



REDWOOD EMPIRE FOOD BANK

707-523-7900 | refb.org

3990 Brickway Blvd., Santa Rosa, CA 95403

Partner Handbook

Updated: Jun 25, 2026

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Our partners can contact the REFB Partnership Team in many ways. Please explore the [Partner Portal](#) and view the chart below for “contact us” options.



<u>Partner Portal</u>  Hunger Relief Partner Portal	Contact Us  Contact Us	• Steps for making staff contact list changes (see your current list) • Program changes • Questions or comments • Interest in grocery recovery • Interest in participation tracking Oasis Insight W⁵
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Partner Relations 707 523-7904			
Food or Diaper Ordering Delivery/Pick Up	Orders Team	order@refb.org	Press 1
Shopping Appointments	FC Market	order@refb.org	Press 2
Billing	Lupita Ramos Rivas	lramos@refb.org	Press 3
Partnership Team: • Monthly Statistics • Outreach • Vivory: Get Food Resource Map • Oasis Insight/W⁵ • Monitoring Visits/Compliance • Food Handler Certification • Grocery Recovery	Stephanie Hernandez Lupita Ramos Rivas Amy Tobener-Talley	partners@refb.org	Press 4

Introduction

Since 1987, the **Redwood Empire Food Bank** has been feeding our neighbors in need and leading the community to end hunger.



We distribute food through our own programs and our partner organizations in Sonoma, Lake, Mendocino, Humboldt, and Del Norte counties. We work on the front lines of food assistance in our region, playing a crucial role in helping individuals, families, seniors, and children.

We serve our communities through three initiatives.

- **Every Child, Every Day**
 - Addressing the nutritional needs of children, targeting both schools and seasonal meal gaps.
- **Senior Security**
 - Serves 15,000 low-income seniors with healthy, fresh food across our five-county region.
- **Neighborhood Hunger Network**
 - Strives to improve the health and well-being of our community with food and nutrition education.

Partnership Benefits

Our partnerships are built on a shared mission to end hunger in Northern California. This handbook is designed to be your comprehensive guide to a successful partnership, outlining everything from membership benefits and requirements to our food acquisition process and support for navigating our systems.

- Access the [Partner Resource Guide](#) for a quick overview of partner information.
- Visit the [Partner Portal](#) to access links to partner resources.

Please refer to the [REFB Partnership Agreement](#) to review the specific guidelines and shared responsibilities of our partnership. Beyond these operational requirements, partnering with the food bank opens the door to a variety of valuable benefits!

As an REFB partner, you receive:

- Access to free, highly **nutritious food resources** for your community.
 - Opportunities to secure direct **food rescue assignments** with local grocery retailers.
 - Exposure to specialized partner **grant opportunities**.
 - Dedicated, **hands-on support** from our Partnerships Team to help build capacity.
 - Meaningful **connections** with a diverse network of fellow non-profit organizations.
 - An **exclusive invitation** to attend our Annual Partner Conference in the fall.
-



Partnership Eligibility

Our partner organizations are the backbone of the hunger relief safety net provided by the Redwood Empire Food Bank. To ensure our network operates effectively and serves our community with excellence, we have established the following minimum requirements for all active partners.

- **Consistent Community Service:** Partners must operate a reliable food program on a regular, predictable schedule, as described in the Partnership Agreement.
- **Active & Proportional Food Sourcing:** Partners are expected to regularly acquire food from REFB in quantities that align with their stated program size and community need. This activity demonstrates a robust, consistent hunger-relief program.
- **Guideline for Small Programs:** As a benchmark, our smallest active programs typically serve an average of **50 households** per month. This usually involves acquiring approximately **500 pounds** of food monthly to provide a 15-30 pound provision of help per household.
- **Accurate Monthly Statistics:** Partners must submit monthly participation data by the 10th of each month, detailing the number of individuals, households, and meals served. This data is crucial for securing resources for the entire network and must be consistent with the amount of food acquired.

Important Links:

[REFB Partnership Eligibility](#)

Main Program Lead

The **Main Program Lead** serves as the **primary contact for the partnership** and is responsible for the following key areas:

Communication & Information Management

- Read, distribute, and promptly respond to all REFB communications (compliance, billing, procedure implementation, etc.)
- Notify REFB of any changes to staff contacts or program operations via the Partner Portal "Contact Us" form.

