

MEMBER AGENCY MANUAL

A Community Free from Hunger



Index

	Page
SECTION "A"	
Operating a Food Closet	3
How to Determine What Groceries to Distribute	3-B
Suggested Foods to Stock in Food Closets	3-C
Suggested Non-Foods to Stock in Food Closets	4
Preparing Emergency Food Boxes	5
Menu Suggestions	6-7
Sorting Guidelines	8
Expiration Dates	8-C
Suggestions on Safety for Closet Volunteers	9
SECTION "B"	
Keeping Food Closet Records	10-A
Screening Recipient Clients	10-B
Permanent Card Files	10-C
Inventory Records	10-D
Sample Intake Form	11
Sample Client Permanent Record Card	12
Sample Inventory Tracking Record	13
SECTION "C"	
Where does the Food Come From?	14-A
Donations	14-B
USDA Commodities	14-C
Purchases	14-D
Marketing the Food Program	15-A
SECTION "D"	
Food Bank Delaware Member Agency Policies, Procedures and Rules	15-21
Appendix A "Food Storage Guidelines"	22-26

Operating a Food Program

Malnutrition and hunger go hand in hand. Encourage the collection of wholesome foods as opposed to highly processed, expensive foods. Also encourage the collection of foods low in sugar or salt and high in nutrients or vitamins.

The following suggestions for stocking a food closet may be useful as a guide for preparing emergency food boxes. Most closets post this type of information for the benefit of their volunteers.

Packaging sizes and styles should be specific to the client population. Would you need to stock pop-top or tab-tops cans? Are most clients' single, elderly persons, families, or transients with no cooking facilities? Consider, too, that some non-food items are necessary but expensive to your clients.

How to Determine What Groceries to Distribute

The questions you ask the person requesting help will be a good source of information for determining his or her food needs.

- Size and composition of family. How many people are in the household? Teenagers eat more than small children do.
- Special dietary needs. Diabetics should not have sugar-laden food. Elderly people may need some soft foods.
- Living situation of person needing help. Is refrigeration available? Are cooking facilities working? Is the person mentally challenged and only capable of preparing very simple meals?
- Logistics. Will the person be walking, traveling by bus or by car? How much can he or she carry?

The kinds and amounts of food that you distribute will vary with your food supply. Make an effort to provide well-balanced meals. Some groups include an information sheet suggesting recipes and menus that could be made from certain food items. For instance, creamed soup, rice and tuna together with a can of green beans could make a nice casserole. FBD also provides recipe ideas through "Nutrition Corner" of FBD website, meal boxes and menus. Additionally www.allrecipes.com, www.recipes.com and www.epicurious.com offers user friendly tools to locate recipes.

Foods that are good sources of protein are important to have on hand. These include not only meat, eggs and fish (which generally are perishable), but also dried beans, peas and lentils. You

can get a protein value equivalent to that of meat by combining grain products with peanut butter, peas, beans and lentils.

The best guideline is your own knowledge of meal planning and grocery shopping. Use your good common sense!

Supplemental nutrients can be received from produce products. The Food Bank of Delaware offers free produce through Shopper’s Choice and deliveries. There is a 6 cent a pound charge for delivery and no income requirements for recipients to meet. Produce distribution can be open to the public. Your agency may place flyers in the meal boxes of recipients as a means of advertising the produce program.

Suggested Foods to Stock in Food Closets

The following is a suggested guideline for the types of food to keep on hand in a food closet:

- | | |
|------------------------------------|-------------------------------------|
| Cereals (hot & cold) | Canned meats or stews |
| Coffee & Tea | Milk (dried or evaporated) |
| Cooking oils or solid shortening | Pancake mix |
| Cornmeal or cornbread mix | Pasta (macaroni, spaghetti, etc.) |
| Crackers | Peanut Butter |
| Diet foods (low in sugar and salt) | Potatoes (fresh, canned or instant) |
| Dried beans, Peas or Lentils | Pork & Beans |
| Flour | Rice |
| Fruits (canned or dehydrated) | Salt & Sugar |
| Honey, syrup or jelly | Soups (canned or dehydrated) |
| 100% Juices (canned or dehydrated) | Spaghetti Sauce or Tomato Sauce |
| Mayonnaise, mustard or catsup | Tuna or canned chicken |
| Canned veggies | |

