



# **SECOND HARVEST**

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*of the Greater Valley*

## **PARTNER AGENCY HANDBOOK**

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# SECOND HARVEST

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## *of the Greater Valley*

Dear Agency Partners,

Second Harvest of the Greater Valley 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 with 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 of the Greater Valley  
[kkrick@secondharvest.org](mailto:kkrick@secondharvest.org)

## MISSION STATEMENT

Feeding our Community through our Partnerships

## HISTORY

“SHGV began as Good Samaritan Community Services in 1976 by administering State Brown Bag and Title III-B programs for low-income senior citizens in San Joaquin County. Good Samaritan began to collect more food than it needed and began providing supplemental groceries to other nonprofit charities with food operations.

In May of 1995, the food bank joined a national coalition of food banks known as America’s Second Harvest, now known as Feeding America. Joining this national coalition provided the opportunity to receive donations on a large corporate level and allowed for growth and expansion. In 1996 the food bank completed its separation from Good Samaritan and established its own non-profit entity as the San Joaquin Food Bank.

In 2001 San Joaquin Food Bank merged with the Modesto-Riverbank-Stanislaus County Food Bank to form Second Harvest Food Bank of San Joaquin and Stanislaus Counties (SHFB). The merging of these two entities allowed for a more effective and increased distribution of food to those in need. Several years later, through Feeding America governance, SHFB was designated as the regulatory and compliance food bank to represent an 8-county territory that includes San Joaquin, Stanislaus, Merced, Amador, Alpine, Calaveras, Mariposa and Tuolumne. The Feeding America designated territory SHFB provides compliance is served in cooperation with four other independent food banks affiliated with the Feeding America Network. These food banks include Merced County Food Bank (<https://mmcfb.org/>), ATCAA Food Bank (<https://www.atcaa.org/food-bank>), The Resource Connection Food Bank (<https://trcac.org/the-food-bank/>), and Amador Interfaith Food Bank (<https://www.feedamador.org/site/pages/home.cgi>)

With representation of this 8 county region in January of 2021, SHFB officially became Second Harvest of the Greater Valley (SHGV). Today SHGV continues its mission of fighting hunger with these partner food banks by distributing over 25 million pounds of food to over 500,000 individuals through sustaining and growing its vital programs.

## **SERVICE AREAS AND PROGRAMS**

### **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 can 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.

### **Fresh Food 4 Kids**

The Fresh Food 4 Kids program provides food access to children and their families in high need areas. The program distributes groceries twice a month through an efficient distribution method set up in front of the school. This new method accommodates social distancing guidelines and modified schedules as needed. The program can be ran through the whole year, including the summer months.

### **School Pantry**

Second Harvest of the Greater Valley has developed an onsite School Pantry option to provide supplemental items. The school site provides a space to store and display food items. This space could be as small as a storage closet to as big as a room. Some sites have only a closet with a few shelves, and others have a room with refrigeration. The school staff and volunteers are responsible for running the pantry, setting hours, setting distribution limits, record keeping, submitting simple monthly reports, yearly surveys, and food order requests.

Programs are flexible; school sites can decide to have one Program or the other, or both. We are excited for this new adventure and for a growing partnership.

### **Senior Brown Bag**

Since 1976, the Senior Brown Bag program has been delivering bags of nutritious supplemental groceries to at risk senior citizens throughout San Joaquin County. Many seniors are on a limited income, often left with making cuts in vital needs including healthy foods. The reduction in diet often leads to increased health issues and a rise in medical costs. To promote healthy living, twice a month the bags are filled with 15-18 pounds of supplemental groceries including 7-9 pounds of fresh fruits and vegetables. Seniors sign up for this program at specific locations close to their homes so that it is easier for them to receive the food bags. Deliveries to homebound seniors is also offered through this program.

### **Mobile Fresh**

Mobile Fresh, provides 20-40 pounds of produce and assorted groceries to individuals, families, and

seniors that are experiencing barriers to access. The Mobile Fresh Program sets up at a partner site and distributes bags up to 300 participants in need in an hour. During the distribution participants are greeted by friendly volunteers and staff. Currently, our Mobile Fresh trucks are out in San Joaquin and Stanislaus County almost every day.

### **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 do not 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's participation in this program has given us a nutritional foundation which is vital to the families, seniors, and youth.