Compliance & Reporting



- Be present at the program site during food deliveries.
- Submit **Monthly Statistics** by the 10th of each month to ensure continued ordering privileges.
- Coordinate and participate in biennial (every two years) site monitoring visits to confirm compliance with food safety and storage standards.
- Ensure that at least one team member holds a current Food Handler Certification and that a copy is on file with REFB.
- Review and sign the annual REFB Partnership Agreement.
- Maintain the organization's account in good standing by adhering to Accounts Payable policies.

Program Operations & Food Sourcing

- Acquire food for your program through available channels: order online, shop in the Food Connections Market, and participate in Grocery Recovery.
- Regularly review and update your program's public listing on the "Get Food Resource Map" using the Vivory software.

Important Links:

[Partner Resource Guide](#)

Food Safety Training Requirements

Partners must have at least one staff member or volunteer for [food safety training](#) as defined by Feeding America (outlined below). They must be a regular volunteer or staff member who picks up, transports, and/or distributes food donations, or a person who supervises those activities. While only one Food Handler Certificate is required per program, all food handlers need proper training. When trained staff or volunteers change, food safety training must be provided for the new person(s) within 60 days of their start date. Food Safety Training is also [available in Spanish](#).

Basic Food Safety Training (no certificate required):

- Partner Program staff and volunteer leaders who **manage shelf-stable products only** (minimum one partner representative per program)

Standard Food Handler Certificate (every 3 years):

- Partner program staff and volunteer leaders who **handle the distribution of TCS** (time temperature control) **foods** (minimum one partner representative per program)
- All partner program staff or volunteers picking up, transporting, or delivering retail or hospitality donations



Food Manager Certificate (every 5 years):

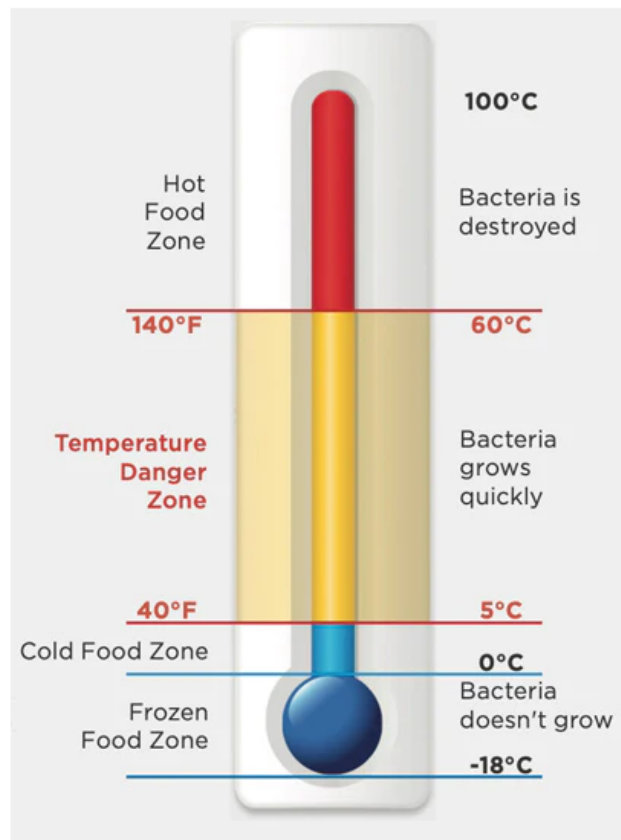
- Partner program staff and volunteers who utilize food provided by the Partner Food Bank to **make cooked meals** (minimum one partner representative per partner program)
- All other partner program staff or volunteers must have basic food safety training.

Food Safety Training

- [Basic Food Safety](#)
- [Food Handler Certificate](#)
- [Food Manager Certificate](#)

Food Safety Resources

Food safety is a top priority for the REFB and our partner network. To protect our participants from foodborne illness, proper training and food safety procedures must be consistently implemented. Please remember that partners assume full responsibility for the safety and handling of all food from the exact moment products are acquired from the Food Connections Partner Market, picked up, or delivered to your site.



