SECOND HARVEST

FOOD BANK

of East Central Indiana

6621 North Old SR 3
Muncie, IN 47303
765/287-8698
800/886-0882
Fax: 765/287-2036
www.curehunger.org

Updated June 2016
Welcome, 
Agency Partners

Welcome to the Second Harvest Food Bank network. We are pleased to have your agency join us in working to alleviate hunger in east central Indiana.

In 2015 Second Harvest Food Bank distributed 8 million pounds of food in Madison, Delaware, Grant, Henry, Jay, Blackford, Randolph, and Wabash counties. This was made possible with the help of our member agencies’ pantries and food programs- just like yours!

Our goal at the Food Bank is to distribute 8-9 million pounds of food in 2016. This is an attainable goal, but only with your help. That is why we are so glad you are joining us in our effort to meet the needs of hungry people in east central Indiana.

Second Harvest Food Bank staff are available to answer any questions and receive feedback from you about our work and the work you do. We encourage you to call our office. Our normal business hours are Monday through Friday 8-12 pm and 1-5 pm.

Tim Kean
President & CEO

Samantha Martin
Director of Programs

The mission of Second Harvest Food Bank of East Central Indiana is to provide a coordinated approach to alleviating hunger in east central Indiana.
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Second Harvest Food Bank

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Roger Spidel
Driver
Ralph Whysong
Driver
Second Harvest Food Bank of East Central Indiana is a private, not-for-profit organization with a charitable status under section 501(c)3 of the Internal Revenue Service code. It is a warehouse which collects and distributes food to feeding programs that serve children, the needy and the ill in east central Indiana. In partnership with food companies, Second Harvest Food Bank receives products from around the United States.

Each year approximately 29% of America’s food supply goes to waste. This is the equivalent of 53 million tons of food worth $24 billion. At the same time there are many people who do not have enough to eat. Second Harvest Food Bank forms a partnership between the food industry and those in our community who are in need. Indiana children, families, the unemployed and underemployed, and the homeless are helped by this partnership.

Second Harvest Food Bank was incorporated in 1983, began distribution in 1985, and has grown to serve 8 Indiana counties with a poverty population of 49,000 people. Currently more than 100 programs work with us to serve these people.

Second Harvest Food Bank of East Central Indiana is an affiliate of Feeding America, the nation’s largest hunger-relief organization. Through a network of over 200 food banks and food-rescue programs, Feeding America formerly known as America’s Second Harvest provides emergency food assistance to more than 23 million hungry Americans each year, nine million of whom are children.

Feeding America formerly known as America’s Second Harvest is located in Chicago, Illinois. For more information visit their website at www.feedingamerica.org.
Member Agency Agreement

Name of Agency: ______________________ agrees to and will comply with the following criteria of a recipient agency of the Second Harvest Food Bank of East Central Indiana:

✧ Must have a 501(c) 3 tax-exempt status with the Internal Revenue Service.
✧ Must not sell, transfer, barter or offer for sale the items supplied by the food bank in exchange for money, property or services, or otherwise allow the items to reenter commercial channels.
✧ Must be an agency that serves the needy, ill or minors.
✧ Must be an established agency and registered and approved with the food bank.
✧ Must serve directly to its clients in the form of meals, snacks or food to prepare at home.
✧ Must ensure the safe and proper handling of donated goods.
✧ Must adhere to additional donor stipulations.
✧ Must provide transportation to pick up food at the food bank warehouse or make arrangements for delivery by Second Harvest at a delivery fee of $25 for up to 900 pounds and $50 for 901 pounds or more. All refrigerated and frozen items must be transported in a way that assures that safe temperatures of below 32 degrees for frozen items and below 40 degrees for refrigerated foods are maintained.
✧ Must be available to mandatory monitoring visits by food bank representatives.
✧ Must be agreeable to supporting the operation of the food bank with the shared maintenance fee of 18 cents per pound for donated product received. This arrangement does not apply to our Purchased Food Program. A summary record showing pounds of food received and shared contributions received or due will be sent at the first of each month.
✧ Must maintain a file of all food bank invoices for three years + current year.
✧ Must not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, and marital status, and disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.
✧ Must provide an account of number of clients served per month by completing the Monthly Agency Report, which must be remitted by the 10th day of each month. A report must be submitted for each month, even if there is no client activity.
✧ Must pay all account balances within 15 days of statement date.
✧ Must maintain the following files for three years + current year:
  - Pantries: record of persons receiving food (number in household, date, and name);
  - Shelters, Soup Kitchens, On-Site & Residential: record of dates, meals/snacks served, and number served.
✧ Must keep Second Harvest informed on all pertinent information concerning the agency’s food distribution program. This includes hours of distribution to clients, individuals authorized to order or sign for food, and changes in key staff/volunteer personnel.
✧ Must use Second Harvest Food Bank a minimum of once every six months unless other terms are agreed upon.
✧ Second Harvest Food Bank of East Central Indiana, Inc., Feeding America, and the original donor are released by the recipient agency from any liability resulting from the condition of received product, and further, Second Harvest Food Bank, Feeding America, and the original donor are indemnified and held free and harmless against any and all liabilities, damages, losses, and/or claims whatsoever arising out of or attributed to any action of said agency, or personnel employed by said agency, in connection with the storage or use of the received product.
✧ Failure to maintain terms of this agreement may result in “product hold” status or closure as member agency.
Requirements for Membership

