

FOOD BANK OF NORTHWEST LOUISIANA
Agency Handbook



Our mission is to serve as the primary resource
for fighting hunger in Northwest Louisiana

Dear Member Agency:

This handbook is to orient new and existing member agencies and their staff to general information, policies and procedures involved in being an agency of the Food Bank of Northwest Louisiana.

Being a member of the Food Bank of Northwest Louisiana means that you have joined in a partnership dedicated to stopping hunger and food waste in this community of seven parishes in northwest Louisiana. The Food Bank is a clearinghouse which distributes food to over 120 agencies.

The Food Bank of Northwest Louisiana was established in 1997 as a response to the need for a central location for receiving and warehousing donated grocery product. The Food Bank solicits product donations from food producers, processors, distributors and retailers. The food is collected, sorted, inspected, cleaned and stored until distribution to member agencies.

Our funding comes from participating agencies through the shared maintenance fees, donations from concerned individuals and corporations, grants from private foundations and corporations, United Way, and government contracts with the Louisiana Department of Agriculture and Forestry.

We encourage the different facets of the community to network together to help the individual in need to access whatever aid is needed. Each member agency should make themselves aware of other agencies in their community to which a client can turn for help. To this end, we have several meetings each year so that we can disseminate information and in turn gain information from our agencies as to their programs and services.

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**IF YOU NEED A FORM OR DOCUMENT PLEASE SEE OUR WEBSITE AT
WWW.FOODBANKNLA.ORG TAB: PROGRAMS/AGENCIES**

FOOD BANK OF NORTHWEST LOUISIANA MEMBERSHIP

GENERAL PRACTICES

The Food Bank of Northwest Louisiana has five types of agencies as members:

- **PANTRY** . provides emergency or supplemental food to needy people to prepare and eat in their home or wherever they choose. Usually a pantry provides enough food for a minimum of 3-4 days for an individual or a family.
- **RESIDENTIAL PROGRAM** . provides meals to registered clients for consumption on their premises. These agencies can be homeless shelters, rehabilitation programs, etc.
- **SOUP KITCHEN** . provides meals prepared on site to walk in clients.
- **DAY CARE** . provides meals or snacks prepared on site to clients during a specified time period.
- **SNACK PROGRAM**- Provides snacks to After School and homeless clients.

All Agencies of the Food Bank are required to sign an agreement/contract. It is expected that the Member Agency will adhere to and follow the regulations and rules in the contract and the guidelines for participation. The key personnel in the organization should be familiar with these regulations and guidelines. Failure to comply will mean the suspension of Food Bank membership. If there are any questions about these regulations, please contact the Food Bank Agency Relations Coordinator. If any key personnel changes are made w\within your organization, please notify the Food Bank immediately to update your contracts and contact information

Member Agencies can expect the Food Bank of Northwest Louisiana to treat all members with dignity, respect, and fairness, as we ask you to treat your clients. The Food Bank will provide service with courtesy, be responsive to agency needs and problems, provide timely answers, and provide advance notice of food availability whenever possible.

ANNUAL MONITORING VISIT

Each year a staff person from the Food Bank of Northwest Louisiana will make an onsite visit to update information and inspect the records are being kept, food is being stored properly and that all documentation is in order. Please be flexible about the scheduling of these visits. The information gathered during these monitoring visits will be recorded on a standard form. This visit also allows the staff person to take time with your agency to learn about your program and answer any questions.

ANNUAL MEETING

Part of the requirements of being a member of the Food Bank of Northwest Louisiana is to attend all required meetings. The Food Bank will host an annual agency meeting to address new policies, issues or concerns. This also provides an opportunity for the agencies to network and find out what others are doing or to share a good idea. It is mandatory that one agency representative must be present for all required meetings.

RECORD KEEPING

The Food Bank requires all Member Agencies to submit a monthly report (attachment A). The report is due at the Food Bank on the 5th of each month. The report can be mailed, faxed, e-mailed or hand delivered. Failure to submit your monthly report by the 5th of the month will automatically place your agency on hold

As a member of the Food Bank you are required to keep certain records at the food distribution site:

- All client records for 3 years
- All Food Bank invoices for 3 years
- A current copy of the signed agreements
- Pest control records and receipts
- Current Health Department inspection/license, if appropriate

FOOD BANK OPERATIONS PROCEDURES

ORDERING PROCEDURE

You will receive your shopping list by e-mail every Thursday by close of day.

