

# Partner Handbook

Guidelines and procedures for members of Second Harvest Food Bank of Orange County  
2016-2017 Edition



## Second Harvest Food Bank of Orange County

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## Welcome to Second Harvest Food Bank of Orange County!

Dear Community Partner:

Welcome to Second Harvest Food Bank of Orange County! Your commitment to providing food to the hungry is commendable. We are excited and honored that you have chosen to become a partner with us in our mission to **end hunger in Orange County.**

The purpose of this manual is to orient you to the policies and expectations of membership with Second Harvest. By becoming a member of our network, you are joining a network of organizations dedicated to ending hunger in Orange County.

Second Harvest Food Bank operates out of a 121,000 square foot warehouse/distribution center which distributes over 20 million pounds of food a year in Orange County. Through our programs, we are able to serve more than 200,000 food insecure individuals right here in our community. Thank you for joining us in this mission!

To continue our service and high, quality commitment to helping our community, we ask that you read through this manual and have your staff and volunteers do the same. Understanding our expectations will help keep you in good standing with the Food Bank.

If you have questions or concerns about any of the policies in this manual, please feel free to contact us directly. It is our pleasure partnering with you!

Sincerely,

Kelly, Kim, Amber, Christina, Lucy & Melissa

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## **SECOND HARVEST FOOD BANK HISTORY**

### **~ OUR STORY ~**

In 1983 Dan Harney, a member of the Society of St. Vincent de Paul traveled to Arizona where he visited the world's first food bank, St. Mary's Food Bank Alliance. He had seen an increasing number of hungry people come to the Society's resale stores looking for food and decided, with other members of the Society, to open a food bank. Dan was appointed the new Food Bank's first Executive Director and Tom Fuentes became the first Board Chairman.

Originally named the Food Distribution Center, the Food Bank opened its doors on October 24, 1983. It was located in the City of Orange in a former citrus packing warehouse

In the first year, the Food Distribution Center:

- Operated out of a 10,000 square foot warehouse.
- Had 53 partner organization.
- Had 432 volunteers.
- Distributed 2.7 million pounds of food or enough food for 2,250,000 meals.

Today, Second Harvest Food Bank of Orange County:

- Operates out of a 121,000 square foot warehouse, 108,000 of which is dedicated to the distribution of food.
- Has 200 community partners.
- Has 10,000 volunteers.
- Distributed 22.1 million pounds of food or enough food for 18,417,000 meals.



## TIMELINE

**1983** – Dan Harney visits the world’s first food bank – St. Mary’s Food Bank Alliance in Phoenix, Az. He meets with other St. Vincent de Paul members and they decide to open a food bank.

**October 24, 1983**

The Food Distribution Center (FDC) is founded by The Council of Orange, Society of St. Vincent de Paul and begins operations.

**1984** – FDC adds 8,800 of floor space.

**1984** – FDC becomes a certified member of Second Harvest National Food Bank Network (now called Feeding America).

**1985** – FDC is feeding 90,000 each month, distributing 6.6 million pounds of food.

**1987** – FDC adds 15,000 sq. ft. of space from an adjacent building.

**1988** – FDC receives Private Sector Commendation Award from President Ronald Reagan.

**1997** – Food Distribution Center changes name to Second Harvest Food Bank.

**1999** – Incredible Edible Park is opened.

**2008** – SHFB moves into its new warehouse on the El Toro Marine Base/Great Park.

**2015**- SHFB distributed 22.1 million pounds of food into the Orange County community.



## FOOD BANK INTRODUCTION

### **Our Mission is to end hunger in Orange County.**

Second Harvest Food Bank of Orange County is a 501c3 charity organization, and 1 of 202 Food Banks in the Feeding America network.

**What we do** - Second Harvest Food Bank distributes food to community partners – more than 300 non-profit organizations in Orange County dedicated to helping alleviate hunger. These organizations distribute food to individuals facing hunger on a daily basis.

**How we do it** - We receive food from a variety of sources; Feeding America, manufacturers, distributors, grocery stores, food drives, and local farms. We store the product in the Product Selection Area of our warehouse.

**What you get**- Being a Community Partner with Second Harvest Food Bank offers many benefits. The Food Bank makes a commitment to each of our Partners to assist them with the mission of ending hunger in Orange County at the lowest cost possible. In our product selection area, we offer a wide variety of foods and supplies. You also have a choice of picking up the food or having it delivered for a nominal charge. If you prefer to order online, you can!



## FOOD BANK PROCESS AND POLICIES

### Partner Application Process

Our partnership enrollment period is January 1<sup>st</sup> thru January 31<sup>st</sup> of each year. Organizations interested in partnership may contact Partner Development & Support to receive an RFP (Request for Partnership) application.

**In order to become one of our Community Partners there are a few requirements:**

- Be an IRS recognized 501c3, non-profit organization.
- Be led by a non-recipient of the food distribution program.
- Be incorporated for the primary purpose of serving the needy, ill, or infants (minor children).
- Not charge for food, be reimbursed, compensated, or require services (including religious service or prayer) in exchange for food.
- Not redistribute product to other partner or non-partner organizations.
- Not discriminate for any reason.
- Not be an entity of a municipality (e.g., a school, hospital or prison).
- Must store, prepare and distribute the food from a nonresidential facility and **ONLY** in Orange County.
- Must have proof of safe food handling training or certification.
- Must be currently providing food to those at risk of hunger in a consistent and organized fashion for **a minimum of 3 months**.
- Must be listed on 211oc.org.
- **Must understand that Second Harvest Food Bank of Orange County can only be a supplement to your food distribution program, and not a sole source. In the event that the partnership ends, the expectation is that your distribution will continue without interruption.**

After completing the application, and all requirements have been met, our Partner Development & Support team will visit the location of your food distribution and storage area. After our visit and upon approval of your partnership, we will schedule your organization for our Partnership Basics orientation here at the Food Bank. This orientation is required for all staff and volunteers of your organization who will be handling the food and supplies that you get from Second Harvest.



