FOOD FOR LANE COUNTY
PARTNER AGENCY MANUAL

VISION: TO ELIMINATE HUNGER IN LANE COUNTY
MISSION: TO ALLEVIATE HUNGER BY CREATING ACCESS TO FOOD.
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The most current version of this manual is available at https://foodforlane county.org/agency-zone/
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FOOD FOR LANE COUNTY
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Hours of Operation
M-F 8:00 a.m. – 5:00 p.m.
Closed most major holidays

Commented [NK1]: Eliminated "Mobile Pantry Coordinator"
**WELCOME!**

FOOD for Lane County (FFLC) welcomes you to our food bank family. Your agency will play an important role in finding community-based solutions to hunger. We look forward to working with you in our joint efforts to alleviate hunger in our community.

The purpose of this manual is to orient you to FOOD for Lane County. It will also be your guide to complying with all of FOOD for Lane County’s policies and partnership requirements. Please make sure that all individuals who will be participating in your food distribution program familiarize themselves with the content within this manual and continue to use it as a point of reference as needed.

FOOD for Lane County reserves the right to change any of the policies described in this manual at any time. All agencies will have access to updated versions of the manual. Contact your Partner Agency Services Coordinator for the most recent version.

**OUR MISSION**

FOOD for Lane County’s mission is to alleviate hunger in our community by creating access to food. We accomplish this by soliciting, collecting, rescuing, growing, preparing and packaging food for distribution through a network of social service agencies and programs; and through public awareness, education and community advocacy. We find creative solutions to hunger and its underlying causes, and we believe a responsive food bank includes programs that help people help themselves.

**OUR HISTORY**

In 1984 FOOD for Lane County incorporated with one staff person, one volunteer and five board members. At that time, FFLC distributed almost two million pounds of mostly USDA food commodities out of a small house in Springfield. The fledging food bank served 43,000 Lane County residents that year.

Three decades later, FOOD for Lane County occupies a state-of-the-art, 32,000-square-foot warehouse, kitchen and office located at 770 Bailey Hill Road in Eugene. We partner with around 150 social service agencies and programs to distribute over eight million pounds of food each year to diverse areas of Lane County. Each year, thousands of volunteers contribute their time and talents to emergency and supplemental food assistance programs that serve our neighbors in need.
OUR PROGRAMS AND SERVICES
FOOD for Lane County has developed a variety of innovative programs to address hunger and food security in Lane County. From addressing childhood hunger to providing food assistance for seniors, people with disabilities, the working poor and the unemployed, we are committed to providing programs and services to meet the needs of diverse populations.

FOOD DISTRIBUTION NETWORK
Making food easily available to the people who need it is at the core of FOOD for Lane County’s commitment to serve. Donated food is distributed through emergency food pantries, meal sites, shelters, and non-emergency programs. This county-wide network of providers, many of them volunteers, is on the front lines serving families in need.

FAMILY DINNER PROGRAM
FOOD for Lane County operates The Dining Room, a meal site in downtown Eugene. The Dining Room provides hot meals to everyone four days a week. In addition to offering hot meals, this innovative restaurant serves large portions of dignity in a community-oriented atmosphere.

GARDENS
FOOD for Lane County’s two gardens – the GrassRoots Garden and the Youth Farm—provide on-site gardening opportunities and workshops while growing fresh, organic produce for distribution through the FOOD for Lane County network. County residents may also access fresh produce by purchasing it at the youth-run farm stand and through a community-supported agriculture program, or CSA.

SUMMER FOOD PROGRAM
FOOD for Lane County operates the largest Summer Food Program in Oregon and provides nutritious meals five days a week to children who may miss a meal when school is not in session. Staff and volunteers serve meals at schools, parks and community centers located throughout Lane County during the summer months.

CEREAL FOR YOUTH
Cereal for Youth provides nutritious, organic cereal to children and teens through schools and youth programs in Lane County. The program has grown steadily since its launch in 2005, thanks to our generous support from Attune Food Solutions.
**Extra Helping**

This prevention-oriented food distribution program provides bread and produce for residents at low-income housing areas. Extra Helping builds community involvement and ownership by mobilizing resident volunteers to organize and administer the program.

**Nutrition Education**

In addition to partnering with Oregon State University Lane County Extension to provide samples and nutritious recipes at food pantries, FOOD for Lane County offers nutrition education through cooking classes, grocery store tours, and outreach events. Nutrition program volunteers demonstrate how to prepare healthy, low-cost meals.

**Children’s Weekend Snack Pack**

Through a partnership with Umpqua Bank, the Children’s Weekend Snack Pack program provides a gallon-size Ziploc bag of kid-friendly snacks for elementary-school aged children to take home on the weekends and vacations, when they may not have access to other food resources.

**FREX (Food Rescue Express)**

FOOD for Lane County’s Food Rescue Express (FREX) Program recovers food from hospitals, schools and restaurants that has been prepared but not served. This “rescued” food is repackaged into family-sized portions by volunteers in FOOD for Lane County’s commercial kitchen. The food is then distributed to families in need through food pantries, shelters and meal sites.

**Multicultural Outreach**

FFLC ensures that food assistance is available to all people regardless of race, color, national origin, sex, age, disability, or any other distinguishing characteristic. This philosophy of open access guides our service ethic of treating all people with dignity and respect. All agencies who receive food from us actively engage in this same ethic by ensuring that food assistance programs are open, welcoming and sensitive to the needs of diverse clients. FFLC has a Multicultural Outreach Coordinator that works with our partner agencies to ensure open access to all individuals.

**Produce Plus**

Produce Plus brings high-quality fresh fruits and vegetables to people in need at community and neighborhood locations. For the recipients, the experience is similar to shopping at a farmers’ market without the cost. The income eligibility is a little higher than that of receiving a food box, in recognition that people of all income brackets can struggle with food insecurity.
**Senior Grocery**

The Senior Grocery Program is a once monthly food box (or bag) given to low-income seniors. The box is filled with nutritious staple foods necessary to a balanced diet. The program is currently serving 300 seniors. The food comes to us through a federal program known as the Commodity Supplemental Food Program.

