



Partner Agency Manual

Feed Educate Advocate

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The Idaho Foodbank and Feeding America

The Idaho Foodbank (IFB), founded in 1984, is an independent nonprofit organization, and the largest distributor of free emergency food in the state of Idaho. IFB facilities are located in Boise, Lewiston, and Pocatello serving 39 of Idaho's 44 counties.

Food distribution is made possible by generous donors including manufacturers, wholesalers and retailers, thousands of volunteers, community and corporate food drives, and a network of more than 200 nonprofit Partner Agencies.

Our Partner Agencies include food pantries, community kitchens, emergency shelters, senior centers, and other feeding programs. The Idaho Foodbank also provides direct service through programs such as the Mobile Pantry, the Backpack Program, School Pantry and Summer Feeding Program. IFB also offers Share Our Strength's Cooking Matters, a cooking and nutrition education program for low-income families.

IFB's main facility is located in Boise and serves Partner Agencies within Southwest Idaho. The Boise branch services Ada, Adams, Blaine, Boise, Camas, Canyon, Cassia, Elmore, Gem, Gooding, Jerome, Lincoln, Minidoka, Owyhee, Payette, Twin Falls, Valley, and Washington Counties.

The North Central region is served by our branch located in Lewiston and services Clearwater, Idaho, Lewis, Latah, and Nez Perce Counties.

The Eastern Idaho region is served by our branch located in Pocatello which serves the following counties: Bannock, Bear Lake, Bingham, Bonneville, Butte, Caribou, Clark, Custer, Lemhi, Franklin, Fremont, Jefferson, Madison, Oneida, Power, and Teton.

The Northernmost Idaho counties (Benewah, Bonner, Boundary, Kootenai, and Shoshone) are serviced by Second Harvest Inland Northwest in Spokane, Washington.

The Idaho Foodbank is an affiliate of Feeding America, the nation's largest non-profit hunger-relief organization located in Chicago, Illinois. Feeding America provides emergency food assistance to more than 37 million hungry Americans each year through a food bank network consisting of 200+ members. Feeding America and IFB work with unity of purpose toward a common goal of maximizing the provision of safe and nutritious food resources to people in need, and relieving hunger. For more information about Feeding America, please visit their website at <http://feedingamerica.org/>.

The Idaho Foodbank Programs



The Idaho Foodbank supports Feeding America's retail store perishable donation program. In an effort to donate as much useable product as possible, while maintaining the highest standards in safe food handling, major retailers have chosen to donate perishable products exclusively to Feeding America network food banks. Our grocery partners include: Albertsons, Wal-Mart, Fred Meyer, Smiths, Broulins, Riddleys, and Target.



The Idaho Foodbank has established 30+ mobile food pantries throughout the state of Idaho. This program sends a truck filled with food into underserved communities where access to food pantries or other food programs may be limited or nonexistent. Community volunteers and recipients working together make this same-day food distribution possible.



The Beef Counts Program is an innovative program established and endorsed by the Idaho Cattle Association, The Idaho CattleWomen Council, Agri Beef Company, and the Idaho Beef Council. The collaborative effort between Idaho's beef industry and the Idaho Foodbank helps provide nutrient-rich beef throughout Idaho.



The Backpack Program provides weekend meals to children who are identified as chronically hungry. Backpacks are distributed to participating children on Fridays or the last day of the school week. The backpack refill includes enough food to nourish a child for the weekend. All food items are child-friendly, non-perishable, and nutritious.



POPP is a collaborative purchasing opportunity for IFB's Partner Agencies. The Idaho Foodbank purchases key items such as canned meals, canned fruit, dry pasta, pasta sauce, and peanut butter, as well as many more items at a quantity discount, and makes these items available to participating Partner Agencies at significant cost savings compared to retail. By ordering in truckload quantities of single or mixed items, IFB can negotiate pricing directly with vendors and/or distributors, and can take advantage of full truckload freight rates. Agency participation is optional.



The School Pantry Program is to help alleviate child hunger through the provision of food to school children and their families. Pantries are located within a school and intended to increase access to food and resources through convenient, safe and comfortable environment.



Picnic in the Park is a summer feeding program designed to fill the nutrition gap for low income children, ages 1-18, during the summer months. The lunches are free to ALL children, no income verification required. The lunches are provided in the Boise metro area. All locations target low-income children and families in the Boise area. Valuable support for this program comes from the U.S. Department of Agriculture, the Idaho State Department of Education, and generous private funders.



As part of the national No Kid Hungry campaign working to end childhood hunger in America, Share Our Strength and The Idaho Foodbank provide Cooking Matters. This 6-week course empowers low-income families to stretch their food budgets so their children get healthy meals at home. Participants learn to shop smarter, use nutrition information to make healthier choices, and cook delicious, affordable meals. Cooking Matters courses and tours equip families with the skills they need to stretch their food dollars and maximize the benefits they receive through public nutrition programs like SNAP (food stamps) and WIC (Women, Infants and Children).

Commodity Supplemental Food Program

Developed by the United States Department of Agriculture (USDA), the Commodity Supplemental Food Program (CSFP) improves the health of low-income seniors at least 60 years of age, by adding nutritious food to their diets. Eligible Idaho seniors receive a free monthly food box that includes nutrition information and helpful recipes.



The Emergency Food Assistance Program (TEFAP) helps supplement the diets of Idahoans who are low-income, including the elderly, by providing them with emergency food and nutrition assistance at no cost. A national hunger-relief program, the food is purchased by the U.S. Department of Agriculture (USDA) and distributed by The Idaho Foodbank through a network of community partners in eastern Idaho.

Partnership Eligibility

1. Have an IRS designation of a 501(c)(3) public charity OR be a qualified church. May not be a private foundation 501(c)(3).
2. Be incorporated for the purpose of serving the ill, needy, or infants (minor children).
3. Must have adequate storage space and/or refrigeration on its premises to ensure the integrity of the food until it is distributed.
4. Must show a positive financial history through financial reports to assure sustainability. The financials must be from the organization, not from a personal account.
5. Must have at least one person with a Food Safety Certification or a ServSafe® Certification deemed responsible for food safety protocol and training of volunteers. A copy of certification must be provided to IFB for their file. When certification expires, agencies must renew certification and provide IFB with the most current copy.
6. Must distribute all donated and purchased products received from IFB free of charge for the use by the ill, needy, or infants (minor children) limited to distribution and use in Idaho in accordance with IRS Tax Code Section 170(e)(3) as outlined in the Partner Agency Manual. Product will not be sold, transferred or bartered for money, properties or services.
7. Must register with the Idaho CareLine 2-1-1.
8. Require staff and volunteers who provide direct service or have access to recipient information to sign a formal confidentiality agreement. An example of a “Volunteer Confidentiality Agreement” for your use can be found in the Useful Documents Section on page 48.
9. Must agree to pay all additional fees and/or delivery fees within 30 days of receipt of a monthly billing statement.
10. Must agree to attend or participate in training sessions held by IFB, and make every effort to assist in food drives and media opportunities, if requested by IFB, to promote hunger awareness issues.

Partnership Responsibilities

Each Partner Agency and its representatives will be held responsible for the material contained in this manual. Orientation to this material will be offered to new Partner Agencies and will be reviewed as needed. It is expected that all Partner Agency staff and volunteers be trained and comply with the following responsibilities.

- Follow all state and federal laws governing 501(c)(3) private nonprofits, provide proof of current 501(c)(3) status with a copy of an IRS tax exemption letter or organized church letter.
- Agreement that the original donor, Feeding America, and The Idaho Foodbank:
 - Are released from any liabilities resulting from donated goods;
 - Are held harmless from any claims or obligations in regard to the Agency or donated goods;
 - Offer no express warranties in relation to the gift of goods.
- Distribute all donated and purchased products received from IFB free of charge for the use by the ill, needy, or infants (minor children) limited to distribution and use in Idaho in accordance with IRS Tax Code Section 170(e)(3) as outlined in the Partner Agency Manual. Product will not be sold, transferred or bartered for money, properties or services.
- Food recipients cannot be required to volunteer or work for food, attend educational or religious classes or workshops, to pray or participate in religious services in order to receive food.
- Follow all food storage and proper handling procedures as established in the IFB Partner Agency Manual. Must have at least one person with a Food Safety Certification or ServSafe® Certification deemed responsible for food safety protocol and training of volunteers. All food received with restrictions will be handled in accordance with guidelines.
- Allow an initial site visit by IFB to insure facility meets standards set by IFB and Feeding America as well as other regulatory agencies. Thereafter, IFB may conduct a site visit at any time, but at least every two years.
- Abide by the policies, procedures, record keeping and reporting requirements as outlined in the IFB Partner Agency Manual. All monthly reports of people served are to be filed with IFB no later than the 10th day of the following month of service.
- Provide payment of any agency authorized charges within 30 days of receipt of billing.
- Ensure timely arrival and departure for all scheduled appointments at IFB facility.
- Publicly display days and hours of operation and notify IFB of any changes in service hours. Some exceptions may be granted to comply with Partner Agency service requirements.
- Make every effort to assist in food drives and media opportunities, if requested by IFB, to promote hunger awareness issues.
- Attend educational workshops and trainings as deemed necessary by IFB.
- Participate in agency meetings, focus groups, surveys, data collection, and feedback opportunities as requested by IFB.
- Require staff and volunteers, who provide direct service or have access to recipient information, to sign a formal confidentiality agreement that respects recipient information.
- Prohibit discrimination to any individual 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.
- Provide notification in writing of any staffing or procedural changes.

The Bill Emerson Good Samaritan Food Donation Act

On October 1, 1996, President Clinton signed into effect the Federal Bill Emerson Good Samaritan Food Donation Act to encourage the donation of food and grocery products to non-profit organizations for distribution to individuals in need. This law:

- Protects donors from liability when donating to a non-profit organization.
- Protects donors from civil and criminal liability should the product donated in good faith later cause harm to the recipient.
- It standardizes donor liability exposure. Donors and their legal counsel no longer have to investigate liability laws in 50 states.
- It sets a liability floor of "gross negligence" or intentional misconduct for persons who donate grocery products. According to this law, gross negligence is defined as "voluntary and conscious conduct by a person with knowledge (at the time of conduct) that the conduct is likely to be harmful to the health or well-being of another person."

The Bill Emerson Good Samaritan Food Donation Act protects the donors from liability of donating products, not the distributor (Partner Agency) of such donation. Food safety protocols must be followed. This will help to ensure that the end recipient of the donation receives quality, safe food.

Congress recognized that the provision of food close to recommended date of sale is, in and of itself, not grounds for finding gross negligence. For example, cereal can be donated if it is marked close to code date for retail sale.

In addition the Bill Emerson Good Samaritan Food Donation Act does not alter or interfere with state or local health regulations.

It is the policy of IFB to comply with the Bill Emerson Good Samaritan Food Donation Act. Compliance with the Act is a shared responsibility of each food bank employee, Partner Agency, volunteer, and visitor. It is important to remember that the Bill Emerson Good Samaritan Food Donation Act has never been tested in court, which means all Partner Agencies should take precaution when it comes to distributing food.

IRS Code 170(e)(3) Interpretive Guide

What is the IRS Code 170(e)(3)?

