

**CONNECTICUT FOOD BANK**

**NEW**

**SHOPPER**

**INFORMATION**

**UPDATED AUTUMN 2020**

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Connecticut Food Bank is committed to alleviating hunger in Connecticut by providing food resources, raising awareness of the challenges of hunger, and advocating for people who need help meeting basic needs. Connecticut Food Bank partners with the food industry, food growers, donors, and volunteers to distribute nutritious food to people in need. Connecticut Food Bank distributes food through a network of partners and programs in Fairfield, Litchfield, Middlesex, New Haven, New London, and Windham counties – where nearly 400,000 people struggle with hunger. In 2019, Connecticut Food Bank distributed food to help provide 24 million meals.

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# CONNECTICUT FOOD BANK

## NEW SHOPPER INFORMATION

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**F**ounded in 1982, Connecticut Food Bank is a private, secular nonprofit clearinghouse for food donated by the food industry, and by individuals who participate in local food drives. Connecticut Food Bank distributes this food to non-profit agencies such as food pantries, soup kitchens, emergency shelters, residential programs, and day programs that serve adults, seniors, and children. Connecticut Food Bank is one of only two food banks in Connecticut, and is not State funded or regulated.

With our headquarters in Wallingford and a distribution center in Bridgeport, Connecticut Food Bank serves six of eight Connecticut counties: Fairfield, Litchfield, New Haven, Middlesex, New London, and Windham. Foodshare is the other food bank in Connecticut, and they cover Hartford and Tolland County.

Connecticut Food Bank is a member of Feeding America, a nonprofit organization with a nationwide network of more than 200 food banks.

In addition to State and Federal food programs, Connecticut Food Bank receives donated food from Feeding America, farmers, packers, food corporations, distributors, and supermarket chains. We also receive food from the community through food drives performed by corporations, post offices, civic groups, schools, and a wide variety of

businesses. Additionally, Connecticut Food Bank offers Buyers Club, which allows agencies to purchase at low cost other foods not generally available in our online ordering system.

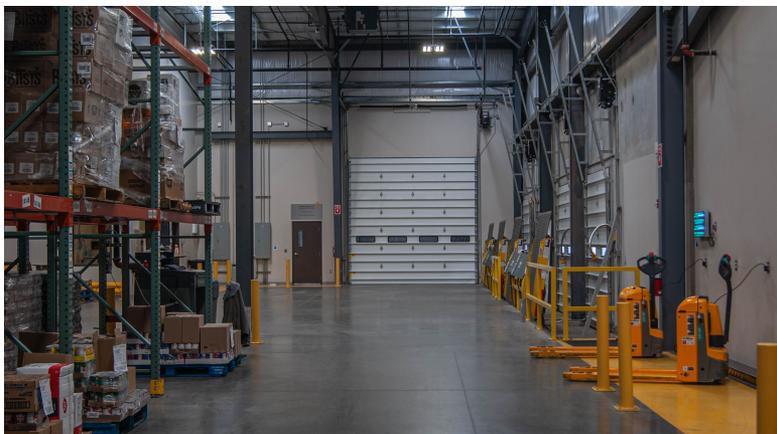
While members of our network have a large degree of autonomy, Connecticut Food Bank has basic guidelines to ensure food is being stored and distributed safely and that food recipients are being treated with dignity and respect. Connecticut Food Bank conducts annual site inspections and all agencies understand that they must be open to visits during their hours of operation at any time by authorized personnel from Connecticut Food Bank.



Agencies in our network can acquire food from Connecticut Food Bank through online ordering. Connecticut Food Bank assesses a small shared maintenance fee on donated items. Shared maintenance is NOT a purchase price for food received, but rather a contribution to help offset the cost of storage and transportation of food.

There are two government programs that can help agencies acquire food. TEFAP and CTNAP have additional requirements that will be fully explained at the time an agency becomes eligible.

