



SECOND HARVEST
Food Bank
*San Joaquin &
Stanislaus
Counties*

Second
Harvest
Food
Bank

PARTNER AGENCY HANDBOOK

Phone: 209-239-2091 Fax: 209-239-2086
1220 Vanderbilt Cir. Manteca, CA 95337-6116
Website: www.localfoodbank.org



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Dear Agency Partners,

Second Harvest Food Bank strives to provide you with quality food and grocery items to support your efforts to serve those in need. We are committed to increasing the size and nutritional value of our inventory, developing innovative ordering procedures, offering useful training resources, and using our resources to maximize the number of people served.

As a Feeding America member food bank, we are held accountable to a strict set of rules and governing procedures that ensure we distribute food safely in accordance to State, IRS, and Federal law. In turn, we expect each of our partner agencies to follow the policies and procedures outlined in this manual and in your agency agreement.

Please feel free to contact us with questions and feedback. Your opinions, experiences and insight are extremely valuable to us as we grow and work to serve you better.

Thank you for your dedication to serving those in need.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Krick".

Keenon Krick
Chief Executive Officer
Second Harvest Food Bank
kkrick@secondharvest.org

SECOND HARVEST FOOD BANK

MISSION STATEMENT

Fighting Hunger – Feeding Hope!

Hunger Hurts! It denies dignity, lessens human energy, erodes community stability and impairs the potential of people and societies to succeed. Second Harvest Food Bank provides an efficient, cost effective centralized system for collecting and distributing food that reduces waste and alleviates hunger in San Joaquin and Stanislaus Counties. Through our community partners, we provide hope and deliver life-sustaining meals to those in need to silence the pain that hunger brings.

HISTORY

Good Samaritan Community Services, Inc., started in 1979 in Tracy Ca. with a grant from the City of Tracy Dial – A – Ride program for seniors. With this program we provided transportation services, food supplements and a telephone check – up services for senior citizens. This program was so successful that in 1979, Good Samaritan Community Services, Inc., entered into a contract to administer the State Brown Bag and Title III-B programs for low-income senior citizens in San Joaquin County. Today, the Senior Brown Bag provides over 2,900 senior citizens with nutritious supplemental groceries throughout San Joaquin County.

Good Samaritan quickly expanded into our Food Assistance Program to provide supplemental groceries to other non-profit charities that have food operations of their own.

In 1993 Good Samaritan Community Services, Inc., moved to our current location in Manteca CA. In 1995, the San Joaquin Food Bank became a part of a national coalition of food banks known as America’s Second Harvest, later to be called Feeding America. Joining with Feeding America opened the door to many large corporations that donate nationally to Second Harvest Food Banks.

In September of 1996, the Food Bank completed a pre-planned split from Good Samaritan and established its own 501 © (3) non-profit standing and became The Second Harvest Food Bank of San Joaquin & Stanislaus Counties, Inc. doing business as the San Joaquin Food Bank.

In 2001, the Food Bank expanded into Riverbank to create the Modesto-Riverbank-Stanislaus County Food Bank. The joining of these two operations allowed for increased distribution of food to those in need in the San Joaquin and Stanislaus Counties; as well as the Mother-Lode. In 2008, this location closed and relocated back to our Manteca site. Today the Food Bank distributes over 12 million pounds of supplemental in the current year, at a value of over \$19.8 million.

A few years ago, the staff at Second Harvest Food Bank, discussed how they might work to break the generational dependence on social services. One of the food bank’s primary concerns was that in many non-wage earning families, children were not seeing examples of the positive outcomes of hard work. In an effort to provide such examples the food bank launched the Food 4 Thought Program to over 3,100 school aged children at 30 site locations. This program received great responses from both school children and their parents. In 2009, with the collaboration of Foster Farms, our Food 4 Thought Program expanded into 3 school locations in Stanislaus County. Due to the success of this program we have

expanded into 3 additional site locations. Today the Food 4 Thought Program reaches over 3,600 school aged children at 42 site locations in San Joaquin & Stanislaus Counties.

SERVICE AREAS AND PROGRAMS

Second Harvest Food Bank serves a seven-county region to include: Amador, Alpine, Tuolumne, Calaveras, Mariposa, San Joaquin and Stanislaus. Through these counties we have provided over 12 million pounds of food assistance to more than 325,000 individuals, families, and communities who struggle with hunger on a daily basis.