## PARTNERS DO'S AND DON'TS

It's easy! Just follow a few basic rules. Keep in mind that we will be conducting site visits periodically, sometimes announced and sometimes unannounced.

### Do's:

- Provide a food distribution on a regular and consistent basis to the hungry, low income, or underserved population.
- Use minimum intake requirements. Make it easy for people to get food.
- Distribute food for use by the needy, ill, children and seniors.
- Distribute food to clients free of charge.
- Refer clients to other partner organizations or to **211oc.org** when they have a need you cannot meet.
- Record number of people being served and turn in your monthly reports.
- Pay your invoices within 30 days of shopping.
- Follow all Safe Food Handling procedures closely.
- Treat those who come to you for food with respect and dignity.

### Don'ts:

- **Do not redistribute product to other non-profit entities including pantries or meal providers, regardless if they are a current member of the Food Bank.**
- **Do not sell or use product from the Food Bank in exchange for money, property, or services.**
- **Do not use product from the Food Bank for fundraising.**
- **Do not solicit donations of any kind from your clients.**
- **Do not make it difficult or embarrassing for individuals who are seeking help.**

Periodically we have Community Partners who are not able abide by our requirements for various reasons. In this case, we will place the account on hold and suspend product selection privileges at the Food Bank. This can be avoided and we will work with you to remedy any situation that would put your food distribution, and your clients, at risk.



## HOW DOES THE FOOD BANK GET THE PRODUCT?

Second Harvest Food Bank of Orange County strives to offer a wide variety of quality food to our network members. There are four “categories” of food available to partner organizations.

### ***Donated***

- Items donated through food manufacturers. These items are often available by the case and the shared maintenance price is determined by the pounds of the case.

### ***Purchased***

- These are items purchased directly from wholesalers and offered to our partner organizations at cost, plus handling fee.

### ***Sorted***

- This food comes mainly from food drives and is sorted by our volunteers into different categories (dried goods, vegetables, fruit, soup, snacks, etc.). The shared maintenance on selected products range from \$.00 - \$.18 per pound.

### ***Rescued***

- This food is our perishable grocery store selection available in our cooler. The shared maintenance on R-products range from \$.00 - \$.18 per pound.





## RECEIVING FOOD FROM THE FOOD BANK

### Partner Organizations can receive food in the following ways:

#### Online food selection

We recommend online food selection for your organization. Your product will be picked by our Product Selection Area (PSA) staff and ready for you at the time of your scheduled pick up. Your order can be delivered, as well. This can easily be done by accessing our website: [www.feedoc.org](http://www.feedoc.org). At the top right corner, click on Partner Resources. Follow to Online Ordering.

Pick-up or delivery time will be arranged when you place your orders. We require 3 business days from the time the order is placed to when the order is available for pick up or delivery.

#### Appointment Shopping

If you prefer to shop between the hours of 8 am to noon Monday through Friday, you are required to make an appointment. To make an appointment, visit our website: [www.feedoc.org](http://www.feedoc.org). At the top right corner, click on Partner Resources. In the box to the left of the page you will see Shopping Appointments.

#### Here are some basic rules you must adhere to for appointment shopping:

- Each partner number can only make two morning appointments per week.
- The two appointments cannot be at the same time.
- You have up to 30 minutes to pick products and 20 minutes to check-out and load your vehicle.
- Should you need to cancel, you can do so by following the link in your email confirmation.
- Phone appointments are not accepted.
- If you have multiple partner numbers to shop for, you can make consecutive appointments to allow enough time to shop for all your partner numbers, but you must indicate different partner numbers on the appointment.
- Failure to follow the appointment shopping procedure consistently could result in a two week hold on appointment shopping only.

#### Shopping without an Appointment

The Product Selection Area is available to you Monday through Friday 12 noon – 3:30 pm. You pick your own order. Check-in at the PSA desk and bring in your ID. Our staff will have you sign in, give you a name tag and give you a list of what is available in the Product Selection Area. **Only 2 approved shoppers from a Partner Organization are allowed in PSA at a time.**



## RECEIVING FOOD FROM THE FOOD BANK CONT...

### Authorized Product Selectors (APS)

Each partner is allowed 5 APSs. The product selectors' names must be listed on your application. Only a partner's APSs are allowed to pick product from the food bank, either online or from our warehouse. There is a limit of only **2 APSs** in PSA at a time. The Director or Pastor of a Community Partner must submit a Partner Change form to add and/or delete APSs.

### Shared Maintenance

Second Harvest operates on a shared maintenance fee system. All items have a per pound handling fee of .0 cents to .18 cents per pound. This fee is **not** the cost of the food, it is a **shared maintenance** cost associated with acquiring, handling and distributing the product. There are no other dues or costs to the member.



## FOOD BANK BEST PRACTICES

### Distribution

The community donates food and household products to Second Harvest Food Bank with the expectation that it will be utilized to assist people in need. As a Partner, you are responsible for the product and must ensure it is used appropriately.