**Community Engagement and Advocacy**

This position coordinates FFLC’s community education, outreach and advocacy activities to support FFLC’s vision of eliminating hunger. In conjunction with FFLC’s Executive Director and Oregon Food Bank, the Community Engagement and Advocacy staff craft and deliver FFLC’s position statements on local, state, and national legislation. This helps create a deeper understanding of hunger and related issues within Lane County and inspires, empowers, and prepares community members, partners, and low-income people to support efforts to end hunger.

**Our Network**

FOOD for Lane County is a Partner Distribution Organization of Oregon Food Bank, a member of Feeding America, the nation’s food bank network. Feeding America connects over 200 food banks in all 50 states, the District of Columbia and Puerto Rico. The Feeding America network secures and distributes more than 2.5 billion pounds of donated food and grocery products annually.

Food for Lane County is also a member of Oregon Food Bank (OFB). OFB recovers food from farmers, manufacturers, wholesalers, retailers, individuals and government sources. It then distributes that food to 21 regional food banks across Oregon, including FFLC.

**The Relationship between Oregon Food Bank, Food for Lane County, and Partner Agencies**

As a Regional Food Bank of OFB, FOOD for Lane County establishes and maintains relationships with local social service agencies and programs to distribute food. These agencies, such as yours, are called Partner Agencies. To become a Partner Agency, you must apply, meet certain criteria, and maintain regulatory standards and requirements. FOOD for Lane County establishes a contract, called the Partner Agency Agreement, which allows you to receive the food that flows through the system, as outlined below. The Partner Agency Agreement is updated periodically.
**FFLC Partner Agency Eligibility**

All FFLC Partner Agencies must be non-profit organizations under section 501(c)3 of the Internal Revenue Code, except Extra Helping and Produce Plus program sites. If you do not have a 501(c)3 letter of exemption, your group may be sponsored by an organization which holds a 501(c)3 letter of exemption. Most importantly, the main function of the agency must be to provide services and resources to low-income people, or to the care of the ill, needy or infants (minor children under the age of 18), without a fee of any kind charged to them for the food. Food may never be sold. All food accessed from FOOD for Lane County must be used in conjunction with such a mission.
Aside from the distribution of food, potential Partner Agencies must agree to meet all IRS requirements including maintaining records of donated products received and distributed; must adhere to policies regarding the receipt, storage and distribution of donated foods; and allow affiliate representatives to conduct on-site monitoring visits to ensure compliance with these policies. For details about this please see your Partner Agency Agreement.

Open Access

FFLC believes in making food assistance available to all people, regardless of race, color, national origin, sex, age or disability, or any other distinguishing characteristic. This philosophy of open access guides our service ethic of treating all people with dignity and respect. All agencies must engage in this same ethic, by ensuring that food assistance programs are open, welcoming, and sensitive to the needs of diverse clients. An agency’s commitment to this ethic will be evaluated as part of the application process and on an on-going basis. As an example, all agencies are required to complete a Limited English Proficiency Plan that outlines how you provide outreach to and serve people with limited English language skills. FFLC’s Multicultural Outreach Coordinator will work with you to ensure open access to all individuals.

FFLC Partner Agency Application Process

The first step to becoming a Partner Agency of FFLC is to complete a Partner Agency Application. Applications are available from the Partner Agency Services Coordinators or online. Complete all parts of the application and include a copy of your agency’s 501(c)3 letter of exemption from the IRS. Applications are evaluated based on the agency’s capacity to handle food and serve people, whether the agency’s activities will fill an identified gap in the service network, whether the agency’s activities will enhance or duplicate other agencies’ efforts, and FFLC’s inventory supply. As of 2017, FFLC has the capacity to add two new agencies per quarter. This may change. The Partner Agency Services Coordinator will perform a site evaluation to help determine any of these criteria. From time to time, FFLC may suspend accepting new applications due to low inventory, logistical challenges, or other reasons.

The Partner Agency Services Coordinator will contact all applicants to apprise them of the status of their application. All applications are also sent to Oregon Food Bank for approval and assignment of an agency service category. Upon approval, you will be asked to sign agreements with FOOD for Lane County and Oregon Food Bank which describe the policies, procedures, and responsibilities of your agency and FOOD for Lane County regarding your food distribution program. You will also work with the Partner Agency Services Coordinator to establish a regular pick-up or delivery schedule for your food products. Being part of a regular delivery route depends on driver and truck availability and a delivery fee may be applied.

Partner Agency Service Categories

Oregon Food Bank Board has established a priority system that describes two broad designations for agencies – Primary Hunger Relief and Institutional Food Programs. Primary Hunger Relief agencies
provide emergency services and Institutional Food Programs generally provide food to low-income individuals, but not on an emergency basis. There are several sub-categories of each priority status.

**Priority 1: Emergency Agencies (also referred to as “P1”s)**

1-A: Emergency Food Box Programs:

These are agencies that provide nutritionally balanced food parcels to families and individuals in emergency need situations. The food boxes supply food to prepare meals for at least three to five days, based on Feeding America’s established pounds per person per day (12–20 pounds per person). Agencies establish frequency based on their resources.

1-B: Emergency On-Site Meal Programs / Emergency Service Programs:

These are agencies that provide nutritionally balanced meals prepared by agency staff or clients and served on-site to persons in emergency need situations, for example, homeless shelters, domestic violence shelters, soup kitchens.

**Priority 2: Non-emergency Agencies (also referred to as “P2”s)**

2-A: Programs providing nutritionally balanced complete meals to low-income individuals on an ongoing basis, such as senior meal sites, residential treatment centers, and foster care homes.

2-B: Programs providing supplemental food on-site as part of their broader program focus, such as day care or after school programs.

2-C: Programs providing supplemental food or hunger relief foods for household use, such as gleaning groups or other supplemental food programs.