All orders are processed on a first come, first served basis. Please be sure to indicate the agency name, ID #, contact information, name of the person ordering, the desired pickup date and the desired pickup time. Orders can also be hand delivered.

You must allow 24 hours between the time the order is placed and the time you wish to pick up.

As of September 1, 2009, all agencies are required to have a minimum order of \$20.00 per agency order or add-on.

AGENCY SHOPPING LIST

The list is grouped by like product. If you review the ITEM CLASSIFICATION column, you will notice that all the Beverages are grouped; all the CEREAL is grouped, etc. The different columns and their meanings follow.

LINE . the line number is used help with hand delivered orders and line designators on e-mail.

QUANTITY . space provided for you to type/write in the number of cases you wish to order for your agency

PRODUCT NUMBER . the number assigned by the Food Bank for inventory purposes

DESCRIPTION . this contains a very brief description of the case product including the count and the size of the individual packages (ex. FROSTED FLAKES 14/24.3 oz means that there are 14 boxes of frosted flakes that each contain 24.3 oz of cereal)

STORAGE . how the product must be stored. DRY . no refrigeration required, CLR must be stored in the refrigerator, FRZ . must be stored in the freezer

UNIT . the weight of one case of product

FEE/LB . the shared *maintenance fee for each pound of product

TOTAL FEE . the total shared maintenance fee for one case of product

SHARED MAINTENANCE FEE- is a handling fee that helps to cover the cost of acquiring, transporting and storing food. The maximum fee is .19 cents per pound.

WAREHOUSE RULES

1. Pick-up times
 - Be on time, arrive at your scheduled pickup time
 - Monday- Thursday from 8-12 & 1-2:30 (No pickups between 12 . 1)
Friday from 8-12 ONLY
2. **Orders must be placed 24 hours in advance.** In order to treat each agency with the respect you deserve, the warehouse staff will not be allowed to pull any additional product while you wait. **(PLEASE DON'T ASK)**
3. Invoices:
 - All invoices must be signed before leaving.
 - Please bring an agency check or money order with you. Payment is expected at time of pick-up unless specific arrangements have been made in advance.
 - All new agencies must bring an agency check, a money order, or an agency debit/credit card for the first six (6) months of their membership.
 - Your agency on C.O.D. status on any outstanding balance over 60 days
 - Delivery Fees are as follows:
 - \$31 In Town (Shreveport-Bossier area)
 - \$43 26 - 49 miles round trip
 - \$85 50 - 100 miles round trip
 - \$95 100+ miles round trip
 - Prices are subject to change.
4. If you have any questions concerning product or pick-up, please ask someone in the warehouse. They will provide you with the most accurate information.
5. When you arrive at the Food Bank, please identify yourself to one of the warehouse staff. **PLEASE DO NOT GO BEYOND COUNTER AREA.** The Food Bank is not responsible for loading or off loading of products.
6. The agency is responsible for having adequate help to load their order. The Food Bank staff will bring it to the edge of the loading dock for you. The Food Bank is not responsible for damages or problems that may occur during loading and off loading.
7. **Check your order against the invoice you received at the desk as it is being loaded.** Make sure the order is accurate **BEFORE** you leave the dock area. Our warehouse staff does an excellent job of pulling orders; however, they occasionally make mistakes. It is your responsibility to check the order against the invoice as you load. Any discrepancies must be settled before you leave the dock area. Refunds will not be made once you have signed your invoice and left the premises. If your order is being delivered by the Food Bank please **Notify Driver of any discrepancies**
8. Agencies will be charged a \$25.00 Restocking Fee for any order not claimed within 48 hours of scheduled pick up time.
9. Please remind the warehouse staff if you have frozen or refrigerated items on your order.

