In this Guide:
Contact Us
VIP (Volunteers in Partnership) Program
Fresh Produce Program
CSFP Information
Voluntary Contributions Guidelines
Website Information
Online Ordering Guide
Food Safety Certification
Required Logs
No Charge Posters
Transportation Best Practices
Program Update Form
Yearly Calendar
Contact Us:

**For general Agency questions and for questions about becoming an agency...**
LaDonna Valenzuela, Manager of Agency Relations  303-375-5850 / lvalenzuela@foodbankrockies.org

**For questions about scheduling a site visit, food safety certification....**
Dominica Gonzalez, Agency Relations Representative 303-375-5818/ dgonzalez@foodbankrockies.org

**To update your referral information, reserve a seat at orientation or to receive our email newsletter...**
Colleen Daszkiewicz, Agency Relations Representative303-375-5815/ pcdaszkiewicz@foodbankrockies.org

**For questions about your order or rescheduling your pickup...**
Rosie Esparza, Customer Service/Order Window  303-375-5820/ resparza@foodbankrockies.org

**For questions regarding volunteering (VIP credits, hours, etc.)...**
Nubia Saenz, Volunteer Relations Representative 303-375-5863/ nsaenz@foodbankrockies.org

**For Credit Requests for items not received on order questions...**
Rosie Esparza, Customer Service/Order Window  303-375-5820/ resparza@foodbankrockies.org

**For Financial Questions (invoices, statements)**
Nicholas Mayer, Accounts Receivable 303-375-8559/ nmayer@foodbankrockies.org
VOLUNTEERS IN PARTNERSHIP (VIP) PROGRAM

Purpose
In recognition of our long-term partnership with partner agencies, Food Bank of the Rockies (FBR) has instituted Volunteers in Partnership (VIP). This program allows individuals affiliated with an approved FBR partner Agency, an opportunity to support the Food Bank’s mission of feeding the hungry, as well as help expand his/her agency’s food budget.

How It Works
For every three hours of volunteer time (donated in increments of three or more hours) a volunteer completes, his/her designated agency will receive a 20-pound food credit, automatically applied to the next month’s statement for the agency. Credits run from the 26th of the month to the 25th of the next month and will appear on the first business day of the following month.

To Sign Up
To earn VIP credits for your agency, have every volunteer fill out our online volunteer request form at www.foodbankrockies.org. Our volunteer staff will contact you to schedule shifts. At that time, please notify us if your volunteer time will be for VIP credit and provide your agency’s name and program ID number. Please note that court ordered volunteers are not permitted to receive VIP credit.

Other Things You Need To Know
Please be on time for your shift. Remember that the 20-pound credit can be earned for your designated agency only by completing a full three-hour shift.

Volunteers picking up an order for an agency on the same day they volunteer cannot count time spent pick up the order as part of their three hour volunteer shift.

The poundage credit earned for the agency can be redeemed only by the agency. The credit will appear on the agency’s billing statement at the first of the following month. Please note that credits can start accruing only when the designated agency is an approved, registered and active partner of Food Bank of the Rockies.

The credit will be automatically deducted from the following month’s total agency bill. The VIP credit will be limited to a maximum value of approximately 2000 pound per agency per month. Ex. 20 lb. food credit will be calculated to the current ASF (20 lbs. x ASF = $total)

The VIP credit has no value other than credit on FBR orders for designated agencies. Credit must be used within three months and cannot be transferred to other agencies. **Please note: VIP cannot be applied to Purchase product. Foster agencies are not eligible for this program.**

**Proviso:** FBR management reserves the right to review, amend or terminate this program at its discretion.
FOR ALL VIP PARTICIPANTS

A VIP participant is a partner with the staff of Food Bank of the Rockies (FBR), working together to provide the best service we can to all FBR partner agencies.

