

Partner Agency Agreement

By entering into this Agreement, Oregon Food Bank (OFB), Josephine County Food Bank, the Regional Food Bank (RFB), and _____, the Partner Agency evidence their shared commitment to working with unity of purpose toward the common goals of maximizing the provision of safe and nutritious food resources to people in need in their service area; maintaining high standards of customer service, storage, handling, and distribution; and establishing cooperation among all members of the OFB Network.

By electing to join this, we choose to collaboratively engage in actions that advance the expressed aspirations of people facing hunger.

1. Guiding Principles

To ensure we operate in a way that fosters the experience of the communities we serve we agree to the following guiding principles.

- 1.1 People facing hunger are at the center of all we do.
- 1.2 We preserve the dignity of people facing hunger.
- 1.3 We work to increase people facing hunger's access to nutritious and culturally preferred foods and resources.
- 1.4 We strive to act as a coordinated network to serve people facing hunger, no matter their geographic location or circumstance.
- 1.5 We foster pathways for people facing hunger to engage in the movement to end hunger.
- 1.6 We commit to open, respectful communication. We cultivate trust with each other. We listen with empathy.
- 1.7 We value adaptations and choices aligned with the needs and strengths of local communities.
- 1.8 We make room for mistakes while striving to learn and continually improve.
- 1.9 We take conscientious care of the resources entrusted to us including food, funds, information, and community trust.

2. Network Goals

Network Goals are the mutually agreed upon strategies, decisions, behaviors and actions to guide our approach to supporting the community.

- 2.1 No one should go hungry, ever.
- 2.2 We strive to both provide access to food AND foster collaborative solutions with partners in and out of our Network to address hunger's root causes.
- 2.3 Equity is at the core of ending hunger and that when we intentionally address inequities faced by people most impacted by food insecurity, everyone facing hunger benefits.

2.4 People facing hunger best understand the realities of food insecurity.

3. Food Flow

Regional Food Bank will:

- 3.1 Seek out and develop food resource opportunities to increase food supplies available to the RFB's network of Agencies.
- 3.2 Provide food and other products on a regular schedule, according to the RFB's priority system and/or product perishability.
- 3.3 Follow all food storage and recordkeeping standards in accordance with federal, state, and local government, Feeding America, and donor requirements.
- 3.4 Notify the Agency of any known donor-imposed conditions prior to an Agency taking possession of the product. Notify Agency within 24 hours if informed of such conditions by primary donor after distribution to Agency has occurred.
- 3.5 Provide Agency two working days from receipt of product to inspect the product provided by the RFB. In the event the Agency does not notify the RFB it shall be considered accepted as is.

Partner Agency will:

- 3.6 Receive, store, transfer, use and handle Product safely and properly in accordance with applicable law. Assume all responsibility for the evaluation, safe handling, and timely distribution and/or use of products accepted from the RFB and all sources.
- 3.7 Distribute food received from RFB within 90 days of receipt. Food is intended for timely distribution to clients. Agency may not stockpile donated food unless it is part of a disaster preparedness plan approved by the RFB.
- 3.8 Provide donors with a receipt that conforms to the requirements of the IRS.
- 3.9 Adhere to additional donor stipulations.
- 3.10 Acknowledge that the original donor, OFB, RFB, and Feeding America offer no express warranties in relation to the Donated Product
- 3.11 Comply with Section 170(e)(3) and other requirements for use and distribution of Donated Product.
- 3.12 Not sell or use food or other products in exchange for money, other property, or services. Such activity is prohibited under IRS Code Section 107(e)(3).
 - a. Bartering includes use of product as an incentive to volunteer, or as an incentive for people facing hunger or partners to participate in programming, surveys, or activities not directly related to the distribution of Product.
 - b. If the Agency operates a program that requires a fee, payment or other exchange of

service for participation, that program must be separate in time or location from the food distribution program and cannot use food or other products donated for the food distribution program.

3.13 Not distribute food to non-Network agencies. Prior to sharing food, confirm with the RFB that the distribution is allowable. This includes any food stream intended for distribution through the agency's food program (donated, purchased, Fresh Alliance, etc.) (See Appendix A for requirements).

3.14 Consult with RFB prior to accepting donation of perishable products from retail and hospitality sources (restaurant, catering, etc.) and follow food handling standards for donations from retail and hospitality (see OFB Food Storage, Handling and Safety Practices Manual). Agency will sign additional agreements if needed for accessing retail and hospitality products.

