

God's Pantry Food Bank



Partner Agency Manual

I.	Introduction	3
II.	Overview of God's Pantry Food Bank's Role in Kentucky	4
III.	Purpose of the Agency Partner Manual	5
IV.	God's Pantry Food Bank Policies for Agency Partners	6-11
V.	Policy Guidelines for Distributing Donated Product	12-13
VI.	Statement on Product Abuse	14
VII.	Record Keeping	15
VIII.	Agency Monitoring Site Visits	16
IX.	Probation and Suspension Policy	17-18
X.	Summary and Thank You	19

I. Introduction

Welcome to the God's Pantry Food Bank! We are grateful for your partnership in our mission to reduce hunger in Kentucky. This manual will provide you with essential information and guidance to effectively serve our communities.

The Mission Statement of God's Pantry Food Bank is "Reducing hunger by working together to feed Kentucky communities."

Our Vision: A nourished life for every Kentuckian.

Established in 1955 as an emergency food provider for Lexington/Fayette County, God's Pantry Food Bank (GPFB) now supports over 500 non-profit organizations within a 50-county service area. We achieve this through our distribution centers in Lexington, London, Morehead, and Prestonsburg.

We hope this manual serves as a valuable resource for you in your important work with God's Pantry Food Bank. Together, we can make a meaningful impact in the fight against hunger in our communities.

II. Overview of God's Pantry Food Bank's Role in Kentucky

The Role of Food Banking: Food banking aims to prevent food waste and redirect usable food to those in need and organizations serving them. God's Pantry Food Bank acquires food from local, regional, and national food manufacturers, processors, growers, wholesalers, and retailers. We handle food and non-food products that are over-produced, nearing expiration, damaged, mislabeled, improperly weighed, or cosmetically imperfect.

Serving Food Pantries and On-Site Feeding Programs: God's Pantry Food Bank distributes food to non-profit organizations that supply emergency food boxes through food pantries and those with on-site or supplemental feeding programs for low-income residents.

Feeding America Membership: God's Pantry Food Bank is a member of Feeding America, a network of over 200 food banks across all 50 states. Each year, Feeding America food banks obtain, collect, and distribute hundreds of millions of pounds of food and other grocery items. Feeding America receives donations from almost every major food corporation, with a significant portion designated for Kentucky distributed through God's Pantry Food Bank.

Distribution Centers in Lexington, London, Morehead, and Prestonsburg: God's Pantry Food Bank operates four warehouse locations to serve member agencies. The Lexington site, our primary facility, serves Fayette and surrounding counties and houses all administrative and program staff. The London warehouse serves Bell, Clay, Harlan, Jackson, Knox, Laurel, Leslie, McCreary, Pulaski, Rockcastle, and Whitley County. The Prestonsburg warehouse serves Floyd, Johnson, Knott, Letcher, Magoffin, Martin, Owsley, Perry, and Pike counties in eastern Kentucky. The Morehead warehouse serves Bath, Carter, Elliott, Fleming, Lewis, Menifee, Morgan, Montgomery, Robertson, Wolfe and Rowan counties.

Drop/Delivery Service: God's Pantry Food Bank provides monthly "Drop" deliveries to Southern and Eastern Kentucky at no charge. By using Drops, agencies can pre-order products for shipment to a location closer to their site. We deliver to Berea, Cumberland, Danville, Evarts, Frankfort, Harrodsburg, Harlan, Hazard, Irvine, Jackson, Lawrenceburg, Pineville, Somerset, and Whitley City.

III. Purpose of the Agency Partner Manual

The purpose of this manual is to provide guidance and resources for Agency Partners of God's Pantry Food Bank who are responsible for distributing food to individuals and families in need. This manual outlines the food handling and safety standards required by God's Pantry Food Bank, Feeding America, the USDA and FDA, as well as the proper storage of food items according to USDA guidelines. By following the guidelines and procedures outlined in this manual, Agency Partners can ensure that they are providing safe and nutritious food to their clients and upholding the high standards of God's Pantry Food Bank. Additionally, this manual provides information on the requirements and responsibilities of Agency Partners and serves as a resource for monitoring and evaluation procedures. By using this manual as a reference and following the policies and procedures outlined within, Agency Partners can join God's Pantry Food Bank in its mission to fight hunger in our community.