2-D: Programs directly managed by FOOD for Lane County, such as the Summer Food Program, Extra Helping, Produce Plus, Senior Grocery, Cereal for Youth, and the Gardens Program.

**Orientation, Training, Meetings and Communication**

**Agency orientation**

We require Partner Agency orientation sessions for all new and existing Partner Agencies whose staff or volunteers are new to utilizing FFLC’s services. These are required for any volunteer or agency employee who distributes food, intakes clients, or prepares monthly reports. Periodic attendance is also encouraged and may be required of agencies that may benefit from a "refresher course" such as when staff or volunteers turn over. Orientation sessions are held on an as-needed basis.
AGENCY TRAINING & ANNUAL CONFERENCE

FFLC offers classes and related materials to Partner Agencies on various topics that will help them accomplish goals in their communities including community development and awareness, volunteer recruitment, how to hold a food drive in your community, and advocacy (how to become a voice in your community for those who are hungry and in need). Once every eighteen months, FOOD for Lane County hosts an Annual Partner Agency Conference, with training and advice on a variety of topics pertinent to food distribution programs. This is a mandatory meeting; all FFLC partners are required to send a representative from their agency.

REQUIRED MEETINGS

FOODnet meetings are held quarterly for Priority 1A (P1) pantries. These meetings are a chance to share information related to FOOD for Lane County’s inventory, other community resources, and updates to forms and policies. Semi-annual meetings are held for Meal Sites/Shelters, and annual meetings are held for Extra Helping. All other partner agencies are required to attend the annual Partner Agency Conference.

COMMUNICATION

FFLC Partner Agencies are required to have the capacity to communicate by email. Partner Agency Services staff rely on email communication to let partners know about recalls, holiday closures or other information that needs to be disbursed widely. Partner Agency Services staff work to return emails and phone calls within one business day, but please note that they are required to be away from the office at site visits and other FFLC business that may not allow rapid response.

ORDERING AND ACCESSING FFLC PRODUCTS

USDA COMMODITIES/TEFAP

USDA commodity food is government surplus food provided through The Emergency Food Assistance Program (TEFAP). It is intended for distribution to agencies who serve those with emergency food needs. There are federal regulations regarding its handling, use, and reporting. At this time, only Emergency Food Box agencies (service category 1A) and meal sites (service category 1B) have access to USDA/TEFAP commodities. They are distributed proportionately to agencies, based on the number of people the agency serves each year. The USDA/TEFAP commodities have specific ordering and handling requirements. Please be familiar with them by reading your USDA/TEFAP manual.
ONLINE ORDERING
Each week, FFLC makes the food list available on-line through the FFLC Partner Agency Portal on the FFLC website (www.foodforlanecounty.org). There are separate lists for Emergency Food Box agencies, which have priority for certain products, and non-emergency programs. The list you have access to lists the current inventory that is available to you. Please complete your order by indicating how many of each product you can use and submitting it by the scheduled deadline. You may not receive exactly what you order, as it may be adjusted due to supply or other factors. At this time, Extra Helping and Produce Plus sites do not order food online. Each partner agency is assigned a one-half hour window in which to pick up its order. Your Partner Agency Services Coordinator will work with you to determine the time and day. If you cannot make your scheduled time and day, you must reschedule in advance with your Partner Agency Services Coordinator.

COOLER SHOPPING
The large cooler area in the warehouse is available for “cooler shopping.” The cooler holds perishable products – produce, dairy, and deli items. Each partner agency is assigned a one-half hour window in which to cooler shop. Your Partner Agency Services Coordinator will work with you to determine the time and day. If you cannot make your scheduled time and day, you must reschedule in advance with your Partner Agency Services Coordinator. Once you have signed in at the warehouse, you may enter the cooler and select products that you can use. The cooler area works on an honor system; you are welcome to take what you think you will be able to distribute. Please be sure to have a warehouse assistant weigh the items and give you a receipt.

FOOD AVAILABLE TO EXTRA HELPING
Extra Helping was designed to help get surplus perishable products to people in need. Extra Helping sites do not order from the FFLC food list. The white board in the warehouse will list what products are available to Extra Helping sites each day. If you have any questions about what is available to you, please ask a warehouse assistant or the Partner Agency Services Coordinator.

INACTIVE STATUS
If you do not access food for a 6-month period, FFLC will consider you inactive. You will also receive a letter notifying you of this status. To regain your access to food products, please contact the Partner Agency Services Coordinator.

WAREHOUSE RULES AND GUIDELINES

PICK-UP AND SHOPPING HOURS:
Monday - Friday
8:30-10:00 AM & 10:30 AM -4:00 PM
The warehouse is a busy place! When you are at FOOD for Lane County, we ask that you please abide by the following rules and guidelines.

- Come only at your designated pickup and/or cooler shopping time. If you cannot make your scheduled time and day, you must reschedule in advance with your Partner Agency Services Coordinator.
- Please remain in area near front docks. Do not wander through warehouse.
- Please sign in as soon as you enter the building and sign out just prior to leaving.
- Three people maximum per agency in the warehouse, and only two people per agency in the cooler. You may have additional people out on the dock helping to load your vehicle if needed.
- No children are allowed in the warehouse. The warehouse is a dangerous environment. Be very alert. Never go near a moving forklift.
- Return clean, dry banana boxes, bread racks, metal crates, and milk crates each time you come. Ask where they should go and help stack them. Discard unusable banana boxes at your agency.
- Please ensure your vehicle is adequate for the order you are picking up. All vehicles that can haul cargo will have a GVW (Gross Vehicle Weight) posted in the sill or frame of the driver door. To determine the carrying or load capacity, subtract the dry weight of your vehicle from the GVW. Please do not order or load more than this weight.
- Time allowed to load is ½ hour. Three trucks may be backed into the dock at a time.
- Once your vehicle is loaded, please move it so others may load. If you have business in the building, please move your vehicle to the front parking area away from the dock.
- Bring adequate help to load. Warehouse staff does not always have time to help you.
- For large loads, bring rope, tie downs or cargo nets, and tarps for bad weather. Shrink wrap is not intended to secure your load during transport.
- Keep trucks clean and sanitized. We're transporting food!
- Bring freezer blankets or coolers to transport perishable foods in hot weather if traveling to rural areas or if you anticipate a slow unloading process (anything over ½ hour).
- When cooler shopping, organize food by groups. Keep dairy, deli, produce, sweets, and breads in separate boxes. Your food will be weighed out in the distinct categories.
- If you have a spill or notice a spill in the cooler, please bring it to the attention of a FFLC staff person.
- Select bread trays, boxes of sweets, and carts of cooler items and bring them to the scale, boxed by food type. Tell a warehouse person you are ready to checkout. An invoice will be written up with your order. Remember to sign the sheet. A statement will be in your mailbox the next week.
- Don’t forget to check your mailbox before you leave!

