Dear Agency Partners,

Feeding America San Diego, (FASD) strives to provide you with quality food and grocery items to support your efforts to serve those in need. We are committed to minimizing handling fees, increasing the size and nutritional value of our inventory, developing innovative ordering procedures, offering useful trainings and resources, and using our resources to maximize the number of people served.

As a Feeding America member food bank, we are accountable to a strict set of rules and governing procedures that ensure we distribute food safely and in accordance to State, IRS, and Federal law. In turn, we expect each of our partner agencies to follow the policies and procedures outlined in this manual and in your agency agreement.

Feeding America is the nation’s largest charitable domestic hunger-relief organization in the United States, and the third largest non-profit in the United States behind the Red Cross and the United Way. Through its network of over 200 member food banks, Feeding America annually provides assistance to more than 25 million people in need, including more than nine million children and nearly three million seniors in all 50 states, the District of Columbia, and Puerto Rico. Each year, Feeding America secures and distributes more than two billion pounds of food and grocery products to support feeding programs at approximately 50,000 local charitable agencies, including food pantries, soup kitchens, emergency shelters, after-school programs and Kids Cafes; receiving the highest ranking available from GuideStar.

Please feel free to contact us with questions and/or feedback. Your opinions, experiences, and insight are extremely valuable to us as we grow and work to serve you better.

Thank you for your dedication to serving those in need.

Sincerely,

Jennifer Gilmore
Executive Director
FEEDING AMERICA SAN DIEGO

ABOUT US
Feeding America San Diego (FASD), the newest member of the Feeding America Network of food banks, distributed product for the first time on October 9, 2007. Soon after, San Diego County was struck by devastating fire storms displacing hundreds of thousands of families and individuals. Immediately responding, FASD secured and delivered 27 truckloads (515,000 pounds) of emergency food, water, and grocery items to provide to those impacted by disaster. All food and emergency supplies that may have not entered the county otherwise were obtained with help from Feeding America, other Feeding America affiliate member food banks, and the efforts of FASD.

In the aftermath of the 2007 wildfires, FASD worked with a small group of non-profit partner agencies to distribute an additional 1 million pounds of product to communities in need of food assistance. In December 2010 Feeding America San Diego moved into a 44,000 square foot warehouse is currently on track to distribute 16 million pounds of food to San Diego Communities.

FASD TEAM:

Jennifer Gilmore, Executive Director
Tim Ney, Chief Operations Officer
Amy Mullen, Finance Manager
Morgan Wilson, Development Manager
Rich Easter, Development Associate
Laura De La Pena, Development Project Coordinator
Renie Henchy, Grants Manager
Victor Estudillo, Warehouse Manager
Grace Vazquez-Vega, Food Procurement Coordinator
Cherie McLeod, Inventory Manager
Daniel Roemer, Market Center Coordinator
Liz Landa, Agency Relations Manager
Casey Field, Programs Manager
Marisa Wilson, Community Builder/Farm2Kids Coordinator
Brandi Love, Volunteer Coordinator
Christine Ho, Agency Relations Coordinator
Jennifer Seneor, SNAP Outreach Coordinator
Roberto Alcantar, SNAP Advocate
Tiffany Drouillard, Accounting Assistant
Alicia Saake, Administrative Assistant

FASD PROGRAMS:

Feeding America San Diego (FASD) strives for three initiatives: (1) Children’s Nutrition Initiative, (2) Senior Nutrition Initiative and (3) Healthy Food Initiative. In efforts to achieve these initiatives FASD operates several programs such as Fresh Produce Program, (EFSP), Purchase Program, Mobile Pantry, Farm2Kids, BackPack Program, Soup for Supper, Community Food Distribution, Fresh Rescue Program, Peer 2 Peer Mentor Program, Agency Capacity Building, SNAP (Supplemental Nutrition Assistance Program) Outreach and Advocacy Program, and Nutrition Education. Through our initiatives, programs, and network of partner non-profit agencies, we anticipate reaching nearly 222,000 families and individuals of food insecure households this coming year in efforts to create a hunger-free San Diego.
Fresh Produce Program

FASD distributes fresh fruits and vegetables donated by Feeding America National, Arizona Gleaners Association, and the California Association of Food Bank’s Farm to Family program. This year, FASD will distribute more than 2 million pounds of fresh produce within San Diego County through an extensive county-wide network of non-profit partner agencies. With obesity, malnutrition, and type-2 diabetes nearing epidemic proportions in America, fresh produce is vital to healthy communities, therefore FASD has made it a priority to distribute fresh produce to in-need communities of San Diego County.

