



**Feed My People**  
**FOOD BANK**

# 2025 Partner Manual

Guidelines, Policies,  
and Procedures

715-835-9415 ext. 5  
2610 Alpine Road, Eau Claire, WI 54703  
[www.fmpfoodbank.org](http://www.fmpfoodbank.org)

# Feed My People – Who We Are

## History

- In the fall of 1982, with the belief that together they would be stronger, six area churches joined efforts to feed families struggling with hunger. Born out of the vision, hard work, and commitment of those seeking to make a difference, Feed My People Food Bank (FMP) has served as a leader in hunger-relief efforts across west central Wisconsin for over 40 years.

## Mission

- Creating equitable access to food for healthier communities.

## Vision

- Ending hunger in West Central Wisconsin

## Values

- Collaboration: Embracing teamwork to strategically address food insecurity through collective efforts.
- Inclusion: Cultivating a welcoming environment that honors all individuals and families.
- Integrity: Championing honest and transparent operations to build trust and accountability.
- Kindness: Demonstrating compassion and empathy towards those in need.
- Sustainability: Committing to environmentally conscious practices and resource management.

## How the Food Bank Works

- FMP rescues and sources food nationally and regionally from manufacturers, wholesalers, retailers, and growers that might otherwise be thrown away. Most of this nutritious food passes through our 45,000 square foot distribution center in Eau Claire before being distributed to 260+ hunger-relief programs throughout West Central Wisconsin.
- These programs include our network of non-profit agency partners like food pantries, meal sites, shelters, other programs, and FMP direct partner programs that helps us to feed the hungry.
- Once our agency partners submit an order, it is delivered to their door by our fleet of trucks that travel throughout our 14-county, 15,000+ square mile service region.
- This is made possible through generous community support. Together, we fuel healthy futures.

## Assurances to Partner Agencies

- FMP will seek a variety of products useful to your needs.
- FMP will never publicly promote Feed My People Food Bank at the expense of other hunger relief agencies.
- FMP will advise you of any product recalls or other information on items we distribute.
- FMP will seek to address your concerns if you, for any reason, are dissatisfied with product, service, and/or procedures.
- FMP will maintain a philosophy that our first order of business is to provide Partner Agencies with prompt and accurate service in a positive manner.
- FMP will provide delivery at no cost to the Partner Agency during scheduled times.
  - If a delivery fee is ever charged, FMP will communicate this with Partner Agencies well in advance.
- FMP will work with you as a partner in our common mission to best serve those in need in our communities.

# Partner Agency Eligibility

## Eligibility Requirements

- 501(c)(3) or Sponsoring Congregation or Church
  - All partner agencies must have current 501(c)(3) status with the Internal Revenue Service (IRS) or meet the criteria of a religious organization as defined by the IRS.
    - Must not be a municipality or private foundation.
    - This is not the same as a state sales tax exemption.
  - Must provide proof of 501(c)(3) or complete the Congregation or Church Qualifier form.
  - Must have an active board of directors or a church council.
  - If you have any questions about your tax-exempt status, contact the IRS Tax Exempt and Government Entities Customer Account Services toll-free: 877-829-5500.
- Responsibilities of the 501(c)(3) non-profit or Sponsoring Congregation or Church
  - The 501(c)(3) non-profit or Sponsoring Congregation or Church is fiscally, legally, and programmatically responsible for the Partner Agency and any additional add-on programming. The 501(c)(3) non-profit or the church's governing body are ultimately responsible for the Partner Agency.
    - Fiscal Responsibility
      - It is the responsibility of the 501(c)(3) non-profit or the Sponsoring Congregation or Church's governing body to know what the Partner Agency's budget is and to monitor its revenue and expenses.
      - Checks used to pay FMP invoices should have the 501(c)(3) non-profit or Sponsoring Congregation or Church's name pre-printed on them.
        - For a Sponsoring Congregation or Church – If only the partner agency's name is printed on the checks, the checking account must belong to the church. In this case, a copy of a bank statement or letter confirming the church's oversight, on church letterhead and signed by a leader of the church's governing body, is needed.
      - The 501(c)(3) non-profit or Sponsoring Congregation or Church may accept donations of food and money on behalf of the agency, thereby meeting the IRS's criteria for charitable donations.
      - Donations made directly to the program are not tax-deductible because it is not legally a charitable organization.
    - Legal Responsibility
      - The president or director of the 501(c)(3) non-profit's governing body or the head of the Sponsoring Congregation or Church's governing body reviews and signs the Partner Agency Agreement.
      - It is the 501(c)(3) non-profit or the Sponsoring Congregation or Church's responsibility to assure that the items in the agreement are being followed.
    - Programmatic Responsibility
      - As a Partner Agency, the leader of the 501(c)(3) non-profit or the Sponsoring Congregation or Church should be directly involved in the program.
        - This may take the form of providing significant program leadership, participating in the program's operations, or receiving