- Food must be used to serve an underprivileged or underserved population.
- Food must be used to serve the ill, needy, seniors or infants.
- Food must be distributed to clients free of charge, with absolutely no conditions levied or implied.
- Partner Organizations may provide food to the ill or needy volunteers and/or staff if they are truly needy. If volunteers receive any food, they are **not allowed preferential treatment and cannot “cherry pick” items before the general public.** They must follow the same procedure as the general public to receive food assistance.
- Partner Organizations may not “reward” volunteers for their labor with food obtained from the Food Bank. Partner organizations must find other methods of expressing appreciation to volunteers. Volunteers are not entitled to food because of their service.
- Partner Organizations may prepare samples of food products for clients to consume or take home products in order to become more familiar with them.
- Food and/or non-food items may not be used for the purpose of fundraising, either as prepared food (such as spaghetti dinners or bake sales) or as prizes.
- Food ordered from Food Bank can only be redistributed to clients; **do not redistribute to other organizations.**
- Food distribution must be available to the general public with posted hours, with information continually updated on **211oc.org**.
- Our department will make unannounced visits to our Community Partners to do capacity building reviews. **If a partner is not doing a distribution at a stated time, the partnership will be placed on hold. It is the responsibility of the partner organization to inform the Food Bank of any changes to the distribution.** Our goal at Second Harvest Food Bank of Orange County is to make sure that our Partners are available for referrals. Therefore, we request that you contact our department immediately if you make changes to your distribution locations and times. A change form is located in the back of this manual.

### Client Eligibility Criteria

The food bank leaves client eligibility criteria to the discretion of the Partner Organization. We do not require that you ask for ID, proof of address, or any other information. We simply need an accurate number count of **individuals** being served each month. You may choose your own method of intake, however we ask that you not deny service to anyone in your service area or geographical boundary. Please keep in mind that it is very difficult for a guest at your distribution to ask for food assistance. We ask that you simplify your intake process for your convenience, as well as the comfort of your clients. **Think: We want to be a gateway, not a gatekeeper to people getting food!**



## FOOD BANK BEST PRACTICES CONT...

### **How Much to Distribute**

Determining the quantity of food to be provided to an individual or family is completely up to the partner organization. Food Pantries typically base the amount of food provided on household size and how frequently clients are allowed to visit the pantry. For example, food pantries that restrict service to once per month will generally provide more groceries for each household than a pantry that allows clients to receive service once every two weeks. A “best practice” option is to let the client choose how much they need since they are in the best position to decide how much they need and how long they will need food for.

### **Client Choice – a best practices pantry option**

The concept of Client Choice is focused on creating an atmosphere of dignity for the client. This includes considering the service hours that are most conducive to your target population, ensuring the clients are respected by program volunteers and staff and, giving clients the option of choosing what food supplies are most needed by their family.

Many food pantries follow the practice of pre-bagging groceries for clients. While this may be convenient for the partner organization and its volunteers, it does not take into account the special needs of each client who visits the pantry. Pre-assembled grocery bags may contain items the client household is unfamiliar with, allergic to, unable to consume based on dietary restrictions, or able to get from other sources such as WIC. In these situations, the food pantry is utilizing resources to obtain and distribute the product that is neither helpful nor useful to their target population. Since the pre-bagged option generally contains similar items, the model assumes that food needs for every household are virtually the same, which is almost never true. If you need help setting up a Client Choice pantry, or converting your old pantry-style to Client Choice, it would be our pleasure to help you with the conversion! Many of our Partners are using this method with much success. Give us a call to set up a visit and see for yourself!



## PRODUCT SELECTION AREA POLICIES

Please keep in mind that warehouse staff works very hard to make your visit enjoyable and as easy as possible. It's important to follow these procedures to ensure a positive experience for everyone – including our staff and our volunteers. If product selectors, are found to be violating PSA policy, ***you will be asked to leave the PSA and your organization could be suspended.*** We ask that you carefully read the DOs AND DON'Ts below. It is the responsibility of the leadership of your organization to make sure that your approved product selectors know and follow our policy. Our goal is to provide a pleasant, clean, and safe environment for everyone who visits our facility. If you see something that presents an unsafe situation, please notify a staff member immediately.

***By signing in to select food for your organization, you are agreeing to the following policies:***

### Do's

- **DO** treat our staff with respect! They work very hard to make your time with us positive and professional.
- **DO** ask us any questions. We are here to help you!
- **DO** only enter Agency Check in door. Under no circumstances enter the Volunteer or Receiving entrances. You will be asked to leave immediately.
- **DO** show your ID each time you enter PSA. This prevents others from using your Partner number. Sign in and put on a visitor badge.
- Only **two** product selectors from an agency are allowed in PSA at one time. If you are not on our list, you will be unable to enter PSA. Your product selectors must be at least 14 years old, not a recipient of your food program, and must be able to load the product selected. We do not always have staff available to assist you.
- **DO** make your selections as quickly as possible to make room for other product selectors. *Your total time, including loading, should not exceed 1 hour.*
- **DO** take your selected product with you on the **same day**. Product will not, ***under any circumstances***, be held for a later pick up. Please plan accordingly.
- **DO** use the pallet jacks for your convenience. If you have not operated one, please ask for our assistance. Please use only 1 pallet jack at a time.
- **DO** return banana boxes, pallets, and crates by either bringing them back to PSA or having them returned with your delivery. We reuse these items!
- **DO** read your order sheet carefully. Some items are charged by the case and must be selected in whole case quantities. **DO NOT OPEN CLOSED CASES.** Please ask one of our staff members if you have a question about the contents.
- **DO** only move your vehicle to the loading dock **AFTER** you have finished your shopping, so not to keep those organizations ahead of you from loading.

