Welcome, Agency Partners,

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 2016 Second Harvest Food Bank distributed just under 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, soup kitchens, and food programs—just like yours!

Our goal at the Food Bank is to distribute 7-8 million pounds of food in 2018. 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 about our work and the work you do. We encourage you to call our office. Our normal business hours are Monday through Friday 8am-5pm.

Tim Kean  
President & CEO
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About Us

Each year approximately 25-40% of America’s food supply goes to waste. This is an estimated 70 million tons of food. At the same time, many people do not have enough to eat. Second Harvest Food Bank forms partnerships between the food industry to feed food-insecure individuals in our community while reducing food waste. Indiana’s children, families, seniors, disabled, unemployed, underemployed, and the homeless are helped by these partnerships.

Second Harvest Food Bank of East Central Indiana is a private, not-for-profit organization with a charitable status under IRS code 501(c)3. From our warehouse in Delaware County, we collect and distribute 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.

Second Harvest Food Bank was incorporated in 1983, began distribution in 1985 in Anderson, Indiana. In 2007, Second Harvest Food Bank moved from Anderson to Muncie to increase food capacity and to hold a more central location to our service area. Our organization has grown to serve 8 Indiana counties, encompassing about 70,000 food insecure people.

Currently more than 130 partner agencies and programs work with us to serve residents in need.

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 provides emergency food assistance to more than 46 million hungry Americans each year, 13 million of whom are children, and 6 million of whom are seniors. Feeding America is located in Chicago, Illinois.

For more information visit their website at www.feedingamerica.org.

Revised as of 5/2018
Second Harvest Food Bank Contacts:

Main Office Phone:  765-287-8698  800-886-0882

Tim Kean, President & CEO       x 107       tkean@curehunger.org
Judi Egbert, Agency Relations Coordinator x 102       jegbert@curehunger.org
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Chris Box, Warehouse Assistant
Quinn Mead, Warehouse Assistant
Ben Davis, Driver
John Vance, Driver / Warehouse Assistant
Ralph Whysong, Driver / Warehouse Assistant
Roger Speidel, Warehouse / Tailgate Assistant
Kevin Crumes, Warehouse Assistant
Santee Murrell, Warehouse Assistant
James Kwekwe, Warehouse Assistant
Second Harvest Food Bank Sample of Programs

Second Harvest Food Bank promotes and provides leadership for special programs. Below are descriptions of our community programs.

School Pantry Program
The mission of the School Pantry program is to help alleviate child hunger by providing staple grocery items at no cost to children and their families at school. This program gives a family’s students the resources they need to lessen anxiety about where their next meal is coming from and turn their attention toward succeeding in school.

Forward STEPS
Forward STEPS is a matching program between a family striving to get out of poverty and Allies who serve as friends and accountability partners. With the support of Allies, each family sets goals that are unique to their needs and circumstances, and that help them develop the emotional, financial, intellectual and spiritual resources necessary for self-sufficiency and family stability. The average process takes 18-36 months.

Senior Safety Net Program
Seniors are one of the fastest growing groups of people to experience food insecurity (increase of 47% in recent years). Mobility and medical challenges set seniors up to be vulnerable to hunger. The Senior Safety Net Program provides a grocery shopping experience with choice of nutritious foods in an easy-access location for seniors.

Tailgate Program
Each year, over two million pounds of food goes directly to people in need through the Second Harvest Tailgate Program. This drive-through program meets people where they live by taking food to a central location in each of the eight counties we serve. Second Harvest coordinates publicity for the food distribution. Local volunteers help load food into cars as they drive through. Local United Way, business, and organizational support help fund this program.

Volunteer Program
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 and Other Assistance in the Warehouse
◊ Helping in the Office
◊ Organizing Food Drives
◊ Helping with Special Events

To participate in a program, please contact Clarence Alexander, Agency Relations Manager (calexander@curehunger.org)
Section 2: Membership Guidelines

Member Requirements

How to Apply

- Complete Inquiry form to arrange initial meeting with Second Harvest staff
- Complete Agency Application
- Have an on-site monitoring visit
- Once approved, attend an orientation at Second Harvest Food Bank.
- Sign the Member Agency Agreement. Signatories include the Director and/or Manager of the agency, and (if located in a church, temple or synagogue), a senior clergy member.