In exchange for this service partnership, FBR provides special benefits to the VIP volunteer including:

- Priority computer processing of your agency order when you volunteer
- No minimum order
  - A 20-pound food credit for your agency for each three-hour shift completed.

WE REQUEST OUR VIP PARTNERS FOLLOW THESE VIP PROGRAM GUIDELINES:

1. If you are placing an order for your agency and volunteering:
   a. You may sign your invoice after your shift. You may not count time spent picking up your order as part of your three hour shift

2. For peak warehouse efficiency, the VIP volunteer shift must occur as a full shift during our regularly scheduled shift times
   a. The volunteer area will be open from 8:30am-4:00pm. Please do not enter the warehouse before or after these times
   b. The morning AM volunteer shift begins at 9:00am and ends at 11:30am
   c. The afternoon PM volunteer shift begins at 12:30pm and ends at 3:30pm

3. Remember that the time you are donating to FBR is a contribution to support FBR's operation. This time must be spent volunteering in your assigned area. The time needed to place and load your agency's personal order is your contribution to your agency and is not included in the three-hour requirement for VIP benefits.

4. Volunteers are asked to wait until their shift is complete to pull free product. Thank you!

Proviso: FBR management reserves the right to review, amend or terminate this program at its discretion.
Would you like full pallets of fresh produce FREE OF CHARGE???

Contact Colleen Daszkiewicz, Agency Relations Representative, if your agency:
- Is a partner agency of Food Bank of the Rockies?
- Is able receive, store, and distribute full pallets (~2000 lbs.) of produce.
- Is able to pick up from FBR warehouse or is a rural agency and can accept deliveries.

How it works:
- You decide how many pallets you want, how frequently you want them, and which day you would like to pick them up.
- What type of produce we have varies weekly/daily. Common options are: onions, potatoes, apples, oranges, and tomatoes.
- Dairy items are also often available and are included in this program.

AGENCIES MAY SPLIT PALLETS AMONG THEMSELVES AS LONG AS ALL RECIPIENTS ARE FBR PARTNERS!!

If you are interested in participating or would like more information about the program, contact Colleen Daszkiewicz, Agency Relations Representative, at 303.375.5815 or cdaszkiewicz@foodbankrockies.org.
The Commodities Supplemental Food Program (CSFP) is a program within the USDA Commodities Division.

Since 2004 CSFP has been the newest division of FBR and has become an integral part of the structure and mission that FBR shoulders. CSFP packages are made up of food purchased by USDA, and then made available to state agencies such as FBR along with the necessary funding for administration. The primary function of CSFP in the Denver Metro area is to provide supplemental nutrition to seniors sixty and over. Additionally we provide nutrition education; we provide referrals to other welfare, nutrition, and health care programs such as food stamps, Medicaid, and Medicare.

Qualifying & Distributing

Seniors whose income is 130% of the federal poverty level qualify for CSFP. Provided a client falls within our guidelines CSFP maintains a strict federally overseen policy of non-discrimination, ensuring availability. CSFP delivers food packages to seniors in large quantities and has many distribution sites available at locations throughout Metro Denver and throughout FBRs service area.

If as an agency you are interested in distributing CSFP, would like to receive more information including a list of locations, or have further questions please contact us at 720-473-6323

Kelly Bacher Ext 24
April Fautsch ext. 32
Ever wonder if it is OK to ask for donations for a food distribution?

Here are the guidelines for voluntary contributions:

- You may utilize contribution canisters, envelopes or similar means of allowing clients to contribute to your program, providing that all contributions are truly voluntary and can be made in a completely anonymous way.

- Per IRS regulations, your program’s voluntary contribution system should not make clients feel that you expect or require a donation.

- FBR and Feeding America do not allow asking for a specific dollar amount or any variation of this practice.

- Programs cannot make it difficult or embarrassing to not contribute.

- You may not keep records of which clients contribute, nor prohibit or discourage participation based on a client’s inability or unwillingness to contribute.