IV. God's Pantry Food Bank Policies for Agency Partners

God's Pantry Food Bank (GPFB) is dedicated to preventing waste and fighting hunger by collecting and distributing surplus, salvage, and products purchased through our cooperative buying program to qualified agencies. The following policies guide our relationships with Agency Partners:

- 1) God's Pantry Food Bank accepts both food and non-food products but cannot accept clothing or furniture for distribution.
- 2) All agencies receiving products from God's Pantry Food Bank must meet federal guidelines for 501(c)(3) not-for-profit tax status or have an acceptable alternative 501(c) status.
- 3) Agencies receiving products must have a signed Application for Membership, a current Agency Agreement, and Food Receipt form on file.
- 4) Agencies must have been in operation for three to six months before applying for food bank membership.
- 5) Partner agencies must agree to be open for distributions at least two times per month.
- 6) Upon application, a Food Bank member agency must make a \$50.00 application/membership deposit using a bank check from the agency's account (no personal checks or cash allowed). This deposit is returned in product once an agency spends at least \$50.00 of its own funds at God's Pantry Food Bank. If an applicant is not accepted for membership, the deposit is refunded. If an agency becomes a member but does not use God's Pantry Food Bank for one year, the deposit is forfeited. Multiple program agencies are dealt with on a case-by-case basis.
- 7) Purchased products are available through our cooperative buying program (COOP) and are priced at cost plus a percentage markup to cover handling, transportation, and warehouse storage. God's Pantry Food Bank may charge nominal fees for services provided to member agencies beyond the actual food banking function. Donated items, produce and bread are available with no fees.
- 8) God's Pantry Food Bank maintains records of all products received and distributed.
- 9) If an agency is a Soup Kitchen or Meal Site and prepares meals for client consumption on or offsite, it must be inspected by the county health department and provide God's Pantry Food Bank documentation of the inspection.
- 10) All partner agencies, except backpack programs, must complete annual food safety training and send documentation of completion to God's Pantry Food Bank. This requirement can be fulfilled through our ServSafe online course or equivalent training from the County Health Department. If the Agency is a Soup Kitchen or Meal Site, the food "manager" level food safety certification is required.
- 11) The partner agency agrees that all food obtained from God's Pantry Food Bank or its donors will be handled and distributed in accordance with their signed Agency Agreement with God's Pantry Food Bank, which conforms to the compliance standards of Feeding America and all local, state, and Federal regulations.
- 12) Neither God's Pantry Food Bank, its Distribution Centers, nor any member agency may sell, charge, or barter any Food Bank product. Member agencies must provide direct service to clients and not act as a regional or secondary outlet of God's Pantry Food Bank.
- 13) All agencies must agree to be monitored and have an orientation before becoming a Food Bank member. Agencies are monitored annually and bi-annually, depending on the product they distribute.

- 14) Agency representatives must attend meetings scheduled by the Agency Services and Food Sourcing Department at God's Pantry Food Bank.
- 15) Membership may be denied to an agency based on regional saturation (one or more pantries serving the same service area). There may be product availability limitations specific to certain agencies, such as government-issued commodities.
- 16) Agencies that are inactive for more than one year may be terminated without notice. Readmission requires reapplication, a new agency monitoring visit, and a \$50.00 deposit.
- 17) The agency agrees to provide a point of contact for God's Pantry Food Bank and the delivery site to call for pickup, scheduling, invoicing, or other needs. It is the agency's responsibility to notify God's Pantry Food Bank and the donor if the contact information changes.
- 18) All representatives of Partner Agencies must be listed as authorized shoppers in our database to obtain products from God's Pantry Food Bank. This includes people picking up orders at our distribution centers or at drop delivery locations.
- 19) Payment for products must be made by check only and must come from the 501(c)(3) agency. Any agency with an outstanding balance of more than 60 days (about 2 months) will be prohibited from further charges until the previous debt is settled and/or a pay-as-you-go plan is arranged. In the event of repeated checks being returned, payment by a cashier's or certified check will be required.
- 20) Credit and Collections Policy: God's Pantry Food Bank takes its responsibility as a steward of resources seriously. To optimize our partnership with agencies, we have enhanced the guidelines for aged accounts receivable. Credit limits are set for all agencies, beginning with a \$500 credit limit. Accounts are due under net 30 payment terms. Accounts not paid net 30 will receive a follow-up reminder stating the terms. Accounts 60 days past due will be placed on a credit hold, and new orders will be suspended. Accounts will be released from credit hold only if payment is received or a signed payment agreement with the agency is in place.
- 21) If an agency terminates its membership voluntarily or involuntarily and has a credit remaining on its account, the credit will be used towards outstanding debt, or, if there is no outstanding debt, the credit balance will be refunded. Agencies operating more than one program can request that the credit balance be transferred to the other program(s).
- 22) Products in short supply may be limited in distribution to ensure all eligible agencies can access the product.
- 23) Pet food will not be solicited or routinely distributed by God's Pantry Food Bank. When donated, it will be disposed of as quickly as possible in the most practical manner. Pet Food must be distributed during regular distributions to neighbors with pets, not given to other non-profit organizations.
- 24) Food Handling, Safety, and Distribution Standards and Best Practices
Ensuring food safety is a critical responsibility of all Agency Partners of God's Pantry Food Bank. By adhering to strict food safety guidelines and procedures, we can ensure that the food distributed to individuals and families in need is safe and nutritious. To uphold high standards of food safety, Agency Partners must follow the guidelines of God's Pantry Food Bank who operate under the guidance of Feeding America, the United States Department of Agriculture (USDA), and the Food and Drug Administration (FDA).

