School Food Pantry Program is designed to increase food access for school children and their families in need. Nearly two dozen school food pantries are operating throughout Davidson and outlying counties.

At-Risk Afterschool
Second Harvest sponsors multiple At-Risk Afterschool programs, serving thousands of meals to participating children each month. The program runs for 10 months during the school year and food costs are reimbursed through the Child & Adult Care Food Program (CACFP).

Summer Food Service Program (SFSP)
Second Harvest sponsors the Summer Food Service Program (SFSP) each summer. Through this program, breakfasts, lunches or suppers are provided to ensure low-income children continue to receive nutritious meals when school is not in session. Free meals, that meet Federal nutrition guidelines, are provided to all children at SFSP sites in areas with significant concentrations of low-income children. SFSP sites include community centers, libraries, day camps, schools and other programs that also offer enrichment and fun activities for children over the summer.

Commodity Supplemental Food Program (CSFP)
This federal program provides a monthly distribution of shelf-stable USDA food items, as well as cheese, to qualified Davidson County residents 60+ years of age.

Open Shopping
Open Shopping is offered to Partner Agencies scheduled to pick up an order at the warehouse or by appointment through AgencyLink. It offers a variety of donated products available for Shared Maintenance Fees, including produce, meat, dairy, frozen entrees, bread/bakery, beverages, dry goods and snacks. Partner Agencies visiting Open Shopping must follow posted/set limits regarding the number of people allowed in the warehouse and the time spent shopping.
**TEFAP**
The USDA provides additional food to Second Harvest to distribute through Partner Agencies at no cost. With the privilege of receiving this product comes additional responsibilities in record keeping for Partner Agencies authorized by Second Harvest to distribute.

- Properly document inventory and distribution.
- Follow USDA client eligibility & distribution guidelines; accurately completing client distribution forms.
- Display the “And Justice For all” civil rights poster in plain sight.
- Submit inventory and distribution forms to Second Harvest monthly, in a timely fashion.
- Store USDA food separately from other food and avoid being over-stocked.
- Partner Agencies not in compliance may be placed on hold or have the privilege revoked.

**Supplemental Nutrition Assistance Program (SNAP) Outreach**
Second Harvest offers SNAP Outreach through our Emergency Food Box sites, Mobile Pantry distributions and Partner Agencies. SNAP, also known as Food Stamps, is for people and families with low incomes and helps households purchase the food they need for good health. Second Harvest’s Benefits Outreach Counselor shares information about the nutrition benefits of SNAP, pre-screens potential participants and assists clients with the SNAP application.
Partner Agency Eligibility

Second Harvest has more than 450 Partner Agencies located throughout our 46-county service area in Middle and West Tennessee. Partner Agencies receive food and other products directly from Second Harvest for distribution in their communities. A Partner Agency is a nonprofit agency that has completed the application process and met specific requirements in order to receive products from and partner with Second Harvest. Partner Agencies include food pantries, soup kitchens, shelters, childcare facilities, senior centers, group homes and youth enrichment programs. After receiving the completed application and other required documentation from a potential Partner Agency, Second Harvest will conduct a site visit to monitor where food will be stored and distributed and to ensure food safety. Agencies will also be required to attend an Orientation which includes food safety information, as well as instructions on ordering online via AgencyLink.

**ORGANIZATION ELIGIBILITY REQUIREMENTS**

- Must be a federally tax-exempt 501c3 organization, wholly owned by a 501c3 organization or be a church.
- May not be a private foundation, even if it has 501c3 exemption.
- Must be incorporated for the purpose of serving the ill, needy or children.
- Program requesting products must be related to the function identified by the organization’s tax exemption status.
- Must not require clients to pay a fee, submit a donation, perform a service or attend a lecture/religious/prayer service to receive food.
- Only distribute Second Harvest products to clients who qualify as ill, needy or children.
- Maintain records of product received/distributed and have sufficient/sanitary food handling and storage.
- Agree to annual site monitoring by a Second Harvest representative.
- Operate and distribute food within the Second Harvest service area only.
- Attend a Partner Agency Orientation session.
- Meet all requirements and sign a Partner Agency Agreement accepting responsibility for the distribution of products received from Second Harvest.

