

# Monthly Spotlight



On Wednesday, October 16th we held our annual Agency Appreciation Luncheon. We are thankful for all those that were able to attend and hope that everyone who came had a great time. The NH Food Bank's staff Nutritionist, Elise, had some great things to say and present to our agencies regarding Nudge and ways to encourage healthy choices among your clients.

Everyone enjoyed a lunch and dessert provided by many generous local restaurants as well as several gift cards that a few people were lucky enough to win. We even had a visit from Liberty, Concord Police's service dog.

We hope that you will be able to join us next year as we always look forward to letting you know just how much we appreciate all that you do!



700 EAST INDUSTRIAL PARK DRIVE  
MANCHESTER, NH 03109

# What's Cookin'

  
*November 2019*

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](mailto:jcheney@nhfoodbank.org)

## Upcoming Classes

Tuesday, November 5th @10am  
Thursday, December 5th @10am

*Please arrive 10 minutes early.*

## WELCOME New Agencies

NHFOODBANK.ORG | 603-669-9725

## New Shopper Orientation

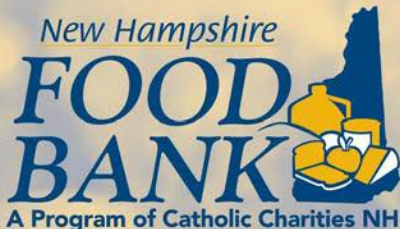
Your Program Director/Coordinator must submit in writing, the names of any shoppers to be added or removed for your agency to: [jcheney@nhfoodbank.org](mailto:jcheney@nhfoodbank.org)

**Sign up early, spots fill up quickly!**

## Upcoming Classes

~~FULL~~ Wednesday, November 6th @10am  
Tuesday, November 12th @10am  
Thursday, December 12th @1pm

*Please arrive 10 minutes early.*



# What's Cookin'

The NH Food Bank's Agency Bulletin

## November 2019

### Food Bank Closings

Thurs./Fri. November 28 & 29: Thanksgiving  
December 23rd-January 1st: Holiday break

### Quotable

"Showing gratitude is one of the simplest yet most powerful things humans can do for each other." ~Randy Pausch

### Thanksgiving Turkeys

By now all turkey requests forms are due. Any requests submitted after November 1st are not guaranteed and will be fulfilled based on availability.

If you have not already spoken to Debbie about when you will pick up your turkeys, please contact her soon at 669-9725 ext. 1110 or at [dlearnard@nhfoodbank.org](mailto:dlearnard@nhfoodbank.org).

Delivery agencies have been notified as to when their turkeys will be delivered.

The NH Food Bank will be open on Sat. Nov 16th and Sat. Nov 23rd for turkey pickup and floor shopping. Please contact Debbie if you would like to make an appointment for one of those dates.

### 2020 Application Renewals

Every 2 years, all programs are required to submit a renewal application per Feeding America requirements.

Applications will go out to you in early 2020 with some changes to NH Food Bank policies and requirements. Please keep a look out for these changes and documents soon.

### A Note From Agency Relations

As the holiday season quickly approaches, we wish you and your family a wonderful Thanksgiving! Week 4 scheduled deliveries (Franconia, Plymouth and Littleton) will be moved up one week to Thursday, November 21st with the same times as usual.

Please also remember to inform us of any changes to your program, contact information, days of operation, etc.

*Mystyna, Emily and Jocelyn*

### NUDGE Nutrition Updates

Feeding America® defines a "nudge" as a subtle environment change in a food distribution setting, designed to make a healthy choice the easy choice. Some of these practices include nutritional signage, product placement and visibility of product, nutritious recipe cards, "Foods To Encourage" or distribution of educational materials.

The NH Food Bank has recently been granted materials for nutrition education so we have wanted to reintroduce the Nudge practices for those of you who may not be familiar. Included with this bulletin is a print out of Nudge information that you may find helpful.

If you would like to receive more information, education materials or signage to use at your facility, please reach out to Elise Bolster at [ebolster@nhfoodbank.org](mailto:ebolster@nhfoodbank.org).

#### NUDGE STRATEGIES

- Product Placement
- Signage
- Multiple Exposures
- Recipe Cards
- Client Choice
- Nutrition Education

### Reminder: Agency Express Limits

We wanted to remind all of our agencies of the new rule regarding cases of protein which was instated May 1, 2019.

There is a limit of **six cases of protein** allowed per online order per week.

This is indicated within the product description for all Protein items with an item number listed as "Protein0\_". This is an NH Food Bank rule. The Agency Express ordering system will allow you to select more than six cases, but it is up to you to limit the order when six cases are reached. If an order is submitted requesting more than six cases of protein, the order will be rejected by the system and you will then be notified via email or phone. You then will need to wait until the following week to place a new order.

Item No.	Description
PROTEIN08	# Poultry, Turkey, Breasts, Wings, Legs Maximum of 6 total on Protein items

### Online Ordering Notes

- If you need to make any changes to your scheduled appointment time or have a question regarding invoicing or payments, please contact Debbie at 669-9725 ext. 1110 or at [dlearnard@nhfoodbank.org](mailto:dlearnard@nhfoodbank.org).
- The Agency Express (AE3) system is updated every day at 1pm. Please do not place an order or schedule an appointment around this time as your request may be lost when the system resets. The calendar also advances every day at this time so appointments scheduled around 1pm may not be valid once the system resets and you try to submit your order.
- If needed, anyone from your program can pick up your online order, but only registered shoppers are able to shop the warehouse floor.
- Orders must be placed a minimum of 2 business days before your scheduled appointment date. This is especially important for delivery agencies as no exceptions will be made if you miss the cut off and do not submit your order on time.