- a. Proper Handling and Storage of Perishable and Non-Perishable Food Items

- i. Store perishable and non-perishable foods separately to prevent cross-contamination.
- ii. Have adequate refrigeration and storage space for the services your agency provides.
- iii. Have appropriate transportation to pick up food from God's Pantry Food Bank warehouses and donors and agree to transport food safely, which includes having appropriate passive or active cooling devices when transporting refrigerated or frozen product.
 - 1. When transporting dry goods or pallets of produce in an open truck or trailer, ensure they are protected with a tarp or equivalent covering.
 - 2. Frozen and refrigerated products must be transported using approved devices to maintain safe food temperatures. These devices include:
 - a. passive temperature-control devices such as coolers and thermal blankets
 - b. active temperature-control devices such as a refrigerated truck/unit.
 - 3. Agencies should record the temperature of frozen and refrigerated products at the time of pickup and again at delivery to agency site on a temperature log. Products that fall outside safe temperature guidelines must be destroyed.
- iv. Partner agencies are required to diligently monitor and record storage temperatures and maintain proper temperature control for perishable and non-perishable food items to ensure food safety.
 - 1. Refrigerated items: 40°F or below
 - 2. Frozen items: 0°F or below
 - 3. Non-perishable (Dry storage) between 50° and 90° F
- v. Keep working thermometers in each storage location to ensure proper temperature storage.
- vi. Temperature checks should ideally be conducted whenever a representative is present at the pantry. However, at a minimum, temperature readings must be taken and recorded at least once per week.
- vii. Follow the First In, First Out (FIFO) method to ensure proper stock rotation.
- viii. Keep storage areas clean, dry, and pest-free.
- ix. Clean storage areas regularly
- x. Storage areas should be well ventilated
- xi. Keep the dry-storage environment between 50° and 90° F with humidity less than 60%.
- xii. If there is a "musty" smell or if there is condensation on walls, install a dehumidifier in storage areas.
- xiii. All storage areas must be free of rodents and insects.
 - 1. Keep records of pest inspections or treatments, including treatments done in-house, and document what steps were taken if evidence of pests was discovered:

- a. If you do not have a contract with a pest control service, create your own log that tracks inspections & treatments.
 - b. Ensure that all access points for pests and vermin are sealed.
- 2. Soup Kitchens and Meal Sites:
 - a. Store cereals, grains, sugar & flour in airtight containers to prevent infestations.
- xiv. Limit access to storage areas to authorized staff and volunteers aware of food safety.
- xv. Store food at least 6 inches above the ground and (ideally) 4 inches away from the walls. This:
 - 1. Prevents product from contamination should there be minor flooding
 - 2. Reduces pest access
 - 3. Allows for easier cleaning
- xvi. To maximize storage, put non-food items on the floor or lowest shelf.
- xvii. Separate dry-storage product from chemicals:
 - 1. Store cleaning products and other chemicals in a separate room from food storage.
 - a. If this is not possible, store such items on a separate set of shelves.
 - 2. Never store cleaning products or chemicals above food items.
- xviii. Avoid storing product:
 - 1. Beneath water or sewer lines
 - 2. Near heat sources such as ovens, forced air vents, or furnaces
 - 3. Near windows that receive direct sunlight
- xix. Maintain cold-storage units appropriately:
- xx. Ensure that refrigerators are holding temperatures between 33° F and 40° F.
 - 1. Below 32° F and product may freeze.
 - 2. Colonies of bacteria that cause foodborne illness can double in 20 minutes if food is stored in the temperature danger zone (41° F - 135° F).
- xxi. Ensure that freezers are holding temperatures between -10° F and 0° F.
 - 1. Food stored below 30° F may appear to be frozen, but certain yeasts and bacteria can continue to grow at 15° F.
- xxii. Clean and/or defrost all units frequently (at least once per year).
- xxiii. Do not overfill cold storage units or place product too close to vents; Cold air must be able to circulate throughout the unit.
- b. Food Safety Procedures
 - i. Require at least one staff member (or regular volunteer) with a ServSafe certification or food safety certification from the Local County Health Department. Train all staff and volunteers in proper food handling techniques.
 - ii. Soup Kitchens and Meal Sites:
 - 1. The facility must be inspected by the local Health Department with a passing grade.