Food Assistance

The Food Assistance Program interacts with non-profit charities that have a food pantry of their own. Each non-profit agency visits the food bank to select packaged groceries, canned fruits and vegetables, cereals, breads, dairy products, meats, and fresh fruits and vegetables. Through the Food Assistance Program, Second Harvest Food Bank is able to collect, store, and distribute a large quantity and diversity of food products, in turn we are able to make these groceries available to local non-profit charities.

Food 4 Thought Program

The Food 4 Thought Program is an innovative program to address the nutritional needs of hungry school children and offers them the incentive to improve academically. Children participate in after school tutorial programs 8 hours each week, and for their participation, Second Harvest Food Bank gives each child a 15-18 pound bag of nutritious supplemental groceries twice a month.

Senior Brown Bag Program

The Senior Brown Bag Program is designed to deliver bags of nutritious supplemental groceries to low-income senior citizens. Second Harvest Food Bank's Senior Brown Bag Program is often the difference between abject poverty and existence within our society.

Farm to Family

Second Harvest Food Bank participates in the Farm to Family Program to provide the individuals and families we serve with access to fresh produce. Many times receiving food assistance means sacrificing nutrition due to the distribution of shelf stable or non-perishable items that don't contain the same nutrition value as fresh foods. The Farm to Family Program was developed by the California Association of Food Banks to help fill this nutritional void; forming partnerships between local growers and Food Banks across California. Through these partnerships Food Banks have access to over 115 million pounds of fresh quality produce at reasonable costs. Second Harvest Food Bank's participation in this program has given us a nutritional foundation which is vital to the families, seniors, and youth.

Healthy Aging Modesto (HAM)

Second Harvest Food Bank has partnered with Healthy Aging Association Modesto to provide the senior citizens in Stanislaus County with 8-9 pounds of fresh fruits and vegetables once a month. This program helps older Americans to live longer, be healthier, and to live more independent lives. This is accomplished by promoting physical activity, sound health, and nutrition practices.

FEEDING AMERICA'S NETWORK OF FOOD BANKS

Feeding America provides low-income individuals and families with the fuel to survive and even thrive. As the nation's leading domestic hunger-relief charity, our network members supply food to 37 million Americans each year, including nearly 14 million children and 3 million seniors. Serving the entire United States, more than 200 member food banks support more than 61,000 agencies that address hunger in all of its form. For more information on how you can fight hunger in your community and across the country, visit www.feedingamerica.org

FOOD ACCESS PROCEDURES

LOCATION, HOURS OF OPERATION, AND FOOD PICK-UP TIMES

Second Harvest Food Bank is located at 1220 Vanderbilt Cir. Manteca, CA, 95337. When you come to the food bank to pick up food, please drive around to the back parking lot and enter through the warehouse door on the south end of the building. For safety reasons, the speed limit is **5 MPH** while entering/exiting food bank grounds.

Our hours of operation are from 7:30 A.M to 4:30 P.M., Monday through Friday. Agency pick-up hours are 8:00 A.M. to 1:45 P.M. Monday through Friday by appointment only.

The food bank will be closed on the following holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, the Fourth of July, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Day, and the day after Christmas. All agencies will be reminded of holidays.

AUTHORIZED SHOPPERS

Authorized Shopper Policy

The Authorized Shopper policy gives agencies the opportunity to shop in the Food Bank warehouse. The Authorized Shopper policy also protects member agencies from abuse of their shopping privileges and makes sure that only designated agency representatives can spend funds on an agency's account.

- Each Food Bank member agency may designate up to 4 agency representatives who are authorized to shop at the Food Bank warehouse.
- Agency representatives who are not listed as authorized shoppers will not be able to shop or pick up product from the warehouse.
- Your agency is responsible for any charges made to your account.

Changing Authorized Shoppers

Your agency must complete and submit a “Agency Change of Information” form to add or delete authorized shoppers on your agency’s account.

- Your written request needs to:
- List the full name of each shopper that should be added.
- List the full name of the shopper that should be deleted.
- Provide a photo copy of new shoppers’ drivers’ license.
- Must be signed by the director of the agent as listed on the Food Bank account.
- Must be submitted via mail, email, fax, or brought to food bank.
- **Note: Before a new shopper can shop for your agency, the “Agency Change of Information” form must be on file and the new shopper must have received, read, and signed a “Partner Agency Handbook” Acknowledgement Agreement.**

Only the agency’s primary contact, executive director, president or pastor may make changes to the list of “shoppers” or billing address.