**UNINCORPORATED FAITH-BASED ORGANIZATION ELIGIBILITY REQUIREMENTS**

Many faith-based organizations are part of a larger body with their own 501c3 status. That 501c3 is acceptable and more than likely already on file with Second Harvest. Some faith-based organizations do not have 501c3 status. To partner with Second Harvest, unincorporated faith-based organizations must meet 12 of the 14 criteria:

1. Distinct legal existence (such as state tax-exempt)
2. Recognized creed and form of worship
3. Definite and distinct ecclesiastical government
4. Formal code of doctrine and discipline
5. Distinct religious history
6. Membership not associated with any other church or denomination
7. Complete organization of ordained ministers ministering to the congregation
8. Ordained ministers elected after completing prescribed courses of study
9. Literature of its own
10. Established places of worship
11. Regular congregations
12. Regular religious services
13. Regular classes for religious instruction of the young
14. Schools for the preparation of its ministers
Please note an unincorporated faith-based organization is NOT one that has applied for 501c3 status and been denied and/or had its 501c3 status revoked. To verify the status of your religious organization, we ask that you submit a letter on organization letterhead stating how the organization meets the criteria and that it has not been denied 501c3 status. Please have this statement signed by a leader of the organization and submitted with the application.

**REQUIRED DOCUMENTATION TO SUBMIT WITH APPLICATION**

- Completed Second Harvest Partner Agency application
- Organization charter or by-laws
- List of board members with addresses and phone numbers
- Mission statement on organization letterhead
- Copy of any certification or licensing necessary for operation of the program (if applicable)
- Brochure or other literature which provides a program overview
- Client application form (if applicable)
- List of food box contents (if applicable)
- Current 990 submitted to Internal Revenue Service OR three (3) current month’s worth of financial statements, if not required to file 990
- State sales tax exemption certificate
- Letter from Internal Revenue Service stating organization has current tax-exempt (501c3) status. If new 501c3, must have been established for three months and show proof of financial history
- Current copy of Food Service Training Certificate from local Health Department (only required if on-site feeding; otherwise Orientation food safety section suffices)
- $25 non-refundable application fee on organization check (no personal checks or cash accepted)

**NON-DISCRIMINATION STATEMENT**

*United States Department of Agriculture Civil Rights Statement:* In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office Of Civil Rights, Room 326-W, Whitten building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Second Harvest Food Bank of Middle Tennessee prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, citizenship, ancestry, gender identity, unfavorable discharge from the military, status as a protected veteran or because all or part of an individual's income is derived from any public assistance program.
AGENCY ACCOUNTS / INVOICES

- All agencies are required to pay their application fee and invoices by agency check. No personal checks or cash are accepted. All payment checks should include the Partner Agency account number and/or invoice number.
- Invoices are net 30 days.
- Failure to remit payment within 30 days will cause your agency’s account to be placed on credit hold which prohibits you from ordering on AgencyLink, visiting Open Shopping, attending a Perishable Route or hosting a Mobile Pantry until the balance is current.
- Partner Agencies must keep their account active by receiving & distributing food from Second Harvest at least six times every rolling 12 months.
- Partner Agencies must double-check all orders against the packing list received from Second Harvest staff, as well as against the AgencyLink confirmation. Partner Agencies must notify Second Harvest of invoice or order discrepancies within 2 business days of delivery. Partner Agencies will assume financial responsibility for orders not confirmed within 2 business days of delivery for any discrepancies, order shortages or damaged product. No credits will be given to agency accounts after 2 business days of delivery for any discrepancies, order shortages or damaged product.

SITE VISITS AND UPDATES

Second Harvest conducts annual site monitoring visits in a joint effort to maintain high sanitation standards and update current data. Second Harvest will also perform periodic inspections as deemed necessary. Any personnel or program changes must be reported to Second Harvest within 30 days by completing and submitting the Partner Agency Update Form.

FOOD USE AND RESTRICTIONS

All items received by Partner Agencies from Second Harvest are received with the understanding they will be used for the intended purpose of feeding the ill, needy or children. The food you receive from Second Harvest is intended solely for the clients in your program.