Program Responsibilities
Each Member Agency and its representatives are responsible for the material contained in this manual and all other manuals used by your agency in conjunction with our programming (TEFAP Manual, Kids Cafe Manual, Volunteer Handbook, etc.). Training on this material will be offered to new agencies and will be reviewed as needed in Orientation Meetings and the annual Agency Conference. It is expected that all agency staff and volunteers will be trained in this material, and that changes in staff and volunteers will be reported to Second Harvest Food Bank.

Program Certification and Monitoring
Organizations, churches and other not-for-profit corporations can apply for agency certification by completing the application process. After the application has been submitted and reviewed, an on-site visit will determine that the agency meets the qualifications for certification. Once approved, agency representatives must attend an orientation at Second Harvest Food Bank.

Each Member Agency will be monitored a minimum of once every two years. However, Second Harvest Food Bank reserves the right to monitor each Member Agency more frequently. Monitoring may be done on-site or through oral and written communication.

The purpose for on-site visits include:
- To ensure the high sanitation and safety standards we are committed to uphold throughout the network, from the point of donation to the time the gift is placed in the hands of the individual who will use it.
- To increase communication between food bank and agency staff.
- To provide the unique perspective a new pair of eyes may bring to the program.
- To give agency staff a chance to showcase their program.
- To provide the occasion to brainstorm and fine-tune the program as professionals in an increasingly complicated field.

Meetings and Training Sessions
Attendance and participation in meetings and training sessions are encouraged annually of all agency partners. These include: Agency Conferences, Orientation meetings, TEFAP Training, Kids Cafe Training, and other meetings and training sessions as necessary to meet particular needs.

Agency Conference
- Scheduled once each year
- Each agency is encouraged to attend

TEFAP Training
- Scheduled once annually
- All agencies receiving government commodities are required to attend one each year

New Staff/Agency Orientation
- Scheduled three times a year
- All new staff and new agencies are required to attend
**Member Report Policy**

**November 2002**

Our *Member Agency Agreement*, signed by the Director of the partnering agency when the Second Harvest account is opened, states that the agency agrees to submit monthly reports by the 10\(^{th}\) of the following reporting month.

The information in the reports is used as data to substantiate need in funding proposals/reports and for allocations for The Emergency Food Assistance Program (TEFAP). In order to help all our agency partners obtain as much food as possible, we must insist on compliance with this guideline.

**Consequences of Past Due Reports:**

- Failure by programs receiving government commodities through TEFAP to complete and return reports each month will result in that program’s removal from the TEFAP allocation process until all reports are received.

- Failure of all other programs to complete and return reports within 90 days will result in a product hold status for the agency. An agency on product hold is not able to receive any food or non-food items from Second Harvest until the reports are made current.

- Failure to complete and return reports for more than 180 days (six months) will result in closure of the agency’s membership. Closure status can only be reversed through a reactivation of membership that includes being reapproved and the submission of a $75 reactivation fee.

If you have questions, please call the *Agencies & Programs Department* at (765) 287-8698.