- In monitoring, FBR will make every effort to determine any donations are contributed in an anonymous and voluntary manner.

If you have any questions, please contact an Agency Relations Representative at relations@foodbankrockies.org or 303-371-9250 ext. 215, 218 or 250
We’re On the Web!

Visit www.foodbankrockies.org to access information for Agencies click on the Agency Portal tab. You can view news, place your order, learn about food credits, refer other agencies to become an agency, view resources and learn valuable information.

- Check out the calendar for classes, closures and more
- Get statistics and information about hunger in Colorado
- Link to on-line ordering
- Download logs and other important forms

Helping People Thrive

Food is the foundation for a happy, healthy life. Hunger can be found everywhere—often where you least expect it. The homeless population represents only about 10% of our food recipients. The rest? Everyday people like low wage workers, children, seniors on fixed incomes and individuals with health issues.

We’re working to feed them all.

Partner Agency Portal

Bunrka! You’ve found the place to get all the resources your program needs. If you don’t see what you need, we’re here to help you—contact us!

- Agency Express
- Agency Resources
- Calendars & Schedules
- Food Safety
- Forms & Documents
- FBR University

Not a Partner Agency yet?

CLICK HERE TO LEARN MORE
Rules, Tips and FAQs for Online Ordering – Denver

To access online ordering, visit the Agency Portal tab of our website www.foodbankrockies.org. Click on the “Agency Express” link to be directed to the login screen.

Once this screen appears, refer to your “Welcome to Agency Express” email. Enter your Username, Password and Program Code. If you do not remember your login information, please contact Agency Relations at relations@foodbankrockies.org

Rules of Shopping
You can order only 2 business days prior to your requested pickup date.

<table>
<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRI DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order by 3pm for pick up on Wednesday</td>
<td>Order by 3pm for pick up on Thursday</td>
<td>Order by 3pm for pick up on Friday</td>
<td>Order by 3pm for pick up on Monday</td>
<td>Order by 3pm for pick up on Tuesday</td>
</tr>
</tbody>
</table>
Saturdays, Sundays, FBR inventory closures and holidays do not count as business days. However, the online ordering system Agency Express may be open even if FBR is closed. If Agency Express allows you to log in, you can place an order.

For closure information and to download a calendar, check the FBR Agencies page at [www.foodbankrockies.org](http://www.foodbankrockies.org)

The order must be at least $50 before any available grants that will be applied at checkout. You can only pick up one order per day. If you submit multiple orders for pick up on the same day, only the first order will be prepared, and subsequent orders will be rejected.

- Orders cannot be edited or cancelled once submitted. Contact the order window at 303.375.5820 if you need to cancel a submitted order.

Some products will state “MAX _____” in the description, noting that there is a maximum amount allowed per agency.

- For example Limit 2 on Diapers would appear DIAPERS ASST (MAX 2).
- Please do not exceed maximum quantities when creating your order. If you request more than the maximum, FBR staff will manually lower the quantity to honor the limit.

Note: Don’t be fooled by the extra available days shown in the pickup calendar. This calendar is shared with two other FBR locations with different ordering schedules. The first available day shown is the ONLY day available to FBR-Denver Partner Agencies.

**Shopping list**

1. Click the Order Options tab at the top of the screen.
2. Click on Shopping List. You will be directed to a screen that looks like this:

   ![Shopping List Screen](image)

   - You will automatically see a complete list in alphabetical order.
     a. To print an alphabetical list of all the current products, click the Print action icon in the “shopping cart” section.
   - “Categories” allow you to search by specific categories such as beverages or snacks
   - “Item Name/Description” allows you to type in a specific item number or product description
• “Handling req.” lets you search for refrigerated, frozen, or dry products
• “Food source” lets you search by where the food came from (purchased, donated, reclamation)
• “View favorites” allow you to search products that you’ve deemed your favorite

To add an item to your Shopping Cart, follow these steps:
1. Enter the quantity desired in the box on the left of the screen.
2. Click the “Add to Cart” icon on the top or bottom of the page.
   - **Note:** If you do not click add to cart before clicking to the next page the items will not be added to your cart.

