



November 5, 2017

Natasha K. Jackson
Grants Coordinator, PARD
City of Austin

Re: 2016-2017 Kids Cafe Letter of Agreement: Self-Prep

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PlainsCapital Bank
Michael G. Watkins, MD, FACC
Seton Heart Institute
Scott Weatherford
Jackson Walker LLP
Shayne Woodard
Waterloo Lobby & Advocacy, Inc.

Dear Natasha,

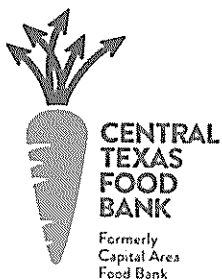
Please allow this letter to serve as the Central Texas Food Bank's formal amendment to the 2016-2017 Kids Café Letter of Agreement: Self-Prep. This letter of agreement stipulates that the program will operate during the fall and spring semesters of the 2016-2017 school year. The Central Texas Food Bank is extending this to include August and September 2017. Additionally, if one of your sites has exceeded its budget but another site has remaining budget to off-set those costs, then the Central Texas Food Bank will reimburse PARD for those submitted costs.

Thank you and please feel free to reach out if you have any additional questions or concerns. We greatly value the partnership with PARD and look forward to an impactful FY18 partnership in service to our community.

Sincerely,

Emily De Maria
Chief Program Officer





2017-2018 Kids Cafe Letter of Agreement: Self-Prep

This Letter of Agreement (LOA) is between the Central Texas Food Bank and the City of Austin Parks and Recreation Department (Partner) for the 2017-2018 Kids Cafe Program.

Overview

The Central Texas Food Bank is working with community organizations providing afterschool programming to offer meals through the Kids Cafe program. The terms of agreement that follow outline the Food Bank's and the Partner's responsibilities in ensuring a successful partnership and program year.

Program Timeline:

The Central Texas Food Bank self-prep Kids Cafe program will operate during the fall and spring semesters of the 2017-2018 school year. The program start date and total number of Kids Cafe operating days will depend on the schedule of each Kids Cafe Partner's afterschool program.

PROGRAM DETAILS:

Program Partner:	City of Austin Parks and Recreation Department
Partner Lead:	Tiffany Cabin, Division Manager, Centralized Programs 512-974-3903 Tiffany.Cabin@austintexas.gov

Site 1: Dove Springs Recreation Center	
Address:	5801 Ainez Drive, Austin, TX 78744
Site Supervisor:	D'Wayne Anderson, Program Supervisor 512-974-3840 DWayne.Anderson@austintexas.gov



2017-2018 Kids Cafe

Letter of Agreement: Self-Prep

Kids Cafe Operating Schedule:	October 2, 2017 – September 28, 2018 Monday-Friday 3:45-4:45 PM
Estimated Daily Attendance:	52

Site 2: Montopolis Recreation Center	
Address:	1200 Montopolis Drive, Austin, TX 78741
Site Supervisor:	Michelle Rojas, Program Supervisor 512-385-5931 Michelle.Rojas@austintexas.gov
Kids Cafe Operating Schedule:	October 2, 2017 – September 28, 2018 Monday-Friday 4:00-5:30 PM
Estimated Daily Attendance:	32

Site 3: Turner Roberts Recreation Center	
Address:	7201 Colony Loop Drive, Austin, TX 78724
Site Supervisor:	Janet Moore, Program Supervisor 512-978-2690 Janet.Moore@austintexas.gov
Kids Cafe Operating Schedule:	October 2, 2017 – September 28, 2018 Monday-Friday 3:30 – 4:30 PM
Estimated Daily Attendance:	88



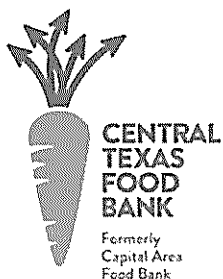
2017-2018 Kids Cafe Letter of Agreement: Self-Prep

Attendance:	
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CENTRAL TEXAS FOOD BANK will:

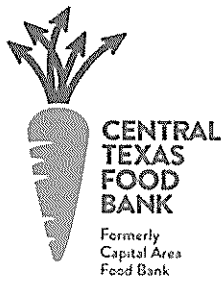
1. Appoint a primary contact to provide support to the Kids Cafe program, including training, oversight, and technical assistance. Train Kids Cafe Partners and volunteers on the program guidelines and requirements.
2. Ensure that the Partner meets national and local Kids Cafe standards through monitoring and periodic site visits as necessary. Any issues needing to be addressed will be communicated by e-mail to the Partner within seven business days of these visits.
3. Provide food from Food Bank inventory for all Kids Cafe meals with no handling fee.
4. Reimburse the Partner for program expenses, payable monthly, as outlined in the Program Budget (Attachment 1) and Kids Cafe Policies and Procedures Manual.
5. Provide nutrition education resources to assist in meeting the monthly nutrition education requirements of Kids Cafe. Provide feedback on one executed two-week menu submitted by the Partner during the fall semester of the program.
6. Provide monthly budget updates, other program information, and technical assistance and support to the Partner.
7. Meet with Partner staff as needed to discuss project implementation and share feedback.

PARTNER will:



2017-2018 Kids Cafe Letter of Agreement: Self-Prep

1. *Appoint a Site Supervisor who will implement program operations and work directly with program participants at the Partner site(s).*
2. *Ensure the Site Supervisor and other key staff members attend a Food Bank-led Kids Cafe Training and comply with all guidelines and policies outlined in the training and training materials.*
3. *Ensure program sustainability by ordering food from the Food Bank as often as possible.*
4. *Adhere to the Program Budget (Attachment 1) and communicate proactively with the Food Bank regarding any budgetary issues.*
5. *Adhere to the Food Bank's ordering and delivery/pick-up guidelines and schedule (Attachments 2 and 3).*
6. *Adhere to all program guidelines outlined in the Kids Cafe Policies and Procedures Manual (Attachment 4), including but not limited to:*
 - *Comply with all applicable federal, state, and local statutes, ordinances and regulations.*
 - *Offer all Kids Cafe meals free of charge.*
 - *Maintain an adult to child ratio of at least 2 adults per 25 children.*
 - *Uphold all civil rights and regulations. Provide meals to children regardless of race, color, national origin, sex, age, or disability.*
 - *Ensure that staff and volunteers who have repetitive contact with children pass a National Background Check and maintain copies on-site*
 - *Limit volunteer involvement of one-time or non-regular volunteers who have not been subjected to a national background check strictly to open and supervised activities*
 - *Submit a current and valid copy of a Food Manager's Certificate to the Food Bank for the staff member responsible for the production of the meals*



2017-2018 Kids Cafe

Letter of Agreement: Self-Prep

- Submit documentation to the Food Bank of food safety training, such as ServeSafe Food Handler for Food Banking developed by Feeding America and the National Restaurant Association, for at least one staff member or regular volunteer supervising the meal service. This documentation should be a current and valid certificate of completion or should be documentation that training has been completed within the last year. This staff member or volunteer must be responsible for the food distribution or a person who supervises these activities.
 - Offer academic and/or recreational activities every day that Kids Cafe operates.
 - Provide a nutrition education lesson at least once every 4 weeks.
 - Use the Kids Cafe logo in accordance with the logo usage guidelines outlined in the Kids Cafe Policies and Procedures manual.
 - Identify on all outreach materials, media releases, and other marketing materials that the meal program is a Kids Cafe that is being offered in partnership with the Central Texas Food Bank per Program Partner Outreach and Marketing Guidelines. Note: Food Bank approval is required for usage Central Texas Food Bank logos (Attachment 6).
7. Communicate with the Food Bank in a timely manner any changes in program personnel, site contacts, site operations, or program times. Attend partner meetings as needed to ensure effective program implementation. Provide ongoing feedback to the Food Bank and report any issues as they arise.
8. Submit required meal service reporting and reimbursement documentation by 5:00 PM on the 5th day of the month for the prior month's Kids Cafe operations (e.g., by October 5th for September expenses) to Allison Kiser at akiser@centraltexasfoodbank.org.



2017-2018 Kids Cafe Letter of Agreement: Self-Prep

9. At program end, return any remaining supplies/materials provided by Central Texas Food Bank.

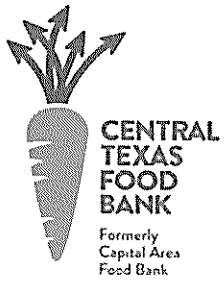
Central Texas Food Bank and Partner agree that either party may end this partnership at any time for any reason; however, both parties will strive to provide at least two weeks' notice in the event that either wishes to terminate the partnership. Upon termination of this agreement, Partner will return any equipment and/or materials provided by the Food Bank for the Kids Cafe Program within 30 days of termination date.

SIGNED for Partner

SIGNED for Central Texas Food
Bank

Sara Hensley, Director
City of Austin Parks and
Recreation Dept.

