



Lowcountry Food Bank School Market Program

2026-2027 Coordinator Training



Agenda

- How does it work?
- What can LCFB provide?
- Required equipment
- What makes a great School Market?
- Forms and documents



PROGRAM OVERVIEW

Lowcountry Food Bank launched the School Market program in the fall of 2017. Based on a model widely-utilized across the Feeding America network, the Markets represent an effort to provide a true neighbor-choice pantry experience in a school setting. The goal of the Market is to offer a readily available, as-needed, discreet source of assistance for families and kids experiencing food insecurity in an effort to address this issue more holistically.

HOW DOES IT WORK?

School Market Program

- School Market is a school-based pantry set up as a neighbor-choice model for a market-style shopping experience. Students and their families can select their own dry goods, protein, dairy and fresh produce based on their own family's needs.

Funding

- LCFB fundraises and seeks grantors and donors to help financially support the costs associated with the School Food Center programs utilizing its purchasing power and network resources, LCFB procures a selection of nutritious food for the program.

Market Orders

- School Market Partners order food by cases from LCFB inventory of perishable and non-perishable items. LCFB staff builds the order based on School Coordinator's request, depending on food availability.

Delivery

- LCFB directly oversees and manages LCFB's School Market Program deliveries to participating schools.

School Partners

- Families experiencing food insecurity are made aware of the program through the school and provided the opportunity to shop at the School Market, selecting the food and non-food items that their families need and prefer.

Data & Impact

- Each School Market is required to report distribution data monthly back to LCFB. This information is utilized for LCFB distribution metrics and fulfill funding reports. Additionally, LCFB will conduct program participant impact surveys to support program success and improvement.

WHAT CAN LCFB PROVIDE?

- Shelf-stable pantry items
- Perishable and frozen food
- Hygiene items (as available)
- Household items (as available)

REQUIRED EQUIPMENT

- Shelving
- Refrigeration and/or Freezer
- Thermometers
- Temperature Logs
- Table
- Bags

Food Safety Practices



The designated storage area must be secure and adhere to all South Carolina DHEC food and safety regulations.



Dry: Food must be kept away from any steam, hot water pipes, or other heat sources to help prevent mold and other damage to the food. Also, keep food 6" off the ground, 4" away from the wall, and 2' from the ceiling to allow for proper air flow.



Fresh and frozen: Food should be stored in a way that makes it easy to use the oldest food first (First In, First Out). Required to do 2 temp checks each school day.



If you find any of the food is damaged, please dispose of the damaged food immediately. You should also throw away any food that was contaminated by the damaged containers. Notify LCFB immediately so appropriate action can take place.

Food Safety Practices



Temperature Compliant: Keep accurate thermometers in the door of each freezer or refrigeration unit and dry storage area to ensure that temperatures are always within the following ranges:

50° to 70° F for dry storage areas

36° to 40° F for refrigerated storage areas

-10° to 0° F for frozen storage areas



Clean: The storage area should be clean. Floors and equipment should be cleaned regularly in a manner that does not contaminate the food.



Chemical-free: Cleaning products should be stored away from food entirely. This helps prevent potential leaks from damaging stored food.

Food Safety Practices



Be aware of the most common food allergens.



Personal Hygiene is a MUST. Proper handwashing is the most important part of personal hygiene.



Make sure you have procedures to prevent cross contamination while food is being stored.



What about food recalls?

WHAT MAKES A GREAT SCHOOL MARKET?

