Mobile Food Pantry Program
Policy & Procedure Manual

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Introduction

Food Bank of Alaska (FBA) would like to thank you for being a Partner Agency and sponsor for the Mobile Food Pantry (MFP). We applaud your dedication to ending hunger in Alaska. It is because of partnerships and commitment to ending hunger within our community, that we are able to meet our mission. We commend all our agency personnel and volunteers for their efforts in maintaining a high standard of performance in the midst of growing need with food assistance. FBA is committed to supporting the work of our partner agencies by advocating for adequate supplies of food, providing training and technical assistance as well as educating the public about the causes of hunger. In partnership, your agency has joined a networking community of agencies with the common goal of helping ensure that no one in Alaska goes hungry. This packet contains all the information needed to administer the MFP distribution. It contains information on responsibilities and requirements, reporting procedures, and sample forms. If you have questions or need additional information, please contact The Programs and Agency Relations Manager at 907-222-3104.

1.1 Overview

The Mobile Pantry Program was established for the distribution of hard to move and perishable items allowing for fast and flexible delivery of rescued food and grocery products. It allows clients in areas of high need to be served, removing barriers that prevent access in underserved areas. Mobile Food Pantry clients are allowed to choose what foods they will take home. This method, called "Client Choice", benefits people with special needs diets and also helps prevent of food waste.

1.2 History

In 1998, John Arnold, Executive Director of Feeding America West Michigan Food Bank, found that they were struggling to utilize a significant portion of their perishable products. Observing the practical use of beverage delivery trucks, he quickly realized that this had the potential to serve as a good distribution vehicle for hard-to-move product. In 2006, Susannah Morgan, former Executive Director of Food Bank of Alaska, brought this concept to the organization with the help of the East Anchorage Rotary, to Alaska.

1.3 Organization Structure

FBA coordinates mobile food pantry distribution through a network of partner agencies. FBA's responsibilities include:

- Picking up donated food from local stores and farmers for the distribution;
- Coordinating delivery of perishable food to the distribution sites;
- Ensuring that all supplies needed to properly handle and distribute perishable items are provided.

Partner Agency responsibilities include:

- Set up and take down of the distribution site;
- Providing and coordinating volunteers to help with the MFP distribution;
- Ensuring that providing food free of charge to individuals for home use;
- Documenting client registration and providing FBA with monthly statistic reports;
- Ensuring volunteers are trained in client confidentiality.

1.4 Becoming a Mobile Food Pantry Program Partner

To participate as a Mobile Food Pantry site, your agency will need to complete the following:

Shared Responsibility Memorandum of Agreement Form: This agreement details the terms and conditions for distributing CSFP commodities. Please read it carefully, sign and submit it to FBA for approval.

Partner Agency Intake Form: Please complete and return to FBA. An initial site review must be conducted FBA. FBA staff will contact you about scheduling the site review.

Food Safety Training: FBA requires that its partner agencies complete food safety training. See Section 4 for additional information.

Certificate of Insurance: FBA requires that all partner agencies maintain liability insurance.

Confidentiality Form: FBA requires that any individual working the registration table, and/or any volunteer working with client information, sign a confidentiality form.

Civil Rights Training: FBA requires the site representative to attend Civil Rights Training.

FBA Initiatives

2.1 Media/Press

The Mobile Food Pantry is a source for media and advocacy efforts. It is not uncommon to see media personnel at a distribution sites to collect stories. We do ask the media to contact FBA prior to their arrival so we can help prepare and educate a site before media arrives.

2.2 Story Collection and Outreach

Many social service organizations use distribution sites as a way to reach out to underserved low income individuals. The information and resources that social service organizations bring to the site can be very helpful to the clients.

FBA will occasionally ask a site to gather specific information or stories that we can share with our donors. Sites can collect stories from their volunteers and let them serve as a voice for the underserved.

2.3 Closures

All sites must notify FBA as soon as the agency is aware of any reason their distribution may not take place. Advanced notification allows FBA to note the closure on the Distribution Calendar and notify the community of the change.

If a site must have an unscheduled closure, a representative must notify FBA as early as possible. FBA will need to notify 2-1-1 and operations staff that a distribution will not take place.
The site will be responsible for informing the clients of the closure by passing out flyers at the distribution just prior to the closing.

If FBA is scheduled to be closed, we will note the closure on the Distribution Calendar. All partner agencies will be notified of these closures personally. If we must close unexpectedly, a representative will contact the agency head. If a site is closed immediately due to weather or other extenuating circumstance a best practice suggestion is for the site to post a closure sign, if possible.