Payment can be made from the monthly statement you will receive after the first of each month. Please remember to include your agency number on all checks. This will greatly aid us in making sure that your payment

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**Home-Based Services Policy**

**May 2005**

Second Harvest Food Bank of East Central Indiana will not provide donated goods to private home-based foster or day care persons/groups. To be eligible for food bank services such a program must be a 501 (c)3 agency in which the agency itself owns the facilities, and the care givers are paid employees or volunteers, the clients do not pay for meals/food, the clients are needy, and the clients will be the primary consumers of the food bank goods.

If you have questions, please call the *Agencies & Programs Department* at (765) 287-8698.
Member Account Policy  
September 2014

Handling Fees: As defined in 26CFR Part 1.170A-4A(b)(3) of the Code regulations of the Internal Revenue Service, Second Harvest Food Bank of ECI may assess handling fees on the distribution of donated products to our agencies. The regulations allow for such a fee if it “is small or nominal in relation to the value of the food or products and is not determined by the value of the product, and the fee is designed to reimburse Second Harvest Food Bank for administrative, warehousing or other similar costs. This fee was set by our national body, Feeding America, at $0.19 a pound as of July 2008.

Other approved fees set by our national body that may be passed on to our agencies are up to $0.10 per pound delivery fees, Value Added Processing Fees that are equal to the actual cost of preparing the product for distribution. For example: breaking down bulk product, sorting salvage and labeling/relabeling.

Our Member Agency Agreement, signed by the Director of the agency when their Second Harvest account is opened, states that the agency agrees to pay all account balances within 15 days of the statement date. In order to help all our agency partners assist the most people, we must insist on compliance with this guideline.

When an agency’s balance reaches the 30-day old mark, a friendly reminder is sent to help you keep your account current.

If the account balances reach the 60-day-old mark, agencies are put on a payment schedule and will be cash-and-carry for new product until three months after the account is brought current. If payments are late or missed, the agency will be put on product hold. Product hold means that the agency is not able to receive any food from Second Harvest.

If a balance reaches the 90-day-old mark, agencies are made inactive until the account is current. After the account is current, the agency must be re-approved for membership. This process includes a $75 application fee, a monitoring visit, orientation at Second Harvest, and resubmitting all paperwork for your program. If approved by the Executive Director, the agency will remain on a six-month cash-and-carry basis. After that time, the agency may return to the regular billing process as long as the account, per the monthly statement, is paid in full by the 10th of each month.

All new agency accounts are automatically placed with a $500 credit limit on their account.
Grievance Policy for Member Agencies or Potential Member Agencies

June 2004

All conflicts, problems and concerns should be brought to the attention of your Second Harvest Food Bank contact person. If an issue cannot be resolved with the contact person, you may register a “formal grievance”. A “formal grievance” must be made in writing to a director. The director will then conduct further research into the issue and bring the information to the attention of the management staff.

You will have a written response from a director within ten working days of the meeting. If you are not satisfied with the response, you may request a meeting with the Executive Director in regard to the problem. The Executive Director will review the decision and rationale used. The Executive Director will issue a written response to you.

The complaint will then be settled between the President & CEO and your agency.

If you have questions, please call the Agencies & Programs Department at (765) 287-8698.

Second Harvest Food Bank of East Central Indiana does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These include, but are not limited to, staffing, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and agencies. If you need to report an incident, please contact our Office Manager or our President & CEO at 765-287-8698. Our Human Resource offices can be contacted by calling WorkSmart Systems at 317-585-7870 or email at HR@worksmartpeo.com.
In an effort to make Second Harvest Food Bank a safe, organized, efficient and effective workplace, safety rules have been developed. It is fully expected that all employees, agency partners, volunteers and visitors comply with these safety rules.

**Warehouse Safety Guidelines**

- Enter the warehouse through the office entrance and check in with the office manager.
- Eating and drinking are limited to the break room.
- We are a smoke-free environment and smoking is not permitted.
- Closed-toe shoes are required for working in the warehouse.
- Powered equipment is to be used by qualified Second Harvest Food Bank staff only.
- Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
- Access beyond the yellow chain is exclusive to Second Harvest Food Bank Staff.
- Good housekeeping is essential to prevent accidents. Alert staff immediately to any spills or damaged product.
- Report all unsafe conditions or practices to staff.

