



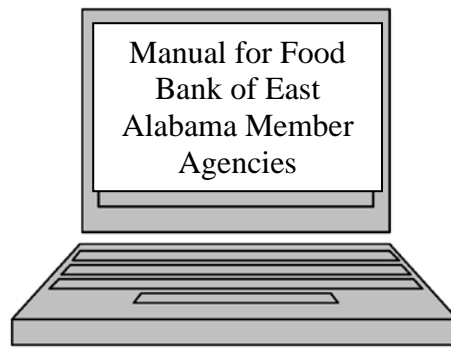
THE FOOD BANK OF EAST ALABAMA
AGENCY HANDBOOK

THIS IS YOUR INFORMATION PACKET.
IT CONTAINS INSTRUCTIONS,
INFORMATION, SAMPLE FORMS AND
WILL ANSWER MOST OF
YOUR QUESTIONS.

KEEP THIS PACKET FOR FUTURE REFERENCE.

355 Industry Drive, Auburn, AL 36832
Phone: (334) 821-9006
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www.foodbankofeastalabama.com



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WELCOME

Welcome to the Food Bank of East Alabama. The Food Bank has been committed to eliminating hunger in East Central Alabama since its inception in 1993. By becoming a new agency of our network, you are joining a successful partnership dedicated to stopping hunger and food waste in this community.

This manual can be a great help to your agency whether you are a long time member or a new member. This publication is intended to help you understand the policies and procedures of a Feeding America Food Bank.

The warehouse is located in the Auburn Industrial Park on 355 Industry Drive in a 20,000 square foot building with freezer and cooler space of over 30,000 cubic feet. Today the program serves over 185 agencies in a seven county service area. The Food Bank operates as a clearing house for donated surplus or salvage food, USDA commodities, and Feeding America donations. The Food Bank is governed by a board of directors which is comprised of area business men and women, community volunteers, agency members and concerned citizens.

On behalf of the Food Bank, we welcome you to our program. Do not hesitate to call us if we can be of further assistance.

FEEDING AMERICA NATIONAL NETWORK

The Food Bank of East Alabama is a member of Feeding America National Network of Food Banks. Their headquarters are located in Chicago, Illinois. This network is the largest non-governmental food program in the United States. Feeding America solicits food donations from the nation's food industry and other sources. The donated food is channeled through more than 200 member food banks to 50,000 soup kitchens, pantries, senior programs, day care centers, rehabilitation centers, homeless shelters and other non-profit agencies that serve the nation's needy.

AREAS SERVED BY THE FOOD BANK OF EAST ALABAMA

The Food Bank primarily serves seven counties in South Central Alabama: Lee, Macon, Tallapoosa, Chambers, Barbour, Randolph, and Russell.

DAYS AND HOURS OF FOOD BANK OPERATION AGENCY DISTRIBUTION HOURS

	Agency Shopping	Warehouse Closed	Agency Shopping
Monday	8-11:00 am	12:00 pm	1-3:00 pm
Tuesday	8-11:00 am	12:00 pm	1-3:00 pm
Wednesday	8-11:00 am	12:00 pm	1-3:00 pm
Thursday	8-11:00 am	12:00 pm	1-3:00 pm
Friday	Closed for Agency Shopping		

The Food Bank is closed to shoppers from 12 noon to 1:00 p.m.



Front Office Hours

Monday through Thursday 6:30 a.m. until 4 p.m.
Friday 6:30 a.m. until 3 p.m.

HOLIDAYS WHEN THE FOOD BANK IS CLOSED



New Years Day, Martin Luther King Jr. Birthday, Presidents Day, Memorial Day, Juneteenth,
Independence Day, Labor Day, Veteran's Day, Thanksgiving Day,
Day after Thanksgiving, Christmas Day

**We are generally closed on the last business day of the month for inventory (check the Agency
Newsletter or web site for changes)**

Methods of Obtaining Food

1. The first time you place an order at the Food Bank, we recommend that you schedule an appointment with Food Bank staff. After your first order you will be able to come any time during regular distribution hours. Keep in mind that it is especially important to plan in advance during the holiday season in November and December when it becomes busy at the Food Bank.
2. We can fax or email a food list. This can be faxed or emailed back to the Food Bank before you come or can be brought with you. Our fax is (334) 821-4697; email address **eafborder@foodbankofeastalabama.com**.
3. Another way of getting the food list is to print it off the web site. To access the food list, go to **www.foodbankofeastalabama.com**. Select **Agency Partner Login**, choose the appropriate list **Food List** or **Foster Family Food List**. This will bring up the food list. You can then print it out to fill in and return to the Food Bank or save to your computer, fill in and email to **eafborder@foodbankofeastalabama.com**
4. You will be required to show your shopper's card. While you shop, the warehouse staff will pull the cased items you have ordered.
5. When the Distribution Staff tells you that your order is ready, you may pull your vehicle up to the loading area. The Food Bank staff and volunteers will load your product into the vehicle. Please have your vehicle cleaned out and ready to accept the product.
6. We limit shopping visits to once per week. Agencies may order twice each week either by fax or e-mail or add to their order upon arrival.
7. Two authorized shoppers per agency may shop the Market Floor at a time. Friends or co-workers that are not authorized to shop can wait in the lobby or in your vehicle.
8. Orders can be placed up to 5 working days prior to pick up or delivery. Orders not picked up within five days will be returned to inventory and a \$35 restock fee may be charged to the agency account.

Becoming an Authorized Shopper:

To add a staff member or volunteer as an agency authorized shopper, the Agency Director or Pastor must inform the Food Bank in writing that the person is authorized to attend shopper orientation and to order for the agency. The letter must be on agency letterhead with the Director's or Pastor's original signature. Alternatively a Shopper Orientation Authorization form is available for your use.

At this time, you may also remove a staff member or volunteer who is no longer authorized to order product for your agency.

Once the authorization letter or form is completed, it may be mailed, emailed or faxed to the Food Bank. Email Barbara Beck at: bbeck@foodbankofeastalabama.com or fax to 334-821-4697.

Shopper Orientation is held the third Tuesday of each month from 8:45 a.m. – 11 a.m. CST. If the attendee arrives after the session has begun, they will be rescheduled for a future orientation session.

ID Card:

When the attendee arrives at Shopper Orientation, their picture will be taken for the Shopper ID card. The ID card will be available the next time they come to the Food Bank to shop. Authorized shoppers will need to present their Shopper ID card to the person at the front desk when they arrive at the Food Bank and before entering the distribution area.

If you bring friends or co-workers, they will not be allowed in to the distribution area without a Shopper ID.

Agency staff or volunteers who have been authorized to pick up product do not have to have a Shopper ID to access the distribution area. They are only allowed to pick up product, not add to the order or shop the shelves of the Market Place area.

There is no charge for the first card, but there will be a \$2 charge to replace a lost ID card. One way to safeguard your card is to take a picture of your Shopper ID card and store it on your cell phone.

How to Shop at the Food Bank

1. Before ordering, determine how many pounds of Food Bank product your vehicle can hold. If you need help with this, please contact our distribution desk.
2. An agency may order product twice a week and then when you pick-up product, shop the shelves.
3. You may also come to the Food Bank and place an order.
4. Days and hours of Food Bank operation are:

Food Bank Agency Distribution Hours (Central Standard Time)			
	Agency Shopping	Warehouse Closed	Agency Shopping
Monday	8:00-11:00 a.m.	12:00-1:00 p.m.	1:00-3:00 p.m.
Tuesday	8:00-11:00 a.m.	12:00-1:00 p.m.	1:00-3:00 p.m.
Wednesday	8:00-11:00 a.m.	12:00-1:00 p.m.	1:00-3:00 p.m.
Thursday	8:00-11:00 a.m.	12:00-1:00 p.m.	1:00-3:00 p.m.
Friday	Closed	Closed	Closed For Cleaning
The warehouse is closed to agencies the last day of every month for inventory. Check agency newsletter and Food Bank web site for changes.			
The <i>last week of December</i> the warehouse is closed for yearly inventory.			
The Food Bank is closed for all national holidays: <i>New Years Day, Martin Luther King Jr. Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day</i>			

5. **Front Desk Office Hours:** Monday – Thursday 6:30 a.m. – 4:00 p.m.
Friday 6:30 a.m.–3:00 p.m.