### Don't

- **DO NOT** open sealed boxes or any packaging on the floor.
- **DO NOT** sample or eat the products. *You will be asked to leave PSA immediately without your product selection.*
- **DO NOT** switch items in banana boxes. They are pre-weighed and pre-selected for your convenience. *When you switch items, you are stealing and will be asked to leave.*
- **DO NOT** add more product after you have weighed and are ready to load.
- **DO NOT** enter unauthorized areas of the warehouse. Remain in designated shopping areas – note signs that state **"NO SHOPPERS BEYOND THIS POINT"**.
- **DO NOT WEAR OPEN TOE SHOES OR HEELS.** No exceptions. If necessary, borrow our shoes.
- **DO NOT** climb onto pallets, boxes, or shelves.
- **DO NOT** enter the cooler or freezer. Use the display doors or ask for assistance.
- **DO NOT EVER JUMP FROM THE LOADING DOCK TO YOUR VEHICLE! EVER!**



## FOOD SAFETY

### Best Practices for Serving Safe Food

Food Safety is an important public health issue and a top priority at Second Harvest. Our network exists out of compassion and a desire to help others and the last thing we want is for someone to become sick from the food they receive. Partner Organizations must implement proper food handling measures to ensure that product being distributed is safe. **Feeding America requires that all partner members complete a class on safe food handling. At least one volunteer at a distribution must have safe food handling certification, as well as all approved shoppers.** In order to meet this requirement, you can complete the test by going to our website at [feedoc.org](http://feedoc.org) in our Partner Resources section and then taking the online test found under Safe Food Handling.

### Safe Food Handling Class

The Orange County Department of Health provides a free Safe Food Handling Class at the Food Bank quarterly. This is a free option if you would like to participate in our Food Rescue Program. It is highly recommended for all staff and volunteers that work in a kitchen environment. Email notifications are sent out as dates for the class are set.

### ServSafe<sup>®</sup>

This type of extensive safe food certification is required for our Rescue Partners, and for Partner Organizations that provide cooked meals (kitchens or homes). You can receive certification online through ServSafe. There is a discounted fee of \$10 that you can access through the Partner Resources section of our website.

**All partners will need to go through the food handling certification every three years, or when your certificate expires.**



## FOOD SAFETY CONT...

### Food Storage

The information given here is meant to be an overview. Consult your manual for more information. Once food is received from the Food Bank, it generally is stored by the Partner Organization for a short period of time before it is distributed to people in need. The following food storage guidelines highlight practices partner members should follow but are not meant to be an inclusive list:

- Food must be stored in a clean storage area, free of dirt, bacteria, pests, and other contaminants.
- The storage area for non-perishable food should be stored at a temperature between 50 and 70 degrees. Please make sure that your storage areas are temperature regulated and that air is able to circulate. Storage must have a thermometer.
- Don't be a food hoarder! Select only the amount of food that you know will be distributed at your distribution. Food Bank food is secondary market food and will expire quickly. Practice FIFO, first in-first out product rotation.
- Product must be kept off the floor, at least **six** inches off the ground, and **four** inches away from the wall, and 4" from the ceiling by utilizing shelving, tables or pallets.
- The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.
- Baby food and formula should **NOT** be distributed after the expiration date. All baby food and formula products that are beyond date of expiration should be discarded and not distributed to clients.
- All household products and cleaners should be stored in an area separate from food and distributed separately from food items.

### Refrigeration

To properly handle perishable and frozen items, Partner Organizations must have adequate refrigeration equipment and utilize thermometers to ensure temperatures remain consistent.

- Refrigerators must be kept between 32 and 40 degrees Fahrenheit.
- Freezer temperatures must be at 0 (zero) degrees Fahrenheit or below.
- Thermometers **must** be kept in all refrigerators and freezers.
- All Partner Organizations are encouraged to utilize a temperature log and check temperatures frequently.



## **FOOD SAFETY CONT...**

### **Sanitation**

Keeping equipment and work surfaces clean and free of bacteria is critical for food safety. Cleaning and sanitizing practices should be utilized. All sinks used for hand washing need to have a hand washing poster posted nearby.

### **Pest Control**

Pests carry germs and disease. Partner Organizations must take reasonable precautions to protect against pest infestation. Pest prevention and control programs can be maintained by Partner Organization staff, volunteers and/or a contracted source – whatever is determined as most appropriate by the partner organization.

### **Recommendations for Pest Prevention**

- The Food Storage area should be kept clean and free of debris, ensuring that all stored products are sealed properly.
- Inspect the food storage area every 30 days for signs of pest infestation.
- Poison free devices may be used in the storage area to ensure that area remains free of pests.
- Food needs to be stored 6 inches above the ground and 4 inches away from the wall and ceiling.

### **Recommendations for Pest Infestations**

- Inspect the food storage area to determine the type of pest and the level of treatment needed to resolve the infestation, and take immediate action to treat the area accordingly.
- Food products should be removed from the storage area if there is a possibility of toxic pesticide exposure to stored products during treatment.
- Inspect stored products to ensure that no damage or infestation has occurred once evidence of pest infestation has been determined and discard any damaged products.





## **BILLING & ACCOUNTING PROCEDURES ~ WHAT'S YOUR RESPONSIBILITY?**

When your partner organization picks up food, or when it is delivered, you will be given a copy of the invoice which reflects the food you are picking up. A copy is signed for our records and a copy will be given to the partner.

All invoices are required to be kept at the partner organization site where food is distributed for three years. At the end of the month, statements are sent to the partner organization's designated billing contact. Payment should be sent back with the monthly statement by the due date.

Accounts can be paid by using church/organization check or church/organization credit card, not by personal check or cash. Partner organizations are not able to pay invoices or statement balances with cash. When checking out at the warehouse, invoices can never be "split" using multiple forms of payment.