Program Responsibilities

Each Member Agency and its representatives are responsible for the material contained in this manual and all other manuals used in conjunction with our programming (TEFAP Manual, 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. All agency, staff and volunteers are to be trained in this material.

Changes in staff and volunteers must be reported to Second Harvest Food Bank, using the Change of Information form, found in this manual and at curehunger.org.

Payments

You will receive a monthly statement after the first of each month, payable by agency check, or agency credit/debit cards. **Cash or personal checks will not be accepted. Payment for orders is due by the 18th of the following month.** (i.e., for orders received in January, payment is due by February 18th.) Please remember to include your agency ID number on all checks; this will greatly aid us in making sure that your payment is allocated properly.

Account balances must be paid in full and promptly to prevent being placed on product hold/suspension. Any agency that has an outstanding balance by the 19th of the following month will be placed on product hold until all invoices are paid in full. Orders will not be processed on accounts with a past due balance. Accounts that are habitually past due could result in agency partnership closure.

Monitoring

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

The purpose for monitoring visits include:
- To ensure high sanitation and safety standards from the point of donation to the time the gift reaches our patrons.
- To facilitate communication between food bank and agency staff/volunteers.
- To offer an outside perspective to the program operations.
- To give agency staff and volunteers a chance to showcase their program.
- To provide opportunities for brainstorming program modification and optimization.
**Monthly Report Policy** (revised March 2017)

Each partner agency must submit a monthly report, due no later than the 10th of the following month (i.e., if reporting for January’s food distributions, the monthly report is due by February 10th). A report must be submitted each month, even if distribution or service was zero, or the agency was closed.

The information in the reports is used at the local, state and national levels as data to substantiate need in funding proposals/reports and for allocations of 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.

**Penalties for Past Due Reports, TEFAP Agencies:**

Failure to complete and return reports every month will result in removal from the TEFAP allocation process until all reports are received.

**Penalties for Past Due Reports, all other Agencies:**

- Failure to complete and submit reports within 90 days (3 months) 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., ext 123.

**Meetings and Training Sessions**

Annual attendance and participation at meetings and training sessions is encouraged for all agency partners (and required for some). These include: The annual Agency Conferences, Orientation meetings, mandatory annual TEFAP Training (for those sites), and other sessions as necessary to meet particular needs.

**Food Safety Training**

A one-year, no-fee basic food handler certification is required for agencies NOT preparing food. Training comprises approximately 45 minutes of viewing videos at [https://www.youtube.com/watch?v=GDsaV0QFAWU&list=PLi2SBbWPff6CilaNYCRgK_YwCkMbke](https://www.youtube.com/watch?v=GDsaV0QFAWU&list=PLi2SBbWPff6CilaNYCRgK_YwCkMbke), completing a related quiz provided by Second Harvest, then submitting that to Second Harvest for review and certification.

**Agencies preparing food must become certified through ServSafe or equivalent.** If packages are opened, food is cut, and/or food is cooked, ServSafe certification is required, and generally is good for 5 years; it is available at [http://www.in.gov/isdh/21059.htm](http://www.in.gov/isdh/21059.htm). (Certification fee is paid by recipient.)
Member Account Policies  
(revised March 2017)

Fees  
IRS code 26CFR Part 1.170A-4A(b)(3) permits the assessment of handling fees on the distribution of donated products to our partner agencies. The fee must be “small or nominal in relation to the value of the food or products and is not determined by the value of the product.” This fee is designed to reimburse Second Harvest Food Bank for administrative, warehousing or other similar costs. Since July 2008, this fee has been set at up to $0.19 per pound by Feeding America.

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

Late Payment Penalties  
In the case of a product hold:
- If the agency has recently placed an order, that order will be canceled and the agency may incur a $100 restocking fee if product has been pulled.
- If your agency receives commodities through the TEFAP program you will not receive the next month’s TEFAP commodities due to allocation scheduling.
- All new agency accounts are automatically placed with a $500 credit limit on their account. This credit limit will last for six months.

Grievance Policy for 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 President & CEO in regard to the problem. The President & CEO will review the decision and rationale used. The President & CEO 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.
Home-Based Services Policy
August 2017

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 recipients do not pay for meals/food, and the recipients must be needy, ill or a minor.