If refrigeration or freezer space is available, you can add:

- | | |
|-----------|------------------------|
| Bread | Fresh fruits |
| Cheese | Fresh veggies |
| Eggs | Frozen juices |
| Margarine | Meats, poultry or fish |

Suggested Non-foods to Stock in Food Closets

- | | |
|---------------------------------|-------------------------------|
| Soap and Shampoo | Diapers and Sanitary napkins |
| Toothpaste and Denture Cleanser | Detergent & Cleaning supplies |
| Toilet paper | Foil or Film wrap |
| Paper Towels and Napkins | |

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*Shoppers choice may supply some of these needs.

Have plenty of grocery bags on hand and some boxes. Bags with handles are better for people who will need to carry them for a distance.

The Food Bank of Delaware offers Purchase product and Donated meal boxes. These boxes come already prepared (great volunteer time saver – FBD does the work for you) and when supplemented by dairy and produce, they may provide nine total meals.

Preparing Emergency Food Boxes/Bags

When preparing for distribution, remember to keep in mind cases of product can be opened to provide food for additional families (i.e. bulk packing or case packing of produce).

The following is a suggested guideline for the amount of food to distribute from one person up to four people for a need of three days, using different food choices to show the variety of foods it is possible to use. Also, you should consider each family’s specific needs such as baby diapers, special diet foods, etc.

ONE PERSON

- 1 6.5 oz can tuna fish
- 1 7.25 oz box macaroni & cheese
- 1 lb spaghetti
- 1 15 oz jar spaghetti sauce
- 1 16 oz can spinach
- 1 16 oz can sweet potatoes
- 1 16 oz can corn
- 1 15 oz can fruit cocktail
- 2 10.75 oz cans vegetable soup
- 1 18 oz box Cornflakes
- 2 sleeves of saltines
- 3 6 oz cans apple juice
- 1 18 oz jar peanut butter

TWO PEOPLE

- 1 6.5 oz tuna fish
- 1 7.25 oz macaroni & cheese
- 1 12 oz can luncheon meat
- 1 8 oz package mashed potatoes
- 1 lb spaghetti
- 1 15 oz jar spaghetti sauce
- 2 16 oz cans spinach
- 1 16 oz can sweet potatoes
- 1 16 oz can corn
- 1 15 oz can fruit cocktail
- 1 15 oz can peaches
- 2 10.75 oz chicken noodle soup
- 1 10.75 oz can veggie soup
- 1 18 oz box Cornflakes
- 2 sleeves of saltines
- 2 46 oz of apple juice
- 3 packets of dried milk
- 1 18 oz jar of peanut butter

THREE PEOPLE

- 2 6.5 oz can tuna
- 2 7.25 oz boxes macaroni & cheese
- 1 12 oz can luncheon meat
- 2 8 oz packets instant potatoes

FOUR PEOPLE

- 2 6.5-oz can tuna
- 2 7.5 oz boxes Mac & cheese
- 2 12 oz packets instant potatoes
- 2 lbs. spaghetti

- | | |
|--|-------------------------------|
| 1 lb. spaghetti | 1 30 oz jar spaghetti sauce |
| 1 15 oz jar spaghetti sauce | 2 16 oz cans of spinach |
| 1 16 oz can of spinach | 1 16 oz can corn |
| 1 16 oz can sweet potatoes | 1 16 oz can sweet potatoes |
| 2 16 oz can corn | 1 28 oz can fruit cocktail |
| 1 28 oz can fruit cocktail | 1 28 oz can peaches |
| 1 15 oz can peaches | 2 10.75 oz cans tomato soup |
| 2 10.75 oz cans of chicken noodle soup | 2 10.75 oz can veggie soup |
| 2 10.75 oz cans of vegetable soup | 2 18 oz boxes of Cornflakes |
| 2 boxes of Cornflakes | 4 sleeves of saltines |
| 4 sleeves of saltines | 1 46-oz apple juice container |
| 1 46 oz of apple juice | 6 packets dried milk |
| 6 packets of dried milk | 2 18 oz jars peanut butter |
| 1 46 oz jar of peanut butter | |

Menu Suggestions The USDA **My Pyramid** recommends the following guidelines for a well-balanced meal:

MEAT OR MEAT ALTERNATE - Five and one half ounces of meat or equivalents per day.