Best Practices

- **Neighbor Choice Model**
- **Displays**
- **Messaging**
- **Partnerships**



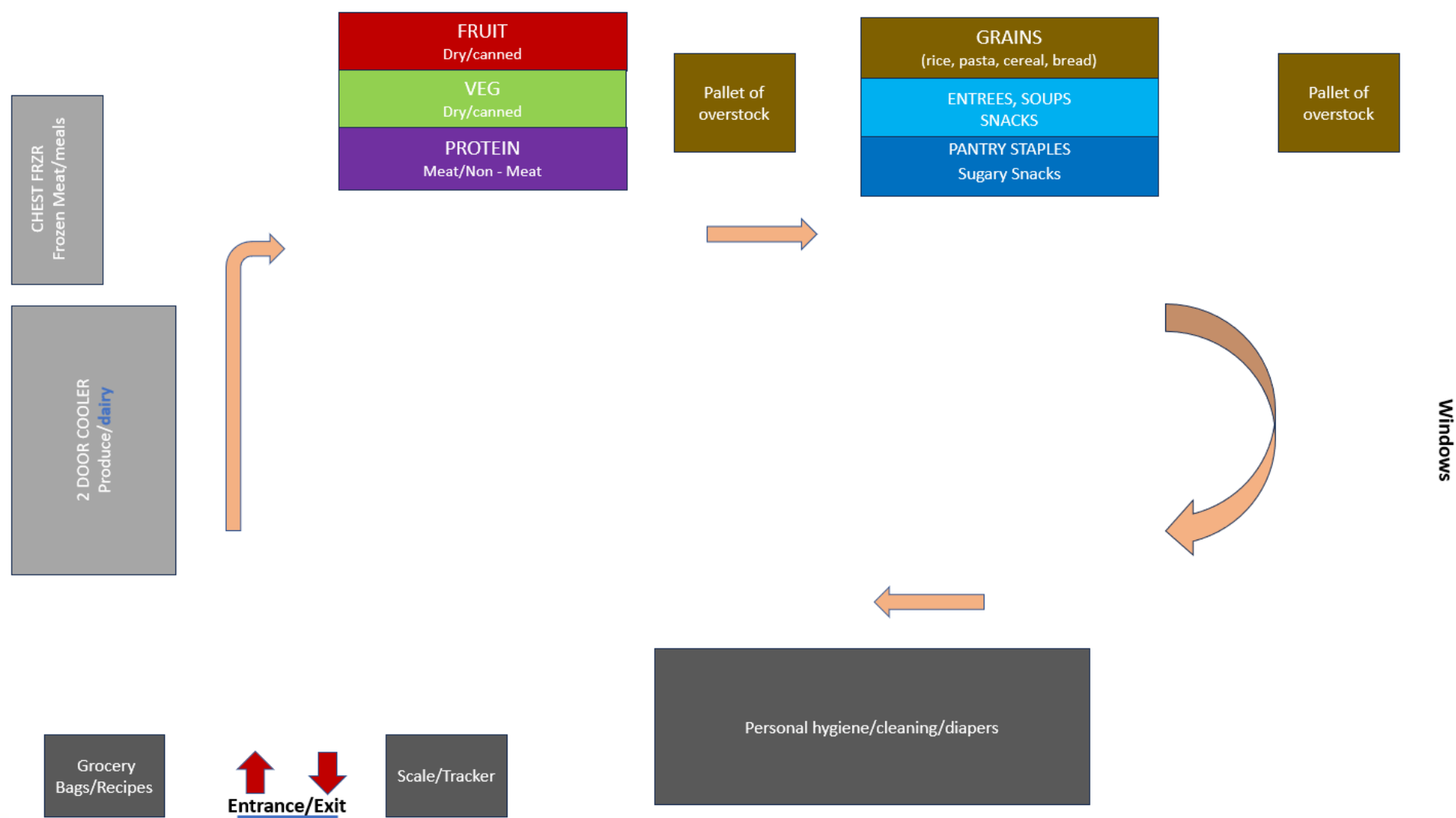
Best Practices Cont. – Neighbor Choice

Families can pick and choose items they need to take home with them, creating a shopping experience like a grocery store.

Consider:

- Market Layout
 - Hours of Operation
 - Respectful and Dignified Experience
 - Reducing Stigma
- For more training resources: [All Courses – Lowcountry Food Bank – Learning Center](#)

Best Practices Cont. – Market Layout Ex.



Best Practices Cont. – Displays



Best Practices Cont. – Messaging

Have a consistent plan for how you will advertise your Market.