TEFAP Policies
August 2017

Agencies MUST post for convenient viewing by patrons:

- Hours of operation
- Quantity adjustments for size of household
- Non-discrimination / reporting posters (“… And Justice for All”; and in faith-based sites, “Written Notice of Beneficiary Rights”)

Additionally, TEFAP foods can be given ONLY to another TEFAP site, and cannot be saved for holiday baskets.

TEFAP agencies MUST distribute any received foods within 6 months:

- As part of FIFO, prior to opening any newly arrived cases, EACH MUST be marked with month / year of arrival
- If TEFAP foods have been in stock for 3 months, the agency is advised to place them on a “free” table and add recipe suggestions
- If still in stock after 4 months, the agency should contact Second Harvest for assistance in a product transfer with another TEFAP agency

Agencies MUST maintain records at the same site that food operations occur:

- Mandatory agreements (Memorandum of Agreement, Member Agency Agreement)
- Records for the current year and 3 prior years (completed Eligibility Certificates, Proxy forms, Monthly Reports, invoices)
- Current proof of: non-profit status or its equivalent, liability insurance, pest control, attending annual required TEFAP and Civil Rights training
- Temperature log showing weekly readings for dry and cold storage
Member Agency Agreement

Name / ID 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 (Second Harvest Food Bank):

- Must have a 501(c) 3 tax-exempt status with the Internal Revenue Service or a verification of meeting the 14-point equivalency identified by the IRS for churches.
- Must not sell, transfer, barter, or offer for sale the items supplied by Second Harvest Food Bank in exchange for money, property, services, or otherwise allow the items to reenter commercial channels.
- Must serve the needy, ill or minors.
- Must be an established agency registered with and approved by Second Harvest 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 and at least one member of the agency must participate in regular food safety training.
- Must adhere to additional donor stipulations.
- Must provide transportation to pick up food at the Second Harvest Food Bank warehouse or make arrangements for delivery by Second Harvest at a delivery fee of $50 for up to 900 pounds and $75 for 901 pounds or more. All refrigerated and frozen items must be transported in a way that assures safe temperatures.
- Must be available to mandatory monitoring visits by a Second Harvest Food Bank representatives.
- Must be agreeable to supporting the operation of the Second Harvest Food Bank with the shared maintenance fee up to 19 cents per pound for donated product received. This arrangement does not apply to our Purchased Food Program.
- Must not engage in discrimination in the provision of service against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation, gender identity or gender expression, unfavorable discharge from the military or status as a protected veteran.
- Must submit the Monthly Agency Report, by the 10th day of each month. A report must be submitted for each month, even if there is no client activity.
- Must make payments for orders by the 18th of the following month.
- Must maintain the following files for three years + current year:
  - Second Harvest Food Bank invoices for three years + current year.
  - Pantries: record of persons receiving food (number in household, number of new clients, and dates);
  - Shelters, Soup Kitchens, On-Site & Residential: record of dates, meals/snacks, and number served.
- Must keep Second Harvest Food Bank 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. Notification must be completed through the Change of Information Form.
- Must place an order with or use Second Harvest Food Bank services a minimum of once every six months unless other terms are agreed upon.

Failure to maintain terms of this agreement may result in “product hold” status or closure as member agency.
Waiver of Liability

Name / ID of Agency: __________________ agrees that 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 donated goods; 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 donated goods; and offer no express warranties in relation to the gift of goods.

Anti-Discrimination Policy

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. To report an incident, please contact our Business Manager or 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.
Ordering Food

To access the online Warehouse inventory list of foods from which agency partners can order, go to www.curehunger.org; then click on the following:

- Agency Tools, then
- Daily Order Form (under Agency Reports) — choose pdf or Word format

⇒ Complete ALL information requested at the top
⇒ On the left, either before or after printing the list out, indicate quantity of any item you wish to order

Food orders may be submitted by email attachment, in the body of an email, fax.

If emailing, submit to orders@curehunger.org (NOT to an individual staff). Several staff monitor incoming orders and communications about orders.