3.15 Donated non-food products may not be used for agency operations and upkeep. All donated products (food and non-food) are intended for program recipients only and may not be used for agency operations, staff or volunteer consumption, volunteer recognition, fundraisers, events or additional programs such as thrift stores. Any products to be used for those purposes must be solicited and donated separately from food and products intended for use in the food distribution program. Receipts for that product must not state or imply that the donation is intended for distribution through the food assistance program.

a. Agency may use donated products for cooking demonstrations or sampling and tasting by the program participants. Agency staff or volunteers may also taste and sample foods to increase their familiarity with the product to be in a better position to advise program participants about their use.

b. Agency staff or volunteers may share meals with program participants (meal sites only) if the meal is shared as part of their engagement with the program participants (at the same table) and only if the food is leftover - ensuring that all program participants are served.

3.16 Designate a "recall contact" to assist the RFB in follow-up on recall notices forwarded by Feeding America and RFB. Partner Agency will inform RFB of any changes to the recall contact.

3.17 Cooperate with the RFB in food and fund solicitation activities in the Agency's designated service area if requested.

4. Program Operations

Regional Food Bank will:

4.1 Provide support, training, and technical assistance to enhance the service and operations of the network of agencies, including, but not limited to, record keeping, food safety and handling, and sanitation and safety standards for the Agency's proper handling of all products.

4.2 Perform a food safety and programmatic on-site evaluation for each Agency according to current Oregon Food Bank and Feeding America standards at least once every two years. The RFB shall notify the Agency in writing of actions required to address any compliance issues and follow up with the Agency on all compliance issues within 30 days. If corrective action is required for serious issues, RFB will conduct on-site monitoring every six months until the issues are corrected.

4.3 Adhere to the RFB’s Suspension, Termination, and Appeals Policy (Appendix C).

4.4 Provide Agency with Partner Agency Grievance Policy (Appendix B).

Partner Agency will:

4.5 Distribute products only in accordance with the Agency's stated purpose as documented in the RFB application for membership and consistent with the Agency's tax-exempt purpose. Agency is required to notify and obtain approval from the RFB prior to changes to program model and location.

4.6 Provide food assistance with respect to and consideration of the difficulties faced by individuals experiencing hunger, with the intent to preserve the dignity and privacy of those requesting help. Required actions include:

4.6.a. Post and abide by the Network “Rights and Responsibilities” poster (Appendix D).

4.6.b. Provide clients with opportunities to make their own dietary and food preference choices. Food offerings should be informed by client needs and feedback.

4.6.c. Ensure that program beneficiaries or prospective clients are not required to participate in explicitly religious activities in order to receive services. Explicitly religious activity (involving overt religious content, such as worship, prayer, religious instruction, or proselytization) that takes place at the distribution site must be separate in time or location from the provision of services.

4.6.d. Ensure the program and agency has a plan to effectively serve community members who speak languages other than English (called a Limited English Proficiency Plan).

4.6.e. Ensure the program and agency does not discriminate against any person on the basis of race, color, religion, citizenship, national origin, ancestry, sex, gender, gender identity or expression, sexual orientation, disability, age, marital status, familial or parental status, political beliefs, or reprisal or retaliation for prior civil rights activity, unfavorable discharge from the military or status as a protected veteran or as otherwise prohibited under the current USDA and or as otherwise prohibited under the current USDA and state or local non-discrimination statements.

4.6.f. Maintain the confidentiality of client information:

i. Client information must be stored in a locked location that is only accessible by approved agency personnel.

ii. Client information should not be given to law enforcement unless agency personnel are presented with a subpoena signed by a judge.

iii. Identifiable client information (such as a client’s name and address) should not be shared with other organizations outside of the Oregon Food Bank Network, without informed consent from the client.

iv. Approved intake paperwork should never be left unattended and portions of the intake paperwork that have been filled out should never be visible to other clients.

4.6.g. Require volunteers to annually review and sign a confidentiality agreement that

stresses the critical importance of respecting client privacy and keeping all client information confidential. The Partner Agency will maintain an annual training log and keep it on file.

4.7 Provide services without unnecessary barriers or restrictions, adhering to the following requirements:

4.7.a. Identification (picture ID, social security card, proof of citizenship, etc) and verification of household size or income (other than self-declaration) cannot be requested or required.

