

SIMPLY THE BASICSTM



HYGIENE BANK ASSOCIATION MEMBER MANUAL



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PURPOSE

This manual serves as a guidebook for approved Simply the Basics Hygiene Bank Association™ Members. The following will provide an overview on the purpose and use of the platform.

The Simply the Basics Hygiene Bank Association™ is a global network of hygiene distribution services, hygiene banks, hygiene pantries, and outreach services where the core focus on the organization's mission is to make hygiene more accessible to people in need. The Hygiene Bank Association™ is established to uplift hygiene care in the community and improve the services and impact that can be made by our collective programs.

Within this manual, you will learn the following:

1. The Quality Control Standards for operating a hygiene bank service in your community that are expected of all members. Our Portal will act as a tool to help you to achieve these quality standards.
2. How to make the most out of being a Hygiene Bank Association Member, including how to access to tools, trainings, webinars, and the public Hygiene Locator map.
3. Rules and expectations for maintaining status as a "Hygiene Bank Member"

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ROLE & IMPORTANCE OF HYGIENE BANKS

Extensive research reveals hygiene insecurity is a complex problem and exists for many families across the globe. Thousands of people have to make impossible decisions on how they will spend their limited income, and with inflation and the high cost of products such as diapers, deodorant, soap, etc, many people are forced to go without their basic needs.

Hygiene insecurity does not impact all communities in the same ways. Low-income families in rural areas are less able to find social services with consistent supplies, and many people are unable to find the products that most meets the need for their specific skin and hair types. Effective responses to hygiene insecurity must address the overlapping challenges posed by social determinants of health, and to be successful, this work must be done with a focus on quality services, proper hygiene supply distribution, and in partnership across community groups, organizations and sectors.

Hygiene is often considered a luxury, not a necessity, which is why hygiene supplies are still not included on social service benefits, such as food stamps. However, we know that when a person is unable to access proper hygiene care, they are less able to reach goals, suffer more severe health consequences, and can face life threatening illness and disease. Oftentimes, a Hygiene Bank is their only outlet to receive these basic needs.

That is why Simply the Basics , the first nationally reaching hygiene bank, has developed the Simply the Basics Hygiene Bank Association™: A global alliance of hygiene distribution services that establishes a baseline for quality control, provides training and tools for improvement, and furthers public awareness to increase supply access.

As hygiene banks develop and refine their programming, data collection, guidance, and resources, **policies surrounding hygiene services throughout the globe will change to incorporate these necessary basic needs.**

ROLE & IMPORTANCE OF HYGIENE BANKS

The Hygiene Bank Association (HBA) has two primary goals:

1. **To amplify the global impact of hygiene accessibility** through collective action, advocating as a community, sharing data and resources, and launching joint campaigns.
2. **To elevate the quality of services and operations** of organizations providing hygiene services through training, educational resources, and peer to peer learning.

What We Do:

- ▲▲ Raise awareness on behalf of the millions of people & families living with limited income who struggle to meet their most basic hygiene needs.
- ▲▲ Support the development and expansion of nonprofit and community based hygiene programs for increased access and improved operations.
- ▲▲ Increase hygiene supply access through hygiene grants, discounts on products, fundraising tools, and promotions.
- ▲▲ Advocate for legislative and community changes to make hygiene supplies more accessible and affordable, regardless of income.

Quality Control

Qualified Hygiene Bank Members are expected to adhere to Quality Control standards in these six categories, which you can learn more about in our Self-Paced Webinar *"Quality Control Standards"*.

Tools and trainings are available to improve upon the following:

Governance

Good governance can improve the performance of your organization, help it become more stable and productive, and unlock new opportunities. Governance ensures sustainability and stability.

Financials & Fundraising

Healthy organizations employ financial management practices that build stability and flexibility. Strong Financial Oversight helps to build the trust of organizations, and the legitimacy of services.

Programming

The core of any impactful organization are the activities by which they achieve their Mission. Programs must operate with thoughtfulness to their approach of services and the needs of the people served.

Equity and Accessibility

Hygiene services are only as useful as they are accessible. Equity ensures everyone has access to the same treatment, and opportunities. Equity aims to identify and eliminate barriers for all groups.