If a site would like to schedule a time for all the staff and volunteers to take a break from a weekly or monthly distribution, FBA has the ability and resources to conduct the distribution in your absence.

MFP DISTRIBUTION PROCESS AND PROCEDURE

3.1 Registration

FBA collects client information from MFP distribution sites. By tracking client information such as contact information, FBA is able to contact the clients in case of a product recalls. The collected information also allows FBA to keep track of the number of people/households being served and allows us to estimate the amount of food to be provided for each distribution.

Registration forms will be provided at each site. These forms gather client information such as name, address, phone numbers, number of individuals in the household, number of children in the household and number of seniors in the household. ***Clients are not required to show proof of identification or income in order to receive food from the MFP site.***

Sites must allow use of a proxy. Proxy must have a signed letter from the clients they are picking up for. The letter must have both the clients name and the release for the person picking up in their place. The proxy must fill out a registration form for both themselves and the client they hold the proxy for. It is the responsibility of the site to ensure two registration forms are filled out.

It is the responsibility of the site to greet the clients upon arrival and direct them through the registration process. Site managers are responsible for ensuring that all volunteers and clients are treated with dignity and respect. In order to ensure a smooth distribution, we recommend the use of line monitors. They would be responsible for making sure everyone understands and follows the policies and processes of that site.

All of FBA's programs are in compliance with Title XI of the Civil Rights Act. Food and services are to be distributed without discrimination and cannot be refused to someone based on their race, color, religion, age, national origin, gender, disability or sexual orientation. Training on Civil Rights is available through FBA. All agency heads are required to take Civil Rights Training and to train key staff and volunteers. It is the sites responsibility to ensure compliance with the Civil Rights Act. Sites must serve clients with limited English proficiency (LEP). If you feel that your site would benefit from translated materials, please contact us.

No proselytizing. Partner agencies cannot require clients to attend religious services or participate in church-sponsored activities in order to obtain food. Churches can have church literature available for clients to read or take voluntarily.

3.2 Lottery System

The Food Bank of Alaska has implemented a Lottery System that may be suitable for sites with a high number of participants. This process discourages clients from lining up hours before the distribution and ensures equal opportunity to access food. Each client draws a number during the registration process which determines the clients' place in the line for food. The clients will line up in order of their number.

- **How to implement the lottery system:**
    - Start with the number pool for the estimated number of clients expected to be at your distribution. Put the numbers in some kind of container.
    - Add additional numbers as needed based on the number of people registering.
    - As people register, have them pick a number from the container. This number identifies the clients' place in the line.
    - The amount of food a household receives is determined by looking at the number you have registered.
    - After a client registers, direct the client to the waiting area and explain an announcement will be made when distribution begins and clients will be called in groups by number.

- When the distribution begins, stop distributing numbers. If clients come after the distribution begins, please register them and send them to the end of the line.

Report registration numbers to FBA no later than the 5th of the following month. (Report instructions are in Section 6)

3.3 Set Up of Distribution

Sites that hold distributions outside must have a plan for distributions in inclement weather. Sites need to be set-up on a site free of obstructions such as fences, fire hydrants, trees, signs, telephone or light poles, parked cars, curbs, etc. Parked cars need to be at least 10ft away from the distribution line. If possible sites should be on a paved concrete area: mud, gravel, and asphalt covered surfaces are not conducive for the heavy trucks. Given Alaska's cold, dark and lengthy winters, sites should try to stay clear of ice and be in a well lit area.

The parking lot and standing area needs to be plowed and salted in the winter for the safety of clients and staff. Cones are available to delineate unsafe areas, be placed around the truck and/or used to block drive ways. Sites may consider a plan to create an effective area in which the clients may line up.

The truck arrives at least 45 minutes before the scheduled distribution time. Volunteers need to be ready and present to set up the tables and unload the truck. Remind volunteers to wait until the truck is parked and safety cones are set in place. When the truck arrives check the MFP Packet for any new instructions, handouts to be distributed, current MFP schedules or other materials available to assist clients with additional resources. During the appropriate season the packet will also contain time sensitive information for events such as EITC, Blessing and Gift. The MFP tote will include the following supplies; garbage bags, repack bags, disposable gloves, approved disinfectants and cleaners, paper towels and locking baggies.