6. If you **pre-order**, you may fax or e-mail a *completed* order form to:
- Fax number (334) 821-4697
 - E-mail address eafborder@foodbankofeastalabama.com
 - Agencies may pre-order up to five (5) business days prior to picking up available product.
 - Please note that we receive limited quantities of product and chances are that other agencies are vying for the same products you are. You will not always receive everything you ordered.
 - Order forms change daily. Do not hold onto an order form and submit it days later. Chances are that the product may be reserved for other agencies that placed their orders first.
7. To access the food list go to:
- www.foodbankofeastalabama.com
Click **Agency Partner Login**
Click: **Food List** or **Foster Food List**
8. Copy and paste your order form to Word and e-mail the order as an attachment to eafborder@foodbankofeastalabama.com or print and fax your completed order to 334-821-4697
9. Order forms **MUST** include the following:
- *Agency Number*
 - *Agency Name*
 - *Name of authorized shopper placing the order*
 - *Pick up or Delivery* (circle one) (Deliveries must be scheduled and pre-approved.)
 - *Requested date* (the date of Delivery or Pick Up)
 - *Designate time of pick up* (time you expect to be at the Food Bank to pick up product.)
 - o Remember to give agency's full name. We have agencies with similar names and some agencies have more than one program, i.e. *EAMH-BIT*, *LCYDC-TFC*.
 - o The person-ordering product **must** be an authorized shopper who has attended shopper orientation. Someone else cannot use your name to place an order.
 - o No personal shopping
 - o Limited product-if you want additional product that has a limit, **write-in** at the top of the order form how many households/people you serve.
Example: Serve: 100 households, or
Serve: 35 people three meals 7 days/wk
We may be able to accommodate your request.
10. Ordering product
- Agencies may pick up Food Bank product *once a week*. Once you place an order, you have five (5) business days to pick-up the product. If you are unable to pick-up product the day you indicated, contact distribution to let them know when you will be able to reschedule. Communication goes a long way! Otherwise, there is a \$35.00 restocking fee.

11. Pick up If you pre-ordered Food Bank product, when you arrive sign in at the front desk, ask for another order form if you wish to add to your order and shop the shelves. Once you pick up your order, you may not order for the rest of the week. Orders are entered into the computer in the order they were received.

Two authorized shoppers per agency may shop the market floor. Friends or co-workers must wait in your vehicle or in the lobby.

12. Delivery You may place an order five (5) days prior to your delivery. If you would like to add to your order, e-mail or fax another order form by 11:00 a.m. CST the day before your delivery. *You may only place two (2) orders prior to a delivery.*
- o An agency may not place an order for delivery and the same week place another order for pick up.

Product Return Policy

The Food Bank makes every effort to not distribute any food which is spoiled or in any way unfit for human consumption. To ensure product safety, donated items are evaluated by trained staff according to guidelines established by the national food industry. On a rare occasion, an agency may receive a product that may be damaged or spoiled. Your staff must make the final determination as to the suitability and integrity of any items received from the Food Bank.

The Food Bank will accept product for return when the agency follows the procedures listed below and a credit will be issued when appropriate.

PROCEDURE:

1. As soon as you notice a problem, call the Food Bank at 334-821-9006 and ask for the Warehouse Manager. He is the point of contact for returns.
2. Bring the product to the Food Bank for evaluation. It is very important for Food Bank staff to be able to visually determine the integrity of the product.
3. A credit will be issued to the agency's account for returned product under the following conditions:
 - The agency has received the wrong item
 - The product was damaged or spoiled before leaving the Food Bank of East Alabama
 - Perishable goods were evaluated upon receipt, the problem was reported immediately. A credit was authorized by the Food Bank Warehouse Manager.
 - The product is returned to the Food Bank within 3 days of receipt.

Credit cannot be issued for packaging reasons. It is the agency's responsibility to order items that are usable for their program.

Always contact the Food Bank when any product is questionable. Communicating your concerns helps our staff to ensure that all products distributed are wholesome and safe. If you have any questions about expiration dates or "use by" dates, please do not hesitate to call. The "Just How Long is That Food Good?" booklet can be found on our web site under Member Agencies, Policies and Forms.

APPROPRIATE USE OF FOOD BANK PRODUCT

All items which the Food Bank receives are donated with the understanding that they will be used for the intended purpose of feeding needy people. We expect all Food Bank agencies to abide by this intent. Remember, when food donors find their products misused, they stop donating. Please take these rules as seriously as we do! In order to insure that all of our agencies have a clear understanding of the requirements governing the usage of product received from the Food Bank, we outline the following rules that must be followed in the distribution of any products, food items or non-food items from the Food Bank.

1. Your lawful use of Food Bank product is to provide them free of charge to the ill, the needy, the elderly and children or infants.
2. Items must not be sold, swapped, or bartered to anyone under any circumstances. This includes sale in thrift stores, flea markets, bazaars or any events in which items would change hands for money or goods.
3. The food received from the Food Bank is intended solely for the clients in the program. Agency members may eat the food only if their job includes eating with the clients. It is not for personal use.
4. Food Bank food may not be used for staff party functions or board meetings unless a majority of those consuming the food fall into the low-income category.
5. Staff members may not use Food Bank food for their private use.
6. Items must not be given as payment or reward for any kind of services. This includes volunteers who help to transport, sort, store, package or distribute goods.
7. Agencies must not require contributions from food recipients nor charge recipients a membership fee that is related to the distribution of items supplied by the Food Bank.
8. Agencies must not require food recipients to attend worship services, classes, etc., as a condition for receiving food from the Food Bank.
9. Food Bank goods are intended to be free and for needy people. Food Bank product should be directed to the care of the needy. If some non-needy persons are served by the agency, it must be demonstrated that the majority of the clients are indeed low-income and that the primary benefit is to the needy.
10. Food must not be used for consumption by an agency (church, charitable or service organization) for social or fund raising events or group meals that are not for the purpose of feeding the needy.
11. Food Bank non-food items, such as cleaning products, may be used by your agency to help reduce operational expenses if applicable.

12. Food Bank products can only be used for the program(s) described in your application. For example, items received for a church's emergency food pantry cannot be used for the church's soup kitchen to feed homeless people, unless this program is named in or added to the original application for membership. Please notify the Food Bank in writing if your agency wishes to expand its program to another not included in the original application.
13. You may not store food in a personal home unless this has been approved by the Food Bank.
14. Agencies may not donate or sell items received from the Food Bank to another Food Bank agency without permission from the Food Bank.
15. Agencies must make every effort to insure that the recipients are truly needy and are not obtaining food under false pretenses or going from one agency to another. Violations of this nature must be reported to the Food Bank.
16. Agencies must immediately report to the police any loss of food by theft and submit a copy of that report to the Food Bank. Any loss by fire or other mishap must also be reported to the Food Bank.
17. Failure to comply with these rules jeopardizes both the Food Bank system and our generous contributors. **Obtaining food under false pretense or for fraudulent purpose is in violation of the criminal code of the State of Alabama.**

Food Bank Programs belong to member agencies and the people they serve. We must rely on our member agencies to ensure that products are served only to those whom food banking is intended to benefit. Any abuse of Food Bank food can result in expulsion from the Food Bank program. We emphasize this because Food Bank products may tempt otherwise honest, law-abiding people to break the law. DO NOT DO IT! Penalties for misappropriating donated products are severe. Convicted offenders face up to 20 years in prison and fines up to \$20,000.

Need a little more clarification?