Please remember that your agency is part of a network of food assistance across Lane County, and that each partner agency has a similar desire to help their clients. Take only what you can distribute and be courteous to other shoppers. If you have a problem with other shoppers please let your Partner Agency Services Coordinator know about it.
MONTHLY REPORTING REQUIREMENTS

Each month, each agency is required to submit a Partner Agency Monthly Report to the Partner Agency Services Coordinator by the 10th of the month. This report asks for service information, including the number of people served, the number of volunteers and volunteer hours, and questions regarding the food supply. Reports can be emailed to reports@foodforlaneounty.org (preferred method), mailed, delivered by hand, or faxed to 541-343-5019.

The reporting of these figures is required for several reasons:

- Reporting accurate service statistics helps FFLC evaluate its programs, monitor supply and demand, and identify if there are service gaps we need to address.
- FFLC is required to collect service statistics by both the State of Oregon and the US Department of Agriculture for the TEFAP commodities program.
- The Oregon Department of Human Services also requires reporting of pounds, people, meals and volunteer hours for general funds appropriated to OFB and FFLC.
- Food donors and the general public want assurance of accountability and cooperation between FFLC and the network of agencies.

Your ability to access food may be paused if Monthly Reports are not submitted on time. There are two circumstances in which late reporting would result in FOOD for Lane County being unable to release food to a Partner Agency:

- If an agency turns a report in late but within the reporting month for 3 months in a row the agency will not be allowed to shop/pick up food before turning in their report to FFLC.
  - (i.e. October’s report was in five days late on the 15th. November’s report was in late on the 15th. If the December report is not in by the 10th, the Partner Agency will not be able to pick up food until the report is turned in.)
- If an agency has not turned in the previous month’s report and is late on the current month’s report the agency will not be allowed to shop/pick up food before turning in their report to FFLC.
  - (i.e. October’s report has yet to be turned in. November is now past due. At this point, the Partner Agency is missing two months’ worth of reports and will not be allowed to pick up food until both reports are turned in.)

OTHER REQUESTS FOR INFORMATION

CLIENT SURVEYS

Periodically, surveys are conducted to determine the life circumstances and needs of a representative sampling of food recipients. Partner Agencies are asked to distribute the survey to their recipients, collect all surveys, and return them to FFLC in a timely manner.
ONE-NIGHT HOMELESS COUNT

Lane County government facilitates an annual count of the county’s homeless population. This count is usually held in January. Selected agencies (usually food box pantries) are asked to distribute a short survey to food box recipients who are homeless. Agencies are asked to distribute the survey to its recipients, collect all surveys, and return them to FFLC before the designated due date.

OTHER SURVEYS AND REQUESTS

We rely on agencies to respond to other requests for information or for administering special surveys. These requests may be in response to changes in federal policy, such as the SNAP program or a need for a snapshot of agencies’ specific resources such as volunteer or storage capacity. Information gathered can assist FFLC and OFB in decisions about resources, policy positions or new roles or tasks for the food bank.

RECORD KEEPING

According to our partnership with Oregon Food Bank, agencies need to keep certain documents on file at the agency: The following is a list of these documents, broken down by agency service categories.

1A, 1B (EMERGENCY AGENCIES):

- Keep back-up documentation used to prepare all information required on Partner Agency Monthly Reports.
- Keep receipts of all foods received from FFLC going back three years.
- Keep records of all foods donated to the program. A receiving process that meets the requirements of the Partner Agency Agreement should be in place for all public donations.
- Keep a log of refrigerator/freezer and dry storage temperatures and pest control inspections.
- If you are a 1A agency, have clients sign a form with name, address, household size, and service date. Retain records for three years.
- Report service statistics, donations, and other required information monthly to FOOD for Lane County by the 10th of the following month.

2A, 2B, 2C (NON-EMERGENCY AGENCIES):

- Every month, all agencies report the number of unduplicated individuals served by the 10th of the following month.
- Keep receipts of all foods received from FOOD for Lane County going back three years.
- Keep records of all foods donated to the program. A receiving process that meets the requirements of the Partner Agency Agreement should be in place for all public donations.
- Keep a log of refrigerator/freezer and dry storage temperatures and pest control inspections.
**MONITORING**

At least once per year, your Partner Agency Services Coordinator will visit your site for a monitoring visit. This visit will establish agency certification for the year to come. FFLC’s partnership with Oregon Food Bank and Feeding America requires that we be held to certain food industry, state, and local regulation for proper food storage, handling, and record keeping. It also allows us to familiarize ourselves with your agency’s program needs. Your on-site visits may be the most important contact you have each year with FFLC. Your Partner Agency Services Coordinator will contact you in advance to schedule a mutually convenient time for an appointment. The Coordinator will also let you know what you can expect during your visit, and what documentation to have on hand. Your Partner Agency Services Coordinator may also pop in to visit unannounced occasionally.

**SUSPENSION, TERMINATION, AND APPEALS POLICY**

FFLC’s Suspension, Termination, and Appeals Policy describes what may happen if you are found to be out of compliance with the rules or policies of FFLC, OFB, or Feeding America, or you are not fully meeting the conditions of your Partner Agency Agreement. You may be asked to correct any areas that are out of compliance within 30 days. If the violation isn’t corrected, or if the violation is very serious, you may be placed on suspension for up to 90 days. During the suspension period you will not be able to access food products. The FOOD for Lane County Executive Director or designee also has authority to terminate a partner agency at any time. You may appeal the decision as described in the policy, which is included as an appendix of your Partner Agency Agreement.