Amount that counts as one ounce equivalent:

- 1 ounce lean meat, poultry or fish
- 1 large egg
- ¼ cup cooked dry beans or peas
- ½ cup split pea, lentil or bean soup
- 1 tablespoon peanut butter
- ½ ounce nuts (12 almonds, 7 walnuts, peanuts)
- ½ ounce seeds
- 2 tablespoons hummus
- ¼ cup tofu

VEGETABLE - Two and one half cups per day. Amount that counts as one cup:

- 1 cup cooked or raw vegetables
- 2 cups raw leafy vegetables
- 1 cup vegetable juice

FRUIT - Two cups per day. Amount that counts as one cup:

- 1 medium to large piece of fresh fruit (1 small banana)
- 1 cup fresh or canned diced or sliced fruit
- ½ cup dried fruit
- 1 cup **100%** fruit juice

BREAD OR BREAD ALTERNATE- Six ounces or equivalents per day of bread or bread alternate.

At least 3 ounce should be whole grain. Amount that counts as one ounce:

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- 1 slice whole grain or enriched bread
- 1 medium burger or hot dog bun
- 1/2 English muffin or small bagel
- 1/2 cup cooked rice (1oz. dry)
- 1/2 cup cooked macaroni, spaghetti or noodles (1oz. dry)
- 1/2 cup cooked cereal (1oz. dry)
- 1 cup dry cereal

MILK- Three cups per day of milk or milk alternate. Amount that counts as one cup:

- 1 cup milk
- 1 cup yogurt
- 1-1/2 ounces hard cheese (cheddar, Swiss, etc)
- 2 ounces American processed cheese
- 1/3 cup shredded cheese
- 2 cups cottage cheese
- 1-1/2 cups ice cream

BREAKFAST

- 2 eggs
- 1/2c 100% fruit juice
- 2 slices whole wheat toast
- 1 cup milk

BREAKFAST

- 2- pancakes w/syrup
- 1 cup sliced fruit
- 1 cup milk

BREAKFAST

- 1 cup cereal
- 1/2 cup 100% fruit juice
- 1 slice whole wheat toast
- 1 cup milk

LUNCH

- 1 cup tomato soup
- 3 slices cheese
- 12 whole grain crackers
- Fresh orange
- 1 cup milk

LUNCH

- 1 cup bean/lentil soup
- Peanut butter sandwich (ww bread)
- 1 cup vegetable sticks
- 1/2c applesauce
- 1 cup milk

LUNCH

- 3 oz tuna sandwich on
- 2 slices whole wheat bread
- 2 cups tossed salad
- Fresh apple
- 1 cup milk

DINNER

- 1 cup canned stew
- 2 cups tossed salad
- 1 slice whole grain bread
- 1/2 cup mixed fruit
- 1 cup milk

DINNER

- 1 cup spaghetti w/meat sauce
- 2 cups tossed salad
- 1/2c green beans
- 1/2c pineapple
- 1 cup milk

DINNER

- 3/4c cooked beans
- 1 cup rice
- 1/2c carrots
- 1/2c pears
- 1 cup milk

Sorting Guidelines

It is important to Food Bank of Delaware that we provide nutritious food to clients we serve. All of our food items are inspected using the following guidelines and should be used by your program when product is received. The guidelines provided below are general timeframes for details of food storage guidelines, see **Appendix A**.

Cans

Keep 1 year past expiration

Throw away cans exhibiting the following characteristics:

- ❖ Dents on the seam of the can (different than the seam of the wrapper)
- ❖ Dents that produce sharp edges
- ❖ Bulges to the top or bottom of the can
- ❖ Rust that cannot be wiped off
- ❖ Cans that cannot be stacked on top of another like can without falling over

Paper Boxes and Dry Goods

Keep six months past expiration

- ❖ Cereal and similar products- if box is partially open and the inner, plastic bag is OK, then tape the box shut
- ❖ Rice, beans, flour, sugar, etc...- if bag has a hole in it, throw it out

Glass Jars (vacuum packed)

Keep 1 year past expiration

Check the pop-top. If seal is broken, throw it away.

