

# Shopping Program Guide

## Site Responsibilities

### Shopping Process

- Agency Shopping hours are Monday - Friday, 7:30am - 12pm and located on 31st Ave and Thomas in Phoenix.
- All agencies are allowed up to (3) people to shop for 30 minutes during their pre-designated time-frame.
- Agency will bring their own containers/bins/coolers to hold product while shopping and for safe transport. SMFB will supply (2) shopping carts per agency for bread and cooler items and freezer and dry items. SMFB staff will *not* assist with loading product into Agency's vehicle.
- When agency is finished Shopping, SMFB will weigh product types and provide a copy of your order confirmation. If agency purchased any items, invoice must be paid within 10 days of Shopping date.

### Reporting & Compliance

- Shopping products are considered "Donated" and will follow all Donated compliance standards including client intake.
- Report total # of households and individuals served as a "mass click" in Link2Feed, our online database system, by the 1st of the following month. **\*Subject to change based on site's participation in other programs**

### Staffing & Volunteers

- Individuals shopping on behalf of agency must present a SMFB Shopping badge at each visit.
- Provide appropriate number of volunteers to support the volume of product being distributed.
- Staff and/or volunteers will assist with shopping for items, loading product into vehicle, unloading of product, pallet set up or stocking items, food distribution, client intake, cleaning, traffic control and reporting.
- Staff and volunteers must stay in compliance with annual civil rights trainings, volunteer confidentiality & food safety.

### Distribution Process

- Agencies must conduct at least one distribution per assigned shopping appointment.
- Frequency, time frames, and dates to conduct food distributions is dependent on the site's and SMFB's truck route availability.



### ABOUT THIS PROGRAM

St. Mary's Food Bank's **Shopping Program** offers the ability to freely pick and choose food and non-food items **out of our Phoenix warehouse** for agency's specific needs.

Quantity, product type, and limits may vary but may include fresh fruits, vegetables, bread, beverages, protein, snacks, canned good and hygiene or household products.

Program is ideal for congregate meal sites due to bulk product availability.

For client safety, agency partners participating in this program are subject to the requirements noted in the SMFB Agency Portal.

Have a question you still need answered?  
Contact Agency Services:

**Agency Services General:** (602) 322-7861  
**Agency Services Northern AZ:** (602) 344-4100  
**Email:** [agencyservices@stmarysfoodbank.org](mailto:agencyservices@stmarysfoodbank.org)