Derrick Chubbs, President & CEO
Central Texas Food Bank



2017-2018 Kids Cafe Letter of Agreement: Self-Prep

Date _____

Date _____

Attachments

Attachment 1: Program Budget

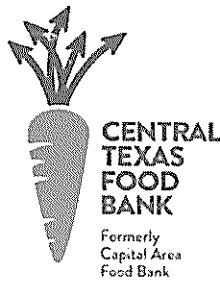
Attachment 2: Kids Cafe Ordering Instructions

Attachment 3: Kids Cafe Pick Up Guidelines

Attachment 4: Kids Cafe Self-Prep Policies and Procedures Manual

Attachment 5: Background Check Verification

Attachment 6: Outreach and Marketing Guidelines



2017-2018 Kids Cafe

Attachment 1: Program Budget

Approved 2017-2018 Kids Cafe Budget for the City of Austin Parks and Recreation Department (Partner)

The budget outlined below is based on the Kids Cafe Partner's program schedule and estimate of the total number of children to be served daily. The budget is approved for spending only during the program agreement period and may be adjusted by Central Texas Food Bank during the program year if Partner's original estimates of the number of operating days and/or number of children to be served changes considerably. The Food Bank will provide the Partner with advance notice in the event that any adjustments do need to be made. The Partner is responsible for managing program costs to this budget and communicating proactively with the Food Bank regarding any questions or concerns.

Site 1: Dove Springs Recreation Center

Budget Line Item	Budget Amount	Allowable Costs
Salary	\$36 per operating day	Supplemental salary support for staff involved directly in Kids Cafe food preparation and service
Outside Food Costs	\$1,404	Ingredients purchased to supplement food obtained from the Food Bank to prepare Kids Cafe meals that align with the program nutrition guidelines
Non-Food Costs	\$300	Supplemental funding for non-food purchases directly related to Kids Cafe program operations. Eligible non-food items include serving utensils, cookware, cleaning supplies, and mileage incurred when shopping for outside food ingredients or picking up food from the Food Bank

Site 2: Montopolis Recreation Center

Budget Line Item	Budget Amount	Allowable Costs
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2017-2018 Kids Cafe

Attachment 1: Program Budget

Salary	\$36 per operating day	Supplemental salary support for staff involved directly in Kids Cafe food preparation and service
Outside Food Costs	\$2,340	Ingredients purchased to supplement food obtained from the Food Bank to prepare Kids Cafe meals that align with the program nutrition guidelines
Non-Food Costs	\$600	Supplemental funding for non-food purchases directly related to Kids Cafe program operations. Eligible non-food items include serving utensils, cookware, cleaning supplies, and mileage incurred when shopping for outside food ingredients or picking up food from the Food Bank

Site 3: Turner Roberts Recreations Center

Budget Line Item	Budget Amount	Allowable Costs
Salary	\$36 per operating day	Supplemental salary support for staff involved directly in Kids Cafe food preparation and service
Outside Food Costs	\$2,907	Ingredients purchased to supplement food obtained from the Food Bank to prepare Kids Cafe meals that align with the program nutrition guidelines
Non-Food Costs	\$600	Supplemental funding for non-food purchases directly related to Kids Cafe program operations. Eligible non-food items include serving utensils, cookware, cleaning supplies, and mileage incurred when shopping for outside food ingredients or picking up food from the Food Bank



2017-2018 Kids Cafe

Attachment 1: Program Budget

Note: The Partner must provide dated receipts and/or other supporting documentation for all claimed expenses.



2017-2018 Kids Cafe

Attachment 2: Kids Cafe Ordering

Instructions

ORDERING FOOD FROM CENTRAL TEXAS FOOD BANK

Kids Cafe Partners order food from Central Texas Food Bank through a web-based system called Agency Express. Agency Express enables Partners to view and search for products that are available in the Food Bank's inventory, place orders, and view the status of orders. Kids Cafe Partners should explore Food Bank inventory on Agency Express prior to their program start date in order to get a sense of the types and quantities of foods that will be available to them.

The Children's Programs Team works with its Kids Cafe Partners to identify a recurring weekly order day/time and pick-up day/time. The deadline for placing orders to be picked up at the Food Bank is 9 a.m. two days prior to the pre-determined pick-up time. Kids Cafe Partners may place an order as early as 10 a.m. on the day prior to their order deadline.

The weekly order and pick-up schedule and deadlines are:

Pick-Up Day	Order Due By	Window During Which Order May Be Placed
Monday	9 a.m. on the Thursday of the previous week	10 a.m. on the Wednesday of the previous week until 9 a.m. Thursday (23-hour window)
Tuesday	9 a.m. on the Friday of the previous week	10 a.m. on the Thursday of the previous week until 9 a.m. Friday (23-hour window)
Wednesday	9 a.m. on Monday	10 a.m. on the Friday of the previous week until 9 a.m. Monday
Thursday	9 a.m. on Tuesday	10 a.m. Monday until 9 a.m. Tuesday (23-hour window)



2017-2018 Kids Cafe

Attachment 2: Kids Cafe Ordering

Instructions

Friday	9 a.m. on Wednesday	10 a.m. Tuesday until 9 a.m. Wednesday (23-hour window)
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**Note: The ordering schedule will change temporarily when the Food Bank is closed for holidays, inventory, or staff meetings. The Food Bank will send an email to all sites in advance of any closure to let partners know when the facility will be closed and how closure will affect the ordering schedule. Partners should ensure that the Food Bank has up-to-date email addresses for site contacts.*

Ordering Instructions

1. Log in to the Agency Express website at <https://www.agencyexpress3.org>.
 - a. Enter Login name
 - b. Enter Password
 - c. Enter Account Number (0006pKCXXX)
 - d. Click "Login"
 - e. Select "Close" when the Activity Status Alert box opens

Note: Kids Cafe Partners may have one login and password that are shared between staff members who are authorized to place orders, or they may create a different login and password for each individual whom they have authorized and trained to place Kids Cafe orders.

2. Select "Shopping List" from the "Order Options" drop-down tab, top left
3. The shopping list will now appear. For each item to be ordered enter the quantity needed in the box located to the left of the item. Please note how each item is packaged as indicated in the Description column. For example, some products are packed 24 to a box or 12 to a box. If a Partner anticipates serving 24 clients, the Partner should order 2 boxes of the product that is packed 12 to a box and 1 box of the product that is packed 24 to a box. For meat products (e.g., frozen



2017-2018 Kids Cafe

Attachment 2: Kids Cafe Ordering

Instructions

meat or assorted meat) Partners will need to enter the number of pounds desired.

4. Once the Partner has indicated the quantity of items desired for each product, the Partner must select the "Add to cart" button at the bottom of the page before proceeding to the next shopping list page. If "Add to cart" is not selected the shopping list page will be refreshed and the quantities will need to be entered again.
5. Once all shopping list pages have been visited and all desired items have been added to the shopping cart, select the "Check Out" button at the bottom of the page. The following information will be displayed in the top left corner of the page:

My Appointment

Reference Number: PO1319356

Pickup/Delivery	Date:	Time:
<input type="text" value="-Select-"/>	<input type="text" value=""/>	<input type="text" value=""/>

6. From the "Pickup/Delivery" drop-down menu, select Pickup. Then select the calendar icon next to the "Date" box. The calendar will display the current month with the Partner's pre-determined delivery date highlighted. Select that date. Then select the clock next to the "Time" box. The clock will only display the Partner's pre-determined pick-up time. Select that time.
7. After completing these fields select the "Submit Cart" button. Please note that the order will not be complete until the "Submit Cart" button has been selected. Upon doing so the Partner will receive a message that



2017-2018 Kids Cafe

Attachment 2: Kids Cafe Ordering

Instructions

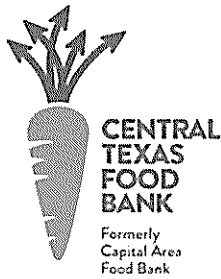
the order has been officially submitted. The Partner will also receive a confirmation email.

Ordering Tips

- When “meat frozen” or “meat assorted” are available, the Food Bank recommends ordering meat frozen because it is packaged in larger quantities (at least 50 lb./box). If meat frozen is not available Partners should opt for meat assorted (typically 30 lb./box).
- Important note about produce: Although Kids Cafe partners will see certain produce items in the shopping cart (e.g., onions, cabbage, grapefruit), these items are not available to order through Agency Express for Kids Cafes that pick up their orders from the Food Bank. Produce may be picked up during “shop for” visits. See below for more information about “shop for.”
- The Food Bank serves upwards of 250 partners in our 21-county service area and therefore must monitor orders carefully before filling them to ensure there is enough product in the warehouse to meet partners’ needs. The Food Bank strives to communicate with partners ahead of time in the event that an order needs to be adjusted and, wherever possible, identify potential replacement items.

Supplementing Orders with “Shop For” Items

Kids Cafe Partners are strongly encouraged to take advantage of the free items available through the Food Bank’s “shop for” program. Typical items include fresh produce, dairy, and bread. The breadth and quantity of “shop for” items varies daily depending on what the Food Bank receives through donations and its Food Rescue program. Kids Cafe Partners have the opportunity to peruse “shop for” items when they come to the Food Bank to pick up their weekly order, as well as on a drop-in basis throughout the



2017-2018 Kids Cafe

Attachment 2: Kids Cafe Ordering

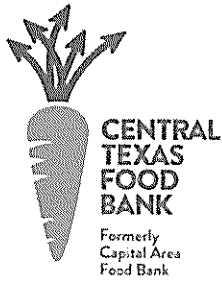
Instructions

week. Partners may conduct "shop for" visits as often as they would like, and there is no limit to the quantity of items they may take.

- Kids Cafe Partners arriving with their Food Bank ID card may participate in "shop for" without an appointment anytime between 8:00 a.m. and Noon or 1:00 p.m. and 3:30 p.m. Monday-Friday.
- Partners should box or bag "shop for" foods separately according to the following categories: dairy, produce, and breads (which include tortillas and pastries). Food Bank warehouse staff will assist with weighing the items before Partners load them into their vehicles.
- In the cooler, Partners may select items only from the wire shelves in the front of the cooler or from the pallets on the floor in front of the shelves. Partners should not walk past or take items from the blue racks.
- "Shop for" visits should be limited to 30 minutes.