WHEN CAN FOOD BANK PRODUCTS BE USED WITHIN AN AGENCY?

First, let's take a look at how the food may not be used. Food Bank food cannot be used by a church or organization for fund raising purposes, to repay volunteers that would not otherwise qualify as needy, for social events or for any event that is not for the express purpose of feeding needy people. Under no circumstances can donated food be used for fund raising activities.

When a church congregation is the target meal, Food Bank food should not be used. Why? Because it is not for the express purpose of feeding the needy. In most cases, the congregation of a church will not be predominately needy.

You may use Food Bank food, under certain circumstances, when feeding a group of people who are predominately needy (for example Thanksgiving meals for recipients.) In cases where the large majority of a congregation or designated group does qualify for food assistance programs, it is permissible to use donated food for group circumstances such as feeding programs for youth or senior groups.

WAREHOUSE RULES

Warehouse rules should be followed at all times. Anyone you bring with you must also adhere to all rules of the Food Bank.

- Please observe all safety rules when shopping in the warehouse. The warehouse can be a dangerous place. Watch your step; move aside when a forklift or pallet jack needs to pass.
- Check in and sign in with the front office before going into the warehouse. Present your shopper ID card to the Receptionist and she can give you a current food list. If you sent in your order prior to your arrival, inform the Distribution Staff so they can finish preparing your order.
- No children under 12 are allowed in the warehouse. The office staff cannot watch your children and our insurance does not allow children in the warehouse. Do not leave children unattended in your car.
- Only authorized shoppers can shop in the warehouse. Please limit the number of shoppers to 2 per agency while shopping.
- If you are placing your order when you arrive at the Food Bank, order your case product first (samples are found on the display shelf to the right of the door to the warehouse.) This will allow time for your order to be processed and will shorten your waiting time. After this order is placed with the distribution desk, you can then shop from the Market Place, the display coolers and chest freezers for additional products.
- Food Bank employees are not able to accept gifts, gratuities or loans from agency shoppers. These limitations are not intended to prohibit the acceptance of articles of negligible value which are distributed generally nor from accepting social courtesies. This policy is to ensure that all agencies are treated equally without favoritism, coercion, unfair advantage, or special treatment.
- Do not give anything to the Lee County Justice Center volunteers or communicate with people outside the Food Bank on their behalf.
- Limits are placed on certain items due to demand. These limits are based on the number of people you serve. We have over 180 agencies utilizing the Food Bank and we want to give all our agencies a chance at all items. If you feel you need an exception to the limit, speak with the Distribution Coordinator.
- No smoking, eating, or drinking in the warehouse. This is not only our rule; it's the FDA's and ADA's. Please step outside the doors to enjoy your snacks and dispose of your trash in the proper containers.
- Do not go beyond the distribution desk and distribution door into the area where the racks are located. That area is where all case products are stored. If you need a case product, please fill out a food list and turn it in to the distribution desk. There is absolutely no reason for an agency shopper to go back to that area.

- If you have a multi-shopper agency, PLEASE PASS ON ANY INFORMATION GIVEN TO YOU TO THE OTHER SHOPPERS IN YOUR AGENCY. We have nearly 200 agencies with hundreds of shoppers. It is impossible for the Food Bank to call individual shoppers and give them the needed information.
- After undergoing inspection by trained Food Bank staff, the food is distributed in an “as is” condition. If you feel that you have received food that is not suitable for eating, contact the warehouse manager at the Food Bank as soon as you discover a problem.
- If your agency is an “on-site” or congregate feeding program, you are encouraged to select the larger size containers of food when available.
- We do not have the staff to take each of your agency’s shoppers on an extensive tour of the warehouse. Therefore, we have the agency orientation tours once a month. This will explain our policies, explain the rules of the warehouse, teach you how to fill out an order form, and the check-in process. ALL SHOPPERS MUST GO THROUGH ORIENTATION BEFORE BEING ALLOWED TO SHOP.
- Shoppers will only be allowed to shop for one agency during their shopping visit even if they are authorized shoppers for another agency. This will help maintain accurate records for each agency and will insure that product reaches the correct agency.

These rules are set in place for everyone’s safety and for the smooth operation of the Food Bank. To allow us to serve you in a timely manner, please follow these rules.

FOOD SAFETY

Keeping food fresh and wholesome requires attention to proper food safety rules at each stage of transportation, storage, and preparation. Because some of the product donated to the Food Bank is near the end of its best use period, it is crucial that we all take steps to maximize the length of time of the product lasts. The food safety challenge can be met by maintaining a strong pest control program, attention to cleanliness and an emphasis on keeping perishable products at the proper temperature.

Perishable products, such as meats and dairy products will begin to spoil quickly if they are not kept at the right temperature. During transportation and storage, perishable product should be kept below 40° F. This is the temperature of a refrigerator. During the winter months, you have two hours to transport refrigerated and frozen product to your agency; in the summer months, the time decreases to one hour.

All perishable products should be stored quickly in your refrigerator/freezer. When you are cooking with this type of product, it is important to keep the food hot (above 140° F) until it is served, then quickly chill the product for storage. Perishable foods kept at room temperature are in the danger zone. The longer they are kept out of the proper temperature, the more likely they are to spoil or give someone food poisoning.

FOOD STORAGE



Key points for food storage for all Food Bank products:



- Keep non-canned food (rice, flour, etc.) in rodent proof bins.
- Food must not rest on the floor. Place all food at least six inches off the floor on pallets or shelves.
- Maintain a cool, clean, dry place for storing food.
- Store food at least 12 inches away from the wall to allow for adequate air circulation.
- Organize your food stock by using a “First in, first out” system of distribution.
- Maintain a clean and dry storage area.
- Food storage area must be secure and protected against theft. Only those working with the approved feeding program should have access to the storage areas.
- Store detergents and cleaning supplies in a separate area away from food products.
- Do not stockpile food items. All food acquired from the Food Bank should be distributed in a timely manner to assure its integrity.
- Have a schedule for checking and recording the temperature of your refrigerator/freezer. A thermometer is required to be placed in your freezers, refrigerators, and dry storage areas.
- Food products should only be stored in locations that have been visited and approved by the Food Bank. Contact the Food Bank if your location changes.

Never take a chance on food that may not be wholesome. If you have any questions about the wholesomeness of a product, please call us.

Storage Questions?
Call the Food Bank at (334) 821-9006

MONEY MATTERS

Our member agencies share in the cost of obtaining, storing, and distributing food bank product by paying a small shared maintenance fee based on the weight of the food. This fee helps to ensure that the flow of product continues to move in and out of the Food Bank. This fee helps to cover *some* of the cost of acquiring and storing food (costs associated with warehouse and transportation costs); the personnel who manage the food; and maintaining high standards for handling the food.

SHARED MAINTENANCE FEES:

- Typically, shared maintenance is 18 cents per pound or less. Bread products have a 9 cents per pound shared maintenance fee. Most fresh produce has no shared maintenance fee. Some product, due to quantity, expiration date, and type of product will have a reduced or no shared maintenance fee.
- If you are picking up your order at the Food Bank, you will receive an invoice after your vehicle is loaded. If your order is delivered to you, your invoice will be mailed to you.
- For established agencies, payment can be made from the invoice or from the monthly statement you will receive after the first of each month. ***Please remember to include your agency number on all checks.*** This will greatly aid us in making sure that your payment is applied to the proper agency.
- Acceptable form of payment is an agency check. Cash or personal checks will not be accepted.
- Please pay your account balance promptly. Accounts that are habitually past due could result in your agency being placed on probation. Please contact the Office Manager if you are not able to pay your bill in a timely manner to discuss arrangements for payment.

NEW AGENCY BILLING:

- New agencies are required to reimburse the shared maintenance fee at the time of check-out for the first six months of membership. This must be done by an organizational check. Alternatively, an amount may be placed on the agency's account and shoppers may draw from this balance.