SAFE FOOD STORAGE

Keeping food fresh and wholesome requires attention to proper food safety rules at each stage of transportation, storage and preparation. Perishable products, such as meats and dairy products will begin to spoil quickly if they are not kept at the right temperature. This means storing and transporting at a temperature below 45 degrees. These products must be transferred quickly from vehicle to refrigerators or freezers. Prepared food to be served hot must be kept above 140 degrees until it is served and then quickly chilled for storage. Perishable foods kept at room temperature are in the danger zone.

Key points for food storage of all Food Bank products:

- Maintain a strong pest control program.
- Keep rice, beans, flour, etc in rodent proof bins.
- Store all food off the floor so pest control and cleaning can be done. The Food Bank has pallets for free if you need them.
- Store all cleaning supplies in a different area, separate from the food, never on a shelf over food.
- Organize your food stock by using a %First In, First Out+system of distribution.
- Maintain a clean and dry storage area whose temperature is between 45 and 85 degrees, the optimum being 70-75 degrees. The closer to optimum, the longer the food will maintain its quality.
- Keep a thermometer in your refrigerator/freezer and keep a log of temps every 48 hours.

PLEASE RETURN ANY FOOD BANK FOOD THAT HAS BEEN HANDLED INCORRECTLY OR THAT HAS BEEN FOUND TO BE UNUSABLE. THE FOOD BANK MUST ACCOUNT FOR THE FOOD AND MUST TAKE RESPONSIBILITY FOR ITS DESTRUCTION.

FOOD SAFETY CERTIFICATION

Every food distribution site must complete a Food Safety Training Course. Feeding America recommends the Serv Safe on-line training.

Website: <http://servsafe.com>

Look for %Food handler training+at the bottom of the page and %**click here**".

Enter Code: **FEEDAMER10** in the shopping cart page to receive the discounted price of \$10.50.

Forward a copy of your certificate of completion to Agency Relations as soon as you receive your certificate.

If the person with the certificate leaves your agency, a new certificate must be submitted within 2 weeks of placing the next order.

SAFE FOOD TRANSPORTATION

Perishable food needs to be transported in an ice chest and when transporting food in an open truck, a tarp is required to cover the product.

- No Product may be loaded above the bed of the truck.
- No product may be loaded on top of any vehicle, such as a station wagon or van.
- No product may be loaded in way that blocks the vision of the driver.

Please review the list below to learn what types of vehicles are typically used by agencies and the approximate poundage that each type can carry:

- Cars can accommodate between 50-500 pounds of food.
- Sport utility vehicles can accommodate between 500-1000 pounds of food.
- Pick-up trucks can accommodate between 1,500-2,000 pounds of food.
- Cargo vans can accommodate between 3,000-3,500 pounds of food.
- Four pallet box truck can accommodate between 3,500-4,000 pounds of food.
- Six pallet box truck can accommodate between 5,000+ pounds of food.

PUBLIC OUTREACH

The agency must post a sign that indicates both the presence of the food program and the days and hours of operation. This sign must be clearly visible to the general public. It may be part of a church marquee or the days and hours of operation may be written on a poster board that is at least 8.5 x 11+ and include the phone number. In addition, a sign must be placed on the outside door that clients use to access the pantry so they know which entrance to use.

VIOLATIONS OF AGENCY MEMBERSHIP

The Food Bank is required by the IRS, Feeding America, and the United States Department of Agriculture to enforce proper and legal product usage. Therefore, the following violations to your agency's membership agreement are strictly prohibited, and any violation may result in restriction or termination of membership.

- Exchanging any donated food or grocery product for money, property or services.
- Using any donated food or grocery product in a manner not related to the express purposes of your agency.
- Being delinquent in payment of shared maintenance contributions or any checks being return for non-sufficient funds.
- Storing or transporting any donated food or grocery product improperly.
- Stockpiling any donated food or grocery product.
- Inadequate record keeping.
- Any violation of any state or local statute, ordinance, code or regulation related to the handling or storage of food and grocery products.

- Termination or expiration of your 501(c)(3) tax exempt status with the Internal Revenue Service. This document must be current and on file at the Food Bank.
- Any discrimination in service delivery based on age, disability, gender, race, religion or political affiliation.
- All agencies must use (as the criteria to determine need for its clients) a reasonable standard percentage of the U.S. Poverty Income Guidelines.
- If an agency is inactive with the Food Bank for distribution of food products for more than a year - the Food Bank will terminate the membership. An agency wishing to regain active status must re-apply for agency membership.