- The IRS Code 170(e)(3) was instated to allow companies/organizations that donate product to wholly owned 501(c)(3) organizations or equivalent (churches) to receive a tax deduction. IRS Code 170(e)(3):
- Defines the tax deduction for which donors are eligible if the donation is used according to the regulations.
- Defines the organizations eligible to receive these donations.
- Defines the allowable uses of the donations.
 - For the care of the ill, needy, and infants (minor children).
 - Predominant focus on “needy”, i.e. the intent of the legislation is to foster charitable donations to serve the needy.

IRS Code 170(e)(3) Regulation

Partner Agencies **cannot** distribute IFB products to other Partner Agencies, non-Partner Agencies, organizations, or business entities. If a Partner Agency redistributes products to another entity and not directly to ill, needy, or infant recipients, the Partner Agency cannot monitor or regulate that:

- The donated product will be distributed to only qualified organizations that meet the IRS Code 170(e)(3) guidelines.
- The donated product will be distributed to only those who qualify under the IRS Code 170(e)(3) guidelines [ill, needy, and infants (minor children)].
- The donated product will not be sold, traded or bartered.
- In the event product is recalled, proper traceability of the product can occur.
- Safe and proper food handling has occurred.

If a Partner Agency is found to be in violation of IRS Code 170(e)(3) Partnership with IFB will be discontinued.

Recommended Practices

IFB recommends Partner Agencies to follow these best practices:

- A Partner Agency ordered and received more product than it has the capacity to handle:
 - Before you accept the product, be sure your Agency can store or redistribute the food. Do not take more than the Agency can properly distribute.
 - If the items are delivered, and you are unable to properly store all of the product, request the items be returned to IFB.
- A local donor calls a Partner Agency and asks them to pick up a large donation. When the local donor arrives, the volunteers realize they cannot take the full amount.
 - The Partner Agency should contact IFB or ask other local Partner Agencies to pick up some product directly from the donor.
- A Partner Agency receives a large donation of perishable goods and is unable to distribute everything. They do not have the ability to store the food or will not be open for distribution before the product expires.
 - Contact IFB immediately to return the items.

Use of Donated Product Policy

In-House use of Donated Goods requires detailed scrutiny to ensure that Partner Agencies are following both the “letter of the law” and also the spirit of IRS Code 170(e)(3). In ordinance with IRS Code 170(e)(3) all items donated through IFB must be distributed to the ill, needy, and infants (minor children).

Donated product **cannot** be used for the day-to-day operations of the organization, meeting use, volunteer use, fundraising events such as bake sales or spaghetti dinners, prizes, or given to any other affiliated organization.

Partner Agencies may provide take-home donated products to ill or needy volunteers, and/or staff (VISTAs, Jesuit volunteers etc.) whose income leaves them legitimately “needy”. Any such provision should be in response to incident-by-incident emergency need only, and not as a regular supplement, as this could be construed as compensation.

Donated product may not lawfully be used to “pay” staff or volunteers.

Best practice recommendations would be to have the “needy” staff/volunteer sign in to the pantry or feeding program like any other recipient would on a day other than one where volunteer work has been conducted. While this may not be possible at all times,

Partner Agencies should first evaluate:

- The “standards of need” generally accepted in the community so as to permit applying such standards in-house.
- Possible negative consequences such as: negative publicity, adverse reaction from product donors, disrupted inventory control, adverse reaction from other staff and volunteers, and a negative perception of “siphoning off” by Partner Agencies resulting in significantly less product reaching non-staff/ volunteer recipients.
- Alternate strategies for addressing the ongoing needs of these staff or volunteers.
- The nature of controls needed to implement and monitor the program. (Such as fair and equitable times they can receive food when volunteer work has been conducted.)

Never allow a volunteer to serve themselves a food box or emergency food.

IFB recommends that all Partner Agencies have a monitoring system in place prior to distributing such donated product to ill or needy volunteers, and/or staff (VISTAs, Jesuit volunteers etc.). An authorized person should be identified to implement and monitor the program. (Do not leave the decision to the discretion of staff and volunteers.)

Food Safety Certification Policy

All Partner Agencies of IFB work with food on a regular basis. Food safety is a critical issue that must be taken seriously, especially when we are serving a population who might not have the resources to provide adequate health care resulting from a food borne illness. Therefore, it is required for at least one person with a Food Safety Certification or a ServSafe® Certification be deemed responsible for food safety protocol and training of volunteers. IFB recommends a Partner Agency have more than one person certified.

Here are three options to receive your food safety certification:

1. The Idaho Food Safety Exam through the Department of Health and Welfare. Cost: FREE. For more info visit: <http://www.idahofoodsafetyexam.com/>
2. The Idaho Food Safety and Sanitation Course offered by the local District Health Department. Cost: \$30. For more info visit: <http://www.cdhd.idaho.gov/EH/food/train.htm#foodsafetycert> or call (208)327-7499.
3. ServSafe® by Central District Health Department, classes are out of Boise. Cost: \$114. This 8-hour class is beneficial for feeding sites that serve on a regular basis. For more info visit: <http://www.servsafe.com/> or <http://www.cdhd.idaho.gov/EH/food/train.htm#foodsafetycert>
4. ServSafe® by Life's Kitchen, classes are out of Boise. Cost: \$45. This is an 8-hour class split between 2 days. For more info email: deonda@lifeskitchen.org or call (208)331-0199 x305.

Information on how to contact your local Health Department:

Panhandle District Health (District 1)
 8500 N Atlas Rd
 Hayden, ID 83835
 208-415-5100
<http://www.phd1.idaho.gov/>

North Central Health (District 2)
 215 10th Street
 Lewiston, ID 83501
 208-799-3100
<http://idahopublichealth.com/>

Southwest District Health (District 3)
 13307 Miami Ln
 Caldwell, ID 83607
 208-455-5300
<http://www.publichealthidaho.com/>

Central District Health (District 4)
 707 N Armstrong Place
 Boise, ID 83704-0825
 208-375-5211
<http://www.cdhd.idaho.gov>

South Central District Health (District 5)
 1020 Washington St North
 Twin Falls, ID 83301
 208-737-5900
<http://www.phd5.idaho.gov/>

Eastern Idaho Public Health (District 7)
 1250 Hollipark Drive
 Idaho Falls, ID 83401
 208-522-0310
<http://www.phd7.idaho.gov/>

Southeastern District Health Department (District 6)
 1901 Alvin Ricken Drive
 Pocatello, Id 83201
 208-233-9080
<http://www.sdhdidaho.org/>

Food Acquisition

As the largest hunger relief organization and the largest distributor of free food assistance in Idaho, IFB strives to source and distribute as much food as possible while adhering to food safety guidelines. IFB recognizes that we are not the sole provider of food for our Partner Agency network and we encourage Partner Agencies to solicit, fundraise, and involve the community in the acquisition of food.

Partner Agencies must follow IFB's solicitation policy as outlined in the Memorandum of Agreement & Release to protect prior working relationships with food donors. All items that are received through solicitation are accepted in "as is" condition.

When accepting food donations Partner Agencies must follow food safety guidelines as set forth by IFB, Feeding America, USDA, FDA, the US Department of Health and Human Services, and local Health Departments. Food that is directed to those in need is entitled to the same protective measures as that accorded food prepared and served to paying customers. The national food standards at the retail level, as expressed in the FDA Food Code, do not differentiate between the protection provided to food consumed by paying consumers and to food consumed by the ill, needy, or infant (minor children) served by Charitable Food Distribution Organizations (Partner Agencies).

Procedures set forth in this section are based on federal and state laws, regulations, and guidelines. IFB and its Partner Agencies are required to follow all of these laws, regulations, and guidelines. IFB has provided this information in an easy to access format for Partner Agencies. Serving safe food is essential for IFB and Partner Agencies to protect themselves as well as the recipients receiving donated food.

It is a requirement of IFB and Partner Agencies to accept only donations that are legally obtained, inspected, processed, packaged, and labeled in accordance with federal and state laws, regulations, and guidelines. For questions regarding laws, regulations, and guidelines set forth please refer to citations at the end of every section or by calling the Agency Relations Department at 208-336-9643.

Fresh Donated Produce Products

Fresh donated products refers to any fruit or vegetable that is unprocessed in any way such as whole corn, potatoes, strawberries, tomatoes, pumpkins, lettuce, etc.

- Any whole fresh fruits and vegetables can be accepted from local gardens and farms.
- No processing of fruits or vegetables is allowed. For example, melons are not allowed to be cut in half and then distributed.
- Always quality check product before distributing.

A full sized poster provided by the Grocery Alliance Program will be given to Partner Agencies to post within their organization. The "Grocery Alliance Products" poster can be found in the Useful Documents

Section on page 44. This poster should be displayed, reviewed, and utilized regularly to ensure the quality of the food products coming into and being distributed by your organization.

Wild Game

In many areas across the state of Idaho wild game donations can be a large contributor of a nutritious source of protein for IFB Partner Agencies. Legally harvested and processed wild game animals (deer, elk, antelope and moose) can now be donated to food pantries for distribution to individuals and families in need of food assistance. Bear meat cannot be donated due to the potential of trichinae cysts affecting the meat.

Effective September 1, 2014, in accordance with the Idaho Food Code:

Legally harvested and processed game meat may be donated to a food bank or food pantry if:

- A. *It is processed in a facility that is subject to inspection by the regulatory authority with jurisdiction over meat products;*
- B. *The meat is processed and packaged into portions that require no further processing or cutting by the food bank or food pantry;*
- C. *The meat is labeled by the processor with the following:*
 - 1. *Species identification*
 - 2. *The name and address of the meat processing facility*
 - 3. *The words "Processed for Donation or private use" and "Cook to 165°F"*

The end recipient of the donated game meat signs an acknowledgement statement indicating that he or she is aware that the meat has been donated and that the meat itself is uninspected, wild harvested game meat.

Idaho Hunters Feeding the Hungry have a mission to "transform Idaho's surplus wild, big game meat into nutritious food for the hungry." They can be contacted at:

Idaho Hunters Feeding the Hungry
P.O. Box 151
Jerome, ID 83338
www.IHFFH.org
208-324-8099

Wild game animals killed by the impact of vehicles **cannot** be accepted for donation as the intestines may rupture, contaminating the meat. However, there are times Idaho Fish and Game may identify and determine road kill to be salvageable and acceptable for donation. Any such donations must be processed according to Wild Game guidelines.

If Partner Agencies are receiving product directly from a state or federally inspected processing plant it is the responsibility of the Partner Agency to ensure proper food storage and transportation has taken place from the time it leaves the processing plant and has been distributed to the end persons.

*Policy Development Staff. (2013, May 03). Policy on Donated Product. USDA, Food Safety and Inspection Service (FSIS). Retrieved May 03, 2013 from http://www.fsis.usda.gov/PDF/FAQs_TSC_Notice26_06.pdf

*Feeding America.(2009). Comprehensive Food Bank and Agency Guidelines for Wild Game Donation Programs. pp.12-16.

*Idaho Department of Health and Welfare, Division of Health.