A message will appear giving you a confirmation that your item(s) have been successfully added to your shopping cart. You can now move onto the next page of items.

If there are any errors, a similar screen will appear with instructions for correction. Follow the above steps until you have added all of the items you want to your cart.

**Finalizing your order**

When you are finished adding all the items to your cart, follow these steps.
1. Click on the “check out” icon at either the top or the bottom of the screen or click on check out under the “order options” tab at the very top of the screen.

**Reference Number**
1. You will see a reference number at the top of the header. Use this number to identify your order later on. **Note:** This number is generated as soon as you begin shopping and is **NOT** a confirmation number.

**Pickup Date & Time**
1. From the drop down menu on the far left select either “pickup” or “delivery”. **Note:** you will not be able to select a pickup day or time until you select “pickup” in the drop down menu
2. **Note:** Only rural and select metro agencies are approved for deliveries. Unless you have been instructed by FBR to choose delivery, choose pickup
2. Click on the calendar icon to select your preferred date for pickup. **Please refer to your appropriate Branch Rules & Tips for ordering schedule.**
3. Click on the clock icon and select the time you will be picking up your order.  
   **Note:** if a certain time is not listed it has already been filled by other orders.
4. The comment box should be left blank unless you have any special instructions for the order window.

---

**Modifications**

**Changes can only be made before the order is submitted.**

**Delete an Item**

1. Click on the red ‘X’ next to the order quantity of the line item that you want to remove from the cart.

**Clear Cart**

1. If you wish to start over with an empty cart. Click the “clear cart” icon.

**Change Quantities**

1. Enter the new quantity in the box under the “order quantity” column.
2. Click the “update cart” icon to save your changes.
3. You will see a pop up message saying that particular item was successfully updated.

**Totals**

1. At the top right side of the screen is the “Shopping Cart Summary” box. This box has the total price, total number of items, gross weight, delivery fee, and total cube size. At this time we do not have the capability to give a cube size measurement.

**Submitting your Order**

1. Once you have reviewed each section of your shopping cart, click on the “submit cart” icon.
2. A pop up box will appear asking “Are you sure you want to submit your order?”, click YES.  
   **Note:** You must click this icon and say ok for your food order to be sent to us. Without doing so, these items will remain in your cart and your order will not be processed.
1. An order is submitted successfully if you receive this image.
   • This indicates that your order was placed and sent to FBR.
   • You should receive a confirmation email within the hour confirming that we receive the order at FBR.
2. If there was an issue with your order you will see an image like this showing the problems.
   • The items with the word “success” next to them have been submitted.
   • The items with the word “error” have an issue.
     i. YOU MUST adjust every item that has the word error listed next to it in this box, or your order will not go through.
     ii. Click “ok” and the items with an issue will be highlighted. You will need to delete (clicking on the red x next to the item) or adjust the quantity (change the number and click UPDATE of these items from your cart).
3. Once you’ve made and necessary changes to your order, click “submit order” again and you should receive the “submitted successfully” image.

Note: If you try to exit Agency Express before submitting your cart this message will appear.

The system will then take you to the order management screen. Here you can review all of your previous orders and check their status. The most recent order you submitted will be at the top with the corresponding pick up date.
• Please keep in mind your order is considered pending until released by the Food Bank. FBR staff may have to change quantities or reject orders and not all products requested are guaranteed.
• All correspondence concerning your online order will be via email, so please notify Food Bank of the Rockies immediately if your email changes or you are not receiving emails regarding your order. If your order was fully submitted, you will receive an email confirmation within 15 minutes.
• You can confirm your order was submitted by clicking “order management” under the “order options” tab. You will see the recently submitted order with the corresponding PO number at the top of the list. Next to the PO number the Status will say New Order. This Status changes as your order is processed.
• The shopping cart total will not reflect grants or credits to be applied toward the order. These will be reflected on your invoice when you pick up your order.
  o For questions concerning your grant or credit balance, contact Diane at 303-371-9250 x. 239.