- Partner Agency staff may eat the food only if their job includes eating with clients.
- Second Harvest products may not be used for staff parties, community events, agency functions, agency board meetings, personal use or given to other organizations.
- Volunteers may receive food if in need; but must do so within the regular distribution time/process and not as “payment” for their volunteer service.
- Partner Agencies will not sell, transfer, barter or use Second Harvest products for fund-raising activities. Transfer refers to an agency which has an extension of their program in another town or county. Food cannot be transferred to those extensions unless approval has been received from Second Harvest.
- Second Harvest non-food items, such as cleaning products, may be used by Partner Agencies to help reduce operational expenses.
- Second Harvest products may be used only for the program(s) described in your application.

COMPLAINTS AGAINST PARTNER AGENCIES

Complaints received by Second Harvest against a Partner Agency will be investigated within 2 business days. If the complaint is found to be legitimate, and depending upon the severity of the offense, Second Harvest reserves all rights to place that Partner Agency on hold temporarily until the matter is resolved or to permanently close the account.
VIOLATIONS

Actions by Partner Agencies found to be in violation of any Second Harvest guideline will be reviewed on a case-by-case basis by Second Harvest and could result in that Partner Agency being placed on credit hold or having their account closed (temporarily or permanently). A credit hold prohibits you from ordering on AgencyLink, visiting Open Shopping, attending a Perishable Route or hosting a Mobile Pantry until the hold is removed. Second Harvest reserves all rights to permanently close the account of any Partner Agency.

- Exchanging Second Harvest food or other products for money, property or services.
- Removal of Second Harvest food and non-food products from an on-site program for private use.
- Requiring clients to pay a fee, submit a donation, perform a service or attend a lecture/religious/prayer service to receive food.
- Using Second Harvest product in a manner not related to serving the ill, needy, or infants. (e.g.: fund-raising events, board meetings, congregation events)
- Storage of Second Harvest product off agency property.
- Failure to pay invoice for product received.
- Failure to submit requested updates/documentation or respond to Second Harvest requests.
- Any violation of the Agency Contract, Eligibility Requirements, Food Use & Restriction guidelines or Partner Agency Manual.
AgencyLink Online Ordering

**AgencyLink: Benefits**

- Real-time visibility, that includes:
  - Up-to-date shopping list
  - Order status
- Order history that allows for viewing past invoices and statements of monthly activity
- Flexibility in the ordering process that allows for editing
- Ability to interact and communicate with Second Harvest staff on an intuitive and easy to use online portal

**AgencyLink: Accessing the System**

- URL: agencylinktn.org
- Custom username and password (*neither case sensitive*)
- “Remember me” and “Forgot Password” options
- Password must be a minimum of 6 characters including 1 lower case, 1 upper case, 1 number, and 1 special character, without spaces. Special characters include @|$%^&*.
- Locks after 5 failed tries.
AgencyLink: Landing Page

- Landing Page is ‘Mission Control’ for an agency:
  - Manage interactions with Second Harvest via the menu (e.g. Dashboard, My Account)
  - Complete surveys
  - View alerts
  - Begin an order and/or shopping appointment
  - Print current shopping list
  - View featured items and add to cart
  - Navigate to key sites (e.g. AgencyZone)

AgencyLink: Navigation

- **Home**: landing page to create appointments and see alerts
- **Dashboard**: view history of pounds and meals ordered, as well as nutritional breakdown
- **My Account**: manage password, addresses, users and upload documents
- **Orders**: view and print orders and invoices
- **Statements**: view and print statements
- **Surveys**: complete required and/or optional surveys
- **FAQs**: information regarding AgencyLink and the Partner Agency program
- **Contact Us**: contact the Second Harvest team directly
AgencyLink: My Account

- View summary of account with agency address and contact information, as well as Second Harvest representative
- Update password, address and add, edit or remove users
- Upload necessary documents to Second Harvest

AgencyLink: Orders and Statements

- Provide a detailed view of all orders previously submitted
- Orders can be searched and filtered by date and time
- Invoices are available for viewing or download
- Statements for each month are available for viewing or download
AgencyLink: Survey

- Agency will receive a prompt when they sign into AgencyLink if a survey is active
- View all available and completed surveys
- Complete by navigating to Survey tab and select survey to answer questions
- Required surveys must be completed before placing/editing orders

AgencyLink: FAQs and Contact Us

- FAQs provides information, training and tips for both the AgencyLink site and Second Harvest’s policies and procedures
- FAQs will be updated by Second Harvest as needed and is the first place to look for information
- Contact information for the Second Harvest team is provided on the Contact Us page
AgencyLink: Open Shopping

- Click on ‘Select Date/Time’
- Select a date to view available timeslots
- Select an open time slot
- Click ‘Save’
- Ability to change or cancel up until cutoff date
- For those wanting to only Open Shop but don’t have an order to pick-up.