### **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 46.5 million American's each year, including nearly 12 million children and 6million seniors. Serving the entire United States, more than 200-member food banks support more than 61,000 agencies that address hunger in all its form. For more information on how you can fight hunger in your community and across the country, visit [www.feedingamerica.org](http://www.feedingamerica.org)

|                               |
|-------------------------------|
| <b>FOOD ACCESS PROCEDURES</b> |
|-------------------------------|

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

Second Harvest is located at 1220 Vanderbilt Cir. Manteca, CA, 95337. When you come to the food bank to pick up food, please enter through the gate at 704 E. Industrial Park Dr. Drive around to the back parking lot of the building to your west 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 office hours of operation are from 7:00 A.M to 3:30 P.M., Monday through Friday.

**Agency pick-up hours are 8:00 A.M. to 1:30 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. Holiday closures are subject to change. Agencies will be notified in advance of any changes.

## **AUTHORIZED SHOPPERS**

### **Authorized Shopper Policy**

The Authorized Shopper policy ensures 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 utilize the online shopping platform, and/or pick up at the Food Bank warehouse.
- Agency representatives who are not listed as authorized shoppers will not be able to 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 an "Agency Change of Information" form to add or remove authorized shoppers on your agency's account.

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.

- 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 photocopy of new shoppers' drivers' license.
- Must be signed by the director of the agency as listed on the Food Bank account.
- Must be submitted via mail, email, fax, or brought to Food Bank.

## **HANDLING FEES**

Second Harvest 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 can assess a handling fee. This fee will never be more than \$0.19 a pound.

## **WAREHOUSE SAFETY**

In an effort to make Second Harvest 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 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 may apply.
- Every shopping appointment is **30 minutes** long for pick up appointments. Agencies that are more than **15 minutes late** to pick up an order will be asked to reschedule their appointment.
- Agency shoppers must stay within the designated shopping area. Shoppers may not go into warehouse.
- There is **No Smoking, Eating, or Drinking** inside the warehouse.
- **No open toed shoes**, such as sandals, are allowed in the warehouse shopping area.
- For safety reasons, **no cell phone use** while inside the warehouse.
- All Agency shoppers **MUST** check in when they arrive for their appointment.

## **RECORD KEEPING AND REPORTING**

### **RECORDING**

At a minimum, partner agencies are required to keep all invoices, temp logs, record of pounds distributed, and the number of people served. Second Harvest 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, 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.

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 10<sup>th</sup> of each month to send in your monthly reports. Please complete the monthly reporting form completely. Please double check your entries, all entries must match. We cannot accept your entries over the phone. You can find the form on our website at <https://www.localfoodbank.org/agency-reporting.html>.

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

## **FOOD SAFETY**

### **FOOD SAFETY TRAINING**

*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 for information.

### **DAMAGED PRODUCT**

The Second Harvest 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, please contact the agency coordinator. If items are damaged, you will be asked to provide photos.

### **“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 can 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. 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 work actively with food industry representatives to ensure the quality of donated product.

## **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. 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, as determined by the discretion of Second Harvest Management.

Second Harvest 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 reserves the right to refuse service to any agency that has repeated late, missed, or returned check payments.

### **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 Agency Coordinator.

## **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 PARTNERSHIP**

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

In the unlikely event of a violation against any of the policies and procedures in this manual, Second Harvest 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 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 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 Administration.

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

- The Agency is persistently delinquent in payment of fees.
- There is improper storage, refrigeration, or transportation of product.
- There is inadequate recordkeeping.
- 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 the 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 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 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 reserves the right to terminate or suspend the agency contract with or without cause at any given time.

Second Harvest 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 Management. Place your concerns in writing and send to the Agency Coordinator and/or the CEO: Second Harvest of the Greater Valley 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 *<br>(cottage, cream, ricotta)   | 1-week past stamped date                   |
| Hard Cheeses*<br>(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"> <li>• Acidic (tomato products)</li> <li>• Non-acidic (vegetables, soups)</li> </ul> | 12 months<br>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](http://www.localfoodbank.org)

