



Toledo Northwestern Ohio  
**FOOD BANK**  
MEMBER AGENCY PROGRAM

# MEMBER AGENCY APPLICATION



Dear Prospective Member Agency,

We appreciate your interest in joining the Toledo Northwestern Ohio Food Bank in our mission to eradicate hunger within our eight-county service territory, encompassing Defiance, Fulton, Henry, Lucas, Ottawa, Sandusky, Williams, and Wood counties.

To initiate the application process, kindly complete the application form and submit it along with the following required documents:

- Proof of existence for a minimum of 6 months
- Current list of board members and/or trustees
- Copy of your IRS Letter of Determination or equivalent documentation
- Signed copy of the food bank guidelines (*electronic signature not allowed*)
- Signed Member Agency Letter of Agreement (*electronic signature not allowed*)
- Signed Disclaimer Form (*must be handwritten, electronic signature not allowed*)

Please send the completed application and necessary documentation to the Toledo Northwestern Ohio Food Bank at 24 E. Woodruff Avenue, Toledo, Ohio 43604. Alternatively, you may choose to scan and email your completed application and documents to [btoney@toledofoodbank.org](mailto:btoney@toledofoodbank.org).

Upon receipt of your application and documents, our team will conduct a thorough review. Subsequently, we will arrange a site visit to your agency. Following a satisfactory inspection, you will be notified of your acceptance or denial. If accepted, you will be required to undergo orientation and food safety training before being eligible to order products from the Food Bank.

It is important to note that applications are processed in the order received, and completion of the application does not guarantee membership. The Toledo Northwestern Ohio Food Bank reserves the right to refuse membership to agencies or programs that do not meet our criteria.

Should you have any questions or require assistance during the application process, please feel free to contact us at 419-242-5000 and our Agency Relations Staff will gladly assist you. Thank you once again for considering membership with the Toledo Northwestern Ohio Food Bank. We look forward to the possibility of working together to combat hunger in our community.

Kind regards,

A handwritten signature in blue ink, appearing to read "J. Caldwell".

James M. Caldwell  
President & CEO



24 East Woodruff Avenue • Toledo, Ohio 43604 • 419-242-5000

## Member Agency Application

Agency Name:				Year Established:			
Agency Representative:				Title:			
Physical Address:			City:		County:		Zip:
Mailing Address:			City:		County:		Zip:
Phone:		Fax:		Email:			
Does your agency hold a 501(c)3?    Yes    No			Who sponsors your organization?				
How many paid staff members do you have?				How many volunteers do you have?			
How many people do you serve?				How do you get referrals?			
Does your ministry or provide a budget?    Yes    No				What county(ies) do you service?			
Program Category	<input type="checkbox"/> Food Pantry <input type="checkbox"/> Meal Site <input type="checkbox"/> Shelter <input type="checkbox"/> Group Home <input type="checkbox"/> Rehabilitation <input type="checkbox"/> Other						
Days of Operation	<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday						
Hours of Operation							
Do you have restrictions on the number of times an individual can receive food?						Yes	No
If yes what are they:							
What records do you keep on the people you serve?							
Where do you get your food supplies?							
Do you have a refrigeration/freezer available on site?    Yes    No						If yes specify type:	

### AUTHORIZED SIGNATURE

By signing below, you confirm that the information provided is true and accurate.

Name Printed:	Signature:	Date:
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Completion of this application does NOT guarantee membership. The Food Bank reserve the right to decline any request that do not meet the criteria of an active member. Some applicants may be placed on a waiting list until membership openings become available.



## Food Bank Guidelines

Appointments Available: 8:00am – 1:00pm Office Hours: 9:00am – 5:00pm  
Phone: (419)242-5000 Fax: (419)241-4455 website: [www.toledofoodbank.org](http://www.toledofoodbank.org)