On Subject line, write:
- Order for [agency name and ID number]
- Whether you want it delivered or will pick it up, and
- (If picking up) name the date and 3 preferred times

Confirmation will be sent back for your initial order, including (for pick-ups) the date / time slot.

If faxing, send to: 765-287-8712.

You may add to an order that was started earlier. If adding, it is very important to write a bold-faced, highlighted note at the top that it is an “add on” to an order already placed, then specify Agency Name and ID, the original date of placing the order AND the delivery / pick-up date. (Otherwise, it may not be matched to the original order and you will have 2 separate charges.) When items are added later, a new confirmation will not be sent.

SUBSTITUTIONS
If items that you have ordered are no longer available, the Warehouse may substitute similar items, based on availability. Write at the bottom of your order AND highlight (AND write in the body of an email): “can substitute” OR “no substitutions”.

Maintain a record of your orders:
- Create a desktop folder
- Label each order with a title that includes date placed OR date of delivery

Please refer to further details about ordering and delivery schedule on page 14 of this Manual.
Pickup and Delivery Procedure

Agencies may choose to pickup orders or have orders delivered.

Dates of Delivery in Each County:

<table>
<thead>
<tr>
<th>Day</th>
<th>Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Madison</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Jay, Randolph, Blackford</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Grant, Wabash</td>
</tr>
<tr>
<td>Thursday</td>
<td>Delaware, Henry</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pick Up / Delivery Date</th>
<th>Order Deadline</th>
<th>Confirmation / Time Slot Sent by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Wednesday by 5pm</td>
<td>Thursday by 5pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Thursday by 5pm</td>
<td>Friday by 5pm</td>
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<tr>
<td>Wednesday</td>
<td>Friday by 5pm</td>
<td>Monday by 5pm</td>
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<tr>
<td>Thursday</td>
<td>Monday by 5pm</td>
<td>Tuesday by 5pm</td>
</tr>
<tr>
<td>Friday</td>
<td>Tuesday by 5pm</td>
<td>Wednesday by 5pm</td>
</tr>
</tbody>
</table>

** Exceptions to this schedule must be cleared by Kelly DeWeese, Warehouse Manager.

If a change MUST occur in pick-up or delivery, the Warehouse MUST be notified at least 24 hours in advance to avoid a restocking fee of $100.

Food Order Delivery to Agency by Second Harvest

On delivery day (see schedule above), please have volunteers available to unload the pallets from the parking lot. The driver will not be able to take an order inside the building.

Fees: Orders up to 900 lbs incur a $50 delivery fee. Orders of 901 lbs or more incur a $75 delivery fee.

Food Order Pickup at Second Harvest

Agency Pickup hours are Monday—Friday 10:00 AM to 2:30 PM. Pickups will be scheduled in 30-minute intervals. Orders MUST be placed in advance of your scheduled pickup date—follow order deadlines above. To schedule a pickup date and time, either email orders@curehunger.org or fax it to 765.287.8712. Give your top 3 preferences of times that will work for you, and when the Warehouse confirms your order, it will include the available time slot.

SHFB Pickup Directions:
1. Come down the narrow drive between Buildings 1 and 2.
2. Just before the open parking area and 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.
3. Sign in on the clipboard.
4. If frozen or refrigerated products are ordered, you MUST use a freezer blanket or coolers for your trip back to your agency. (See temperatures on page 14.) Freezer blankets may be purchased for $11.90 on the order form (4x8frzblk). Freezer blankets are not returnable.
5. Your order will be placed beside your vehicle. Agencies need to bring the required labor to load their vehicles.
6. 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. Please check item quantities and quality BEFORE signing the invoice.
7. If concern arises soon after delivery or pickup, take photo and notify warehouse within 48 hours.
Food Storage and Maintenance Guidelines