- **Robo-calls**
- **Social Media**
- **Flyers**
- **Signage**
- **Staff**

A hand is shown reaching into a large pile of red apples. The apples are vibrant red with some yellow-green highlights, suggesting they are ripe. The hand is positioned in the upper left quadrant, with fingers slightly curled as if about to pick an apple. The background is a soft, out-of-focus field of more apples, creating a sense of abundance.

Partnerships!

- Clothing
- School Supplies
- Household Items
- Service Providers
- Volunteers

VIVERY

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Community Resource Center – North Charleston
3947 Whipper Barony Ln (0.71 Miles)
North Charleston, SC 29405



TAKE ACTION
 Get Directions
 Download Location Profile

Network Affiliation


Location Contact
 [843-499-9498](tel:843-499-9498)

Programs Available at this Location:

Food Distribution
Food Program Expand / Collapse ^

Program Details	
Programs:	Food Distribution
Items Offered:	Diapers

Program Contact
 [843-499-9498](tel:843-499-9498)

Regular Program Hours

Vivery is a digital network of food banks, pantries and the people they serve.

School Markets have the option of adding their location in Vivery in which the school partner can update market information. Please let us know if you would like to be added to Vivery and we can have our Agency Relations team get you connected with an account.

LOWCOUNTRY FOOD BANK | FEED. ADVOCATE. EMPOWER.

