



# HAWAII FOODBANK

## OHANA PRODUCE PLUS PROGRAM AGREEMENT

Hawaii Foodbank (HFB) began its Ohana Produce Plus Program (hereinafter "Ohana") in 1997. Today the program accounts for roughly 36% of all of the food that is distributed to the community. Through our network of partner agencies, HFB is able to supply primarily fresh produce to those in need. In addition, the program allows for the quick distribution of produce preventing food from going to waste. HFB works with over 30 partner agencies island-wide to serve households throughout the community.

The Ohana Produce Plus Program requires a lot of resources and community support. To ensure that each distribution site runs as smoothly as possible, HFB establishes a regular distribution schedule for the calendar year and requests that no changes to program dates or times be made without prior approval from HFB. This helps HFB to better evaluate the distribution process and bring continuity to all Ohana Produce Plus Program sites.

In order to participate in the Ohana Produce Plus Program, the partner agency (hereinafter "AGENCY" or, in the plural, "AGENCIES"), agency staff, volunteers (those helping to distribute food), and clients (recipients of the food) must adhere to the following:

### **Agency Staff & Volunteers**

1. AGENCIES must provide at least 10-15 volunteers to assist with each Ohana distribution. Volunteers recruited to assist at a food distribution, who are also in need of food assistance on the day of the distribution, may only sign-in and receive food at the end of the distribution. Volunteers may not set aside food prior to or during a distribution. This practice is viewed as unfair to those waiting in line and is not good practice.
2. AGENCIES may not 'thank' or 'reward' AGENCY staff or volunteers for their services with product originating from HFB. The practice of thanking individuals with a "gift" of goods or food which has been received from HFB may be viewed as compensation and violates both federal and state labor and tax laws.
3. AGENCY staff, volunteers, and clients are prohibited from selling, transferring or bartering any foods or goods received from Hawaii Foodbank in exchange for money, property or services.
4. AGENCIES will jeopardize their ability to distribute through the Ohana Produce Plus Program if there is an infraction of HFB, IRS or State Department of Health rules and regulations, repeated unresponsiveness, or inappropriate behavior or speech on the premises.

### **Logistics & Planning**

1. AGENCY new to the program must visit at a minimum of two other partner agency Ohana distributions to get a better understanding of the logistic and planning that go into operation this type of program event.

2. AGENCY must operate the program as open to the public and may do pre-registration or have designated operating hours.
3. AGENCY may operate the distribution as a walk up, drive thru, or both. Planning materials are available on the agency portal or may be requested from the Agency Relations department.
4. AGENCIES are encouraged to serve 200+ households, but must maintain a minimum of 100 households.
5. AGENCY agrees to operate at least one Ohana distribution per month, unless otherwise approved by HFB.
6. AGENCY may request help from HFB for the permitted use of a City and County of Honolulu Park. While hosting an Ohana distribution at a City and County of Honolulu, you must have the permit available during the duration of each distribution.
7. AGENCY staff and volunteers should report 30 minutes prior to the scheduled delivery time or as designated by the AGENCY coordinator. AGENCY staff and volunteers shall prepare the site for distribution ensuring the site is following food safety guidelines (ie. ensuring there is adequate covering for food, shall set up a tent and table for food off the ground, adequate cover registration/food depending on the site). Upon the arrival of the truck, AGENCY staff and volunteers are responsible for assisting with the unloading of the truck and sorting and packing HFB products received. All food products must be kept a minimum of 6-inches off the ground. HFB will provide plastic bags for each distribution or items may be distributed in a client choice manner.
8. AGENCY will provide adequate cover (i.e. tent, shaded area near or under a building) to shade fresh produce and refrigerated items to minimize spoilage. Thermal blankets may be used in lieu of some type of cover or shade.
9. When operating a drive through distribution, AGENCIES are highly encouraged to provide safety vests and use cones.
10. HFB trucks will arrive at the designated site during the agreed upon delivery window. Delivery times normally occur between 7:00am – 1:00pm. In the event the scheduled delivery window cannot be met, the AGENCY will receive a courtesy call from HFB. A minimum of eight pallets of food will be delivered on distribution day. The number of households typically served determines the number of pallets received. One truck can serve approximately 200-300 households.
11. HFB will send a truck a few days after the distribution to pick up the residual pallets, bread trays, and crates so partner agencies do not have to store them for a long period of time and our donor is able to receive back clean trays. If the location is unable to store the pallets until they can be picked up (ie. A city park), your agency will be responsible for disposing of empty pallets and returning the empty bread trays or plastic crates to our warehouse.

12. AGENCY will preparing the bread trays for the drivers by stacking them on a pallet and alternate them so they nest together. This helps with reducing the amount of space they take up and allows HFB's drivers to quickly pick them up be on time to their next pick up or delivery.

### **Food Safety**

1. AGENCY staff and volunteers who are handling food that is not pre-packaged must wash their hands and wear gloves prior to handling the food.
2. AGENCY should be mindful to sort and inspect food prior to distributing the food to clients.
3. At least one AGENCY staff or volunteer certified in Food Handler Education must be present during the duration of each food distribution. Valid certification may only be received through a State of Hawaii Department of Health course or an ANSI (American National Standards Institute) accredited course.
4. AGENCY must have the Department of Health Special Events Permit available during the duration of each distribution.
5. Potentially hazardous foods (PHFs) such as cooked or raw animal products (meat, fish, poultry, dairy products, eggs, etc.), cooked fruits or vegetables, cut fruit, etc., can be in the danger zone (41° F - 135° F) for no more than four hours before they are considered unsafe to consume. This means that once PHFs enter the danger zone, they must be returned to a safe temperature within four hours. Since time is what is used as a means of temperature control, food must be distributed to clients within **two to three hours** allowing clients at least one hour to return home and refrigerate necessary items to a safe temperature (41° F and below). Please review below the complete food safety procedure to be followed for PHFs.