**Agency Pickup**

- Right before our Office Entrance turn left and go to the back dock area of building 2. Back your vehicle up to the overhead ground height door. Ring buzzer at personnel door for entrance into the building.
- Upon entering, sign the clipboard, and sign the invoice. The total will be added to your monthly statement. We will not be able to accept payment at the time of pickup.
- If frozen or refrigerated items are ordered, you must use a freezer blanket or coolers.
- Your order will be placed beside your vehicle. You are required to bring your own labor to load your vehicle.
Food Storage and Handling Guidelines

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

- **Store Food 6” off of Floor**
  - Keep on pallets, platforms or shelves

- **Store Food 4” from the Walls**
  - For air circulation and pest control

- **Store Food 2’ from the Ceiling**
  - To avoid high temperatures at ceiling

- **Store Non-Food Items Separately**
  - Toxic items (cleaning and maintenance supplies) must be kept away from food

- **Clean Floors, Pallets and Shelving Regularly**
  - All areas should be swept regularly and mopped at least once a month
  - Clean spills immediately
  - Sanitize pallets and shelving regularly

- **Keep Doors, Windows and Roofs Well Sealed**
  - To prevent pest entry and water damage

- **Maintain a Pest Control System**
  - Have a contract with a licensed pest control firm
  - Poison must not be used, traps and glue board are recommended

- **Maintain Equipment Regularly**
  - Check freezer and refrigeration units for leaks

- **Maintain Proper Temperatures in all Storage Areas**
  - Thermometers must be kept in freezers, refrigerators and dry storage areas

- **Maintain Temperature Logs**
  - Check and record temperatures frequently, at least once a week
Dry Food Storage

Dry or canned goods must be stored as outlined previously and:

- In a cool area kept between 50 and 70 degrees Fahrenheit
- Away from direct sunlight

Cold Food Storage

Product requiring refrigeration or freezing must be kept as outlined previously and:

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

Stacking Product

Basic Rules for Stacking Product are:

- Limit the Height of the Stack
  - To protect food on the bottom layers from being crushed
- Discard any cans too damaged to stack

Stock Rotation

To help assure the quality and freshness of Second Harvest Food Bank product, the First In – First Out (FIFO) practice must be followed. Food must be stored and distributed so that cases with the oldest received date are used first. It is a good idea to date each case of product you receive as it comes in, this way you will know what needs to be used first.

Damaged Product

Product received from Second Harvest Food Bank that is contaminated, deteriorated, spoiled, infested or contains latent defects, such as bulging cans or cans with sharp dents and rust on the seams, must be immediately reported to us. Contact our Warehouse Manager at 765/287-8698 x106 or 1/800/886-0882.
Q: How can I effectively manage my inventory to ensure quality products are being served?

A: The most basic rule of inventory management is first-in-first-out (FIFO)...foods delivered to the warehouse first (first in) should be the first items distributed to recipient agencies (first out). You can achieve an acceptable level of accuracy by marking the pallets, or cases if you receive mixed pallets, with the date you receive them and practicing FIFO. This will significantly reduce the risk of product going out of condition. Also, consider the amount of product already in inventory. Excessive inventory increases the risk of product going out of condition.

Storage conditions have a significant impact on the quality of food products. The same product will last for different periods of time depending on the temperature of the warehouse, the humidity level, and air circulation. In general, cool temperatures and low humidity provide the best storage conditions. Store food off the floor and away from contact with walls and ceilings.

Q: How can I tell when a product has gone out of condition? Is there a single date I can refer to?

A: Experts disagree how long a product can be kept in storage before it goes out of condition. There is no single date before which most products must be used, and after which they must not be used. Unfortunately, it’s not that simple. The exception is infant formula. Infant formula and some baby foods are unique in that they must not be used after the “use-by” date that appears on the case and unit.

Some commercial products may display recommended quality dates. A “best-if-used-by” date means that the manufacturer recommends using the product by this date for the best flavor or quality. At some point after that date, the product will change very gradually in taste, color, texture, or nutrient content. But, the product may be wholesome, nutritious, and safe long after that date. You may also see a “sell-by” date on a food product. This means the manufacturer recommends that a store sell the product by that date. It is assumed that the product may then be stored for some period of time before it is used. Therefore, a “sell-by” date would be reached earlier in the life of a product than a “best-if-used-by” date.

