



## AGENCY SHOPPING GUIDELINES

This Agency Shopping guide is provided to help prepare you for your shopping experience at St. Mary's Food Bank Alliance and to make sure you are aware of all necessary safety, health and security guidelines we have in place.

The mission of St. Mary's Food Bank is: To alleviate hunger through the gathering and distribution of food while encouraging self-sufficiency, collaboration, advocacy, and education.

St. Mary's asks that all our partner agencies strive to fulfill our mission with a passion for serving those in need while respecting each other during their shopping hours.

### BE PREPARED

- 1. You are allowed a maximum of 3 individuals including yourself in the warehouse – NO EXCEPTIONS!!!**
- Each agency is allowed a maximum of two carts in the warehouse at a time. If an agency checks out and still has some of their allotted time left, they may unload their carts and re-enter shopping for the rest of their time. If an agency re-enters shopping, they would need to go through the same process they follow when they first arrive.
- Everyone must be at least 18 years old – **NO CHILDREN ALLOWED (if a child absolutely needs to come, they may sit behind the desk with staff).**
- Everyone must supply and wear non-latex gloves in all areas of the warehouse.
- Everyone must wear non-slip closed toe shoes (no high-heels, sandals or flip-flops).
- The Health Dept. guidelines require that no tank tops be worn, that clothes are clean & long hair tied back.
- No open drinks or food consumption is allowed in the shopping area.
- Smoking is only allowed in the designated area outside (ask a shopping associate for the location if needed).
- All coolers and ice chests must be cleaned and sanitized. Each cooler/ice chest must have the tare weight written on it, if it is not written on the ice chest, the shopping associate must weigh the ice chest and write it on the sides. Ice chests are required if transporting dairy and/or meat/frozen items.
- No one may remove any crates, containers, or bread racks from the Food Bank. Please bring your own containers.
- You must be able to lift at least 40 pounds to weigh your product.

### SHOPPING RULES

- 1. TIME:** You have one (1) hour to shop. If you are late for your scheduled appointment time, you will have less time to shop.
  - If your arrival time is so late that you are into the next shopping period, you must wait behind any agency that arrives on time to check in.
  - If you are on time but SMFBA causes you delay, you will receive your entire 60 minutes of shopping time.
  - If you are early, you may wait outside or in the designated area.
- 2. PARKING:** Enter in off of Thomas road, we are located behind the WIC Building at 3003 W. Thomas Rd. Park in the area that is designated for Agency Shopping in the covered parking area. Or you can enter through the main 31<sup>st</sup> Avenue entrance and drive around to the covered parking area on the North side of the University of Phoenix Building. Do not park in assigned visitor or staff spaces, against the loading dock or behind another vehicle. **PLEASE RESPECT THE ST. MARY'S SMOKING GUIDELINES...THERE IS NO**

**SMOKING IN THE PARKING LOT. PLEASE ASK A SHOPPING ASSOCIATE FOR THE LOCATION OF DESIGNATED SMOKING AREAS.**

- **SHOPPING:** Upon entering, a shopping associate will capture the weight off of your cart.
- Show your SMFBA Agency Identification Card and Food Handlers Card.
- Staff will document your weight and note if your agency has a Restaurant Managers Card, which is required to receive meat or dairy items.
- Pick up a Source/Shared Maintenance list if desired. The order will be fulfilled and available for pick up at your next shopping appointment.

**3. FLOW:**

- Begin at the Dry Goods/Bread Section – Remember to keep items sorted by category for easier check out.
- Next head to the cooler/freezer to acquire dairy, meat, and produce items. – You must have a Restaurant Managers Card to select meat & dairy items. Please separate all meat and dairy items into their own cooler/ice chest.
- **PLEASE LIMIT YOUR CARTS TO ONE CART IN THE COOLER/FREEZER AT A TIME.**
- Proceed to Check Out – Push your carts (one at a time) onto the check-out scale.
- **CHECK-OUT:** The Check-out Associate will document the weight of your cart on to your Agency check-in sheet. Staff/volunteer will check all containers to verify all product poundage is recorded correctly. This process is in place to ensure we do not miss capturing the weight of Feeding America product. If your agency or volunteer is found to be negligible in submitting items to be weighed, you may be restricted from accessing the Shopping Program. The desk volunteer will hand the check-in sheet to the Shopping Associate. The associate will then provide you a copy of an invoice documenting your acquired product. This invoice must be signed by the individual doing the shopping. (One representative from your agency must stay inside to sign the invoice).

- 4. **PAYMENT:** Agencies are expected to pay their balance in a timely manner. Unless otherwise agreed in writing with the Finance department, all charges are due within 10 days of shopping (net 10). Failure to pay the balance on time may result in shopping restrictions.
- 5. **EXIT:** Go out the exit door, it will automatically open. Please return the cart to the designated area and crates to the warehouse.

**\*\*\* PLEASE ASK AN ASSOCIATE FOR ASSISTANCE IN LOADING YOUR VEHICLE, IF NEEDED\*\*\***

**Please be aware that violating any of these rules may result in your agency being restricted from shopping at St. Mary’s Food Bank Alliance.**

Please sign to indicate that you have read and understood the Agency Shopping Guidelines and return by mail, email or fax to the attention of Isaac Orona, Agency Programs Capacity Manager at:

**St. Mary’s Food Bank Alliance**  
2831 N. 31<sup>st</sup> Avenue  
Phoenix, AZ 85009  
[iorona@firstfoodbank.org](mailto:iorona@firstfoodbank.org)  
602-343-3140 direct line  
480-393-5166 fax

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**Agency Director Signature**

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**Date**

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**Agency Director Name (Please Print)**

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**Primary Telephone Number**

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**Agency Name**

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**City & Zip Code**