Basic Food Product Safety



- [Retail and Food Service Guidelines](#)
- [USDA Kitchen Companion](#)
- [How to Serve Donated Food](#)
- [How to Transport Donated Food](#)
- [Client Home Delivery](#)
- [Food Safe Packet](#)
- [Food Safe Packet Bilingual](#)
- [Food Safe Personnel Practices](#)

Food Safety for Specific Foods

- [Safe Handling for Pet Food](#)
- [Safe Handling for Eggs](#)
- [Wild Game Donation](#)
- [Baby Food and Formula](#)

Food Handling

- [Repacking Bulk Foods](#)
- [Food Product Dating](#)
- [FDA Food Storage](#)
- [4 Steps to Food Safety](#)
- [Refrigerator/Freezer Storage \(Standard\)](#)
- [Refrigerator/Freezer Storage \(Industrial\)](#)
- [Best By Information](#)

Prepared Foods/Meals Safety

- [Prepared Food/M meal Donation Guidelines](#)
- [Food Safety for Volunteers in the Kitchen](#)
- [Cooking Times and Temperatures](#)
- [How to Properly Defrost Foods](#)
- [Kitchen Food Safety Assessment](#)

Temperature Control Equipment:

- [Refrigerator Freezer Thermometer, SS](#)
- [Choice Insulated Food Delivery Bag](#)
- [Heavyweight Insulated Blanket](#)
- [Etekcity Infrared Thermometer 1022D \(Not for Human\) Dual Laser Temperature Gun](#)
- [Laser Temperature Gun Infrared 10:1 Thermometer](#)
- [Temperature Measuring Device Equipment Calibration Guidelines](#)

Pest Control

- [Rodent Mitigation Strategies](#)
- [Pest Mitigation Strategies](#)



- [How to Hire a Commercial Pest Control Operator](#)

Balanced Provision of Help (POH)

When sourcing food, the Redwood Empire Food Bank carefully considers the quality, nutritional value, and how the product fits into a **balanced provision of help**. We categorize each product in our inventory system using the [H.E.R Guidelines](#).



It includes easy-to-understand rankings of charitable food in the areas of “choose often”, “choose sometimes”, and “choose rarely”, and is a valuable resource for creating a balanced provision of help.

A provision of help is the **measured quantity of food** distributed to households, providing hunger relief. Evidence of the Redwood Empire Food Bank balanced POH can be found in every facet of the operation, from the distribution center to our Food Connections Market to our direct service sites. We encourage our partners to provide a healthy, balanced POH by leveraging donated and purchased food from the Redwood Empire Food Bank.

Important Links:

- [H.E.R Nutrition Guidelines for a Charitable Food System](#)
- [H.E.R Quick Reference](#)
- [H.E.R Implementation Guide](#)
- [H.E.R Guidelines to Help Categorize Foods](#)
- [Step-by-Step Guide for Categorizing Foods](#)
- [Ranking Foods: USDA WellScan](#)



Food Acquisition Policy

Below is an outline of how partner organizations can **acquire food** from the Redwood Empire Food Bank (REFB) and how we ensure fair and equitable distribution across our network.

Food Channels

Partners have three primary channels for sourcing food through REFB:

- **Donated Food:** Items donated to the food bank. These are available at no cost but have limited and unpredictable availability.
- **For-Purchase Groceries:** A selection of staple items that REFB purchases in bulk. Partners can buy these items at a low cost to supplement their distributions.
- **Grocery Recovery:** Food recovered directly from local retail partners like grocery stores.

Ways to acquire food from the REFB:

- **Online Ordering PWW POL:** Order for purchase and donated case products for pick up or delivery as a *primary* way to acquire food.
- **Shopping in the Food Connections Market:** To supplement online ordering, you can shop for donated produce and loose refrigerated, frozen, and shelf-stable products.
- **Grocery Recovery:** Partners may participate in this program by picking up food from approved retail locations to *supplement* online ordering.

Best Practices for Planning Your Food Supply

Because the inventory of donated and grocery recovery items changes daily, we strongly recommend that partners budget for purchasing food. Creating a budget for purchased items allows you to supplement the free food you receive, ensuring you can provide consistent and balanced grocery packages to the community you serve.