• The online ordering system Agency Express is compatible with Internet Explorer ONLY. Other web browsers (Mozilla, Safari, Chrome or Firefox) can cause issues. Switch to Internet Explorer if you are experiencing problems while trying to order using a different browser. A free download of Internet Explorer can be found at: www.microsoft.com/ie.

The status of your most recent order will say “new order”. This status will change to “sent to food bank”, to “acknowledged”, and later to “released”. Released indicates it is being prepared for you to come and pick up your order on the pickup date you chose. Once the order is released, you will also receive an email notifying you of the status of your order.

FAQ Information
Contact Information for Agency Relations:
Dominica Gonzalez    dgonzalez@foodbankrockies.org    303-375-5818
Colleen Daszkiewicz  cdaszkiewicz@foodbankrockies.org  303-375-5815
Rosie Esparza        resparza@foodbankrockies.org   303-375-5820
LaDonna Valenzuela   lvalenzuela@foodbankrockies.org 303-375-5850

What do I do if I forgot my password? Click on the “Forgot Password?” link on the login page, and follow the steps to receive your password by email.

What steps need to be taken if a shopper leaves our agency? Contact Agency Relations to receive an update form alerting us of the update. When we receive the completed form, FBR will block the shopper from accessing the online shopping system on behalf of your program.

How do I update my email address for Agency Express? Email Agency Relations and provide the correct email address. FBR will update your account and ensure you are receiving important emails, including your order confirmation.

What do I do if I’m not receiving emails about my order? If you see the order in the Order Management screen, and the status is “Acknowledged” or “New Order,” yet an email confirmation has not been received, contact Agency Relations to ensure we have the correct email address. We can then troubleshoot any other errors.

What happens if FBR didn’t get my order? When completing your order, you must go to “Check Out” and select “pickup”, then the date and time in the “My Appointment Section.” Then click “Submit Cart.” You will be asked if you are sure you want to submit; click “ok.” Your screen will show a new message stating “Your order was submitted successfully.” If you do not see this message, your order was not sent to us and is not complete. Occasionally after you are asked “Are you sure you want to submit your order?” you will see another pop up window listing some items in your cart that have an error. You must manually fix each error and then submit the cart again. If you follow all these steps and are still experiencing problems, contact Agency Relations.

How do I know if my order has changed from what I originally requested? Refer to the order management screen.

What if I am unable to pick up or need to cancel an order? Call an Agency Relations staff member or the order window at 303-375-5820 IMMEDIATELY and let them know when you will be able to pick up the order. In most cases, we will be able to accommodate another pick up time. If it is not possible to reschedule, the order may be canceled and your program may be charged a restocking fee, at the discretion of Food Bank of the Rockies staff.
What happens if you leave product behind? Agency Relations staff will notify you that we have a pallet that was left. You must pick the product up in the same day or the product will be put back and a credit will be issued.

What happens if FBR forgets to give you a pallet? Agency Relations staff will contact you to arrange for you to come back within 1 business days or a credit will be issued.
Make sure you are coming with the appropriate vehicle to pick up your full order.
Food Bank of the Rockies does not have room to store additional pulled order more than 1 day.

What should I do when items are confirmed on our web order, but our program does not receive them, or does not receive the full amount we ordered? Check your invoice to see the quantity shipped. If it is 0, FBR was not able to include that product on your order and you were not charged. There is nothing you need to do.
If you were charged for a product you did not receive please contact Rosie Esparza within 2 business days to request a credit. Her contact information is resparza@foodbankrockies.org 303-375-5820.

When in doubt, contact us! The Agency Relations team is here to serve you.
Food Safety Training Is Online!