Checks returned for insufficient funds will be charged **\$25 per check** to the partner account. Please ensure to include both the partner organization number and the invoice number when submitting your payments.

Failure to pay statements in a timely manner may subject your partner organization to being placed on hold until it is paid.

### **Monthly Reports**

Monthly report form can be found in the PSA check-in or go online to the Partner Resources section at [feedoc.org](http://feedoc.org) and download it from there.

If you run a pantry distribution, you must fill out the **PANTRY** section of the monthly report and keep track of the number of households and individuals you serve every month. A mother picking up for her and her three children equals ONE household, and FOUR individuals. A single person picking up for him or herself only equals ONE household, and ONE individual.

If you host a **MOBILE PANTRY**, you will also need to keep track of how many individuals you serve and mark it in the Mobile Pantry Section. We recommend that you use the Family Count form, found in the back of this manual.

In the **HOMELESS** section, you mark down if any of the above numbers were homeless individuals. You don't need to feel pressured to ask the people you serve if they are homeless, but if you know you serve a mostly homeless population, indicate that here.



## **BILLING & ACCOUNTING PROCEDURES ~ WHAT'S YOUR RESPONSIBILITY CONT...**

### **Monthly Reports Due**

Reports are due the 10<sup>th</sup> of the following month. Please be on time in turning in reports as we have to report these numbers to different government entities and we rely on the reports for grants. Delinquency on reports will result in phone calls and emails and could result in suspension. We ask that your organization keep a binder with the monthly reports for a period of three years. You may be asked to show these documents when one of our team members conducts a Capacity Building Review. Send to **Reports@feedoc.org** or fax to **949.407.4858**

### **Insurance**

When you join the Food Bank as a partnering organization, you are required to have proof of Liability Insurance and name Second Harvest Food Bank as additional insured. **All food distribution locations must be listed under Description of Operations/Locations/Vehicle section.** When that insurance expires, you are required to send us an updated Certificate of Endorsement for your file. You can fax the document to **949-407-4858**.

It is your organization's responsibility to keep a current Certificate of Liability Insurance. If at any point in time you become delinquent on your insurance payments, we may receive a letter from your insurance indicating your policy has been cancelled. If this happens you will be notified immediately, and you will be required to send in proof of insurance before you are able to utilize the Food Bank again.

### **Capacity Building Review Visits**

A member of the Food Bank staff will visit with you at your distribution and storage location every two years. This visit will include an inspection of your food storage area and preparation areas, as well as general questions about your distribution. All pantry visits will be unannounced and will take place during your regular distribution time. **If there is no distribution, your account will be placed on hold until our records are updated and we have successfully monitored your distribution.** Please be prepared to have your distribution records available and to renew your agreement with Second Harvest Food Bank.



## **BILLING & ACCOUNTING PROCEDURES ~ WHAT'S YOUR RESPONSIBILITY CONT...**

### **Accounts on Hold – How to Avoid Being Put on Hold**

Once you are a Community Partner of Second Harvest Food Bank, you are considered active and can order and pick up food. However, there are few occasions that can cause a partner organization to become an **“account on hold”**. Account on hold simply means there is an issue that needs correcting and you are not allowed to receive product until the issue is corrected. Here are the primary reasons a partner organization could face being put on hold:

- Past due 60 days or more on an outstanding balance.
- More than one month delinquent in monthly reports.
- More than one month past due on Liability Insurance renewal.
- Not conducting a distribution during an unannounced monitoring visit.
- Non-compliance issues arising from your annual monitoring.
- Not following PSA Policy & Procedures.
- Violation of Partner Agreement.

Once the issue is resolved and our Partner Development & Support team has verified the correction, the partner will put back on active status with the SHFBOC.

### **Inactivation**

If your partner account is on hold status for more than (90 days), you could face inactivation. This means you are no longer a member of the Food Bank. You may choose at any time to inactivate your account with us. Please keep in mind that so long as you continue the requirements of partnership, per our Partner Agreement, you can maintain your active status. Once inactivated, you may be eligible to reapply after one year.



## WE'RE MORE THAN JUST A FOOD BANK

Our various member programs help our partners effectively distribute food to those less fortunate. The member programs have nominal shared maintenance costs associated with the program. New partners are eligible to apply for programs after an initial probationary period of 3 months.

### Rescue

Some items rescued from grocery stores are picked up by our fleet and available at our warehouse, or direct pick-ups can be arranged for our partners at **no cost**. This program connects you to local restaurants, and caterers, and allows you to pick up directly from them at **no cost**.

Additional reporting, safe food handling certification, and other requirements exist to participate in the above programs. For requirements and opportunities, see the Partner Program Coordinator.

### Senior Grocery Program

The Senior Grocery Program's mission is to alleviate senior hunger by providing nutritious food that seniors can prepare and consume at home.

This program is designed to focus on providing increased nutrient rich foods to seniors at **no cost**. The product will include Grocery Rescue items; Second Harvest has over 150 grocery store partners that we pick-up food from that would otherwise have been discarded. The product that we receive from each grocery store varies, and includes produce, bread and bakery, dry grocery goods (cereal, canned food etc.), deli/fresh meat and dairy. Another program shift involves client centered services, where each site offers client choice, a distribution model that allows clients to choose what product they wish to take. This program model provides dignity to a food distribution by emulating an atmosphere like that of an actual grocery store shopping experience.