4.7.b. Geographic restrictions are strongly discouraged, but may be permitted if the following conditions are met:

i. Prior approval from the RFB.

ii. Any geographic restrictions must be advertised and posted at the service location.

iii. Services are always provided on a client's first visit, even if they do not meet the geographic requirements. Services will be provided, and the client will be referred to a nearby service for which they are eligible.

iv. No proof of address or zip code may be requested or required.

v. For those without an address (houseless individuals), geographic requirements do not apply.

4.7.c. If the Agency has non-geographic eligibility requirements and/or is not open to the public, allowable eligibility requirements include school enrollment or specific program enrollment (such as participation in a domestic violence program, recovery program, after-school program, transitional housing, etc.). All program eligibility requirements must be approved by the RFB.

4.7.d. Maintain a procedure for determining that the final recipient of the Donated Product serves qualified individuals as described in 170(e)(3), such as using self-declarations of need.

4.8 Maintain regular distribution hours to ensure food recipients have reasonable and open access to food services provided by the agency.

4.8.a. Agency is required to notify the RFB prior to any permanent or temporary closures or changes in hours.

4.8.b. Agency is required to notify the public prior to intended hours changes.

4.8.c. If prior notice is impossible, the Agency agrees to notify the RFB as soon as possible to ensure information and referral service is uninterrupted.

4.9 Place orders on a regular basis. More than three months of not placing an order may lead to agency accounts becoming inactive. Once the agency is notified that they're inactive, three additional months will be given to communicate with RFB before the agency is terminated.

4.9.a. If an agency does not pick up an order three times or more with no form of communication with the RFB, they will be terminated.

4.10 Ensure that Agency volunteers or staff members who are eligible for services follow the same process as all others in acquiring food assistance. Volunteers cannot receive preferential treatment (i.e. receiving service before the public) or adverse treatment (i.e. being required to receive service on a different day or after regular service hours). Please reach out to RFB for suggestions on process if needed.

4.11 Provide orientation and training to volunteers including, but not limited to, civil rights, Limited English Proficiency (LEP) plan, confidentiality and record retention, food safety, emergency plan, and introduction to the RFB and Network. Ensure the following requirements are observed:

4.11.a. Have at least one staff person or volunteer on site at all times that has received training in OFB/RFB food safety protocols and has a food handler card or eligible equivalent food safety certifications.

4.11.b. When trained staff or volunteers turn over, food safety training must be provided for the new person within 60 days of the start date.

4.11.c. If the Agency utilizes food provided by the RFB to make meals, key food service program staff are required to meet local commercial food safety standards as set by their respective counties.

4.12 Attend at least two of the four Quarterly Partner Agency Meetings held each year by the RFB.

4.13 Permit periodic scheduled and unscheduled visits by the RFB, by Oregon Food Bank, and by relevant government and regulatory agencies for program support and on-site evaluation of the Agency's operations, storage and RFB-related recordkeeping; and allow inspection by the RFB, OFB and relevant government and regulatory agency staff.

4.14 Follow all state and federal laws governing 501(c)(3) charitable nonprofits, provide proof of 501(c)(3) charitable organization status or acceptable sponsorship status, and conduct business in a manner that is consistent with generally recognized best practices for such organizations, including board governance and financial processes.

5. Administration & Reporting

Regional Food Bank will:

5.1 Be permitted to assess a per pound shared maintenance fee to the Agency for storage and handling of donated products; fee will not exceed the maximum amount established by Feeding America.

Partner Agency will:

5.2 Release the original donor, the Oregon Food Bank, and Feeding America from any liabilities resulting from Donated Product

5.3 Hold harmless and indemnify the original donor, Oregon Food Bank, the Regional Food Bank, and Feeding America from any claims or obligations arising from Donated Product, or conditions or activities at Agency Partner locations

5.4 Provide the RFB with a list of the members of the Agency's board of directors or steering

committee or governing body on request, as well as contact information if requested.

5.5 Sign a new PA agreement in the event of a change of the principal Partner Agency staff (i.e. the executive director, program manager, board chair).

5.6 Follow all policies, procedures, and recordkeeping required by OFB and the RFB (including files containing current agreements, monthly reports, monitoring evaluation forms, food safety certificates of completion and/or documentation of food safety training, food receipts for the current fiscal year and the three preceding fiscal years (e-files are acceptable)).

5.7 Submit monthly reports no later than the ____ (5th if blank; any adjustment must ensure reports are submitted no later than the 5th) of the following month and any other reports required by OFB or the RFB in a timely manner.