PROCEDURES FOR ADDRESSING AGENCY VIOLATIONS

The Food Bank will handle each agency violation as a reason for terminating agency membership. The purpose of our mission is to ensure that food products are available to the needy, through the responsible efforts of our agencies. The following procedures will be applied to any agency violation:

- Shipment of Food Bank product may be immediately suspended.
- An agency found to be in violation of any of these requirements shall be issued a written warning, addressing the issue of concern and the corrective action required.
- If the violation is not corrected within a reasonable amount of time, the agency shall be issued a second warning. This warning will reiterate the concerns and outline an appropriate timetable for compliance by the agency.
- If the agency fails to comply, the agency will be placed on hold status. Under hold status, an agency's may not utilize the Food Bank's services until falling into compliance with policies and procedures. Notification of hold status will be confirmed in writing. The Agency Relations Coordinator has authority to place member agencies on hold. The Executive Director shall be informed when any member agency is placed on hold.
- If compliance is not accomplished as determined by the allotted time the agency's membership will be terminated. Only the Executive Director has the authority to terminate a member agency. Upon termination, an agency will lose the privileges of a member agency for a minimum of six months. At the end of six months, an agency may reapply for membership as a new agency.

GRIEVANCE PROCEDURE

Any member agency may appeal the Executive Director's termination decision by sending written notice of appeal to the Board of Directors within 30 days of such notification. All decisions of the Board of Directors will be final.

Food Bank of Northwest Louisiana Agency Required Documents List

Food Pantry (USDA)

USDA Agreement and Agency Agreement: The President of the organization, CEO, or Executive Director (**not the pantry director**) must sign this form.

The Client Application: The form is filled out once a year. All forms expire on June 30th and must be renewed.

Current Income Guidelines: Guidelines are received annually. Persons who do not qualify cannot receive commodities but should be given the opportunity to fill out an application. A file is maintained for denied applications.

One application per household & total of all income for all individuals. Social Security numbers not required but get visual. Homeless: No USDA & applications required. Evacuees: record information.

Distribution Rate: The food bank must have a copy of the pantry's current distribution rate. A sample distribution rate has been provided for guidance **ONLY**. (**Suggest 45 lbs. per person**)

Distribution List: Persons picking up food for someone must sign their own name. In the column number in household+enter the number of adults/the number of children (i.e. 4/2). Everyone receiving food must sign the Distribution List.

Temperature Log: This log should be completed preferably every day but must be done at least every other day. **(1.) Freezer - Zero degrees F or below. (2.) Coolers: 35°-45° F. (3.) Dry Space: not above 75° F.**

Annual Monitoring Form: Monitoring is conducted annually. All documentation pertaining to the program will need to be available for the visit including copies of the invoices for the food received from the food bank. Discrepancies must be cleared within 30 days and a corrective action statement sent to the Food Bank. Failure to do so will place your agency in **ON HOLD** status. Keep 3 years of completed forms on site.

Monthly Report Form: This form should reach us by the 5th of the month. The area provided for households served are only food pantries (distributes food in a box or bag). Make an entry in all blocks (**Enter N/A if not applicable**) (**Enter 0 where appropriate**)

“Justice for All” Poster: This form must be displayed where the recipients of the program can see it. **In case of a complaint refer client to Food Bank first to avoid problems with USDA.**

Food Bank of Northwest Louisiana Agency Required Documents List

Food Pantry (USDA)

Continued

Invoices: Copies of the past 3 years of Food Bank invoices must be kept on file

Pest Control Contract/Pest Control Log: Proof of service through a pest log.

Food Safety Certificate: At least one person from every partner agency must have a Food Safety Certificate. If the person that has the certificate leaves another person must complete the course within 2 weeks.

Storage Site Review: This form is completed annually. The form will be forwarded with the Notification of Visit letter that is forwarded approximately one month prior to the date of visit. The form is kept with the other records that pertain to the program.