Our System for Equitable Distribution

Partner Segments		
Segment Name	AVG Monthly Weight (Food Acquired)	Households Served
Apple	500	>30
Cherry	750	30-99
Grape	2500	100-199
Lemon *	5000	200-299
Orange	7500	300-499
Strawberry	15000	500-799
Tomato	25000	800-999
Watermelon	35000	1000+



To ensure fair access to high-demand items for all 140+ partners in our network, we use a system of **Partner Segments** and **Product Limits**.

- **What are Partner Segments?** Each partner is assigned to a "segment" based on the number of households served each month as reported in your Monthly Partner Survey.
- **How Do Limits Work?** Your segment determines the maximum number of cases you can order for certain items, especially donated products. These limits apply to both online ordering and in-person shopping. This system allows us to distribute available food equitably across the entire network. While limits are designed to be generous, they may be adjusted based on overall inventory levels.
- **Quarterly Segmentation Review:** A review is conducted quarterly to determine adjustments to partner segments based on the households served and the amount of food acquired.

Online Ordering: Pick-up & Delivery Procedures

Below is an outline of the process for ordering food online and receiving it via pick-up or pre-approved delivery.

General Ordering Information (Applies to All Orders)

Partners can order all product categories: purchased, donated, produce, and diapers through our online ordering system (PWW).

- Limits on donated items are automatically applied in the system based on your partner segment and our current inventory.
- **Good to Know:** There are **no** limits on fresh produce! We encourage you to take advantage of the variety of fresh fruits and vegetables to enhance the groceries you provide.

Important Links:

- [Partner Online Ordering \(PWW, P2\)](#)
- [Partner Online Ordering \(PWW, P2 Video\)](#)

Order Fulfillment

There are two fulfillment options available for food orders. Please open the links below to determine which one is best for your program.

- [Fulfillment Method 1: Order Pick-up](#)



- Fulfillment Method 2: Order Delivery

Ordering Schedule

Please review the **ordering schedule** below to ensure you place your order in time to receive delivery or pick up on the desired day. (2 business days)

 REDWOOD EMPIRE FOOD BANK	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Monday Pickup/Delivery	 Order ready for pickup/delivery			 Partner places order by 2 PM	 Order is built
Tuesday Pickup/Delivery	 Order is built	 Order ready for pickup/delivery			 Partner places order by 2 PM
Wednesday Pickup/Delivery	 Partner places order by 2 PM	 Order is built	 Order ready for pickup/delivery		
Thursday Pickup/Delivery		 Partner places order by 2 PM	 Order is built	 Order ready for pickup/delivery	
Friday Pickup/Delivery			 Partner places order by 2 PM	 Order is built	 Order ready for pickup/delivery

Food Connections Market Shopping

The ability to shop in the **Food Connections Partner Market** allows partners to supplement their online orders with a variety of donated products. To ensure a safe, fair, and efficient experience for everyone, please adhere to the following guidelines.

Before You Shop: Scheduling Your Appointment

Appointments are required to shop in the market and are in high demand.



How to Book:

- **New Users:** Get started by creating an account in **Appointy**. Please use the resource linked at the end of this section.
- **Access Link:** The shopping appointment link is on the **Partner Portal**.

Cancellations & No-Shows:

- If you cannot make your appointment, please **cancel or reschedule immediately** through Appointy. This opens the slot for another partner. Failure to cancel for repeated no-shows will result in the suspension of your shopping account.

Before Your First Appointment:

- The Main Program Lead and all shoppers must review the **Market Protocols** linked below.

Important Links:

- [Make an Appointment](#)
- [Market Protocols](#)
- If you need help or have questions, please email order@refb.org or call us at (707) 523-7904, press 2.

Food Connections Market Appointments (One appointment per week, per program)				
Monday	Tuesday	Wednesday	Thursday	Friday
8:00–9:00 AM	8:00–9:00 AM	8:00–9:00 AM	8:00–9:00 AM	8:00–9:00 AM
9:00–10:00 AM	9:00–10:00 AM	9:00–10:00 AM	9:00–10:00 AM	9:00–10:00 AM
CLOSED 11:00–12:00				11:00–12:00 PM
12:00–1:00 PM	12:00–1:00 PM	12:00–1:00 PM	12:00–1:00 PM	CLOSED 12–2
1:00–2:00 PM	1:00–2:00 PM	1:00–2:00 PM	1:00–2:00 PM	

Grocery Recovery: Food Rescue Network

Grocery Recovery is a fantastic way for eligible partners to supplement the food they acquire for their programs.