HANDLING FEES

Second Harvest Food Bank receives the majority of its food through Feeding America and local donors. The food is donated and we pay the freight charges to transport it to Manteca. To offset some of the transportation expenses, Second Harvest Food Bank is allowed to assess a handling fee. This fee will never be more than \$0.19 a pound.

WAREHOUSE SAFETY

In an effort to make Second Harvest Food Bank a safe and efficient workplace, we have developed the following safety rules. All employees, agency partners, volunteers and visitors should follow these safety rules. We ask that you notify a food bank staff person immediately if you see a potential safety hazard.

- An **authorized shopper** 18 years old or older must be present in order to shop.
- Each agency may have **one authorized shopper** and **one additional person** present at a shopping appointment.
- Cancellation of pick up appointments must be made 24 hours prior to pick up. If appointments are not cancelled within the allotted time frame, a \$75.00 restocking fee will apply.
- Every shopping appointment is **20 minutes** long for pick up, and 40 minutes for days that floor shopping is offered.
- Agencies that are more than **15 minutes late** to a shopping appointment will not be able to shop. You will need to reschedule your appointment. We need to stay on schedule to be able to serve all of our member agencies.
- Agency shoppers must stay within the designated shopping area. Shoppers may not go into other areas of the warehouse.
- There is **No Smoking, Eating, or Drinking** inside the warehouse.

- **No open toed shoes**, such as sandals, are allowed on the shopping floor.
- For safety reasons, **no cell phone use** while inside the warehouse.

Additional Shopping Rules

- All Agency shoppers **MUST** check in when they arrive for their appointment.
- Agency Shoppers cannot open cases. Products in case must be taken by the case. Sample of contents are provided.
- Please load your cart so that similar items are together. This will make it easier and faster to count and weigh your items before you check out.
- Nothing is to be placed on your cart after it has been counted. If additional products are needed please use a separate cart.
- Please ask for assistance for any product that you cannot reach. Do not climb.
- Signs that say “**INVENTORY**” or “**PROGRAM FOOD**” are off limits. This product is held for our Senior Brown Bag, Food 4 Thought, or other Food Banks.
- Make sure to read the bulletin board for grant foods that are available for your city or county.

RECORD KEEPING AND REPORTING

RECORDING

At a minimum, partner agencies are required to keep all invoices, record of pounds distributed and the number of people served. Second Harvest Food Bank has no intention of asking for your clients’ contact information, but we may ask **YOU** to contact them in the event of a food recall.

REPORTING

The information we request is outlined in the Monthly Reporting Form. We require this information for our mutual benefit. Knowing who we serve collectively helps us learn how to improve our services, both at the food bank and at individual agencies. This data is also a powerful tool for educating donors, policymakers, journalists, and the general public about hunger in San Joaquin, Stanislaus, and the Mother Lode Counties. When we can demonstrate the need for services, we can more effectively ask for support. In many cases, this data is often a requirement for grant reporting.

The Monthly Reporting Form includes the number of people you serve each month. In the case of food pantries and meals, the reports should include number of people served.

Reports are due at the beginning of each month. We will provide you a grace period until the 10th of each month to send in your monthly reports. Please complete the monthly reporting form completely, including your agency's **FULL** name and Agency #. Please double check your entries, all entries must match. We cannot accept your entries over the phone. You may return the form via:

- E-mail to the Agency Coordinator
- Fax to **(209)-239-2086 ATTN: Agency Coordinator**
- Delivery to the food bank (i.e., when you come to pick up food)
- Mail to the food bank

If you have problems completing the form, please contact the Agency Coordinator prior to the due date.

FOOD SAFETY

FOOD SAFETY TRAINING

Food Safety is an important public health issue. Our network exists out of compassion and a desire to help others and the last thing we want is for someone to become sick from the food they receive. *Member agencies must implement proper food handling measures to ensure that product being distributed is safe.*

All agencies will need to go through a food handling certification every few years. Please contact Second Harvest Food Bank for information.

DAMAGED PRODUCT

The Second Harvest Food Bank is committed to providing your agency and its clients with safe food. We inspect our inventory as it arrives and while in the warehouse. Each agency should inspect their order before leaving the food bank. In the event of any problem with your products, report the problem to a staff member immediately.

“IS THIS FOOD EXPIRED”?