Public Outreach: must post a sign that indicates both the presence of the food program and the days and hours of operation. This sign must be clearly visible to the general public.

The items below will be discussed with the Agency Relations Coordinator:

1. Explain Products List- See page 6 in the Agency Handbook
2. Documentation is required to be kept for 3 years. (3 inactive & active)
3. Explain filing arrangement/Ten Folder System

Food Bank of Northwest Louisiana Agency Required Documents List

Food Pantry (Non-USDA for Homeless)

Agency Application: Copy of Agency Application on available.

Temperature Log: This log should be completed preferably every day but must be done at least every other day. **(1.) Freezer - Zero degrees F or below. (2.) Coolers: 35°-45° F. (3.) Dry Space: not above 75° F.**

Annual Monitoring Form: Monitoring is conducted annually. All documentation pertaining to the program will need to be available for the visit including copies of the invoices for the food received from the food bank. Discrepancies must be cleared within 30 days and a corrective action statement sent to the Food Bank. Failure to do so will place your agency in %ON HOLD+status. Keep 3 years of completed forms on site.

Monthly Report Form: This form should reach us by the 5th of the month. The area provided for households served are only food pantries (distributes food in a box or bag). Make an entry in all blocks **(Enter N/A if not applicable) (Enter 0 where appropriate)**

Storage Site Review: This form is completed annually. The form will be forwarded with the Notification of Visit letter that is forwarded approximately one month prior to the date of visit. The form is kept with the other records that pertain to the program.

Invoices: Copies of the past 3 years of Food Bank invoices must be kept on file

Pest Control Contract/Pest Control Log: Proof of service through a pest log.

Food Safety Certificate: At least one person from every partner agency must have a Food Safety Certificate. If the person that has the certificate leaves another person must complete the course within 2 weeks.

Public Outreach: must post a sign that indicates both the presence of the food program and the days and hours of operation. This sign must be clearly visible to the general public.

The items below will be discussed with the Agency Relations Coordinator:

1. Explain Products List- See page 6 in the Agency Handbook
2. Documentation is required to be kept for 3 years. (3 inactive & active)
3. Explain filing arrangement/Ten Folder System

Food Bank of Northwest Louisiana Agency Required Documents List

Group Homes/Residential/Soup Kitchens (USDA)

USDA Agreement and Agency Agreement: The President of the organization, CEO, or Executive Director (**not the pantry director**) must sign this form.

Temperature Log: This log should be completed preferably every day but must be done at least every other day. **(1) Freezer: Zero degrees F or below. (2) Coolers: 35°-45° F. (3) Dry Space: not above 75° F.**

Annual Monitoring Form: Monitoring is conducted annually. All documentation pertaining to the program will need to be available for the visit including copies of the invoices for the food received from the food bank. Discrepancies must be cleared within 30 days and a corrective action statement sent the Food Bank. Failure to do so will place your agency in **ON HOLD** status. Keep 3 years of completed forms on site.

Monthly Report Form: This form should reach us by the 5th of the month. The On Site Feeding Section of the form should be filled out completely. The number of snacks served should be multiplied by .08 (point zero eight) to get an estimate of pounds distributed unless you manually count the pounds **plus** any salvage weight received. In the area provided for meals served put the number of actual meals served, for example; if the same 12 people eat breakfast for 10 days straight enter 120 in the breakfast area. It does not matter if the people are the same or not. Make an entry in all blocks.

“Justice For All” Poster: This form must be displayed where the recipients of the program can see it.

Storage Site Review: This form is completed annually. The form will be forwarded with the Notification of Visit letter that is forwarded approximately one month prior to the date of visit. The form is kept with the records that pertain to the program.

Invoices: Copies of the past 3 years of Food Bank invoices must be kept on file

Pest Control Contract/Pest Control Log: Proof of service through a pest log.

Food Safety Certificate: At least one person from every partner agency must have a Food Safety Certificate. If the person that has the certificate leaves another person must complete the course within 2 weeks.

Health Department Inspection: Inspection information must be available at all times.

Public Outreach: must post a sign that indicates both the presence of the food program and the days and hours of operation. This sign must be clearly visible to the general public.