AgencyLink: Pickup

- Select ‘Pickup’ and click on ‘Select Date/Time’
- Select a date to view available timeslots
- Select an open time slot
- Click ‘Save’
- Ability to change or cancel up until cutoff date
- Date/time includes time for Open Shopping
AgencyLink: Delivery (Nashville)

- Select ‘Delivery’ and click on ‘Select Delivery Date’
- Select an available day
- Click ‘Save’
- Ability to change or cancel delivery up until cutoff date

AgencyLink: Delivery (Rural)

- Select ‘Delivery’ and click on ‘Select Delivery Location’
- Select a location to view available dates
- Select the location/date
- Click ‘Select’
- Ability to change or cancel delivery and location up until cutoff date
AgencyLink: Shopping List

- Order summary at top of page with direct link to cart
- Search by Category or Item Name/Number
- Filter by Price and Item Type or Sort by Item Name
- Toggle between grid and list view
- Select Favorites
- View Item attributes and add directly to cart

AgencyLink: Add Items to Cart

- Click on ‘Add to Cart’
- Enter quantity and click ‘Add to Cart’
- Confirmation pop-up will appear, click OK
- Updated quantity can be seen on the order status bar on the top of the shopping list
- Continue shopping or click ‘Go to Cart’
**AgencyLink: Cart**

- Cart summary at top with Delivery/Pickup location, date, cutoff and cost
- Ability to clear cart, switch order type, edit location, cancel order
- Add quantity, edit or remove items
- Return to shopping list
- Place Order *(Once added, items in cart remain allocated to your order. You must place order before the cut-off date. Once order is placed, it cannot be edited.)*

**AgencyLink: Email Alerts**

- Agencies will receive notifications via email in the following circumstances:
  - 24 hours prior to cutoff date if order hasn’t been placed/submitted
  - Order submission confirmation
  - 24 hours prior to a pickup or delivery appointment
  - 24 hours prior to an open shopping appointment
  - Agency exceeds its credit limit and has been placed on credit hold
  - Confirmation for a change to their account information
AgencyLink: Important to Remember

- Once added, items in cart remain allocated to your order. You must place order before the cut-off date. Once order is placed however, it cannot be edited.
- Agencies may have only one order in the system at a time.
- Cut-offs for order placement and Open Shopping appointments occur two full business days before the pick-up/delivery or appointment date. Once the cut-off has passed, you may start another order for warehouse pick-up or delivery and may set another Open Shopping appointment.

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<thead>
<tr>
<th>Order or OS Appt. Date</th>
<th>Cut-Off Day</th>
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<tbody>
<tr>
<td>Monday</td>
<td>Thursday (Wed. @ midnight)</td>
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<tr>
<td>Tuesday</td>
<td>Friday (Thurs. @ midnight)</td>
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<td>Wednesday</td>
<td>Monday (Sun. @ midnight)</td>
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<td>Thursday</td>
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<tr>
<td>Friday</td>
<td>Wednesday (Tues. @ midnight)</td>
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AgencyLink FAQ

What is the cut-off deadline for placing orders or setting Open Shopping appointments?
Cut-offs for order placement and Open Shopping appointments occur two full business days before the pick-up/delivery or appointment date. Once the cut-off has passed, you may start another order for warehouse pick-up or delivery and may set another Open Shopping appointment.

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</table>

Can I make changes to my order after I hit “place order?”
No. Once you “Place Order” from the cart, your order cannot be edited. Once you start an order, any items you place in the cart remain allocated to your order until you “Place Order” or until the cut-off passes.

What happens if the order is not submitted before cut-off?
If you do not “Place Order” before the cut-off, the items in your cart will go back into inventory and you will not receive an order.

How often can I order?
AgencyLink is available 24 hours a day, seven days a week. However, a Partner Agency may only have one active order in the system at a time.