Many food products are edible and palatable beyond the sell-by date listed on the package. While manufacturers' policies dictate removing these foods from retail outlets, we are able to utilize these items at the food bank. Appendix A includes a list of guidelines for how long products stay fresh after their “sell-by” dates. Second Harvest Food Bank utilizes these guidelines in determining what products we distribute to agencies. Agencies should use these guidelines to determine how long to keep a product and to evaluate food donations received directly to the agency. Feeding America and Second Harvest Food Bank work actively with food industry representatives to ensure the quality of donated product.

We understand that many of our partners work with vulnerable populations and have policies in place that prevent them from distributing any product beyond its expiration date. Consequently, we make an effort to only accept product that is not expired. In certain situation we will provide you with letters from the food manufacture stating how long their product is good for past expiration. In the future we hope to provide you with expiration dates on our pick list.

AGENCY ACCOUNT POLICY

BILLING & INVOICING

After an agency picks up their order, they will receive an invoice listing the items received and any handling fees due. We accept payment in the form of a pre-printed agency check. We do not accept cash, credit card payments or personal checks.

PENALTIES FOR LATE OR MISSED PAYMENTS AND RETURNED CHECKS

Our Agency Agreement, which each agency signs as part of the application process, states that all account balances must be paid within 30 days of the statement date. In order to help all our agency partners, assist the most people, we must insist on compliance with this guideline.

- When an agency's balance is past due (more than 30 days after the statement date), we will send you a friendly reminder to keep your account current and a 15-day payment extension in good faith.
- If the account balance reaches 60 days or more past due, the agency will be put on product hold until the account is brought current. If payments are repeatedly late or missed, the agency will be put on product hold, or required to place a credit onto the account.
- Continued problems of this nature may result in cancellation of your membership with Second Harvest Food Bank, as determined by the discretion of Second Harvest Food Bank Management.

Second Harvest Food Bank charges a fee of \$10.00 for any checks returned by the bank for insufficient funds, plus any bank fees incurred

Please keep in mind that Second Harvest Food Bank reserves the right to refuse service to any agency that has repeated late, missed, or returned check payments. We want to be a vital asset and partner with you to feed the hungry in our community. It is in our community's best interest for us to work together as smoothly as possible. Please communicate any concerns or issues immediately so that we can partner together in 'silencing the pain that hunger brings'.

CHANGES IN AGENCY STATUS

AGENCY CHANGE OF INFORMATION FORM

Please let us know of changes in personnel, contact information, location, shoppers or programming as soon as possible. New personnel that will shop at the food bank need to read, acknowledge, sign, and return a copy of the “Partner Agency Handbook Agreement” prior to being able to shop. Changes in the agency’s location and/or programming will require a new site visit.

The Agency Change of Information Form must be used to report changes. This form may be submitted by mail, hand delivery, fax, or e-mail to the Program and Agency Relations Staff.

INACTIVE AGENCIES

If an agency has not picked up food for **3** months, it will be considered inactive. If the agency wishes to be reactivated, the agency must complete the application process again. The process includes filling out a new application, paying a **\$100.00** reassessment fee and having a site visit with food bank staff. Please keep in mind, that reapplying is **NOT** a guarantee that your agency account will be reactivated.

CONDITIONS FOR CANCELING AGENCY PRIVILEGES

Second Harvest Food Bank strives to maintain cordial and trusting relationships with all of its partners. Any concerns regarding this relationship should be addressed to Second Harvest Food Bank Management.

In the unlikely event of a violation against any of the policies and procedures in this manual, Second Harvest Food Bank has the right to immediately suspend food distribution to the agency in violation. The agency will be notified of this event as soon as possible by telephone, followed by a letter. The Agency Coordinator shall review the case and make a recommendation to the CEO regarding permanent termination of privileges. In the event an agency feels that they were wrongfully terminated they may submit a grievance to the CEO.

Non – Compliance Procedures

A. PROBATION POLICY AND PROCEDURE:

The Agency may be placed on probation for a period not to exceed three months if found to be in violation of the Contractor, state or federal law. Notification of probation will be in writing. Second Harvest Food Bank management has the authority to place member agencies on probation.

The purpose of this probationary period is to place an Agency on notice to bring their program into compliance, or face suspension. During the probationary period, the agency retains all the rights and privileges of its membership. If the violation is not rectified by the end of the probationary period, Second Harvest Food Bank Management has authority to extend the probationary period or to recommend suspension of the Agency. The Agency's probationary status terminates when the Agency rectifies the violation to the satisfaction of the Second Harvest Food Bank Administration.