5.8 Designate a person(s) to act as liaison with the RFB. This person(s) or their representative will attend the meetings required of the Agency by the RFB, respond to calls or emails, support in scheduling monitoring evaluations, and serve as the default main point of contact.

5.9 Pay RFB invoices by the due date. Agency will not allow any RFB account to become over ____ days (90 if blank) past due without having made prior arrangements for payments.

6. General Provisions:

6.1 Either party may terminate this Agreement for any reason upon giving 30 days prior written notice. Termination with cause will follow the provisions of the RFB's Suspension, Termination and Appeals Policy (Appendix C)

6.2 RFB will provide donated food or other products to the Agency pursuant to the terms of this agreement and in some circumstances agencies may donate food or other products to RFB. The original donor, OFB, RFB and Feeding America offer no express warranties in relation to the product. Each accepts such donated items "as is."

6.3 The RFB and the Agency may enter into a separate additional agreement or memo of understanding based on locally generated policies or procedures. The RFB is responsible for ensuring that these separate contracts, agreements or MOUs do not conflict with this Partner Agency Agreement. Any modifications to this Partner Agency Agreement must be reviewed by OFB to ensure elements are in compliance with the policies and regulations that guide the Agency Agreement.

The undersigned hereby certifies that they are a duly authorized agent of the Agency and their signature binds Agency to the terms, conditions, and limitations of this agreement. When both parties have signed this agreement, all appropriate documentation has been submitted to OFB, and the Agency application is approved by OFB, Agency is enrolled in the Oregon Food Bank Network and is a Partner Agency of the Oregon Food Bank and Josephine County Food Bank. This Partner Agency Agreement as dated supersedes all previous Agreements (Most recent version 2024).

Name of Agency

Agency Director/Manager (Print)

Agency Director/Manager (Sign)

Date

Chair of Board/Church Council (Print)

Chair of Board/Church Council (Sign)

Date

Fiscal Sponsor

Authorized Person (Print)

Authorized Person (Sign)

Date

PDO Director/Program Manager (Print)

PDO Director/Program Manager (Sign)

Date

This Agreement becomes effective only after signed by the authorized OFB representative.

OFB Representative (Sign)

OFB Representative Title

Date

Appendix A

Sub-distribution Requirements Checklist:

All agencies who sign a 2024 Partner Agency Agreement are required to follow all requirements in the below sub-distribution checklist. Sub-distribution of product is defined as redistribution of OFB sourced product to another approved agency in the RFB network. All items below must be met in order to qualify for sub-distribution.

1. Agencies are eligible to sub-distribute product under the conditions that they:

1.1 have received approval from RFB to sub-distribute product.

1.2 will distribute products only to eligible organizations. Eligible organizations are limited ONLY to agencies in good standing who have a signed Partner Agency Agreement with the RFB network.

1.3 Will sub-distribute only product that is in excess of what the partner agency is able to distribute through its own programs **OR** Needs to be sub-distributed to maintain quality or safety for human consumption • Will not sub-distribute TEFAP product.

1.4 Ensure that the product is only sub-distributed once.

1.5 May not charge any fees to recipient organizations in connection with sub-distributed product.

2. Food Safety provisions:

In carrying out sub-distribution activities, both agencies will adhere to appropriate food safety and product integrity procedures at all times including during the transfer of products. This includes taking and documenting sample product temperatures when leaving the distributing agency, and when arriving at the recipient agency, for all "time/temperature control for safety" (TCS) foods (i.e. foods that require time or temperature control to limit pathogenic microorganism growth or toxin formation.) Partner Agency will report unsafe food handling practices to RFB.

In pursuit of maintaining high food safety practices agency:

2.1 will ensure that staff or volunteers that handle sub-distributed product are current on the food safety training required.

2.2 Will track all sub-distributed product in a manner that allows recalls in connection with any product recalls.

2.3 Will maintain a sub-distribution log and keep on file. Agency will use the sub-distribution log attached to the sub-distribution addendum (RFB will review sub-distribution records and activities in connection with regular monitoring activities under the Partner Agency Agreement).

2.4 Will ensure that the agency's recall contact is also the main contact for sub-distribution matters. If the recall contact is unable to be the main contact, the agency will communicate to RFB the name and contact information of the additional person.

Appendix B



Grievance Form

Date:

NAME:

AGENCY:

REGIONAL FOOD BANK:

TITLE:

PHONE:

E-MAIL ADDRESS:

SECONDARY CONTACT:

NUMBER OF SITES: _____

PURPOSE AND ACTIVITIES OF PROGRAM:

PLEASE EXPLAIN THE NATURE OF YOUR GRIEVANCE OR COMPLAINT:



Appendix C

Suspension, Terminations and Appeals Policy

This is the template for RFBs to create to make their own. OFB's policy will be based on this one.