## WE'RE MORE THAN JUST A FOOD BANK CONT...

### **EFAP (Emergency Food Assistance Program)**

The Emergency Food Assistance Program (EFAP) is a Federal program that helps supplement the diets of low-income Americans, by providing them with emergency food and nutrition assistance at **no cost**. Through EFAP, the U.S. Department of Agriculture (USDA) purchases USDA Foods, including processing and packaging, and makes it available to State Distributing Agencies.

Additional reporting, safe food handling certification, and other requirements exist to participate in the above EFAP program. For requirements and opportunities, see the Partner Program Coordinator.

### **Feeding Hope Boxes**

Feeding Hope, formally known as the Food Box program is part of a partnership with a grant. Partners must apply and be accepted to be a part of this program. Boxes are distributed on a quarterly rotation and are at **no cost** to partners. Should you wish to have it delivered, there is a nominal delivery fee. To apply, see the Partner Programs Coordinator.

### **Kid's Café**

The Kids Cafe program provides **free**, nutritious meals to children in low-income communities at over 50 afterschool and summer program locations in Orange County. In addition to providing meals, each Kids Cafe site offers a safe place for children to be under the supervision of trustworthy staff. Current Kids Cafe partners include Boys & Girls Clubs, YMCA, KidWorks, Friendly Center, and Illumination Foundation. Each Kids Cafe site also offers nutrition education year-round.

If you operate an afterschool or summer program for children, and are interested in being part of the Kids Cafe program, please contact the Programs Department for more information: [programs@feedoc.org](mailto:programs@feedoc.org).

### **Mobile Pantry**

Our mobile pantry trucks deliver **over 5,000 pounds of food** (at least 50% is produce) to our partner locations in the community. Mobile Pantry deliveries serve between 150-300 households with little set-up, cleanup, and storage. Deliveries are available Monday-Saturday at either 9am or 1pm with a flat fee of \$250 shared maintenance. To qualify to have a mobile pantry you must have been a partner for at least 90 days, and our department has verified that your site serves enough guests to empty a truck, as well as can accommodate a truck.



## **CAPACITY BUILDING OPPORTUNITIES**

At Second Harvest, we want to see our partners grow and improve. We offer several opportunities for you to get more food to more people in need. This includes food and education that can take your pantry to the next level.

### **Nutrition Education**

Whenever possible, we incorporate nutrition education into our programming. Our Kids Cafe program requires monthly nutrition education lessons; for those sites that do not do their own nutrition programming, they work with the Orange County Health Care Agency (OCHCA) and their sub-grantees to provide nutrition education lessons. Our School Pantry Program also includes nutrition education at each of its distributions, coordinated by OCHCA and CAPOC.

### **CalFresh Outreach (formerly Food Stamps)**

Second Harvest's CalFresh team of staff, interns, and volunteers provides 1:1 CalFresh and MediCal application assistance at over 15 locations weekly, throughout Orange County. In addition to providing 1:1 assistance, our CalFresh team operates a Food Assistance Helpline, handles case management for each client to help navigate the application process with Social Services, and provides CalFresh outreach to clients at various Partner and Program locations. For more information on how to get your location involved, please contact the Programs Department: [programs@feedoc.org](mailto:programs@feedoc.org).



## MISCELLANEOUS (BUT IMPORTANT!) PARTNER INFO

### Partner Re-Application

Beginning October 1, 2015, current partners will be required to **reapply for partnership every two years**. This process will allow the food bank to reevaluate each partnership and verify any changes to your organization. Partner reapplication will help us place you in the proper partner segmentation level.

### Partner Segmentation

This new community partnership strategy will begin July 1, 2016. In an effort to maximize our resources and close the huge meal gap that exists in Orange County, we have begun a strategy to help us segment our partners into performance levels that will help us best suit their individual needs.

### Annual Community Partner Conference

Our Annual Community Partner Conferences are a day when we recognize and show appreciation to our over 300 Partners. We provide essential trainings for our programs, as well as seminars on dealing with stress, difficult people, ways to improve your pantry, and much more. Special guests from Feeding America's national office, experts on nutrition, food safety and inspirational speakers headline the event. These conferences also highlight and award our Community Partners that have gone above and beyond in hunger relief. Be on the lookout for registration information and upcoming dates. **While these conferences are not mandatory, they are highly recommended.**

### Partnership Basics

Whether you are a new partner, a new director, volunteer, or a veteran partner, Partnership Basics will cover all the basics to partnering with the Food Bank. We cover online ordering, mandatory food safety, a tour of the facility, and best pantry practices. Watch your email for upcoming dates, or make an appointment with one of our team members.

### Client Choice Conversion

Curious about Client Choice but don't know how to make the conversion? Contact us to schedule an appointment at your site. Simple alterations can cut volunteer hours, cut costs, and effectively serve the need in your in community. Food Bank grants are also awarded to partners that make the switch.



## PARTNER FAQ'S

### **How do I make an appointment to shop?**

If you prefer to shop between the hours of 8 am to noon Monday through Friday, you are required to make an appointment. After that, any approved shopper can come into the warehouse without an appointment. To make an appointment, visit our website [feedoc.org](http://feedoc.org) and go to our “partner resources” section. You will find a link to our online appointment system there.

### **Why do I need all these forms in order to become a Partner?**

Second Harvest Food Bank of Orange County is a member of a national organization called Feeding America. Feeding America requires that we follow certain standards that keep us in compliance. These requirements are put into place in order to make our Food Bank the best that it can be at the same time helping our Community Partners be the best that they can be.

### **Why do I have to turn in a monthly report?**

We report up to Feeding America how many people we are helping in Orange County. It also helps us set goals for ourselves – goals to help as many people who need our assistance as possible and how to make our systems work better to help us end hunger in Orange County.