Plastic Jars

Keep six months past expiration

Non-vacuum packed glass jars (Check the seal)

In General

Products with stained labels should be discarded

A word on Expiration Dates

- ❖ On many items you will be unable to find dates. In that case, look at the item and ask yourself, "If I liked to eat this {item in question}, would I eat it from this container?" **If in doubt, throw it out!**
- ❖ Medicines cannot be past the expiration date
 - ❖ Mustard, Mayonnaise, Peanut Butter and Ketchup are good for 1 year past their date

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Suggestions on Safety for Volunteers

PROPERTY SAFETY:

1. Have a permanent sign on the food program door indicating exact hours and days the closet will give out food.
2. Have a wide-angle viewer installed in the door to the food closet. Before opening the door, be sure there aren't more people than you expected.
3. Have a dead bolt and chain on the main entrance of the pantry.
4. Have all windows bolted or nailed to prevent entrance by intruders, but not to be in violation of fire safety regulations.

PERSONAL SAFETY:

1. Have one or two other people at the food closet during indicated hours of food disbursement. If alone, arrange pick-up times when someone else will be with you on-site.
2. Never invite referrals or "walk-ins" to accompany you into the food closet. You do not want to be in an isolated place with an unknown person.
3. When speaking on the phone to those needing help, be cautious about telling them you are alone, or when you will be leaving the site. Give no indication of your routine arrival and departure times, or information about your home address, phone number, etc.
4. Call the police at the slightest infringement of your rights as a person. Give the police accurate information as to what is happening in order that they may respond rapidly. This is another good reason to work in pairs.
5. Whether you are at work or at home always let someone know where you are going. Even if you live alone, leave a note, so that in case of an emergency, someone will know where to find you.
6. **NO MATTER HOW NICE OR INNOCENT A PERSON MAY APPEAR TO BE, NEVER TAKE ANY CHANCES WITH YOUR PERSONAL SAFETY!**

Keeping Food Program Records

Record keeping is important so that you can document how many people you are serving, who they are, how often they need help, and the reasons for hunger in your area. This information can later be used when soliciting funding from donors and to report on the hunger situation throughout the state.

SCREENING RECIPIENT CLIENTS

Screening potential recipients is also an important part of your work. Unfortunately, you may run across an unscrupulous person occasionally. You should be ready to effectively deal with the problem and not be discouraged in your work.

Ask people for the following basic information:

- ❖ Name, address, phone number, & social security number
- ❖ Number and ages of people in the household
- ❖ Usual source of income
- ❖ Unusual circumstances (i.e. broken stove or refrigerator)
- ❖ If anyone in the household is handicapped or disabled
- ❖ Public assistance programs from which they receive help
- ❖ If special dietary needs are required by any family member
- ❖ The reason they are without food resources
- ❖ If they have been helped previously
- ❖ When their next financial assistance arrives
- ❖ The source of their referral to you

This information can be taken over the phone or in person. If you have criteria limiting eligibility, it is better if you tell people they are ineligible before they come in to pick up food. Check their identification to verify walk-in people. Refer to the SAMPLE INTAKE FORM for a guideline in compiling your initial information on the client.

PERMANENT CARD FILES

Basic permanent information can be recorded on an index card and arranged alphabetically in a file box. Record on the card the assistance provided and the date. Although documenting your program is important, peoples' names and specific information about their lives and problem should be confidential and accessible only to appropriate people. Refer to SAMPLE CLIENT PERMANENT RECORD CARD as a guide.

INVENTORY RECORDS

It is also important that you keep a simple inventory record so that you can keep up with monies spent in supplying your food closet as well as pounds distributed to the needy. Documenting your history will give you a foundation and guideline for future efforts. Refer to the INVENTORY TRACKING RECORD sample form.

Sample Client Permanent Record Card

Name _____ # In Family _____

Address _____ Phone _____

City _____ State _____ Zip Code _____

Date Assisted	Days Helped	Pounds Distributed	Date Assisted	Days Helped	Pounds Distributed
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Sample Inventory Tracking Record

Date	Received From	Current Inventory Activity			New Balance
		Distributed	To Pounds	In/Out	
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Where Does the Food Come From?

The partnership we have is three fold that makes us successful in reducing the hunger of DE, MD and PA. This partnership consists of you the Member Agency, Food Bank of Delaware and America's Second Harvest. At all three levels we resource and distribute food, but in an effort to be most successful we have to be able to accurately track and report those efforts through America's Second Harvest.