**FOOD SOLICITATION POLICY**

The following Food Solicitation Policy exists in an effort to ensure that FOOD for Lane County Partner Agencies have access to the food resources they need and to maintain the equitable distribution of food throughout the network.

**FOOD DONORS**

Partner Agencies will not solicit food donations from current FOOD for Lane County food donors if doing so is likely to diminish the food resources of FFLC.

FFLC will not solicit food donations from current Partner Agency donors if doing so is likely to diminish the food resources of that Partner Agency.

FFLC will keep Partner Agencies apprised of the status of these food donor relationships, working to ensure donor partnerships serve FFLC and our Partner Agencies in the most effective manner. FFLC encourages Partner Agencies to coordinate with FFLC if the Partner Agencies have any question about the status of a potential food donor.
Food Drives

In Eugene and Springfield, Partner Agencies are welcome to plan and execute small food drives which generate up to 300 pounds, not to exceed 1,000 pounds within a fiscal year. Any food drive that is expected to generate over 300 pounds will be coordinated with the FFLC Food Resource Developer in charge of food drives in order to make sure that the food drive will not diminish FFLC’s food resources or conflict with a food drive that FFLC has planned.

Rural pantries are welcome to plan and execute food drives of any size. In rural communities, Partner Agencies that are not pantries are encouraged to coordinate their food drive efforts with their local pantry to ensure that they are not competing for the same resources as the pantry.

FOOD for Lane County will continue to work hard to collect food that will be distributed throughout the entire network.

Reporting

All Partner Agencies must report donations from donors or food drives on their monthly reporting forms.

Distribution of Donated Food to Volunteers

The distribution of food to volunteers as a reward for their efforts and as encouragement to continue involvement as a volunteer is not allowed. This practice, whether the volunteer meets the income guidelines for eligibility for services or not, is considered compensation for the volunteers’ labor and changes the status of the volunteer to employee. Compensation offered to employees must meet wage and hour guidelines and is taxable.

Rewarding volunteers with donated food violates our agreement with donors that the donated products will not be used for trade, sale or barter. The only acceptable uses of donated food in relation to volunteers is very limited tasting and testing to see if food is still palatable, or if the food might otherwise need to be discarded. The key is to ensure that this is not a regular occurrence or expected distribution for the benefit of volunteers. Additionally, volunteers at meal sites are allowed a “shift meal” if the meal is taken at the same time and in the same manner as clients. It is not allowable to set food aside for volunteers to be eaten later or taken home. If a volunteer is eligible for the services that
your agency provides, the volunteer must receive their food in the same manner and at the same time as all other clients.

**Distribution of Donated Food to Other Agencies**

Generally, the goal is for Partner Agencies to distribute all of the food received from FOOD for Lane County. From time to time, there may be an occasion when you are unable to distribute all of the food you have received. With prior FOOD for Lane County approval, you may redistribute food to another FFLC Partner Agency. Once food has been transferred between Partner Agencies once, it may not be transferred on to another agency. Food received from FOOD for Lane County may never be sold. All food transfers must be tracked, logged, and kept on file.

**Equal Opportunity Providers**

Agencies must make FFLC products available to all needy individuals without regard to race, color, national origin, sex, age or disability. All Partner Agencies must operate in full compliance with all provisions of the Civil Rights Act of 1964. Posters or signs regarding this policy must be posted at all food distribution sites. Each agency must have an anti-discrimination policy in place; feel free to use ours as an example.

**Non-Discrimination Statement:**

**Long version:**

“In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400
Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

Short version [text must be the same size as the rest of the document]:

"Name of Agency is an equal opportunity provider"

All complaints of discrimination will be investigated by the Partner Agency Services Coordinator, and, if applicable, the Department of Human Services. If the agency’s practices appear to be discriminatory, the Partner Agency Services Coordinator will report the practices to FFLC’s Executive Director for review and action and to the Department of Human Services, in applicable cases.

PARTNER AGENCY GRIEVANCE POLICY
We strive to maintain good working relationships with our partner agencies and be receptive to your feedback and input. If you have a complaint about our services, we encourage you to let us know as soon as possible and we will work to find a mutually acceptable solution. If you would like to file a formal complaint, the Partner Agency Grievance Policy describes how to do so. A grievance is a perceived inconsistency in FFLC policies or practices that result in unfair or inequitable treatment and that has given rise to your complaint. Formal complaints must follow the procedure outlined in the policy, which includes a written statement submitted to the Executive Director. Please refer to the policy in your Partner Agency Agreement, or contact the Partner Agency Services Coordinator with any questions about how to proceed.

FOOD SAFETY AND STORAGE INFORMATION

GENERAL PRACTICES

- Keep all food four inches off the floor by storing it on pallets or shelves
- Keep food away from walls for good ventilation and pest control
- Keep doors and windows well sealed to prevent pest entry and water damage
- Maintain proper temperatures in dry storage areas, refrigerators and freezers. Check temperatures of all storage areas at least weekly and keep a log of the date and temperature of each
- Maintain good pest control systems. Check rodent traps weekly and keep a log of the date and findings at each trap
- All foods should be inspected and assessed for fitness of consumption. When in doubt, throw it out!

Commented [NK16]: Added 2017
FOOD STORAGE

The size and quality of your storage space can give you greater flexibility in your food orders and may even save you transportation costs and time by reducing replenishment trips. However, the nature of food banking is to use the acquired product quickly, and not store it for more than a short period of time. If possible, rapid turnover of most products should be occurring. While FOOD for Lane County does our best to inspect the quality of all items leaving the warehouse, it is the individual partner agency’s responsibility to use this product in a timely fashion to ensure it is safe and palatable at the time it is distributed or served.