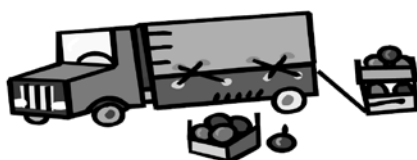
DELIVERY COST:

- It may be possible to have product delivered to the agency. Since our transportation schedule is very full, please contact the warehouse manager to inquire about a delivery. The cost is \$40 for deliveries within Auburn-Opelika City limits and \$50 for deliveries outside this area. There will be no splitting of delivery fees for agencies, but instead each agency will be responsible for its own delivery fee.

MOBILE FOOD PANTRY:

The Mobile food pantry a creative method of distribution that serves people directly from the vehicle; this “movable food pantry” helps to by-pass many of the limitations of storage space and lack of refrigeration and can go directly to the areas of need.

- Mobile food pantries cost \$700 and provide approximately 5,000 pounds of food per event. To schedule a mobile pantry, please contact the Warehouse Manager. Following the event, you will receive an invoice for the mobile pantry.



MONITORING VISITS

WHY WE MONITOR: The Food Bank is held to strict food industry standards for proper food storage and handling. We are regularly inspected by the Department of Agriculture and are monitored by Feeding America staff. Monitoring is a way of life in food banking.

WHEN WE MONITOR OUR AGENCIES: You will be visited once a year by a representative of the Food Bank. However, the Food Bank reserves the right to monitor each agency more frequently. During the visit, we will check your food storage facilities, review your records and update our file information. You will be called to schedule a visit when we are in your area. We want to come at a time that is mutually agreeable. These visits give us an opportunity to better understand your agency and its needs, to provide you with new information, and get feedback from you on how we can improve the partnership between the Food Bank and your agency. If you have any questions or need a visit at any other time, please call the Food Bank at (334) 821-9006 and ask to speak to the Agency Coordinator.

WHAT TO EXPECT DURING A MONITOR VISIT:

- A typical monitoring visit will last approximately one hour.
- We would be delighted to receive a tour of your facility.
- We will ask questions such as how many people you serve each month? What other services do you offer? What can the Food Bank do to serve you and your recipients better?
- We will ask for your feedback. What can the Food Bank do to serve you and your recipients better?

WHAT WE LOOK FOR:

- We will need to see where your food is stored. Here we look for a pest-free environment, cleanliness, food safety and sanitation.
- We look for thermometers and temperature logs on freezers, refrigerators, and dry storage areas.
- We will ask to see your invoices, distribution records (Eligibility Criteria Form), menus, and USDA inventory records.

See that wasn't so bad! Please keep in mind that we are here to help you, not to hurt you. Our agencies are the lifeline of the Food Bank and we want to do whatever we can to ensure that your agency remains active in our common mission.



PROBATION AND SUSPENSION POLICY

Orientation sessions, monitoring visits, this manual and the availability of the Food Bank staff are designed to help our agencies use the Food Bank to its fullest. Most of the time our agencies utilize our services in appropriate ways, but occasionally an agency will violate the rules of the Food Bank in such a way that it must be put on probation or even suspended.

This policy statement is intended to help you understand what you may and may not do with Food Bank product.

VIOLATIONS:

- Exchanging Food Bank food or other product for money, property or services
- Removal of Food Bank product from an on-site program for private use
- Using Food Bank product in a manner that is not related to serving the ill, needy, elderly or infants (for example: an agency cannot use Food Bank food for fund-raising events)
- Any violation of the Agency Contract
- Any violation of the Eligibility Requirements
- Storage of Food Bank product off agency property
- Chronically delinquent in reimbursement of shared maintenance contribution

PROBATION:

If the Food Bank finds that a member agency is in violation of the guidelines, the agency may be placed on probation for a period of three months. This decision is made by the Executive Director. In this event, the agency will be informed in writing. The purpose of the probation is to alert an agency of non-compliance and to provide it an opportunity to correct the problem. At the end of the probation, the Executive Director shall review the agency and decide to: terminate probation; extend the probation period; or proceed with suspension.

SUSPENSION:

The Food Bank may suspend an agency from further participation in the Food Bank. This decision is made by the Executive Director or its Board of Directors. This decision is made if: the member agency has completed the probation and has not corrected the problem; the Food Bank learns of an agency exchanging food for money, property or service; or if the Food Bank concludes that it is in the best interest of the Food Bank program that the member agency be suspended. Upon suspension, a member agency shall not participate in the Food Bank further. Notification of suspension will be in writing.

FREQUENTLY ASKED QUESTIONS

What is a Food Bank?

The Food Bank of East Alabama is a non-profit organization dedicated to distributing food to agencies that help the ill, needy, infants and the elderly in our seven county service area in East Central Alabama. We offer a large selection of food at a very low Shared Maintenance Fee to organizations with the understanding that these products will be distributed to those less fortunate and with no expectation of payment---be it money, time, or church attendance.

Why should we be members of the Food Bank?

The Food Bank is able to provide a wide variety of products for pennies of what it would cost at the retail store. In addition to the large selection of products ranging from canned foods to personal hygiene items, the Food Bank also sometimes offers other non-food items such as vitamins, paper products, laundry detergent, household items and other useful products.

How much will it cost my agency?

With membership in the Food Bank, your agency will receive access to food for use in the battle to end hunger. Your agency does not “buy” the food it receives from the Food Bank. Your agency simply supports us by contributing a shared maintenance fee of 0 to 18 cents per pound of product received. This helps to cover some of the cost of shipping, storing and distributing the products.

Can we get a copy of the foodlist?

The Food Bank of East Alabama has an email or fax on demand system. When you would like a copy of the current food list, simply call the Food Bank at (334) 821-9006 and request a copy to be faxed or emailed to you. In addition, we mail out a monthly newsletter and send out periodic faxes to give you updates on specials, new arrivals, etc. The food list is also available online at our website. You can ask to be added to the list to receive a fax or an emailed food list on a certain day of the week.

Can we shop as soon as we sign up?

Once an agency has been approved for membership, you will be notified by letter. Before being allowed to shop, all shoppers must attend one of our orientation sessions. At this time, the shopper will have an ID card made and shopping can begin. We recommend that new shoppers schedule a time with Food Bank staff the first time they shop.

Can you deliver to our agency?

We may be able to deliver to your agency for a delivery fee. Arrangements must be made before expecting a delivery. We have a set transportation schedule and the warehouse manager can determine if your request can be accommodated.

Can we pay with cash?

No. The acceptable form of payment is an agency check. Money orders, personal checks or cash will not be accepted.

Can we get a credit limit?

The Food Bank will extend a credit limit to agencies as long as the agency account is in good standing. Monthly statements are mailed out on the 1st of the month. If your agency has a problem making a payment on time, please call ahead of time and let us know so arrangements can be made.

Will you contact us if something changes or if new products come into Food Bank?

The monthly agency newsletters will give updates or changes in policies. However, we cannot contact all of the shoppers individually. Keep in mind that we currently have over 190 agencies with hundreds of shoppers and do not have the staff or time to contact agencies on an individual basis.

Do we have to keep records?

There are a small amount of records that are essential and have to be kept. Every agency has to keep a record of who the food is being distributed to or who was served. For emergency food pantries, these records should show the names and ages of all people in the household being served, the date they were served, and how eligibility was determined. The Agency Coordinator will work with each agency to ensure that all necessary records are being kept.

How long do I need to keep records?

All records, eligibility criteria forms, temperature logs, menus & USDA inventory sheets must be kept for 3 years.

Are there inspections?

We are required by Feeding America to do yearly monitoring. An initial site monitor will be conducted when you apply for membership. At these monitors, your records of food distribution or use will be reviewed, your invoices will be checked, and the food storage will be reviewed. A new agency will be monitored 3 months after their start date, then yearly if no problems are noted.

Can our agency accept donations from the person receiving the food?

No money can change hands at the time of distribution.