### **Why did my account get put on hold?**

- Delinquent monthly reports
- Expired liability insurance and/or safe food handling certificate
- Outstanding balance due
- Unresolved noncompliance issues with distribution/storage
- Inactivity with food bank for more than 90 days

### **Why no high heel or open toe shoes in the warehouse?**

Due to the fact that this is a warehouse environment with fork lifts and pallet jacks moving things around we ask that you observe safety practices. There may be debris on the ground or falling boxes that could land on your feet.

### **Why can't I sample the food in the warehouse?**

All food is to be taken from the warehouse to people in need.

### **Can I shop at the Food Bank for myself?**

We provide food for partners that in turn provide food for the less fortunate. If you find yourself in this situation, please have someone else do the shopping at the food bank for the organization. When your organization has its normal food distribution, you can then receive food from your organization.





## PHONE LIST AND CONTACTS

### **Second Harvest Food Bank Orange County**

8014 Marine Way, Irvine, CA 92618  
(P) 949-653-2900 (F) 949-653-0700  
[www.feedoc.org](http://www.feedoc.org)

### **Partner Development & Support Manager**

General Questions or Concerns  
Kelly Alesi  
(P) 949-208-3158 (F) 949-407-4858  
[Kelly@feedoc.org](mailto:Kelly@feedoc.org)

### **Partner Development & Support Coordinator**

Monitoring, Compliancy, & Capacity Building  
Kim Wilcox  
(P) 949-208-3159 (F) 949-407-4858  
[Kim@feedoc.org](mailto:Kim@feedoc.org)

### **Partner Support Administrator**

Grocery Rescue, Food Rescue, Partner Check In, & Customer Service  
Christina Wood  
(P) 949-208-3141 (F) 949-407-4858  
[Christina@feedoc.org](mailto:Christina@feedoc.org)

### **Partner Programs Coordinator**

Mobile Pantry, Partner Check In, & Customer Service  
Amber Mazmanian  
(P) 949-208-3135 (F) 949-407-4858  
[Amber@feedoc.org](mailto:Amber@feedoc.org)

### **Partner Programs Coordinator**

Food Boxes & EFAP  
Lucy Mejia  
(P) 949-208-3163 (F) 949-407-4858  
[Lucy@feedoc.org](mailto:Lucy@feedoc.org)

### **Partner Development & Support Associate**

Liability Insurance, Safe Food Handling Certification, & File Documentation  
Melissa Mitchell  
(P) 949-208-3180 (F) 949-407-4858  
[mmitchell@feedoc.org](mailto:mmitchell@feedoc.org)

### **Mobile Pantry, Food Box, & EFAP Monthly Reporting**

[Reports@feedoc.org](mailto:Reports@feedoc.org)



## **PARTNER FORMS**

Use these forms to make copies  
Any changes need to be approved by your CEO, Director or Pastor

Partner Change Form

Community Partner Approved Shoppers

Monthly Report Form

Canned Food Storage

Interpreting Label Dates

**Return all forms to:**

SHFBOC

8014 Marine Way

Irvine, CA 92618

Email to: [Reports@feedoc.org](mailto:Reports@feedoc.org)

Fax to: 949.407.4858



## PARTNER CHANGE FORM

Please fill out form with any staff/volunteer changes to your organization. Also, if your organization changes locations or undergoes any major renovations, SHFB must visit your new site to verify compliancy.

Today's Date: \_\_\_\_\_

Partner Number: \_\_\_\_\_ Partner Name: \_\_\_\_\_

Distribution Type:  Pantry       Soup Kitchen       On-Site       Residential

Contact Person: \_\_\_\_\_ Contact Phone \_\_\_\_\_

Distribution Address #1 \_\_\_\_\_

Address #2 (if multiple distribution sites) \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

### Hours of Operation – start to finish

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Location 1							
Location 2							

### Add/Remove Shoppers – check whether you are adding or deleting shopper

Add	Remove	Name	Phone	Email

\_\_\_\_\_  
Director/Pastor/CEO's Signature

\_\_\_\_\_  
Name Printed

**Fax to 949.407.4858**

**Email to: [reports@feedoc.org](mailto:reports@feedoc.org)**

**Mail to: 8014 Marine Way, Irvine CA 92618**



## COMMUNITY PARTNER APPROVED SHOPPER

Date: \_\_\_\_\_

Partner number \_\_\_\_\_ Partner Organization Name: \_\_\_\_\_

Shoppers (limit 5 total)

Shopper's Name	Email	Phone

Director's name: \_\_\_\_\_

Director's signature: \_\_\_\_\_

**Shoppers who are not on file will not be allowed to shop.**

Please return completed form to address below

**Fax to 949.407.4858**

**Email to: [reports@feedoc.org](mailto:reports@feedoc.org)**

**Mail to: 8014 Marine Way, Irvine CA 92618**

**Phone number is 949.653.2900**



# MONTHLY REPORT FORM

This report must be turned into SHFB by the **10th** of the following month. Please use the Family Count Form to count EACH person and family served.

Date: \_\_\_\_\_

Partner # \_\_\_\_\_ Partner Name: \_\_\_\_\_

Reporting Month: JAN FEB MAR APR MAY JUN JUL AUG SEPT OCT NOV DEC

Which type of distribution does your organization provide? How many times during the month?