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

## EMERGENCY FOOD BOX CHECKLIST

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

| # ITEMS PER FAMILY SIZE<br>1-3 / 4-6 | ITEM DESCRIPTION                            |
|--------------------------------------|---|
| <b>1 / 2</b>                         | <b>DRY CEREAL</b>                           |
| <b>1 / 1</b>                         | <b>DRY NONFAT MILK</b>                      |
| <b>1 / 1</b>                         | <b>PEANUT BUTTER</b>                        |
| <b>1 / 1</b>                         | <b>JELLY OR JAM</b>                         |
| <b>2 / 4</b>                         | <b>TUNA OR OTHER CANNED MEATS</b>           |
| <b>1 / 2</b>                         | <b>SPAGHETTI OR PASTA</b>                   |
| <b>1 / 2</b>                         | <b>SPAGHETTI SAUCE</b>                      |
| <b>2 / 4</b>                         | <b>MACARONI &amp; CHEESE</b>                |
| <b>2 / 4</b>                         | <b>CANNED SOUPS</b>                         |
| <b>2 / 4</b>                         | <b>CANNED MEALS (STEW, RAVIOLI, ETC.)</b>   |
| <b>3 / 6</b>                         | <b>RAMEN NOODLES</b>                        |
| <b>3 / 6</b>                         | <b>CANNED VEGETABLES</b>                    |
| <b>3 / 6</b>                         | <b>CANNED FRUITS</b>                        |
| <b>1 / 1</b>                         | <b>BOX CRACKERS</b>                         |
| <b>1 / 2</b>                         | <b>LARGE JUICE CAN OR</b>                   |
| <b>3 / 6</b>                         | <b>SMALL JUICE CAN (OR OTHER BEVERAGES)</b> |
| <b>1 / 2</b>                         | <b>PKG. COOKIES (OR OTHER SNACKS)</b>       |

BABY FOOD AND FORMULA UPON REQUEST, IF AVAILABLE

**PARTNER AGENCY HANDBOOK**  
**ACKNOWLEDGEMENT AGREEMENT**

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**Agency Name**

**Date**

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**Agency Shopper Name**

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**City**

**Zip**

**Phone**

The above-named Agency Shopper agrees to comply with the following requirements of Second Harvest of the Greater Valley. Please read each requirement below carefully and initial as confirmation that you have read and understand the designated requirements. The agency must:

The above named agency agrees to comply with the following requirements of Second Harvest of the Greater Valley. 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 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.
2. 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).
3. 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.
4. Confirm that no product received from Second Harvest will be sold, offered for sale, transferred, bartered for money, other properties, personal gain, or services. Product received will be used in a manner consistent with the agency's purpose, as stated in the agency's Articles of Incorporation. If a food recipient wishes to donate, it cannot be done in conjunction with, nor have any relation to, the receipt of food.
5. 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 in case of damage, loss, or theft of product.
6. All damaged products must be reported to Second Harvest within 24 hours of receipt. Photos of damaged product will be required.

7. Any agency more than 15 minutes late for an appointment will be rescheduled, and a \$75.00 restocking fee may apply.
8. The agency will be responsible for ensuring that all loads are properly secured. Second Harvest will not be responsible for the loss of any product once it has left the premises.
9. Adhere to additional donor stipulations.
10. May not require the attending of any religious service or meeting as a prerequisite to receiving food.
11. 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.
12. Agree to submit, by the 1st of each month, a monthly unduplicated count and demographics of individuals served. 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.
13. Maintain copies of invoices from Second Harvest Food Bank for three (3) years.
14. 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 as a secondary Insured, clearly state the name of the agency, and list the address or addresses where the food is physically stored.
15. 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.
16. Any and all handling fees can be placed on your Agency account 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. Payments are due within 30 days of receipt.
17. Agree to be available for monitoring visits at any time by authorized Second Harvest 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.
18. Agree to inform Second Harvest of any changes in contract names, addresses, phone numbers, services provided, and other relevant information.
19. Adhere to the rules and regulations of Second Harvest Food Bank of the Greater Valley and Feeding America, and any government laws that may be applicable to the agency from time to time.
20. 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.
21. Confirm that an agency representative will attend all mandatory meetings.

***FAILURE TO COMPLY WITH ANY OF THESE REQUIREMENTS MAY RESULT IN THE AGENCY'S  
SUSPENSION OR TERMINATION FROM SECOND HARVEST OF THE GREATER VALLEY.***

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**AUTHORIZED SHOPPER SIGNATURE**

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**DATE**

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**AUTHORIZED SHGV SIGNATURE**

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**DATE**

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