The policy of the Food Bank of East Alabama is that member agencies can accept voluntary donations from those who receive food provided the following conditions and guidelines are followed: the donations are **anonymous and truly voluntary**. These contributions are not payment for food received if the above conditions are met. Circumstances cannot, however, be such that it is difficult or embarrassing to not contribute and member agencies accepting donations should not keep records of which clients contribute, nor prohibit or discourage participation based on a client's non-payment.

Because the potential for abuse is great, the Food Bank **strongly** discourages the practice of accepting contributions from recipients. For the same reason, agencies choosing to accept donations from clients will be closely monitored by the Food Bank to ensure that the rights of the clients are being preserved and that the criteria are being met. A food pantry or on-site feeding program is not to pay for itself.

Can we change information related to our account?

Yes, you can make changes and updates to your account as needed. To make changes, a letter on your agency letterhead must be sent in with your agency director/pastor's signature on it. Notification of changes can be done by fax, mail, or by bringing the letter in person (no email).



Product Recall Guidelines for Agencies

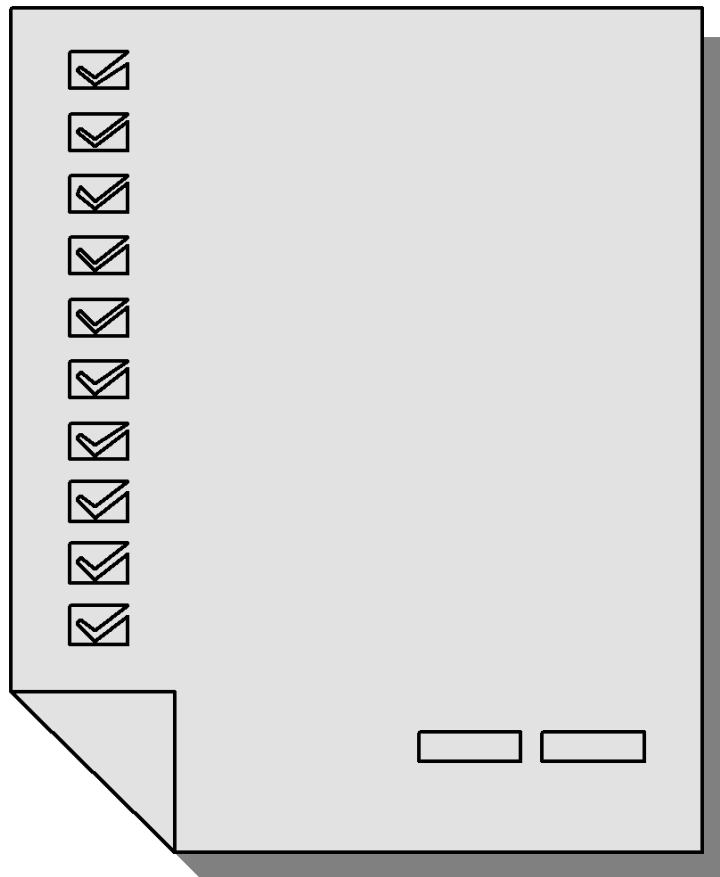
The Food Bank of East Alabama receives recall notices from USDA, FSIS, and FDA through the Montgomery Area Food Bank and our national office regarding Food Industry recalls nationwide.

The table below is provided as a guide to supplement the Food Bank of East Alabama Product Recall policy. Recalls are divided into the four categories below with corresponding actions.

Recall Category	The risk is	Action to be Taken
I	Certain. Recall product is confirmed as having been received by and distributed to the Food Bank of East Alabama.	<ul style="list-style-type: none"> • All Agencies contacted via e-mail within one business day. • Agencies that received product from Inventory (not through Market Place) will be contacted via phone call also. • Agencies discover how much product is on hand and contact the Food Bank of East Alabama. • Agency will either destroy product locally or return recall product to the Food Bank of East Alabama depending on what that particular product recall notice calls for. • The Food Bank of East Alabama posts links on the Food Bank of East Alabama website to FDA or FSIS websites that provide product details.
II	<p>High. Recall product <u>may have been</u> received by the Food Bank of East Alabama. Risks include:</p> <p>A significantly high quantity of recall product was mass distributed at locations in the Food Bank of East Alabama service Area.</p> <p style="text-align: center;">OR</p> <p>The product is strongly suspected as being distributed through Market Place during the timeframe that the recall product was distributed by the manufacturers.</p>	<ul style="list-style-type: none"> • All agencies contacted via e-mail within one business day. • Agencies find out how much product is on hand and contact the Food Bank of East Alabama. • Agency will either destroy product locally or return recall product to the Food Bank of East Alabama depending on what that particular product recall notice calls for. • Links to FDA or FSIS website containing product details will be posted on the Food Bank of East Alabama website.
III	<p>Marginal. There is a slight chance that recall products were received by the Food Bank of East Alabama.</p> <p>Product was not on the Food Bank of East Alabama foodlist or Market Place during "danger" time- frame, but, the product was distributed in Alabama.</p>	<ul style="list-style-type: none"> • Links to FDA or FSIS website containing product details will be posted on the Food Bank of East Alabama website • Agency checks the Food Bank of East Alabama website-Product Recall page at least twice per week to view all CAT III recalls.
IV	<p>Very Low. Remote chance that recall products were donated to the Food Bank of East Alabama.</p> <p>Product confirmed as not having been in inventory since timeframe recall product was manufactured.</p> <p>Product not distributed in Alabama.</p>	<ul style="list-style-type: none"> • Links to FDA or FSIS website containing product details will be posted on the Food Bank of East Alabama website • Agency checks the Food Bank of East Alabama website-Product Recall page at least twice per week to view all CAT III recalls.

The following section includes forms and instructions for filling them in properly. We do not require you to use our forms if the information that we need and the non-discrimination statement is included on the form you use.

Make as many copies of these forms as you will need and save the originals for future copies. Copies of these forms can be emailed upon request or can be picked up on your next visit to the Food Bank.





Emergency Food Program

Distribution of donated food is dependent upon “need.” This is why the Income Eligibility Form must be filled out by each household, to document the need of the individual or family receiving food. This is a self reporting form—you are not required to ask for written documentation.



Income Eligibility Form

Each agency who distributes Food Bank products for home use must collect and maintain an “*Eligibility Criteria Form*” for each household. (Distribution of food is dependent upon “need.”) A recipient only needs to have one (1) criterion to qualify for food.

- A. The name of the household member
- B. The address of the household
- C. The telephone number of the household (if available)
- D. The number of people in the household
- E. The reason a household is considered “needy.” If someone in the household is on one of the programs listed below they qualify.

These are “tools” that can be used to determine need.

- 1. Receive Food Stamps
- 2. Temporary Assistance for Needy Families (TANF)—commonly called “welfare.”
- 3. Supplemental Social Security Income (SSI) only one person in the household needs to receive Supplemental Security Income to qualify the family for food.
- 4. Income at or below the low income level.
- 5. Or if there is a Special Circumstance; such as fire flood, injury, etc.

You would check the one that applies to this household.

F. The head of the household will sign their name and date the bottom of the form. (A household only has to fill out one “Eligibility Criteria Form” a year, unless circumstances change.)

G. The next time a household receives food, find their “Eligibility Criteria Form” and on the back write down how many pounds of Food Bank products they received (See H). Then have the household member sign and date the form.

H. A simple food scales is required to record the pounds of food distributed to a recipient.

I. The income level that determines eligibility is re-calculated once a year and the Food Bank will issue new

guidelines for the agencies to use. This is given to our agencies through the Agency Newsletter and can be found on our web site under member agencies Policies and Forms or can be obtained at the Food Bank. Please have each recipient fill out a new *Eligibility Criteria Form* once a year.



On-Site Feeding Program

There are no eligibility requirements in determining if a recipient is eligible to receive a meal. Anyone can receive a meal without application or signature, as it is assumed that people coming to an on-site emergency feeding program are needy. The only requirement is that a majority of the recipients receiving a meal can be considered “needy”.