- Learn at any computer with internet access
- Takes about 30-45 minutes to complete
- Complete at your own pace
- Get a certificate when you complete the course
- Sign back at any time to review material

How to take the FREE Online Food Safety Training

- Go to www.foodbankrockies.org
- Select the Agency Portal Tab
- Select Food Safety
- Click the link for Food Safety Training
- Click “I am a New User”
- Fill in the required information and submit. **Please note that you must enter your Organization (Program’s name) for Food Bank of the Rockies to track who has completed the course.
- Click “login now.”
You will come to a Welcome screen.
- Select “Food Safety.”
- Click on course title “Food Safety Training”
- Click “enroll.”

Questions?
Contact LaDonna Valenzuela at lvalenzuela@foodbankrockies.org or 303-375-5850

Visit www.foodbankrockies.org
Temperature Log for: ________________________________  
Month: ______________________

<table>
<thead>
<tr>
<th>Safe Temperature Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerator 32 ° -- 40°</td>
</tr>
<tr>
<td>Freezer -0° -- -10°</td>
</tr>
<tr>
<td>Storage Area 50° -- 70°</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Dry Storage Area: |

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF Unit #</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Dry Storage Area: |
### Cleaning Checklist for: _________________________________

Month: __________________

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pantry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sweep &amp; Mop (Vacuum)</td>
<td>Check for Expired Baby Product</td>
<td>Check for dented/unlabeled product</td>
<td>Shelves</td>
<td>Refrigerator(s)/Freezer(s)</td>
<td>Other: ______________</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kitchen:</td>
<td>Surfaces</td>
<td>Cabinets</td>
<td>Stove Top</td>
<td>Microwave/Oven</td>
<td>Sinks</td>
<td>Sweep &amp; Mop</td>
<td>Other: ______________</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pantry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sweep &amp; Mop (Vacuum)</td>
<td>Stove Top</td>
<td>Check for Expired Baby Product</td>
<td>Check for dented/unlabeled product</td>
<td>Shelves</td>
<td>Refrigerator(s)/Freezer(s)</td>
<td>Other: ______________</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kitchen:</td>
<td>Surfaces</td>
<td>Cabinets</td>
<td>Stove Top</td>
<td>Microwave/Oven</td>
<td>Sinks</td>
<td>Sweep &amp; Mop</td>
<td>Other: ______________</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Pest and Rodent Control Log for: ______________________________

Month: __________________

Pesticides should not be used in or near storage facility.

<table>
<thead>
<tr>
<th>Date: (Week of)</th>
<th>Insect Management:</th>
<th>Rodent Management:</th>
<th>Location of Traps</th>
<th>Disposal</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The use of insect monitoring devices, bait, insect dust formations, and/or crevice applications of insect management material.</td>
<td>The use of multi-catch traps and/or tamper resistant rodent bait stations. Rodent bait stations should be inspected, cleaned and maintained with fresh bait as necessary.</td>
<td>Helpful Tips for Locations: 1. Placing traps along wall spacing them 1-2 inches apart. 2. Placing traps along runway and not in corners.</td>
<td>Helpful Tips on disposing: 1. Wear gloves. 2. Place mice in a ziploc bag/trash bag. (Sealed tightly) 3. Place the bag in trash container that is sealed tightly.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Inspected</td>
<td>Activity: Y N</td>
<td>□ Inspected</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Maintained</td>
<td>Location:</td>
<td>□ Cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Inspected</td>
<td>Activity: Y N</td>
<td>□ Maintained</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Maintained</td>
<td>Location:</td>
<td>□ Cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Inspected</td>
<td>Activity: Y N</td>
<td>□ Inspected</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Maintained</td>
<td>Location:</td>
<td>□ Cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Inspected</td>
<td>Activity: Y N</td>
<td>□ Inspected</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Maintained</td>
<td>Location:</td>
<td>□ Cleaned</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If, professional service is used - Attach Receipt/Report.
<table>
<thead>
<tr>
<th>Date</th>
<th>Head of Household</th>
<th>Address</th>
<th>City</th>
<th>Phone #</th>
<th>Seniors 60+</th>
<th>Adults 18-59</th>
<th>Children 0-17</th>
<th>#</th>
<th>#</th>
<th>#</th>
<th>#</th>
<th>#</th>
</tr>
</thead>
</table>