regular reports and updates from the program for the governing body to review.

- Compliance
  - Compliance with the above criteria will ensure donors, Feed My People Food Bank, and the IRS that donations of food are being used as the donors intended – given to people in need, via charitable organizations.
  - When businesses and individuals have good experiences donating food and money in support of hunger relief, they will continue to donate.
  - Together, we can succeed in our mission to eliminate hunger in West-Central Wisconsin.
- Serving Those in Need
  - All products are distributed free of charge “solely for the care of the ill, the needy, or infants.”
  - The majority of the program’s beneficiaries must be low-income, in crisis, ill, needy, or an infant.
    - Feed My People Food Bank defines low-income as no more than 200% of the Federal Poverty Guideline.
  - Will not sell, transfer, or barter the products supplied by FMP in exchange for money, property, or services.
  - Guests must not be charged a fee or asked for a donation for food.
    - Senior dining sites receiving funds through the Older Americans Act may ask for donations in a manner that ensures anonymous and voluntary contributions.
    - Nominal room and board or comprehensive fees may be acceptable.
  - Will not knowingly allow food or products received from FMP to enter the commercial marketplace or be used as gifts or prizes for events, at social events, or for fundraisers.
  - Will not engage in discrimination in the provision of food, product, or services against any person because of language limitations, disability, race, color, national origin, ancestry, citizenship, religion, sex, gender identity or gender expression, sexual orientation, age, marital status, family/parental status, political beliefs, unfavorable discharge from the military or status as a protected veteran, receiving public assistance, or being a member of a local human rights commission.
  - Will not use programs to foster or advance religious or political views by expecting or requiring guests to participate in political or religious events or activities to receive food.
  - Will not give preferential treatment to volunteers, staff, or donors who qualify to receive food/products.
  - Partner must have an active board of directors.
- Agency must make a good faith effort to know about, communicate with, and cooperate with other nearby hunger relief agencies in their geographical area.

All eligibility details are also included in the most recent Agency Partnership Agreement.

## Ordering Procedures

### Ordering on the Partner Hub

- Ordering Expectations
  - All partner agencies will order food from FMP at least quarterly.
  - Partners will place their orders within the order window specific to their delivery or customer pick-up (CPU) day.

- The order window opens at 8:00 am five business days before the delivery/CPU date and closes at 11:59 pm three business days before the delivery/CPU date.
- Orders submitted outside the order window will not be processed unless the warehouse manager gave approval prior to the order submission.
- Partners may place up to two orders per delivery or customer pick-up.
- Process to see if your order was placed in Partner Hub
  - To double-check if your order has been submitted
    - Select Order History in the green bar along the top of the screen.
    - Select either Active or Complete Orders
      - Active Orders: All placed and submitted orders still being processed in the warehouse.
      - Complete Orders: All orders completed by the Warehouse.
  - If you are unsure, please do not hesitate to contact us by calling 715-835-9415 ext. 5.