Daily Menus

- A. Record the food products served at the meal or snack time. Highlight the products used from the Food Bank. An agency may supplement the meal with purchased food products or food from other sources.

Example: Scrambled Eggs
 Bacon
 Hash Browns
 Biscuit with Jelly
 Choice of Juice
 Choice of Milk

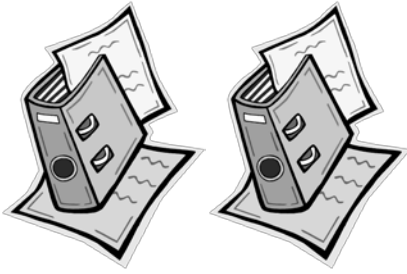
- B. Record the date the menued meal was served, how many meals were made and how many meals were served. Agency volunteers and/or staff may eat when serving a meal.

Example: October 2, 2006 Made 40 Meals
 Served 27 Recipients
 9 Staff Members
 3 Volunteers

- C. Keep all Food Bank shopping receipts on file for three years.



The following records--the File of Food Bank Shopping Receipts, USDA Physical Inventory Sheet, Temperature Records, and Non-discrimination Poster/Statement--are used for both the “Emergency Food Pantry” and the “On-site Feeding Program.”



File of Food Bank Shopping Invoices

- A. Every time you shop at the Food Bank, you will receive an invoice.
- B. The shoppers will be responsible for turning all invoices into the appropriate accounting office.
- C. Please keep Food Bank shopping receipts on file for three years. We will ask to see these invoices during our monitor visit to your agency.



USDA Physical Inventory Sheet

If your agency receives USDA product, you will be required to document the type and amount of unused USDA food products once a month. It is ideal to be consistent as to the time of the month that you complete the USDA Inventory Sheet. USDA documentation needs to be kept on file at the agency for three years.



Temperature Records:

Food Bank agencies are required to monitor and record storage temperatures on a regular basis. With the loss of product that results from inadequate temperature control, the agency can be held responsible for the food loss. Keep records on file for three years.

A thermometer is required in all refrigerators, freezers and in dry storage where Food Bank products are stored. If you need to purchase a thermometer, look on the food list and under “Non-food items” a thermometer is listed for \$1.50.

Temperature Control:

- A. ***Dry storage area:*** 45-70° F at 50% humidity or less, when possible.

This is ideal, but it may not be practical.

- 1. Storerooms should be cool, dry, clean, well lighted and well ventilated
- 2. Food items must be kept off the floor.
- 3. Food items should be kept in containers that cannot be damaged by water or a possible pest infestation.

B. Refrigerator:

1. Maintain a temperature between 35-40°F. Bacteria (or germs) of primary concern grow best in temperatures between 40-140°F.
2. Food must be stored correctly to minimize the possibility of food borne illness and cross-contamination.
3. Use a refrigerator thermometer to check your refrigerator's inside temperature.
4. Check produce for slime, mold or rotting.

C. Freezing: 0 °F or below inactivates any microbes—bacteria, yeasts and molds—present in food.

1. Once thawed, microbes can again become active, multiplying under the right conditions to levels that can lead to food borne illness. Since they will then grow at about the same rate as microorganisms on fresh food, you must handle thawed items as you would any perishable food.
2. Do not pack food too tightly. Cold air should be able to flow around the food.

D. Keep a temperature log in the dry storage area and for each refrigerator and freezer that holds Food Bank product. You do not have to record temperatures when Food Bank product is not stored.

4. Cleaning and chemical storage:

1. Cleaning supplies and chemicals should be stored away from food.
2. Keep supplies and chemicals in their original containers.
3. If supplies and chemicals are not in their original containers, they must be clearly labeled.

NON-DISCRIMINATION GUIDELINES

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, sex, age, or disability. Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). USDA is an equal opportunity provider and employer.

- Non-discrimination statement (shown below) should be on all materials regarding the program that are produced for public information, public education, or public distribution:

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

Alternatively on small materials place: **“This institution is an equal opportunity provider”**

- To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). TDD users can contact USDA through local relay or the Federal Relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.”
- Display **“And Justice for All” poster**. You may receive a copy from the Food Bank or print from the USDA Website at: <http://www.fns.usda.gov/cr/justice-translations/475C.pdf>

- Follow guidelines for fair treatment to all by:
 - ✓ Treating everyone with respect and dignity
 - ✓ Provide timely services
 - ✓ Approach difficult/tense situations with self-regulation
 - ✓ Avoid casual comments involving race, color, national origin, sex, age or disability
 - ✓ Provide complete explanations (especially if adverse action is anticipated)
 - ✓ Adopt & enforcing customer service as a corporate value
 - ✓ Rewarding or otherwise acknowledging instances of great customer service
- If you must file a complaint use **Civil Rights Complaint Procedure form**. (copy available from the Food Bank)
- Please type the *Civil Rights Assurance Statement* on your agency letterhead and keep a copy in your files

Discrimination Complaint Procedure

All civil rights complaints, written or verbal shall be forwarded, within three working days, to the Civil Rights Division at the National Office via the Food and Nutrition Service Regional Office at the following address:

Special Nutrition Programs
Food and Nutrition Services
61 Forsyth Street SW, Room 8T36
Atlanta, GA 30303

Our agency will work to resolve civil rights complaints in the following manner:

Any program participant who feels they have been a victim of discrimination or denied their civil rights will be encouraged to discuss the problem with the program supervisor.

If the program supervisor is unable to resolve the problem, the program participant will be referred to our executive director or pastor.

The executive director/pastor will have five working days to investigate the complaint and meet with the program participant to resolve the complaint.

If the complaint is still unresolved, the executive director will turn the complaint over to the chairperson of the board who will appoint a committee of three board members to assist in investigating the complaint. The committee will have fifteen (15) working days to investigate and meet the program participant and resolve the complaint.

If the matter is still unresolved at this point, you may write to the USDA, Director of Civil Rights, at the address below:

USDA
Director, Office of Civil Rights
1400 Independence Avenue, SW
Washington, DC 20250-9410
or call (800) 795-3272 (voice)
or (202) 720-6382 (TTY)

(This document should be printed on your agency letterhead)

CIVIL RIGHTS COMPLAINT FORM

Any person alleging discrimination based on race, color, national origin, sex, age, or disability has a right to file a complaint within 180 days of the alleged discriminatory action.

Complaints should be forwarded
within 3 days after the filing of
the complaint to:

Civil Rights Office
U.S. Department of Agriculture, Southeast Regional Office
61 Forsyth Street, S.W., Room 8T36
Atlanta, GA 30303-315

1. Person filing complaint:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: Home () _____ Work () _____

2. Person(s) discriminated against, if different from above:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: () _____ Work () _____

3. Agency and department or program that discriminated:

Agency Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Individual's name if known: _____

4. Discrimination based on:

____ Race _____ Color _____ National Origin

____ Sex _____ Age _____ Disability

5. Nature of complaint. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against.

5.(Cont'd)

6. Date(s) when discrimination took
place:_____

If continuing, the duration of such action:_____

7. Persons who may have knowledge of the discriminatory action:

Name:_____

Address:_____

City_____State:_____Zip Code:_____

Telephone Number: Home ()_____Work ()_____

Name_____

Address:_____

City:_____State:_____Zip Code:_____

In accordance with Federal law, and US Department of Agriculture policy, this Institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call 800-795-3272 or 202-720-6382 (TTY). USDA is an equal opportunity provider and employer.

For Office Use Only:

Date Complaint Received:_____

Date Forwarded to the USDA:_____

By:_____ Recipient Agency-Name:_____

_____ State Agency-Name:_____

Notes:

**STATE OF ALABAMA
THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)
CERTIFICATION OF ELIGIBILITY**

7 CFR 251

Name: _____
Address: _____

Number of People in Household: _____
Number in Household 18 & under: _____
Number in Household 60 & over: _____

You are eligible to receive food from TEFAP if your household income falls below the poverty income guidelines (see reference chart on the back of this form) or you participate in any of the following programs. Please place a checkmark in the space next to the category that applies.