The Food Bank of Delaware obtains food through four main sources: local (including food drives and sister shared pickups) and national donations (through America's Second Harvest), USDA Commodities, and food we purchase. Case quantity availability of product is listed on the weekly menu and smaller quantities are available daily through Shopper's Choice, including fresh produce and dairy items.

Donations

We receive donations from retail grocery stores, local processing plants, local growers and farmers, as well as many different national corporations such as Kraft and Perdue. Much of our national product was donated to Second Harvest to be distributed to its food banks.

In an effort to continue to be successful in assisting as many people throughout our servicing areas equitably each of us must work together respectfully. Working together not only consists of distributing, but also keeping in mind the balance and significance of the three fold partnership. While Food Bank of Delaware does not discourage food and fund gathering outside of those obtained from FBD; we ask each of you to please contact FBD prior to soliciting and/or accepting donations from corporate donors. **If your agency is unwilling to be a respectful partner, the agency will be suspended from FBD upon immediate evidence of violation.**

United States Department of Agriculture Commodities (USDA)

We receive USDA Commodities from the government to distribute to eligible member organizations. USDA foods aren't just canned goods any more; they have expanded to include frozen food as well. You are required to fill out minimal paperwork, and to verify eligibility of recipients, but the added food resources are well worth the effort. Call the Agency Relations Department at (302) 292-1305 x 216 (Newark) or 302-424-3301 x104 (Milford) and ask for an application, or pick one up the next time you are at the Food Bank of Delaware.

Purchased Food Program

Purchased Food Program here at the Food Bank was developed to supply agencies with nutritious foods that may not always be available among the donations we receive. The Food Bank purchases food from wholesalers and sells it at cost to pass best savings on to you; and it is the only food that is actually sold through the Food Bank of Delaware. While slightly more expensive than donated products, purchased foods are still cheaper than buying them in the grocery store, and they are in case lots.

How can you tell the food source? Look on the menu at the “ITEM CODE”. Item codes are as follows: all donated food: “DON”; “USDA”, and “PUR” for purchased.

Marketing your Food Program

A great way to kick off your food closet program is with a food drive. This makes people aware of your work and helps everyone feel a part of it. As the food closet begins to serve the needy, the witness of its good work can inspire continued support. A food drive can be connected with a social event or a religious service, in which a donation would be the “entrance fee” or an offering, or it can be directed outward to include the larger community.

FBD Member Agency Policies and Procedures

Menu Descriptions and Ordering Procedures

THE MENU

As you look at a Food Bank of Delaware menu, one of the first things you will notice is the different categories of foods available from the warehouse. There are three main categories of foods: **DRY, FROZEN** and **REFRIGERATED** and each category is divided further into item type. For instance, on the first page *Assorted Non-Food Items, Baby Food/Formula*, and *Beverages* are subcategories of the **DRY ITEMS** category. When skimming through the menu, always double check that you are in the category that you want since groups such as vegetables, complete meals/entrees, and meats are listed more than once. Additionally, the menu information is broken down as follows:

ITEM NUMBER: First on the list is the item number. This five to six-digit code is absolutely necessary to the ordering process. Customer service will not process your order unless the item number is specified for *every food item*.

ITEM CODE: There are three (3) item codes on the menu, following the item number, and they are:

DON: these donated products, received from all sectors of the food industry, include food and non-food products, usually unmarketable in the first quality retail markets (i.e. supermarket). This category includes food drive items and major corporate donations. The cost to our members is eighteen

cents per pound to cover handling fees. Food drive items after being sorted are boxed into 10 categories by weight of the product (i.e. breakfast, beverages, snacks).

PUR: The purchase program is designed to provide Member Agencies with nutritious, first quality food items at the wholesale price, plus handling fee. The perishable and non-perishable foods and non-foods come in case-lot quantity.

USDA or USD: These are products received the Federal Commodities (TEFAP) program and offered at no charge to qualifying Delaware Agencies in case lot quantities.

DESCRIPTION: The name including brand name, if there is one, of the items.

PACKING: Important information because it describes size and number of units per case. Keep distribution size in mind when looking over this information.