Technical Assistance

If you experience technical difficulties when placing an order or have questions about the items that are available on the shopping list, please call the Food Bank Distribution Services Assistant, 512-684-2150. For other Kids Cafe questions, please contact Allison Kiser, Programs Coordinator, at 512-684-2131 or akiser@centraltexasfoodbank.org



2017-2018 Kids Cafe

Attachment 3: Kids Cafe Pick Up Guidelines

Order Pick-Up Guidelines

- The Kids Cafe Partner should designate an authorized person(s) to pick up its orders from the Food Bank. This individual or these individuals must bring the organization's Kids Cafe Program Partner ID card when they come to the Food Bank to pick up an order and/or participate in "shop for" (see Attachment 2 for more information about "shop for"). If a person from the organization arrives without this ID card the pick-up time will need to be rescheduled according to CAFB availability. Partners should not arrive more than 20 minutes prior to their scheduled pick-up time.
- If the Kids Cafe Partner's personnel arrive on time, they should back up their vehicle (only one vehicle at a time) to an empty space at the Food Bank dock. After parking they should enter the Food Bank reception area and show the receptionist their Kids Cafe Program Partner ID card and sign in. The receptionist will alert warehouse staff to their arrival and ask them to wait in the reception area until a member of the warehouse staff greets them and shows them into the warehouse.
- If Partner personnel arrive more than 20 minutes early or late for their designated appointment they should not park at the dock. Instead, they should park in the main Food Bank parking lot and sign in with the receptionist and wait for further instructions.
- If Kids Cafe Partner personnel know they are going to be late for their appointment they should notify the Food Bank as soon as possible. If they are more than 20 minutes late and do not provide the Food Bank with prior notification they may be asked to reschedule their pick-up day and time at the discretion of Food Bank staff. If Partner personnel are more than 20 minutes late and do not notify the Food Bank the Partner organization may be subject to a \$35 restocking fee.

Shop-For Guidelines

- Kids Cafe Partners arriving with their Food Bank ID card may conduct a “shop for” without an appointment anytime between 8:00 a.m. and Noon or 1:00 p.m. and 3:30 p.m., Monday-Friday. If there is an empty space at the dock they may back their vehicle up to the dock before entering the building to sign in with the receptionist. If there are no available spaces at the dock, they should park in the main Food Bank parking lot, sign in with the receptionist, and wait until they are instructed to move their vehicle to the dock.
- There is no limit to the number of times a Kids Cafe Partner can conduct a “shop for” each week or to the quantity or weight of items that they may pick up.
- If a Kids Cafe Partner wishes to conduct a “shop for” on its regularly scheduled pick-up day, the Kids Cafe order should be loaded into the Partner’s vehicle(s) prior to conducting the “shop for.”
- Partners should box or bag “shop for” foods separately according to the following categories: dairy, produce, and breads (which include tortillas and pastries). Food Bank warehouse staff will assist with weighing the items prior to departure.
- In the cooler, Partners may select items only from the wire shelves in the front of the cooler or from the pallets on the floor in front of the shelves. Partners should not walk past or take items from the blue racks.
- “Shop for” visits should be limited to 30 minutes.

Warehouse Procedures

- Kids Cafe Partner personnel must stay within the areas of the warehouse accessible to those picking up orders. These areas include the bread and pastry room, the front portion of the cooler, the loading area and the pathway leading to the restrooms. Kids Cafe Partner personnel are not allowed in the main area of the warehouse or in the freezer.
- If an item is listed on the “Add-On Board” it may be added to the order at the time of pick up. Only items designated as such may be added.
- While the order is still at the Food Bank, the Partner may reject items from the order if they seem inappropriate for the Partner.

- Kids Cafe Partner personnel must load pre-ordered products prior to selecting “shop for” items such as bread, dairy, and produce.

Warehouse Regulations

- Arrive no earlier than 20 minutes before the scheduled pick-up time.
- Only 3 people per Kids Cafe Partner are allowed on the dock at one time.
- Only individuals who are 18 years of age or older are permitted in the warehouse and on the loading dock.
- Children under the age of 18 must remain in the reception area under adult supervision at all times.
- Smoking or chewing tobacco is prohibited in the building and on the dock.
- Eating and drinking are prohibited in the warehouse.
- Kids Cafe Partner personnel should not attempt to operate warehouse equipment; only trained Food Bank employees are authorized to do so.
- Please be aware of special notices posted in and around the warehouse.
- Notify warehouse staff immediately of any irregularities or potentially hazardous conditions, including any spills in the cooler or bread room.
- Only Food Bank personnel should handle items that are in the restricted cooler area. If Kids Cafe Partners would like an item from this area of the cooler they should ask Food Bank warehouse staff for assistance.
- Warehouse hours are subject to change at the Food Bank's discretion.
- Anyone planning to access the loading dock or the warehouse MUST wear appropriate, closed-toe shoes. Flip-flops, sandals, and high heels are not permitted.
- For food safety and general safety reasons, sleeveless shirts are not permitted in the warehouse or on the dock.

Loading Orders

- Each Kids Cafe Partner is responsible for loading its own order. Only persons loading the vehicle should be on the dock; other personnel should wait in the reception area. Kids Cafe Partner personnel must use the side ramp or stairs to get onto the dock. Jumping up onto and down from the dock are strictly prohibited. Please note that the Food Bank

Warehouse Assistant reserves the right to limit the number of people on the dock at his/her discretion.

- *The Kids Cafe Partner should provide a vehicle or vehicles large enough to transport its order. The Partner may be charged a \$35 re-stocking fee if it cannot pick up the entire order. The Food Bank encourages Partners to consult their order prior to pick-up so that they have a sense of how much they will need to transport.*
- *Food Bank personnel reserve the right to limit the amount of product leaving the Food Bank's dock if they feel the load distribution of the product exceeds the safety limitations of the vehicle's capacity.*
- *It is the responsibility of the Kids Cafe Partner to ensure that its order is correct prior to leaving the Food Bank. Each case or package should be checked as it is loaded into the vehicle.*
- *Kids Cafe Partners receiving dairy and/or frozen items must bring coolers to transport these items from the Food Bank to their facilities if travel time is more than 20 minutes. The Partner may not receive these items without the appropriate insulated containers or freezer blankets.*
- *Please note that the Food Bank schedules two pick-up appointments every 30 minutes, so it is important that Kids Cafe Partners arrive on time and load their vehicles in a timely manner.*

Check Out

- *After all food is loaded, the Kids Cafe representative should bring the signed copy of the "Picking List" to the Warehouse Staff and retain the "carbon" copy for the agency's records.*
- *The Kids Cafe representative must "sign-out" in the logbook in the lobby before leaving.*



Policies and Procedures Manual
2017-2018 Self-Prep Program

*6500 Metropolis Dr.
Austin, Texas 78744*

October 19, 2017

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Kids Cafe History and Overview

The Central Texas Food Bank welcomes you to the Kids Cafe Program. Your organization has been chosen to partner with the Food Bank as a Kids Cafe Partner because of our shared mission to provide children with the nourishment and resources they need to thrive and succeed. We look forward to working with you to feed and nurture the children in your community.

Kids Cafe Partners:

- Demonstrate a commitment to serving children who are at risk of food insecurity.
- Serve populations in which 51% or more of the children are eligible for free or reduced priced breakfast and lunch.
- Have dedicated and motivated staff committed to providing great programming, service, maintaining records, and proper reporting to ensure the continued success of the program.
- Provide programming in conjunction with Kids Cafe free of charge. *In the case of Partners that offer multiple programs, meals served to children in programs that charge an enrollment or registration fee may not make up the majority of Kids Cafe meals served.

Program Background, Goals and Objectives

Kids Cafe®, a program of Feeding America, provides free, nutritious after school meals to low-income children through a variety of existing community locations where children congregate. These locations include but are not limited to Boys and Girls Clubs, recreation centers, housing authorities, churches, and public schools. In addition to providing meals to kids, all Kids Cafe programs also offer educational, recreational, and social activities in a safe place under the supervision of adults.

Kids Cafe was started by the Second Harvest Food Bank of Coastal Georgia in 1989. In 1993, Feeding America launched the national Kids Cafe program. Today there are more than 1,500 Kids Cafes in operation throughout the United States.

The mission of the Kids Cafe Program is to help alleviate child hunger in America through the provision of nutritious meals served to children at-risk of hunger in safe, accessible sites. The Kids Cafe Program also includes nutrition education and enrichment activities.

The Food Bank's Kids Cafe Program Objectives

1. Serve nutritious meals and snacks to children at-risk of hunger
2. Provide programs at easily accessible, safe sites
3. Supplement the meal service with enrichment activities
4. Assist in strengthening both the financial and programmatic capacity of our Partners

STANDARDS & GUIDELINES

Standards

Feeding America supports the Food Bank in providing the Kids Cafe Program. The Food Bank is required to enforce Feeding America guidelines, as well as those approved by the Food Bank leadership. Kids Cafe must meet the following standards:

- Approved agency in good standing or a program or project of the Food Bank.
- Healthy, nutritious meals must be served to children. All meals must be offered free of charge. Meals can be hot or cold.
- Staff and volunteers with direct repetitive contact with children must pass a national background check.
- Recommended adult-to-child ratio for Kids Cafe programming is 2 adults per 25 children.
- Enrichment activities must be offered, including: Nutrition Education, a minimum of once per month or at least nine lessons per year; academic and/or recreational activity each day the Kids Cafe is serving.