#### Ordering Kwik Trip Vouchers

- Partners may order vouchers on the FMP website to supplement their food distribution.
  - Vouchers come 20 vouchers / pack.
    - One Milk Voucher = ½ gallon of milk
    - One Egg Voucher = one dozen (12) eggs
    - One Produce Voucher = three pieces of fruit, one 12 oz. bag of baby carrots, one head of iceberg lettuce, -or- one two-pack of tomatoes.
    - One Meat Voucher = one 80/20 ground beef chub -or- two small sirloin steaks

#### Holiday Closures

- FMP will communicate all holiday closures via email to the Main contact and Order Email contact listed on the Partner's account. This email will include information on ordering window changes for affected Partners. Please share this information with others on your team who may be affected by the changes.
- You may also find our Holiday Closure schedule on Partner Hub under Agency Resources.

## Delivery

#### Partner Agency Role

- Be patient and flexible as most of our delivery drivers are volunteers.
  - Before notifying us of a late delivery, please allow 30 minutes before and after the scheduled delivery times to account for weather, traffic, unforeseen situations, etc.
- Arrange volunteers to receive your order and transport products into your approved storage space.
  - Rule of thumb is two volunteers per pallet.
- Provide a specific phone number for your delivery day in the event FMP needs to contact you to communicate early or late deliveries or to communicate other unexpected delivery circumstances.
- Sign the driver's route sheet to confirm receiving the order.

#### FMP Driver Role

- Drivers will unload pallets from the truck.

- The driver will wait until a site representative comes outside to greet them before beginning to unload product.
- If no one is at the delivery address, the driver will call the contact listed on the packing slip to attempt to get ahold of someone to receive the order at the delivery site.
  - The driver will wait 10-15 minutes. If no one comes to greet them, they will continue on to their next delivery. Food will not be left without a Partner representative present.
- They will take banana boxes, milk crates, bread racks, and pallets back to FMP to be reused provided they are organized and stacked.
- They can also take the plastic wrap from your pallets to be recycled at FMP.
  - Please remove all paper tags and stickers.
- The drivers are the only people allowed to be in the truck and on the liftgate.
- They will depart once all products from the order are off the truck and their sheet is signed.

#### Changes in Delivery Schedule

- Feed My People will communicate any delivery time changes with as much advance notice as possible.
  - Notifications will be sent via email to the Main contact and Ship To contact listed on the Partner's account when changes are known the day prior to your delivery.
  - If delivery changes are made the day of your delivery, the Main contact will be notified via phone call.
- Please share this information with others on your team who may be affected by the changes.

#### Holiday Changes

- FMP will communicate all holiday delivery changes via email to the Main contact and ShipTo Email contact listed on the Partner's account. This email will include information on delivery changes for affected Partners.
- Please share this information with others on your team who may be affected by the changes.

#### Winter Weather

- Make sure driveways and walkways are clear of snow and salted if necessary.
- Please understand there may be delays or time changes to your delivery due to inclement weather. If this occurs, FMP will contact the Main contact on the account.
- If FMP closes or if the Warehouse Manager determines it is unsafe for trucks to deliver due to weather or road conditions, Partners will be notified via phone as soon as possible.
- Cancellations will be posted on FMP's Facebook page and website.

## Customer Pick-Up (CPU)

#### Customer Pick-Up (CPU) Procedure

- All Partners may place orders for CPU for dry products.
- Partners, who are within 30 minutes travel time from FMP, may pick up cooler and freezer products from the FMP warehouse.
- Partners must use coolers and/or freezer blankets while transporting cold products from FMP.
- CPU orders must be submitted by 11:59 pm three business days prior to pick-up date.
- CPU hours are Monday through Friday from 8:30-11:00 am and 12:00-3:00 pm.
- CPU orders are available at Door 10.