- 1) Agencies must agree to use the Food Bank a minimum of once every quarter to keep Food Bank Agencies hip active and support the operation of the Food Bank through the Shared Maintenance program.
- 2) The Shared Maintenance contribution of (19¢) nineteen cents per pound is based on the pounds of product received by the agency. Contributions must be received by the Food Bank no later than the last day of each month following the month the products were received.
- 3) There are no restrictions on COA product - COA is designed to blend donated food with purchased food so meaningful meals can be made for emergency food baskets, or other special dietary needs of our agencies. The COA product is available to all Agencies.
- 4) All agencies must pay for their orders by check or credit card which is drawn from the **organizations agency account**. A \$25.00 service fee will be assessed for all returned checks and a 3% fee will be added to invoices paid by Credit and/or Debit cards.
- 5) Invoices must be signed at the time of service. Invoices not signed may place the agency in jeopardy of being placed on product hold.
- 6) **No cash, personal checks or personal credit cards will be accepted.**
- 7) Any changes in representatives must be given to the Food Bank in writing. New staff must attend a new Agencies orientation within the first (30) days of commission this includes, volunteers, program directors, sponsoring organization directors and church pastors.
- 8) No items received from the Food Bank are to be sold, transferred, bartered or offered for sale in exchange for money, property or services or otherwise allowed to re-enter commercial channels. The applicant's site location cannot be located in a private residence nor can any food/grocery items be stored, prepared and/or distributed from or in a private residency. Agencies may not distribute donated product outside the borders of the United States. To ensure agency compliance, product received is to remain at the site location until distributed. The Food Bank must be notified in advance of any off-site distributions.

- 9) Volunteers cannot be given donated product as a “thank you” for their service. Nor should Volunteers be allowed to “CHERRY PICK” through the product. \*MOST IMPORTANT\* Distribution to volunteers must be handled in exactly the same manner as with all other eligible individuals.
- 10) The Food Bank will be closed for Inventory the 1<sup>st</sup> business day of every month from 8:00am until 10:00am and the appointments will resume at 10am. (If the first of the month falls on a Saturday or Sunday the Food Bank will be closed the following Monday) all appointments will be changed accordingly.
- 11) To maintain warehouse quality, control No food or drinks (*including gum and/or candy*) are permitted in the shopping area of the Food Bank during scheduled appointments.
- 12) All member agencies and their volunteers must sign in before entering the general pantry area of the Food Bank and will be given guess name tags.
- 13) Agencies are permitted one appointment per week and must have an appointment to shop. Appointments are available every ½ hour Monday through Friday from 8:00am until 1:00pm. All agency orders must be submitted 3 days in advance prior to any scheduled appointments and each member has 30 minutes to shop in the pantry.
- 14) Agencies are responsible for loading their product on the scale and into their vehicle. Food Bank staff and Volunteers are prohibited from loading agency vehicles
- 15) Agencies without a scheduled appointment or who arrive 15 minutes late will be assessed a walk-in fee of \$30. Walk-ins will be limited to Pantry Product Only.
- 16) Agencies picking up perishable items i.e. fresh produce or bread may pick up between 8:00am and 1:00pm Monday through Friday without a scheduled appointment but CANNOT shop from the pantry.
- 17) Agencies must provide thermal blankets and/or passive coolers (limit 3) to maintain proper temperature of refrigerated and/or frozen product during transportation from the Food Bank to the designated distribution location.
- 18) Only 3 agency representatives may shop all others must wait in the Customer Service area.
- 19) In order to receive free product an agency must first order 200 pounds or more of shared maintenance product online.
- 20) Review your orders carefully, additions will not be accepted once the order has been submitted. A \$30-dollar re-stock fee will be assessed for any product returned to inventory.
- 21) Appointment cancellations must be reported within 2 days prior to the scheduled appointment date otherwise a cancellation fee of \$20 will be assessed to the member agency. Emergencies will be evaluated on a case-by-case bases.
- 22) Limits may be placed on product at the discretion of the Food Bank staff.

