

RETAIL PROGRAM OVERVIEW

Partner Agencies of NTFB have the opportunity to participate in a store donation program, as a result of being an associated member of Feeding America (the nation's largest network of Food Banks). In an effort to donate as much nourishing food as possible, while maintaining the highest standards in safe food handling, participating retail stores have chosen to donate perishable products to Feeding America Network of Food Banks, such as the North Texas Food Bank and their Partner Agencies.

Requirements for Participation

1. Agency is within 30 minutes of a participating Store
2. Agency has the capacity to pick up at least 1-2 times per week
3. Agency has the capacity to store all products within their authorized facility
4. Agency has access to thermal blankets, coolers, or refrigerated transportation to pick up refer/frozen donations.

Partner Agency Requirements

1. Participate in an initial orientation phone call/meeting and any other training required by the North Texas Food Bank and Feeding America. Adhere to NTFB policies and procedures provided to Agency/Program Host Site in training and other materials.
2. Partner agencies who are assigned to stores will need to provide a point of contact for store management to coordinate pickup scheduling or other needs.
3. Partner agencies picking up refrigerated or frozen items such as meat, produce, dairy, and deli items are required to refrigerate these items during transport and storage. Approved devices include temperature-controlled coolers, thermal blankets, or active temperature devices (i.e. refrigerated truck/unit). Partner agencies are responsible for acquiring and maintaining these devices.
4. Agencies are required to accept all products that are offered. If a product quality issue arises, the agency should only communicate through NTFB personnel, who will then address the issue with the participating store.
5. Partner agencies are required to log the temperatures on items requiring freezer and cooler handling. Product that falls outside of temperature guidelines must be destroyed. Temperature logs should be maintained and made available for review by NTFB upon request.
6. Partner agencies should have identification cards or badges available for presentation at the time of pick-up to store personnel.
7. Partner agencies will be responsible for documenting the weight of each direct pick up and reporting this activity on a weekly basis to NTFB through the online MealConnect system. NTFB will then compile the agencies' poundage into a consolidated report for each retail donor partner.
8. Agency agrees to distribute products received to people facing hunger through direct service or other NTFB agency partners. Retail products cannot be distributed through non-NTFB partnered organizations. (*This is in accordance with the Feeding America Partner Food Bank Agreement*).
9. Partner agencies are responsible for notifying NTFB of any relevant changes to their agency or program that may affect the retail program. (Agency Contacts, Pickup Schedule Changes, Driver Information, Holiday Closures, etc.)

Next Step

Interested agencies should complete an application located on NTFB's website under "Partner Portal", "Partner Resources" or contact the Retail Donations Team by emailing ntfbretail@ntfb.org.