Guidelines

OUTREACH AND MARKETING

Kids Cafe Partners should identify on all outreach materials, media releases, and other marketing collateral that the meal program is a Kids Cafe that is being offered in partnership with the Central Texas Food Bank of Texas. The Food Bank approval is required for usage of the Kids Cafe and the Food Bank logos.

KIDS CAFE STYLE GUIDE

When "Kids Cafe" is used in a sentence or narrative, the following guidelines must be adhered to:

- The first reference will be followed by the "®" registration symbol.
- The affiliation as "A program of Feeding America" is clearly noted in the first reference to Kids Cafe.
- The words Kids Cafe always appear as one unit in their entirety.
- The letter "K" in Kids is always capitalized and the letter "C" in Cafe is always capitalized.
- There is no punctuation for the word Kids Cafe in text. There is no apostrophe in the word "Kids" as it is used as a plural, not a possessive noun, and there is no accent mark over the "e" in "Cafe".

LETTER OF AGREEMENT

A signed Letter of Agreement must be on file with the Food Bank. A new Letter of Agreement must be signed annually. The Letter of Agreement will specify:

- Beginning and ending dates of program operations
- Days and hours of operation
- Estimated number of children to be served
- Program budget

Days and Hours of Operation

- Partners must adhere to the days and hours of operation set in their Letter of Agreement.
- Partners are responsible for notifying the Food Bank within 24 hours if any adjustments to the schedule are necessary.
- Partners may not extend the service period or add/subtract days without the approval of the Food Bank.

- For Partners that are approved to serve through the summer, summer meals may not account for more than 50% of the total meals served in annual contract.
- Kids Cafe meals must be served directly before or directly after programming.
- Children should be allowed a minimum of 20 minutes to eat Kids Cafe meals.

PROGRAMMING

- Kids Cafe Partners must offer free supervised enrichment programming.
- Some Partners may offer multiple programs, some of which are free and others of which are fee-based. For these sites, meals served to youth who are enrolled in paid programming may not make up the majority of meals served.
- Acceptable programming could include but is not limited to: tutoring, sports, leadership skills training, and art programs.
- In accordance with Feeding America guidelines and as outlined in the Letter of Agreement, Kids Cafe meals must be served in conjunction with enrichment programming.
- Kids Cafe Partners are responsible for providing the Food Bank with a list of enrichment programming including any participation or enrollment fees.

Programming – Nutrition Education Requirement

Kids Cafes are more than a soup kitchen for children. Therefore, enrichment activities that support other facets of the development, of the whole child, are an important part of Kids Cafes. Feeding America guidelines mandate that Kids Cafe Partners must offer nutrition education activities once a month or a minimum of 9 times per year.

The nutrition education component of Kids Cafe provides participating children an opportunity to learn more about the food they eat and how to make healthy choices. The nutrition education standard was not developed with the intent that the Food Bank staff would provide the nutrition education; rather, the adults or a volunteer at the site should fulfill this requirement.

Interactivity with the children at the Kids Cafe is the goal, so the educational component does not need to be extensive or lengthy. Any activity that stimulates children to think about nutrition is acceptable. Kids Cafe nutrition education toolkits will be provided to each Partner site. The toolkit was designed to be taught by anyone involved with a Kids Cafe, regardless of his or her level of formal nutrition training. Anyone with enthusiasm for teaching children about healthy eating can lead these lessons.

Each lesson includes:

- Statement of goals and objectives
- Outline with talking points
- Warm-up activity
- Main lesson
- Activities and supporting educational props
- Recipe
- Evaluation
- Incentive
- Supplemental references/resources
- Evaluation Requirement

STAFF AND VOLUNTEER SUPERVISION

- To ensure adequate adult supervision during the Kids Cafe meal service and programming, Feeding America and the Food Bank require sites to maintain an adult-to-child ratio of a minimum of 2 supervising adults per 25 children.
- Each Partner agrees that all staff and volunteers who are in regular contact with children must pass a national background check. Documentation of completed background checks must be kept on-site.
- The Partner must sign a Background Check Verification Form verifying that all staff with regular contact with the children (as listed on the form) have passed a national background check before assuming Kids Cafe duties and/or supervising children. See Attachment 5 to the Letter of Agreement.
- Cook(s) preparing Kids Cafe meals must have a Food Manager Certificate.
- The Partner must submit to the Food Bank the valid Food Manager Certificate for the cook preparing meals.

REPORTING AND COMPLIANCE

- Partner sites must submit a monthly report using the form provided by the Food Bank.
- Kids Cafe Partners must report any changes in staffing, scheduling or programming to the Food Bank within 24 hours. Failure to do so could result in termination of the program.
- Sites will be monitored annually and visited periodically throughout the agreement period.
- Sites will implement changes recommended by the Food Bank staff during monitors and visits to ensure compliance with national and local Kids Cafe standards.
- Included in each Partner's Letter of Agreement is a budget listing the Partner's grant allotment. This budget also includes the maximum amount each Partner site may spend on salaries, outside food expenses, and any other approved expenses. Each Partner site is responsible for reviewing its budget and ensuring that they spend no more than their grant allocation.
- Receipts for expenses and proof of cooks' salaries must be submitted monthly.
- Reimbursement will be issued only after monthly reports and all expense receipts have been received and approved by the Food Bank.

Monthly Reports

- Partners are required to submit a monthly report for each site on the form provided by the Food Bank.
- Monthly reports include the following data for the month:
 - Number of children served
 - Number of meals served to children
 - Number of meals served to parents and siblings (if applicable)
 - Number of meals served to staff (if applicable)
 - Salary expense for cooks
 - Expense of food purchased from outside vendors
 - Other approved expenses, if applicable (e.g., mileage, paper products, cleaning products, utensils, etc.)
- In order to receive reimbursement each site must submit the following, along with the monthly reports:
 - Receipts for food and other expenses
 - Proof of payment for cooks

- Food log including menus and food temperatures
- Nutrition education activity log and evaluation form
- Reports and reimbursement documentation are due on the 5th of the month for the prior month (e.g., deadline of May 5th for Kids Cafe operations and expenses in April).
- Reimbursement will be issued only upon receipt of the monthly report and supplemental documentation.

Monitoring

As a Kids Cafe Partner, your site(s) will be monitored annually and visited periodically. The purpose of monitoring is to ensure that your site is in compliance with all federal and local regulations. Visits are also a way for the Food Bank to gauge your satisfaction with the program and to see if we can assist you in improving the program at your site.

What is the Food Bank looking for during a monitoring visit?

- Site is in compliance with all federal and local regulations
- Site conducts background checks on all staff and volunteers
- Accurate records of daily meal service are maintained
- Monthly reports are submitted correctly and on time
- Sufficient staff and volunteers are available to supervise participating children (2 adults to every 25 children)
- All meals served meet USDA's recommended guidelines (National School Lunch Program guidelines) for a meal
- Academic and/or recreational activities are offered each day
- Nutrition education lessons are offered monthly
- Evaluations Requirements
- Kitchen is clean and organized
- Current Health Inspection displayed in a visible location
- Cook has Food Manager certification
- Food is heated and served according to the correct safety precautions

What should your site have prepared for the visit in advance?

- Accurate child to adult ratio
- Documentation showing that background checks are conducted

- Documentation showing that cooks have obtained Food Manager certification
- Current Health Inspection
- Accurate list of available programming including any fees charged for programs
- Menus
- Nutrition education activity log
- Feedback on the program and possible ways to improve it
- Feedback on the Food Bank inventory

KIDS CAFE MEALS

Serving meals that have nutritional value, meet program meal pattern requirements, and taste good to children requires careful menu planning. Each site is encouraged to identify a team of individuals who can assist with this process, including kitchen staff, site staff, and food bank nutrition educators.

- Meals must be provided free of charge to any child who wishes to eat.
- To encourage parental involvement and create a family environment, meals may be served to parents and/or siblings.
- Meals must meet nutrition standards outlined in the Kids Cafe Nutrition Standards section.
- Menus should be planned in advance and be made available when requested by the Food Bank staff. Copies should be kept on-site for 3 years and 90 days.
- Food for Kids Cafe meals should be ordered from the Food Bank whenever possible. Kids Cafe Partners should only order foods from the Food Bank that can be used to prepare meals that meet the Kids Cafe nutrition guidelines.
- Food may be purchased from outside vendors when necessary to provide a healthy variety of meals. Please review the outside food expense budget in your Letter of Agreement. Partners are responsible for the monitoring of their budgets to stay within their grant allocation.

Kids Cafe Meals – Transportation to Other Sites

In the event that a Kids Cafe kitchen prepares meals for multiple sites, it will be the responsibility of the program host site to arrange for secure

transportation of meals. Approval to serve multiple locations will be documented in the Letter of Agreement of eligible sites. Sites that do not have prior approval from the Food Bank may not transport meals to other sites or programs. All food safety guidelines and temperature controls must be followed. Proper equipment must be used to assure food safety. All site staff responsible for transportation of meals must have a minimum of a Food Managers certification prior to the program starting.