What is Grocery Recovery?

Grocery Recovery programs are a vital way for retailers to divert perfectly good, unsold food to organizations that can distribute it to neighbors in need. We proudly call our REFB program the **Food Rescue Network** because we cannot do this work alone. It takes a true network of retail



stores, community partners, and the food bank working hand in hand to ensure that no food is ever wasted in our community.

Senate Bill 1383 establishes statewide greenhouse gas emission reduction goals. REFB partners with **Zero Waste Sonoma** to ensure that leftover food from commercial entities goes to participants through participating partner organizations. This collaboration allows partners to pick up safe, edible food directly from retailers, unlocking access to valuable resources for the community.

REFB's Food Rescue Network is comprised of 36 partner organizations and over 200 retail stores. In 2025, our Food Rescue Network rescued over **4 million pounds of food**, which accounts for over **30% of the total pounds** distributed through the network.

How do I get started with Grocery Recovery?

Please read the [Grocery Recovery for Partners Overview](#), and if you are interested in joining the Food Rescue Network or have any questions, please contact us:

- **Email:** partners@refb.org
- **Phone:** (707) 523-7904, press 4
- **Online:** Complete a ["Contact Us"](#) form

Important Links:

- [Grocery Recovery Overview for Partners](#)
- [Grocery Recovery Partner Organization Contract](#)
- [Entering Grocery Recovery Poundage PWW \(P2\)](#)
- [Grocery Recovery Donation Guidelines](#)
- [Safely Transport Foods](#)
- [Grocery Recovery Pick-Up/Driver Instructions](#)
- [Grocery Recovery Partner Pick-Up Form](#)
- [SB1383 FAQ](#)

Accounts Receivable

Payment

- An invoice is included with your product pick-up or delivery, or can be [viewed online \(tab 2\)](#) via the [Partner Portal](#).
- Partner organizations agree to notify the Redwood Empire Food Bank immediately of any order discrepancies within the 24-hour reporting window.
- Standard terms are **Net 30 days** from the invoice date.
- Payments must be made within 60 days of the invoice date to **avoid account suspension**.



- Online payments are made on the Partner Portal (Fees: 1.52% ACH, 3.3% Credit Card). Simply click on the “Make Payments” link and follow the instructions.
- No personal checks or cash.
- To pay by business check, please include your AG account number in the memo section of the check and add “Attn: Accounts Receivable” above the address line on the mailing envelope.

REFB Partner 123 Anywhere St., Any City, ST 12345	Attn: Accounts Receivable Redwood Empire Food Bank 3990 Brickway Blvd. Santa Rosa, CA 95403
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Your name _____	0123
Date _____ 20 ____	
Pay to the order of _____	\$ _____
_____ dollars	
Memo AG0999	
:012345678 :0123 :01234	

Monthly Statement

- Monthly statements for previous periods of activity can be [viewed online \(tab 2\)](#) via the [Partner Portal](#) on the 1st of the month. The “Bill To” contact will receive a monthly email notification when the statement is ready to be viewed in PWW.
- Credit limits may be set based on a partner organization’s ability to keep its account current.
- If an account is suspended for a past-due balance, full payment of the outstanding balance is required to reactivate the account.

Annual Partner Fee

The Annual Partner Fee will appear on your December statement. Please submit payment on time to avoid account suspension.

- Single programs: \$100 (viewable on PWW, not mailed)
 - Use the invoice number on the statement to find the invoice in PWW.
- Multiple programs: \$150 (emailed to the “bill to” contact)
 - Invoices for parent accounts will be available only upon request.

[Please See our Compliance Policy](#)

Contact Lupita Ramos

- **Email:** lramos@refb.org
- **Phone:** (707) 523-7904, press 3

Important Links:

- [Accessing Invoices Online](#)
- [Invoice and Statement HELP](#)



Required Reporting

Monthly Statistics



Purpose & Importance

Your partnership and the data you provide are essential to our collective mission. Consistent and accurate data is vital for securing the grants, funding, and food resources that our entire network relies on to serve the community. Timely submission of your monthly statistics ensures your ordering and shopping privileges remain active and uninterrupted. Your program's data will not be shared with outside organizations without your permission.