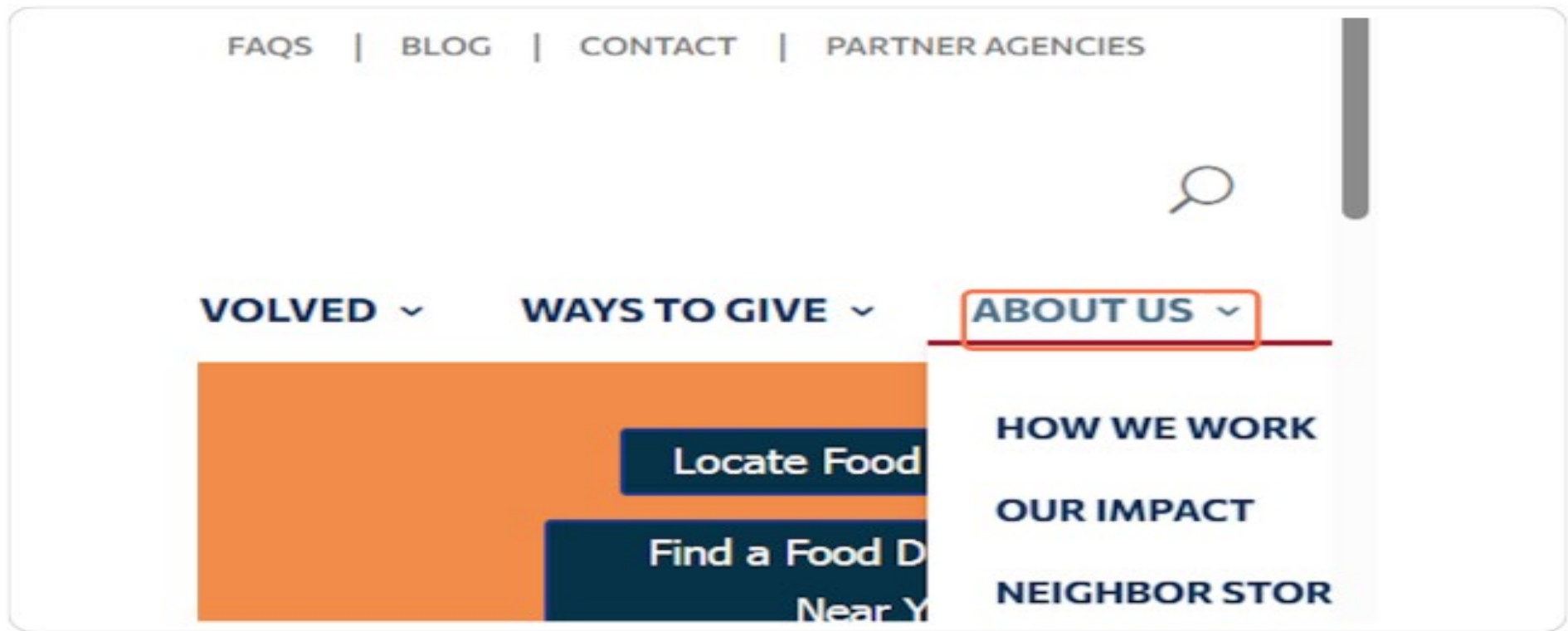
How to place orders

- From your web browser, navigate to Lowcountry Food Bank's website at: <https://lowcountryfoodbank.org/>
- The following steps will then direct you to the ordering process instructions and shopping list links.