Some of the reasons an Agency may be put on probation are (not all inclusive):

- The Agency is persistently delinquent in payment of shared maintenance fee/service charge.
- There is improper storage, refrigeration, or transportation of product.
- There is inadequate recordkeeping as required by the Contractor.
- The Agency does not verify and document income on clients served.
- The Agency is in violation of any applicable state or local statute, ordinance, code, or regulation.
- The Agency is not open to the public and is found distributing donated product to unqualified recipients or exclusive groups such as clubs, sports teams, or church congregations.
- There is no screening process to determine recipients are needy, ill, or children.
- The Agency Program team is unable to monitor the Agency because the Agency is not open or does not respond promptly to attempts to schedule an appointment.
- Agency director or staff fails to communicate or respond to the Food Bank in a timely manner.
- Agency does not hold a current food safety training certificate by a member of food pantry.
- Any other reason found by the Agency Programs team that violates the spirit of the Contract and agreements.

B. SUSPENSION POLICY AND PROCEDURE:

A member agency may be suspended without first being placed on probation if it is found to have one or more violations. A member agency also may be placed on suspension if probation violations are not rectified by the end of the probationary period or if another violation has emerged during the same probationary period. Finally, a member agency will be suspended if placed on probation more than twice during any twelve month period. Suspension notifications will be in writing.

Upon suspension, an agency loses its rights and privileges of membership including access to donated product. The agency's suspension terminates when the Agency rectifies the violation(s) to the satisfaction of the Second Harvest Food Bank Management. This may include a monitoring visit from a Food Bank representative prior to any reinstatement decision. The final decision regarding reinstatement will be that of the Second Harvest Food Bank Management.

Member agencies may be suspended for any of the following violations (not all inclusive):

- Exchanging donated product for money, property or services.
- Removal of donated product from Agency for private use.
- Using donated product in a manner that is not related to the exempt purposes described in section 170 (e) 3 of the Internal Revenue Code and violating the Food Bank's and Agency's 501©3 status.
- Failure to make good any insufficient funds along with the payment of any additional bank fees.
- Disregard of warehouse use and policies, e.g., opening packages, disregarding quantity limitations, blatant disregard or disrespect for Food Bank policies and/or Food Bank staff and/ or other agencies.
- Violations of food safety standards.
- Any other gross violations of the Contract or state or federal law.

C. TERMINATION POLICY AND PROCEDURE:

This contract may be terminated as follows:

1. The Food Bank may terminate this contract if the Agency has been placed on probation or suspension as defined above and the violations leading to probation or suspension have not been rectified. Termination will be provided by written notice through certified mail.
2. Changes to Feeding America, and or Food Bank policy eliminate the eligibility of the Agency.
3. Second Harvest Food Bank reserves the right to terminate or suspend the agency contract with or without cause at any given time.

Second Harvest Food Bank reserves the right to alter or change the Non-Compliance Policies as it deems necessary and will notify agencies of those changes. E-mail, phone calls and/or written letters will be considered sufficient notice.

D. GRIEVANCE PROCEDURE

Agencies may voice their concerns or appeal decisions made by Second Harvest Food Bank Management. Place your concerns in writing and send to the Agency Coordinator and/or the CEO: Second Harvest Food Bank 1220 Vanderbilt Cir. Manteca, CA. 95337. Appeals will be heard by the CEO and members of the Management Team. The final decision will be decided by the CEO after all information has been received and evaluated by the grievance committee.

AGENCY FOOD HANDLING AND STORAGE GUIDELINES

GENERAL STORAGE SUGGESTIONS

Food storage areas must provide protection from weather, fire, theft and pests. Aisles between pallets must be wide enough to provide easy access for inspection, inventory and pulling of product. Those practices include, but are not limited to:

- **STORE FOOD 6 INCHES OFF OF FLOOR**
KEEP ON PALLETS, PLATFORMS, OR SHELVES
- **STORE FOOD 1 INCH FROM THE WALLS**
FOR AIR CIRCULATION AND PEST CONTROL
- **STORE FOOD 2 INCHES FROM THE CEILING**
TO AVOID HIGH TEMPERATURES AT CEILING
- **STORE NON-FOOD ITEMS SEPARATELY**
TOXIC ITEMS (I.E. CLEANING AND MAINTENANCE SUPPLIES) MUST BE KEPT AWAY FROM FOOD, 4-6 FT RECOMMENDED
- **CLEAN FLOORS, PALLETS AND SHELVING REGULARLY**
ALL AREAS SHOULD BE SWEEPED REGULARLY AND MOPPED AT LEAST ONCE A MONTH
CLEAN SPILLS IMMEDIATELY SANITIZE PALLETS AND SHELVING REGULARLY
- **KEEP DOORS, WINDOWS AND ROOFS WELL SEALED**
TO PREVENT PEST ENTRY AND WATER DAMAGE
- **MAINTAIN A PEST CONTROL SYSTEM**
HAVE A CONTRACT WITH A LICENSED PEST CONTROL FIRM
- **MAINTAIN EQUIPMENT REGULARLY**
CHECK FREEZER AND REFRIGERATION UNITS FOR LEAKS
- **MAINTAIN PROPER TEMPERATURES IN ALL STORAGE AREAS**
THERMOMETERS MUST BE KEPT IN FREEZERS, REFRIGERATORS AND DRY STORAGE AREAS
- **MAINTAIN TEMPERATURE LOGS FOR REFRIGERATORS AND FREEZERS**
- **CHECK AND RECORD TEMPERATURES FREQUENTLY, AT LEAST TWICE A WEEK**
- **TEMPERATURE LOGS MUST BE TURNED IN WITH MONTHLY REPORTING FORM.**
- **KEEP REFRIGERATOR/FREEZER CLEAN, DEFROST AS NEEDED**

TYPES OF STORAGE

DRY FOOD STORAGE - Dry or canned goods must be stored as outlined previously and:

- In a cool area
- Away from direct sunlight
- Throw away any cans without labels or severely dented cans.

COLD FOOD STORAGE - Product requiring refrigeration or freezing must be kept as outlined above and:

- In a refrigeration unit kept at 35 to 40 degrees Fahrenheit
- In a freezer unit kept at or below 0 degrees Fahrenheit
- With space to allow for good air circulation
- In a clean and well-maintained unit

STACKING PRODUCT - Basic Rules for Stacking Product are:

- Limit the height of the stack to protect food on the bottom layers from being crushed
- Stack cases on pallets at 90-degree angles to each other (also known as “cross-stacking”) to ensure the stack will be sturdy and solid to avoid tipping when moved
- Discard any cans too damaged to stack

STOCK ROTATION

To help assure the quality and freshness, agencies must use the First In – First Out (FIFO) practice. Food must be stored and distributed so that cases with the oldest received date are used first. It is a good idea to date each case of product as it comes in to easily identify which product should be used first.

PERSONAL CLEANLINESS GUIDELINES

What to Wash

- Hands
- Countertops, shelves and pallets
- Towels and cleaning cloths

When to Wash

Before:

- Handling food
- Preparing food
- Serving food

After:

- Using the bathroom
- Preparing food
- Serving food
- Handling raw meat
- Handling dirty dishes and utensils
- Handling garbage
- Eating, drinking or smoking
- Touching other parts of your body: nose, mouth, hair and skin

Basic Rules for Hand Washing

- Use soap and hot water
- Wash for at least 20 seconds (Singing “Happy Birthday” twice takes 20 seconds)
- Wash between fingers and under nails
- Dry with a single-use towel
- Use a single-use towel to turn off faucets

INTERPRETING LABEL DATES

EXPIRATION OR “USE BY” DATE: Last day the product should be eaten or used for assured quality.

- Phrase most often used: “Do not use after (date).”
- Includes baby formula and baby foods.

FRESHNESS OR “SELL BY” DATE: Last recommended date of sale that allows ample home storage time.

- Phrase most often used: “Sell by (date).”
- Includes milk, yogurt, and eggs.

“BEST IF USED BY” DATE: Date after which a product is not likely to be at peak quality or flavor.

- Includes prepared packaged foods, Rice/Soy Dream products, and most dry goods.

Product	Throw Out After
Milk*	4 – 7 days past stamped date
Yogurt*	7 – 10 days passed stamped date
Soft Cheeses * (cottage, cream, ricotta)	1 week past stamped date
Hard Cheeses* (cheddar, Swiss)	3 – 4 weeks past stamped date
Luncheon Meat*	4 – 6 days unopened, 3 – 5 days if opened
Powdered Milk*	6 months past date
Eggs*	3 – 5 weeks past stamped date
Dry cereal	6 – 12 months unopened
Food in Jars	12 months past stamped date
Canned Foods <ul style="list-style-type: none"> • Acidic (tomato products) • Non-acidic (vegetables, soups) 	12 months 2 – 5 years
Bread Products	7 days after date if refrigerated at first
Rice/Pasta (dry)	1 year after receiving

* For a full list of shelf stable items, please visit our website at www.localfoodbank.org