- We ask Partners to call FMP's general number at 715.835.9415 to notify FMP of their arrival.
- Partners will load their order into their own vehicle(s).
  - A Warehouse team member will retrieve products from the coolers or freezers.
- Once your complete order is loaded into your vehicle, you must sign the Customer Pick-Up Sheet indicating who picked up the product and is accountable for the order.
  - If you cannot take your entire order on one trip, please notify the Warehouse Specialist of your plans for the rest of your order. Do not sign the Customer Pick-Up Sheet until your order is completely loaded.
- For safety reasons, Partner members aren't allowed to pass the shipping dock unless accompanied by an FMP employee.

#### Delivery Pick-Up Notes

- When placing a CPU order, you must add the **date and time** of your pick-up in the Delivery Pick-Up Notes box before submitting your order.
- Don't split an order for pickup on multiple days. Only order enough at a time that all product from that order can be picked up on the same day.

## Discrepancies

#### Reporting a Discrepancy

- It is the responsibility of the Partner to check the items you received against the packing slip.
- If there are discrepancies (incorrect product, too few, too many, etc.) please go to the Network Partners webpage and fill out the Report a Discrepancy form.
- Partners must notify FMP within three (3) business days of receiving the order to receive credit.
  - Even if no credit is given or expected, please report all discrepancies via the Discrepancy Form on the Network Partners page so current inventory may be adjusted accordingly.

## Refusing/Returning Product

#### Delivery Procedure for Refusals/Returns

- Partners must contact FMP within three business days of receiving the product to refuse or return the item. If notification provided is after three business days, FMP will accept the product as a donation but FMP will not give credit to the Partner for the returned product.
- To return items, Partners must go to the Network Partners webpage and fill out the "Report a Discrepancy" form.
  - It is recommended you provide the driver with the product's temperature at the time of pick-up or the temperature of your cooler or freezer at the time of pick-up in order to verify the cold chain.
- Partners may refuse items on the day of delivery and send them back on the truck as long as it was delivered in an FMP vehicle.
  - Partners must call 715-835-9415 ext. 5 to alert FMP staff of the expected return.
  - Partners must also go to the Network Partners webpage and fill out the "Report a Discrepancy" form.

#### Customer Pick-Up Procedure for Refusals/Returns

- When refusing or returning product from pick-up orders, Partners must call 715-835-9415 ext. 5 to notify an FMP representative of the refused or returned product before they leave the parking lot.
- The FMP Team will then process the return and update your account.

## Types of Products and Fees

Feed My People rescues nationally and regionally donated food, that might otherwise be thrown away, from manufacturers, wholesalers, retailers, and growers. Additionally, Feed My People sources and purchases products crucial to your hunger-relief programs.

#### Donated Product

- Product donated to Feed My People is available to Partner Agencies for a maximum fee of \$0.16 per pound.

#### Purchased Product

- To ensure the consistent availability of certain products, Feed My People sources items at the best price we can find. Prices are typically comparable to or slightly less than retail prices.

#### Food Rescue Perishables

- Perishable products from the FMP's Food Rescue Program are generally available to partners for free.
- These products often come to Feed My People towards the end of their life.
- We recommend you distribute these items as soon as possible, as they may be past their prime.
- Be prepared to dispose of up to 50% of the products.

#### Non-Food Products

- Feed My People sources and accepts donations for essential non-food items like hygiene and paper products.
- Other non-food items may be accepted as space is available.

## Agency Statement, Billing, & Payment

#### Understanding Your Agency Statement

- The Agency Statement contains all billing activity for your account for the prior month, as well as any outstanding balances.
- Order Reference Definitions
  - CR = This indicates a Credit Memo which is the amount FMP has credited back to your account.
  - The 6-digit number is the order invoice number.
- Payment Reference Definitions
  - CK #xxxx = Indicates the check number associated with the processed payment.



- FCxxxxxx = Indicates a Food Credit has been applied to your account. The numbers following FC signifies the date the Food Credit was applied to your account.
- Amounts appearing in parentheses also indicate a credit.
- All credits will be automatically applied to any outstanding balance.
- Balance
  - The total balance/total due will include all charges and payments made to your account to reflect the current total amount due.
  - Statements will also indicate if there has been any food credit applied to the account.

