



Mobile Market Host Site Agreement

Name of Sponsoring Host Site: _____

Name of Location for Distribution: _____

Distribution Location Address: _____

Agreement between Care and Share Food Bank (hereinafter Care and Share) and the Host Site named above regarding the operation of a Mobile Market at the location named above.

Care and Share agrees to supply food and other product, as available, through the Mobile Market program to _____ (Host Site Name), provided the Host Site represents and agrees to the following:

Expectations of Host Site:

1. Identify a host site coordinator who will oversee scheduling distributions, recruit volunteers, and serve as Care and Share primary contact.
2. Provide the necessary space for CSFB's Mobile Market truck – if the market will be located in a high traffic area, please ensure space is blocked off appropriately for the safety of neighbors, volunteers, and Care and Share staff.
3. Use the Marketing and Communications Toolkit to accurately describe the partnership between Care and Share and host site.
4. Promote distribution in the local community
5. Provide at least four (4), and up to six (6) volunteers to support the Mobile Market through the entire duration of the scheduled distribution.
6. All volunteers must be at least 14 years of age or older to support the Mobile Market distribution.
7. Provide a liability waiver that volunteers sign prior to volunteering at the Mobile Market distribution.
8. Will not use product from the Mobile Market to distribute outside of the Mobile Market distribution timeframe.
9. Report any incidents and/or injuries that occur during Mobile Market distributions to the Direct Services Coordinator.
10. Work with the local community and travel in pairs to accommodate any neighbors in need that may be homebound.
11. Collect the statistical data required by Care and Share during Mobile Market distribution OR submit appropriate statistical data to Care and Share within three (3) business days from distribution. **Host sites that have not submitted complete and accurate reports by deadline may be suspended from future Mobile Market distributions until their reports are brought up to date.**

12. Will 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.

Expectations of Care and Share:

1. Provide an amount of product that will allow each participant access to.
2. Provide electronic sign-in for each distribution.
3. Assumes all responsibility for product liability related to any act or failure to act, associated with transportation, storage, preparation, distribution, or service of the product.
4. Provide the necessary supplies to operate the Mobile Market.
5. Provide the necessary permits to successfully host a Mobile Market at a particular site (example: city permit for a city park distribution).

Cancellation Policy:

1. Care and Share will notify the primary coordinator of a cancellation with as much notice as possible.
 - a. Please watch the forecast 1-2 days leading up to your distribution to be able to make a proactive decision when applicable.
2. Care and Share may cancel a Mobile Market if:
 - a. Care and Share is closed due to weather
 - b. Weather conditions are unsafe to operate in – this includes but is not limited to wind chill temperatures at or below 18 degrees Fahrenheit, temperatures at or above 100 degrees Fahrenheit, extreme winds, if lightning, hail, or other weather extremes exist that could pose a threat to our neighbors, volunteers, and Care and Share staff.
3. Host sites may cancel a distribution if weather conditions endanger the safety of attendees.
 - a. This includes ensuring roads, parking lots, and sidewalks at or near the distribution site are safe to use.
4. If a host site decides to cancel the Mobile Market, the host site must call Care and Share at least 2 hours before the scheduled Mobile Market. When possible, give 24-hour notice. The host site must notify attendees and volunteers of cancellation by—at a minimum—posting signage at the site.

Both parties reserve the right to terminate partnership at any time, for any reason with written notice

Primary Contact for day-to-day business and other urgent matters (delivery problems, weather, etc.)

Host Site Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Primary Contact: _____

Phone Number: _____ Email: _____

Secondary Contact: _____

Phone Number: _____ Email: _____

(Signature) Host Site

(Date)

(Print Name)



Grievance Policy and Procedures

Grievances against Care and Share Host Sites:

1. Care and Share Food Bank must respond to complaints by the public about any Care and Share Host Site.
2. The Direct Services Coordinator will notify the Host Site by telephone of the specific complaint received.
3. The phone conversation will be followed by a letter or a visit to the Host Site by the Care and Share representative.
4. In the case of a complaint of a serious nature Care and Share staff may arrive unannounced at a site to establish the validity of the complaint.
5. The results of any investigation and subsequent recommendations will be documented in the Host Site's file. The Host Site will be notified in writing of the conclusions and any actions to be taken.

Grievances against Care and Share Food Bank:

1. A Host Site may submit a written statement of grievance addressed to the Programs Director. The statement must include the reasons for the grievance, pertinent facts, and what the Host Site believes would be an acceptable solution to the problem.
2. The Programs Director, following study and recommendation from the Care and Share staff, will determine the plan of action and decision on the grievance within ten working days of receiving the grievance letter. The Host Site will be notified in writing of the decision.
3. The Host Site may appeal the decision to the Care and Share President/CEO. The decision of the President/CEO is final.
4. A Host Site will not be discriminated against, harassed, or suffer any reprisals by Care and Share Food Bank as a result of filing a grievance.

(Signature) Executive Director, Pastor, Etc.

(Date)

(Print Name)