- 23) Group Home Operators must be registered with a member agency of the Food Bank who is a member in "Good Standing and is a 501c3 Non-profit.
- 24) Group Homes Operators must have at least 1 contracted client in the home and the client must reside in the home for a minimum of 30 days prior to registering for Agencies hip with the Food Bank. Client verification must be submitted to the foodbank before the first of each month.
- 25) Group Home Operators are limited to one case of each item listed online. Operators with more than one contracted home may receive 1 case per site.
- 26) NO CHILDREN UNDER 16 ARE PERMITTED IN THE FOOD BANK.
- 27) Each agency must submit monthly statistical reports of food distribution online. Reports must be submitted no later than the **fifth (5<sup>th</sup>) business day of the month following distributions**. Agencies who violate this requirement will be placed on product hold until monthly statistical reports are submitted.
- 28) All Agencies must maintain a file of receipts from the Food Bank AND a record of distribution for a period of (5) five years including the current year which includes invoices, statistical reports and income eligibility forms when applicable.
- 29) Food Pantry's may be required to process client intake electronically using Pantry Trak online. This includes programs participating in the Ohio Food Purchase and Agricultural Clearance programs, holiday distributions and distributions from special events.
- 30) Food pantries participating in state-funded product programs (OFP/ACP /LFPA/ARPA) must use the income eligibility form provided. Pantry Trak forms are automatically uploaded. Pantry Trak users are required to keep an original copy on hand in case of an emergency.
- 31) Food pantries participating in the (OFP/ACP/LFPA/ARPA) Program are subject to random audits. Your program will be required to submit copies of client intake forms for any given month.
- 32) Audits for Pantry Trak users will be performed electronically.
- 33) Agencies not documenting accurate information may be placed on probation and not be allowed to receive any product offered through these programs.
- 34) At least one staff person must be trained in food safety within the first month of Agencies hip. Soup Kitchens, Shelters and Group Homes are required to meet local commercial food safety training requirements and provide the Food Bank with a copy of your certificate of completion.
- 35) The Toledo N.W. Ohio Food Bank does not distribute pet food to member agencies. All pet food and pet items are donated to local animal shelters.
- 36) All Sales Are Final. Product is property of the agency once the invoice has been signed. Check invoices carefully and verify receipt of product on the picking slip prior to signing. Discrepancies on the invoice must be reported to Customer Service BEFORE you leave the Food Bank.

37) If the agency closes for any reason, all files must be returned to the Food Bank along with any equipment obtained through grants.

38) Agencies are not permitted to leave boxes or pallets at the food bank after hours.

39) Only one car per agency is allowed to park at a time while loading; all other vehicles must wait in the parking lot off of Woodruff Avenue.

## **Agency Shopping Representatives**

1) Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

2) Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

3) Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Please Note: Additional Representative may be added, But Only 3 agency representatives may shop, all others must wait in the Customer Service area.

4) Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

5) Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

\_\_\_\_\_  
Signature of Program Director

\_\_\_\_\_  
Date



Toledo Northwestern Ohio  
**FOOD BANK**

24 East Woodruff Avenue • Toledo, Ohio 43604  
(419) 242-5000 / Fax 241-4455

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LETTER OF AGREEMENT

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Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_ Billing / P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: Ohio County: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Program Director Pastor and/or or Sponsor Director: \_\_\_\_\_

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The above-named agency agrees to and will comply with the following criteria of a recipient agency of the Toledo Northwestern Ohio Food Bank:

1. Must have a 501(c) 3 tax-exempt status with the Internal Revenue Service and provide the Food Bank with a copy of the IRS Determination Letter. The agency must also be financially self-sustaining and not rely solely on the product offered through the Food Bank; and the agency must demonstrate ongoing fundraising activities; and has been in operation for a minimum of six (6) months to a year prior to applying and meet all church status eligibility requirements under the IRS Regulation 170 (e) 3.
2. No items received from the Food Bank are to be sold, transferred, bartered or offered for sale in exchange for money, property or services or otherwise allowed to re-enter commercial channels; members may not distribute donated product outside the borders of the United States. Product received is to remain at the site location until distributed. Product must be distributed with no suggested or implied donation amount or volunteer requirement, and no donations may be collected at the time of distribution.
3. The applicants site location cannot be located in a private residence nor can any food/grocery items be stored, prepared and/or distributed from or in a private residency.
4. Volunteers cannot be given donated product as a "thank you" for their service. Nor should volunteers be allowed to "CHERRY PICK" through the product. \*MOST IMPORTANT\* Distribution to volunteers must be handled in exactly the same manner as with all other eligible individuals.
5. Must be an agency that serves the ill, needy and/or infants and will agree to use the Food Bank a minimum of once every quarter to maintain an active membership.
6. Will be an established agency, registered and approved with the Food Bank; and will abide by all Food Bank Guidelines, Policies and Procedures and display a willingness to adhere to any additional donor stipulations when applicable and will agree to pay any and all handling fees assessed.
7. Must serve food directly to clients in the form of meals, and/or distribute packaged food for emergency situations; Supplemental feeding programs such as daycare centers licensed by the state of Ohio are ineligible for any product that has past the expiration date.