- _____ Temporary Assistance to Needy Families (TANF) *or*
_____ Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps) *or*
_____ Supplemental Security Income (SSI) *or*
_____ Income eligibility (**Proof of income is NOT required**)

Please read the following statement carefully and then sign the form and write in today's date. **You only need to meet one of these requirements to be eligible to receive USDA foods.**

*I certify that my yearly household gross income is at or below the income listed on the reference chart for households with the same number of people **OR** that I participate in the program(s) that I have checked on this form. I also certify that as of today, I reside in the State of Alabama. This certification is being submitted in connection with the receipt of Federal assistance. Program officials may verify what I have certified to be true. I understand that making a false certification may result in having to pay the State agency for the value of the food improperly issued to me and may subject me to civil or criminal prosecution under State and Federal law.*

Signature

Date

PROXY (OPTIONAL): I authorize _____ to pick up USDA foods on my behalf.

Designated individual signing on behalf of client or proxy:

Signature: _____

Date: _____

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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. 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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may 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 complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, 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.

STATE OF ALABAMA
THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)
CERTIFICATION OF ELIGIBILITY
7 CFR 251

FOR REFERENCE PURPOSES ONLY
Proof of Income is NOT required

The following shows a yearly gross income for each family size. If your household income is at or below the income listed for the number of people in your household, you are eligible to receive food. **The chart below is effective July 1, 2021 - June 30, 2022.**

Household Size	Annual Income	Monthly Income	Twice per Month	Every two Weeks	Weekly Income
1	\$16,744	\$1,396	\$698	\$644	\$322
2	\$22,646	\$1,888	\$944	\$872	\$436
3	\$28,548	\$2,379	\$1,190	\$1,098	\$549
4	\$34,450	\$2,871	\$1,435	\$1,326	\$663
5	\$40,352	\$3,363	\$1,682	\$1,552	\$776
6	\$46,254	\$3,855	\$1,927	\$1,780	\$890
7	\$52,156	\$4,347	\$2,174	\$2,006	\$1,003
8	\$58,058	\$4,839	\$2,419	\$2,234	\$1,117
For each additional family member add:	\$5,902	\$492	\$246	\$228	\$114

The chart details eligibility criteria for monthly income, income received twice monthly (24 payments per year), income received every two weeks (26 payments per year) and weekly income.

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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. 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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

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- (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.

Listing

This form is to be attached to each Eligibility Criteria Form and used as a running list for the client. Place the date in the first column, total pounds of food received in the second column. Client is to sign in the third column **EACH TIME FOOD IS RECEIVED.**

[illegible]

Instructions for Record Keeping For On-Site Feeding Program

1. All agencies preparing food on the premises must keep daily menus.
2. Menus must reflect the following information:
 - a. The number of servings at each meal
 - b. Food Bank food must be indicated if you use food from other sources.
3. In addition to listing the foods prepared during a particular meal, it is a good practice to include other items used to prepare the meal, but not necessarily finished, such as a jar of mayonnaise, pickles, milk etc. The quantities of these additions to the meal are not required but noting that they are in process of being Used will help make your menus balanced with the actual poundage procured from the Food Bank.
4. A sample menu is attached to these instructions. You may use this form or a similar menu as long as the above information that we require is included in the alternative.
5. Menus must be kept on file and available to Food Bank representatives upon request.

TIPS

1. Keep in mind that the purpose of filling out the daily menus is to help both your agency and the Food Bank to keep up with where your food is going. It is an easy method of accountability.
2. Make at least 31 (a month's worth) copies of the menu form at a time, punch holes and store in loose-leaf notebook.
3. Keep the notebook in the kitchen so that entries can be easily made after the food is prepared.
4. Make entries after each meal, if you don't, you will forget what you served. No one can remember that much information after a week and able to make an accurate entry.
5. Have someone other than the person responsible for daily entries check at least weekly to make sure entries have been made.
6. Keep these instructions in the front of the notebook.
7. Be sure to inform everyone involved with the food preparation what the guidelines are so that entries will be made even when your key people are out.
8. Be sure to also inform all new staff of these requirements and keep in mind that the agency director is ultimately responsible for food use accountability.

Menus (Meals or Snacks)

Be sure to designate which foods are Food Bank foods if food from other sources has been used. Also indicate USDA product.

Day & Date: _____

Initials: _____

Breakfast (Number of Servings)	Food Prepared
Snacks (Number of Servings)	Food Prepared
Lunch (Number of Servings)	Food Prepared
Snacks (Number of Servings)	Food Prepared
Supper (Number of Servings)	Food Prepared
Snacks (Number of Servings)	Food Prepared
Other Items Used (for example ketchup or mayo)	This is for large containers opened that will be used over long period of time

Temperature Records-Why We Need Them and How We Use Them



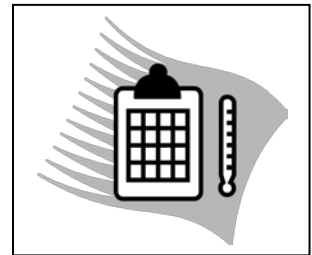
Temperature is a factor that affects most foods. Storing food at improper temperatures or exposing food to less than ideal temperatures can result in any array of problems.

The areas where food may be stored include freezers, refrigerators and dry storage areas.



- Frozen foods should be kept at a temperature of 0° or below.
- Refrigerated food should be kept at a temperature range of 35° -42°
- Dry storage areas should be kept at 45° -70° F when possible.

Temperature should be measured by the thermometers in all three of these areas and properly maintained. A simple log will help you keep track of temperature changes and should be logged in every 24 hours, or as often as possible.



Temperatures need to be recorded for all refrigerators and freezers that store Food Bank product.

One of the most important reasons to keep cold food cold and frozen food frozen is that bacteria will begin to grow and multiply rapidly at temperatures above 42° F. Even at subfreezing temperatures most bacteria survive, but multiplication of most bacteria is prevented.



Dry food storage demands temperature control too. Keep the areas at 70° or lower when possible. Higher temperatures encourage growth of disease causing bacteria and permit insect contamination of dry cereals, meal and flour.

If an agency cannot control dry storage temperatures, especially in the warm months of the year, then care should be taken NOT to store perishable foods for extended periods during these times. Once procured, they should be distributed quickly. Canned food will fare better and not be affected much by moderately warm temperatures, but grains will be greatly and negatively affected by periods of exposure to temperatures greater than 70°F.

Food Bank and agencies alike must be accountable for storing food within these guidelines to insure that the food leaves in good condition.

Post In a Convenient Location • Record Temperature Every 24 Hours

☐ **Dry Storage (45-70°F)**

[illegible]

USDA Physical Inventory Form

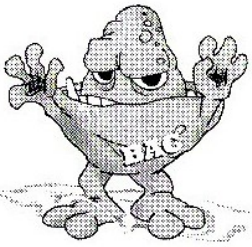
Agency: _____

Date: _____

[illegible]

INSTRUCTIONS FOR COMPLETING THE USDA PHYSICAL INVENTORY FORM

- This form needs to be completed once each month. Ideally it would be about the same time each month (e.g. the last day of the month, or after you have done your distribution for the month)
- Use a separate page for *each month*.
- You may want to punch holes on the pages and put them in a notebook.
- Write in the name of the product in the first column (e.g. canned potatoes, grits)
- Write in the number of cases your agency got from the Food Bank. You can find this information on the invoice when you shop.
- On the day you do inventory, count the number of *cases* you have in storage.
- Then count the number of individual units (cans, boxes, or bags) that you have on the shelf.
- The last column gives you a place to write in comments or notes if needed.