Community

The support of the community is integral to the success of a service based in supporting others. Volunteers, partners, and recipients are all rooted in community efforts, which should be engaging, active, and inclusive.

Operations

Operations are what ensures that the organization continues to run smoothly, with a strong foundation, and responsibly as is expected of any business. A nonprofit is, after all a business.

Member Tools

The following tools are available to members to develop and advance their standards of care, quality of services, fundraising goals, and long-term impact:



Hygiene Locator

Add your organization to the map! Donors & Recipients will be able to more easily locate your services and website through our searchable hygiene access Map.



Expert Speaker Series*

Engage with experts on the topics and issues you care about! Hygiene health, fundraising, nonprofit leadership, public policy, and more!



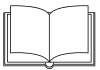
Member Calendar

Easily find upcoming webinars and events, in addition to national holidays, campaigns, and opportunities in public health and hygiene access.



Self-Paced Webinars

Self-paced lessons and trainings specifically on ways to build and improve your nonprofit. Topics include distribution, volunteerism, campaigning, & more!



Resource Library

Access to an entire library of articles, videos, and resources on how to run a quality hygiene bank and nonprofit.



Grant Opportunities*

With a focus on supporting hygiene banks with limited access to resources in their area, we offer grant opportunities to receive hygiene supplies.



Product Deals*

Know when your policy renews and if changes in your life (e.g., marriage, relocation) may impact your coverage



Member Directory

Familiarize yourself with the process for filing claims. Quick and accurate claim submissions ensure timely reimbursements



HBA Annual Reports

Save important contact information for customer support. Reach out for clarification on coverage details or assistance with any concerns



Member Blog

Regularly review your policy to ensure it still aligns with your needs. Life changes may necessitate adjustments to your coverage

*Member resources notd with * are available through full membership only.

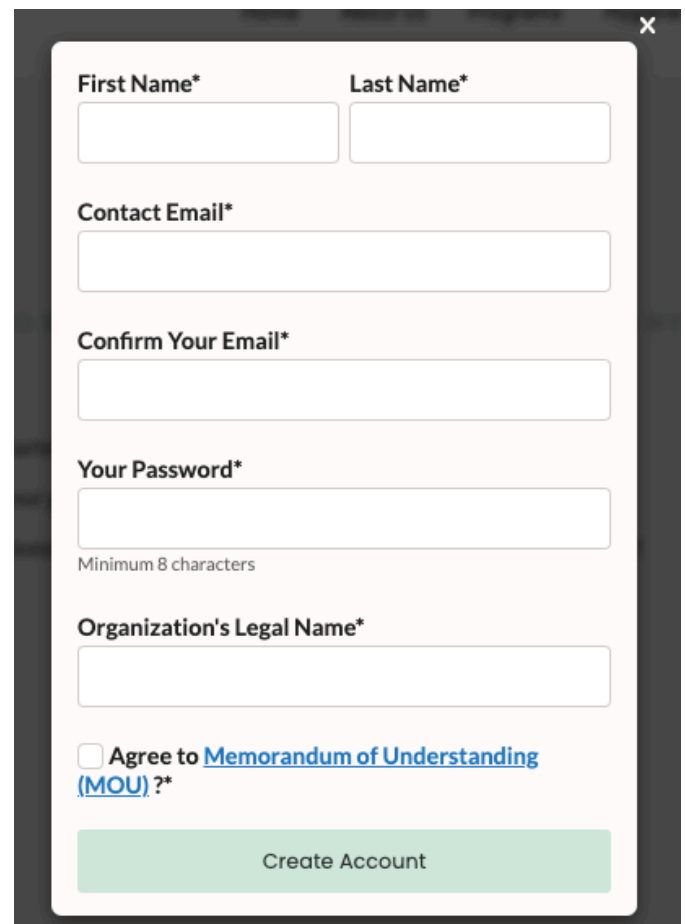
Setting Up Your Account

Setting Up & Logging In

As an approved member, you will have received a confirmation email with a link to set up your login for the Member Portal.

Click on the "Get Started" button and you will be instructed to enter basic organizational information for your profile and check off that you've read and agree to our MOU. Please click on MOU before agreeing to read thoroughly.

Click "Create Account" and you will then be on your way to building your profile!