Fish/Fish Products

Fish includes freshwater or saltwater finfish, crustaceans and other forms of aquatic life (including alligator, frog, aquatic turtle, jellyfish, sea cucumber, and sea urchin and the roe of such animals) other than birds or mammals, and all mollusks that are intended for human consumption. *Fish* includes an edible human food product derived in whole or part from fish, including fish that have been processed in any manner.

IFB Partner Agencies can **only** accept *fish* or fish products:

1. From a commercially licensed facility or state regulated fish hatchery.
2. The temperature of the fish is received and has been maintained at 41⁰ Fahrenheit or lower.
3. The head is still intact.

Fish may not be accepted if:

1. The head has been removed.
2. It has been vacuumed sealed in any packaging.
3. The fish has been smoked, cured, or food additives such as vinegar have been added as a method of food preservation.
4. The temperature of the fish has been in the temperature danger zone of 41⁰Fahrenheit-135⁰Fahrenheit for any amount of time.

If at any time Partner Agencies are unsure of the food safety protocols that have taken place during any time of transportation they are strongly encouraged to **NOT** accept the fish/fish products. Partner Agencies must notify all recipients who receive donated *fish* (that is not commercially processed or canned) that the fish is a donated product.

IFB Partner Agencies **cannot** process *fish* in any way unless they have an extensive HACCP plan in place. Federal regulation requires that all facilities processing *fish* or fishery products, including distribution and warehousing, have a HACCP program.

The FDA's final regulations (21 CFR 123)*, commonly referred to as the FDA Seafood HACCP Regulation, requires that processors of *fish* and fishery products develop and implement Hazard Analysis Critical Control Point (HACCP) systems for their operations.

HACCP is an extensive plan to identify hazards such as chemical, biological, or physical hazards at specific points during all steps of food handling. Any organization planning on processing fresh fish will need to: conduct a hazard analysis, determine the critical control points, identify all critical limits, establish a system to monitor control of the Critical Control Points, identify steps to correct critical limits, implement a

procedure to ensure that Active Management Controls (critical limits) are being met, and establish a documentation system concerning all procedures.

*US Department of Health & Human Services. (2013, April 01). CFR-Code of Federal Regulations Title 21. FDA US Food and Drug Administration. Retrieved June 11, 2013 from <http://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcfr/CFRSearch.cfm?CFRPart=123>

Beef/Domesticated Meat

Beef/Domesticated meat includes: cattle, sheep, swine, and goats. Regulations apply to any carcass, part thereof, meat or meat food product capable of use as human food.

The Federal Meat Inspection Act clearly states that **all** beef/domesticated meat must be slaughtered, processed, and packaged in a USDA certified facility. All USDA inspected plants have Sanitation Standard Operating Procedures ensuring proper food handling. Beef/domesticated meat can only be accepted with the following guidelines in accordance with the Federal Meat Inspection Act:

- A. **Must** be slaughtered, processed, and packaged in a USDA certified facility.
- B. **Must** be packaged and labeled with the following:
 - Product name
 - Address of packaging plant
 - Nutrition facts
 - Net weight statement
 - Ingredients statement including any artificial flavoring, coloring, or chemical preservatives.
 - Safe handling instructions
 - USDA inspection stamp

The Idaho Foodbank offers programs to assist with the donations of beef/domesticated meat. For any questions regarding beef/domesticated meat donations contact the Beef Counts Program at <http://www.beefcounts.org/Home.aspx> or 208-343-1615.

Donated meat, poultry, and egg products **MUST** adhere to standards set by the Food Safety and Inspection Service (FSIS). For more information about FSIS please visit <http://www.fsis.usda.gov/wps/portal/fsis/home>. You can find a list of FSIS approved Idaho facilities in the **Useful Documents** section on the agency portal.

*US Department of Health and Human Services. (2009, May 25). Federal Meat Inspection Act. Regulatory Information Federal Meat Inspection Act. Retrieved June 09, 2013 from <http://www.fda.gov/RegulatoryInformation/Legislation/ucm148693.htm>

*Idaho Department of Health and Welfare, Idaho Food Code. Idaho Department of Health and Welfare Division of Health. pp.1-60.

Poultry

All poultry is regulated by the USDA under the Poultry Products Inspection Act. All poultry must be inspected, processed, and distributed from a USDA inspected processing plant. All processing plants must operate in accordance with sanitary practices, as are required by regulations set forth by the Secretary of Agriculture.

Poultry that is donated through a USDA inspected processing plant must have the following labeling:

- The name and address of the manufacturer, packer, or distributor.
- An accurate statement of the quantity of the product in terms of weight, measure, or numerical count.
- The common or usual name of the poultry type.
- Must state if the product bears or contains any artificial flavoring, artificial coloring, or chemical preservatives.

*US Department of Health and Human Services. (2009, May 20). Title 21 Food and Drugs Chapter 10- Poultry and Poultry Products Inspection. Poultry Products Inspection Act. Retrieved June 09, 2013 from <http://www.fda.gov/RegulatoryInformation/Legislation/ucm148721.htm>

*Idaho Department of Health and Welfare, Idaho Food Code. Idaho Department of Health and Welfare Division of Health. pp.1-60.

*Idaho Department of Health and Welfare. (2006, June 13). Food Protection Program Guideline. Small Scale Poultry, Rabbit Processing. Retrieved June 09, 2013 from http://sdhdidaho.org/env/food_farmers.php

Farm Fresh Eggs

In compliance with regulations set forth by the Idaho Department of Agriculture Partner Agencies may accept any farm fresh eggs **donated** from a shell egg producer having three hundred (300) or fewer hens as long as the carton clearly states:

- “Ungraded”
- Name of Idaho egg producer
- Address of Idaho egg producer

All eggs that are donated must be received by the Partner Agency at a temperature of 45°Fahrenheit or less. Eggs must be stored and distributed at a temperature of 41°Fahrenheit or less.

Partner Agencies should not accept donated eggs that are cracked, even if egg membrane is still intact. Eggs that are dirty or adhering foreign material should not be accepted either. Idaho Administrative Code 02.02.11 and Idaho Food Code 16.02.19 clearly states that dirty eggs are defined as an individual egg that has an unbroken shell with adhering dirt or foreign material, prominent stains or moderate stains covering more than one thirty-second (1/32) of the shell surface if localized, or one-sixteenth (1/16) of the shell surface if scattered. Check eggs or (cracked) are defined as an individual egg that has a broken shell or crack in the shell but with its shell membranes intact and its contents do not leak. A “check” is considered to be lower in quality than a “dirty”.

Any eggs that are sold, bartered, exchanged, or traded must be inspected by a licensed egg grader. This is to ensure that the eggs were washed/ sanitized, candled, graded, and appropriately labeled. Labels on cartons must include:

- An official egg seal stating “State of Idaho, Department of Agriculture” – One Dozen Graded Eggs
- Grade of eggs contained in carton
- Size of eggs contained in carton
- The name and address of the distributor
- The statement “Keep Refrigerated”

*IDAPA. (2006, April 12). Egg Products Inspection Act. Regulations Governing the Inspection of Eggs. 7 CFR Part 57. Retrieved May 03, 2013 from

<http://www.ams.usda.gov/AMSv1.0/getfile?dDocName=STELDEV3004691>

*IDAP. Rules Governing Eggs and Egg Products. Title 02 Chapter 11. Retrieved May, 03, 2013 from <http://adminrules.idaho.gov/rules/current/02/0211.pdf>

*Central District Health. (2008, August). Shell Eggs From Farm to Table. United States Department of Agriculture. Food Safety and Inspection Service. Retrieved August 04, 2013 from

http://sdhdidaho.org/env/food_farmers.php

Order, Pick-up, and Delivery Procedures

Product Ordering

Agency Express

IFB offers Agency Express which is a web-based tool sponsored by Feeding America and Aidmatrix that offers real time ordering and is available for Partner Agencies to access 24 hours a day. What this means is when you are shopping for items from IFB warehouses the product is currently there and available. Requirements for Agency Express are: a personal computer, internet access, and a web browser (Internet Explorer 6.0 or higher; Firefox 2.0 or higher). If any Partner Agency should require assistance with the usage of the internet or does not have internet access please contact the Operations Department at IFB.

The ordering process is a first come, first serve basis. Orders must be placed at least 48 business hours (2 days) prior to the pick-up date. The cut off time for agency order processing is 8am MST each morning. For example, if a Partner Agency plans to pick up on Thursday, the order needs to be placed by Tuesday at 8am. If you miss your ordering window for deliveries in your area, please contact IFB immediately. IFB will do their best to assist you, and when possible manually enter and complete the order for your agency in an effort to ensure delivery.

You must schedule an appointment date and time for delivery or pick up before you have submitted your order. The Partner Agency may also set a reoccurring schedule, such as the 2nd and 4th Wednesday of every month. After submitting your order wait for a confirmation window to pop up stating your order was successfully submitted. If you do not receive this pop up, your order was not submitted to IFB.

Agency Express training materials can be found in Agency Zone on the IFB website under the “Agency Express” tab. If further assistance is needed contact the Operations Department at IFB:

Ask to speak with a member of the Operations team.

(208) 577-2696 or (208) 336-9643

(208) 233-8811- Pocatello

(208) 746-2288- Lewiston

Email orders@idahofoodbank.org

Pick-up Policy

Appointments are made on Agency Express prior to submitting your order. Orders may be picked up Monday-Friday. Each Partner Agency has a 30 minute time slot to pick up their order. During this time, it is the responsibility of the Partner Agency to bring enough help to load their order into their vehicles.

Please make sure you arrive at your scheduled time. If you are more than 10 minutes late for a pick-up without notice, you may be asked to wait so that IFB staff may assist those agencies that arrive in accordance with their scheduled time. If you are not able to pick up your food order on your assigned day, you must contact IFB to make other arrangements. If you do not pick up your order and you fail to notify IFB within 48 hours, your food will be re-stocked and you will have to re-submit an order. A Restock Fee of \$25 may be added to your account.

When a Partner Agency picks up their order from the warehouse, IFB may have received additional product, which was not previously on Agency Express. This product was donated after your submission on Agency Express. In most cases, this is fresh produce or dairy products that must be distributed quickly. For example, if IFB receives a truck load of boxed pears, Partner Agencies will have the ability to receive the extra boxes of pears, along with their order.

To verify the product you received, an Agency Order Form (AOR) will be presented for you to sign. You will be provided with a copy of the AOR, which you must keep on file for 3 years.

Warehouse Safety Guidelines

When picking up from The Idaho Foodbank warehouse, please remember the following guidelines. These are for the safety of everyone.

1. Closed-toed shoes are required for picking up food orders in the warehouse.
2. Only qualified IFB staff may use power equipment.
3. Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
4. Children must be supervised at all times while in the warehouse.
5. Eating, drinking, and smoking in the warehouse is prohibited.
6. Pay attention to caution tapes and other such area restrictions and do not go past these barriers; be cautious of forklift operations as well.
7. Each Agency must be accompanied by an employee or trained volunteer of IFB to pick out extra product from the cooler. You cannot leave distribution area without accompaniment or permission.
8. Good housekeeping is essential to prevent accidents. Alert staff immediately to any spills or damaged products.
9. Report all unsafe conditions or practices to staff immediately.
10. If you witness an accident or injury, report it immediately to IFB staff.