The items below will be discussed with the Agency Relations Coordinator:

1. Explain Shopping List- See page 6 in Agency Handbook
2. Documentation is required to be kept for 3 years. (3 inactive & active)
3. Explain filing arrangement

Food Bank of Northwest Louisiana Agency Required Documents List

Day Care/ Shelter (Non-USDA)

Agency Agreement: The President of the organization, CEO, or Executive Director (**not the pantry director**) must sign this form.

Temperature Log: This log should be completed preferably every day but must be done at least every other day. **(1) Freezer: Zero degrees F or below. (2) Coolers: 35°-45° F (3) Dry Space: not above 75° F**

Annual Monitoring Form: Monitoring is conducted annually. All documentation pertaining to the program will need to be available for the visit including copies of the invoices for the food received from the food bank. Discrepancies must be cleared within 30 days and a corrective action statement sent to the Food Bank. Failure to do so will place your agency in **ON HOLD** status. You must retain 3 years of Monitoring Forms.

Monthly Report Form: This form should reach us by the 5th of the month. The On Site Feeding Section of the form should be filled out completely. The number of snacks served should be multiplied by .08 (point zero eight) to get an estimate of pounds distributed unless you manually count the pounds **plus** any salvage weight received.

Storage Site Review: this form is completed annually. The form will be forwarded with the Notification of Visit letter that is forwarded approximately one month prior to the date of visit. The form is kept with the other records that pertain to the program.

Invoices: Copies of the past 3 years of Food Bank invoices must be kept on file.

Pest Control Contract/Pest Control Log: Proof of service through a pest log.

Food Safety Certificate: At least one person from every partner agency must have a Food Safety Certificate. If the person that has the certificate leaves another person must complete the course within 2 weeks.

Health Department Inspection: Inspection information must be available at all times.

Menu: Copies of weekly menus must be made available to review.

Public Outreach: must post a sign that indicates both the presence of the food program and the days and hours of operation. This sign must be clearly visible to the general public.

The items below will be discussed with the Agency Relations Coordinator:

1. Explain Shopping List- See page 6 of the Agency Handbook
2. Documentation is required to be kept for 3 years. (3 inactive & active)
3. Explain filing arrangement

Food Bank of Northwest Louisiana Agency Required Documents List

Snack Program - After School Tutorial Program (Non-USDA)

Agency Agreement: The President of the organization, CEO, or Executive Director (**not the pantry director**) must sign this form.

Temperature Log: This log should be completed preferably every day but must be done at least every other day. **(1) Freezer: Zero degrees F or below. (2) Coolers: 35°-45° F (3) Dry Space: not above 75° F**

Annual Monitoring Form: Monitoring is conducted annually. All documentation pertaining to the program will need to be available for the visit including copies of the invoices for the food received from the food bank. Discrepancies must be cleared within 30 days and a corrective action statement sent to the Food Bank. Failure to do so will place your agency in **ON HOLD** status. You must retain 3 years of Monitoring Forms.

Monthly Report Form: This form should reach us by the 5th of the month. The On Site Feeding Section of the form should be filled out completely. The number of snacks served should be multiplied by .08 (point zero eight) to get an estimate of pounds distributed unless you manually count the pounds **plus** any salvage weight received.

Storage Site Review: This form is completed annually. The form will be forwarded with the Notification of Visit letter that is forwarded approximately one month prior to the date of visit. The form is kept with the other records that pertain to the program.

Daily Census: Keep daily counts of clients participating in program.

Invoices: Copies of the past 3 years of Food Bank invoices must be kept on file

Pest Control Contract/Pest Control Log: Proof of service through a pest log.

Food Safety Certificate: At least one person from every partner agency must have a Food Safety Certificate. If the person that has the certificate leaves another person must complete the course within 2 weeks.

Health Department Inspection: Inspection information must be available at all times.

Public Outreach: must post a sign that indicates both the presence of the food program and the days and hours of operation. This sign must be clearly visible to the general public.

The items below will be discussed with the Agency Relations Coordinator:

1. Explain Shopping List- See page 6 of the Agency Handbook
2. Documentation is required to be kept for 3 years. (3 inactive & active)
3. Explain filing arrangement