A “pack date” indicates when the product was packaged and processed. It is important to understand that a “pack date” several months old does not mean the product is old. For example, peas - which are generally harvested and processed during June and July - may reflect one of those months plus the year of pack. Therefore, if a shipment arrives in March, the “pack date” will be from the previous year. Recipients may think they are getting an old product because of the 9-month-old date, but the product is wholesome and of good quality. In fact, it is the same domestic product that would be found on the grocer’s shelf at that time. This is true for most domestic fruit and vegetable products because they are harvested during the spring and summer months.

These various dating systems do not represent expiration dates, and they do not indicate when product safety becomes an issue. However, these dates can affect your customer’s willingness to accept the product. Your inventory should be managed to prevent products that have reached their “best-if-used-by” or “sell-by” dates.
The Salvage Program
Retail salvage, consisting of products in damaged containers obtained from retail grocers and/or reclamation centers established by supermarket chains, can be a valuable source of food and other products for agency partners. It also poses one of the greatest liability concerns in the agency partner’s operations. The most critical potential problem an agency partner faces in handling retail salvage is contaminated food. Many products are donated because their exterior containers are damaged, making the products contained within them especially vulnerable to contaminants.

The type of contamination most probable in a salvage operation is “cross contamination,” in which one product or its container becomes the source of contaminants for another product.* This can occur when liquid foods, pet foods, cleaning products, broken glass, over-the-counter drugs, pesticides, herbicides and toxins are intermixed with salvageable food products.

Other sources of contamination are rodents and insects (their urine, droppings, hair, etc.) and bacteria.

The primary goal of the salvage program is the safe, sanitary re-distribution of retail food products from the agency’s donors to its clients. The following section of this manual outlines the steps the agency partner should take to prevent, recognize and remedy contamination.

The following information has been prepared by Feeding America, the national food bank and food rescue network, to heighten awareness of proper salvage practices.

Evaluation of Cans. Canned goods should be evaluated and sorted in the following categories: serious defects, aesthetic defects, and label defects.

1. Serious Defects. Cans found with these defects should be discarded.
   A. Cans with bulged ends, with the exception of carbonated beverages and dry foods, such as ground coffee and powdered beverage mixes.
   B. Cans with holes or any visible evidence of product leakage (stained labels may indicate product leakage).
   C. Pull-top containers with obvious fractures or dents on the lid score lines or in the rivet area.
   D. Cans rusted with any pits that show a danger of imminent perforation.
   E. Cans crushed to the point where they cannot be stacked, with the exception of carbonated beverages and dry foods, such as ground coffee and powdered beverage mixes.

2. Aesthetic Defects. Cans with these defects are safe to be distributed as salvage food.
   A. Cans with moderate flat rim dents on the double seam not involving the juncture of the side seam and the end seam.
   B. Moderate body dents which may slightly reduce the height of the can, but not severe enough to distort the can or make it unstackable.
   C. Rust that will wipe off. Any can showing surface rust shall have labels removed so that the sides may be examined and the outer surface cleaned.

*Other sources of contamination include smoke, fumes, non-potable water, sewage, foam, or any other deleterious fluids, pressure, and radiation. However, these sources of contamination are usually associated with a disaster, such as fire, flood, wreck, or other catastrophe. This manual does not outline procedures for evaluating this type of damage. Local food and drug authorities should be contacted immediately if and affiliate is offered salvage from such an event.
Personnel Cleanliness Guidelines

What to Wash

✓ Hands
✓ Countertops, Shelves and Pallets
✓ Towels and Cleaning Cloths

When to Wash

Before:

✓ Handling Food
✓ Preparing Food
✓ Serving Food

After:

✓ Using the bathroom
✓ Preparing Food
✓ Serving Food
✓ Handling Raw Meat
✓ Handling Dirty Dishes or Utensils
✓ Handling Garbage
✓ Eating, Drinking or Smoking
✓ Touching Other Parts of your Body:
   Nose, Mouth, Hair and Skin

Washing Hands

Basic Rules for Hand Washing Include:

✓ Use soap and hot water
✓ Wash for at least 20 seconds
  (about how long it takes to sing Happy Birthday)
✓ Wash between fingers and under nails
✓ Dry with a single-use towel
✓ Use a single-use towel to turn off faucets
Pickup and Delivery Procedure

Agencies may choose to pickup their orders or have their orders delivered.

