

November 2017

Food Bank Closings

Thursday, November 24th—Thanksgiving
 Friday, November 25th—Day after Thanksgiving
 Friday, December 8th—Immaculate Conception
 Monday, December 25th—Tuesday, January 2nd
 Week after Christmas

Quotable

“Gratitude can transform common days into thanksgivings, turn routine jobs into joy, and change ordinary opportunities into blessings.”

-William Arthur Ward

December Deliveries

December delivery dates will be the same as the normal schedule, with the exception of Week 4 deliveries to Franconia, Plymouth and Littleton. These deliveries will be moved to **Thursday, December 21st** as we are closed during Week 4.

As always, when you log into Agency Express and go to the Scheduler (under the Order Options tab), you will see the next one to two delivery appointments for your agency.

A reminder to delivery agencies... **please make sure that the volunteer picking up your order at the delivery site knows the program number and name for your agency.** We have added several new drivers in the past year, and it has been difficult for them to identify the agencies at pickup as some agencies use different names than what we have on file.

A note from Agency Relations

Happy Thanksgiving from the NH Food Bank! We hope that you all enjoy this holiday with your families, friends, clients, and agency volunteers.

Please make sure if you requested turkeys, that you contact Deb at 669-9725 x1110 to schedule your appointment to pick them up. If you are planning to place an online order and want to pick up your turkeys at the same time, please give Deb a call once your order has been submitted.

Connie, Mystyna and Jocelyn

Nudge Program: Terms to Understand

In our third installment of the Nudge Program series, we want to introduce our agencies some terms that will be used in later bulletins, when we go over the different strategies to implement in order to “nudge” clients towards healthier options

Convenience

- ◆ Lowering the effort required to select an item. The idea is to minimize the distance between an item and the hands of clients who could select it.

Display Change

- ◆ Changing the display, packaging or storage of the food item offered. As an example, the containers in which items are displayed can convey information to the consumer about the product that is useful.

Multiple Exposures

- ◆ Increasing the number of times and locations that a food item is offered, thereby increasing the likelihood of an item selection.

Order

- ◆ Giving food items preferential placement in the food pantry. This could be to list an item first in a list of options, or first in a row of choices.

Priming

- ◆ Exposing clients to environmental cues to specific food items, often at a very subtle or subconscious level, prior to the client's moment of choice. The longer the exposure, the more an individual has an opportunity to perceive the benefits of selecting the items.

Signage

- ◆ Marketing materials such as posters or shelf tags with text used to promote items, ideally displayed in prominent locations.

Agency/Client Testimonials

With the most charitable time of the year fast approaching, it is helpful for us to have some stories and pictures on hand from our agencies and their clients to illustrate to donors the wonderful impact that their donations have on our network.

When you have a client with an interesting or inspiring story, or when you see something at your agency that is really cool, please jot down a note or take a picture and send it to Jocelyn at jcheney@nhfoodbank.org. We will compile these for our Development department, and possibly feature some stories with pictures in the Monthly Spotlight section of our upcoming bulletins. We greatly appreciate the time that you spend on this. It is so awesome to be able to recognize the work that our member network accomplishes throughout the year.

Pickup Appointments

Please note that when placing an online order on Agency Express, all agencies have the opportunity to pick their appointment time. Every appointment time is blocked out so that the agency has twenty minutes to shop the floor for additional product. **If you are late for your appointment, you may forfeit some or all of your shopping time.**

With over 425 member agencies to serve and the holidays coming, we can expect it to get even busier through November and December. If you know that you are going to be late, or that you can't make your appointment, please contact Debbie at 669-9725 x1110 and let her know the situation. Sometimes it is possible to let an agency that is early go ahead and shop, that you can still shop when you get here, or move your appointment to another open slot that works better for you.





Monthly Spotlight

The New Hampshire Food Bank is pleased to welcome Jocelyn Cheney to the Agency Relations Team. She has stepped in as the new Agency Relations Assistant as Mysty has moved into her new role.

Jocelyn is a graduate of Nashua High School and Eastern Nazarene College. She has previously worked in customer service, as well as serving as a substitute teacher in the Manchester School District. She currently lives in Derry, NH with her husband and infant son. She enjoys travel, theatre, art, music and baking. Jocelyn is excited to be joining the NH Food Bank at this time and looks forward to meeting and assisting our member agencies. Jocelyn can be reached by phone at 669-9725 x1136 or by email at jcheney@nhfoodbank.org.



700 EAST INDUSTRIAL PARK DRIVE
MANCHESTER, NH 03109

What's Cookin'

November 2017

Current Resident or

NONPROFIT ORG
US POSTAGE
PAID
MANCHESTER, NH
PERMIT NO. 37



Safe Food Handling

All Agencies are **required** to have at least one representative attend a Safe Food Handling Class. Your Program Director/Coordinator must submit a written request, with the names of attendees to: jcheney@nhfoodbank.org

Upcoming Classes

Thursday, November 2nd @ 10AM

Please arrive 10 minutes early.

WELCOME New Agencies

Project PAWS

Pleasant Street School
Laconia, NH

SCS—Swanzey/Ashuelot
Swanzey, NH

SCS—Feeding Tiny Tummies
Swanzey, NH

NHFOODBANK.ORG | 603-669-9725

New Shopper Orientation

Your Program Director/Coordinator must submit in writing, the names of any shoppers to be added or removed for your agency to: jcheney@nhfoodbank.org

Sign up early, spots fill up quickly!

Upcoming Classes

Thursday, November 2nd @ 1 PM

Tuesday, December 12th @ 10 PM

Please arrive 10 minutes early.