Delivery Process

IFB has a \$.06 per pound delivery fee. Partner Agencies that require or request delivery will arrange the delivery date at the time of placing an order. IFB has a set monthly truck schedule that will help determine what day your delivery will be. Drivers for IFB have long, demanding days when they are out on deliveries. Partner Agencies that have delivery must have enough people to help assist in unloading the truck. Our drivers are not authorized to bring the food inside the building under any circumstances.

Food Transportation Policy

When picking up product from IFB, it is important that every Partner Agency have proper storage when transporting food. Partner Agencies must have adequate space in their vehicle or extra vehicles when picking up their order. It is not recommended for a Partner Agency to make multiple trips, but it is an option. Also, Partner Agencies **must** use freezer blankets and/or coolers to pick up frozen and cold products. If the Partner Agency does not have proper storage for transportation, IFB will not allow the product to leave the facility and other arrangements for pickup of the product will need to be made. This is a requirement for all Partner Agencies, even those who are 15 minutes away.

Proper storage to transport frozen or cooler products includes:

- Freezer blankets
- Coolers
- Thermal Bags
- Ice packs and dry Ice are also a helpful tool for transferring frozen product

You can purchase freezer blankets and coolers between \$50 and \$200. This is something that you will be using for a long time, which makes it worth the cost. You can find example blankets and coolers at <http://www.gasupplies.com/therblan.html> and <http://www.gasupplies.com/intranbag.html>. If choosing to purchase a thermal blanket, it is best to get a heavy weight blanket, at least 4 feet by 6 feet in size. Below are examples of what thermal blankets and thermal bags look like:



Proper Food Handling Guidelines

Personal Hygiene

Good personal hygiene is important in the prevention of food borne illness. Good personal hygiene includes:

- Frequent hand washing
- Clean clothing
- Maintaining good health
- Remove jewelry prior to preparing or serving food
- Wear a clean hat or hair restraint when preparing or serving food
- Maintaining personal cleanliness
- Avoiding unsanitary habits and actions
- Reporting illness
- Remove aprons when leaving food-prep areas

Hand Washing

Employees, volunteers, and any person coming into contact with food items must wash their hands frequently, especially after eating, drinking, smoking, touching your face, nose, ears, hair, if handling waste, using the restroom, coughing, sneezing etc.

While hand washing may appear fundamental, many food handlers fail to wash their hands properly and as often as needed. As an IFB Partner Agency, it is your responsibility to train your food handlers and then monitor them to make sure they are washing their hands properly and when necessary. Never take this simple action for granted. Train your food handlers to get in the habit of washing their hands.

Hand washing is critical at any point during contact with food products. Partner Agencies with food pantries need to be aware of the possibility of cross-contamination. For example, when handling frozen meat packages and then handling fresh vegetables. Feeding site and food pantry employees, volunteers, and any person coming into contact with raw foods such as uncooked meat, poultry, eggs, and produce must wash their hands. Everyone must wash their hands prior to handling ready to serve foods with hot water, antibacterial hand soap for a minimum of 20 seconds.

Approved hand sanitizers (liquids used to lower the number of micro-organisms on the surface of the skin) or hand dips may be used in place of hand washing in food pantries only, never in a feeding site. If hand sanitizers are used, food handlers should never touch food or food-preparation equipment until the hand sanitizer has dried. Hands should be dried by single use towels or air dryers.

Use of Gloves

If used, gloves must never be used in place of hand washing. Food handlers must wash their hands before putting on gloves and when changing to a new pair. Gloves used to handle food are for single use only and should never be re-used.

Gloves should be changed:

- Before beginning a different task.
- At least every four hours during continual use, or as soon as they become soiled or torn.
- After handling raw meat and before handling cooked or ready-to-eat foods.

When to wear gloves and hair nets:

- When repacking bulk product such as beans or rice.
- When working with fresh products such as potatoes or oranges. This reduces the possibility of transferring germs, bacteria, and viruses.
- When preparing, serving, or storing meals to be distributed.

Food Sorting Guidelines

IFB is dedicated to providing the best product possible to all Partner Agencies. Volunteers pre-sort much of the food and product at IFB, but in spite of their best efforts, your agency may receive questionable items. Therefore, being informed about food product safety is very important. Partner Agencies should caution all recipients to be responsible for all food they consume.

There are three important key dates to be aware of; sell by, best if used by, and expiration date. These are recommendations from USDA and Feeding America.

- **“Sell by”** is the last day a store can sell the item. Items such as milk, yogurt, and other dairy usually display a “sell by” date.
- Cereals, canned items, and rice typically display a **“best if used by”** date. This is an approximate date to use the food for best quality. These foods are still safe to eat.
- **“Expiration date”** or **“Use by Date”** refers to the last day the item is recommended by the manufacturer to be used by for peak quality. Items displaying an “expiration date” should be purchased prior to that date, but are still safe, wholesome, and of good quality if properly handled and stored. Items that display “expiration dates” are eggs and flour.

These guidelines also apply to food received by Partner Agencies directly from local food drives or other sources. Remember that spoilage can occur over time, even if a can is not dented. Use common sense.

When in doubt, throw it out! Never accept home cooked or canned food items; Partner Agencies do not know how this food was prepared and/or stored. For further questions or clarifications, please contact the Agency Relations team at 208-336-9643.

Canned Foods

Note: A date on canned or boxed food item does not mean the food is expired; usually it is still good three to five years after the printed date. A “How to Spot Visible Can Defects” graphic can be found in the Useful Documents section, page 42.

Do not take or distribute any cans that:

- Have swollen or bulged ends—how do you tell? Press the top of the can firmly; if it moves, it’s bad (except carbonated drinks, expansion is normal).
- Have dents on the rim or side seams.
- Have sharp creasing anywhere, especially on the side or end seams.
- Can’t be opened because of severe damage.
- Are rusty or show signs of leaking.
- Have obvious leaks or are light in weight.
- Are open.

Baby Food

- Never accept or distribute expired baby food.
- Expired baby food must be destroyed before it is disposed of.
- Reject all glassed-jarred baby food where the vacuum sealed top has been popped.
- Foil seals on plastic baby jars needs to be intact, and show no signs of damage.

Over the Counter Medications

- Never accept expired over-the-counter medications.
- Immediately discard all over-the-counter medications with damaged or compromised tamper resistant packaging.
- Evaluate the product label to ensure it clearly states required information such as:
 - Common name of the medication
 - List of ingredients
 - Net quantity of contents
 - Potency per recommended dose
 - Adequate directions for use
 - Storage requirements
 - Product control number
 - Expiration date
 - Name and address of responsible firm
 - Product Warning

Bottles & Jars

- Reject all home canned products (i.e. canned jam or applesauce).
- Check the safety button on bottles and jars. If the button is up, reject it.
- Reject any bottle or jar on which the lid has been loosened or any of the contents are missing.
- Reject any bottle or jar on which the product has separated (unless it's natural like in peanut butter).
- Carefully inspect any product that requires refrigeration after opening. Accept this product only if the safety seal is intact.

Frozen Products

- Reject frozen foods with punctured or torn packaging.
- Reject if it has been thawed and refrozen. To catch this, look for a layer of ice crystals surrounding the product.
- **Frozen meat and frozen products are not allowed to be repacked under any circumstances.** If a large package of frozen product is donated, please distribute to a large family.

Packaged Food

- For packages that have one layer of packaging (such as flour or sugar) reject them if:
 - The package is torn or punctured and product is spilling out.
 - Tape has been used to repair a tear.
 - You suspect contamination by other products (check for stains on packaging).
- For packages having two layers of packaging, such as cereal or cake mixes:
 - A. Reject product if the inner packaging has any break, tear, or other opening. Many times a product's outer packaging shows signs of damage while the inner packaging is not compromised, making it safe for distribution and consumption.

Food Recall Policy & Procedures

As of September 1, 2011, it is no longer required to collect names, addresses, or phone numbers of people in order to contact them about a food recall.

When a product is either defective or potentially harmful, a product recall (which removes it from the market) is issued to protect the public. Partner Agencies are required to sign up with The Food and Drug Administration to receive notifications of food recalls. Visit <http://www.fda.gov/Safety/Recalls/default.htm> click on "Sign up to Receive Recalls, Market Withdrawals and Safety Alerts". Being informed of food recalls can help protect yourself and those you serve.

In the event of all food recall situations it is the responsibility of the Partner Agency to complete the following procedures: **Post, Purge, and Destroy.**

- **POST:** post the recalled item in the pantry in an area where it is visible to all employees, volunteers, and any others whom serve donated product
- **PURGE:** Remove all recalled items from shelving and storage. If items are not destroyed immediately label items with "Do Not Use" or "Recalled Item"
- **DESTROY:** Destroy and throw all recalled items in the garbage

A recall will be officially terminated when the regulatory agency determines that all reasonable efforts have been made to remove or correct the violated product.

Repacking Products

It is not encouraged for Partner Agencies to repack items they receive from IFB or other food resources. However, if you have a product that does require repacking, the Partner Agency should utilize hairnets, gloves, and facemasks when repacking. Repack area must be washed, rinsed, and sanitized before and after repacking any product. If you order a product that is too large for your organization to distribute or if the product was intended for a feeding site only (FSO), please contact and/or return the item to IFB.

- All repackaged dry bulk items **must** be properly labeled with the following documentation:
 - Date of repackaging
 - List of all ingredient(s), and common allergens such as gluten, eggs, peanuts, etc.
 - Common or usual name of the product
 - Quantity of product using commonly understood measurements
 - Where the product came from (Donor, Manufacturer)

Oat Bran Cereal
Anderson Cereals Co. Ludington, Michigan 49431

1 lb.

Ingredients: Whole grain oats, sugar, wheat bran, vegetable oil, oat bran, corn syrup, wheat starch, coconut, contains 2% or less of molasses, malt flavor, salt, baking soda, natural and artificial flavor

CONTAINS WHEAT, COCONUT, AND SOY

Packaged: October 2014

- Dry food products and household products may be repacked given that the Partner Agency wash, rinse, and sanitize the room that is to be used for repacking. All proper Food Handling Guidelines **must** be followed at all times. Examples of dry food products that are allowed to be repacked include:
 - Dry Beans
 - Dry Rice
 - Oats
 - Baking spices
 - Pasta
 - Vegetables straight from the garden such as potatoes
 - Baking goods, such as flour and sugar
- Household items such as laundry detergent, toilet paper, etc. are allowed to be repacked. Partner Agencies **must** wash, rinse, and sanitize repack room before and after repacking such products.
- Example items that are **never** allowed to be repacked include:
 - Cheese or other dairy products
 - Liquids of any sort
 - Products that have been repacked by IFB
 - Fresh or frozen meat
 - Any frozen items such as fries, fruit or vegetables, and soups
 - Do not cut or process any fresh fruits or vegetables

If a Partner Agency has any questions regarding what items can or can't be repacked call a member of the Agency Relations department at 208-336-9643.