2. At least one person must have a ServSafe “manager” level food safety certificate or equivalent certification, unless County Health Department regulations contradict this rule.
 3. Implement a system for regular cleaning and sanitizing of food storage and preparation areas.
- iii. Establish procedures for handling and disposing of spoiled or contaminated food.
 - iv. Ensure thermometers are present in each dry storage area, each refrigerator and each freezer. Monitor and document temperatures of refrigeration and freezer units regularly.
 - v. Never repackage “bulk” items, such as 5 lb bags of an item into smaller 1 lb Ziploc bags.
- c. Temperature Control, Sanitation, and Cross-Contamination Prevention
- i. Prevent cross-contamination in refrigerators by separating raw meats, poultry, and seafood from themselves and from ready-to-eat foods.
 - ii. Wash hands with soap and warm water for at least 20 seconds before and after handling food.
 - iii. Soup Kitchens and Meal Sites:
 1. Use clean and sanitized utensils, cutting boards, and containers for different types of food.
 - iv. Maintain cold-storage units appropriately, recording temperatures at least once a week, and clean units frequently (at least once per quarter) and defrost all units regularly (at least once per year).
- d. Food Recalls and Product Withdrawals
- i. Stay informed about food recalls and product withdrawals by checking emails from God’s Pantry Food Bank staff, FDA and USDA websites, or subscribing to FDA and USDA email alerts.
 - ii. Follow instructions for handling recalled or withdrawn products and communicate with the food bank regarding any recalled or withdrawn products in possession.
- e. Food Distribution Best Practices
- i. Give out older product before newer product using the First In, First Out (FIFO) method.
 - ii. Do not distribute frozen food from a table unless it is from an insulated container.
 - iii. Do not thaw frozen meat before distributions.
 - iv. Educate clients about the safety of food past code date, when to consume food when time is a factor, and how to store food responsibly.
 - v. Ensure that all food items are properly labeled, including allergen information and special dietary considerations. Do not distribute any item without ingredient labeling.
 - vi. Establish and maintain a clean, organized, and inviting distribution area to create a positive experience for clients.

- vii. Review proper food handling, storage, and distribution procedures with volunteers and staff to maintain a high standard of food safety.
- viii. Regularly inspect food items being distributed for signs of damage, spoilage, or contamination, and discard any unsafe items.
- ix. Encourage clients to bring their own reusable bags, boxes, or containers to reduce waste and promote environmental sustainability.
- x. Communicate any special instructions, cooking tips, or recipes to help clients make the most of the food they receive.
- xi. Offer culturally appropriate food options whenever possible to better serve the diverse needs of the community.
- xii. Maintain a clear and efficient process for clients to access food, including any necessary registration or documentation, to ensure a smooth and dignified experience.

V. Policy Guidelines for Distributing Donated Product

As a valued partner agency of God's Pantry Food Bank, your commitment to distributing donated food to those in need is crucial for the success of our mission. In order to maintain a high standard of service and ensure the fair and efficient distribution of products, we have established a set of policy guidelines for partner agencies to follow. These guidelines outline the best practices and requirements for handling and distributing items, helping to guarantee that the food and other resources reach the intended recipients in a safe and timely manner. Please review the following section carefully to familiarize yourself with these policy guidelines and ensure your agency's compliance with our shared objectives.