WEIGHT: The weight of the orderable unit in pounds. Important information for donated products, because it describes distribution by weight, not all donated product is sold by the case because packing may vary.

COST/POUND: This applies only to donated (**DON**) foods. As stated above, the cost to members is eighteen cents per pound. When ordering, therefore, the total cost will be eighteen cents multiplied by the number of pounds per unit (last column).

UNIT COST: This applies to the purchased (**PUR**) foods. The cost listed is the wholesale price, plus handling fee per case. The cost per pound column is .00 for these items since they are not billed by the pound.

QTY AVAIL: This is the number of units in the warehouse at the time the menu is sent out.

***Note:** *Some highly stocked items may still be out by the time an order is received, especially with meat/protein items. It is always recommended to have substitutions ready. Also, do not hesitate to put a low-stock item on the order. Most programs automatically skip these items, making it easier for the one or two programs that do order them to receive them.*

Shoppers Choice and Pick-up/Delivery Rules

The following are rules that Member Agency Representatives and Food Bank of Delaware staff have developed to build a more structured environment to the daily operations within the food bank and customer service areas. *Please note, based on facility layouts, some rules may be modified by facility.*

It is very important that you take the time to read over the following rules. Thank you in advance for your cooperation and attention. Also, it is your responsibility to inform your staff and those that pick up for your agency of these guidelines.

Failure to follow the rules below will result in being asked to leave the Food Bank. Please let us know if you have any questions or concerns.

Shopping Rules

Food Bank hours are 8:30am-12:00pm and 1:00pm to 2:00pm (you may call Customer Service same day for availability of Shopper's Choice only appointments from 2:00 to 3:00 Monday, Wednesday and Fridays) in Newark and , **9:00am to 12:00pm Monday to Friday with additional hours of 1:00pm to 2:00pm on Tuesday and Thursday** for Milford.

Use of a bathroom will not be permitted prior to 8:30am. Agencies may only use the bathrooms in Shopper's Choice.

Agencies are limited to 45 minutes inside the Food Bank. After 45 minutes you will be asked to leave without checking out. If shoppers are still waiting for an order to be brought out at the end of the 45 minutes the rest of their shopping should be complete.

Agencies that come in the shop less than 45 minutes before closing will only have until closing to shop.

Please keep in mind that everyone should be here **ONLY to procure product for people in need.** Suspected shopping for personal use will be investigated fully and can result in suspension and/or membership termination.

Only authorized shoppers will be able to shop, pick up orders, or pick up produce. Agencies are allowed up to three authorized shoppers on their account. All updates to authorized shoppers must be submitted in writing to the Agency Affairs Coordinator.

Agencies may only have 2 people shopping. Both must be authorized shoppers, have signed in and no one other than the two people signed in may be on Food Bank property. No unauthorized shoppers may be on Food Bank premises.

Agencies are allowed no more than one vehicle parked in the dock or pick-up slots when shopping or picking up at the Food Bank. Only vehicles here to pick up an order may park in the pick-up spots.

No more than one cart per shopper. If there is a shortage of carts, agencies will be limited to a single cart per agency.

Anyone who argues with other shoppers or with FBD employees will be asked to leave.

When volunteers are stocking shelves, shoppers may not take product out of volunteers' carts or hands.

Agencies may not call Food Bank employees to get information regarding produce or other product selection or availability that is not on the menu.

When we have run out of an item, the choice of one agency to share it with another is up to that agency. Other than when the Food Bank puts specified limits on items we cannot tell one agency to give up product and give to another.

All items must be weighed. Herr's products, shopper's choice, miscellaneous free items and produce must each be weighed separately.

No eating, drinking or smoking in the warehouse or in the parking lot.

Absolutely no children in the warehouse. If shoppers bring children they must stay in the car.

All carts must be returned to the line in the warehouse.

Do not combine boxes of product. If product is taken out of the box the shopper will be asked to take the empty box with them.

All orders must be checked upon receipt both for pickups and deliveries. Agencies should not leave the Food Bank or allow the delivery driver to leave without verifying their order is complete. Refunds or credits will ONLY be issued for damaged or otherwise unusable product. The Food Bank must be notified of damaged product within 24 hours of order pick-up or delivery.

Any orders that are not picked up within 7 days will be charged a \$35.00 restocking fee.