Purchase Program

FASD purchases various staple foods and hygiene items at below wholesale price and passes the savings onto partner agencies. This program ensures that partner agencies can maximize their limited financial resources by finding high-demand product at the food bank to meet the needs of their clients.

Mobile Pantry Program

The Mobile Pantry visits underserved communities in areas of rural San Diego County to distribute food and groceries to communities in need by use of a 10-bay modified beverage truck. This program is designed to aid individuals and families, whom have limited transportation and access to food resources and live in rural and underserved areas of the county.

Farm to Kids Program

The Farm to Kids Program delivers fresh produce directly to various schools throughout San Diego County for afterschool distributions. Children and their families are provided with a selection of fresh produce to enjoy at home. This program assists families in securing the nutrition necessary for healthy and active lifestyles.

Backpack/Weekend Wellness Program

The BackPack/Weekend Wellness Program provides children receiving free or reduced-price school meals with child-friendly, nutritious and easy to prepare food for home. These food bags make meals to help meet the nutritional needs of children and families on weekends and over holiday breaks. Though in its infancy, this program will reach nearly 2000 children in San Diego County this coming school year.

Soup for Supper

During the school year, the Soup for Supper program provides hearty soups, stews and crackers to meet the nutritional needs of food insecure middle and high school students. In efforts to ensure student confidentiality, FASD works with school staff to allow students access to food discretely. Students pick-up cans of soup with their school counselors, nurses, or administration to prepare for meals at home.

Agency Programs

Community Food Distribution (CFD) Program

FASD delivers food to neighborhoods that have a high incidence of poverty, yet relatively low levels of
emergency food assistance. With the rising cost of food and fuel, coupled with the declining economy, this program is becoming increasingly important. In the last few months, the number of neighborhood food distributions has increased over 600%. In addition to daytime distributions, FASD tailors efforts to reach working families by distributing food in the evenings as well as on weekends.

Fresh Rescue Program (FRP)

FASD partners with local grocery and retail stores to ensure store donations are provided to those who most need them. This program allows agencies to directly pick up surplus nutritious and perishable food that would otherwise go to waste from partner grocery and retail stores for direct and efficient distribution to clients of in-need communities. FASD oversees this program to ensure partner agencies are trained and certified in safe food handling and that donations are properly incorporated into agency distributions.

Peer 2 Peer (P2P) Mentor Program

The Peer-to-Peer (P2P) Mentor Program is designed to provide agencies with an opportunity to visit and learn from a FASD mentor agency. These visits provide mentee agencies with direct exposure to high-performing food programs (pantry and/or soup kitchen) and facilitate the development of a strong and long-lasting mentoring relationship. This program ensures the exchange of useful and operational information as well as the development of professional relationships to advance creativity, knowledge, passion, and strategic innovations.

Agency Capacity Building

FASD works with a network of over 180 non-profit organizations operating emergency food programs, shelters and soup kitchens. In addition to providing partners with access to more than 13 million pounds of food annually, FASD provides education through agency workshops and funding opportunities through capacity building grants in efforts to ensure a sustainable network prepared to expand services, access resources, and collaborate with fellow hunger-relief organizations. To-date, partner agencies have been awarded two refrigerated trucks, 15 freezers, and $12,000 in shopping credit.

Agency SNAP Outreach Program

The Agency SNAP Outreach Program provides an additional resource for food assistance for clients already participating in partner agency food programs. SNAP (Supplemental Nutritional Assistance Program), formerly known as food stamps, is a federal nutrition program. Qualified low-income families receive an EBT card to purchase food, like fruits and vegetables, each month at participating grocery stores. The FASD Agency SNAP Outreach Program provides on-going training and support to agency employees and volunteers so that the agency itself can provide ongoing SNAP outreach and services including but not limited to; pre-screening for eligibility, application assistance, and general support and information. Partner agencies submit all completed applications to FASD and FASD submits them to the county and advocates on the client’s behalf. This program provides another venue for agencies to help feed the hungry through an under-used resource and advocates on their behalf.