1) Agency Eligibility and Requirements

- a. All Food Bank Partner Agencies must be federally exempt 501(c)(3) organizations, wholly owned by a 501(c)(3), 501(c)(3) equivalent (churches), or have an established 501(c)(3) Separate Fund.
- b. All personnel of the Partner Agency who will come in contact with Food Bank product must be made aware of food safety guidelines outlined in this manual.

2) Distribution Policies

- a. Agencies may not sell, barter, or trade Food Bank products.
- b. Agencies may establish their own client eligibility guidelines but must be consistent and primarily serve the "ill, needy, and/or infants."
- c. Food Bank products must be equally available to all eligible clients without discrimination based on various factors.
- d. Donation cans/jars and/or financial contributions from clients served are prohibited during distributions.
- e. Donated products may not be used for fundraising purposes.
- f. Agencies serving both needy and non-needy clients must ensure that a majority (51%) of clients are low-income and/or receive service at below market rates.
- g. Agencies serving congregate meals must ensure most food is consumed by eligible needy persons.
- h. Agencies providing comprehensive care service with food may charge a fee for their services, but not separately for the food provided.
- i. Agencies may not pay or thank volunteers with donated products.
- j. Unusable (spoiled) donations of Food Bank food may be distributed to a non-501(c)(3) party for use as animal food under specific conditions and with a written agreement between the animal feeder and the Food Bank in which it is clear that the donated product will only be used as animal feed and will not be sold, transferred or bartered for money, property or other services.
- k. Agencies may not use God's Pantry Food Bank's products for disaster relief in other States as this food is specifically donated for the State of Kentucky.

3) Consumption and Distribution of Donated Products by Staff and Volunteers

- a. Designated persons within an agency may consume or take home donated products for familiarization, testing, and discovering new uses.
- b. Staff or volunteers in need must meet the same standards of need as all other persons and follow the same procedures to receive assistance.

- c. Agencies may not use God's Pantry Food Bank food to cook meals for volunteers at the time of distribution.
 - d. Agencies may use non-food items provided by God's Pantry Food Bank for agency upkeep or in support of the agency's food distribution program.
 - e. Agencies may pull donated food items for on-site consumption by agency volunteers in special circumstances.
 - f. Agencies may use donated goods as refreshments for business meetings where agency-related business is conducted.
 - g. Residential facilities / communities whose residents are "voluntarily poor" may use donated products for their own consumption in addition to serving other eligible persons.
 - h. Agencies may distribute donated products in disaster situations where some product may be consumed by volunteer workers who may not otherwise be ill, needy and/or infants.
 - i. Agencies may provide services to persons involved in labor disputes if the agency's normal standards of determining need are followed.
- 4) Additional Distribution Policies
- a. Home-based service programs are excluded from God's Pantry Food Bank membership unless provided under the auspices of a 501(c)(3) organization.
 - b. Entities operated directly by a branch of government are not eligible to receive donated products through God's Pantry Food Bank.
 - c. Entities operated directly by a branch of government (local, state or federal) are municipalities, not 501(c)(3) agencies, and, therefore, are not eligible to receive donated product through God's Pantry Food Bank. Private Foundations are not eligible for Food Bank membership.

VI. Statement on Product Abuse

All products received from God's Pantry Food Bank are subject to the U.S. Internal Revenue Service's regulations, being federal property donated for charitable use under Section 170(e)(3) of the IRS Code. Partner agencies must use these products to support the ill, needy, and/or infants, in full compliance with their agreement with God's Pantry Food Bank. The following restrictions apply:

- 1) Products must not be sold, traded, or bartered to generate funds or goods for the agency.
- 2) Products must not be taken for personal use.
- 3) Volunteers or staff must not be compensated with God's Pantry Food Bank products.
- 4) Products may only be provided to those identified as "ill, needy, and/or infants," with one exception: staff may consume donated products in group meal settings where they eat alongside clients or children to teach eating skills, manners, or foster a family atmosphere.
- 5) Church suppers, social events, bake sales, fundraisers, and other congregational activities are not acceptable uses of Food Bank foods. God's Pantry Food Bank relies on partner agencies to ensure products are exclusively distributed to the intended beneficiaries. Misuse of God's Pantry Food Bank products may result in immediate expulsion from the Food Bank program. Penalties for misappropriating donated products are severe, with convicted offenders facing up to 20 years in prison and fines of up to \$20,000.