### **Delivery Food Safety Procedures**

1. HFB driver loads perishable foods onto the refrigerated truck from the refrigerator/freezer first followed by non-perishable foods. The invoice will accompany the product to be delivered.
2. Upon arrival at the distribution site, the driver will provide the invoice to the Food Safety Coordinator (FSC). The program coordinator may also perform the duties of the FSC.
  - a. FSC reviews invoice and signs off to confirm the receipt of the product.
3. Driver unloads non-perishable foods first followed by perishable foods.
  - a. Driver takes the temperature of any pallets containing potentially hazardous foods (PHFs) and records it on the time and temperature log.
    - i. If any PHFs are above 41 degrees Fahrenheit, the pallet is not to be off loaded from the truck until it reaches 41 degrees Fahrenheit or below. Driver will document action in the comments section of the time and temperature log.

1. Pallets that contain PHFs that do not meet temperature requirement for proper food handling will be returned to Hawaii Foodbank for disposal. Documentation must be recorded in the time and temperature log.
4. Start time is recorded on time and temperature log once all pallets are off-loaded.
5. FSC/Driver records their name and initials on time and temperature log.
6. AGENCY must post refrigeration reminders by perishable foods.
7. Food must be distributed to clients within three hours allowing clients one hour to return home and refrigerate necessary items.
  - a. If PHFs are not distributed within three hours, they MUST be marked as dump and disposed of properly.
8. Time and temperature Log
  - a. Dispatcher maintains copies of temperature log.

### **Distribution**

1. All items through the HFB Ohana Produce Plus Program shall be distributed, free of charge, to clients in need.
2. AGENCIES shall follow non-discriminatory food distribution policies and post the "And Just For All" poster in a location visible to clients. Discrimination based on race, color, national origin, sex, disability, age, reprisal or retaliation for prior civil rights activity is **PROHIBITED**. All AGENCY staff, volunteers, and clients picking up food items shall be treated with dignity, respect, and aloha.
3. Clients may register for a food distribution during the time set by the site coordinator. AGENCIES should discourage early arrivals otherwise extra accommodations must be made available to waiting clients (seating, bathroom access, etc.)
4. For walk up distributions, clients are encouraged to bring boxes, bags, carts, wagons, or strollers to assist in carrying their food. Volunteers assigned to assist clients with transporting their food to their vehicles are not available at all sites. Individuals needing extra assistance to carry their food shall seek assistance from friends or family members.
5. For drive thru distributions, clients should clear their truck or tailgate to accommodate for food items.
6. After the distribution, AGENCY staff and volunteers will break down and throw away trash at the nearest dumpster on the premises. Empty pallets, bread trays and crates should be stacked and stored properly until our driver returns to pick them up (see Logistics & Planning #11 & #12).
7. AGENCY should monitor food levels during the distribution to ensure that no undistributed food remains at the end of the distribution time. Residuals may not be used to stock a food pantry, for

personal consumption/financial gain, or be given to other organizations/individuals for re-distribution.

8. AGENCIES assume full responsibility to ensure that no HFB items enter any commercial channels (cannot be resold).
9. If anyone uses unacceptable speech or engages in unacceptable behavior on premises (i.e., verbal or physical abuse of other customers, HFB/agency staff and volunteers, swearing, name calling, refusal to follow HFB procedure after repeated warnings, vandalizing or destruction of HFB/agency property), the individual will be banned from entering the food distribution premises for a minimum of three months effective immediately. Repeated offenses will result in a total ban.

### **Data Collection & Reporting**

1. A representative from each receiving household must complete the distribution log in its entirety and staff or volunteers will initial to acknowledge that services were provided. This can be done using paper or electronic check-in.
2. AGENCY will do their best to ensure no client in need is turned away during the designated distribution time. AGENCY will be responsible for contacting HFB if the amount of food delivered is significantly too much or too little, that way HFB staff can re-evaluate and send the appropriate number of pallets.
3. AGENCY will send monthly reports and all required supporting documentation, reporting the agency's service statistics for the month for all distributions, to HFB by the 5th day of the month following the month reported on.



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### AGENCY ACKNOWLEDGMENT PAGE

Agency Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

I have read the Ohana Produce Plus Program Agreement and understand, accept and agree to the terms of this agreement. I understand that failure to follow HFB policies and procedures will result in suspension and/or termination of partnership. Signing this agreement confirms your acceptance of the responsibilities of the Ohana Produce Plus Program explained herein and agreement to comply with the partner agency requirements.

### PARTNER AGENCY

Authorizing Signature \_\_\_\_\_  
(Executive Director, Board President, Sr. Pastor, Feeding Program Manager)

Print Name \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

### HAWAII FOODBANK, INC.

Authorizing Signature \_\_\_\_\_  
(Hawaii Foodbank Representative, Director, Vice President, President)

Print Name \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_