A screenshot of a web form titled "Create Account" with a close button (X) in the top right corner. The form is set against a light pink background and contains several input fields and a checkbox. The fields are: "First Name*" and "Last Name*" (two separate boxes), "Contact Email*" (one box), "Confirm Your Email*" (one box), "Your Password*" (one box) with a note "Minimum 8 characters" below it, and "Organization's Legal Name*" (one box). At the bottom, there is a checkbox labeled "Agree to [Memorandum of Understanding \(MOU\)](#) ?*" and a green "Create Account" button.

First Name* Last Name*

Contact Email*

Confirm Your Email*

Your Password*

Minimum 8 characters

Organization's Legal Name*

☐ Agree to [Memorandum of Understanding \(MOU\)](#) ?*

Create Account

Login & Account Access

Once your account is created, you will have immediate access to the Member Portal!

Login

Log in by going to www.SimplytheBasics.org and find the floating "HBA Membership Portal" button on the bottom right. You will now be able to login using the email and password you created earlier.

Member Menu

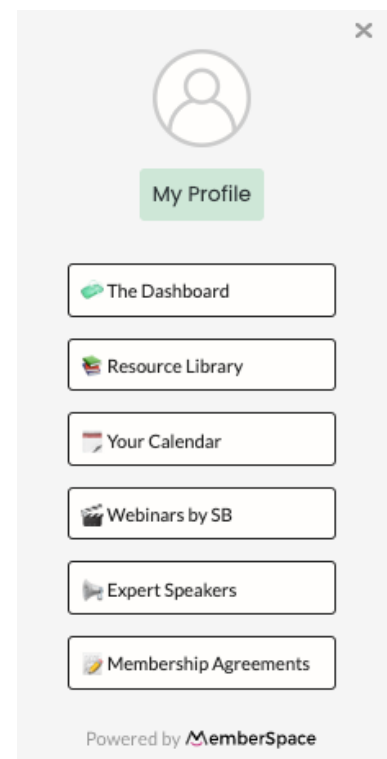
Now that you have logged in and are on the Member Dashboard, you will notice the floating button on the bottom right now says "HBA Member Navigation".

Here is where you have quick access to the different resources and tools throughout the portal, as well as access to your billing and account. This button will follow you around the site.

Access Your Account & Plan Information

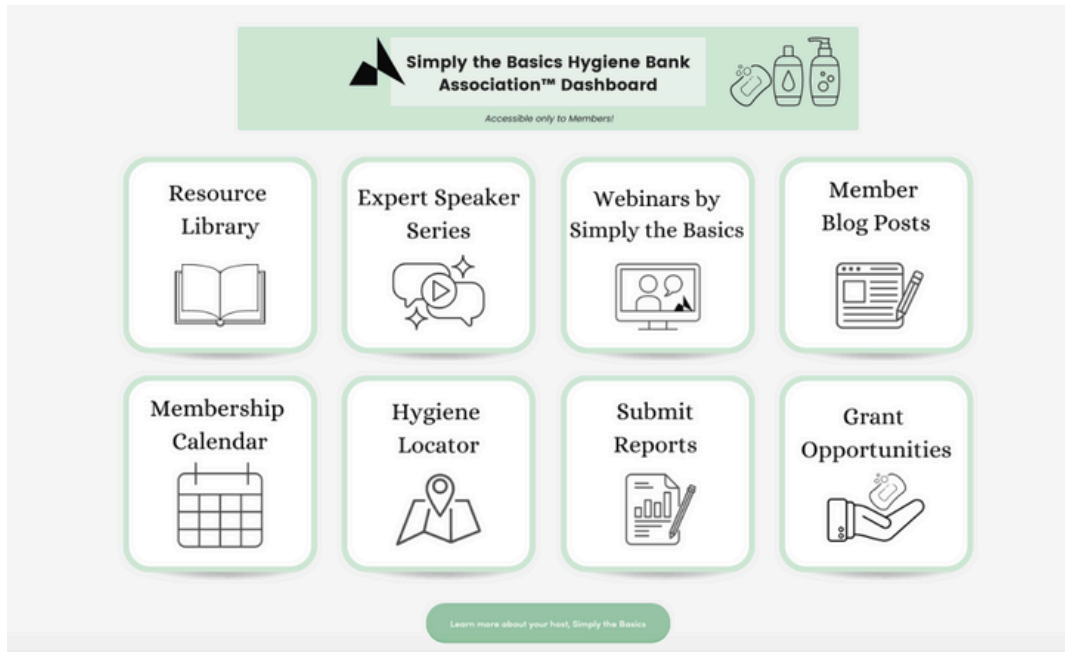
In the Member Menu, titled "HBA Member Navigation" click "View & Edit My Profile" to see information on your member plan, billing, your account, and profile.