Type	Times per month
Pantry	
Mobile Pantry	
Congregate Meal	

Days and times of distributions: \_\_\_\_\_

Client requirements (if any): \_\_\_\_\_

Will you accept referrals:  Yes  No If no, why not: \_\_\_\_\_

Do you provide client choice:  Yes  No If no, why not: \_\_\_\_\_

TOTAL number of **Individuals** were provided food/meal this month: \_\_\_\_\_

(Of the above total, how many **Homeless** were provided food/meal this month): \_\_\_\_\_

TOTAL number of **Families** were provided food/meal this month: \_\_\_\_\_

\*Optional – Please share with us a success story from one of your distributions and/or clients. You can use a separate page for your story. Please note that by filling out this portion of the report you are consenting to allow us to use your story in our quarterly newsletter or other media outlets.

**Fax to 949.407.4858**

**Email to: reports@feedoc.org**

**Mail to: 8014 Marine Way, Irvine CA 92618**



## STORING CANNED FOOD

**There are limits to how long food quality can be preserved. Why? Several factors limit the shelf-life of canned foods:**

1. Cans or metal lids on glass jars can rust. When rust is deep enough, tiny holes open in the can or lid that may let spoilage agents in. Shipping accidents that dent or crush cans cause problems.
2. Can corrosion. Food reacts chemically with the metal container, especially high-acid food like canned tomatoes and fruit juices. Over several years, this causes taste and texture changes. It eventually lowers the nutritional value of the food.
3. The risk of spoilage jumps sharply as storage temperatures rise. At prolonged storage temperatures above 75 degrees, nutrient loss in canned foods increases. Light can cause color changes and nutrient losses in foods canned in glass jars.

**Never use foods from containers with these spoilage warning signs: loose or bulging lids on jars; bulging, leaking or badly dented cans (especially along the top, side and bottom seams), or foods with a foul odor.**

***Temperatures over 100 degrees Fahrenheit are harmful to canned foods!***

**To store canned food wisely, follow these guidelines:**

- Keep dry storage area clean with good ventilation to control humidity and prevent growth of mold and bacteria
- Store dry foods at 50 degree F for maximum shelf life. However, 70 degree F is adequate for dry storage of most products
- Place a thermometer in your dry storage area and check the temperature daily.
- Store foods away from sources of heat and light, which decreases shelf life
- Store food in a cool, clean, and dry place where the temperature range is 50-70 degrees. Nutrient loss can occur with prolonged exposure to temperatures over 75 degrees F.
- Avoid overstocking your pantry with product which can inhibit adequate air circulation
- Rotate foods so the oldest is used first. Avoid keeping canned foods more than one year.

**•Use canned meats and seafood within 12 months.  
•Use low-acid canned foods within 8-12 months.  
•Use high-acid foods within 12 to 18 months.  
•Canned fruit juices can be stored up to 3 years.**

**Correct temperature control is essential to maintain food quality, nutrient content, and control bacteria growth. Daily monitoring of temperatures is necessary to ensure adequate storage conditions.**



## Interpreting Label Dates

Confused about the different dates you see stamped on food packages? According to the Food Marketing Institute, here's what those different dates mean. ALWAYS use your best judgment when giving away food, if in doubt, throw it out!

**“Sell by”** date tells the store how long to display the product for sale. You should buy the product before this date to ensure maximum quality.

- Includes milk, yogurt and eggs

**“Use by”** date is the last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.

- Includes baby foods, and baby formula

**“Best if Used by (or before)”** date is recommended for best flavor or quality. It is not a purchase or safety date.

- Includes prepared packaged foods, rice/soy and most dry goods

<b>Milk</b>	<b>4-7 days past stamped date</b>
<b>Yogurt</b>	<b>7-10 days past stamped date</b>
<b>Soft Cheeses</b>	<b>1 week past stamped date</b>
<b>Hard Cheeses</b>	<b>3-4 weeks past stamped date</b>
<b>Luncheon Meat</b>	<b>4-6 days past stamped date unopened, 3-5 opened</b>
<b>Powdered Milk</b>	<b>6 months if refrigerated</b>
<b>Eggs</b>	<b>3-5 weeks past stamped date</b>
<b>Dry Cereal</b>	<b>6-12 months past stamped date unopened</b>
<b>Food in Jars</b>	<b>12 months past stamped date</b>
<b>Canned foods (acidic) Tomato products</b>	<b>12 months past stamped date</b>
<b>Canned foods (non acidic)</b>	<b>3 years past stamped date</b>
<b>Bread Products</b>	<b>7 days past stamped date if refrigerated first</b>
<b>Rice/Pasta (Dry)</b>	<b>1 year past stamped date</b>

Reference used: <http://www.fmi.org/industry-topics/consumer-affairs/food-keeper-food-storage-database/additional-information>

The Food Marketing Institute, 2345 Crystal Drive, Suite 800, Arlington, VA 22202

For more information go to: [www.fightbac.org](http://www.fightbac.org) and [www.foodsafety.gov](http://www.foodsafety.gov)



## ACKNOWLEDGEMENT FORM

Sign and return

I, \_\_\_\_\_ acknowledge that I have read and understand the Second Harvest Food Bank of Orange County Partner Handbook. I also acknowledge that all staff and/or volunteers of my organization are fully aware of and will follow the policies and procedures outlined here in this handbook. I understand that if these policies and procedures are not adhered to suspension from receiving any type of food from the Food Bank may occur, this includes Mobile Pantries, Product Selection Area, Grocery and Food Rescue.

Signature of CEO, Pastor, or Director \_\_\_\_\_

Print Name: \_\_\_\_\_

Position/title \_\_\_\_\_

Organization Name: \_\_\_\_\_

Date: \_\_\_\_\_

Return to:

**Fax to 949.407.4858**

**Email to: [Agency@feedoc.org](mailto:Agency@feedoc.org)**

**Mail to: 8014 Marine Way, Irvine CA 92618**

**Phone number is 949.653.2900**