Safe Food Handling Certification

Your Food Bank is required to provide our partner agencies the basics of safe food handling. The attached information covers only the very basics of food safety. At our required Orientation classes, we offer much more in-depth presentation that each person who handles food should read and understand.

Signing and returning this form to the Food Bank is a requirement of Feeding America, our parent organization.

I, (Agency Representative's Name) _____, certify I have read the "Safe Food Handling" information provided by the Food Bank of East Alabama and understand its contents.

Date _____

Agency Name _____

Be a BAC Fighter

Make the meals and snacks from your kitchen as safe as possible. **CLEAN:** wash hands and surfaces often; **SEPARATE:** don't cross-contaminate; **COOK:** to proper temperatures, and **CHILL:** refrigerate promptly. Be a BAC Fighter and *Fight BAC!*



For More Information about Safe Food Handling and Preparation

USDA's Meat and Poultry Hotline
1-888-MPHotline (1-888-674-6854);
TTY 1-800-256-7072

www.foodsafety.gov

To locate food safety educators in your state or community:

Cooperative Extension Service, local offices:
www.csrees.usda.gov/Extension/index.html

Food and Drug Administration Public Affairs Specialists:
www.fda.gov/ora/fed_state/dfs_activities/dfs_pas.html

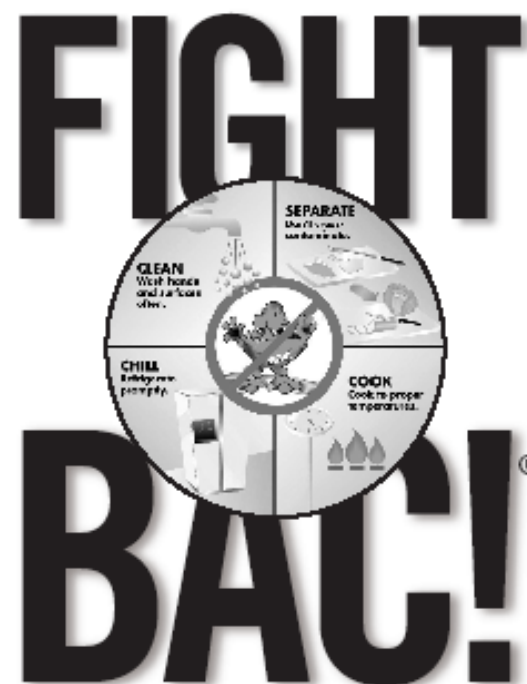
See www.fightbac.org for free brochures, fact sheets, stickers, and other great stuff!

Sign up to be a BACfighter at www.fightbac.org

Apply the heat... and Fight BAC!®

Cooking food to the proper temperature kills harmful bacteria. So *Fight BAC!* by thoroughly cooking your food as follows:

SAFE COOKING TEMPERATURES <i>as measured with a food thermometer</i>	
Internal temperature	
Ground Meat & Meat Mixtures	
Beef, Pork, Veal, Lamb	160°F
Turkey, Chicken	165°F
Fresh Beef, Veal, Lamb	
Medium Rare	145°F
Medium	160°F
Well Done	170°F
Poultry	
Chicken & Turkey, whole	165°F
Poultry parts	165°F
Duck & Goose	165°F
Stuffing (cooked alone or in bird)	165°F
Fresh Pork	
Medium	160°F
Well Done	170°F
Ham	
Fresh (raw)	160°F
Pre-cooked (to reheat)	140°F
Eggs & Egg Dishes	
Eggs	Cook until yolk & white are firm
Egg dishes	160°F
Seafood	
Fin Fish	145°F
	or flesh is opaque & separates easily with fork
Shrimp, Lobster & Crabs	flesh pearly & opaque
Clams, Oysters & Mussels	Shells open during cooking
Scallops	milky white or opaque & firm
Leftovers & Casseroles	165°F



FIGHT **FOODBORNE BACTERIA**

Four Simple
Steps to
Food Safety



BAC (foodborne bacteria) could make you and those you care about sick. In fact, even though you can't see BAC—or smell him, or feel him—he and millions more like him may have already invaded the food you eat. But you have the power to *Fight BAC!*[®]

Foodborne illness can strike anyone. Some people are at a higher risk for developing foodborne illness, including pregnant women, young children, older adults and people with weakened immune systems. For these people the following four simple steps are critically important:



CLEAN: *Wash hands and surfaces often*

Bacteria can be spread throughout the kitchen and get onto hands, cutting boards, utensils, counter tops and food. To *Fight BAC!*[®], always:

- Wash your hands with warm water and soap for at least 20 seconds before and after handling food and after using the bathroom, changing diapers and handling pets.
- Wash your cutting boards, dishes, utensils and counter tops with hot soapy water after preparing each food item and before you go on to the next food.
- Consider using paper towels to clean up kitchen surfaces. If you use cloth towels wash them often in the hot cycle of your washing machine.
- Rinse fresh fruits and vegetables under running tap water, including those with skins and rinds that are not eaten.

- Rub firm-skin fruits and vegetables under running tap water or scrub with a clean vegetable brush while rinsing with running tap water.

SEPARATE: *Don't cross-contaminate*

Cross-contamination is how bacteria can be spread. When handling raw meat, poultry, seafood and eggs, keep these foods and their juices away from ready-to-eat foods. Always start with a clean scene—wash hands with warm water and soap. Wash cutting boards, dishes, countertops and utensils with hot soapy water.

- Separate raw meat, poultry, seafood and eggs from other foods in your grocery shopping cart, grocery bags and in your refrigerator.
- Use one cutting board for fresh produce and a separate one for raw meat, poultry and seafood.
- Never place cooked food on a plate that previously held raw meat, poultry, seafood or eggs.

COOK: *Cook to proper temperatures*

Food is safely cooked when it reaches a high enough internal temperature to kill the harmful bacteria that cause illness. Refer to the chart on the back of this brochure for the proper internal temperatures.

- Use a food thermometer to measure the internal temperature of cooked foods. Make sure that meat, poultry, egg dishes, casseroles and other foods are cooked to the internal temperature shown in the chart on the back of this brochure.
- Cook ground meat or ground poultry until it reaches a safe internal temperature. Color is not a reliable indicator of doneness.
- Cook eggs until the yolk and white are firm. Only use recipes in which eggs are cooked or heated thoroughly.

- When cooking in a microwave oven, cover food, stir and rotate for even cooking. Food is done when it reaches the internal temperature shown on the back of this brochure.

- Bring sauces, soups and gravy to a boil when reheating.

CHILL: *Refrigerate promptly*

Refrigerate foods quickly because cold temperatures slow the growth of harmful bacteria. Do not over-stuff the refrigerator. Cold air must circulate to help keep food safe. Keeping a constant refrigerator temperature of 40°F or below is one of the most effective ways to reduce the risk of foodborne illness. Use an appliance thermometer to be sure the temperature is consistently 40°F or below. The freezer temperature should be 0°F or below.

- Refrigerate or freeze meat, poultry, eggs and other perishables as soon as you get them home from the store.
- Never let raw meat, poultry, eggs, cooked food or cut fresh fruits or vegetables sit at room temperature more than two hours before putting them in the refrigerator or freezer (one hour when the temperature is above 90°F).
- Never defrost food at room temperature. Food must be kept at a safe temperature during thawing. There are three safe ways to defrost food: in the refrigerator, in cold water, and in the microwave. Food thawed in cold water or in the microwave should be cooked immediately.
- Always marinate food in the refrigerator.
- Divide large amounts of leftovers into shallow containers for quicker cooling in the refrigerator.
- Use or discard refrigerated food on a regular basis. Check USDA cold storage information at www.fightbac.org for optimum storage times.



United States Department of Agriculture

AND JUSTICE FOR ALL



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To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:

(833) 256-1665 or (202) 690-7442;

email:

program.intake@usda.gov.

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Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o'

fax:

(833) 256-1665 o' (202) 690-7442;

correo electrónico:

program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.