If product is remaining in your storage area longer than three months (including frozen products), you should look carefully at your ordering habits and make necessary adjustments. Are you ordering too often or bringing back too much to your program? Are you choosing too many items that are found difficult to use? Is the product unfamiliar to the persons you serve? Would recipes help clients to use the product? Does the specific size of the product make it difficult to use in a reasonable length of time? The Partner Agency Services Coordinator or the Inventory Systems Coordinator can help you on all of the above questions either at the time of your order or at the point that you need further suggestions. A basic rule for food storage is the FIFO (First in, First Out) or FEFO (First Expired, First Out) systems.

First in, first out (FIFO) & First Expired, First Out (FEFO)

FIFO & FEFO is a system of food rotation that should be established at each agency. No more than a two-month supply of commodities is recommended to avoid unintentional stockpiling of resources which might lead to commodities being stored longer than is safe. Therefore, the food closest to its expiration or food received first should be used or distributed before foods with a later expiration date or received later.

Room Temperature or Dry Storage

When you store food out of the refrigerator or freezer, it is called “room temperature storage.” Food that is low risk can be stored at room temperature between 50-70°F. The best conditions for storing low-risk dry goods include a dry, cool, well-ventilated and clean space.

Things you need to know about room temperature storage:

- Keep the area where you store food clean and neat.
- Keep all food at least 4 inches above the floor and 4 inches away from the walls. If you are keeping the food for more than 30 days, leave at least 18 inches between each stack of food and walls.
- Keep food in clean, covered containers with a label that shows the name of the food, the date you received it, and the date by which it should be used.
- Do not store food near anything that could make the food unsafe like cleaners, poisons, sewer lines, water lines, or refrigerator lines.
- Carefully check grain, rice, nuts, seeds, spices, and similar foods for signs of infestation. Bugs may be small and hard to see.

**Refrigerator and Freezer Storage**

- Refrigerator temperature must be kept between 33-41°F and freezer temperatures at or below 0°F.
- Keep refrigerators and freezers neat and clean.
- Keep food in clean, leak-proof and covered containers with labels that show the name of the food, the date you received it, and the date by which it should be used.
- Wrap raw meat, poultry, seafood, cheese, baked goods, and prepared foods tightly. Store these types of foods that may leak away from and below other foods.
- Check produce often for pests, slime, mold, and rot.
- After serving food, return leftovers to the refrigerator immediately. Mark all leftovers with the day and date to verify when and/or where the item may have come from.
- Food that is frozen solid will stay safe to eat indefinitely, but may lose its taste or texture.
- Do not pack food in too tightly. Cold air must be able to flow around the food.
- Have a backup power supply for your refrigerator in case you lose power.

**Refrigerator and Freezer Maintenance**

Refrigerators and freezers must be maintained properly in order to keep food safe to eat. The average life of a refrigerator or freezer is 14-17 years. You can extend the life of your units by following these guidelines:

- Keep the inside of the unit clean. Use bleach and water solution to sanitize regularly.
- Remove all loose pieces of paper and plastic. These can be pulled into the fans and cause problems.
- Allow adequate air circulation around stored food. Do not overstock the units, and keep air space between shelves.
- Remove food from cardboard cases whenever possible, and allow adequate air circulation around the food. Cardboard insulates the food and keeps it from reaching the temperature needed.
- Defrost freezers on a regular schedule to keep ice from building up.
- Keep the area directly in front of and under the interior cooling fans open. Allow about six inches so the air can circulate properly.
- Avoid exposing freezers or coolers to damp areas or direct sunlight. For freezers, if the unit is self-defrosting, don't let the outside temperature drop too much below 50°F. Otherwise, the oil becomes thick and causes premature compressor failure.
- Do not store items on top of units. This can interfere with proper cooling.
- Keep the filter clean by washing in warm soapy water every month.
Vacuum the coils and keep dust and cobwebs off the coils and compressor.

Keep a thermometer inside all cooler units and maintain the temperatures at or below 40°F at all times. Avoid going below 32°F (freezing).

Keep a thermometer in every freezer and keep the unit below 0°F at all times, and please remember that freezers do not kill bacteria.

Common Cooler or Refrigerator Problems & Solutions

Problem: The inside temperature is too hot or too cold for good storage

Solutions:
- Adjust the temperature controls to a higher or lower setting. On most commercial units the control is behind the front panel above the doors.
- Be sure doors are closing properly. Sometimes, uneven flooring will prevent the doors from closing and sealing well.

Problem: The unit seems to run constantly

Solutions:
- Check all coils for dirt or frost buildup, and clean or defrost as necessary.
- Move unit to provide adequate clearance for proper airflow.
- Check that doors are sealing properly and the light bulb is turning off when the door is closed.
- Repair thermostat.
- Check refrigerant level.

Common Freezer Problems and Solutions

Problem: Freezer is slowly getting warmer

Solutions:
- Check to be sure ice isn’t building up and restricting airflow.
- Vacuum the rear coils.
- Remove anything from the top of the unit.

Problem: Door isn’t closing properly or sealing

Solutions:
- Check seals for damage or interference.
- Make sure the unit is level and on even ground.

What to Do if the Power Goes Out

- Keep the refrigerators and freezers closed. Do not open the doors any more than you have to. A full freezer will stay at 0°F for about two days. A half full freezer will stay at 0°F for about one day. If the freezer is not full, put foods together so they can keep each other cold. Food in the refrigerator is safe if the power is out for no more than a few hours.
- If the power will be out for several days, add dry ice or block ice to the refrigerator and freezer.
  Be careful with dry ice; do not touch it or breathe in fumes.
- Put meat and poultry on the bottom shelf or on a tray so that if they begin to thaw, their juices
  will not drip onto other food. Be sure to throw out any food that becomes contaminated with
  raw meat juice.
- If possible, find another place to take your fresh foods. Your agency should have an emergency
  plan in case of this situation.