Delivery is curb-side only. It is agencies' responsibility to move delivered product inside.

Agencies are not to be in warehouse to do anything other than shop and pick-up orders. Orders, grant applications, etc. should be filled out outside of the warehouse. Cell phone conversations should be brief.

The menu should be read in full each week and all information should be passed along to all authorized shoppers. The menu is where all information such as policy changes, grant applications, etc. is found. If you do not receive the menu you should contact the Food Bank.

All shoppers are expected to follow the Golden Rule. Everyone is here to help others.

Failure to follow the above rules will result in being asked to leave the Food Bank without warning. Agencies will not be allowed to return until the following day.

Payment Rules

Agencies are responsible for enforcing payment policies among their authorized shoppers. By authorizing someone to shop agencies are responsible for payment for their purchases.

The invoice given at purchase time or at pick up or delivery is the only bill agencies will receive. It is the agencies' responsibility to make sure that invoice is put in for payment.

Any balance more than 30 days past due will result in suspension until payment. This includes agencies awaiting allocations of grant funds. Suspended agencies' orders will not be entered and their shoppers will not be allowed to shop or pick up free product.

It is the agency's responsibility to keep complete records of payment such as invoices and receipts. If an agency believes a mistake has occurred they must have records to support it.

Resale of Food Bank of Delaware products Policy

As outlined in the **FEEDING AGENCY MEMBERSHIP AGREEMENT FORM** under *Regarding the Receipt of Donated (Food Bank) Product the Agency Agrees to:*

1. Supply Food Bank of Delaware, Inc., with verification of its 501(c) (3) tax status and Employer Identification Number on the date of receipt of application for membership.
2. Use donated product primarily for service to the needy, as defined by Food Bank of Delaware, Inc.
3. Offer the donated product free of charge and not sell, offer for sale, or barter donated product for property of services.

4. Only use-donated product in a manner related to the tax-exempt purpose of the organization (i.e. designated feeding programs only).

If a Food Bank of Delaware staff member receives a complaint regarding a member agency violating any conditions outlined in the **FEEDING AGENCY MEMBERSHIP AGREEMENT FORM**, the following procedures will be implemented accordingly:

First Complaint Agency will receive formal letter from the Food Bank of Delaware; Copy of letter will be filed in the specific agency's folder

Second Complaint Agency will undergo a monitoring visit and discuss a method to alleviate the situation with Food Bank of Delaware staff member

Third Complaint Agency will be suspended until the situation is resolved; at time of reinstatement, agency will sign a follow up contract recommitting the agency to Food Bank procedures

Probation and Suspension Policy

Each new member of the Food Bank of Delaware will receive an on-site visit prior to membership approval. Once approved, each member agency **is monitored after the first 90 days of activity, following its 12-month anniversary and every other year thereafter**. The Food Bank, at its own discretion, reserves the right to monitor any member agency more frequently. Monitoring may be done by site visits and/or oral and written communication.

Procedure

If a member agency is found to be in violation of any Food Bank policy, they may be placed on probation for a period of 30 days. **Notification will be in writing with copies forwarded to the agency administrator, appropriate Food Bank staff and the agency's master file. For staff purposes, the COMMENT section of the ECCA section must be utilized stating the reason, date of probation and staff initials.**

The purpose of the probationary period is to place a member agency on notice that it must bring its program into compliance or be suspended. Food Bank staff reserves the right to extend the probationary period and/or to recommend suspension. The member agency may appeal this decision by delivering such appeal in writing to the Program Development Director or the CEO.

At the end of the probationary period the agency will be reevaluated and notified of either a return to full membership standing or suspension. The suspension period shall not exceed 90 days. If at the end of the suspension period the member has not resolved the issue of noncompliance, membership will be inactivated. An inactivated agency must re-apply to become a member of the Food Bank and fulfill the membership process as any new agency

would- this includes payment of the annual membership fee. **For staff purposes, the party approving the reinstatement of full membership is responsible for notifying appropriate members of staff and for updating the ECCA system.**

An agency may be suspended, without first being placed on probation, if found in violation of the following:

1. Exchanging donated Food Bank product for money, property or services.
2. Removal of donated Food Bank product from any program for private use.
3. Using donated Food Bank product in a manner not related to the exempt purposes of the Member Agency.