Nutrition Education

The Nutrition Education Program is designed to equip children, families and individuals with the knowledge and skills needed for making healthy food and lifestyle choices to foster personal, physical, dietary, and nutritional well-being. This year FASD will distribute more than 50,000 nutrition education pieces including recipes, child-friendly games, and activities.
Agency Advisory Committee

The Agency Advisory Committee is the selected representative body of the Feeding America San Diego partner agencies. The purpose of the AAC is to give voice to the network membership. The AAC also helps guide FASD to set goals and develop programs that will best benefit the entire network. The AAC will strive to engage and fairly represent every region.
Agency Roles & Responsibilities

All Food Bank member agencies are expected to follow regulations established by Feeding America related to the proper handling, storage and distribution of donated product. Additionally, the Food Bank has developed its own specific policies to ensure member agency accountability.

Agency Agreement:

This Agency Agreement is between Feeding America San Diego (FASD), a not for profit organization and ________________________________.

Agency Name

As a partner agency of FASD, the Agency named above agrees to comply with all FASD policies and procedures as indicated in the current FASD Agency Handbook, including those outlined in this agreement.

Partner agencies agree to:

A. Administration & Logistics
   1. Ensure the agency retains proper licenses and permits needed to operate in accordance with the law as required by the State of California, San Diego County and any other government authority
   2. Ensure that it meets the IRS eligibility requirement for receipt, transfer and use of donated food under sections 170(e)(3)
   3. Disclose to FASD any business interest, actual or potential conflict of interest that may compromise public trust or cause the perception of a conflict of interest (e.g. agency or individuals in relation to the agency operating a retail/grocery store)
   4. Operate:
      a. As a non-profit organization, under an IRS 501c3 Letter of Determination
      b. As a State of California endorsed incorporated organization for the purpose of: serving the needy, ill or infants (minor children)
   5. Ensure FASD agency profile is up-to-date with required documentation and information as outlined by FASD
   6. Notify FASD of all pertinent information concerning the agency’s food distribution program. This includes hours of distribution to clients, shoppers or individuals authorized to pick up food, and changes in key staff/volunteer personnel.
   7. Ensure at least one agency representative is Food Safety Certified if required of your agency by FASD policy
   8. Attend the FASD New Shopper/New Agency Orientation, with the inclusion of Food Safety and fully comply with policies and procedures set forth by FASD
   9. Ensure that one approved shopper is food safety trained or certified at all times.
   10. Permit on-site inspections by FASD representatives at FASD’s discretion
   11. Adhere to additional donor stipulations as provided through FASD

B. Record Keeping
   1. Retain all FASD receipts and invoices (duly signed by separate agency representatives) on-site for up to 3 years
   2. Maintain accurate on-site records to:
1. Reflect the total amount of product received and distributed/used
2. Reflect how the agency determines if the client/recipient of the product is: needy, ill or infants (minor children)
   **Note that your records are subject to periodic review by FASD representatives** **Agencies are not required to record individual or client names (However, tracking client contact information is highly recommended in case of product recall)**
3. Submit all reports, including Quarterly Reports completely and in a timely manner as requested by FASD
4. Abide by policies, procedures, and record keeping requirements of FASD

C. Agency Accounts
1. Pay all account balances within 30 days of the statement date
2. Pay all past due account balances within 60 days of the statement date or be subject to agency account hold

D. Operations & Facilities
1. Respect and honor all appointment schedules as well as FASD office and warehouse policies and procedures
2. Pay a shared maintenance fee of $0.0-$0.18 per pound for product specified by FASD
3. Distribute product:
   a. In accordance with the agency’s intended purpose as outlined in the agency State of California endorsed Articles of Incorporation
   b. Free of charge and directly to: needy, ill or infants (minor children)
4. Refrain from:
   a. Distributing product outside San Diego County
   b. Providing product to other agencies, FASD partners or non-partners
   c. Selling, transferring, bartering or offering for sale product supplied by FASD in exchange for money, property, or services; or otherwise allow the items to re-enter commercial channels
   d. Accepting donations or church offerings at the point of distribution and/or in exchange for product
   e. Denying access to product on the basis of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran
5. Maintain adequate on-site refrigerator, freezer, and dry storage space to ensure the wholesomeness of the product until distributed/used
6. Maintain proper food safety, safe and sanitary facility standards as outlined in the current FASD Agency Handbook. Ensure to safely and properly handle the donated goods, which conforms to all Local, State and federal regulations

In accordance with this Agreement, I understand:
1. Either Party can terminate partnership effective immediately with or without cause upon notification to the other Party.