**FOOD HANDLING**

**FOOD SORTING SAFETY GUIDELINES**

While all product that you acquire from FOOD for Lane County has been evaluated, it is important that
you are able to recognize basic food sorting safety guidelines. This will significantly reduce the possibility
of an unfortunate contamination of valuable food product, or worse. The following information is to
provide a basic understanding of the food sorting process. Each agency situation is different. FOOD for
Lane County staff can gladly provide you with more details.

Foremost, inspect all product coming into your agency before placing anything on your shelves or into
refrigeration units. Check for any obvious signs of rodent or other pest activity like droppings, gnaw
marks, or insect casings. Has anything been damaged on transport to your site? Are there any signs of
spills, including powders that could have contaminated other nearby items? At a minimum, items should
be wiped using a sanitization solution made with one tablespoon of chlorine bleach per gallon of water.

**Cans:** Throw away cans with bulges at either end, pitted rust (can’t be wiped off), dents that affect your
ability to open it, dents shaped like a pouring pitcher, or severe dents on seams.

**Bottles:** Throw away bottles with any leakage, any sign of dirt or mold under the lid, loose tops, raised
“button” in center of cap, when held up to the light any unusual separation or discoloration, or anything
unusual about the cap.

**Dry boxes:** Throw away boxes with any rips, punctures, or splits in seams that might have led to
contamination of product if the inner bag is not intact; packages with no inner bag (flour, rice, beans
etc.); bags that have been taped shut; or bags that are leaking dry product.

**REPACKAGING**

FOOD for Lane County offers a Food Repack Certification for Partner Agencies who wish to repack food.
Ask your Partner Agency Services Coordinator for more information about this training. Partner Agencies
cannot repack USDA commodities, liquids, Fresh Alliance products (except for culling produce), meat
products, or frozen product that must be chipped at or cut to break apart.

**HANDLING DONATIONS FROM RETAIL AND HOSPITALITY ESTABLISHMENTS**
FOOD for Lane County has a Partner Agency Food Solicitation Policy that aims to preserve equitable distribution of food throughout the county and respect donor relationships. Please reference FFLC Partner Agency Agreement Appendix A for more details about the allowances and limitations of the Food Solicitation Policy.

This includes (but is not limited to) product from restaurants, caterers, hotels, retail establishments and convenience stores.

This is a more complicated process than accepting manufactured goods, and may require additional food safety training or certification. Please consult FFLC before accepting donations of prepared foods from these types of donors.

All donations from retail and hospitality sources must be provided by a regulated food business, and must be in compliance with local food handling regulatory requirements. In addition, they must:

- Be transported, received, stored and held at appropriate temperatures (41°F or below for chilled, 0°F or below for frozen, 135°F or higher for hot foods).
- The person or business transporting the food must use a passive (thermal blanket/cooler with icepacks) or visibly active temperature retention system (refrigeration unit) to maintain temperatures within the allowable limits.
- The agency must take sample temperatures upon delivery.
- Be protected from environmental contamination during display and/or services.
- Not include foods previously served to the public (e.g., exposed to the public on a self-service buffet or on bulk displays exposed to the public).
- Be first generation surplus foods, i.e., not previously reheated for second-time service.
- Be packaged in first-use food grade packaging.
- Be labeled correctly, the label to include:
  - The name and location of the agency.
  - The name and location of the donor.
  - The food description (e.g., lasagna, chicken noodle soup, etc.)
  - The date of the donation.

An allergen disclaimer statement that includes the following: “Allergen Warning: This container holds rescued food that may contain, have come into contact with, or have been produced in a facility which also produces milk, eggs, peanuts, tree nuts (walnuts, almonds, pecans, hazelnuts/filberts, pistachios, cashews, coconuts, pine nuts, macadamia nuts, and/or Brazil nuts), fish, shellfish (crab, crawfish, lobster, shrimp, mussels, and/or oysters), wheat, soybeans, and/or sesame seeds.”

**Handling Donations from Perishable Food Drive Operations**

If your agency holds or is a recipient of a food drive in which perishable items are specifically requested (e.g., turkeys, hams, milk), you must comply with applicable food safety regulations. If someone else is
hosting the food drive, you must make sure that they will comply with these rules. It’s best to have a meeting before the food drive to be sure that all parties are aware of their responsibilities.

Receiving Perishable Food Drive Donations

Appropriate cold holding equipment must be available when receiving perishable food drive donations (walk-in cooler/freezer, refrigerated truck, chest freezer, chest cooler) if the perishable food drive takes place anywhere other than at your agency.

Refrigerated product must be received at 41°F or below, frozen product must be received at 0°F or below.

Random, sample temperatures of perishable food drive products must be taken and documented.

Once the perishable food drive has been completed, all donations received must be stored appropriately.

Rejecting Perishable Food Drive Donations

Remember to use the same standards for a targeted perishable food drive that you would use for any other donation:

- If perishable food drive products do not arrive at your agency at appropriate temperatures, they must be promptly isolated and discarded.
- If a frozen food drive product is provided and no longer frozen, the item cannot be refrozen. It must be promptly isolated and discarded.
- If any perishable meat, pork or poultry food drive product is not frozen by its sell-by date, it must be promptly isolated and discarded.
- If any perishable product shows signs of time/temperature abuse, such as large ice crystals inside the packaging, it must be promptly isolated and discarded.

Proper Recall Procedures

1. Each Partner Agency (PA) is responsible for appointing a Recall Coordinator.
2. Upon receipt of a recall notification, PAs in coordination with FFLC will issue recall notification flyers and posters for their recipients/volunteers as soon as possible but no later than 24 hours after receiving the recall notification. The PA’s Recall Coordinator will disseminate the recall notification. The recall notification will include:
   - Product name, affected lot # and any other product information necessary;
   - If the media is used to contact recipients, PAs will use the press information forwarded by OFB.
3. PA Recall Coordinator will see to it that product is consolidated, tagged, and isolated in a designated location.
4. PA Recall Coordinator will wait for further instructions by FFLC.
- If product is to be destroyed it can be destroyed at the agency’s site or returned to FFLC to destroy.
- In some instances, FFLC will request the product is returned to the food bank.