The Emergency Food Assistance Program (or TEFAP) is a program run by the United States Department of Agriculture to provide U.S. grown foods to local food bank programs. Participating food pantries are required to have food bank clients fill out a brief self-declaratory form about their household income.

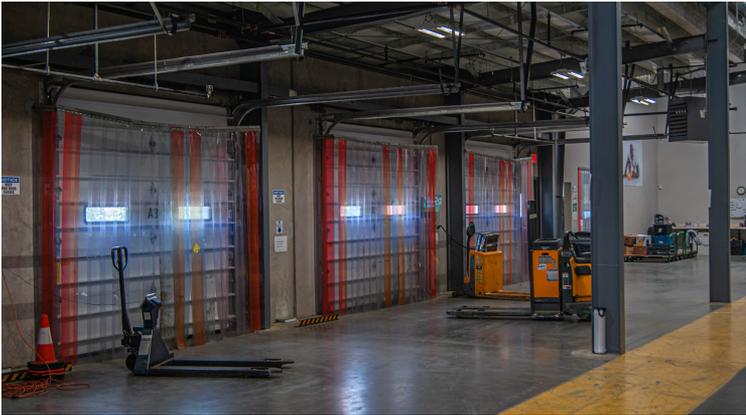


Soup Kitchens and Food Pantries that are willing to collect additional demographics for each client's household, qualify for the Connecticut Nutrition Assistance Program (or CTNAP). This program is similar to TEFAP, although CTNAP is administered by the State of Connecticut whereas TEFAP is run by the United States government.

Connecticut Food Bank assesses an annual fee per agency as well as a small shared maintenance fee to help us cover the costs for services provided. If an organization has more than one agency, only one fee is charged. Any charges incurred from using Connecticut Food Bank cannot be passed on to recipients of the food. Agencies are invoiced monthly.

Agencies within our network acquire food from the Connecticut Food Bank through online ordering.

- All orders are placed and appointments are scheduled online.
- Only an authorized shopper may sign the invoices at our warehouses. Agencies may not send someone to sign for food that is not authorized without prior approval.



- Authorized shoppers are responsible for making sure that volunteers assisting with food pick up follow guidelines.
- It is the authorized shopper's responsibility to double check the accuracy of the invoice before signing. Copies of invoices must be kept on file by your agency for 3 years.
- After you arrive and sign in, you will get instructions regarding your order.
- Agencies must pick up their online order prior to shopping on the floor. Your order will be picked and put on a pallet before you arrive. We recommend that you bring a copy of your order confirmation to verify

that you have all items. If you are missing an item or don't want an item, inform Connecticut Food Bank staff. If you return to your site and find an error, please notify Connecticut Food Bank immediately.



- All agencies must schedule an appointed pick up time. If you and your volunteers arrive earlier than your scheduled appointment, you will have to wait until a Connecticut Food Bank employee clears you to pick up your order.
- If you cannot keep your appointment or are running late, please call ahead.
- Eating, and drinking are not permitted in the warehouse.
- Connecticut Food Bank is a smoke free campus. No one is allowed to smoke or vape anywhere on the property. Also, do not discard cigarette butts anywhere on the property.
- For safety reasons, high heels, sandals, flip-flops, or any type of open-toed shoes are not permitted in the warehouse or when loading orders.
- Do not leave children unattended in vehicles.



- Agencies must keep Connecticut Food Bank informed about all relevant changes in their operations or personnel.
- In order to remain in good-standing with Connecticut Food Bank, agencies must:
  - a. Obtain food at least once a month.
  - b. Meet all membership requirements detailed in the Agency Agreement.
  - c. Allow the Regional Partnership Coordinators access to the agency at any time for site inspections when open.
  - d. Submit monthly stats by the 15th of each month for the prior month.
  - e. Reimburse shared maintenance or membership fees in a timely manner.
  - f. Meet any required State or local statutes, ordinances, codes, or regulations.

Connecticut Food Bank is grateful to partner with agencies to help achieve our shared goals of eliminating food insecurity.