STEP 1

STEP 1

Click on ABOUT US



STEP 2

STEP 2

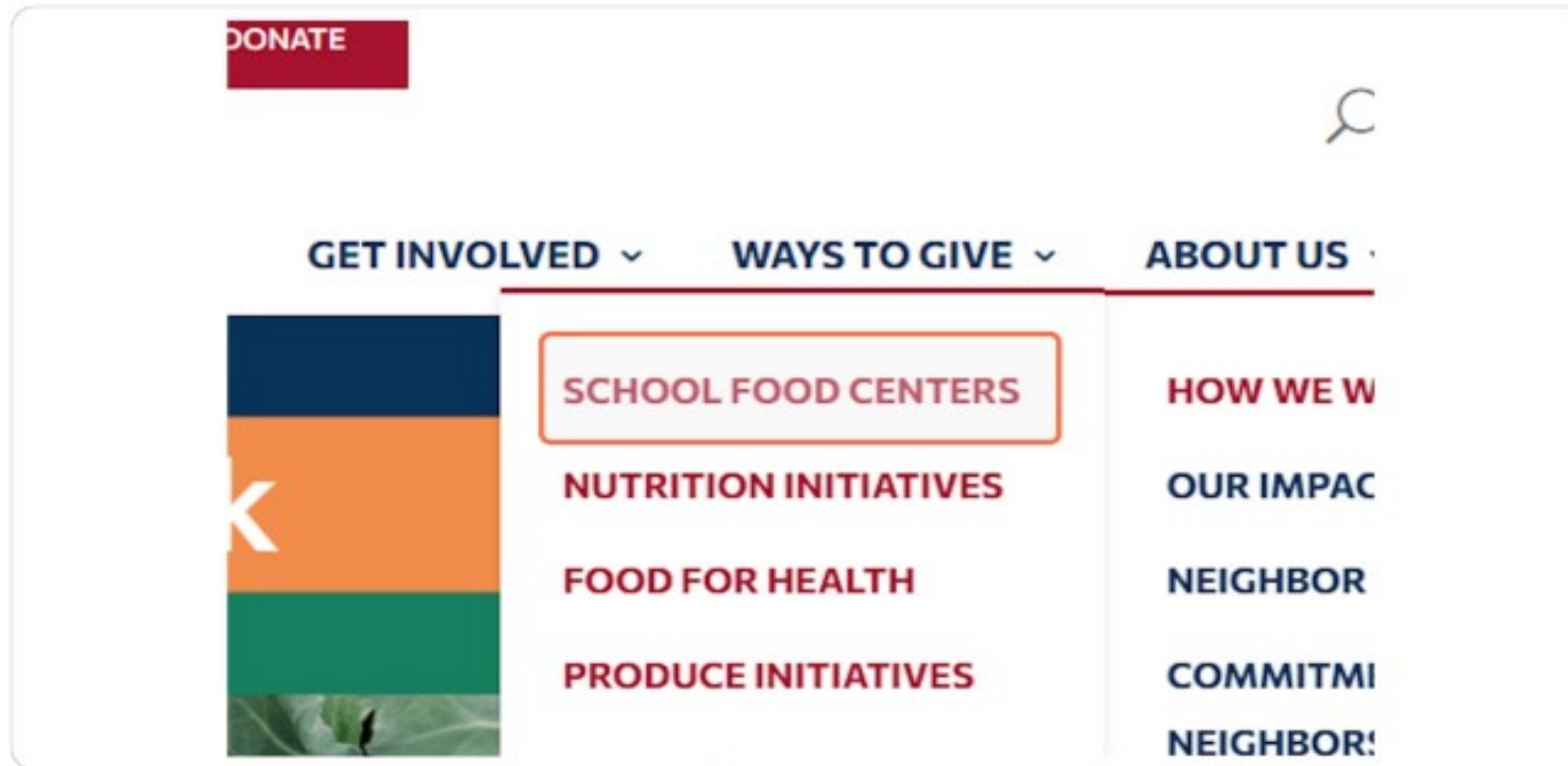
Click on HOW WE WORK



STEP 3

STEP 3

Click on SCHOOL FOOD CENTERS



STEP 4

STEP 4

Click on Food Ordering Instructions for Program Partners

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k Buddies

ould like more information on our School Food Centers, please email Kim Bowlin at kbowlin@lcfb.org

[Food Ordering Instructions for Program Partners >](#)



ORDERING PROCESS

- Once you complete the previous steps, you will be directed to a PDF that looks like the page to the right.
- From here, you will select the appropriate hyperlink to order NON-PERISHABLE and PERISHABLE food items based on your location.
- Feel free to bookmark this page for quick access.
- School Food Centers - Lowcountry Food Bank

FOR PROGRAM PARTNERS IN: Berkeley, Charleston, Dorchester, Williamsburg

- Please order [NON-PERISHABLE](#) product by at least **three business days** in advance of order delivery or appointment date.
- Please order [PERISHABLE](#) product between at least **one business day** in advance of order delivery or appointment date.

FOR PROGRAM PARTNERS IN: Horry, Georgetown

- Please order [NON-PERISHABLE](#) product at least **three business days** in advance of order delivery or appointment date.
- Please order [PERISHABLE](#) product at least **one business day** in advance of order delivery or appointment date.

FOR PROGRAM PARTNERS IN: Beaufort, Colleton, Hampton, Jasper

- Please order [NON-PERISHABLE](#) products **one week** in advance of order delivery or appointment date.
- For [PERISHABLE](#) products, please submit your order at least **one business day** in advance of order delivery or appointment date.

Note: If orders are due on a Monday, please submit orders no later than EOD the Friday before.

Email programorders@lcfbank.org with ALL the following info:

- Your Site Name
- Pick-up or Delivery date
- Your order items. Please enter each item on a separate line, and be sure to include:
 - Quantity
 - Item Code
 - Brief Description
- Copy your LCFB Program Contact on your order email
 - For School Markets, Kim Bowlin kbowlin@lcfbank.org
 - For Food for Health Markets, Tamara Washington twashington@lcfbank.org

ORDERING PROCESS

- Save a copy of the order form to your computer/phone and enter the quantity you want. Save to email as an attachment.

OR

- Type your full order in an email with ALL the following info:
 - Your Site Name
 - Delivery date
 - Your order items
- If typing in your full order, please enter each item on a separate line, and be sure to include: Quantity, Item Code, Brief Description
- Send the completed form or typed list to ProgramOrders@lcfbank.org **AND** jbair@lcfbank.org by order deadline

Order Form Submission Deadlines

FOR PROGRAM PARTNERS IN: Berkeley, Charleston, Dorchester, Williamsburg

- Please order **NON-PERISHABLE** product by *at least three business days* in advance of order delivery or appointment date.
- Please order **PERISHABLE** product between *at least one business day* in advance of order delivery or appointment date.