Agency Food Storage and Handling Guidelines

The storage space for food must provide protection from weather, fire, theft, and pests. Good storage practices determined by the USDA, FDA, IFB, and Idaho Health and Welfare include, but are not limited to:

Rotation and Stocking of Product

- **First Expired – First Out (FEFO)** method must be used. Food must be stored and distributed so that product with the oldest expiration dates is used first. This process is different from First In, First Out in that the first received product is not always be the first used. The nature of donations and food banking is that outdated product is often received and distributed, and it is important to distribute product with the oldest expiration dates FIRST. It is a good idea to sort and store product for easy distribution using the FEFO method.
- Inspect all items. Do not use any items that are bulging, contaminated, or leaking. Please review "Food Sorting Guidelines" for best practices when you receive food.

Dry Food Storage

- Best practice recommendation is to store food in a cool area, away from direct sunlight, above 41°Fahrenheit (preferably between 50 and 70°Fahrenheit).
- Store food 6 inches off of the floor, 4 inches from the walls, and 2 feet from the ceiling. Keep food on pallets, platforms, or shelves to keep off the ground.
 - This is to ensure good air circulation and pest control.
- Store non-food items separately. Toxic items (cleaning and maintenance supplies) and personal care items must be kept away from food items; the two must be stored at least 4 feet apart.

- Pet food products are not recommended to store in the pantry with food. It is best to distribute pet food quickly. If pet food is in pantry, it must be stored in a sealed container at least 8 feet away from human food.
- Clean floors, pallets, and shelving regularly.
 - All areas should be swept often and mopped at least once a month.
 - Clean spills immediately.
 - Wash, rinse, and sanitize shelving regularly and discard contaminated pallets.
 - Sanitizing solution can be made with 1tsp of bleach for every gallon of water.
- Keep doors, windows, and roofs well sealed to prevent pest entry and water damage.
- Maintain a pest control system.
 - Poison cannot be used; traps and glue boards are recommended.
 - Professional pest control is always the best choice when available.

Hot Food Preparation, Service, & Storage

Since foodborne illness can be serious or even fatal, it is critical to cook, serve, and store hot foods at the correct temperatures. FoodSafety.gov and the FDA Safe Food Handling Guidelines state:

- Hot foods must be stored/served at a temperature of 140°Fahrenheit or warmer. If food is left out for longer than 2 hours at room temperature it must be discarded.
- Raw beef, pork, lamb, veal steaks, chops, and roasts must be cooked to a minimal internal temperature of 145°Fahrenheit.
- Ground beef, pork, lamb, and veal must be cooked with a minimal internal temperature of 160°Fahrenheit.
- Cook all poultry to a minimum internal temperature of 165°Fahrenheit.

Cold Food Storage

FDA recommends having cold foods refrigerated as quickly as possible. Refrigerate foods within two hours of cooking or purchasing, and refrigerate within 1 hour if it is warmer than 90°Fahrenheit outside.

- Each freezer and refrigerator unit must have a thermometer and a corresponding temperature log.
- Refrigeration units must be kept at 33 – 41°Fahrenheit. Cold foods that are kept at temperatures higher than 41°Fahrenheit are in the “Food Danger Zone” and must be discarded.
- Freezer units need to be kept at or below 0°Fahrenheit
- Temperature logs must be placed in a visible location. An example of a “Temperature Log” can be found in the Useful Documents Section on page 45. Maintain temperature logs. Check and record temperatures regularly, at least each time the pantry or kitchen is in use.
- Keep refrigeration units and door seals clean and well-maintained.
- Maintain enough space in units to allow for good air circulation. Don’t overfill.
- Maintain equipment regularly. Check freezer and refrigeration units for refrigerant or water leaks.
- Raw meat, poultry, and fish must be stored at the bottom of the refrigerator under ready to eat foods.

Feeding Sites

IFB Partner Agencies that prepare meals for people have an additional set of standards that need to be followed in order to ensure that the food consumed is safe for recipients. These practices apply to all Partner Agencies that prepare meals for people (e.g. emergency shelters, Senior Centers, residential programs, community dinners, etc.).

General Facility Cleanliness

- Preparation and serving areas need to be clean and free of litter
- Counters, tables, and cooking equipment are clean and sanitized
- There can be no bare hand contact with ready-to-eat food in accordance with the Idaho Food Code
- Wash stations and sinks need to be equipped with soap and paper towels
- There needs to be enough trash containers, and they need to be emptied regularly
- The staff toilet needs to be clean and in good repair; complete with soap, toilet tissue, and paper towels

Personal Cleanliness

Personal hygiene is crucial to ensuring that food handlers do not contaminate food. All kitchen staff must:

- Wash hands prior to handling food, and when switching tasks
- Use gloves, deli tissue, spatulas, or tongs when handling food
- Maintain good personal hygiene (i.e. clean hair, nails, clothes, etc.)

All feeding sites should follow industry standards for proper food preparation. These standards include, but are not limited to:

- Cooking to proper temperatures to ensure harmful pathogens are reduced to levels safe for human consumption
- Monitoring foods that require time and temperature control to maintain food safety
- Keeping counters, tables, and any equipment clean and sanitized to avoid cross-contamination

You can utilize the following resources to find information regarding specifics for industry standards:

- USDA: <http://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/basics-for-handling-food-safely>
- Idaho Food Code: <http://www.healthandwelfare.idaho.gov/Health/FoodProtection/IdahoFoodCode/tabid/765/Default.aspx>
- ServSafe: <https://www.servsafe.com/home>

Emergency Food Assistance

Eligibility Guidelines

IFB does not require Partner Agencies to collect personal information from emergency food recipients regarding themselves such as name, address, or phone number. There is no reason to collect birth dates or Social Security numbers in order for a family to receive free food provided through the IFB network. The collection of such personal information could place the Partner Agency at risk of legal liability for protecting that information from identity fraud.

IFB does not set financial eligibility requirements for recipients in need of food assistance. The premise for providing free emergency food assistance is simple: If an individual or family indicates they are in need of food, then they are eligible to receive it.

Partner Agencies may choose to establish their own eligibility criteria for emergency food recipients, but these requirements will be subject to review by IFB to ensure the criteria cannot be viewed as discriminatory in any way. If a Partner Agency chooses to establish eligibility criteria, the purpose and relevancy for each criterion will be reviewed by IFB. IFB does recognize that some Partner Agencies also receive TEFAP commodity products from their local Community Action Partnership Organization and there are eligibility requirements that must be met in order for recipients to be eligible to receive these products.

Partner Agencies are allowed to set the following eligibility criteria without review:

- Service area requirements (recipients must live within a specific county or ZIP code)
- Number of times assistance is provided per month based on the Partner Agency's availability of food and service capabilities.

Partner Agency Service or Distribution Hours

All Partner Agencies are required to establish and post the days and hours of operation for feeding sites and food pantries in clear view for all general public to see. Any changes in services days or times must be promptly reported to IFB and the 211 Idaho CareLine. IFB maintains a "Get Help" tab on the IFB website that posts Partner Agency locations, contact information, and service dates and times for people who are seeking food assistance.

Areas where Partner Agencies are recommended to post feeding site and food pantry days/hours of operation:

- Organization's website
- Organization's promotional fliers
- Organization's front door and windows
- Reader boards around Organization

Partner Agencies are also encouraged to have employees, volunteers, and others that assist in the day to day operations to advertise by word of mouth that free food assistance is offered at the organization for the ill, needy, and infants (minor children). Partner Agencies are also able to bring awareness to free food assistance by holding food drives, events, and fliers.

Food Pantry Distribution Options

There are two primary methods of distributing food to recipients, either through a Client Choice Pantry or prepackaged food boxes. IFB encourages Partner Agencies to offer Client Choice Pantry.

Client Choice

Recipients **choose** or "**shop**" for the items they need or could use in their households. Client Choice is a beneficial way to approach hunger in our communities because it allows for the following:

- Greater empowerment, joy, and satisfaction for the recipients.
- Ability to meet special dietary needs.
- Avoids the distribution of unwanted items/ less food waste.
- Pantry can still control how much food goes out; Client Choice only impacts what kind goes out.
- Volunteer time is saved by not having volunteers pack bags which can allow the pantry to be open additional hours.

Client Choice is a method of distribution that offers many degrees of choice which take into consideration your agency's available resources of time, space, and volunteers. To request more information regarding a Client Choice Pantry, please contact IFB 208-336-9643, or look at the IFB website on the Agency Zone page for the tab labeled "Agency University" then "Client Choice Pantry".

Food Boxes

Pre-packed bags/boxes typically contain enough food for a 3-4 days' worth of food. There are no official limits on the amount of donated food in a food box. However, we suggest no less than the amounts shown in the "Basic Food Box Guidelines" found in the Useful Documents Section on pages 40 and 41. When prepacking food bags/boxes Partner Agencies should try to provide food from all 5 food groups if availability allows. Please be as generous as your supply allows in the MyPlate categories; grain, dairy, fruits, vegetables, and protein. A little extra can make a big difference.

When recipients come to a pantry, Partner Agencies can become a useful resource. While informing the recipient of local, state and federal services that are available Partner Agencies can provide recipes that contain ingredients commonly found at food pantries. Recipes can be found on the IFB website on the Agency Zone page under the "Nutrition/Recipe" tab.

Resources

It is important for Partner Agencies to proactively address hunger in Idaho and to assist those in need during times of hardship. When a person requests food assistance, it is likely they are in need of other services. It is a valuable gesture to provide those in need with the information and resources that will further benefit their health and nutrition. Many times people who are in need do not know where to go, or what is available to them. Partner Agencies can create a caring and attentive environment by providing information regarding 211 Idaho CareLine, Food Stamps, WIC, TEFAP, Summer Food Service Program and other local, state, and federal social service programs.

2-1-1 Idaho CareLine

- This is a free statewide community information and referral service program through the Idaho Department of Health & Welfare. The database includes programs that offer free or low-cost health, human, or social services such as rental assistance, energy assistance, medical assistance, food and clothing, child care resources, emergency shelter, and more. Partner Agencies are required to list their organization with the Idaho CareLine. To complete this application or update contact information please visit www.211.idaho.gov.

Food Stamps (SNAP)

- SNAP is the best line of defense against hunger in the United States. The SNAP program is an income based nutrition-assistance program that is not designed, nor provides, enough assistance to be the only source of food and nutrition for recipients. For information about the application process, please visit the Idaho Department of Health & Welfare website for more information: www.healthandwelfare.idaho.gov or call 1-877-456-1233.

Women, Infants, and Children (WIC)

- This income based program is a federally funded program for is a supplemental program for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five. Participants will receive vouchers that they can take to the store for specific

nutritious foods. Families are eligible to receive health screenings and the program helps save money, eat well, nutrition education, healthy living. For information, please visit www.healthandwelfare.idaho.gov or call 1-877-456-1233.

The Emergency Food Assistance Program (TEFAP)

- TEFAP is a federally funded income based program that helps improve the diets of low-income Americans, regardless of age, by providing them with emergency food and nutrition at no cost. Under TEFAP, commodity foods are made available by the U.S. Department of Agriculture for the states to distribute. People who are eligible for SNAP are also eligible to receive TEFAP commodities. To learn more about TEFAP visit www.fns.usda.gov/fdd/programs/tefap or www.idahocommunityaction.org/programs/food-assistance/ to find a local Community Action Partnership office near you.