Six tables are available and are stored on the truck, along with one smaller sized registration table. If tables are not clean, be sure to wipe them down with a non-toxic substance. In the winter months cleaning materials are not always included in the truck. Other items provided by us are; recycle bags for cardboard, cones, broom and dustpan, hand cart (dolly) and empty pallets when the box truck is used.

Safety

Volunteers need to stack and lift boxes responsibly by only handling packages which are able to carried and lifted without over execution. When lifting, make sure the back is kept straight, the knees bend, and hips are flexed. When lifting the box, lift from the legs and keep the box close to the body. Do not twist when lifting and do not lift from your back. Hand carts (dolly) can always be used if a box is too heavy to carry.

Remove items from the box only if there is a clean and established place to put items. Items should not be taken out of boxes and then placed on the ground. Many times produce needs to be bagged on site. This can be time consuming and hard to do when the line is in operation. Best practice is to do this before distribution begins. Sanitary gloves need to be worn when repacking bulk items and all food safety regulations need to be followed when handling and distributing food. (See Section 4, Food Safety Training, Storage & Handling)

3.4 Table Set Up

Tables need to be set up so the volunteers and food can be on one side of the table. This set up allows clients to form a line down the other side of the tables. When loading the products on the distribution tables please remember to allow room on the table for clients to slide boxes or bags across the front portion.

Heavy items need to be distributed to clients first. In order to do this, the heaviest items need to go on the first tables to ensure that all lighter items are handed out last. For example, place milk on the table at the beginning of the distribution line. This prevents the milk from crushing other items. All subsequent items need to be lined up according to weight. For example, frozen items would be placed in a box after the milk, and all light or fragile items such as bread, should be placed last.

It is important to note that if all of the distributable foods cannot fit on the established tables, the food needs to remain boxed and on the pallets.

TIPS:

- Unpacked, sturdy boxes can be taken to the front of the distribution line for clients to help them carry their food.
- Make sure the tables do not obstruct any walkways or thoroughfares that may be used by clients.
- Ensure garbage bins are not blocking the distribution line. Ensure that all trash cans are located where they will not impede the distribution area in any way.

3.5 Food Distribution

Food is to be distributed on a first come, first serve basis. If food is leftover at the end of the distribution, clients are allowed to go through a second time. All clients must have the opportunity to go through the line once before any client receives a second distribution. Clients may go through the distribution line as many times as needed to ensure all food items are distributed. If a site has more food than it can distribute, the remaining food needs to be re-palletized and put back on the truck to be returned to FBA. When the distribution is complete leftover food should be stacked accordingly. Place any rotten food items into the provided trash can/bags, unless the quantity is so large that it will not fit into the trash receptacle. In this case, stack any perished product that remains onto a pallet. If any items remain that are still usable, please stack them onto a pallet according to product type: frozen foods with frozen foods, chilled foods with chilled foods, and canned/dry product with canned/dry product. Sites may not

redistribute any food received through Food Bank of Alaska without prior written approval from FBA.

Clients are not allowed to pick through the items on the table or handle the food. Volunteers can show clients what is available and offer it to them. Please inform volunteers about the procedure and explain that it is for food safety. If a client is concerned about the ability to touch the food, please inform the client of the food safety requirements, or refer the client to FBA for further clarification.

Volunteers are not allowed to pick through food or put food aside to pick up later. This can result in a corrective action and removal of client/volunteer participation at the distribution.

3.6 Client Choice

Client choice allows clients the choice and dignity to select the food items the client would like to take, instead of being provided with pre-packed boxes of food. Client choice ensures clients are free to choose items they will utilize and allows them to pass on items they will not eat, either for choice or medical reasons. Clients must be provided with client choice at all FBA sponsored sites. Client Choice also helps cut down on food waste.

3.7 Allocating Food

To determine how much food is to be distributed to each household, sites compute using the following formula- count the number of people already registered, count the number of people still needing to register, estimated a number of people that might arrive later (including the number that might arrive after the distribution begins). Add the total numbers together to determine total amount of households. To determine the amount of each product to be given to the client, the site needs to count the number of cases of each product, multiple by the number of each product in case, then divide the amount of product to determine the quantity of food that can be distributed to each household.

The following is a sample formula to determine # of households:

_____ Total # of people registered

+ _____ the number of people still to register (clients standing in line)

+ _____ the number of people that might still arrive to register (include those that might come after the distribution begins)

= _____ # of households to divide the food by

The following is a sample formula to determine amount of inventory to distribute to each household:

_____ Total # of cases

X _____Amount of eaches in the case

= _____# of product by eaches

/_____ Amount of households

= _____ Amount of product to be given to each household

When everything is set up and ready to distribute:

1. For sites that choose to serve clients with disabilities first, the site manager will make an announcement that individuals with disabilities will need to line up for distribution.
2. An announcement needs to be made for the next group of individuals from the waiting area to line up to begin distribution.
3. Each site needs to call clients to line up in a way that will that will keep the line moving, but not have too many people waiting in line.