Submission Schedule

- **Statistics Window:** Opens on the 26th of each month.
- **Statistics Deadline:** Closes on the 10th (by 5:00 PM) of the following month.
- **Late Submissions:** To ensure our data is aggregated on time, late submissions are highly discouraged.

How to Enter Statistics

1. **Visit the [Partner Portal](#)** and click on "Primarius Login." (Instructions below under "Important Links.")
2. **For Oasis/W⁵ Users:** If you use Oasis/W⁵ to track assistance, please run a monthly assistance report to define your data. (Instructions below under "Important Links.")



Quarterly Partner Insight Surveys

Section 1 of 9

Q4 Partner Insight Survey: Participant Feedback Collection Methods

Help us understand how your organization collects feedback from participants to improve our collaborative strategies.

Email *

Valid email

This form is collecting emails. [Change settings](#)

Purpose & Importance

To ensure we are providing the best possible support to our network, the Partnership Team is launching mandatory quarterly surveys. These surveys will look beyond basic participation numbers to capture your insights on current community challenges and help shape future grant opportunities. Because this feedback directly drives how we secure and distribute resources, participation in these quarterly check-ins is a required part of our partnership agreement.

Submission Schedule

- **Survey Window (2 weeks):** Opens on the 11th of **September, December, June, and March**
- **Survey Deadline:** Closes on the 25th.
- **Late Submissions:** To ensure our data is aggregated on time, late submissions are highly discouraged.

How to Complete the Survey

- **Email Notification:** The Main Program Lead will receive an email that contains the Google Forms survey link.

Compliance Policy

If you need help with the statistics, please contact partners@refb.org.

Important Links:

- [Entering Partner Statistics in PWW](#)
- [Statistics: Determine Your Service Type](#)
- [Accessing Partner Reports: Diapers, Poundage Acquired, Monthly Statistics](#)
- [Partner Statistics \(PWW\)-video](#)



- [Tracking Sheet Households and Individuals](#)
 - [Oasis/ W5 Report: Monthly Participation Data](#)
-

Managing Your Public Listing on the Get Food Resource Map (Vivory)

What is the Get Food Resource Map?

The "Get Food Resource Map" on our website is a vital tool that provides a comprehensive listing of all REFB distribution sites and partner programs. It is used daily by both our internal staff and the public to find up-to-date information on food assistance.

This map is a key benefit of our partnership, as it allows us to showcase your services and direct community members in need straight to your door.

Your Responsibility: Keep Your Listing Accurate

As a partner, you are responsible for keeping your program information on the map current. An accurate listing ensures neighbors can find you when they need you most and that REFB staff can make appropriate referrals.

The Program Lead should regularly update their listing with information such as:

- Days and hours of operation
- Holiday closures or schedule changes
- Specific pantry offerings or services available

How to Get Started with Vivory

Please use the **Getting Started Resources** linked below. If you cannot find the invitation email, need the link resent, or have questions about managing your listing, please contact:

Stephanie Hernandez

- **Email:** shernandez@refb.org
- **Phone:** (707) 523-7904, press 4

Important Links:

- [Getting Started with Vivory- w/Video](#)
- [Getting Started with Vivory- PDF](#)
- [Vivory Account Login \(listing already claimed\)](#)
- [Vivory Support Topics \(closures, time changes\)](#)

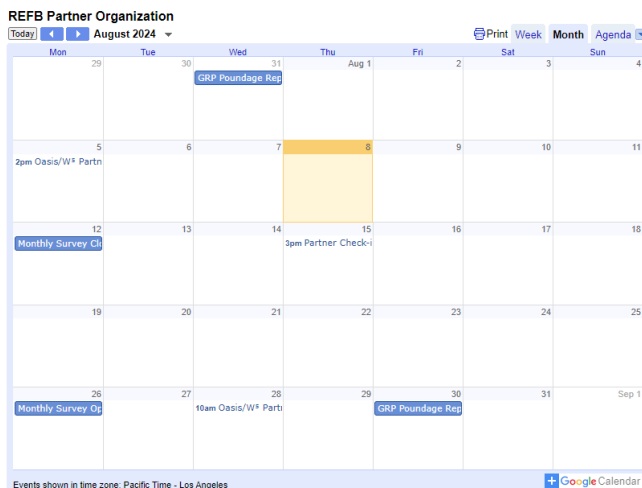


Profile Management

- [REFB Get Food Resource Map Guide](#)

Partner Event Calendar

The Partner Calendar (linked on the Partner Portal) includes important partner events such as the Partner Check-in, Oasis/W⁵ training sessions, the Partner Conference, monthly statistics reminders, and REFB closures.