#### Billing Information

- All billing information is available on Partner Hub under the "My Documents" tab.
- Invoices are generated for each order placed.
- Monthly statements are generated on the first of each month and includes the total amount due from the previous month's invoices plus any unpaid balances.

#### Payment Information

- Partners must remit payments payable to Feed My People Food Bank.
  - All payments must come directly from the 501(c)(3) non-profit or Sponsoring Congregation or Church.
- Partners should send one check for the total amount indicated in the Monthly Agency Statement.
  - Please include your Agency Reference Number on the Memo Line.
- Invoices are expected to be paid within 30 days.
- Partners with outstanding balances may be put on product hold until the account is no longer delinquent.

## Budget Procedures for Direct Programs

#### Monthly Budget

- Feed My People provides financial support to Direct Programs and sets a monthly budget.
- Monthly budgets are evaluated regularly and adjusted as needed.

## Statistics Procedures

#### Distribution Exceptions

- All partner agencies should distribute food to guests on at least a monthly basis.
- A school-based program is not required to distribute during the summer months, although we encourage summer distributions if possible.

#### Monthly Statistics Requirements

- Feeding America requires Food Bank Partners to record and report monthly statistics.
- Statistics must include ALL households and household members.
- Statistics must include ALL the pounds distributed, including pounds obtained from resources other than FMP.

- Statistics must include Kwik Trip Voucher pounds utilizing the following formula:
  - 1 egg voucher = 1 pound
  - 1 produce voucher = 1 pound
  - 1 meat voucher = 1 pound
  - 1 milk voucher = 4 pounds
- Statistics must be submitted no later than 8:00 am on the 5<sup>th</sup> of each month.
- Partners may be placed on product hold if statistics are not submitted by the 5<sup>th</sup> of each month.
- Statistics are reported on the Partner Hub under the "Statistics" tab.

## Pantry Statistics

Pantries provide supplemental food for the entire family.

### Statistics Data Entry

- Line numbers correspond with the line numbers in Partner Hub where statistics are submitted.
  - Count each person in the household using designated age ranges.
    - Children 0-17
    - Adults 18-59
    - Seniors 60+
  - Line 1-3: Track 1<sup>st</sup> Visits of the Month for Individuals
    - Each person in each household is counted only once per month and reported using the designated age ranges.
  - Line 4: Track 1<sup>st</sup> Visits of the Month for Households
    - The total number of households whose visit was their first time in the given month.
  - Line 5: Track the 1<sup>st</sup> Visit of the Month Total Product Pounds
    - The total pounds distributed to the 1<sup>st</sup> Visit of the Month households.
    - This includes ALL food and non-food products, regardless of where it was obtained.
    - The preferred method for tracking distribution pounds is to use a scale.
  - Line 6-8: Track Additional Visits of the Month for Individuals
    - Each person in each household is counted every additional visit in the given month and reported using the designated age ranges.
  - Line 9: Track Additional Visits of the Month for Households
    - The total number of households who were repeat visits in a given month.
    - Each household is counted each time they have an additional visit.
  - Line 10: Track Additional Visits of the Month Total Product Pounds
    - The total pounds distributed for all Additional Visits of the Month for Households.
    - This includes ALL food and non-food products, regardless of where it was obtained.
    - The preferred method for tracking distribution pounds is to use a scale.
  - Line 11: Track 1<sup>st</sup> Visit of the Year for Individuals
    - Add together the total number of people served with the given month for the first time in the calendar year.
    - Start the count over each January.
  - Line 12: Voucher Pounds for 1<sup>st</sup> Visit of the Month

- Total the number of voucher pounds distributed to 1<sup>st</sup> Visits of the Month for Households using the voucher pounds conversion listed above.
- Line 13: Voucher Pounds for Additional Visits of the Month
  - Total the number of voucher pounds distributed for all Additional Visits of the Month for Households using the voucher pounds conversion listed above.