Please note that volunteers need to leave the distribution area and get in line when the volunteers number is announced. Make sure when a volunteer leaves the position/station to get in line for distribution, there is another volunteer available to fill the position/station. This ensures there is not a disruption to the distribution. After getting food the volunteer can return to the distribution area.

3.8 Cleaning and Closing the Site

When a site has completed a distribution, clean tables as thoroughly as possible and return the tables to the second bay from the back on the passenger side of the MFP Trailer, or all items are to be placed in a tote or on a pallet if the box truck is being used. The MFP Packet and tote needs to be placed back in the truck. Undistributed food needs be placed among like items and put into the bays of the MFP Trailer or put remaining item on a pallet, if the box truck is being used. Damaged or broken equipment needs to be reported to the driver, who will note the damaged item and on the MFP check list and whether it was damaged at the site or received at the distribution already damaged.

Boxes that are not used by clients should be broken down, put into the recycle bag and be placed back into the truck. Please flatten and stack the boxes but do not break them down. Each site is responsible for disposing of the trash that was created during distribution. Trash is defined as

nonfood items. Plastic crates, and containers are to be place in one of the empty truck bays or put on a pallet if the box truck is being used. Any food items which were unsuitable for distribution need to be boxed or bagged and placed back on the truck. The items which are being return to FBA needs to be label if still useable or unsuitable for consumption. The site can also share this information with the driver.

FOOD SAFETY TRAINING, STORAGE & HANDLING

Site Coordinators must successfully complete a food safety handling class and exam, which can be obtained on-line by accessing the following website: http://www.premierfoodsafety.com/anchorage-food-handlers-card. There is a $10.00 fee in order to take the online test. The Municipals Food Worker card must be recertified every three years. It is the site's responsibility to ensure a volunteer or staff with a Municipal Food Worker Card is on site for each distribution and that the Municipal Food Worker Card is on file with the Food Bank of Alaska. If primary responsibility for food distribution shifts to a new person, the new person must take the class and exam, even if the previous person's Food Worker card is still valid. To meet requirements of Feeding America, the Municipality of Anchorage and the State of Alaska food safety authorities, FBA offers free additional food safety training to all partner agencies and those who volunteer at MFP distributions.

When volunteers come into contact with food and food-contact surfaces, they can easily spread bacteria, parasites, and viruses. Managing personal hygiene is important in controlling these hazards. When possible, **w**ashing hands is an important part of providing safe food as well as preserving one's own health. Hands need to be washed any time you begin working, change tasks (e.g. from sweeping to handling food), change types of food, eat or drink, smoke, use the restroom, or touch anything that may contaminate the hands.

Approved hand sanitizers may be applied to hands that have been properly washed. Hand sanitizers are not a substitute for hand washing, but hand sanitizer's may be used in addition to hand washing. FBA understands running water may not always be available, however it is necessary for volunteers to follow all food safety procedures for the appropriate use of gloves so bare hands do not come into contact with food. Sites need to exclude all volunteers who are ill from participating in the distribution.

4.1 Food Safe Temperature

A key component to food safety is the temperature at which food should be stored. Keep cold foods cold. This cannot always be accomplished in the summer however, some steps can be taken to help keep the food out of the food danger zone; do not unpack items until they are needed, this will help keep the food protected from the extreme temperatures. Keep food out of the direct sunlight if possible.

Note:

- Maintain cleanliness.
- Temperatures of food can be check with thermometers.
- Do not distribute foods that have perished.

- Serve all food promptly once the items are removed from the truck. Food needs to be distributed within 1 hour of removal from the truck.

The MFP distributes produce, dairy products, fruit, vegetables, breads, frozen products and occasionally frozen fish. Produce and dairy maintains its best shelf life at 40° or below. During the spring and summer months when temperatures exceed 40° please be sure to distribute in a prompt manner. Keeping in mind the temperatures and danger zone of the food,

Temperatures need to be:

- Dry Storage 50-70° F
- Cooler 36-41° F
- Freezer -10-0° F

For more information about Food Safety, a copy of the Food Safety Manual can be provided.

