

# SEND HUNGER PACKING PROGRAM AGREEMENT

The terms of the Send Hunger Packing Program Agreement are agreed upon by Care and Share Food Bank and \_\_\_\_\_ (School Program Partner).

*By signing this agreement, both parties acknowledge their respective responsibilities related to program administration.*

## PROGRAM PARTNER RESPONSIBILITIES

### Program Staffing and Volunteers

- Select and maintain a Program Coordinator as the primary contact for the program.
- Select and maintain a secondary point of contact for the program.
- Notify **Care and Share in writing within seven business days of any program staff or volunteer changes.**
- Maintain paper copies of all current Send Hunger Packing training in case there is a change of Program Coordinator.
- Ensure all staff and volunteers with direct repetitive contact with children pass a national background check.

### Documentation and Training

- Complete training as requested by Care and Share.
- Maintain physical or digital copies of information update forms, agreements, invoices, permission slips, reports, and food storage logs for three years.
- Submit required program documents including:
  - Send Hunger Packing Agreement
  - ServSafe Certification or equivalent
  - Completed Information Update Form
- Participate in biannual Care and Share on-site monitoring (unless public health concerns mandate virtual monitoring.)

### Pickup and Delivery

- **If the school partner picks up:** the school partner will contact their Regional Manager at least 2 business days before they plan on missing a pickup or as soon as the partner becomes aware they will not be able to pick up (in the case of inclement weather/emergencies/quarantine.) Failure to notify Care and Share before the pickup is missed may result in suspension or, if it occurs more than once, termination of the partnership.
- **If the school partner receives a delivery:** the school partner will contact their Regional Manager at least 8 business days before a routine closure (Winter Break, etc.) or as soon as the partner becomes aware of the closure (in the case of inclement weather/emergencies/quarantines.) Failure to notify Care and Share of school closures impacting deliveries during the stipulated time frame may result in suspension or, if it occurs more than once, termination of the partnership.

### Food Distribution

- Distribute program food to children and their families free of charge at least once each week.
- Use school records to identify food allergies participating children may have and flag their name so those items are not distributed to them.
- Maintain dignity, discretion, and confidentiality in program administration and food distribution.
- Collect permission slips for all participating children.
- Program staff and volunteers shall not engage in discrimination in the provision of service against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military, or status as a protected veteran.

### Food Storage

- Maintain compliance with ServSafe Food Handling guidelines; keep accurate temperature and pest control logs; and store program food in a locked, sanitary, and temperature-controlled place away from cleaning materials and toxic chemicals.
- Maintain compliance with all applicable federal and local statues, ordinances, and regulations.

## Reporting

- Notify Care and Share within two business days of any order discrepancies.
- Keep accurate records and submit monthly reports to the appropriate google form by the **10<sup>th</sup> of the following month**.
- If reports are missing for more than three months Care and Share may suspend the school partner. If the missing reports are not completed by the deadline set, Care and Share may terminate the partnership.
- **Notify Care and Share in writing within 30 days should the Program Partner decide to discontinue programming.** Program Partner must also notify all program participants.
- Participate in all surveys sent by Care and Share.
- Request in writing to use any Care and Share logos.
- Agency agrees to participate in service insights reporting beginning in 2023. Service Insights will help Care and Share better understand the populations we serve. Information gathered from all neighbors will include the following data points (first and last name, date of birth, gender, race/ethnicity, zip code, along with the same data for all members of the household). Participation in this information collection will be mandatory for all Care and Share partners. Infrastructure, training, equipment, and software will all be provided at no cost to the agency.

## CARE AND SHARE RESPONSIBILITIES

- Provide prepacked food bags (or equivalent) to Program Partner (amount is subject to availability and program participation levels.)
- Conduct annual on-site monitoring (unless public health concerns mandate virtual monitoring.)
- Provide training as needed for all Program Partner staff and volunteers.
- Provide opportunities for Program Partners to give feedback about the program.
- Inform Program Partner within two business days of any changes in guidelines.
- Notify Program Partner in writing within 30 days should Care and Share decide to discontinue programming.

## PROFESSIONAL CONDUCT

- Program Partner agrees to treat all Care and Share employees, volunteers, and representatives, as well as the neighbors the partner serves, with respect and dignity.
- Program Partner agrees to not use abusive or foul language or make derogatory statements to Care and Share employees, volunteers, representatives or neighbors.
- Care and Share's commitment to our partners is that we will be responsive to emails and calls and notify partners of secondary contacts if we are out of the office. We ask that partners direct all communication to their Regional Manager or to the Regional Outreach Coordinator and respond in a timely manner or give secondary points of contact.
- Program partner agrees that violations of the professional conduct section of this agreement will be handled in the following manner:
  - The first violation will result in an initial verbal warning from the Regional Manager with a follow up letter or email documenting the incident.
  - The second violation will result in a 90-day suspension and the Regional Manager will provide a letter or email documenting the incident and the suspension.
  - The third violation will result in inactivation for a period of no fewer than six months. The Regional Manager will provide a letter or email documenting the incident and the suspension.

---

Printed Name (Authorized representative for **School Program Partner**)

---

Title

---

Signature

---

Date