



Policies and Procedures

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SECTION 1

INTRODUCTION TO THE MONACAN NATION FOOD BANK

Mission Statement

We help families thrive by efficiently procuring and distributing food and essentials to the hungry through our programs and partner agencies.

Food Sources

Through Blue Ridge Area Food Bank, we receive USDA products for free and other food items at a reduced price. Local support comes from wholesalers, brokers, retailers, grocery stores, farmers and many others. The Food Bank promotes community food drives with schools, grocers, letter carriers and religious, civic and professional organizations, as well as many major businesses in our service area.

Who We Serve

The Food Bank acts as a food distributor for Monacan families and residents of Amherst County that have limited income.

Website

The public website is www.facebook.com/MonacanIndianFoodBank

SECTION 2

COMMITTEE AND VOLUNTEERS

Committee members

1. The committee should have one chair person for the sole purpose of organizing and scheduling volunteers.
2. The rest of the committee should assist with the organizing and running of the food bank.
3. The committee should ensure the food bank has adequate funding and money is spent responsibly.
4. The committee should be morally responsible for the total operation and conduct of the organization and ensure that the mission is carried out effectively.
5. The committee members agree they will not share client information.

Volunteers

1. Each volunteer should stay informed of general organizational activities.
2. Volunteers should meet with committee members every time Blue Ridge Food Bank or USDA changes their rules and regulation to ensure all procedures are followed.
3. The volunteers should be kept informed of committee member changes.
4. The volunteers agree they will not share client information.

Training Information

Each volunteer must attend a training session before volunteering alone. Doing training volunteers will learn the basic operation of the food bank, how to fill out forms properly and how to build a box of food for different family sizes.

SECTION 3

TYPES OF PROGRAMS

Food Pantry: A food distribution program that provides boxes/bags of groceries on a regular schedule to people in need of food.

Emergency Food Fund: Doing times we are closed or cannot supply food; a Monacan Member may request an Emergency Food Gift Card at their choice of grocery stores. The amount of the gift card can not exceed \$50 per family and may only be requested once per year. The Monacan member must complete the application process showing an emergency need such as but not limited to loss of income or a reduce in income. This program will also be available to Monacans outside a reasonable travel distance doing times which the food bank would normally be open or could provide food but where the Monacan lives to far to travel.

Thanksgiving Turkey Boxes: Doing the month of November we will provide an additional box of food consisting of traditional items used to make Thanksgiving dinner. Each family must complete a request form to receive their dinner box. This is a 1st come 1st serve program and we may limit the amount of families served. This program will only be offered when funds are available to provide the supply needed.

Christmas Dinner Box: Doing the month of December we will provide an additional box of food consisting of traditional items used to make Christmas dinner. Each family must complete a request form to receive their dinner box. This is a 1st come 1st serve program and we may limit the amount of families served. This program will only be offered when funds are available to provide the supply needed.

Easter Sunday Dinner: Doing the month Easter falls in we will provide an additional box of food consisting of traditional items used to make Easter dinner. Each family must complete a request form to receive their dinner box. This is a 1st come 1st serve program and we may limit the amount of families served. This program will only be offered when funds are available to provide the supply needed.

Back to School Supplies (partnered with the Monacan Youth): We shall provide a back pack full of basis school supplies to youth in need. Parents must complete an application providing information on the child's school supply needs. The funds needed to buy the school supplies shall come from the Monacan Youth Program, donations, and grants. This program will only be offered if the supplies are available.

SECTION 4

DISCLAIMERS OF WARRANTIES AND LIMITATION OF LIABILITY

The Food Bank provides its members with food and other grocery products on an “as is” basis and does not make any express or implied warranties of the food or grocery products that it distributes.

SECTION 5

CLIENT RIGHT AND AGENCY AVAILABILITY

Notice to the Public of Availability

1. Must have signage, listing days and hours, posted in a visible location on the outside of the building.
2. If a scheduled distribution must be changed, the agency should notify the public via visible signage on the outside of the building and on the outgoing message on the voicemail box/answering machine.

Client Rules and Client’s Rights

1. Any rules or regulations that clients must adhere to must be in the form of a written policy to avoid discrimination or inconsistencies in how clients are treated. These policies should be approved by the committee and Monacan Council.

SECTION 6

RECORD KEEPING REQUIREMENTS

Documentation of Product Usage

1. All committee members and volunteers are required to keep books and records which accurately reflect the total amount of product received and distributed (or used).
2. The food bank must outline their procedures used to determine that the final recipient of donated product is eligible under the rules set forth by committee members, Monacan Indian Nation Cultural Foundation Board Members, Blue Ridge Food Bank and USDA standards.

Food Bank

1. Food Bank must keep records including the names, addresses, phone numbers and the number of people in each client family served. These can be kept on index cards, in computer databases, in individual client files or in any other organized system. Records must be legible. Records shall be on file for at least five years.
2. Food pantries that distribute USDA must keep separate USDA records. These records include a USDA Eligibility Form, USDA Monthly Report, USDA Loss Report and Food Storage Temperature Chart. USDA records must be kept on file onsite for at least five years.