General Safety Guidelines

- Do not let clients behind or in the distribution area.
- Children must be 10 years of age or older to volunteer at the MFP distribution and needs to be supervised while volunteering.
- Volunteers need to dress appropriately for the weather including warm weather gear in the winter.
- Closed toe shoes must be worn at all times, regardless of the season.
- When packing loose or bulk food items that are not wrapped, disposable gloves are to be worn to prevent the transmission of viruses, allergens, and illnesses.

MANAGING VOLUNTEERS

Volunteers are a great asset! It is extremely important to gauge the needs of volunteers upon arrival. Some volunteers may need to receive food from the Mobile Food Pantry. Volunteers do not receive any special privileges for volunteer at an MFP distribution. The volunteer cannot pick through or set aside food they want. There is no exception to this rule and if a site is found to be allowing this, it may be grounds for closing down the MFP distribution site. See section 3.7, Allocating Food, for a detailed description of how a volunteer is to receive food from the distribution.

FBA recommends at least 12 volunteers for each distribution. A site representative may ask clients to volunteer. If the site has consistent issues with recruiting and maintaining volunteers, it is the responsibility of the site to inform FBA. We can assist sites in finding the additional support needed to maintain volunteers for distributions.

When needed, a volunteer can assist with “shopping” and/or helping clients to the vehicles. Volunteers can also replenish tables as needed with additional food. If there are boxes that are usable for distribution, volunteers can take these to the front of the distribution line so clients can

use the boxes to carry the food items. While working volunteers can also break down any unsuitable boxes, and place the boxes in the garbage or recycling.

FBA recommends each site thanks the volunteers and invite them to return.

SUBMITTING MONTHLY REPORTS

The MFP site distribution numbers are to be submitted by the 5th of the following month. It is required for each site to gather information on each client for statistical analysis and recall purposes. Each site is required to keep the name, address, phone, total number in household, number of children 18 years of age and under, and number of seniors 60 years of age and older. FBA also collects information on who has both children and seniors residing in the same household. (Appendix C)

MAINTAINING RECORDS

The site is required to keep client records for one year. The information is for food safety recall and statistical analysis only. All client information is confidential and should be stored in a secure location and then properly disposed of by destroying the documents.

SITE MONITORING VISITS

Site visits will be conducted at least two times per year. In addition to annual monitoring, FBA reserves the right to conduct monitoring visits at any time. If FBA receives a complaint about a site, FBA will schedule an on-site review. It is important that each site report any complications or complaints to FBA, so we can assist in finding a solution to any concerns.

CLOSURE OF AN MFP DISTRIBUTION SITE

Either party may choose to discontinue this agreement at any time however cause for termination shall be violation of the terms of this agreement by any party with each party agreeing to give thirty (30) days prior notice of termination.

If a site has determined it can longer support an MFP distribution, the head of the agency must notify FBA immediately. FBA will note the date of the closure on the Distribution Calendar. The site will be responsible for ensuring their clients are informed of the closure by distributing fliers with an agency distribution calendar. If FBA has found a location and sponsor in the area of the closing site, the clients will need to be notified of the new location. FBA is responsible for notifying 211 of the closure.

If FBA has determined that a site can longer support an MFP distribution site, site leadership will be notified. FBA will note the date of the closure on the Distribution Calendar and contact 211. FBA will ensure the clients of the closing distribution site are informed and referred to neighboring food distribution sites.

SHARED RESPONSIBILITY MEMORANDUM OF AGREEMENT
FOR
MOBILE FOOD PANTRY DISTRIBUTION
Between
Food Bank of Alaska
And
_____

The responsibilities of FBA and the partnership are listed below:

Food Bank of Alaska

- Provide perishable and other products, such as produce, juice, bread and dairy products based on availability.
- Waive the handling fee for any food distributed through the mobile food pantry.
- Delivery of a loaded truck to the appropriate location at the predetermined time. Delivery and pick-up of truck will be at the specified date and time.
- Provide training to the partner agency, including assisting with logistics and publicity to clients during the initial distribution.
- Provide a staff person for the first two site distributions to assist with set up, distribution, and closing procedures.