**Distressed Canned Food Guide**

Distressed canned foods may be potentially hazardous to consumers. In almost every case, laboratory analysis is required to determine the safety of the food. This is not practical for most agency situations. This guide is intended to assist partner agencies in determining the safety of distressed canned foods without laboratory testing.

Outdated or obsolete canned goods are acceptable for donation and can be distributed several years after the “sell-by” date. Although color or texture may be affected due to age, the product is still safe.

Unopened shelf-stable dressings and sauces that are up to three months past “sell-by” date are acceptable. Also acceptable for donation are unopened, out-of-code, or obsolete dry food products. Outer package may be torn but internal packaging MUST be intact (e.g. cake mix box is torn but the plastic bag containing the cake mix is NOT.)

Examples of damaged cans that should not be used or distributed are show below.

<table>
<thead>
<tr>
<th>Sharp dent on side seam; flat dent is ok</th>
<th>Sharp dent on top or bottom seam; unless it is a seamless can</th>
<th>Missing labels</th>
<th>Swell at top or bottom</th>
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<tbody>
<tr>
<td><img src="image1" alt="Sharp Dent on Side Seam" /></td>
<td><img src="image2" alt="Deat on Top or Bottom Seam" /></td>
<td><img src="image3" alt="Label Missing" /></td>
<td><img src="image4" alt="Swell" /></td>
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<td>Rust that cannot be brushed off</td>
<td>Cans that are leaking</td>
<td>Springer or flipper; vacuum seal broken</td>
<td>Sharp dent with crease; pointed ends</td>
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<td><img src="image5" alt="Rust/Pitted" /></td>
<td><img src="image6" alt="Leakers" /></td>
<td><img src="image7" alt="Springer or Flipper" /></td>
<td><img src="image8" alt="Sharp Dent with Crease" /></td>
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In the Event of a Disaster

Partner Agency Expectations

In the event of a disaster, FFLC’s Emergency Response Plan dictates that we focus on continuing service to our Partner Agencies to get food where it is needed. Our goal is to help your agency get food out to hungry people in our community. FFLC will decide, based on the situation, whether we have the capacity to provide direct service to clients in addition to maintaining food distribution to Partner Agencies. You can expect the following from us:

- As possible, we will work to maintain an adequate food supply so that we can continue to provide food to your agency.
- As possible, the Partner Agency Services team will communicate with you about how to get food to your agency. This may be by phone, internet, personal visits, or whatever means we can identify depending on the circumstances.
- As possible, we will compile lists of which agencies are providing services, and make this available to your agency and the community at large.
- If FFLC experiences an influx of volunteers beyond our capacity to put to work, we will determine which of our partners have the most critical need for volunteers, and route them appropriately.

Your Partner Agency will be called on to serve your clients and the additional service seekers that require assistance during a disaster. It is important for you to:

- Be prepared! Have a plan in place to ensure that you can continue providing services to those in need.
- Communicate proactively with FFLC.

Program Priorities During Disasters

In a disaster situation, FFLC may need to focus resources. This “tier” system has been established ahead of time to outline the priority of our efforts. The first priority is Tier One, with the subsequent tiers operating only as resources allow.

Tier 1 – Align with our disaster mission statement

We will focus resources to provide food to partner agencies to get food where it is needed.

- 1 – Emergency food pantries (OFB Agency Service Category 1A)
- 2 – Meal sites and shelters (OFB Agency Service Category 1B)

Tier 2 – Emergency food to vulnerable populations

We will strive to get these operations functioning as quickly as possible after Tier 1 is met.

- FFLC Dining Room
• Meals on Wheels

**Tier 3 – Supplemental food programs**

These programs most likely will not function temporarily. We will only continue these if there are abundant physical and human resources available. Staff will likely be reassigned to other areas during the disaster recovery phase.

• Food distribution to OFB Agency Service Category P2 agencies
• Food Rescue Express (FREX)
• Summer Food Program
• Senior Grocery Program
• Extra Helping
• Produce Plus
• Cereal for Youth
• Snack Pack

**Tier 4 – Educational programs**

Educational programs that are non-emergency in nature. These programs most likely will not function for a longer period. We will only continue these if there are abundant physical and human resources available. Staff will likely be reassigned to other areas during the disaster recovery phase.

• Gardens
• Nutrition education
• Multicultural outreach
• Advocacy
You can request copies of these forms from your Partner Agency Services Coordinator.

**Temperature Log**

Temperature readings should be taken for ALL UNITS and STORAGE AREAS first thing on any day your agency is open to serve clients. Record actual temperatures (34°F as opposed to a check mark).

**Agency:**

**Year:**

- Freezers should be below 0°F Fahrenheit
- Coolers should be between 33°F - 41°F Fahrenheit
- Storage areas should be between 50°F - 70°F Fahrenheit
- Product should be stored 4 inches from walls and off ground to allow proper air circulation and cooling

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# Pest Control Log

Check for pests as often as your program is open, no more than weekly. Initial in the appropriate box for the date if there is no sign of pests. Note incidences of pests below.

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Note incidences here:
STAFF/VOLUNTEER ANNUAL TRAINING LOG

All staff and volunteers who handle food must receive Civil Rights training and review the OFB Food Safety DVD annually. Pantry Managers and lead volunteers must acquire an Oregon Food Handlers Card. All staff and volunteers must sign the Confidentiality Agreement.

Confidentiality Statement: I pledge to create an environment of courtesy and respect to all we serve. I will refrain from gossip and keep all information heard or observed about clients, staff or donors confidential. While performing services, I am bound by laws and policies which protect the privacy of client information. I agree to keep this information in the strictest confidence.

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<th>Confidentiality Agreement Signature (Sign below that you’ll adhere to the above statement)</th>
<th>Civil Rights Training Received Date</th>
<th>Food Safety DVD/Video Viewed on Date</th>
<th>Food Handlers Card Expiration Date (at least 1 PIC onsite)</th>
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Food Safety DVD online: www.tiny.cc/foodssafety