Monthly Reporting

1. In addition to the aforementioned record keeping requirements, the chair must complete the appropriate monthly reports for the food bank. This monthly report should include the total number of households and individuals served by the food bank.
2. The chair must complete a "USDA Monthly Report."
3. All monthly reports should be ready for the monthly tribal/council meetings.

Social Security Numbers

1. The Food Bank prohibits any partner organization from using Social Security numbers (SSN) as a screening tool. We believe that the risk of identity theft far outweighs any benefit of using an SSN to identify clients and to verify how many are in the household.
2. The Food Bank will assign a unique identifying number for each client or client household.

Invoices

1. The Food Bank should receive an invoice from any organization that we receive food from. They shall check this invoice for accuracy and report any inaccuracy immediately to the organization.
2. The Food Bank must keep invoices on file for at one year. This is for inventory purposes only.

SECTION 7

STORAGE AND HANDLING OF PRODUCT

Dry Storage

1. The Food Bank must be able to store food at least six inches off the floor and away from the walls of the storage area. Acceptable storage includes metal and wooden shelving (metal is preferred since it is easier to clean), cabinet space and wooden pallets. The storage area should be secured (locked) to limit access only to authorized personnel in emergency food pantries. This can be accomplished by locking the storage room or padlocking cabinet or refrigerator space.
2. If food is stored in an outdoor facility (storage shed), it should be cooled during warmer months to protect product integrity. Storage of food items at temperatures near 70 degrees Fahrenheit leads to longer shelf life than storage at much higher temperatures.

Refrigerated & Frozen Storage

1. Refrigerators and freezers must be clean and in working order.
2. Preferably, Food Bank product should be stored in a refrigerator or freezer designated solely for that purpose. If this cannot be done, Food Bank product must be marked as such or certain areas of the cold storage designated for Food Bank product only. Personal items may not be comingled with Food Bank product at any time.
3. Temperatures must be monitored with refrigerator/freezer thermometers to ensure equipment is cooling properly. These thermometers may be purchased inexpensively at hardware stores and other retailers. Refrigerator temperatures must be at 40°F or colder and freezers must be at 0°F or colder. Temperatures should be monitored at least once per week.

SECTION 8

UNAUTHORIZED USE OF FOOD BANK PRODUCT

Food Bank product is donated for the sole purpose of feeding the needy, ill or infants (defined by the IRS as children younger than 18) according to guidelines set forth by the Internal Revenue Service and Feeding America. Using Food Bank product in an unauthorized manner will result in suspension or termination of Food Bank volunteer.

1. Food Bank product may not be consumed or used by the program staff unless a program staff member has a legitimate need because of an emergency situation, a pantry program may provide him/her with groceries. This distribution of food must be documented on agency and Food Bank record keeping forms.
2. Food Bank products maybe be used for the purpose of fundraising either as prepared food (such as spaghetti dinners or bake sales).
3. Agency “volunteers” may not receive food in exchange for their service. Volunteers should NEVER receive food as a “thank you” for their service. If volunteers are legitimately in need, they may receive food, but they may not receive food in a different manner from other food recipients (i.e. they may not receive preferential treatment). They also may not “cherry pick” product or set it aside before distribution to other food recipients. If volunteers need food assistance, it is preferred that they receive assistance on a day they are not volunteering with the agency.

SECTION 9

RELIGIOUS PROSELYTIZING

1. Agencies may not discriminate against clients on the basis of religious preference or status.
2. The Food Bank cannot require clients to pray, worship or to receive religious messages as a condition of receiving food. The Food Bank volunteers are welcome to invite clients to participate in religious services but must not tie those services to the food distribution process. If a food recipient does not wish to participate, their decision must be respected.

SECTION 10

VOLUNTARY CONTRIBUTIONS FROM FOOD RECIPIENTS

The Food Bank must not actively request that clients provide “donations” or in any way infer that donations are required to receive food, since it might be construed as payment for food. If an agency does receive donations from food recipients, it must be done as explained below...

1. The Food Bank may set up donation canisters, jars or boxes, but these must be located in places where donations can be made in a completely anonymous way. Donation canisters, jars or boxes

cannot be placed in areas where agency staff/volunteers know which food recipients are donating and which are not (e.g. waiting areas, at the main desk, intake areas).

2. The Food Bank may not charge any fees for food boxes, transportation of food, etc. to clients to cover operating expenses. They also cannot post or communicate “suggested donation” amounts to food recipients or strongly encourage clients to donate.

SECTION 11

COMMUNICATING CHANGES IN PROGRAMS OR VOLUNTEERS

The Food Bank will notify the 501(c)3 board and the Monacan Council of any operational changes in the program. These types of changes include changes in days and hours of service or list of volunteers.

SECTION 12

MANDATORY TRAINING

The Food Bank strives to be a good steward of the foods and other items that are donated to it. In order to be good stewards, we must ensure that volunteers follow the rules and guidelines that have been put into place to make sure that donated products are used properly. To this end, the Food Bank provides mandatory training from time to time.