The purpose of this policy is to outline the process for suspension and/or termination of the Partner Agency Agreement between the Partner Agency, Regional Food Bank and Oregon Food Bank as well as the appeal of such action. The policy also describes corrective action intended to give notice and time for the Partner Agency to return to compliance without more serious consequences.

Any Josephine County Food Bank employee designated by the CEO / Executive Director has the authority to establish corrective action, suspend, and terminate a Partner Agency. The Partner Agency Agreement shall be the main guide for determining issues that require actions. The Partner Agency Agreement gives either the Partner Agency or the Josephine County Food Bank the ability to end the partnership for any reason upon giving 30 days prior written notice. Terminations "with cause" shall follow the procedures described in this Suspension, Termination and Appeals Policy.

DEFINITIONS:

Cause is defined as a violation of the Partner Agency Agreement.

Serious violations pertain to the legal authority to distribute food; including, but not limited to:

- 1.Revocation of 501(c) 3 status
- 2.Confirmed fraudulent use of food
- 3.Violating any federal, state, or local statute, ordinance, code, or regulation.

Violations include failing to comply with any terms or conditions of the Partner Agency Agreement between itself and Josephine County Food Bank and other agreements or policies, including, without limitation, the Food Solicitation Policy and USDA TEFAP Recipient Agency Agreement.

Monitoring refers to the food safety and programmatic on-site evaluation, which is described in the PA Agreement.

1. Corrective Action (30 days)

The purpose of corrective action is to notify the Partner Agency that it must bring its program into compliance and to provide details and time to accomplish the action. At any time, if

Appendix C

Josephine County Food Bank believes corrective action needs to be taken to comply with Partner Agency Agreement requirements, the Partner Agency shall be informed in writing of the violation and given a 30-day time period to take corrective action. The Partner Agency shall respond in writing to Josephine County Food Bank that they understand what action is needed. If the partner agency does not respond in writing, Josephine County Food Bank will discuss the corrective action with the Partner Agency over the phone or in person. If needed, Josephine County Food Bank will provide an interpreter. If the agency's noncompliance is deemed by Josephine County Food Bank to be a serious violation as described above, then Josephine County Food Bank may impose an immediate suspension or termination. Josephine County Food Bank will follow any notice of corrective action with consultation with Oregon Food Bank's Network Compliance Team staff. The Network Compliance Team and Josephine County Food Bank together will explore courses of action that may resolve the problem or violation without further escalation.

During the corrective action period, the Partner Agency retains Partner Agency status; however, Josephine County Food Bank may include applicable restrictions during the corrective action period. If the violation or non-compliance issue is not rectified by the end of the corrective action period, Josephine County Food Bank may either extend the corrective action period or suspend the Partner Agency. A Partner Agency's corrective action period ends when the Regional Food Bank determines that the Partner Agency has resolved the violations that led to the corrective action or when the Regional Food Bank suspends the Partner Agency.

2. Suspension (up to 90 days)

Upon the occurrence of any serious violation, non-compliance issue, or failure to complete a corrective action plan, a Partner Agency may be immediately suspended. Under suspension, Josephine County Food Bank suspends the Partner Agency's ability to order food or other products while the Partner Agency and Josephine County Food Bank work to resolve the issue. For serious violations (defined above), the Partner Agency will not be permitted to accept food from any source or distribute food to the community until the suspension is concluded. The Partner Agency shall be informed in writing of the suspension and given a time period of up to 90 days to complete any requested actions for resolution. The Partner Agency's Board of Directors or governing body will also receive a copy of the suspension notification and will be requested to cooperate in the investigation and resolution of the problem. The Partner Agency shall respond in writing to Josephine County Food Bank that they understand what action is needed upon receipt of the suspension notification. If the partner agency does not respond in writing, Josephine County Food Bank will discuss the corrective action with the Partner Agency over the phone or in person. If needed, Josephine County Food Bank will provide an interpreter.

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Prior to suspension, Josephine County Food Bank will consult with Oregon Food Bank's Network Compliance Team staff. The Network Compliance Team and Josephine County Food Bank together will explore courses of action that may resolve the problem or violation without further escalation. The Network Compliance Team will provide technical support (including third party mediation) to the PA and Josephine County Food Bank when needed to ensure the process allows all parties a fair hearing and opportunity for resolution.