*All refrigerated products must be kept at 40° F or cooler at all times

EMERGENCY FOOD BOX CHECKLIST

ITEM DESCRIPTION	
1	CEREAL
1	NONFAT DRY MILK (OR CANNED)
1	PEANUT BUTTER
1	JELLY OR JAM
2	TUNA OR OTHER CANNED MEATS
2	CANNED SOUPS
2	CANNED MEATS (STEW, RAVIOLI, ETC.)
4	RAMEN NOODLES
2	CANNED VEGETABLES
2	CANNED FRUITS
1	BOX CRACKERS
4	JUICE SMALL CANS (OR OTHER BEVERAGES)
1	PACKAGE COOKIES (OR OTHER SNACK)
	<ul style="list-style-type: none"> • ITEMS TO BE ADDED TO BOXES UPON PICKUP; BREAD, PASTRIES, & FRESH FRUITS. • BOXES MAY INCLUDE ANY AVAILABLE HYGIENE ITEMS SUCH AS, SHAMPOO, TOOTHPASTE, DEODORANT, SOAP ETC...

# ITEMS PER FAMILY SIZE	ITEM DESCRIPTION
1-3 / 4-6	
1 / 2	DRY CEREAL
1 / 1	DRY NONFAT MILK
1 / 1	PEANUT BUTTER
1 / 1	JELLY OR JAM
2 / 4	TUNA OR OTHER CANNED MEATS
1 / 2	SPAGHETTI OR PASTA
1 / 2	SPAGHETTI SAUCE
2 / 4	MACARONI & CHEESE
2 / 4	CANNED SOUPS
2 / 4	CANNED MEALS (STEW, RAVIOLI, ETC.)
3 / 6	RAMEN NOODLES
3 / 6	CANNED VEGETABLES
3 / 6	CANNED FRUITS
1 / 1	BOX CRACKERS
1 / 2	LARGE JUICE CAN OR
3 / 6	SMALL JUICE CAN (OR OTHER BEVERAGES)
1 / 2	PKG. COOKIES (OR OTHER SNACKS)
BABY FOOD AND FORMULA UPON REQUEST, IF AVAILABLE	

DIABETES QUICK TIPS

FOOD PANTRY SUGGESTIONS AND TIPS FOR CLIENTS WITH DIABETES

ITEMS	TIPS	MEAL IDEAS
Canned Soup	Choose soups like chicken noodle, tomatoes, bean, and veggie	Add fresh vegetables to soup
Canned Vegetables	Okay, rinse with water	Cook canned or fresh veggies with ground turkey and serve over pasta. grated
Canned Fruit	Choose fruit in 100% juice	Eat canned fruit with low fat yogurt and cottage cheese.
Bread	Choose whole wheat	Use bread and peanut butter to make a pb sandwich
Tuna/Ground Turkey/Eggs/Peanut Butter	Okay	A good breakfast is milk, cereal, and fruit
Cereal	choose cereal like oatmeal and cheerios, NO high sugar cereal	At Every meal choose a healthy carbohydrate like: Grains (especially whole grains) Fruits Vegetables Milk, cheese, yogurt Eat five fruits and veggies every day
Pasta/Rice	Okay	
Dairy/ Cheese	Choose non-fat or 1% milk and reduced fat cheeses	
Sweet items: cake, soda, pastries, syrup, candy	Limit these items	



CALCULATING DAYS OF FOOD FOR CLIENTS

The amount of food you distribute is to be determined by your agency. Our suggestion is based on pounds per person. This number is based on the poverty levels in our counties. See below for weekly and bi-monthly poundage suggestions for your clients.

ADULTS (11 & ABOVE)	CHILDREN (AGES 5-10)
MONTHLY = 35 TO 38 POUNDS	MONTHLY = 20 POUNDS
BI-MONTHLY = 18.50 POUNDS	BI-MONTHLY = 10.00 POUNDS
WEEKLY = 9.25 POUNDS	WEEKLY = 5.00 POUNDS

PARTNER AGENCY HANDBOOK
ACKNOWLEDGEMENT AGREEMENT

Agency Name	Date
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Agency Shopper Name

City	Zip	Phone
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The above named **Agency Shopper** agrees to comply with the following requirements of Second Harvest Food Bank of San Joaquin and Stanislaus Counties. Please read each requirement below carefully and initial as confirmation that you have read and understand the designated requirements. The agency must:

1. Confirm that all product received from Second Harvest Food Bank will be used solely to assist low-income, elderly persons, infants and others in need. It is **NOT** for your personal use by your feeding program. Product must stay in your county. _____ *INITIAL*
2. Confirm that product received from Second Harvest Food Bank will be used in a manner consistent with the agency's purpose, as stated in the agency's Articles of Incorporation. _____ *INITIAL*
3. The agency must be a 501(c)(3) non-profit organization and meet the IRS eligibility requirements for receipt, transfer and use of donated food under section 170(e)(3).
4. Maintain a Board of Directors. The Board must consist of 5 or more members with not more than 2 related family members, depending upon the position being held. At least 2 or more members must reside in the immediate area of the agency. Board of Directors list must consist of member name, position held, home address and contact phone number. Authorized shoppers cannot be members of the Board of Directors and/or hold a treasury position within their food pantry.
5. Confirm that no product received from Second Harvest Food Bank will be sold, offered for sale, transferred, bartered for money, other properties, personal gain, or services. If a food recipient wishes to make a donation, it cannot be done in conjunction with, nor have any relation to, the receipt of food. _____ *INITIAL*
6. Product may not be transferred to another agency; product obtained by an agency must be used by the same agency. The agency must agree to immediately contact Second Harvest Food Bank in case of damage, loss, or theft of product. _____ *INITIAL*
7. Safely and properly handle the donated goods, which conforms to all Local, State, and Federal regulations.
8. Adhere to additional donor stipulations.

9. May not require the attending of any religious service or meeting as a prerequisite to receiving food. _____ *INITIAL*
10. Confirm that it will not engage in discrimination, in the provision of service against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation, including gender identity, unfavorable discharge from the military or status as a protected veteran. _____ *INITIAL*
11. Abide by all restrictions placed on any product received from Second Harvest Food Bank. The agency must be able to pick up product from Second Harvest Food Bank.
12. Agree to submit, by the 1st of each month, a monthly unduplicated count and demographics of individuals served. _____ *INITIAL*
13. Agree to submit the most updated and current Certificate of Liability Insurance for the agency upon each renewal of the insurance policy. The certificate must name Second Harvest Food Bank as a Secondary Insured, clearly state the name of the agency, and list the address or addresses where the food is physically stored. _____ *INITIAL*
14. Maintain record keeping systems on file for five (5) years to track the following information. Name, number in household, gender, age, race, income verification, and address or phone number of all clients served. _____ *INITIAL*
15. Maintain copies of invoices from Second Harvest Food Bank for three (3) years. _____ *INITIAL*
16. Maintain food storage facilities that meet State of California Health Department requirements, including dry, frozen, and/or refrigerated storage. Storage areas should be kept clean at all times.
17. Any and all handling fees can be placed on your Agency account (limit of \$250.00 for new agencies) or can be paid with a company check, cashier's check, or money order (No Cash Please). Please turn your invoice into your accounts payable department as soon as possible to ensure payment on account.
18. Agree to be available for monitoring visits at any time by authorized Second Harvest Food Bank personnel. Monitoring may be conducted without prior notification and will take place at least every other year. Monitoring will be limited to areas pertaining to product collection, storage, distribution, and related record keeping procedures.
19. Agree to inform Second Harvest Food Bank of any changes in contract names, addresses, phone numbers, services provided, and other relevant information. _____ *INITIAL*
20. Adhere to the rules and regulations of Second Harvest Food Bank of San Joaquin and Stanislaus Counties and Feeding America, and any government laws that may be applicable to the agency from time to time.
21. Confirm that a food safety training certificate is held by a current member of your agency's food pantry and renewed by its expiration as required by Feeding America. If the holder of the food safety certificate is no longer involved with your agency's food pantry at any time, the food safety certificate must immediately be obtained by a current member of the agency. _____ *INITIAL*

22. Confirm that an agency representative will attend all mandatory meetings. _____ INITIAL

**FAILURE TO COMPLY WITH ANY OF THESE REQUIREMENTS MAY RESULT IN THE AGENCY'S
SUSPENSION OR TERMINATION FROM SECOND HARVEST FOOD BANK OF SAN JOAQUIN &
STANISLAUS COUNTIES.**

AUTHORIZED SHOPPER SIGNATURE

DATE

AUTHORIZED SHFB SIGNATURE

DATE

**PLEASE RETAIN A COPY OF THE PARTNER AGENCY HANDBOOK
ACKNOWLEDGEMENT AGREEMENT
FOR YOUR FILES.**