SECTION 13

AMENDMENTS/REVISIONS TO THE POLICY MANUAL

The Food Bank reserves the exclusive right to modify this manual from time to time without advance notice to partner agencies. After receipt of any amendments/revisions, a partner agency may withdraw its membership within thirty (30) days. Thereafter, it will be subject to the amendments/revisions.

APPENDIX

The appendix includes a variety of forms as examples for use in training volunteers and staff.

2020 Poverty Guidelines

2020 Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,760
2	17,240
3	21,720
4	26,200
5	30,680
6	35,160
7	39,640
8	44,120

20 Poverty Guidelines for the 48 Contiguous States and the District of Columbia

For families/households with more than 8 persons, add \$4,480 for each additional person.

Monthly Reporting Form



Monacan Indian Nation
Food Bank Monthly Reporting Form

Month: _____ Year: _____

Number of Families Served: _____

Number of People Served: _____

Amount (\$) Spent at BRAFB: _____

Amount (\$) Spent at other Grocery Stores: _____

Volunteer Information:

Name of Volunteer: _____ Hours Served: _____

Person filling out form: _____ Date: _____

Signature: _____

Client Application

Client #: _____

Monacan Indian Nation Food Bank
Client Application

Name _____ DOB _____

Street Address _____ City _____ State _____ Zip _____

Home Phone # _____ Cell # _____

Email _____

List all household members:

Name	DOB	Sex	Relationship	Monacan	Veteran /Disabled	Monthly Income	Source of Income

Total Monthly: _____

Does anyone living in the household receive Medicaid/Medicare? Yes No

Does anyone living in the household receive Food Stamps? Yes No

Your eligibility will be based on income guidelines for the number of people living within your household. We do not ask you to prove your income or expenses unless you would like to receive USDA products, but you do have to report it. Your eligibility will NOT be based on race, color, national origin, age, sex or disability.

Signature _____ Date _____

Emergency Food Application

Monacan Indian Nation Food Bank Emergency Fund

This form is used if you have an emergency need and the food bank is closed or can not supply you with food at the time. You will be issued a gift card to a grocery store of your choice. You may not use the gift card to buy tobacco or alcohol products.

Name

Client #

Street Address

City

State

Zip

Phone

Email Address

Reason for Emergency (ex: loss of job or income)

Signature

Date

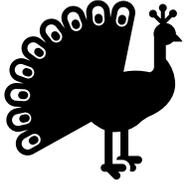
Office use Only

Store: _____ Amount: _____

Card #: _____

Name of Volunteer that bought the card: _____ Date: _____

Thanksgiving Turkey Box Request Form



Monacan Indian Nation Food Bank
Thanksgiving Turkey Boxes

Please fill out the following information if you would like to receive a Thanksgiving Dinner Box. We ask that if you receive a box from us that you do not receive a box from Saint Paul's Episcopal Church.
Thank You!

Name

Client #

Street Address

City

State

Zip

Phone

Email Address

Name of persons other than yourself they may pick up for you.

Do not sign till you pick up your box

Signature of person picking up

Date

Christmas Dinner Box Request Form



Monacan Indian Nation Food Bank Christmas Dinner Boxes

Please fill out the following information if you would like to receive a Christmas Dinner Box.
Thank You!

Name

Client #

Street Address

City

State

Zip

Phone

Email Address

Name of persons other than yourself they may pick up for you.

Do not sign till you pick up your box

Signature of person picking up

Date

Easter Sunday Dinner Box Request Form



Monacan Indian Nation Food Bank Easter Sunday Dinner

Please fill out the following information if you would like to receive a Christmas Dinner Box.
Thank You!

Name

Client #

Street Address

City

State

Zip

Phone

Email Address

Name of persons other than yourself they may pick up for you.

Do not sign till you pick up your box

Signature of person picking up

Date

Back to School Supplies Application



Monacan Indian Nation Backpack Program

Contact person Name: _____
Address: _____
Phone: _____ Email: _____

List all children that will need supplies below if more than 5 children please add them on the back.

Child's Name: _____ Boy _____ Girl _____
School: _____ Grade: _____ Date of First Day: _____
Color or Design preference of backpack: _____

Child's Name: _____ Boy _____ Girl _____
School: _____ Grade: _____ Date of First Day: _____
Color or Design preference of backpack: _____

Child's Name: _____ Boy _____ Girl _____
School: _____ Grade: _____ Date of First Day: _____
Color or Design preference of backpack: _____

Child's Name: _____ Boy _____ Girl _____
School: _____ Grade: _____ Date of First Day: _____
Color or Design preference of backpack: _____

Child's Name: _____ Boy _____ Girl _____
School: _____ Grade: _____ Date of First Day: _____
Color or Design preference of backpack: _____

Please return this form **AND** a copy of each child's school supply list to either:
monacanyouth@gmail.com
OR
monacanfoodbank@aol.com

We will do our best to accommodate backpack preference as well as get everything on their list. You will be contacted once your supplies are ready to be picked up! If you have any question please contact Matt or Sally at 434-207-2161 or by emailing us at either provided email addresses.