Delivery fees are as follows: for orders up to 900 pounds there will be a delivery fee of $25; for orders of 901 pounds or more the delivery fee will be $50.

If you choose to pick up your order, please adhere to the following guidelines.

1. All orders need to be placed in advance of your scheduled pickup date following our order guide below.
2. To schedule a pickup date and time, either email or fax your order to orders@curehunger.org or fax it to 765.287.8712.
   1. Just before our Office Entrance turn left and go to the back dock area of building 2. Back your vehicle up to the overhead ground height door. Ring buzzer at personnel door for entrance into the building.
   2. Upon entering, sign the clipboard. Sign the invoice, the total will be added to your monthly statement. We will not be able to accept payment at the time of pickup.
   3. If frozen or refrigerated products are ordered, you must use a freezer blanket or coolers for your trip back to your agency. If you need a freezer blanket, we have them available to purchase for $11.90 on the order form (4x8frzblk). Freezer blankets are not returnable.
   4. Your order will be placed beside your vehicle. Agencies need to bring the required labor to load their vehicles.
   5. Agency Pickup hours are Monday—Friday 10:00 AM to 3:00 PM. Pickups will be scheduled in 20 minute intervals.

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<th>Pick Up/Delivery Date</th>
<th>Order Deadline</th>
<th>Confirmation/Time Slot</th>
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<td>Monday</td>
<td>Wednesday by 5pm</td>
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Exceptions to this schedule must be cleared by Kelly DeWeese. On your delivery day, you will need to have volunteers available to unload the pallets from the parking lot. The driver will not be able to take your order inside the building.

The order form is available at www.curehunger.org and is updated daily.

Product Use Guidelines

Please remember that all donated product must be used for low-income people. Product may be used in limited amounts to prepare sample dishes to introduce products to clients. Cleaning and paper products may be used to support client programs. Do not use Second Harvest Food Bank product for fundraising, special events, church dinners, staff/volunteer meals, personal use, as a reward for staff or as incentives for volunteer participation. You may not offer donated product to recipients in return for money, services or attendance at programs or religious meetings. The rule of thumb is to measure the use of the food against this question: "Who is eating this food or using this product?" If the answer is: "People living at 185% of poverty.", then chances are the food and product is being used for hunger relief purposes.
Good Samaritan Food Donation Act

On October 1, 1996, President Clinton signed the Bill Emerson Good Samaritan Food Donation Act to encourage donation of food and grocery products to non-profit organizations for distribution to needy individuals. This Act protects individuals from civil and criminal liability should the product donated in good faith later cause harm to the recipient.

It is the policy of Second Harvest Food Bank of East Central Indiana to comply with Good Samaritan Food Donation Act. Compliance with the act is a shared responsibility of each food bank employee, agency partner, volunteer and visitor. To ensure compliance with the Act, immediately notify staff if you observe any of the following:

1. Food that does not appear wholesome or fit for consumption because of age, freshness, contamination, or insect infestation.
2. Containers that have been opened or appear to have been tampered with.
3. Canned goods that are leaking, swollen, badly dented, or no longer airtight.

Your assistance with insuring that all food items are wholesome and fit for distribution is essential to the operation of Second Harvest Food Bank.

The specific purposes of Second Harvest Food Bank of East Central Indiana are to solicit, collect, store and distribute all donations and purchased foods to the ill, needy and children through churches and IRS 501(c)3 charitable organizations.
Second Harvest Food Bank Programs

Second Harvest Food Bank promotes and provides leadership for special programs. These programs enhance our partnership with you as we work in our eight counties.

Kids Cafe
Kids Cafe is one of the nation’s largest meal service programs, providing Meals and nutrition education to hungry children. It is a program of Feeding America. The program’s goal is to feed America’s hungry children and link community resources to this effort. This goal is achieved through the Kids Cafe program objectives:

◊ Provide nutritious meals to children in need.
◊ Supplement meals with nutrition education activities
◊ Locate sites within easy access to children in need.
◊ Conduct activities within safe sites, under the supervision of trustworthy staff.
◊ Support community and socialization activities by involving community programs and family members within cafe-style environments.
◊ When possible, involve additional resources and partners in order to assure sustainability of these efforts.