VII. Record Keeping

God's Pantry Food Bank's financial donors and the processors, manufacturers, and donors of the product God's Pantry receives require that we ensure that their donations are being used to feed the "ill, needy and/or infants" and for no other purpose. To do this, plus follow IRS regulations, and Feeding America's rules, God's Pantry Food Bank requires that partner agencies must always be ready to produce written, verifiable proof of service. God's Pantry Food Bank has a sample Intake Form you may copy and use, or your agency may adapt or replace our suggested form. The particular information needed varies by the nature of your service. These records will be reviewed at your agency's annual monitoring visit.

- 1) Agencies operating food pantry programs, including those accessing TEFAP product, must keep records including:
 - a. Total number of clients served per household (includes Children under 18, adults aged 18-60, and those 60 years of age and older)
 - b. Dates of food pantry service
- 2) Agencies operating on-site feeding or supplemental food programs must record the total meals and snacks served every month. These programs must be able to independently prove that the clients they serve are mostly low-income and fall under the "ill, needy, and/or infants" IRS designation.
- 3) Agencies accessing TEFAP product must also submit the following:
 - a. an inventory report to God's Pantry by the fifth of each month covering the month earlier (e.g., January's report is due February 5).
- 4) Agencies distributing TEFAP products must record the signature, name, and address of each client served over the age of 18 by use of the TEFAP Register/Signature form and keep it on file for three (3) years.
- 5) Other reasons partner agencies must keep records of service are: (1) to serve as written proof concerning the amount of product purchased, and kind(s) of services the agency provides; (2) in the unlikely event of a product recall, to determine whom they have served. Failure to maintain records and accountability will result in the suspension of a Partner Agency's Food Bank privileges.

VIII. Agency Monitoring Site Visits

Feeding America rules require God's Pantry Food Bank make bi-annual on-site monitoring visits (Agencies receiving TEFAP and CSFP are monitored annually). Inspectors from The Kentucky Department of Agriculture, Division of Food Distribution might also visit agencies that receive TEFAP and CSFP product. Appointments will usually be made well before visits, but God's Pantry Food Bank reserves the right to visit unannounced.

- 1) During the visit, you can expect the following:
 - a. God's Pantry Food Bank staff will inspect your food storage and/or kitchen facilities to see that products are stored and/or prepared properly.
 - b. God's Pantry Food Bank staff will check for current information on agency management (names, addresses, telephone numbers, administrators, etc.) and operations (kinds and level of services).
 - c. Freezers, refrigerators, and dry storage areas will be checked for proper temperatures. God's Pantry Food Bank staff will check that regular readings of those temperatures are being recorded, initialed, and filed.
 - d. God's Pantry Food Bank staff will go over the agency's service records, including records of TEFAP and CSFP product use.
 - e. God's Pantry Food Bank staff will ask you to share any suggestions, concerns, complaints, or questions about improving the relationship between God's Pantry Food Bank and your agency.

IX. Probation and Suspension Policy

As a partner agency of God's Pantry Food Bank, it is essential to adhere to the guidelines and requirements outlined in this handbook. To ensure compliance and maintain the integrity of our mission, we have implemented a probation and suspension policy for partner agencies. This policy is designed to address any violations or breaches of our agreement, allowing for corrective actions and, if necessary, the suspension of partnership privileges. The following section details the various violations that may result in probation or suspension, as well as the procedures and consequences associated with these measures.

- 1) Violations:
 - a. Exchanging donated food or other products for money, property, or services.
 - b. Removal of donated food or other products from an on-site program for private use.
 - c. Using donated products in a way unrelated to the Food Bank's exclusive purposes.
 - d. Donated food or other products that are improperly stored, refrigerated, and transported.
 - e. Donated food or other product that is stockpiled to the point of "hoarding".
 - f. Partner agency is in violation of any federal, state, or local statute, ordinance, code, or regulation.
 - g. Partner agency otherwise violated the Agreement between the Food Bank and itself.
 - h. Delinquent in submission of necessary Agency reports.
- 2) Suspension: A Partner Agency may be placed on Suspension for a period not to exceed three (3) months if found to be in violation. Notification will be in writing. On notification by the Agency Services Staff or other reliable source, the Food Sourcing and Agency Services Director has the authority to place Partner agencies on suspension. In any event, the VP of Mission Delivery and Chief Executive Officer shall be informed when a Partner Agency is placed on suspension. The Partner Agency may appeal its suspension status to the VP of Mission Delivery by delivering such appeal, in writing, to the Food Sourcing and Agency Services Director. An appeal will not postpone the effects of suspension.
- 3) The purpose of the suspension period is to place a Partner Agency on notice that it must bring its program into compliance, or their membership will be terminated, and their account will be made INACTIVE. During the suspension period, the Partner Agency retains all rights and privileges but may have limits placed on the quantity of food available from the Food Bank. If the violation is not corrected by the end of the suspension period, the VP of Mission Delivery shall have the authority to extend the suspension period or to terminate the Partner Agency's membership, setting their account to INACTIVE. The Partner Agency may appeal this decision as previously outlined. A Partner Agency's suspension status ends when one of the following occurs:
 - a. The Partner Agency corrects the violation to the satisfaction of the Food Sourcing and Agency Services Director and/or VP of Mission Delivery; or