Menu Analysis

Kids Cafe Partners should adhere to the National School Lunch Program's (NSLP) food-based menu planning guidelines when planning and executing menus. (See Attachment 1 for the Kids Cafe Nutritional Guidelines.) An executed 2-week menu must be submitted to the Food Bank Registered Dietitian during the first month of the fall semester. Menus should include all serving sizes and specifics of each food item, as well as the recipes for any "homemade" food items. The dietitian will analyze the 2-week menu for components (whole grains, variety of fruits and vegetables, low-fat dairy, lean protein, etc.), calories, sodium, saturated fat and trans fat. Sites should consult the nutrition standards and weekly servings per grade level in the Kids Cafe Nutrition Guidelines section of this manual (Attachment 1). The Food Bank's Registered Dietitian is happy to provide guidance on the nutritional value of the Food Bank's inventory and ideas for how to incorporate specific ingredients into tasty, nutritious meals.

FACILITIES

- Kids Cafe Partner Agencies must provide and maintain a safe, secure location to serve children.
- The facility should be accessible to a large number of children.
- The building must have heating, cooling, restrooms and staff or properly trained volunteers to ensure ongoing maintenance and cleaning.
- The facility must have an existing kitchen that meets City, County or State Health and Fire Department codes, with minimum food preparation equipment to include an oven, refrigerator and kitchen sink.

- Tables and chairs must be available to accommodate the maximum number of children expected at any one time, although feeding children in shifts is acceptable.
- An annual health inspection certificate must be provided to the Food Bank and kept on-site for 3 years and 90 days.

FOOD STORAGE

- The food storage area must be clean, with no holes in the walls, ceilings, or floors. There should be no gaps around the windows or floorboards that could allow entry of rodents or insects.
- The food storage area should be locked when not supervised to prevent possible theft. Refrigerators and freezers should either be in a locked area, or they must be lockable.
- A thermometer must be positioned in each cooler and freezer.
- Temperature logs are kept for 3 years and 90 days.
- Non-food articles such as cleaning products, detergents, soaps, pesticides and other toxic materials must be stored lower than food items or in a separate storage area.
- Food items must be stored at least six inches above the floor. Food should not be stored on pallets in an area with open containers or where food is prepared. Pallets provide a dark, warm habitat for pests. In rare cases, the use of pallets may be used in the staging area of the pantry, but may not be the primary method of storage.
- Shelves should not be lined with contact paper as the glue attracts insects. Butcher paper is a good alternative.
- Site should rotate, label or take periodic inventory of the food items to ensure freshness. Remember, FIFO (First In First Out).
- Site must take adequate steps to ensure that food items obtained from sources other than the Food Bank have adequate labeling and are free of serious defects that may pose a health hazard to the kids.
- Food may not be stored in a commercially operated storage facility (e.g., Public Storage, U-Lock-It, etc.).

ORDERING & PICKING UP FOOD FROM THE FOOD BANK

Kids Cafe Partners should order as many of their ingredients as possible from the Food Bank. However, the Food Bank understands that many of the items Partners require are not available in the Food Bank's inventory. The Food Bank provides an outside food budget to Partners to enable them to purchase

these ingredients from local vendors. The Food Bank will reimburse funds used for those items if receipts are presented along with the monthly report. It is responsibility of the site to stay within its budget for outside food costs. See Attachment 2 to the Letter of Agreement for further instructions for ordering and picking up food from the Food Bank.

- All Kids Cafe orders must be completed on-line using "Agency Express 3" website <https://www.agencyexpress3.org>. Training for this will be given prior to your first order. If you ever have issues with your online order, contact the Distribution Services Assistant at (512) 684-2150 or Children's Programs Supervisor (512-684-2514).
- Who orders food? It is important that the food being ordered for the Kids Cafe site is done by the person preparing the meals and/or creating the menus.
- Food ordered for Kids Cafe should be limited to foods that are appropriate to make meals that fit the nutritional standards of the USDA National School Lunch Program. Food ordered for Kids Cafe should not be used for any other purpose than preparation of Kids Cafe meals. Ordering non-food items should be limited to paper products and cleaning items used in serving and cleaning up after Kids Cafe meals.

Ordering Produce from the Food Bank: the Food Bank is unable to stage produce orders in its warehouse; therefore, Kids Cafe Partners are not able to include fresh produce in the orders they place on Agency Express. Instead, Partners are encouraged to take advantage of the Food Bank's "shop for" program, wherein they may pick up as many fresh fruits and vegetables during visits to the Food Bank. To ensure that a local Kids Cafe receives produce, the person placing the food order and designing the menu must communicate with the person picking up the order to let them know what types and quantity of produce is needed. See Shopping – Selecting "Shop For" Items below and Attachments 2 and 3 for more information about "shop for."

Note: Kids Cafe sites that pick up off-site at a regional delivery location (i.e., that do not pick up their orders from the Food Bank's main facility) must add perishables to their on-line orders as they are unable to come to the Food Bank to do a "shop for".

Scheduled Pick Ups Off-Site – Regional Food Delivery (RFD)

- Orders for Regional Food Delivery must be placed by 9:00 a.m. two business days before the scheduled delivery day.
- Pick up times and locations can be found on the transportation calendar located on the Partner Agency website or by contacting the Food Bank Distribution Services Assistant at 282-2111 ext. 150
- Toxic or poisonous items such as bleach, insecticides, etc. may not be transported and should not be ordered for delivery.
- Site representatives must be at the distribution site prior to distribution time. The driver is not obligated to wait for late arrivals and late arrivals will be served last.
- No children under the age of 18 should be brought to the RFD drop site.
- Tobacco products should not be used at the RFD drop site.
- All safety procedures must be followed. Site representatives should not enter the Food Bank truck unless instructed to do so by the driver. The rail lift and pallet jack may only be operated by the Food Bank driver.
- It is the responsibility of the site to provide a vehicle and necessary volunteers to accommodate its order. Agencies are encouraged to help each other.
- The site should practice good housekeeping. Trash should be put in containers and boxes and pallets neatly stacked.
- Sites receiving dairy and/or frozen items must bring coolers to transport these items. The Site will not receive these items without the appropriate insulated containers.
- The Site must check its order against the Pick List as the order is loaded into the vehicle. Any discrepancy must be brought to the attention of the driver at the time of the delivery.
- Procedures at the pick-up site are subject to change by the driver. Sites will be notified in writing before new policies take effect.
- Adverse weather conditions may prolong or delay distribution.
- Sites are responsible for bringing necessary equipment to accommodate weather conditions.
- All Sites must check in with the driver upon arrival and show their Agency card.
- All dry goods must be distributed and loaded onto agency vehicles before distribution of cooler and frozen items.
- Average distribution time could range from one to three hours.

Scheduled Pick Ups at the Food Bank - Local

- Pick up times are determined by the Kids Cafe site and the Food Bank Distribution Services Assistant (512-684-2150).
- Each Kids Cafe site will be given two membership ID cards. The site should appoint an authorized person(s) to pick up orders. The authorized person(s) should be given the ID card(s) to bring with them when they come to the Food Bank to collect an order. Sites must provide the Food Bank with the name of the authorized pick up person(s). If someone arrives without a membership ID card, the pick-up time will be rescheduled. If arrangements to reschedule the pick-up have not been made within 24 hours, and/or the card is not present at the rescheduled time your order will be restocked. As a Kids Cafe site, you should not let this happen.
- Upon arrival, the Kids Cafe personnel will be asked to sign in and show their membership ID card to the receptionist. They should then be seated in the reception area and wait for the warehouse assistant to call for them. For issues of fire safety, each Partner representative entering the warehouse must sign in and out.
- If a site is late or early, the site personnel will follow the same sign-in procedures listed above; however, they must wait in the reception area while other agencies are served. Any site that is more than 20 minutes late may not be allowed to add "shop for" items to its order. Any site that knows it is going to be late should call the Food Bank as soon as possible. If the site is more than 20 minutes late without prior notification, they may be asked to reschedule the pick-up day and time at the discretion of the Food Bank warehouse staff.
- The site's vehicle may then be backed up to an empty dock. Only one (1) vehicle may be backed up to the dock at a time.
- Sites receiving dairy and/or frozen items must bring coolers to transport these items. The site will not receive these items without the appropriate insulated containers.

Warehouse Procedures

- Kids Cafe Partner personnel must stay within the areas of the warehouse accessible to those picking up orders. These areas include the bread and pastry room, the front portion of the cooler, the loading area and the pathway leading to the restrooms. Kids Cafe Partner personnel are not allowed in the main area of the warehouse or in the freezer.

- If an item is listed on the "Add-On Board" it may be added to the order at the time of pick up. Only items designated as such may be added.
- While the order is still at the Food Bank, the Agency may reject items from the order if they seem inappropriate for the Agency, (i.e. shaving cream for child care center).
- Kids Cafe Partner personnel must load pre-ordered products prior to selecting "shop for" items such as bread, dairy, and produce.

Warehouse Regulations

- Arrive no earlier than 20 minutes before the scheduled pick-up time.
- Only 3 people per Kids Cafe Partner are allowed on the dock at one time.
- Only individuals who are 18 years of age or older are permitted in the warehouse and on the loading dock.
- Children under the age of 18 must remain in the reception area under adult supervision at all times.
- Smoking or chewing tobacco is prohibited in the building and on the dock.
- Eating and drinking are prohibited in the warehouse.
- Kids Cafe Partner personnel should not attempt to operate warehouse equipment; only trained the Food Bank employees are authorized to do so.
- Please be aware of special notices posted in and around the warehouse.
- Notify warehouse staff immediately of any irregularities or potentially hazardous conditions, including any spills in the cooler or bread room.
- Only the Food Bank personnel should handle items that are in the restricted cooler area. If Kids Cafe Partners would like an item from this area of the cooler they should ask the Food Bank warehouse staff for assistance.
- Warehouse hours are subject to change at the Food Bank's discretion.
- Anyone planning to access the loading dock or the warehouse MUST wear appropriate, closed-toe shoes. Flip-flops, sandals, and high heels are not permitted.
- For food safety and general safety reasons, sleeveless shirts are not permitted in the warehouse or on the dock.