School Breakfast and National Lunch Program

- The School Breakfast and National Lunch Program is a federally assisted meal program in public and nonprofit private schools and residential child care institutions. Participating schools' foodservice departments are reimbursed for the meals served to students of low-income families allowing students low-cost or free breakfast or lunch. Meals are required to meet nutrition standards set by the USDA. Visit <http://www.sde.idaho.gov/site/cnp/nsfp/freeReducedApp.htm> for an application or more information.

Summer Food Service Program

- This program provides free meals that meet Federal nutrition guidelines to low-income children during the summer months when school is no longer in session. While any child may receive a lunch, SFSP sites are concentrated in low-income areas. To find out more information please call IFB at 208-336-9643.

Child and Adult Care Food Program (CACFP)

- The USDA's Child and Adult Care Food Program (CACFP) provides federal subsidies for meals and snacks served to low-income children and seniors in public and private profit and non-profit child day care centers, family or groups day care homes, adult day care centers, and afterschool programs.

Prayer and Proselytizing Issues

Partner Agencies with church or religious affiliations hosting a feeding site or food pantry are required to provide free food distribution services to the general public. While Partner Agencies may serve ill, needy, or infant (minor children) members of the organization, there must be equal opportunity for non-members to receive emergency food assistance. Hours of operation for feeding sites and food pantries must be posted in clear view for all general public to see. All Partner Agencies **must** follow the following guidelines:

- A monetary donation box may NOT be placed in the facility during meal service or food box distribution.
- Emergency food recipients can never be required to attend services, religious or educational workshops or classes, pray, volunteer, or work for food.

- Must not restrict food boxes, meals, or any food provided by IFB to only those participating in a religious or other type program.
- Faith-based organizations hosting a feeding site or a food pantry are required to provide free food distribution services to the general public in addition to their congregation. For example, pantry hours should be set to extend before or after church service—and not be limited to times during church service.
- Faith-based organizations are **not** allowed to put religious literature, materials, or books in food boxes, but may place these materials on a side table to allow the recipients the opportunity to take one should they choose. Faith-based organizations may place an informational flyer listing church programs and service times in a food box **only** when the flyer also has information listed about the food pantry or meal program.
- During operational hours of a food pantry, churches may offer prayer support with emergency food recipients but it cannot be required of the recipients. If prayer support is requested by a recipient, conduct it in a private location from the food pantry service area. At meal services it is acceptable to say: “It is not required, but if you would like to join us in prayer...”

Product Hold, Termination, and Grievance Procedures

IFB reserves the right to implement a Product Hold if a Partner Agency engages in an activity that violates the Memorandum of Agreement and Release or Partner Agency Manual. If placed on Product Hold, a Partner Agency will not be able to order food or receive products from IFB until the issue resulting in the Product Hold has been resolved. Therefore, it is important that all Partner Agencies read and understand the Memorandum of Agreement and Release and Partner Agency Manual as well as keep a copy on file for reference. Both documents can be found on the IFB webpage in Agency Zone under the “Partner Agency Manual & MOA and Release” tab.

Site Visits

IFB will conduct an on-site visit of each Partner Agency prior to Partnership approval. Every Partner Agency will be visited at least once every two years or when deemed necessary by IFB. Site visits are to help ensure the following:

- High sanitation and food safety standards are practiced and maintained throughout the network from the point of donation to the time the food is given to the end recipient.
- Ensure temperature logs are on hand and up to date, and all food storage areas are clean and properly maintained.
- Proper documentation of health inspection and food safety certifications are on hand and easily accessible.
- Increase communication between IFB and Partner Agency staff.
- Give the Partner Agency staff a chance to showcase their program.
- Provide the opportunity to brainstorm together and fine-tune programs.

Product Hold

A Partner Agency may be temporarily placed on Product Hold for the following reasons:

- Failure to submit monthly reports on time
- Outstanding financial balance
- Failure to follow food safety standards
- Violation of IFB’s Partnership Criteria, Memorandum of Agreement and Release, or Partner Agency Manual

Product Hold will be removed when the Partner Agency has corrected found issues, and they have been reviewed/approved by IFB. If found non-compliant the Partner Agency may be asked to provide a Corrective Action Plan to IFB that shows detailed methods of correcting the issue as well as how it will be prevented in the future. Corrective Action Plans must be turned in to the Agency Relations Department within the timeframe set forth by IFB.

Termination

Partner Agencies that are found to be in gross violation of the Memorandum of Agreement and Release or Partner Agency Manual can be terminated from accessing IFB food. Offenses that constitute termination include but are not limited to:

- Violation of the IRS Code 170(e)(3)
- An invalid 501(c)(3)
- Violation of IFB's Partnership Criteria, Memorandum of Agreement and Release, or Partner Agency Manual
- Violation of Food Safety protocols

Grievance Procedure

If at any time a Partner Agency disagrees with a decision or determination regarding their Partnership status, they may file a formal grievance with IFB. The Partner Agency may submit concerns or complaints about specific issues, or service in general, by contacting the Agency Relations and Nutrition Services Program Director who will work with the Partner Agency to resolve the problem. If the problem is unable to be resolved, IFB has the authority to terminate the partnership.

Partner Account Billing Procedures

Partner Agencies do not “buy” food from IFB, but may be assessed additional fees. Internal Revenue Service (IRS) regulations prohibit the re-selling of donated food. While the IRS regulations prohibit the re-selling of donated food, they specifically permit food banks (and only food banks) to charge a small fee to help offset the costs associated with handling donated food, such as transportation, repacking, and delivery. As an IFB Partner Agency you are not “purchasing” food, but being assessed a “handling fee”.

When discussing your Partnership with IFB to the public through your newsletters, appeal letters, grants, websites, or media interviews please do not make any reference to “buying” food. It generates an inaccurate impression and could jeopardize the ability of individuals and businesses to receive tax deductions for their donated products.

These additional fees include:

- Value Added Product (VAP): The VAP fee is an added fee to select items that had to be bagged, canned, or otherwise processed. An example of this would be when IFB purchases or receives a large donation of apples and has them canned to prevent waste.
- Delivery Fees: Every Partner Agency has the option to have food delivered to their facility at \$.06 a pound no matter the distance. This means, you can have 1,000 pounds of food delivered for only \$60.
- Power of Purchase Program (POPP): POPP was developed by IFB and the Partner Advisory Council in response to the needs of our Partner Agencies who currently purchase grocery items at retail price. IFB can acquire items in truckload quantities at unit prices well below retail pricing.

- An Agency Order Receipt (AOR) is provided to each Partner Agency at pickup or delivery. This document assists us in assembling your order but may not be complete; delivery charges or additional items could be added to this document. Because of this, please do not pay by the Agency Order Receipt, but rather wait for the monthly statement. Monthly statements are mailed out on the 15th of each month to Partner Agencies with an amount due. Please pay the amount due no later than the 10th of the following month.

Accounts are considered past due as of the 15th of the month following the statement date.

In order to maintain food distribution system integrity, we insist on compliance with this guideline. The following outlines the example of how the policy works:

- February 20 Your agency receives the food delivery for the month.
- March 15 A billing statement is sent to you. You have 29 days to pay the amount due. Please pay no later than the 10th of the month.
- April 14 Payment is due.
- April 15 Your agency is placed on “product hold” and no further food orders will be processed until payment is received and account is current.

All payments to IFB must be made by check from the Partner Agencies checking account.

No personal checks, credit cards, or cash may be used to pay Partner Agency accounts.

An example of a “Billing Statement” can be found in the Useful Documents Section, on page 46. Please call the Accounting Department at IFB if you have billing questions or issues, 208-336-9643.

Partner Agency Report Policy

Monthly Report of People Served

Although it is not necessary for Partner Agencies to collect personal information about those being served, it is required to report the number of people served each month as well as how many families received emergency food assistance. In order to collect this type of data, some Partner Agencies find it easier to create a simple In-Take Form that asks people’s names and the number of children, adults, and seniors in their households. This form is not to establish eligibility criteria. Others only collect the number of people in each household. This way of collecting data is easier when the Partner Agency only serves once a month.

An example of an “In-Take Form” can be found in the Useful Documents Section on page 47. It is not required of Partner Agencies to use the same format as the example. Nevertheless, the In-Take Form could have the following information:

- Name
- Number of people living in household, including the number of children, adults, & seniors
- Have they been connected to WIC or SNAP (food stamps)?
 - If not, provide information to families about how to access WIC and SNAP.

All information provided to our Partner Agencies from recipients receiving emergency food assistance is CONFIDENTIAL and should never be shared. All recipients should be treated with respect, and reassured that the information provided is confidential. Data collected is used to ensure that IFB and Partner Agencies

have the ability to continue to provide effective services. All Partner Agency volunteers must sign a “Volunteer Confidentiality Agreement” found in the Useful Documents Section on page 48.

Partner Agencies must enter the data of their Monthly Report of People Served on Agency Express under the “Report” tab no later than the 10th of the month.

There are two sections, one for food pantries and one for feeding sites, where the number of meals served are recorded. An example of a complete “Partner Agency Monthly Report of People Served” can be found in the Useful Documents Section, page 49. Below is an example of a food pantry monthly report:

Food Pantry data collection:

Total number of children (0-17) served last month -	61
Total number of adults (18-59) served last month -	100
Total number of seniors (60+) served last month -	22
Total number of household served only one time last month	183
Total number of household served two or more time last month	62
Total number of new household served last month	50
Number of households turned away last month	16

Unduplicated number of households - This is the total number households served once.

Feeding Sites are only required to record the number of children, adults, and seniors that receive a meal or snack.

Example: Your agency serves dinner 2 times a month. The 1st dinner you serve 4 children, 6 adults, and 5 seniors, equaling 15. The second dinner you served the same 15 plus 2 more seniors. Below is an example of how the monthly report for the above scenario would appear for a feeding site:

Community Kitchen / Emergency Shelter / Group Home data collection:

Children served, under age 18	4
Adults served, ages 19 - 59	6
Adults served, ages 60+	7
Total number of people served	17

Consequences of Past Due Reports

- Two weeks late: An email reminder will be sent to your agency requesting that your Monthly Report be turned in as soon as possible.
- Three weeks late: Your agency will be placed on Product Hold, and will not be allowed to place another Product Order Form the following month until the Monthly Reports are current.

Example:

- October 15—your agency orders and receives food product during the month of October
- November 10—your October Monthly Report is due to your service warehouse (Boise, Lewiston, or Pocatello)
- November 14—an email reminder is sent to your agency
- November 21—your agency account is placed on Product Hold and you will not be allowed to place another Product Order until your monthly report is turned in

Food Rescue Program (FRP)

The Idaho Foodbank supports Feeding America's retail store perishable donation program. In an effort to donate as much useable product as possible, while maintaining the highest standards in safe food handling, major retailers have chosen to donate perishable products exclusively to Feeding America network food banks. Our grocery partners include: Albertsons, Wal-Mart, Fred Meyer, Smiths, Broulims, Riddleys, and Target.

When picking up product directly from a FRP store partner, Partner Agencies are responsible for documenting the type of product and the amount received in pounds. In addition, Partner Agencies must report these pounds through the online reporting system called Meal Connect the same day Partner Agencies pick up from the store partners. Due to strict reporting guidelines set forth by Feeding America and national FRP Partners, Partner Agencies that are late to turn in receipts may be placed on "Product Hold" until all receipts are turned in, and/or lose their privilege to pick up FRP Product. IFB reserves the right to reassign the store partnership to another Partner Agency.