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LETTER OF AGREEMENT

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8. Must have access to computer/internet to place orders and schedule appointments online and provide adequate refrigeration and storage space to ensure the wholesomeness of food until prepared and/or distributed; all food and non-food items must be stored at least six inches off the floor and away from the ceiling.
9. Will ensure safe and proper handling of donated product which conforms to all local, state and federal regulations. Must be licensed and/or approved by the appropriate health department as a food service establishment according to the services the agency provides. Must have some general knowledge of Safe Food Handling and provide the Food Bank with a copy of your certificate of completion. If agencies utilize food provided by the Food Bank to make meals, key staff are required to meet local commercial food safety training requirements.
10. Will provide transportation for pick up of food at the Food Bank warehouse.
11. Will maintain a file of receipts from the Food Bank AND a record of distribution for a period of (5) five years including the current year which includes invoices, statistical reports and income eligibility forms when applicable; all invoices must be signed at the time of service. Invoices not signed may put the agency in jeopardy of being placed on product hold.
12. Will submit to monitoring by the Food Bank to assure compliance with this agreement upon 24 hours' verbal notice. Monitoring visits occur a minimum of every two years and the Program Director and Sponsoring Organization Director must be present. Any changes in representatives must be reported to the Food Bank in writing. New staff must complete a new member's orientation within the first (30) days of commission this includes volunteers, program directors, sponsoring organization directors and church pastors.
13. Each agency must submit monthly statistical reports online of food distribution. Statistics must be submitted to the Food Bank by the fifth business day of the month following distribution; if statistical reports are not submitted, the agency will be denied access to the online ordering portal.
14. Must not deny access to donated products on the basis of age, ancestry, citizenship, color, creed, disability, handicap, marital status, national origin, race, religious affiliations, sex, sexual orientation including gender identity, sexual preference, unfavorable discharge from the military or status as a protected veteran; and clients cannot be required to participate in or attend a religious service or ministry in order to receive food. Religious information or counseling may be provided only at the clients' request.
15. The Food Bank reserves the right to terminate this agreement upon a 24-hour notice. If the agency closes for any reason, all files must be returned to the Food Bank along with any equipment obtained through grants

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Signature Food Program Director and/or Senior Pastor or Sponsor Director

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Date



24 East Woodruff Avenue • Toledo, Ohio 43604 (419) 242-5000 / Fax 241-4455

## DISCLAIMER FORM

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The undersigned authorized Agency Name: \_\_\_\_\_

Agency Program Name: \_\_\_\_\_

The undersigned hereby warrants that during its active membership the Agency will receive surplus foods from the Toledo Northwestern Ohio Food Bank, Inc. Said Agency further warrants that the above described food will be duly inspected upon delivery and found fit for human consumption.

It is further agreed between the Toledo Northwestern Ohio Food Bank and the Agency:

1. The surplus food is accepted "as is";
2. The Toledo Northwestern Ohio Food Bank, Inc., Feeding America and the original donor expressly disclaim any implied warranties of the marketability or fitness for a particular use;
3. There have been no express warranties in relation to this gift of food;
4. Said Agency releases the original donor, the Toledo Northwestern Ohio Food Bank, Inc. and Feeding America from any liability resulting from the condition of the donated food and further agrees to indemnify and hold the Toledo Northwestern Ohio Food Bank, Inc., Feeding America and the original donor free and harmless against all and any liabilities, damages, losses, claims, causes of action and suits of law or in equity or any obligation whatsoever out of or attributed to any action of said Agency or any personnel employed by said Agency in connection with its storage and use of the donated food; and
5. Said Agency must not deny access to donated products on the basis of age, ancestry, citizenship, color, creed, disability, handicap, marital status, national origin, race, religious affiliations, sex, sexual orientation including gender identity, sexual preference, unfavorable discharge from the military or status as a protected veteran; and clients cannot be required to participate in or attend a religious service or ministry in order to receive food. Religious information or counseling may be provided only at the clients' request; and
6. Said Agency will not sell, transfer, barter or offer for sale any of the said food. And will display a willingness to adhere to any additional donor stipulations when applicable. Members may not distribute donated product outside the borders of the United States. Product received is to remain at the site location until distributed AND The applicants site location Cannot be located in a private residence nor can any food/grocery items be stored, prepared and/or distributed from or in a private residency.
7. Product must be distributed with no suggested or implied donation amount or volunteer requirement, and no donations may be collected at the time of distribution.



24 East Woodruff Avenue • Toledo, Ohio 43604 (419) 242-5000 / Fax 241-4455

## DISCLAIMER FORM

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Agency \_\_\_\_\_ Program Name: \_\_\_\_\_

Address \_\_\_\_\_ Billing / P.O. Box: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ County \_\_\_\_\_ Zip \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

### OFFICE USE ONLY

\_\_\_\_\_  
President & CEO, Toledo Northwestern Ohio Food Bank, Inc.

\_\_\_\_\_  
Date