If you need to make any changes to your account, switch plans, or change your password and email, you can do so by coming back to "View & Edit My Profile" in the Member Menu.



The Dashboard

Your "home" on our Member Portal contains a dashboard where you have all tools and resources at your fingertips!



What will I find on the Member Dashboard?

- Navigate from resource to resource through icons (shown above)
- Download your member certification badge.
- Announcements to keep members up to date with what's new.
- Calendar of events curated for members only.
- Member Menu to see and make edits to your profile.
- Learn more about your host, Simply the Basics
- HBA Manual with access to Memorandum of Understanding Agreements of being a member

Hygiene Locator

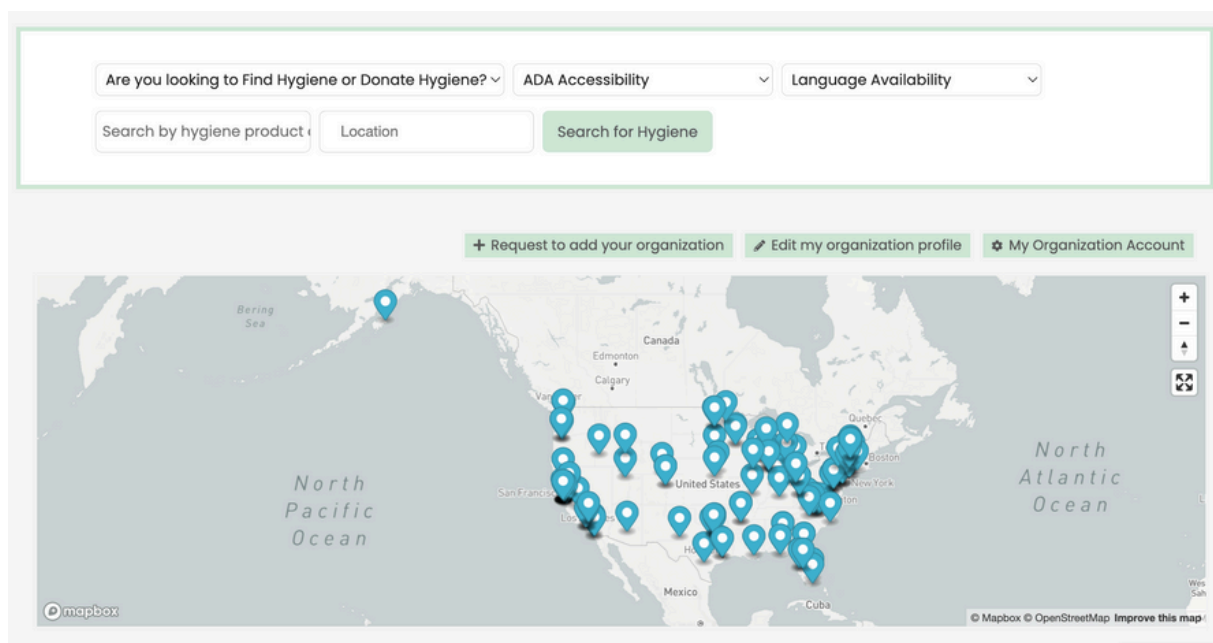
a global map



The Hygiene Locator helps people in need of hygiene find what they need more equitably and efficiently. It also helps interested donors find a community or nonprofit hygiene distributor nearest to them (like you!) that is in need of their in-kind donations, helping to reduce waste and increase hygiene access.

You can choose to be listed as an organization where people can find hygiene, donate hygiene, or both. You set the parameters! Community members can filter through different options to search based upon location, item type, and more.

This map is open to all hygiene distributors but as an approved HBA member, once you add your nonprofit to the global database, your organization will be highlighted on the top of the page with an "Certified Hygiene Bank Association™ Member" banner to showcase the additional application and certification process you have gone through and your dedication to Quality Control Standards.