FOR PROGRAM PARTNERS IN: Horry, Georgetown

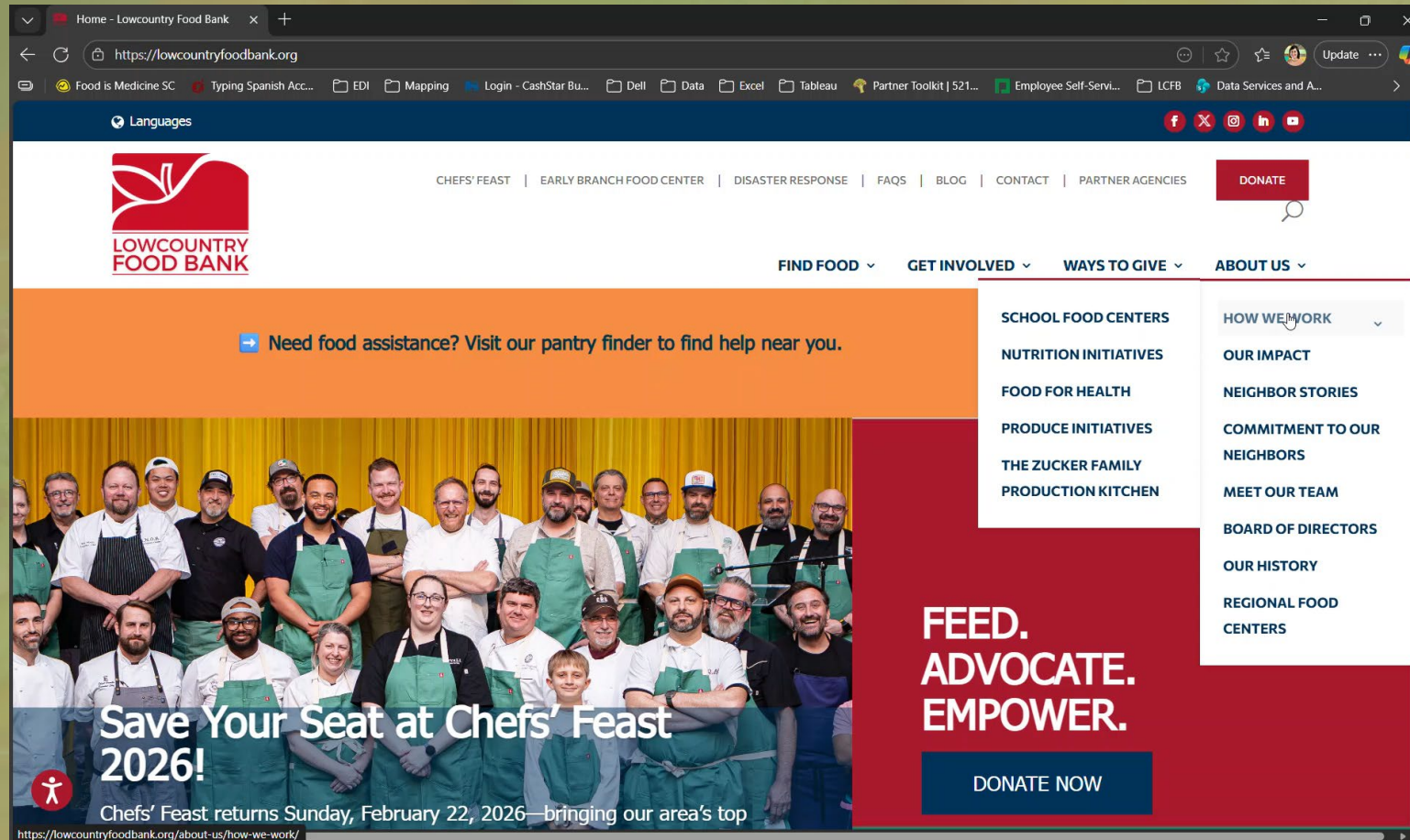
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Sample Ordering Video



Monthly Report

School Market Reporting Form

All reports are due by the 5th of the month to reflect the distribution of the previous month. (Ex. Reports due on the 5th of October should include all activities from September 1 to September 30.).