## Backpack/Weekend Food Statistics

Backpack/Weekend School Programs provide supplemental food for individual students.

### Statistics Data Entry

- Line numbers correspond with the line numbers in Partner Hub where statistics are submitted.
  - Line 1: Track 1<sup>st</sup> Visits of the Month for Individuals
    - The total number of students whose visit was their first time in the given month.
  - Lines 2-3: Track 1<sup>st</sup> Visits of the Month for Individuals
    - Age ranges 18-59 and 60+ should be entered as zeros.
  - Line 4: Track 1<sup>st</sup> Visits of the Month for Households
    - The total number of students whose visit was their first time in the given month.
    - If you are unable to track households
      - Please use the largest week's distribution for the 1st Visit of the Month.
      - Assume 2 children per household.
        - Example: If 100 students receive backpack/weekend food for the month, and you are unable to track households, assume two children per household for a total of 50 households.
  - Line 5: Track the 1<sup>st</sup> Visit of the Month Total Product Pounds
    - The total pounds distributed to 1<sup>st</sup> Visit of the Month students.
    - This includes ALL food and non-food products, regardless of where it was obtained.
    - The preferred method for tracking distribution pounds is to use a scale.
  - Line 6: Track Additional Visits of the Month for Individuals
    - Each person in each household is counted every additional visit in the given month and reported using the designated age ranges.
  - Lines 7-8: Track Additional Visits of the Month for Individuals
    - Age ranges 18-59 and 60+ should be entered as zeros.
  - Line 9: Track Additional Visits of the Month for Households
    - The total number of households who were repeat visits in a given month.
    - Each household is counted each time they have an additional visit.
    - If you are unable to track households
      - Please use the largest week's distribution for the 1st Visit of the Month and add together all the additional weeks for the Additional Visits of the Month for Households.
      - Assume 2 children per household.
        - Example: If 100 students receive backpack/weekend food for the month, and you are unable to track households, assume two children per household for a total of 50 households.

- Line 10: Track Additional Visits of the Month Total Product Pounds
  - The total pounds distributed for all Additional Visits of the Month for Households.
  - This includes ALL food and non-food products, regardless of where it was obtained.
  - The preferred method for tracking distribution pounds is to use a scale.
- Line 11: Track 1<sup>st</sup> Visit of the Year for Individuals
  - Add together the total number of people served with the given month for the first time in the calendar year.
  - Start the count over each September to coincide with your academic year.
- Line 12: Voucher Pounds for 1<sup>st</sup> Visit of the Month
  - Total the number of voucher pounds distributed to 1<sup>st</sup> Visits of the Month for Households using the voucher pounds conversion listed above.
- Line 13: Voucher Pounds for Additional Visits of the Month
  - Total the number of voucher pounds distributed for all Additional Visits of the Month for Households using the voucher pounds conversion listed above.
- Special Note
  - Please remember to enter zeros for the summer months you did not distribute.

## Meal and Snack Statistics

### Statistics Data Entry

- Line 21: Unique Individuals Served without Duplication
  - If one individual eats multiple meals or snacks during the month, count that individual only once for unique individuals served.
    - This number can be determined based on how many individuals were enrolled or registered for your program during the month.
  - If there is no better way to determine it, use the highest count for one meal and/or snack distribution as your unduplicated number.
- Line 22: Total Number of Meals Served
  - Unlike unduplicated individuals, the total number of meals served is the grand total of all meals served in one month.
  - This number can be determined by adding together your daily attendance records or meal counts.
- Line 23: Total Number of Snacks Served
  - Unlike unduplicated individuals, the total number of snacks served is the grand total of all snacks served in one month.
  - This number can be determined by adding together your daily attendance records or snack counts.

### Statistics Questions

- If you are struggling with statistics, give us a call at 715-835-9415 ext. 5. We are happy to help you understand the process of reporting and answer any questions.