Partner Agency

- Responsible for all functions of the Mobile Food Pantry from the time the truck is delivered to the site until it is picked up after the distribution. This includes setting up for distribution, registration of clients, providing distribution site and volunteers for the mobile food pantry, and tear-down and clean-up following the distribution.
- Agrees to distribute food at no cost only to people in need.
- The site is responsible for setting the date and time for delivery of the truck to the site.
- Responsible for recruiting and managing at least 12 volunteers for the site.
- Tracking client names and addresses for food recall purposes only.
- Serving all eligible clients without regard to race, color, gender, age, physical ability, national orientation or political belief.
- Incorporating client choice practices.
- Maintaining liability insurance.
- The site coordinator must successfully complete a safe food handling class and exam, and must be recertified every three (3) years. If primary responsibility for food distribution shifts to a new person, the new person must take the class and exam.
- Communicate to FBA any problems or supplies needed.
- Report registration numbers to FBA on a regular basis, but no later than month 5th of following month.

- No proselytizing. Partner agencies cannot require clients to attend religious services or participate in church-sponsored activities in order to obtain food. Churches can have church literature available for clients to read or take voluntarily.

The Agency and FBA also hereby agree that, while FBA will do its utmost to procure healthful food, there have been no expressed warranties in relation to this food, and that FBA, Feeding America and the original donor expressly disclaim any implied warranties of merchantability or fitness for a particular use. The site releases both the original donor, Feeding America, and FBA from any liability resulting from the condition of such food and further agrees to identify and hold FBA, 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 arising 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 food.

Either party may choose to discontinue this agreement at any time. However cause for termination shall be violation of the terms of this agreement by any party with each party agreeing to give thirty (30) days prior notice of termination.

Participating Agency

_____
Agency Representative

_____
Printed Name

_____
Date

Food Bank of Alaska

_____
Jim Baldwin, Chief Executive Officer

_____
Date

Sample Client Registration Form

MOBILE FOOD PANTRY REGISTRATION

Date: _____

Name: _____

Address: _____

Street or PO City Zip Phone

How many people in household? _____How many are children? _____How many are 60 or over?____

Volunteer Group:

Example of Client Registration Spreadsheet

Signature	**Report to FBA for each distribution**	Date:	# Households - 19 # Households with Children or Seniors - 8	# Individuals - 49 # Children - 14 # Seniors - 6

					TOTALS:	**49**	**14**	**6**	**8**
	FName	***LName***	***Address***	***Zip***	***Phone***	***#Household***	***#Children***	***#Over60***	***HH with Children/Senior (enter "1")***
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	5	3	0	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	2	0	2	1
	SAMPLE	SAMPLE	SAMPLE	99502	SAMPLE	5	1	0	1
	SAMPLE	SAMPLE	SAMPLE	99517	SAMPLE	4	2	0	1
	SAMPLE	SAMPLE	SAMPLE	99508	SAMPLE	6	4	0	1
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	1	0	0	1
	SAMPLE	SAMPLE	SAMPLE	99507	SAMPLE	1	0	0	
	SAMPLE	SAMPLE	SAMPLE	99503	SAMPLE	1	0	0	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	3	0	0	
	SAMPLE	SAMPLE	SAMPLE	99523	SAMPLE	2	0	0	
	SAMPLE	SAMPLE	SAMPLE	99503	SAMPLE	3	1	2	
	SAMPLE	SAMPLE	SAMPLE	99508	SAMPLE	1	0	1	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	4	0	0	1
	SAMPLE	SAMPLE	SAMPLE	99508	SAMPLE	1	0	0	
	SAMPLE	SAMPLE	SAMPLE	99515	SAMPLE	5	3	0	
	SAMPLE	SAMPLE	SAMPLE		SAMPLE	1	0	0	1
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	2	0	0	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	1	0	1	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	1	0	0	1

FOOD BANK of ALASKA

VOLUNTEER CONFIDENTIALITY AGREEMENT

All Mobile Food Pantry participants have the right to expect that their information be kept private. No identifying information (photo, name, address, family circumstances,) may be revealed to anyone outside the Mobile Food Pantry Distribution, unless permission is given in writing. It is possible for others, even without knowledge of a name, to recognize a person's identity from details disclosed outside of FBA, so these details should not be shared without express permission.

Information, including name, address, phone and income, and is confidential. Any notes about an individual/family's need, amount donated or a donor's motivation to give is confidential. Your signature here indicates that you will respect confidentiality and will not share information you may learn with anyone outside of Food Bank of Alaska. This includes confidential information entered in Food Bank of Alaska's databases, on any forms or paperwork, or any information acquired during conversations in the course of your volunteer work.

Any questions regarding confidentiality should be addressed to the Volunteer Coordinator or directly to the Manager of the program with which you are volunteering.

_____

Volunteer Signature

_____

Volunteer Name

_____

Date