Loading Orders

- Each site is responsible for loading its own order. Only persons loading the vehicle should be on the dock. All others should wait in the reception area. Please note that the Warehouse Assistant reserves the right to limit the number of people on the dock at his/her discretion.
- The site should provide a vehicle or vehicles large enough to transport the order. To help the site judge the size of its order, the site may ask the Distribution Services Assistant for the estimated weight. This estimated poundage includes all ordered items but does not include "shop for by weight" items for local sites. For regional sites, the estimated poundage does include "shop for by weight" items.
- It is the responsibility of the site to ensure its order is correct. Each case or package should be checked as it is loaded into the vehicle. When a site representative signs the work ticket, he or she accepts it as printed.
- Sites receiving dairy and/or frozen items must bring coolers to transport these items from the Food Bank to their facilities if travel time is more than 20 minutes. The Partner may not receive these items without the appropriate insulated containers.
- Please note: the Food Bank schedules two appointments every thirty minutes, so it is important that Partners load their vehicle(s) in a timely fashion.

Shopping – Selecting "Shop For" Items

- After loading orders, site personnel may "shop for" certain bread, pastries, produce, and dairy. Breads, tortillas and pastries fall under one category (breads) and do not have to be separated from one another. The "shop for" items must be boxed separately and weighed by warehouse staff. Sandwiches should be weighed with dairy products and tortillas should be weighed with bread.
- In the cooler, sites may select items only from the wire shelves in the front of the cooler or from the pallets on the floor in front of the shelves. Partners are not permitted to walk past the "No Agencies Beyond This Point" sign or blue racks, nor are they permitted to take items from the blue racks.
- Cased products found in the cooler may be handled and distributed only by the Food Bank staff.
- Partner personnel should stack any trays they may have emptied in both the cooler and the bread room.

- When loading uncased product, care should be taken that heavy products (e.g., meat, cheese) are not loaded on lighter, more fragile products (e.g., pastries, bread).
- Eating and drinking are not permitted in the cooler or the bread room.
- There is a 30-minute time limit for "shop for." Any site exceeding this time limit will be asked to leave.

Check Out

- After all food is loaded, the Kids Cafe representative should bring the signed copy of the "Picking List" to the Warehouse Staff and retain the "carbon" copy for the agency's records.
- The Kids Cafe representative must "sign-out" in the logbook in the lobby before leaving.

Kids Cafe Budget

Budgeting

The Food Bank provides each Kids Cafe Partner site with a program budget, Attachment 1 to the Letter of Agreement. The budget is based on the number of children (i.e., meals) the site anticipates serving and the number of serving days in the agreement period. Budgeted costs include:

- Salary
- Outside food costs
- Non-food costs

Unfortunately, the Food Bank is not able to cover all of the costs associated with Kids Cafe meal preparation and service. Kids Cafe Partners are responsible for managing program expenses to their budget and ensuring they have adequate funding from alternate sources to cover any costs that exceed the support provided by the Food Bank. It is essential that Partners conduct periodic reviews of their Kids Cafe spending and expense accounts to ensure that expenses are not only appropriate but also justifiable in terms of the

organization's mission and finances. Partners must communicate proactively with the Food Bank regarding any concerns or questions related to the budget and program operating costs.

Salary

The Food Bank provides some salary support to help sites offset the cost of staffing Kids Cafe meal preparation and service. The Food Bank works with each site individually to determine staffing and support for the Kids Cafe program. The Food Bank's standard fixed rate for salary support is \$36 per day (\$12/hour for one staff member, based on the assumption that the average time to prepare and serve Kids Cafe meals is three hours).

Note: Some Kids Cafe sites may require a revision to the standard salary reimbursement rate. The Food Bank works with Partners to develop their budgets and may make adjustments on a case-by-case basis.

Each Kids Cafe site's budget will outline its salary support structure.

- The Food Bank will reimburse \$36.00 per day unless otherwise outlined in the budget.
- Monthly salary reimbursement will depend on the actual number of days Kids Cafe operated that month.

Note: The salary budget is based on this flat rate. The site is responsible for covering any additional staffing costs associated with Kids Cafe. While the Kids Cafe Partner has flexibility in determining how to use the flat rate salary reimbursement (i.e., if there are multiple staff working on Kids Cafe, deciding which staff member's or members' salaries to support using the Food Bank grant), the Partner is still responsible for maintaining an adult-to-child ratio of a minimum of 2 adults per 25 children providing supervision during Kids Cafe meal service.

Outside Food

Kids Cafe Partners should order as many of their ingredients as possible from the Food Bank. However, the Food Bank understands that several of the items Partners require are not available in the Food Bank's inventory. The Food Bank provides an outside food budget to Partners to enable them to purchase these ingredients from local vendors. The amount allocated to outside food spending depends on the number of children a site serves and the length of

its Kids Cafe Program. The Food Bank will reimburse funds used for those items if receipts are presented along with the monthly report. It is the site's responsibility to stay within its budget for outside food costs.

Non-Food Supplies (for sites with an approved "Non-Food Costs" line item in their budget)

Acceptable non-food items include but are not limited to:

- Mileage (reimbursable at the prevailing federal rate) for the following travel:
 - Picking up food orders from the Food Bank or the Food Bank Regional Driver
 - Trips to the grocery store to purchase ingredients that supplement food acquired through the Food Bank's inventory
 - Delivery of meals to a site if they are prepared in an alternate location
- Paper and plastic supplies (serving trays, utensils, etc.)
- Cleaning supplies
- Cooking supplies/tools (pots, pans, can opener, etc.)

The Food Bank may allocate additional funds to purchase supplies if the Food Bank and the site deem the item is needed for a successful program.

**Some Kids Cafe sites may require a slight revision of the standard breakdown. The Food Bank will review site budgets and may make adjustments on a case by case basis.*

TECHNICAL ASSISTANCE & COLLABORATION

The Food Bank is committed to doing everything in its power to support Kids Cafe Partners in fulfilling their responsibilities and providing the best service possible to children in their communities. The Food Bank's goal is to

ensure site capacity and quality programming by working closely with Kids Cafe Partners to resolve issues as they arise, as well as plan proactively for anticipated challenges and opportunities.

Technical Assistance

The Food Bank is not only available but eager to provide technical assistance to sites as needed. Kids Cafe Partners and the Food Bank staff should use ongoing communication through the monthly reporting process, annual trainings, site monitors, and periodic site visits to identify and respond to programmatic challenges and opportunities for growth.

Collaboration

Collaboration between Kid Cafe Partners and the Food Bank is critical to the success of Kids Cafe. The Food Bank encourages Kids Cafe Partners to communicate with the programs team if they experience any issues or have a complaint about Kids Cafe or the Food Bank staff. The Food Bank will make every effort to address the issue in a timely manner and follow up with the site to ensure resolution. If the issue remains unresolved, Kids Cafe Partners may take more formal steps to communicate their concerns to the Food Bank leadership. The protocols for filing a formal grievance are listed on the next page.

Similarly, the Food Bank strives to maintain regular and direct communication with Kids Cafe Partners. If a Kids Cafe Partner is found to be noncompliant with any of the program guidelines, the Food Bank will work with the organization to diagnose the problem and devise a solution. If the Kids Cafe Partner cannot or chooses not to take corrective action, the Food Bank will then consider pursuing more formal channels, the process for which is outlined below.

Suspension/Termination

A Kids Cafe Partner may be placed on suspension by the Food Bank until a reported problem or issue is corrected. While under suspension, the Kids Cafe Partner will lose its the Food Bank privileges, including the right to receive food. A Kids Cafe Partner under suspension may be terminated by the Food Bank if it fails to correct the problem leading to the suspension.

Grounds for suspension and/or termination include but are not limited to:

- Failure to comply with the Kids Cafe Partner's local Health Department regulations and with The Food Bank food storage requirements or failure to correct food storage problems found during an inspection visit within a certain number of days (specified by the Food Bank) of the inspection. If, at the time of the inspection, the Kids Cafe Partner is found to be in gross violation of health and the Food Bank standards, the suspension may be immediate, with privileges terminated if the standards are not met within the timeframe specified by the Food Bank.
- Evidence that the actions of Kids Cafe Partner staff and/or volunteers represent unprofessional behavior that is inconsistent with the Food Bank standards.
- Indication or report that the Kids Cafe Partner sells, transfers, or barter for money or services any items obtained from the Food Bank, or that the Kids Cafe Partner charges or is reimbursed for the items.
- Indication or report that the Kids Cafe Partner denies services adults on the basis of race, color, age, religion, national origin, sex, sexual orientation, disability, or political affiliation.

The procedure for termination of a Kids Cafe Partner is as follows:

- The termination decision will be based on a the Food Bank staff study and recommendation.
- A letter will be sent to the Kids Cafe Partner explaining the specific reasons for termination and a description of the appeals procedure.
- A Kids Cafe Partner may appeal the decision to the Food Bank President and CEO by submitting a letter requesting an appeal hearing before the Food Bank Board of Directors within 10 working days of the date of the notice of termination. If a letter is not received within 10 working days, an appeal hearing will be denied.
- The Food Bank Board of Directors will schedule a time during its next regularly scheduled meeting to hear the appeal. The Kids Cafe Partner will be notified in writing of when to appear.
- The Food Bank membership privileges of the Kids Cafe Partner may be suspended pending the decision by the Food Bank Board of Directors.
- The decision of the Food Bank Board of Directors regarding the appeal is final.
- A letter stating the decision by the Food Bank Board of Directors will be sent to the appealing Kids Cafe Partner within 7 working days of the decision.