Oasis Insight/W⁵ Assistance Tracking

The W⁵ Project was created to serve our community. It is the **“who, what, when, where, and why”** of the individuals and households who rely on the support of the Redwood Empire Food Bank and its partner organizations. By participating in the project, we identify programs and products that work best for your participants. Many of our partners elect to **track assistance** using this valuable online tool. A computer or tablet and an optional scanner are all you need to track assistance and run reports. The resulting data will facilitate grant applications and serve as a concrete representation of the individuals and households served. If you are interested in learning more about this program please contact:

Contact Stephanie Hernandez



- **Email:** shernandez@refb.org
- **Phone:** (707) 523-7904, press 4
- **Online:** Complete a [“Contact Us”](#) form

Important Links:

- [W⁵ Handbook](#)
- [Oasis/W⁵ Login](#)
- [Oasis/ W5 Report: Monthly Participation Data](#)

Partner Networking

Under construction!

Leftover Food & Waste Disposal

At REFB, we understand that managing leftover food is a common challenge, and we have processes in place to ensure that no good food goes to waste. After each distribution, our team first assesses whether any remaining food remains within safe food-handling guidelines. If the food is safe for consumption, it is returned to the REFB for future use or shared with a neighboring distribution

If the food is no longer fit for human consumption, we have partnerships with local farms and pig farmers to repurpose it as animal feed, or it is composted at our facility. Our goal is to extend this sustainable approach to our partners as well. Our Get Food Resource Map is a great resource for networking with neighboring partners who may benefit from your leftovers.

Waste and Recycling Responsibilities:

While REFB is committed to food recovery and sustainability, we want to remind our partners that the Redwood Empire Food Bank is not responsible for the removal or disposal of any trash, recycling, or cardboard generated from Partner Organizations' distributions or pantries. Partners must arrange for the proper disposal of waste and recyclables through their own designated services. Although the Food Bank will retrieve any pallets or totes left behind, this pickup will only occur during your next scheduled delivery. Under no circumstances will REFB collect garbage or recycling materials. We appreciate your partnership in maintaining safe, clean, and environmentally responsible operations!

Questions or comments? Contact us at order@refb.org.



Non-Compliance: REFB Partnership Agreement

The Redwood Empire Food Bank (REFB) fosters partnerships with qualifying nonprofit organizations that share its mission to end hunger. The policies in our **Partnership Agreement** and Partner Handbook guide this partnership. The Redwood Empire Food Bank reserves the right to dissolve a partnership that does not comply with its policies.

Adherence to these guidelines is a crucial aspect of our collaboration. When partners fulfill their administrative responsibilities promptly—such as remitting payments or submitting monthly participation data—it allows us to dedicate our limited resources to our core mission of sourcing and distributing food, rather than on administrative follow-up.

While we strive to support our partners in this important work, we must also be good stewards of our collective resources. To protect the integrity of the network, the REFB reserves the right to dissolve a partnership that consistently fails to meet the requirements outlined in the Partnership Agreement. If you have any questions or concerns, please do not hesitate to contact us.

Compliance Policy

- **Suspension:** Partner programs with overdue statistics, overdue account balances, or exhibiting a failure to respond to REFB communication may be suspended, preventing the acquisition of food.
- **Chronic Non-Compliance:** Programs with recurring suspensions (3 within 12 months or 1 lasting 30 days or more) will be deactivated. Deactivated accounts may resubmit a full partnership application for review, and upon approval, must pay a **\$100 reinstatement fee**.

Important Links

- [Partnership Eligibility](#)
- [Partnership Agreement](#)
- [Non-Compliance with the REFB Partnership Agreement](#)

The REFB Partner Network Editions

- [2025](#)
- [2026](#)

Other Resources

- [Food Assistance Programs, Compliance, Civil Rights Training](#)
- [Host Site Handbook \(Hybrid Model\)](#)
- [Grant Resources](#)
- [Social Media Toolkit and Images](#)



- Homeless Conflict Prevention