FOOD DISTRIBUTION RECORD
Food Bank of the Rockies 303-371-9250
The food distribution program at this location is **FREE** to people in need of food assistance.

- You will not be required to pay, put in volunteer hours, attend service or participate in any type of program to receive your food.
- If you choose to make a voluntary donation, you may do so.
- This Food Program has agreed not to engage in discrimination, in the provision of service against a person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran. All clients will be treated with the utmost of respect and courtesy.

If you have any questions about this policy or have been asked to pay for food or to participate in an activity or service in order to receive food, please contact:

**Food Bank of the Rockies, Manager of Agency Relations**
303-375-5850
Relations@FoodBankRockies.org
10700 E. 45th Avenue, Denver CO 80239
El programa de comida en este local es **GRATIS** para personas necesitadas de comida.

- No será requerido pagar, ser voluntario, o atender a los servicios a cambio de recibir comida.
- Si desea hacer una donación, lo podrá hacer.
- Este Programa de Alimentos ha acordado no participar en la discriminación, en la prestación de un servicio a una persona debido a su raza, color, nacionalidad, religión, sexo, origen nacional, ascendencia, edad, estado civil, discapacidad, orientación sexual, incluida la identidad de género, desfavorable separación del las fuerzas militares o condición de veterano protegido. Todos los clientes serán tratados con el máximo de respeto y cortesía.

Si tiene alguna pregunta sobre esta norma o si le han preguntado pagar por la comida, o participar en cualquier actividad, o servicio a cambio de recibir la comida por favor llámenos al Food Bank of the Rockies 303.375.5815.
# Program Partner Update

Please use this form to notify us of any changes to your program as they occur.

I would like FBR to update: *(please check all that apply)*

- [ ] Partner Agency account
- [ ] TEFAP account
- [ ] CSFP account
- [ ] Nutrition Network account

## Agency/Program Name:

<table>
<thead>
<tr>
<th>Mailing/Billing address:</th>
<th>Food Storage address, if different:</th>
</tr>
</thead>
<tbody>
<tr>
<td>City, State, Zip:</td>
<td>City, State, Zip:</td>
</tr>
<tr>
<td>Agency Director:</td>
<td>Program Contact:</td>
</tr>
<tr>
<td>Phone:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Email:</td>
<td>Email:</td>
</tr>
<tr>
<td>Fax:</td>
<td>Fax:</td>
</tr>
</tbody>
</table>

I hereby certify that the information above is accurate:

Signature of Agency Director  Date

**For FBR use only**

Address Change:
- CERES
- Site Visit Scheduled
- Label
Please list up to four (4) authorized shoppers. There must be one (1) authorized representative present to sign invoices for order pickup. *Shoppers not listed below will be removed.

Agency/Program Name: ____________________________________________

| Remove Shoppers | Add Shoppers | *For FBR USE ONLY*
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Any shoppers NOT listed will be removed</td>
<td>Shopper 1:</td>
<td></td>
</tr>
<tr>
<td>Name:</td>
<td>Name: __________________________</td>
<td>□ □</td>
</tr>
<tr>
<td>______________</td>
<td>Email: __________________________</td>
<td>Date: ____________</td>
</tr>
<tr>
<td>Phone # __________________________</td>
<td>RSVP: ____________</td>
<td>Invite Sent: ____________</td>
</tr>
</tbody>
</table>

| Shopper 2: |
| Name: | Name: __________________________ | □ □  |
| ______________ | Email: __________________________ | Date: ____________ |
| Phone# __________________________ | RSVP: ____________ | Invite Sent: ____________ |

| Shopper 3: |
| Name: | Name: __________________________ | □ □  |
| ______________ | Email: __________________________ | Date: ____________ |
| Phone # __________________________ | RSVP: ____________ | Invite Sent: ____________ |

| Shopper 4: |
| Name: | Name: __________________________ | □ □  |
| ______________ | Email: __________________________ | Date: ____________ |
| Phone # __________________________ | RSVP: ____________ | Invite Sent: ____________ |