Grievance Procedures

Grievances against Program Partners

The Food Bank must respond to complaints by the public about any Food Bank Partner Agencies and Program Partners. In the case that the Food Bank fields a complaint about a Kids Cafe Partner site, the Food Bank will carry out the following procedure:

- The Senior Director of Programs will notify the host site by telephone of the specific complaint received.
- The phone conversation will be followed by a letter or a visit to the host site by a Food Bank representative.
- The results of any investigation and subsequent recommendations will be presented to the Food Bank President and CEO and documented in the host's file.
- The host site will be notified in writing of the conclusions and any actions to be taken.
- Civil Rights complaints by the client regarding the distribution of USDA commodities should be documented in writing. The client must address the Civil Rights Office directly as indicated on the "Justice For All" poster.

Grievances against The Food Bank

In the event that a Kids Cafe site has complaint about the Food Bank, the following procedure should be carried out.

- A host site may submit a written statement of grievance addressed to the Food Bank President and CEO. The statement must include the reasons for the grievance, pertinent facts, and what the host believes would be an acceptable solution to the problem.
- The Food Bank President and CEO, following study and recommendation from the Food Bank staff, will determine the plan of action and decision on the grievance within ten working days of receiving the grievance letter. The host site will be notified in writing of the decision.
- The host site may appeal the decision to the Food Bank Board of Directors as outlined above. The decision of the Board of Directors is final.

A host site will not be discriminated against, harassed or suffer any reprisals by the Food Bank as a result of filing a grievance.

Thank you for your dedication to following the policies and procedures detailed in this manual. The Central Texas Food Bank of Texas is proud to collaborate with your organization to achieve its mission of nourishing hungry people and leading the community in ending hunger. The Food Bank deeply values its partnership with your organization and looks forward to supporting your efforts to be a successful Kids Cafe Partner. Please do not hesitate to contact the Programs Department for assistance.

Attachment 1: Kids Cafe Nutrition

Guidelines

- The Kids Cafe Program nutrition guidelines will follow USDA National School Lunch Program (NSLP) Standards (<http://www.fns.usda.gov/cnd/Lunch/>). As part of the Healthy, Hunger Free Kids Act of 2010, changes to NSLP continue to be phased in. The goal is to ensure children have access to nutritionally balanced meals every day.
- The current regulatory requirements under Final Rule "Nutrition Standards in the National School Lunch and School Breakfast Programs" Jan. 2012 are summarized below, but more detailed information can be found here: <http://www.squaremeals.org/Portals/8/files/Meal%20Pattern%20Rollout/SMPR%20comparison.pdf>
- Kids Cafe menus should offer all five food items (Meat/Meat Alternate, Grains/Breads, Vegetables, Fruits, Milk). Under Offer vs. Serve (OVS), a child must take at least three components in the required serving sizes. One selection must be at least ½ cup from either the fruit or vegetable component. Children should be encouraged to try all food items served.
- Children should be given at least 20 minutes to eat each Kids Cafe meal.
- Kids Cafe will follow the Food-Based Menu Planning Approach. See meal pattern below:

Sample Kids Cafe K-8 Meal:

1 ounce of Meat/Meat Alternate
1 ounce of Grains/Bread
¾ cup Vegetable
½ cup Fruit
8 ounces of Milk

Example:

2 ounce hamburger patty (2 ounces Meat/Meat Alternate)
1 whole wheat bun (2 Grains/Bread)
¾ cup carrots (¾ cup Vegetable)
½ cup peaches (½ cup Fruit)
8 ounces of low-fat (1 percent milk fat or less, unflavored) or fat-free (unflavored or flavored) and/or and lactose-free fluid milk.

Grains:

- All grains offered must be whole grain-rich. Whole grain-rich products contain at least 50% whole grains and any other grain ingredients are enriched OR all grains are 100% whole grains. Examples include whole-wheat bread, brown rice, whole wheat tortillas, whole wheat pasta, etc.
- A product is considered whole grain-rich if it meets at least one of the following criteria:
 - The product lists a whole grain as the first on the ingredients list. For mixed dishes, a whole grain must be the primary ingredient by weight. Use Exhibit A in the Food Buying Guide to determine ounce equivalents.
<http://www.azed.gov/health-nutrition/files/2013/07/2-how-to-credit-grains-for-sy-2013-14-using-the-fbg.pdf>
 - The product includes the FDA-approved whole grain health claim on its packaging:
 - “Diets rich in whole grain foods and other plant foods and low in total fat, saturated fat, and cholesterol may reduce the risk of heart disease and some cancers.”
 - USDA has released a Whole Grain Resource to help with meeting the new whole grain rich requirement.
<http://www.fns.usda.gov/sites/default/files/WholeGrainResource.pdf>

Vegetables/Fruits:

- Offer a variety of fruits and vegetables (fresh, canned, frozen) weekly.
- Whole fruits and vegetables are preferred. All juice must be 100% fruit or vegetable juice.
- Offer a variety of vegetables from the five sub-groups: dark green, red/orange, beans/peas, starchy and other vegetables (onions, cucumbers, mushrooms, etc.).
- Fresh vegetables may be served in combination with other food items (e.g., lettuce/tomatoes can be served inside the hamburger).
- Offer canned fruit packed in its own juice or light syrup.
- Offer fruits and vegetables rich in Vitamins A & C, which include: cantaloupe, grapefruit, honeydew melon, kiwi fruit, mandarin orange sections, mango, papaya, strawberries, tangerines, asparagus, broccoli, brussels sprouts, cabbage, cauliflower, kale, red bell peppers, sweet

potatoes, broccoli, spinach and other green leafy vegetables, carrots, pumpkin, sweet potatoes, winter squash, etc.

Calories:

The average number of calories per meal served in a given week must fit into the following ranges:

- Grades K-5: 550-650 calories
- Grades 6-8: 600-700 calories
- Grades 9-12: 750-850 calories

Saturated Fat:

Less than 10% of total calories may be saturated fat, averaged over the week.

Trans Fat:

Kids Cafe meals may contain no artificial trans-fat. Check the ingredient list on the nutrition facts label for the presence of trans-fat. If present, it will be labeled as "partially or fully hydrogenated oil." The consumption of trans-fat, like saturated fat, increases the risk of developing heart disease and other diet-related diseases during one's lifetime.

Sodium:

A sodium (mg) weekly average requirement meets Target 1 reduction based on NSLP standards:

- Grades K-5: ≤ 1230 mg
- Grades 6-8: ≤ 1360 mg
- Grades 9-12: ≤ 1420 mg

Foods high in sodium that should be limited include:

- Canned vegetables
- Other canned items
 - Soups
 - Broths
 - Beans
- Frozen dinners
- Pizza
- Packaged mixes
- Snack foods such as chips and pretzels
- Sauces and condiments such as ketchup and mustard
- Processed foods and fast foods

- Cold cuts of meats

Tips for choosing foods low in sodium include:

- Select fresh, frozen or canned vegetables and beans without added salts. If that is not possible, draining and rinsing canned food reduces sodium by up to 41%. Draining alone reduces sodium by 36%.
- Select unsalted nuts or seeds, dried beans, peas and lentils.
- Select unsalted, fat-free broths, bouillons or soups.

Resources:

- Menu Planning under the National School Lunch Program (NSLP): <http://www.fns.usda.gov/cnd/menu/menu.planning.nslp.htm>
- USDA, Choose My Plate: <http://www.choosemyplate.gov/>
- USDA, Dietary Guidelines: <http://www.cnpp.usda.gov/DietaryGuidelines.htm>



Background Check Verification

The purpose of the Background Check policy is to ensure the safety of all children that participate in the Backpack Program and Kids Cafe of the Central Texas Food Bank.

POLICY

BackPack and Kids Cafe Partners must ensure that all staff and volunteers at all sites who have "direct repetitive contact with children" undergo a national background check.

Some examples of who is required to have a background check performed are:

- Staff who work directly with the kids in the program daily
- Volunteers who work directly with the kids in the program daily
- Anyone who has ongoing, frequent or recurring interactions with or around the kids who participate in the program (e.g. once each week or several times over the course of a summer)

Partners must limit the volunteer involvement of any one-time or non-regular volunteer who has not been subject to a national background check strictly to open and supervised activities. A child should never be alone with a single staff member or volunteer.

PROCEDURE

It is the responsibility of the Partner to perform and verify the following background checks at a minimum:

- Social Security History to assure proper identification
- National Sexual Offender search



Background Check Verification

- Criminal History record search

The Food Bank reserves the right to see proof of the completed background checks on Partner staff and volunteers during routine site inspections. The Food Bank will perform all necessary background checks on staff and volunteers of the Food Bank sent to the Partner site or sites.

VERIFICATION

By signing this form the Partner acknowledges that it understands and agrees to the Background Check Policy. The Partner verifies that all staff with Backpack and/or Kids Cafe duties that have direct repetitive contact with the children have undergone and passed the background checks as described above.

