



DIAPER BANK *of* NORTH GEORGIA

Partner Agency Handbook

What is a Diaper Bank?

Diaper banks supply diapers to local communities through collaborative Partner Agencies. This approach limits unnecessary duplication of services, reduces administrative expenses, and works collaboratively to solve a basic human need at the community level for infants and young children. If a client needs diapers, they probably have many other needs as well. Local social service agencies that deal with a full continuum of care are best qualified to meet this need and to become a Diaper Bank of North Georgia Partner Agency.

Who we are.

The Diaper Bank of North Georgia was founded by the Junior League of Gainesville-Hall County. The Junior League of Gainesville-Hall County has been devoted to improving our community by promoting volunteerism and by providing much-needed funding in our community since 1951. When the need for diapers became a crisis in our community, the Diaper Bank of North Georgia was formed and became the Junior League's new program initiative.

The need for diapers in our community.

Access to a sufficient supply of diapers is essential for the health of infants and toddlers, but too many individuals don't have the resources to adequately provide for this basic need. Currently, 1 in every 3 families struggles with buying diapers.

Resources for free or discounted diapers are few. Food Stamps (SNAP) or WIC cannot be used to purchase diapers. The primary goal of the Diaper Bank of North Georgia is to bridge the gap in available resources for our community's neediest and most vulnerable populations.

Providing Diapers to our Partner Agencies.

We provide diapers to qualifying Partner Agencies through a distribution. The diapers are bundled by size with 25 diapers in each bundle. There are hundreds of different diaper products, with every manufacturer setting size specifications for their own products. The Diaper Bank's annual inventory is a product of donations and therefore specific materials may not always be available. Diaper drives additionally bring in a variety of products that are then distributed to you. Every effort will be made to meet requests however, the need is great and the supply is limited. Child diapers from Newborn to Size 6 and Training Pants are prioritized in inventory. We do get premature diapers, overnight diapers, wipes, however, it is currently sporadic and varied.

Partner Agency Application and Renewal Criteria

The Diaper Bank does not provide free diapers to every organization in need. The following criteria has been chosen to establish a truly collaborative and long-term relationship. The following is the minimum criteria:

- 501(C)(3) status as defined by the IRS, Government Agency, or Religious Organization
- In good standing with national affiliates or parent organization (if applicable.)
- 80% of clients anticipated to receive diapers fall below the federal poverty line.
- Demographically reflective of the community.
- High quality of casework.
- Excellent community reputation.
- Agency limits duplication of services.
- Agency's anticipated request does not exceed the Diaper Bank's ability to meet a community-wide need.

Partner Agencies must renew their contract on a yearly basis. During the renewal process a site visit to the agency facility may be required as well as the review of the above criteria.

Before you Apply

Before beginning the application please have the following available.

- Please upload a copy of your IRS Determination Letter showing 501(c)(3) standing with the IRS, your Government letterhead, or letter of good standing from denominational headquarters
- Agency contact information.
- Program contact information.
- Your agency mission statement.
- Program description and description of how the diapers will be used.
- Projected Demographic and Program Diaper Use
 - Number of unique diaper users annually (count each diaper user only one time.)
 - Percentage of diaper users living below the Federal Poverty Level.
 - Ethnic composition of those served.
 - Signature of Program Director and Executive Director.

Data Reporting Information

The Diaper Bank of North Georgia strives to represent the community that we serve. We require that the Partner Agency will ensure a Client Application Form is completed on each child by the parent or guardian. The data from the form will be used to report the Partner Agency Diaper Usage monthly to the Diaper Bank of North Georgia. All information will be kept in a secure manner and not released to any external organization other than in aggregate for

grant writing and audit purposes. We do not ask for any personal identity information. In order for us to better serve you and the communities we all help, you must properly represent your needs to the Diaper Bank as changes occur.

Diaper Distribution Procedure

Distributions are made considering many factors including the number of diapers requested, number of agencies requesting diapers, and the inventory of diapers on hand. Each agency will fill out a Diaper Order Form. If you do not complete your Diaper Order Form by the date stated on the form, we cannot guarantee distribution to your agency.

Diapers are to be picked up by the Partner Agency at a scheduled appointment time only. Appointment times will be given to Partner Agency's one month in advance. Please ensure an appropriately sized vehicle is available to pick-up the requested order and that you bring enough staff or volunteers to help you load the diapers. We will have some volunteers present; however, it is best for you to be prepared. To receive the diapers, your representative will be asked to sign and print their name to indicate that your agency has received its order.

Missed Appointments and Rescheduling Pick Ups

It is very difficult for us to distribute diapers outside of our scheduled pickups due to being 100% volunteer staffed. With this in mind, if you miss your appointment, the products set aside to fulfill your order will be forfeited and returned to inventory. It is the agency's responsibility to schedule the appointment and plan accordingly to make pick-ups; the diaper bank is not required to provide agencies with alternative pick up dates.

Separation Policies

If an agency no longer wishes to be a partner with the Diaper Bank of North Georgia they must contact the program director and provide accurate statistics to date based on diaper users served. Reminder that even if you separate from the Diaper Bank, any donations are not refundable. The Diaper Bank of North Georgia reserves the right to remove an agency from its recipient list if the agency does not adhere to the terms of this agreement, any of this application found to be misstated, due to lack of resources, or for any other reason. Written notice will be provided to you in the event we will no longer provide diapers to your agency.

Agency Site Visit

We request site visits so that the Diaper Bank of North Georgia may better understand the needs and programs of Partner Agencies. In addition, they allow the Diaper Bank to ensure agreement requirements are met. We will schedule site visits with you; you will be notified as to who will be conducting the visit and when the site visit will take place.