Because it is Food Bank policy for every agency to maintain a zero balance, no orders will be accepted if there is an outstanding balance and other arrangements with the Food Bank have not been made. The agency will be notified in writing of a balance due and the suspension of ordering privileges. Privileges will be immediately reinstated upon receipt of payment or will continue until such time.

APPENDIX A



FOOD STORAGE GUIDELINES

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In accordance with Federal law and U.S. Department of Agriculture policy The Food Bank of Delaware is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington D.C. 20250 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employee



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How long is it safe to keep food? That depends on the type of food, the packaging, and the temperature it is stored at. This guide provides you with tips on maintaining the quality of the food after it is purchased. Store dry foods in cabinets away from heat and avoid purchasing dented, bulging cans and food in torn packages. ***Remember: "When in doubt, throw it out!"***
Note: All dates are based on unopened products. After it is opened, store food in air tight containers. To further extend the shelf life and quality of most foods, store in the refrigerator.

DRY FOOD STORAGE

Grains

Biscuit mix	15	months
Cornmeal	12	
Crackers	8 months	
Flavored or herb rice	6 months	
White Flour	12 months	
Hot Cereals	6 months	
Ready to eat cereal	12 months	
Pancake mix	9 months	
Pasta/spaghetti	2 years	
Popcorn (unpopped)	2 years	
Popcorn(microwave)	18 months	
White rice	2 years	



Vegetables

Canned vegetables (not tomatoes)	2 years
Canned sauerkraut & tomato products	18 months
Vegetable juices	18 months
Dehydrated vegg./ instant potatoes	6 months
Canned soups (not tomato-based)	2 years



Fruits

Canned fruit	18 months
Canned fruit juice	18 months
Dried fruit	6 months

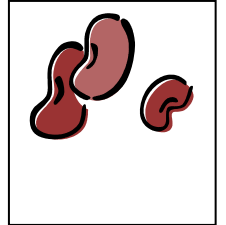
Dairy

Condensed or evaporated milk	9 months
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Parmesan Cheese	10 months
Non fat, powdered milk	6 months

Meat and Beans

Dried beans & peas	12 months
Nuts: in cans	12 months
-in other packaging	3 months
-in shell	4 months
Canned poultry, beef, tuna	2 to 5 years
Peanut Butter	9 months



Oils & Condiments

Catsup	12 months
Ground spices	2 to 3 years
Mayonnaise	3 months
Salad oil	6 months
Sauce & gravy mixes	12 months
Shortening (solid)	8 months
Soup mixes	12 months
Vinegar	2 years
Baking Powder	6 months
Salad dressing	12 months



Sweets & Snacks

Artificial sweeteners	2 years
Brown sugar	4 months
Brownie mix	9 months
Chocolate syrup	2 years
Cocoa mixes	indefinitely
Powdered sugar	18 months
Granulated sugar	2 years
Brown sugar	4 months
Packaged cookies	2 months
Canned frosting	10 months
Honey	12 months
Jams, jellies	12 months
Potato chips	2 months
Pudding mixes	12 months

Gelatin mixes	18 months
Pancake syrup	12 months
Toaster pastries	6 months

Beverages

Soda	6 months
Coffee	2 years
Tea bags	18 months
Bottled water	indefinitely
Powdered drink mixes	18 months



Baby Food Follow “use by “dates on packages. Do not use if the safety button in the lid is not down. The jar should “pop” when opened.

FREEZER STORAGE (For quality only, freezer foods are safe indefinitely)

Meat, uncooked	4 to 12 months
Ground meat, uncooked,	3 to 4 months
Meat, cooked	2-3 months
Poultry, uncooked	9 to 12 months
Poultry, cooked	4 months
Bacon, ham, hot dogs & lunch meats	1 to 2 months
Frozen dinners	3 to 4 months



Note: It is safe to freeze foods in the supermarket wrapping for up to 2 months. For longer storage, overwrap the original packaging with air tight foil, plastic or freezer wrap. Date packages and use the oldest first.

Resources: FMI Foodkeeper www.fmi.org/comsumer/foodkeeper
USDA Food Safety and Inspection Service www.fsis.usda.gov/Fact_Sheets
NDSU www.ag.ndsu.edu/pubs/yf/foods