# FAQ about Statistics

## Frequently Asked Questions

- When guests come to the pantry, are we supposed to ask them if they have ever been here before in order get the number for 1<sup>st</sup> visits of the year?
  - Yes! We need you to ask if this is their 1<sup>st</sup> visit in the calendar year (example: 2025).
- If we are open every Thursday, do I record the statistics from the first week on the “1st visit of the month” line and the stats from all the other weeks on the “additional visits of the month” line?
  - No, the “1st visit of the month” line is meant to record every person’s first visit to the pantry that month, regardless of which week they visit.

# Food Safety

It is imperative that FMP and all FMP Partners follow food safety rules and regulations as provided in Food Handler and Food Manager Certification information.

Please use and follow what is outlined in our Food Safety Manual to ensure food is being safely stored and distributed at your location(s).

# Sub-Distribution Tracking

## Sub-Distribution Procedure

- Provider – A Partner Agency who provides food to another FMP Partner Agency.
- Receiver – A Partner Agency who receives food from another FMP Partner Agency.
- Each Partner Agency of Feed My People must have a signed Sub-Distribution Agreement with receivers of sub-distributed products before sub-distributing the product.
- Products sub-distributed can only make “one hop,” which means that the receiver must either distribute or dispose of the product received.
- Providers will keep a sub-distribution tracking log of products sub-distributed for two years and for the purpose of recalls.

# Recalls

## Recall Procedure

- In the case of recalled product, FMP staff will reach out to Partner Agencies who ordered a product from FMP that has been recalled.
- When possible, FMP staff will also reach out to Partner Agencies to provide information for recalled products not received by FMP.
- Partner Agencies are encouraged to sign up for FDA recall alerts.

## Your Role in a Recall

- If you have the recalled product in storage, please remove any remaining product from your shelves and dispose of the product.
- If you have distributed the recalled product, please notify your guests in whatever way possible.
- Check your sub-distribution tracking sheet to see if you passed the recalled product to any other FMP Partner Agency. If yes, notify them immediately.

# Site Visits

The goal of a site visit is to strengthen Feed My People's relationship with Partners, provide assistance and support, and ensure compliance with Feeding America's guidelines.

## Site Visit Procedure

- A site visit is required through our agreement with Second Harvest Heartland and Feeding America.
- A site visit is required at a minimum of every two years.
  - FMP reserves the right to conduct site visits more frequently as deemed necessary.
- The Site Visit will include an intentional conversation about how things are going, gathering information about your processes and impact on your community, conducting a food safety site inspection, and discussing if there is anything additional FMP can do to support the work you are doing in your community.
- FMP will send you information on how to prepare for your upcoming site visit prior to your visit.

# Resources

## Feed My People Website and Network Partners Page

- Main Website: [www.fmpfoodbank.org](http://www.fmpfoodbank.org)
- Network Partners Page – Select Network Partners in the black bar along the top of the screen
  - There is a variety of information located on both resource web pages.
  - Please let us know if there is something you are looking for and are unable to find.

#### Bill Emerson Good Samaritan Act

- On October 1, 1996, President Clinton signed this act to encourage donation of food and grocery products to non-profit organizations for distribution to individuals in need. This law:
  - Protects you from liability when you donate to a non-profit organization.
  - Protects you from civil and criminal liability should the product donated in good faith later cause harm to the recipient.
  - Standardizes donor liability exposure. You or your legal counsel do not need to investigate liability laws in 50 states.
  - Sets a floor of "gross negligence" or intentional misconduct for persons who donate grocery products. According to the new 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."

#### FoodShare (SNAP)

- To assist guests with applying for FoodShare, they can either call 877-366-3635 or visit [www.getaquestcard.org](http://www.getaquestcard.org).

## Contact Us

The best way to reach someone quickly is to call 715-835-9415 ext 5.

Tami Syverson  
Partnership Manager  
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