For any questions regarding the Food Rescue Program, please contact the IFB facility that serves you.

- Southwest (Boise)—maliby@idahofoodbank.org
- North Central (Lewiston)—cmckinney@idahofoodbank.org
- Eastern (Pocatello)—rristrem@idahofoodbank.org

Agency University

The mission of the Agency Relations Department at IFB is to share the latest developments regarding operational best practices with our Partner Agencies. Agency University provides up to date information on food safety, policies, poverty, local resources, volunteer retention, and capacity building. With the educational resources provided through Agency University, Partner Agencies will have the tools to increase their feeding capacity, provide more access to nutritious meals, and create sustainability within their organization.

Agency University is a way for IFB to bring together Partner Agencies, Partner Agency staff and volunteers, IFB staff and volunteers, and our Partner Advisory Council to develop programs that will strengthen and support our Partner Agencies and the communities they serve.

Agency University is a **free** educational program that will be available 24 hours a day, 7 days a week for IFB's Partner Agencies' convenience. Partner Agencies can access Agency University by going to the IFB webpage in Agency Zone and clicking on the "Agency University" tab. If you have any questions, please contact the Agency Relations department at 208-336-9643.

Useful Documents

Partner Agency Change of Information

As your agency grows, expands, and changes staff or volunteers, please inform The Idaho Foodbank so that we may update our records. Please provide any information relevant to your food programs and our work together. In the case of a location change for your facility, The Idaho Foodbank will monitor the new site. Until the site visit is complete and the new site is approved, food orders may not be submitted, picked up, or delivered. The Idaho Foodbank must also monitor any major remodeling to your current facility.

Agency Name: _____

Physical Address: _____
Street City Zip

Mailing Address: _____
Street or PO Box City Zip

Agency Director or Pastor: _____

Agency Contact: _____

Agency Telephone: _____ **Contact Phone:** _____

Agency E-mail: _____ **Agency Fax:** _____

Agency Website: _____

Authorized Shoppers: _____

Description of Program: _____

Additional Information: _____

BASIC FOOD BOX: Guide for food supplies for 3-4 days.
We are suggesting no less than the amounts shown, give more when possible. There are no official limits on the amount of USDA or donated food in a food box.
Please be as generous as your supplies allow ...
 A little extra can make a big difference....

FOOD CATEGORIES**FAMILY SIZE**

PERSONS	1	2	3	4	5	6	7	8
VEGETABLES Can/Frozen/Fresh	3-5	3-5	4-6	5-7	6-8	7-9	8-10	9-11
FRUIT Canned/Frozen/Fresh/Dried	2-3	3-5	4-6	4-6	5-7	5-7	6-9	6-9
SOUP Canned/Boxed/Frozen	2-3	2-3	3-5	3-5	4-6	4-6	5-7	5-7
MEAT / FISH: Tuna, hamburger, chicken, salmon, hot dogs etc...	2	3-4	3-4	3-4	3-4	3-4	5-6	5-6
Skillet Meals/Box Meals Mac n Cheese, "helper" mixes.	1-2	1-2	2-3	2-3	2-3	3-4	3-4	4/5
Canned or Prepared Meals Stew, Chili, Spaghetti Sauce/Pasta	1-2	1-2	2-3	2-3	2-3	3-4	3-4	4-5
OTHER PROTEIN: Peanut butter, beans	2	2	3	3	3	4	4	4
Eggs	½doz	½doz	½doz	1doz	1doz	1doz	1doz	1doz
RICE / NOODLES/PASTA	2	2	2	3	3	4	4	4
Cereal -cold or oatmeal	1	1	1	2	2	2	3	3
Grains Tortillas, Flour, Baking or Pancake mix	1-2	1-2	1-2	1-2	1-2	1-2	1-2	1-2
DAIRY Yogurt, Cottage Cheese, Milk, Cheese	2-3	2-3	2-3	2-3	2-3	3-4	3-4	3-4
NFD milk	1	1	1	1	1	1-2	1-2	1-2
Vegetable Oil	1	1	1	1	1	1	1	1
JUICE (32 -46 oz)	1	1	1	2	2	3	3	3
OTHER <u>as available</u> : margarine, coffee, tea, dessert, cookies, snacks, chips, soda, mayo, olives, salsa, catsup, bread, crackers.								

- Combine items (USDA and DONATED/PURCHASED) within categories to reach suggested unit numbers.
- Unit in columns is usually the common size encountered in pantries: 15-16 oz cans, 2 # frozen veg, 2# USDA beans/ rice, 2-5# flour, 29oz USDA pork, 1# USDA frozen pork, etc
- Use your judgment in substituting fresh fruit and veg, e.g. 4-6 potatoes, apples etc = 1 unit.

Client Choice Pantry “Shopping List”

Date: _____

Please mark the items that your family needs and will use and enjoy the most.
Your food box will be built based on your choices and your household size.

*Please use this box to list specific brands or varieties that you would like or use most. Also use this box to list items that are not included in the other

<u>Canned Vegetables</u> ___ Corn ___ Peas ___ Green Beans ___ Carrots ___ Mixed Veggies ___ Beets	<u>Canned Fruits</u> ___ Fruit Cocktail ___ Pineapple ___ Peaches ___ Pears ___ Apple Sauce ___ Mandarin Oranges	<u>Grains</u> ___ Hot Cereal ___ Cold Cereal ___ Brown Rice ___ White Rice ___ Pasta/Noodles ___ Macaroni & Cheese
<u>Protein</u> ___ Canned Tuna ___ Canned Chicken ___ Black Beans ___ Pinto Beans ___ Kidney Beans ___ Peanut Butter	<u>Canned Soups/Box Meals</u> ___ Canned Soup ___ Canned Chili ___ Canned Pork and Beans ___ Hamburger Helper ___ Tuna Helper ___ Other Boxed Meals	<u>Dairy (Circle Variety of Choice)</u> ___ Milk (White) (Chocolate) ___ Shelf Stable Milk (White) (Choc) (Soy) (Lactose Free) ___ Silk (Soy milk)
<u>Condiments/Sauces/Misc.</u> ___ Pasta Sauce ___ Jelly or Jam ___ Cooking Oil ___ Spices ___ Cooking/Baking Items	<u>Other Frozen Products (Circle Variety of Choice)</u> ___ Fruits ___ Bread (White) (Wheat) ___ Vegetables ___ Microwave Meals _____ _____ _____	
<u>Frozen Meats</u> ___ Beef ___ Chicken ___ Pork ___ Lunch meat (Ham) (Turkey)	<u>Fresh Produce (if available)</u> ___ Broccoli ___ Bagged Salad ___ Tomatoes ___ Squash ___ Oranges ___ Apples	<u>Favorite Product/Other*</u> (Example: Frosted Mini-Wheats; Strawberry Jelly; Sweet Corn) _____ _____ _____ _____

categories that you would like to have if available. We will do our best to include these products in your food box, but please remember these products are subject to availability.

Other Household Information:

Does anyone in your household have any food allergies? Y / N

If yes, please explain: _____

Does anyone in your household have any special dietary needs? Y / N

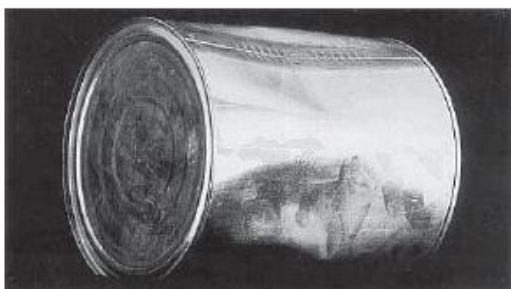
If yes, please explain: _____

Food Box Received: _____

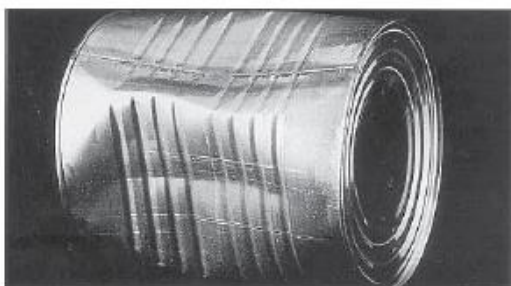
HOW TO SPOT Visible CAN Defects

Defective cans may leak and allow micro-organisms to enter that may cause botulism and other forms of foodborne illness. The following examples of defective cans may help you recognize these potential hazards.

See reverse side for definitions of defects.



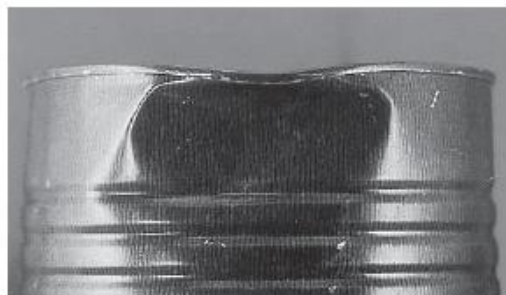
- 3** Paneled non-beaded can. Materially affecting appearance, but not integrity, no plate fractures.



- 3** Paneled, beaded can. Materially affecting appearance, but not integrity, i.e. no plate fractures.

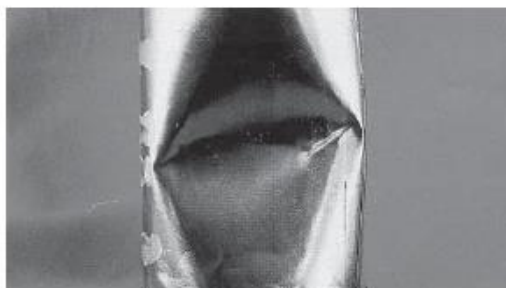


- 3** Moderate Denting. Double seam distorted, but not affected materially.



- 2** Severe body dent has affected double seam. Observe for fractured plate.

- 1** If fractured.



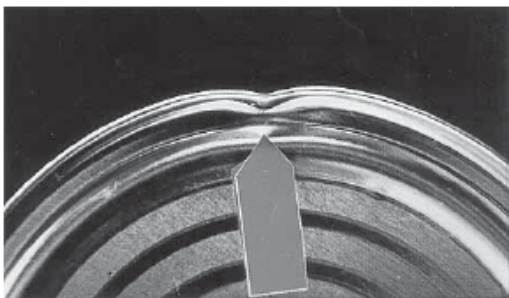
- 2** Severe body dent. Observe for fractured plate.

- 1** If fractured.



- 3** If the body dent does not significantly affect the side seam or double seams.

- 2** If side seam or double seams are significantly affected.

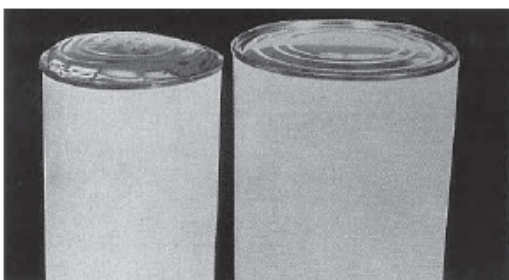


3 Double seam dent if not creased or sharp.

2 If creased or sharp.



3 Double seam not severely damaged.



1 Gas formation in can which causes one or both ends to swell producing a flipper, soft swell, hard swell, or blown can. Hold for investigation.