I hereby certify that the information above is accurate. I also guarantee that all authorized shoppers have attended orientation or will RSVP to an upcoming orientation.

_____________________________________________________________  __________________
Signature of Agency Contact       Date

Fax, email or mail completed form to:
Food Bank of the Rockies -
Attn: Agency Relations - 10700 E. 45th Ave - Denver, CO 80239
Relations@FoodBankRockies.org Fax: 303-574-0622
January:
1st - Closed for New Years Day
3rd - Orientation at 9am
13th - FBR Open 9am - 11:30am
15th - Closed for MLK Day
25th - Orientation at 1pm
25th - 31st - AE Closed for ordering
30th - 31st - Closed for Inventory

February:
7th - Orientation at 9am
10th - FBR Open 9am - 11:30am
19th - Closed for President’s Day
22nd - Orientation at 1pm
28th - Closed for Inventory

March:
7th - Orientation at 9am
10th - FBR Open 9am - 11:30am
29th - Orientation at 1pm
30th - Closed for Inventory

April:
4th - Orientation at 9am
14th - FBR Open 9am - 11:30am
26th - Orientation at 1pm
30th - Closed for Inventory

May:
2nd - Orientation at 9am
12th - FBR Open 9am-11:30am
17th - Orientation at 1pm
24th - Staff Development close at 11:30am
25th - 31st - AE Closed for ordering
28th - Closed for Memorial Day
30th - 31st - Closed for Inventory

June:
6th - Orientation at 9am
8th - Closed at 11:30am for Staff Development
9th - FBR Open 9am - 11:30am
25th - 29th - AE Closed for ordering
27th - 29th - Closed for Inventory

Jan. 26, May 25, and June 26, FBR will only be open for pickups.
Information regarding highlighted days is listed to the left.
Schedule and closures subject to change. Partners will be notified by email and posted signage and the calendar will be updated and reposted.
### July
- **4th:** Closed for Independence Day
- **11th:** Orientation at 9am
- **14th:** FBR Open 9am - 11:30am
- **26th:** Orientation at 1pm
- **31st:** Closed for Inventory

### August
- **1st:** Orientation at 9am
- **11th:** FBR Open 9am - 11:30am
- **30th:** Orientation at 1pm
- **31st:** Closed for Inventory

### September
- **3rd:** Closed for Labor Day
- **5th:** Orientation at 9am
- **8th:** FBR Open 9am - 11:30am
- **27th:** Orientation at 1pm
- **28th:** Closed for Inventory

### October
- **1st:** Orientation at 9am
- **11th:** FBR Open 9am - 11:30am
- **30th:** Orientation at 1pm
- **31st:** Closed for Inventory

### November
- **7th:** Orientation at 9am
- **10th:** FBR Open 9am - 11:30am
- **22nd-23rd:** Closed for Thanksgiving
- **29th:** Orientation at 1pm
- **30th:** Closed for Inventory

### December
- **5th:** Orientation at 9am
- **7th:** Closed for Staff Development
- **8th:** FBR Open 9am - 11:30am
- **24th-25th:** Closed for Christmas
- **27th:** Orientation at 1pm
- **31st:** Closed for Inventory

**Information regarding highlighted days is listed to the left.**

*Schedule and closures subject to change. Partners will be notified by email and posted signage and the calendar will be updated and reposted.*