All current site staff and regular volunteers that have Backpack and/or Kids Cafe duties who are not Site Leads (listed below) are also subject to the background checks. The Partner commits to ensuring that staff and volunteers with Backpack and/or Kids Cafe duties that are not Site Leads have passed the above background checks prior to assuming any Backpack and/or Kids Cafe responsibilities and/or supervising children. The Partner also agrees to provide an updated list of Site Leads to Central Texas Food Bank on a quarterly basis. Any new staff or volunteers have to pass the background checks as specified above prior to assuming Backpack and/or Kids Cafe duties and/or supervising children.



Background Check Verification

Name of Staff Member or Volunteer	Site Name	Staff or Volunteer

Partner Name

Partner Representative Name (Print)

Partner Representative Signature

Date



Background Check Verification

Attachment 6 *Program Partner Guidelines*

OUTREACH AND MARKETING

The Central Texas Food Bank (Food Bank) values its relationships with its program partners in the fight against hunger in Central Texas. In order to put forth a uniform message in this fight, we encourage consistent messaging and branding. This protects the integrity and supports the mission of both the Food Bank and our program partners.

With that in mind, we have devised these helpful guidelines for our program partners.

Acknowledging Affiliation with the Central Texas Food Bank

Program partners should identify on all outreach materials, media releases and other marketing collaterals that the program is being offered in partnership with the Central Texas Food Bank.

Food Bank review and approval is required for any public relations or marketing materials to be distributed that include the Food Bank logo or make reference to the Food Bank. For program cancellation or date/move notices, partners should use appropriate signage provided by the Food Bank.

Logo

Central Texas Food Bank logos are available for program partner use. When using any Food Bank logo along with a program logo for outreach materials or marketing collaterals, partners should use files provided by the Food Bank.

Food Bank logos and usage guidelines can be found at www.centraltexasfoodbank.org/brand-assets

Feeding America Programs

Program Partner Guidelines

Feeding America supports the Central Texas Food Bank in providing local programming, including the Kids Cafe Program. When combining the Feeding America logo with the Food Bank logo, partners should place the Feeding America logo below the right corner of the Central Texas Food Bank logo.

Media

If a program partner is contacted by the press for a statement, interview or site visit in regard to a Food Bank-sponsored program, the program

Attachment 3 fact the Food Bank immediately. If a program partner is contacted by the press for a statement, interview or site visit in regard to a Food Bank-sponsored program, the program partner should contact the Food Bank immediately. If a program partner is contacted by the press for a statement, interview or site visit in regard to a Food Bank-sponsored program, Food Bank approval is required. If a partner is interviewed by any media outlet, the partner should say the program is being offered in partnership with the Central Texas Food Bank.

Before photos of clients and children younger than 18 are taken or used, there must be a signed Central Texas Food Bank media release on file.

In the event of a crisis, the Central Texas Food Bank follows a communication plan to address media relations and communication issues. It is the intent of Food Bank to provide employees, volunteers, the media and the public with the facts concerning a crisis as information becomes available. In speaking with the media and public, Food Bank communications team representatives will work with the partner to designate an appropriate spokesperson who will provide information and messages most beneficial to the organization and partners.

Program Partner Guidelines

For marketing outreach material approval, media inquiries or communication emergencies, contact Food Bank Marketing and Communications Director, Paul Gaither, by phone at 512-684-2528 or by email at pgaither@centraltexasfoodbank.org.



2017-2018 Afterschool Backpack

Letter of Agreement

This Letter of Agreement (LOA) is between the Central Texas Food Bank and City of Austin Parks and Recreation Department (PARD) for the 2017-2018 Afterschool Backpack Program.

BackPack Program Overview:

The Central Texas Food Bank is working with schools and community organizations that provide afterschool programming to provide meals for children for the weekend through the Backpack program. The terms of agreement that follow outline the Food Bank's and the Partner's responsibilities in ensuring a successful partnership and program year.

Program Timeline:

The Afterschool Backpack Program will run in conjunction with the Partner's school schedule or the Partner's 2017-2018 Kids Cafe program schedule, whichever applies. Backpacks will be distributed by Partner to children on a weekly basis according to the schedule outlined below:

PROGRAM DETAILS:

Program Partner:	City of Austin Parks and Recreation Department
Partner Lead:	Tiffany Cabin, Division Manager, Centralized Programs 512-974-3903 Tiffany.Cabin@austintexas.gov

Site: Dove Springs Recreation Center	
Agreement Period:	October 1, 2017 - September 28, 2018
Weekly Distribution Day:	Friday
Delivery Schedule:	Weekly



2017-2018 Afterschool Backpack

Letter of Agreement

Anticipated Average Daily Participation:	52
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Site 2: Montopolis Recreation Center	
Agreement Period:	October 1 ,2017 – September 28, 2018
Weekly Distribution Day:	Friday
Delivery Schedule:	Weekly
Anticipated Average Daily Participation:	32

Site 3: Turner Roberts Recreation Center	
Agreement Period:	October 1 ,2017 – September 28, 2018
Weekly Distribution Day:	Friday
Delivery Schedule:	Weekly
Anticipated Average Daily Participation:	88

CENTRAL TEXAS FOOD BANK will:

1. Purchase and deliver Backpacks directly to Partner's location on a weekly basis or on another pre-determined delivery schedule (see above) at no charge to Partner.
2. Place weekly or monthly (as applicable) Backpack orders with Vendor.
3. Train key Partner staff member(s) on all aspects of the program: Delivery, Implementation, Storage, Tracking and Reporting.



2017-2018 Afterschool Backpack

Letter of Agreement

4. Periodically monitor Backpack storage and distribution to ensure program compliance. Any issues needing to be addressed will be communicated by e-mail to the Partner within seven business days.
5. Provide overall support and technical assistance.

PARTNER will:

1. Identify a Partner Lead to oversee the 2017-2018 Backpack Program for Partner.
2. Ensure key staff members, including Partner Lead listed above, participate in a Food Bank Afterschool Backpack Program Training and comply with all guidelines and policies outlined in the training and training materials.
3. Adhere to all program guidelines outlined in the 2017-2018 Afterschool Backpack Program Policies and Procedures Manual (Attachment 1), including but not limited to:
 - Ensure that key staff attend a Food Bank-led Afterschool Backpack Program training.
 - Comply with all applicable federal, state, and local statutes, ordinances and regulations.
 - Offer all Backpacks free of charge.
 - Distribute Backpacks a minimum of once a month while the program is in operation.
 - Uphold all civil rights and regulations. Provide meals to children regardless of race, color, national origin, sex, age, or disability.



2017-2018 Afterschool Backpack

Letter of Agreement

- Ensure that staff and volunteers who have repetitive contact with children pass a National Background Check and maintain copies on-site.
- Sign a Background Check Verification Form (Attachment 2) certifying that all staff and volunteers with repetitive contact with the children have passed a national background check before assuming any Kids Cafe duties.
- Limit volunteer involvement of one-time or non-regular volunteers who have not been subjected to a national background check strictly to open and supervised activities.
- Maintain an adult-to-child ratio of a minimum of 2 supervising adults per 25 children.
- Submit documentation to the Food Bank of food safety training, such as ServeSafe Food Handler for Food Banking developed by Feeding America and the National Restaurant Association, for at least one staff member or regular volunteer. This documentation should be a current and valid certificate of completion or should be documentation that training has been completed within the last year. This staff member or volunteer must be responsible for the food distribution or a person who supervises these activities.
- Identify on all outreach materials, media releases, and other marketing materials that the Backpack Program is being offered in partnership with the Central Texas Food Bank of Texas per Program Partner Outreach and Marketing Guidelines. Note: Food Bank approval is required for usage of the Central Texas Food Bank logo (Attachment 3).



2017-2018 Afterschool Backpack

Letter of Agreement

4. Coordinate with the Food Bank to order and receive Backpacks in accordance with agreed upon schedule outlined in the Program Details section of this Agreement.
5. On each Backpack distribution day, submit completed Backpack Distribution Report Form to kids@centraltexasfoodbank.org (email) or 888-966-7428 (fax). If sites do not submit this form, the Food Bank cannot guarantee delivery of Backpacks for the next distribution.
6. Communicate with the Food Bank in a timely manner any changes in program personnel, site contacts, site operations, or program times. Attend partner meetings as needed to ensure effective program implementation. Provide ongoing feedback to the Food Bank and report any issues as they arise.
7. Implement voluntary participant (child and parent) survey to solicit participant feedback and share completed surveys with the Food Bank. The Food Bank will provide the survey instrument.
8. Store leftover Backpacks on a weekly basis for use the following week and account for all Backpacks on the Backpack Distribution Report Form. Partner must follow all Food Storage Guidelines outlined in the Afterschool Backpack Program Policies and Procedures Manual. At program end, return to the Food Bank any Backpacks that have not been distributed.
9. Work with the Food Bank to determine outcomes of this program through increased school attendance, student disciplinary records, and/or other mutually agreed upon measures.

Central Texas Food Bank and Partner agree that either party may end this



2017-2018 Afterschool BackPack

Letter of Agreement

partnership at any time for any reason. Both parties will strive to provide at least two weeks' notice in the event that either wishes to terminate the partnership. Any remaining BackPacks must be returned to the Food Bank at the termination of the partnership.

SIGNED for Partner

SIGNED for Central Texas Food
Bank

Sara Hensley, Director

City of Austin Parks and
Recreation Dept.

Emily De Maria, Chief Program
Officer
Central Texas Food Bank

Date

Date

Attachments:

Attachment 1: Background Check Verification

Attachment 2: Outreach and Marketing Guidelines



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