Adapted from "Classification of Visible External Can Defects", AOAC International in cooperation with the Food and Drug Administration.

Definitions of Defects

Number ratings are used throughout for simplification.

If two classifications are given under a photo, the first classification listed is for the pictured defect.

From visual examination, if presence of microbial growth or evidence of loss of hermetic seal is in question (Class 1 or 2), the container must be examined in the laboratory.

- 1** Defects which provide evidence that the container has lost its hermetic seal (e.g., holes, fracture, punctures, product leakage, etc) or evidence that there is, or has been, microbial growth in the can contents.
- 1** is a critical defect rating which would be considered a potential public health problem. Any lot which is found to have a (1) defect must be set aside and thoroughly inspected and sorted to ensure that no containers that have lost their hermetic seal are distributed.
- 2** Defects that result in cans which do not show visible signs of having lost their hermetic seal, but are of such magnitude that they may have lost their hermetic seal.
- 2** is a major defect which may result in the loss of the hermetic seal and become a public health problem. Even though a (2) defect may not be health threatening by itself, a large number of cans with (2) defects necessitates more extensive sampling of such lots before sale. Evidence of a significant number of (2) defects may be considered a potential public health problem.
- 3** Defects which have had no adverse effect on the hermetic seal.
- 3** is a defect of minor significance from a public health standpoint. Examples shown here are not concerned with defects that only affect commercial sale. For example, dented cans which will not stack on shelves may be rated as a (3) when neither the double seam, side seam nor the body has been adversely affected. If the effect on the hermetic seal cannot be determined, sampling and examination would be appropriate.

Food Rescue

Distribution & Usage Time Lines from Their **SELL BY**, **BEST BY**, & **ENJOY BY** Dates



Dairy & Eggs

Butter	2 Month
Margarine	6 Months
Butter Spreads	Expiration Date
Buttermilk	14 Days
Cottage Cheese	14 Days
Cream Cheese	14 Days
Eggs	3 Weeks
Egg Nog	5 Days
Egg Substitutes	10 Days
Half & Half	5 Days
Hard Cheese	6 Months
Soft Cheese	14 Days
Milk	5 Days
Ricotta	7 Days
Sour Cream	14 Days
Soy Milk (from Cooler)	7 Days
String Cheese	14 Days
Whipped Topping	3 Weeks
Cool Whip (Whipped Cream)	2 Weeks
Yogurt	14 Days



Produce

Bagged Salad or Spinach	3 Days
Fresh Herbs	Inspect
Loose Produce	Inspect
Produce Tray with Dip	7 Days
Produce Tray without Dip	Inspect
Sprouts	Expiration Date
Tube Herbs in Paste	7 Days



Assorted Cooler Products

Coffee Drinks with Dairy	7 Days
Coffee Drinks without Dairy	3 Months
Cookie Doughs	7 Days
Bread & Pizza Doughs	2 Days
Custard or Rice Puddings	3 Days
Fresh Olives	10 Days
Fresh Pasta	3 Days
Fresh Salsa	3 Days
Fresh Tortillas	5 Days
Grab & Go Sandwiches	2 Days
Guacamole	3 Days
Hummus	5 Days
Refrigerated Juice	7 Days
Lunchable® or Deli Packs	3 Days
Fresh Pesto or Sauces	7 Days
Pickles or Sauerkraut	10 Days
Refrigerated Dips or Dressings	7 Days
Tofu or Tempeh	4 Days



Distribute Within 90 Days

OF SALE BY DATE - ACCEPTED ONLY IN A SOLIDLY FROZEN STATE

Breakfast Meats • Butcher Meats from Meat Case • Commercially Packaged Soups (Not Canned) • Deli or Lunch Meat • Frozen Foods • Ready to Eat Meals



Do Not Distribute After Expiration Date

Baby Food (Formula, Toddler Meals, Pedialyte®) • Over the Counter Medication

For Questions
Call Agency
Relations at

208-336-9643



These are
minimum
guidelines for
unopened,
refrigerated
products
as set by
The Idaho
Foodbank.

Please
use good
judgment and
common sense
when
distributing
product.



6.27.2016

Circle One

Refrigerator (33-41°F) ¹.[illegible]

- Revised 2/3/2017



THE IDAHO FOODBANK
3562 SOUTH TK AVENUE
P.O. BOX 5601
BOISE, ID 83705-0601

STATEMENT

If you have questions about this statement, please call Melanie at 208-577-2696

Statement Date: 02/15/11

Account Number: 154021
Program No. 154021-FP
Page: 1

The Big Hunger Coalition
Mr. Helper
121 Need Help Street
Yountown, ID 83777-0000

Amount Remitted

PLEASE RETURN THIS TOP PORTION
WITH YOUR PAYMENT TO THE
ADDRESS AT THE TOP OF THIS
STATEMENT.

Document	Date	Terms	Code	Debits	Credits	Balance
	11/30/10	Balance Forward	Bal Fwd			1,360.21
DD2010-AOR-	12/02/10				1,360.21	0.00
AOR-39117-1	12/03/10	Current Month + 45 Day	Invoice	0.00	0.00	0.00
AOR-39063-1	12/08/10	Current Month + 45 Day	Invoice	272.95		272.95
AOR-39010-1	12/08/10	Current Month + 45 Day	Invoice	246.96		519.91
AOR-39791-1	12/08/10	Current Month + 45 Day	Invoice	3,616.58		4,136.49
AOR-39384-1	12/20/10	Current Month + 45 Day	Invoice	0.00	0.00	4,136.49
DD2010-AOR-	12/29/10				519.91	3,616.58
AOR-39645-1	01/12/11	Current Month + 45 Day	Invoice	4,493.09		8,109.67
AOR-39614-1	01/12/11	Current Month + 45 Day	Invoice	127.92		8,237.59
AOR-39999-1	01/20/11	Current Month + 45 Day	Invoice	0.00	0.00	8,237.59
AOR-40297-1	02/09/11	Current Month + 45 Day	Invoice	130.60		8,368.19
AOR-40281-1	02/09/11	Current Month + 45 Day	Invoice	35.40		8,403.59

Statement Balance. 8,923.50 1,880.12 8,403.59

Statement Aging:

Days overdue:	<u>Current</u>	<u>UP To 30 Days</u>	<u>31 - 60 Days</u>	<u>Over 60 Days</u>
Aged amounts:	4,787.01	3,616.58	0.00	0.00

ABC Food Pantry
PO Box 123
1098 Horace Drive
Whoville, ID 12345

Example In-Take Form Only

English/Español

Name/Nombre _____ Date /Fecha _____

Address/Direccion _____ County/Condado _____

Homeless? / ¿Sin hogar? Yes/Si ___ No ___ * Phone/Teléfono _____

Name/ Nombre	Age/Edad	Name/Nombre	Age/Edad
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1. _____	6. _____
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2. _____	7. _____
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3. _____	8. _____
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4. _____	9. _____
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5. _____	10. _____
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Signature/ Firma _____ Date/ Fecha _____

Volunteer Confidentiality Agreement

I understand that as a volunteer, I may have access to confidential information about the participants that utilize _____ (*Partner Agency*).

I understand that any information that I learn about a participant is confidential and that information about a participant cannot be disclosed to anyone. I understand the law provides for the possible civil and criminal penalties for disclosure of confidential participant information.

This includes information I receive whether obtained either verbally or written by:

- _____ (*Partner Agency*)
- Direct contact with participants and families
- The Idaho Foodbank

Any of this information is to be held in strict confidence in order to protect the rights of all participants and families.

I recognize that the disclosure of such information by me may cause irreparable harm to the family and _____ (*Partner Agency*) and that accordingly, the family may seek any legal remedies against me which may be available.

I agree that I will not:

- ☐ Reveal to anyone the name or identity of a participant.
- ☐ Repeat to anyone any statements or communications made by or about the participant.
- ☐ Reveal to anyone any information that I learn about the participant as a result of discussions with others while providing support to the participant.
- ☐ Write or publish any articles, papers, stories or other written materials which will contain the names of any participant or information from which the names or identities of any participant can be discerned. If a paper is written about my volunteer work here, I agree that I will submit it to _____ (*Partner Agency*) for approval.

I hereby agree by signing below that I have read this document, fully understand its meaning and promise to adhere to the confidentiality agreement described above.

Date: _____

Printed Name of Volunteer: _____

Address: _____

Phone Number: _____

Partner Agency Monthly Report of People Served

Report Month / Year:		
Agency Name:		
Agency Address:		
Phone Number:		
Email Address:		
County:		
Agency Contact:		
Report prepared by:		
Please indicate agency type:	Food Pantry	Community Kitchen / Emergency Shelter / Group Home

Food Pantry data collection:

Total number of children (0-17) served last month	
Total number of adults (18-59) served last month	
Total number of seniors (60+) served last month	
Total number of household served only one time last month	
Total number of household served two or more time last month	
Total number of new household served last month	
Number of households turned away last month	

Community Kitchen / Emergency Shelter / Group Home data collection:

Total number of meals served to children (0-17) last month	
Total number of meals served to adults (18-59) last month	
Total number of meals served to seniors (60+) last month	

***You must enter the data above on your report on Agency Express under the "Report" tab
no later than the 10th of the month.***

Any questions regarding Agency Express, please contact:

Craig Cain PH: 208.577-26877 ccain@idahofoodbank.org	Melanie Aucoin PH: 208.577-2682 maucoin@idahofoodbank.org
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For any other questions, please contact your respective branch:

Eastern Idaho Rebecca Ristrem Branch Manager PH: 208.233.8811 rristrem@idahofoodbank.org	North Central Idaho Chico McKinney Branch Manager PH: 208.746.2288 cmckinney@idahofoodbank.org	Southwest Idaho Mary Ann Liby Agency Relations Supervisor PH: 208.336.9643 maliby@idahofoodbank.org
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Idaho Foodbank Contacts

Leadership Team

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FX: 208.336.9692

Function	Contact	Phone	Email
Southwest Idaho Agency Food Orders	Melanie Aucoin	208.577.2696	maucoin@idahofoodbank.org
Agency Relations	Kim Empey	208.695.6955	kempey@idahofoodbank.org
Nutrition Services programs	Kyle Silverman	208.629.9473	ksilverman@idahofoodbank.org
Southwest Idaho Distribution Desk	Vonda Pattee	208.577.2686	vpatee@idahofoodbank.org
Food Resource Manager / Food Rescue Program (GAP) / Food Donations	Lynn Dill	208.577.2709	ldill@idahofoodbank.org
SW Distribution Manager	Gregory Roegiers	208.577.2699	grogiers@idahofoodbank.org
CSFP and TEFAP	Samuel Johnson	208.602.4750	samueljohnson@idahofoodbank.org
Volunteering	Volunteer Services	208.577.2720	volunteerservices@idahofoodbank.org
Eastern Idaho Orders & Distribution	Kia Shaw	208.233.8811	kshaw@idahofoodbank.org
North Central Idaho Orders & Distribution	Jodi Peasley	208.746.2288	jpeasley@idahofoodbank.org