



## **Member Agency Policies**

Second Helpings is a nonprofit organization whose mission is to reduce hunger among the poor in the Lowcountry, through our food collection and distribution operation. We see ourselves as partners of our member agencies in this effort and will make every effort to accommodate them.

There is high demand for our food in the service area and we try to help as many qualified food pantries, churches and agencies as possible, but we cannot and are not obligated to help every agency that applies. We retain the authority to change our food deliveries as we decide, and there is no guarantee that a current agency will continue to receive food or that quantities or schedules will be maintained.

Violation of our policies and procedures clearly erodes the integrity of our program and endangers an agency's ability to obtain food from Second Helpings. We cannot and will not tolerate misuse of products we give our member agencies. We may terminate any membership agreement at our discretion upon evidence that an agency has violated the terms and conditions of this agreement.

### **Agency Application Procedure**

- An Agency will fill out our Agency Agreement and return it for review.
- Applications are normally reviewed by committee twice a year, spring & fall.
- A site visit and interview will be arranged.
- The agency will be notified shortly thereafter of our decision, with any pre-delivery improvements to their facility or procedures required.
- Current agency partners must re-apply annually.

### **Member Agency Requirements**

- An agency meets all IRS eligibility requirements for being a 501(c) (3) non-profit organization, a faith-based organization or an otherwise Second Helpings approved agency in good standing with the state or their governing body.
- The agency must be located in Beaufort, Jasper or Hampton Counties.
- The agency must have a management structure and adequate volunteer base to handle the food.

### **Reasons an Agency May be Declined or Discontinued.**

- The agency's strategy, objectives or practices are not consistent with our mission.
- The locality has comparable alternate service within close proximity (3-5 miles).

- The agency offers comparable services of another agency or non-profit in our service area.
- The agency's client base does not justify recurring deliveries.
- Our site visits uncover problems with the facility or program.
- We have insufficient additional food available on a requested route or day.
- The agency has a history of policy or procedure deficiencies.
- Food program is run out of a personal residence.

### **Governance Policies.**

- Agency will abide by our policies, procedures, and maintain proper records of clients served.
- Agency will cooperate in annual inspections conducted by Second Helpings, which may be unannounced, including submitting our annual Agency Application and quarterly reports.
- Under no circumstances can the food program require fees, offer for sale, transfer or barter, require individuals to work, or attend religious services in order to receive food provided by Second Helpings.
- The original food donors and SH will not be held liable for any consequences resulting from donated food and goods.
- Agency will not engage in discrimination against any person because of race, color, citizenship, religion, sex, ancestry, age, marital status, disability and sexual orientation including gender identity, unfavorable discharge from the military or veteran status.
- Agencies that serve a specific population, such as children, women affected by domestic abuse, seniors, etc. may do so. However, these organizations are expected to adhere to all other aspects of the non-discrimination policy.
- Agency will use donated food only for a SH pre-approved program. Donated food cannot be used for social events, funerals, anniversaries, weddings, church picnics, services, school or study groups, nor any purpose or activity inconsistent with exclusively feeding the poor and hungry of your community. If an agency starts a secondary program and wants additional food, it must apply to SH and receive approval for that program.
- The food will be distributed equitably among recipients. No favoritism towards family, friends, church members or agency staff or volunteers will be tolerated.
- The Agency must post signs that indicate the presence of a food program as well as days and hours of operation must be posted.
- Agency will communicate timely any change in Director/Pastor, relevant status, and contact information as occurring.

### **Safe and Proper Food Handling Procedures**

- Agency will ensure safe and proper handling by employees and volunteers of the donated goods, conforming to local, state, and federal regulations. Someone from the agency must participate in a food safety program bi-annually.
- On-site feeding programs must be DHEC certified and must have at least one individual from the program with a current Manager ServSafe Certificate.
- Agency will accept all items in "as is" condition and take responsibility for discarding any food it deems not fit for consumption.

- The Agency will maintain a safe, locked, clean storage facility.
- The facility must have running water, soap and antibacterial liquid available for food handlers.
- Food must be stored off-hours in a locked area or cabinets. Food must be displayed and stored off the floor at least 6 inches.
- Bulk food must be in protective containers.
- Nonperishable storage areas must be dry and clean.
- Cold storage must be used for meat and dairy products stored overnight.
- Toxic/cleaning supplies must be stored separately.
- Professional pest control must be applied annually or more often if conditions warrant, and documented.

**Record Keeping:**

All agencies are required to provide certain information to Second Helpings. The following information must be kept on site. Copies must be kept for three years:

**Food Pantries/Same Day Distribution:**

- Name & address of the client
- Date of service
- # of people in the household
- # of children
- # of senior citizens

**On-site feeding Programs:**

- Dates of meal served
- # of meals served onsite
- # of persons served remotely (food delivered)
- Names & addresses of people served remotely