What if I lose or forget my password?
Simply click on the “Forgot Password” below the log-in section on AgencyLink to receive an email with your specific log-in information.

Can I change my password?
Under “My Account” and “Change My Password,” you may submit changes to an existing user’s password.

Can I change information for an existing user?
Under “My Account” and “Change Existing User,” you may submit changes to an existing user’s set-up to be reviewed and approved by Second Harvest staff.

Can I add more users?
If more than one person at your agency will be responsible for placing orders, you can add additional users. Under “My Account” and “Add New User,” you may submit information for the additional user to be reviewed and approved by Second Harvest staff.

Can I change my Partner Agency address online?
If your agency will be relocating, whether temporarily or permanently, you must notify Second Harvest staff so that an on-site monitor of the new location can be completed before you order/receive food. Under “My Account” and “Change Address Form,” you may submit address change information to be reviewed and approved by Second Harvest staff. Or you can email or call your Agency Relations Manager.
Why aren’t some of my “Favorites” showing?
If there are items you regularly order, you can select the “Favorites” button on that item. If you click on “Favorites” it will pull up all items you’ve designated as a Favorite if current inventory exists for that product.

What do the colors on the Nutrition Ranking represent?
Green represents the healthiest food options.
Yellow represents moderately healthy food options.
Red represents the least healthy food options.

What types of items can I upload?
Feel free to upload food distribution photos you’d like to share with the Second Harvest team, as well as Mobile Pantry Feedback Forms, USDA reports, updated Food Safety certificates or updated board of directors list. Under "My Account," you may browse local files and upload documents to be sent to Second Harvest staff.
Pick-Up & Delivery

WAREHOUSE PICK-UP
• We offer free pick-up at our warehouse, located in Nashville’s Metro Center at 331 Great Circle Road.
• Enter through the “Agency Pick-Up Door”, located on the east side of the food bank.
• At your designated date and time, check in with the Open Shopping Attendant. Please do not arrive early/late. Second Harvest staff will notify the warehouse of your arrival so they may bring your order to the dock. During this time, you may visit Open Shopping.
• Your agency will be responsible for loading your order into your vehicle. If needed, please bring others to help load your order.

NASHVILLE CITY DELIVERY
• We offer delivery within Davidson County to Partner Agencies with a parking lot which will accommodate Second Harvest delivery vehicles.
• A $0.10/pound delivery fee will be added to your order; not to exceed $35. Orders must meet either a 100 pound or $100 minimum.

RURAL ROUTE DELIVERY
• Second Harvest offers many locations within its 46-county service area throughout the month where Partner Agencies can pick up their AgencyLink order through the Rural Route delivery.
• A $0.06/pound delivery fee will be added to your order; not to exceed $65. Orders must meet either a 100 pound or $100 minimum.

NOTES ON ALL PICK-UP & DELIVERY OPTIONS
• AgencyLink orders must be entered by midnight two business days prior to your pick-up/delivery day (i.e.: cut-off for a Wednesday pick-up/delivery is midnight Friday prior).
• Although you can place your order on AgencyLink several weeks in advance of pick-up/delivery, some perishable items cannot be held over several weeks. These items should be ordered the week of pick-up/delivery. Frozen product can be ordered at anytime.
• Partner Agencies must double-check orders against the packing list received from Second Harvest. Partner Agencies must notify Second Harvest of invoice or order discrepancies within 2 business days of delivery. Partner Agencies will assume financial responsibility for orders not confirmed within 2 business days of delivery for any discrepancies, order shortages or damaged product. No credits will be given to agency accounts after 2 business days of delivery.
• After reviewing, sign your packing list, keep one copy and give the other to Second Harvest staff. An invoice will be generated and emailed to the address on your account.
• Those traveling more than 30 minutes and picking up cold/frozen items are required to bring a cooler with ice, dry ice or freezer blanket. Partner Agencies without one of these methods will not be allowed to claim their cold/frozen items.
• We understand there could be circumstances when you are not able to pick up your order. Please notify Second Harvest as soon as possible in these instances. If we do not hear from you within 2 business days of the delivery date, your order will be returned to inventory and a $25 restocking fee will be charged to your account.
• During inclement weather, Second Harvest will do its best to reach out to Partner Agencies scheduled for a pick-up/delivery to relay information on the status of our transportation department. If you have a question about whether Second Harvest may be open for pick-up/deliveries, please contact your Agency Relations Manager or call 615-329-3491 and ask for the Transportation Department.
Distribution

Partner Agencies’ use of products received from Second Harvest will vary depending upon the type of outreach they provide in their community – soup kitchen, residential treatment facility, food pantry, after-school program, etc. Below are general guidelines to keep in mind.