- b. The Partner Agency's membership is terminated, and their account is changed to INACTIVE.
- 4) INACTIVE status: A Partner Agency's membership may be terminated and their account made INACTIVE, without first being placed on suspension, if found in breach of violations a, b, or c. Termination and INACTIVE status for all other violations must be preceded by a suspension period for the violation in question. Repeat and multiple suspensions can also result in membership termination and a change in status to INACTIVE. The Agency Services Department and the Food Sourcing and Agency Services Director reports the violation(s) to the VP of Mission Delivery, who then may authorize termination of membership and the change in an agency's status to INACTIVE. An INACTIVE status shall be for a minimum of two (2) years. Upon membership termination and the agency being made INACTIVE, the agency loses all the rights and privileges of a Partner Agency and its status. At the end of the two (2) year period, an agency may submit an application package and go through the steps to become a Partner Agency of the Food Bank.
 - 5) A Partner Agency will be placed inactive for not paying their bill in a timely manner.

X. Summary and Thank You

As we conclude this Partner Agency Handbook, we would like to express our sincere gratitude to you for joining us in our mission to reduce hunger by working together to feed Kentucky communities. Your partnership with God's Pantry Food Bank is invaluable in helping us serve those in need and make a lasting impact on countless lives.

This handbook has outlined essential information and guidelines for our partner agencies, including:

1. I Introduction
2. II Overview of God's Pantry Food Bank's Role in Kentucky
3. III Purpose of the Agency Partner Manual
4. IV God's Pantry Food Bank Policies for Agency Partners
5. V. Policy Guidelines for Distributing Donated Product
6. VI. Statement on Product Abuse
7. VII. Record Keeping
8. VIII. Agency Monitoring Site Visits
9. IX. Probation and Suspension Policy

We encourage you to review these sections periodically to ensure that your agency continues to uphold the high standards and best practices expected of our partners. By adhering to these guidelines, we can maintain a strong partnership and work more effectively to address the pressing issue of hunger in our communities.

Your commitment to serving the ill, needy, and infants in Kentucky is truly commendable. We are grateful for your dedication, hard work, and the positive impact you make through your programs and services. Together, we can make a difference in the lives of those who need our assistance the most.

Once again, thank you for partnering with God's Pantry Food Bank. We look forward to our continued collaboration and success in the fight against hunger in Kentucky.

Warmest Regards,

The God's Pantry Food Bank Team

God's Pantry Food Bank Warehouse Addresses and Contact Information

Lexington Distribution Center

God's Pantry Food Bank
2201 Innovation Dr.
Phone: (859) 255-6592
Fax: (859) 254-6330
Hours: Mon/Wed/Fri 9 AM – 11 AM
PM Tues/Thurs 9 AM – 11 AM, 1:30 – 2:30 PM
AM – 3 PM Free Item Pickup:
Mon – Fri 11:30 AM – 12:30 PM

Prestonsburg Distribution Center

74 Resource Drive
Prestonsburg, KY 41653
Phone: (606) 886-8598
Fax: (606) 886-8709
Hours: Mon - 1 PM – 3
Tues/Wed/Thurs/Fri 9

Morehead Distribution Center

100 Carolyn Ingram Drive
Morehead, KY 40351
Phone: (606) 784-5555
Hours: Mon/Tues/Thurs/Fri 9 AM – 3 PM
Wednesday – 12:30 PM – 3 PM

London Distribution Center

1215 4th Street
London, KY 40741
Phone: (606) 862-6693
Fax: (606) 862-0640
Hours: Mon – Thursday 9 AM –
2:30 PM Friday: CLOSED