2. The agency will be considered inactive, if not ordering and receiving product from FASD for a minimum of 1 year. This Inactive status is subject to partnership termination. The agency may apply regain partnership with FASD and access to FASD resources by submitting a new Partner Agency Application and upon approval after completing the partner agency application process.

3. Failure to maintain FASD policies and procedures including terms of this agreement may result in the termination of partnership

4. If at any time an agency feels they have been wrongly terminated, the agency’s Chief Executive/Pastor/President may file a grievance as outlined in the FASD Agency Capacity Handbook.

All FASD policies and procedures, including those outlined in this agreement are subject to change without notice. All current FASD policies and procedures can be found in the current FASD Agency Capacity Handbook, which can be accessed by visiting www.feedingamericasd.org.

Food Access Procedures

Location, Hours of Operation, and Appointments

Feeding America San Diego (FASD) is located at 9455 Waples Street, Suite 135 in San Diego, CA 92121. FASD offices are open from 8 A.M to 4:30 P.M., Monday through Friday. FASD warehouse and agency pick-up hours are 8 A.M. to 3 P.M, Monday through Friday or by appointment.

The food bank will be closed on the following holidays:

New Year’s Day
Martin Luther King Day
Presidents’ Day
Memorial Day
Independence Day (July 4th)
Labor Day
Thanksgiving
The day after Thanksgiving
Christmas Day

**Agencies will be reminded of all holiday closures.

Authorized Shoppers and Shopper ID Cards

FASD issues Photo Shopper Badges to all agency representatives authorized by their agency and approved by FASD as an agency shopper. As an agency representative, authorized shoppers maintain access to the FASD warehouse and inventory (i.e. placing and picking up orders). There are two types of shoppers: AE3 Shoppers (for placing orders) and warehouse shoppers (for visiting the warehouse – picking up orders and Market Center shopping); agency shoppers can be both. Each agency is permitted to have a maximum of 4 AE3 shoppers and 4 warehouse shoppers. In order to receive shopping privileges, agency representatives must attend a New Shopper/New Agency Orientation (hosted by FASD).
each month). Shoppers of one agency may not request or be granted access to shop for another agency. In addition, allowing unauthorized personnel to use/borrow one’s badge is prohibited. These practices prevent and protect agencies from unauthorized purchases.

To ADD, REMOVE, or CHANGE shoppers agencies must complete a Change of Information form, indicating the change, ensure it is signed by the Executive Director/President/Pastor, and submit to the Agency Relations Department in a timely manner. **Only the agency’s Executive Director/President/Pastor, may make changes to shoppers.**

If your shopper badge is lost or stolen, please notify the Agency Relations Department immediately for new badges. FASD reserves the right to charge a processing fee of $10.00 for replacement shopper badges.
ORDERING PROCESS
**PLACING ORDERS**

**AGENCY EXPRESS ONLINE ORDERING:** FASD only accepts preorders submitted through the Agency Express (AE3) online ordering system. Through the AE3 system, agencies receive access to a daily-updated inventory list for product available for order. For instructions to place orders, see Appendix B or by visiting the FASD website at feedingamericasd.org.

Orders submitted through AE3 can be picked up within as few as 2 days after order submission and by appointment. Agencies can also shop in the Market Center (for salvage items) as well as for produce and bread without appointment.

Upon pick-up, agencies will receive an invoice for all orders. Agencies are responsible for ensuring orders are complete prior to leaving the FASD warehouse as well as maintaining invoice records on agency-site for a minimum of 3 years.

**HANDLING FEES**

FASD receives the majority of its food as donation through Feeding America. Although the food is provided as a donation, there are freight expenses imposed to transport the product into the county. To offset the transportation expenses, FASD assesses a shared maintenance/handling fee, where agencies will never pay more than $0.18 per pound for donated items.

On occasion FASD purchases some “high-demand”, nutritionally-dense items. Because these items are *purchased, not donated*, the product may be available to agencies at cost.

FASD’s goal in food sourcing is to always provide you with the highest quality food, at the lowest possible cost.

**WAREHOUSE SAFETY**

In efforts to make FASD a safe and efficient workplace, all employees, partner agencies, volunteers, and visitors are required to abide by various safety rules and regulations. If you see any person neglecting warehouse safety or in danger call out “Safety” and stop all operations. Contact the nearest food bank staff and call 911 if necessary.