Adding & Editing our listing on the Hygiene Locator

Since this map is open to external groups, login and **sign up for the Locator is separate from the HBA**. Create your free profile on the Hygiene Locator by clicking "Request to Add my Organization" above the map. Once listed, you can edit your profile directly on the Hygiene Locator and watch your visibility increase!

Submitting Reports & Raising Awareness

In order to advocate for legislative and community change and raise awareness on behalf of the millions of people & families living with limited income who struggle to meet their most basic hygiene needs, we must ensure greater data is available on the need.

To work towards this goal, members will submit an annual reports due both August 1st to reflect the year prior.

How to Submit Reports

Click "Submit Reports" on the dashboard. There you will see how to access the report as well as where you can submit photos year round!



Report reminders will happen in two ways:

- By Email
- On the Announcement board in the Dashboard

Data Collection & Promotion

Data to be Collected in Reports

- Total Quantity of supplies distributed in the past year.
- Quantity of supplies distributed in the past year by item type (hair care, soap/sanitizing care, PPE, etc).
- How many unique individuals (unduplicated) vs people (can be returned clients) have you served in the past 6 months?
- What are the most common health concerns you hear about in your community?
- To your knowledge, has there been a health improvement due to access to hygiene for the people that you serve in the last year?
- To your knowledge, has there been improvement in feelings of wellness and dignity for the people that you serve in the last year?
- Share a highlight client story

Data will be anonymously compiled to create an HBA Annual Report for all active members to use to showcase their impact and promote for further fundraising and support.



Member Agreements

Terms & Expectations

Changes in organizational status

Members are required to notify Simply the Basics within 30 days of all changes, including but not limited to changes in 501c3 status, major program changes or closures, or any other major operational changes that differ from the Member application.

Use of Hygiene Bank Association Member logo & Badge

All active members are permitted to display the "Simply the Basics Hygiene Bank Association Member" logo and badge on their website and in social media. The Logo may not be altered in any way, including changes to shape, color, size, or text. Use of the logo is only permitted when an active member. Members may not use any other Simply the Basics logos. Should your membership end, lapse, or be canceled for any reason, the logo must be removed at that time..

No monetary collections on Hygiene Locator

The Hygiene Bank Association is intended to further the access to hygiene and for making in-kind donations of hygiene, and is not a monetary fundraising platform. Organizations are not permitted to use the Hygiene Locator Map for monetary donations.

Reporting

All data and reports must be submitted by August 1st with accurate data. Data must be collected accurately from the start of Membership.

Program Updates

It is the responsibility of all Members to keep their information up to date, including but not limited to contact information and service information on the Hygiene Locator Map.

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Any language, photos, documentation, tools, trainings or other documentation (including the general concept) found through the Hygiene Bank Association is the sole legal property of Simply the Basics and cannot be distributed or copied for any purposes.

Continued on next page.

Member Agreements Terms & Expectations Continued

Switching Membership Plans

If your organization would like to switch between membership plans, you may follow this brief [video tutorial](#) on how to make the change. Please note that switching to the Limited membership will be immediate and we are unable to provide refunds for annual dues already processed. If you decide to switch we recommend waiting until the end of your current billing period, to make the most of your current membership. Alternatively, if you switch to full membership, you will be able to make your first membership annual due and have immediate access to grant opportunities, hygiene product discounts, and the expert speaker series.

Cancellation

You may cancel your membership at any time. After cancellation, you will no longer have access to the Hygiene Bank Association portal effective immediately. Memberships may also be cancelled by Simply the Basics if members violate any of the above terms. To the extent permitted by the applicable law, payments are non-refundable and we do not provide refunds or credits for any unused membership subscription periods or accidental purchases. To cancel your membership or view billing history, navigate to your “profile” and follow the prompts to cancel your membership or view billing.

As a Member of the Hygiene Bank Association, upon creation of your account, you have agreed to the above rules and expectations in perpetuity, regardless of current Membership Status.

**Thank you for being part of
a global alliance of hygiene banks
& services.**

**Together, we will amplify the global
impact of hygiene accessibility.**

**CERTIFIED
MEMBER
OF**