Food 4 Kids
The BackPack Program is a national program of Feeding America. The mission of the BackPack Program is to help alleviate child hunger in east central Indiana by providing hungry children with nutritious and easy-to-prepare food at times when other resources are not available, such as weekends and school vacations. The program provides bags of food that is child-friendly, nonperishable, and easily consumed. Bags are discreetly distributed to children on one day of each month during the school year.

Tailgate
Tailgating is an effective way to distribute large quantities of food to a large group of people in a relatively short amount of time. A tailgate works with local volunteers, utilizing on-hand food from Second Harvest and distributing it to individuals and families. Tailgating is a partnership between Second Harvest and our member agencies. Terms of the tailgate include:

◊ Second Harvest Food Bank will choose and deliver available food for distribution.
◊ Second Harvest will coordinate the publicity for the food distribution.
◊ Member agency will assist on the day of the tailgate by providing volunteers to unload the truck and distribute the product.

Volunteer
Second Harvest Food Bank relies upon the commitment of volunteers to ensure our services are provided efficiently. Among the many tasks for which we rely upon volunteers are:

◊ Sorting Food
◊ Helping in the Office
◊ Organizing Food Drives
◊ Helping in the Warehouse
◊ Helping with Special Events

To participate in any of these programs contact the Agency Department.
Member Agency
Change of Information Sheet

As your agency grows, expands and changes staff or volunteers, please inform Second Harvest Food Bank so that we may update our records. Please provide any information relevant to your food program and our work together.

In the case of a location change for your facility, Second Harvest will monitor the new site. Until the monitoring visit is complete, and the new site approved, food orders may not be submitted, picked-up or delivered. Any major remodeling to your current facility must also be monitored by Second Harvest staff.

Agency Name: ______________________ Code: ______
Physical Address: ______________________
  street city zip code
Mailing Address: ______________________
  street or PO Box city zip code
Agency Director or Pastor: ______________________
Agency Contact: ______________________
Agency Telephone: ______________________ Contact Telephone: ______________________
Agency Email: ______________________ Agency Web: ______________________
Agency Fax: ______________________
Hours of Operation: ______________________

Authorized Shoppers:
____________________
____________________
____________________

Description of Program:
____________________
____________________
____________________

Additional Information:
____________________
____________________
____________________

Please Return to Second Harvest Food Bank
6621 N. Old SR 3
Monthly Member Agency Report

Report information is due on the 10th of the Month. The report covers the previous month of distribution and service. A report needs to be submitted even when no food orders are placed.

Agency: ___________________________________________________________ Code: __________

Month Reporting: __________________ Circle all that apply to your program: PANTRY  SNACKS  MEALS

Person Completing Form: __________________________________________ Date: __________

1. MEALS
What is the total number of meals (number of people served at each meal) served to every person this month?

________________

What is the total number of people served this month for the first time this year? ______________

2. SNACKS
What is the total number of snacks (number of people served at each snack) served to every person this month?

________________

What is the total number of people served this month for the first time this year? ______________

3. FOOD PANTRY & Non-food Pantry (only do this if you operate some type of a pantry)
What is the total number of households served this month? __________________

What is the total number of people in the households served this month for the first time this year?

________________

4. Pounds coming from other sources than Second Harvest Food Bank (All agencies answer: 1 item=1 lb.)
(Do not include Second Harvest Food Bank pounds in this section)

How many pounds have been donated to your agency this month? __________

How many pounds have been purchased at retail stores this month? __________

Reports may be submitted in one of the following ways:
Mailed to Second Harvest Food Bank, 6621 N. Old SR 3, Muncie, IN 47303
Fax: 765-287-2036
Hand delivered to the front office.
Completed online at: https://www.surveymonkey.com/s/SHFBMONTHLY
E-mailed as attachment to smartin@curehunger.org

We report this information to elected officials, our donors & other interested community leaders. Your agency’s monthly statistics are very important. Please get your monthly reports in on time. Thank You.
# Temperature Log

**Month:** ____________________________

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