- Maintain Second Harvest invoices and records of quantity of product received from Second Harvest.
- Maintain records of the number of clients receiving food through your program(s).
- Follow an objective process for determining need and eligibility.
- Distribute a well-balanced food box and provide these to clients on a uniform basis.
- Provide additional resources or referrals as needed by clients. This can include information regarding eligibility and sign-up procedures for SNAP (food stamps), WIC (Women, Infants and Children program), unemployment benefits, job training and other local resources or food distributions.
Food Safety

Keeping food fresh and wholesome requires attention to food safety at each stage of transportation, storage and preparation. Because some products donated to Second Harvest are near the end of their best-use period, it is crucial that we all take steps to maximize the length of time the product lasts.

**DRY GOODS**
- Place all food at least six inches off the floor on pallets or shelves.
- Keep non-canned foods (e.g.: flour, rice) in rodent-proof bins with a tight lid.
- Organize your food stock using a “First In, First Expired” system of distribution.
- Maintain a clean and dry storage area.
- Store cleaning/household products in a separate area from food products.

**FROZEN/REFRIGERATED**
- Thermometers are required in all freezers & refrigerators and a temperature log must be maintained for each unit.
- Refrigerator temperature must be 40° F or below. Freezers must be 0° F or below.
- Potentially hazardous foods, such as beef, poultry, seafood, dairy products, pork, cooked rice and cut melons must be stored below 40° F or above 140° F.
- Poultry products should always be stored on the bottom shelf of the refrigerator.
- Raw meat and poultry should be wrapped securely so they do not leak and contaminate other foods.
- Freezers should be defrosted on a regular basis.

**GENERAL**
- Wash hands with warm water and soap with friction for at least 20 seconds after going to the restroom and before and after handling food, especially raw meat, poultry and fish.
- Sanitize all surfaces before preparing food. Clean with hot soapy water, rinse thoroughly, then sanitize with a solution containing household bleach and water.
- "When in doubt, throw it out".
- Implement procedures to ensure the security and integrity of food in its designated storage areas.
- Have a pest control program in place, either through a professional company or consistent self-maintenance.

**COOKING**
- Food held at temperatures between 40° F - 140° F are prime to support bacterial growth.
- Foods listed below should be cooked to temperatures specified:
  - Poultry - 165° F
  - Ground Beef and Pork - 155° F
  - Beef Steak and Prime Rib - 145° F
  - Fish and Eggs - 145° F
  - Cold foods to be served hot/reheated - 165° F

**PRODUCT FEEDBACK**
Second Harvest strives to distribute the highest quality product available and requests that Partner Agencies report all product quality concerns immediately to Second Harvest. Additionally, Partner Agencies should immediately inform Second Harvest in the event of a loss of product due to theft, infestation, contamination or any misappropriate use of the product. Any such concerns or feedback should be sent to Second Harvest at customerfeedback@secondharvestmidtn.org.
FOOD SAFETY CLASSES
Food Safety certificates are required for ALL Partner Agencies that provide on-site feeding. Contact your local health department to inquire about their food handlers training program. You may also visit Rserving (www.rserving.com) and pay a small fee to take their online Food Safety course. Food Safety certificates are not required for Partner Agencies that do not provide on-site feeding. However, you are required to attend a Second Harvest Agency Orientation which includes basic food safety training.

GOOD SAMARITAN ACT
This act encourages the donation of food and grocery products to non-profit organizations for distribution to needy individuals.

This law:
• Protects you from civil and criminal liability should the product donated in good faith later cause harm to the needy recipient.
• Standardizes donor liability exposure.
• Sets a floor of "gross negligence" or "intentional misconduct" for persons who donate grocery products. According to the law, gross negligence is defined as "voluntary and conscious conduct by a person with knowledge (at the time of conduct) that the conduct is likely to be harmful to the health or well-being of another person."