Basic warehouse safety is as follows:

**DO:**
- Wear closed toed shoes at all times
- Practice safe lifting
- Ask food bank staff for assistance when needed
- Follow all safety procedures outlined by FASD staff

**DON’T**
- Operate heavy machinery (e.g. forklifts, pallet jacks)
- Climb on equipment
- Run in the warehouse
- Bring small children into the warehouse
- Eat, drink, or smoke in the warehouse
Remember:

- An Agency representative must meet the driver to accept the delivery. Orders cannot be left unattended at your agency. You may contact the FASD to find out when the driver will arrive to your site at 858-452-3663.
- All orders must be inspected, counted and signed for upon delivery. Any discrepancies or damaged items must be reported to the FASD immediately.
- Drivers cannot accept payment for your order.
- The driver must be able to park the truck & unload your order (e.g. parking lot is clear, etc.)

**Pick Ups**

Pick-ups may be scheduled five days a week: every 20 minutes from 8:00 am – 3:00 pm.

- Please arrive 15 minutes before your scheduled pick up time.
- Check in with the Market Center Coordinator upon arrival. Be sure to have your photo Shopper badge to verify pickup.
- All orders must be inspected, counted and signed for upon pick up. Please check your invoice carefully to ensure that it is accurate.

- FASD is not a storage facility for your order! Please pick up your order within two weeks, otherwise your agency will be charged a restock fee and lose the product.

- ALL FOOD PICKED UP FROM THE DISTRIBUTION CENTER MUST BE PROPERLY SECURED PRIOR TO DEPARTURE WITH THE USE OF TIE DOWNS, NETTING, ETC…IF USING AN OPEN VEHICLE.

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**All products must be inspected at the time of pick up or delivery. Any items found to be damaged or unsafe must be immediately reported to the Food Bank and your agency’s account will be credited. We cannot issue you a credit for items already signed for and accepted.**
Planned Closings
There are several days that FASD will be closed. These days will be announced in advance in the menu.

If FASD is closed it will affect both ordering and deliveries.
1) If your agency usually receives an order on the day that we will be closed, you will not receive an order that day. Orders will have to be planned ahead so that you will have enough of the items your agency needs.
2) Remember all orders must be taken two days in advance. If FASD is closed for any reason, it does not count as a business day.

Example: FASD will be closed on a Friday.
Deliveries will not go out that day. Agencies that normally receive their orders on Friday will not get an order that week. These agencies need to plan ahead and order enough food to last through two weeks.

Orders will not be taken that day. Keeping in mind that all orders must be received two business days in advance, agencies that normally have a delivery on Monday need to have their orders in by Wednesday.

Unplanned Closings
Should FASD close due to unforeseen circumstances; all orders scheduled for that day will be delivered the following week. Special arrangements can be made, if necessary, by contacting the FASD Staff.

RECORD KEEPING AND REPORTING

RECORD KEEPING

Partner agencies are required to keep records of the following: contracts/agreements, invoices, surveys, pounds distributed, client intake forms/sign-in sheets, and the number of clients served. Feeding America San Diego (FASD) has no intention of asking for your clients’ contact information, but asks that you collect client contact information in the event of a food recall.

REPORTING

The information/data FASD requests are outlined in the Quarterly Reporting Form (See Appendix B). This information is required for mutual benefit. This data is a useful tool to help both FASD and the individual agency learn to improve services as well as to educate donors, policymakers, journalists, and the general public about hunger in San Diego County. By demonstrating the need for services, we can more effectively seek and ask for support. In some cases, this data is often a requirement for grant writing and reporting.

The Quarterly Report (QR) asks for the number of clients served each month within the reported quarter as well as feedback of services and product.
QRs are due at the end of each quarter and must be submitted through the AE3 system. Friendly email reminders will be sent to all agencies with QR due date notifications. To submit a report, use the AE3 system. There is a user-friendly instruction guide for submitting reports on the FASD Agency Access webpage; go to (1) www.feedingamericasd.org, (2) click of Agency Access, (3) AE3 Online Ordering and Reports.

If you have problems completing the QR, please contact the Agency Relations Department prior to the due date at 858-452-3663 ext 108.