Partner Agency Agreement

1. To follow all procedures and requirements as outlined in the Partner Agency Handbook.
2. The recipient agency certifies that it is a nonprofit 501(c)(3) social service agency, a religious organization in good standing, or other governmental agency providing social services to individuals or families in need and that it has included documentation of such status along with this executed agreement.
3. Provide supplies to clients in a conscientious manner. No products obtained from the Diaper Bank of North Georgia may be sold, traded or bartered, or be used for fundraising, auctions or raffles. Items may only be used to provide services to the clients of the recipient agency free of charge, and may not be used as gifts to staff or volunteers. The recipient agency agrees to make every effort to avoid duplication of services with other agencies and to avoid providing diapers to clients who will sell, exchange, or barter with the diaper supplies.
4. The recipient agency will provide supplies received from the Diaper Bank of North Georgia without discrimination on the basis of race, color, national origin, ethnicity, gender, religion, age, disability, political beliefs, sexual orientation, marital or family status; and further to certify that any assistance directly or loosely linked to diapers and supplies does/will not require attendance at religious services or classes, nor is there any inducement of conversion to a faith group, institution or cause in order to receive assistance.
5. Supplies from the Diaper Bank of North Georgia are to be used as one part in a broader effort by the recipient organization to assist those in need. At least 80% of clients who receive diapers fall below the federal poverty line. Further, items provided by the Diaper Bank will not be redistributed to another agency for use. Please refer that agency to the Diaper Bank.
6. The Diaper Bank of North Georgia will make every effort to satisfy your emergency diaper needs as requested but is not accountable to do such.
7. To comply with the Diaper Bank of North Georgia data reporting requirements and to notify us of any changes in your organization's contact information and mission. It is the agency's responsibility to train any new program contacts and to provide them with a copy of the partner agency handbook, your agency's application, statistical tracking materials, how to report data, etc. It is the agency's responsibility to track and report all requested statistics accurately based on records and no estimations. Agencies who fail to turn in data reporting by deadlines or whose reporting is deemed inaccurate or unreasonable will not be allowed to participate in the distribution.
8. The Partner Agency will collect and maintain client information on every child it provides Diaper Bank of North Georgia diapers to. This information will not include any personal identification information to protect the identity of the clients. The Partner Agency must make every effort to ensure that all client application, order and distribution data is entered accurately. At the time of the child's enrollment the Partner Agency will review the application in order to prevent duplication of services and ensure eligibility. The Partner Agency will maintain a fully completed signed copy of each client application on file for audit purposes. If Partner Agency shows a pattern of duplicating services or inaccurate or incomplete data collection/entry, the Diaper Bank of North Georgia reserves the right to remove the Partner Agency from the program.

9. The recipient agency will provide at least one story of parents and children that have received diapers during each agreement period. The stories may be blinded to protect the identity of the client. Domestic violence shelters are not subject to this requirement.
10. The agency, its staff, volunteers, or other person are not to refer clients or other staff to visit or call the Diaper Bank of North Georgia directly for supplies or questions. The Diaper Bank is not a direct social service agency but a support agency. It is the responsibility of the recipient agency to ensure all its staff is aware of all provisions and to answer any questions they have.
11. Partner agencies hereby indemnify, defend and hold harmless the Diaper Bank of North Georgia and the Junior League of Gainesville-Hall County, its officers, directors and/or employees and volunteers from any and all liabilities or claims resulting from the quality and/or safety of the product (the "Product"), and any use thereof consisting of diapers received as donations to or purchased by the Diaper Bank of North Georgia and then donated by the Diaper Bank of North Georgia to the Partner Agencies, and furthermore Partner Agency(ies) hereby forever releases and discharges the Diaper Bank of North Georgia and the Junior League of Gainesville-Hall County, its officers, directors and/or employees and volunteers from any and all claims for any known, unknown current or future damages, resulting from any use or misuse thereof, or due to allegations or because of the quality and/ or safety of the Product.
12. The recipient agency will pick up its diapers at the facility in which they are stored, or an agreed upon location. Any injury sustained by employees, representatives, and/or agents of the recipient agency while at the storage premises are not the fault nor the responsibility of Diaper Bank of North Georgia. If an agency fails to come during the designated pick up time for distribution, allotted supplies will be forfeited.
13. Agencies agree to not stockpile diapers received from the Diaper Bank of North Georgia as it is not in the best interest of community-wide distribution to children in need. If the agency has excess (far more than the agency can use for the next quarter or more) of particular diaper sizes, they are to return these extras to the Diaper Bank to be redistributed to agencies in need.
14. The Diaper Bank of North Georgia reserves the right to refuse any agency application. The Diaper Bank reserves the right to perform a site visit during the application process, or with appropriate notice during any time of this agreement. Diaper Bank reserves the right to remove an agency from its recipient list if the agency does not adhere to the terms of this agreement, any of this application found to be misstated, due to lack of resources, or for any other reason. A written notice will be provided to you.
15. The Diaper Bank of North Georgia reserves the right to modify any of these items at any time and will provide you with appropriate notice of changes.
16. The term of this Agreement shall commence as of the date hereof this agreement is last signed by Diaper Bank, and shall continue for one (1) year from the date thereof unless the parties otherwise mutually agree in writing to terminate the Agreement. Either party may terminate this Agreement with or without cause upon thirty (30) days prior written notice. If a party chooses to terminate this Agreement, all rights and obligations under this Agreement shall continue until notice period of such termination expires.

17. Agencies who are open to the public (Open Partner Agencies) must restrict the use of their services provided by the Diaper Bank of North Georgia to the individual user after the user has been accepted into the program and has been receiving services for 90 days.