During a period of suspension, the partner remains a Partner Agency of Josephine County Food Bank and must adhere to the Partner Agency Agreement. The suspension period shall not exceed 90 days. The Partner Agency's food ordering privileges shall be reinstated at the time the suspension is concluded, which may be any time within the 90-day period.

3. Termination

Upon the occurrence of any serious violation, failure to resolve the violations or non-compliance issues during the suspension period, or failure to cooperate in resolving them as stated in the suspension notification, Josephine County Food Bank may immediately terminate the Partner Agency Agreement. Prior to termination, Josephine County Food Bank will consult with Oregon Food Bank's Network Compliance Team. Josephine County Food Bank will provide Oregon Food Bank with documentation of the process.

Notice of termination will be sent in writing to the Partner Agency and its Board of Directors or governing body. All TEFAP inventory received from Josephine County Food Bank must be returned within seven (7) days after notice of termination is received. Any funds distributed to the Partner Agency in the nature of a grant, and which remain unexpended at the time of termination, must be remitted to Josephine County Food Bank with an accounting of funds spent. Any equipment provided by Oregon Food Bank or Josephine County Food Bank shall be returned according to the Equipment Agreement (if in effect). The Partner Agency may not represent itself as a partner of Josephine County Food Bank and must remove all signs, postings, and other public-facing materials (electronic or otherwise) that include the logo and name of Josephine County Food Bank or that imply that the Partner Agency is affiliated with Josephine County Food Bank. Any funds in the Partner Agency's account will be held until such time as any food and equipment has been returned and reference to partnership have been removed.

Appendix C

Appeal

The Partner Agency may appeal suspension or termination of its membership in writing within 30 days following receipt of notice of suspension or termination. Such appeal should explain

why the Partner Agency does not think it should have been suspended or terminated and should include any relevant supporting documents. The appeal should be emailed to director@jocofoodbank.org and statewidecompliance@oregonfoodbank.org with copies sent via certified mail to:

Executive Director
Josephine County Food Bank
PO Box 250
Grants Pass, OR 97528

Network Compliance Manager
Oregon Food Bank
7900 NE 33rd Drive
Portland, OR 97211

Josephine County Food Bank and Oregon Food Bank shall review the appeal and make a joint decision within 60 days of receipt of the appeal. If Josephine County Food Bank and Oregon Food Bank are unable to reach agreement, Oregon Food Bank will contract with a mediator to facilitate resolution. Josephine County Food Bank in concurrence with the Josephine County Food Bank Board of Directors shall make the final determination in the event a joint decision cannot be reached. The decision shall be final and not subject to further appeal by the PA. Following a successful appeal, any food and funds forfeited at termination by the PA will be returned by the Josephine County Food Bank when the PA is reinstated.

Notice of appeal determination will be sent via certified mail, return receipt requested, by Josephine County Food Bank to the PA's director and the PA's Board of Directors or governing body.

Notices

Except as otherwise required herein, all notices, requests or communications given hereunder shall be in writing and shall be deemed to have been duly given when delivered personally, sent by email, or when deposited in the United States Mail, postage prepaid, as registered or certified mail. Any notice to Josephine County Food Bank shall be directed to its designated representative. Any notice to the OFB Network Compliance Team shall be emailed to statewidecompliance@oregonfoodbank.org or mailed to 7900 NE 33rd Drive, Portland OR 97211. Except as otherwise required herein, any notice to the Partner Agency shall be directed to its Director or Executive Director. Any notices or other communications given by mail shall be conclusively deemed given seventy-two (72) hours after deposit thereof

in the United States Mail. All other notices or communications made or given hereunder by personal delivery or email shall be deemed upon receipt by the party to whom such notice or communication is to be given.

Last updated by OFB Board of Directors on 01/31/2023

Appendix D

Rights and Responsibilities

We recognize the basic rights of individuals who seek food assistance. Concern for personal dignity is of great importance. At the same time, staff and volunteers expect responsible behavior from you.

You can expect from us:

- ▶ Respect, consideration, cooperation, patience
- ▶ Access to services for which you are eligible
- ▶ Personal information kept confidential
- ▶ Opportunity to participate in surveys and evaluations
- ▶ A safe environment

Our expectations of you:

- ▶ Respect, consideration, cooperation, patience
- ▶ Accurate information to establish eligibility for services
- ▶ A safe environment