Select the month for which you are reporting *

Name of who's filling out report *

Select School Market Partner Name *

+ Add

Number of Families Served this Month *

Total Number of Individuals in Households *

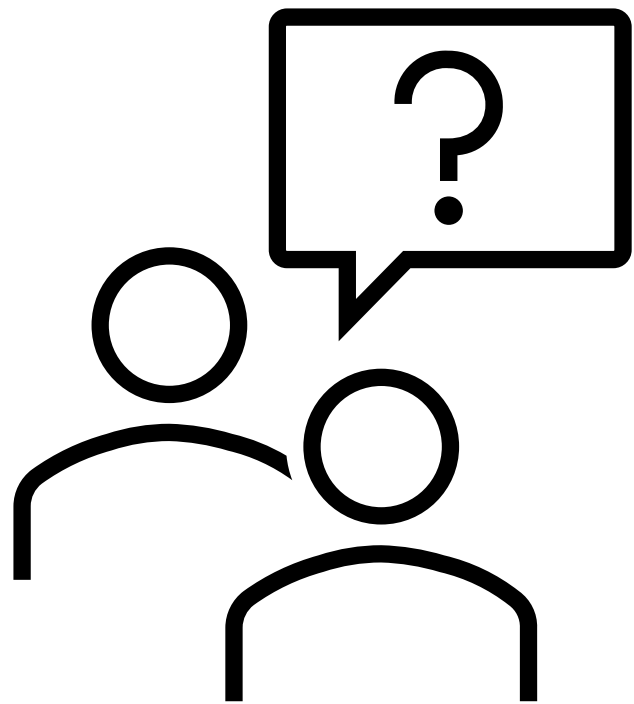
Total Number of Children in Households *

Policies and Procedures Review



Lowcountry Food Bank's School Market Program Policies and Procedures Manual





The Frequently Asked Questions

Can LCFB Drivers assist with bringing product into the school or wait until volunteers/staff are available?

- No. LCFB Drivers are not permitted to enter the school facilities, and they are not able to wait until volunteers/staff are present to unload. Drivers are instructed to call en route to your schools to give school staff/volunteers time to prepare for delivery.

What happens if I do not submit the required monthly reporting?

- Failure to submit a monthly report will result in suspension of your next scheduled delivery until you are caught up. LCFB will resume delivery during the next applicable delivery date. LCFB may also move forward with appropriate corrective action.

What if I don't distribute all my food each month?

- We can always adjust the quantity of food we're sending you. If you feel like you're consistently receiving more than you can distribute, we are always available to assist, either in person or remotely, to discuss adjusting the amount you're ordering that aligns with need.

Can School Market product be given to staff or volunteers?

- YES. We understand that families as well as volunteers who are employed through the school system can experience food insecurity.

What do I do if School Market product is delivered with obvious signs of damage or contamination?

- Please note the condition and concern on the delivery ticket and request that the driver bring the damaged product back to LCFB. Replacement product will be delivered to your school as soon as possible. If damage is discovered after driver leaves, please contact LCFB staff (with photos and a description of the condition and/or concern) about replacing food.

Can I reduce/cancel an order right before delivery or turn away a delivery due to overages?

- Due to the financial, volunteer, and LCFB staff commitment to this program and its products, reductions or cancellation requests will only be accommodated in the case of an emergency. Please notify us if you will not be placing an order for your next delivery as soon as possible so we can notify our Transportation team - ***the school cannot refuse School Market product at point of delivery if an order was placed.***



Additional LCFB Resources

❖ **To find additional resources in your community visit our website at:**

❖ www.lowcountryfoodbank.org

❖ **Use the Find Food section to:**

❖ **See our monthly food distribution calendar**

❖ [Food Distribution Calendar - Lowcountry Food Bank](#)

❖ **Utilize our location finder to locate Agency Pantry Partners in your area**

❖ [Find a Pantry Near You - Lowcountry Food Bank](#)

❖ **SC Thrive can help you apply for SNAP Benefits and find other resources for financial and health assistance:**

❖ www.scthrive.org/for-you/apply-for-benefits

❖ [Community Resource Map](#)



Questions?