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

- **Store food 6 inches off of floor**— *Keep on pallets, platforms or shelves*
- **Store food 4 inches from the walls**— *For air circulation and pest control*
- **Store food 2 feet from the ceiling**— *To avoid high temperatures at ceiling*
- **Store non-food items separately**— *Toxic items (cleaning and maintenance supplies, car chemicals) must be kept away from food*
- **Stacking Product**— *Basic rules for stacking product are:*
  - Limit height to protect bottom-layer foods from being crushed
  - Discard any cans or boxes too damaged to stack
- **Dry Food Storage** — *Must be stored as outlined previously and between 50 and 70 degrees Fahrenheit, away from direct sunlight*
- **Cold Food Storage**— *Must be stored as outlined previously and:*
  - In a refrigeration unit kept at 35—40 degrees Fahrenheit **OR**
  - In a freezer unit kept at or below 0 degrees Fahrenheit
  - With space to allow for good air circulation
  - In a clean, well-lit, well-maintained unit
- **Maintain and Log proper temperatures in all storage areas**—
  - *Thermometers must be kept in freezers, refrigerators and dry storage areas*
  - *Check and record temperatures frequently, at least once a week*
  - *Maintain logged history centrally or in areas where units are located*
  - *Keep foods out of direct sunlight*
- **Check Food Recalls**— *emailed periodically to all agency partner contacts*
  - **Rotate stock:** For quality and freshness, practice FIFO (first in—first out); use older foods first
    - *Date each product case (with month and year) as it comes in to help with FIFO.*
  - **Damaged product:** Foods received from Second Harvest that are contaminated, deteriorated, spoiled, infested or contain latent defects (e.g., bulging, sharply dented or seam-rusted cans, open or torn packaging) MUST be reported immediately (within 48 hours). Email photo to kdeweese@curehunger.org. Call Warehouse: 765-287-8698, ext 106 or 123, or 800-886-0882.
Food Storage and Maintenance Guidelines (cont.)

- **Clean Floors, Pallets and Shelving Regularly**—
  - Sweep all areas regularly and mop 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**
  - Contract with a licensed pest control firm or quarterly self-inspections (see Pest Control form)
  - Poison must not be used; traps and glue board are recommended
  - Control MUST include pro-active measures, rather than just passive inspection

- **Maintain Equipment Regularly**— *Check freezer and refrigeration units for leaks or temperature swings*

### Product Use Guidelines

*All donated product must be used to serve the needy, ill, or minor.*

- Product may be used in limited amounts 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.
- In general, food and product from Second Harvest must be used to serve people living at least at 185% of poverty for hunger relief purposes.
Quality Control — Product Dates

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 agency first (first in) should be the first items distributed to food recipients (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. Follow storage and handling guidelines found on page 14 for best product results.

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 on 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.

A “best-if-used-by” date means that the manufacturer recommends using the product by this date for the best flavor or quality. The product may be wholesome, nutritious, and safe long after the date, though it may change very gradually in taste, color, texture, or nutrient content.

A “sell-by” date 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 from being offered to your clients.
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 but also poses one of the greatest liability concerns. The most critical potential problem 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. These guidelines from Feeding America delineate proper salvage practices for canned goods.

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 un-stackable.
   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 an affiliate is offered salvage from such an event.
Volunteering at the Warehouse - Safety Guidelines

We Welcome Volunteers, But the Following MUST Be Observed at Second Harvest for All Employees, Agency Partners, Volunteers and Visitors — to make a safe, organized, efficient, effective workplace —

- Closed-toe shoes are required for working or volunteering in the warehouse.
- Maintain a smoke-free environment; smoking is not permitted.
- Powered equipment is to be used by qualified Second Harvest Food Bank staff only.
- Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
- Good housekeeping is essential to prevent accidents. Alert staff immediately to any spills or damaged product.
- Report all unsafe conditions or practices to staff.

Personnel Cleanliness Guidelines

For Use at Any Site to Enhance Food Safety

**When to Wash**

**Before:**
- Handling Food
- Preparing Food
- Serving Food

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

**What to Wash**

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

**Washing Hands—Basic Rules**

⇒ 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
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 households served for the first time this year? ___________

4. Pounds coming from sources other 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 calexander@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.

Revised as of 5/2018
**Member Agency**  
**Change of Information Form**

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: ___________________________ | Please check if not okay to publish agency’s name, address, telephone number, & hours of operation. | |
| ☐ Authorized Shoppers: ___________________________ | |
| Description of Program: ___________________________ | |
| Additional Information: ___________________________ | |

Completed by: ___________________________  
Date: ___________________________

Please Return to Second Harvest Food Bank  
6621 N. Old SR 3  
Muncie IN 47303  
Fax: 765/287-2036