FOOD SAFETY

FOOD SAFETY TRAININGS

As in any food business, food safety is of paramount importance. Local regulations require that any agency serving food must require staff to carry Food Safety Certification Cards. Feeding America San Diego (FASD) requires at least one staff member or regular volunteer for each agency, who are participating in Fresh Rescue or operate a soup kitchen have a Food Safety Certification Card or other safe food handling certification. Agencies who are pantries are required to receive an in depth food safety training and are provided with a certificate of completion.

Please see Appendix A for important recommendations for safe food handling and storage.

DAMAGED PRODUCT

FASD is committed to providing agencies and their clients with safe food. We inspect our inventory as it arrives and while in the warehouse. Each agency should inspect orders prior to leaving the distribution center to ensure product quality. In the event of a problem with product, report to the FASD Staff immediately.

“IS THIS FOOD EXPIRED?”

Many food products are edible and palatable beyond the sell-by date listed on the package. While manufacturers’ policies dictate removing these items from retail outlets, we are able to safely utilize these items at the food bank. Appendix A includes a list of guidelines for product freshness beyond “sell-by” dates. FASD utilizes these guidelines to determine the safety product. Agencies should also use these guidelines to determine usability of product and to evaluate other food donations received outside of the food bank. Feeding America and FASD work actively with food industry representatives to ensure the quality of donated product.

FASD understands that many agencies work with vulnerable populations and have policies in place that prevent the distribution of any product beyond its expiration date. Consequently, we make an effort to only accept product that is not expired. In certain situations, we will provide agencies with letters from food manufacturers stating for the length of time in which the product is safely consumable past the expiration date.
BILLING AND INVOICING

Feeding America San Diego (FASD) provides agencies with order invoices upon visiting the warehouse. Monthly statements are issued to agencies via mail. All statements must be paid, in-full within 30 days. Acceptable forms of payment include agency/company checks. Cash, credit cards, personal checks, and money orders are unacceptable forms of payment.

LATENESS OR MISSED PAYMENTS AND RETURNED CHECKS PENALTIES

FASD requires all agency account balances to be paid within 30 days of the statement date. In order to help agency partners provide the best possible client services, FASD requires all account policy be followed.

- Agencies with statements unpaid, past 30 day will receive a reminder notification. Failure to pay statements may result in product hold. Agencies with statements unpaid, past 90 day will be placed on product hold until the statement is paid and the account is cleared.
- If payments are repeatedly late or missed, the agency will be required to place a deposit on the account. Deposits will remain on the account for 6 months to ensure timely payments are made.
- Continued problems of this nature (e.g. negative account balances, late or missed payments, etc.) may result in loss of program privileges or even termination of agency partnership, as determined by the Finance Manager and Agency Relations Manager.
- Credits on agency accounts, whether overpayments or merit credits issued by FASD, must to be used within 90 days. Overpayments after 90 days will be issued as refunds back to the Agency. Any merit credits issued by FASD will be forfeited after 90 days. The Finance Department will process ANY credits on the account to any balances owed over 45 days. Credits will be applied to the oldest balances first.
- FASD reserves the right to charge a fee of $25 for any checks returned by the bank for any reason.

Please keep in mind, FASD reserves the right to refuse service to any agency that has repeated: late, missed, or bounced payments. It is in our community’s best interest for FASD and partner agencies to work together as smoothly as possible, so please communicate any concerns or issues immediately.

CHANGES IN AGENCY STATUS

Please notify Feeding America San Diego (FASD) of changes in personnel, contact information, location, programming, etc. by complete a Change of Information form (see Appendix B) in a timely manner. Forms may be submitted by mail, hand delivery, fax, or e-mail to the Agency Relations Department.

INACTIVE AGENCIES

If an agency has not picked up food for one year, it will be considered inactive. If the agency wishes to resume accessing food, the agency must re-apply for partnership. The application process includes a new application, a site visit from food bank staff, and orientation.

CONDITIONS FOR CANCELING AGENCY PRIVILEGES/TERMINATION

FASD strives to maintain cordial and trusting relationships with all partners in hunger relief. Any concerns regarding this relationship should be addressed to the Agency Relations Manager.
In the unlikely event of a violation against any of the policies and procedures in this manual, FASD maintains the right to immediately suspend food distribution to the agency in violation. The agency will be notified via email of any suspension in a timely manner. All initial email notifications will be followed by a mailed letter. The Agency Relations Manager shall review the case and make a recommendation to the agency.

If the agency is unsatisfied with the decision, the agency may file a grievance to Agency Advisory Committee to determine the future of the partnership.

If an agency is terminated, that agency may re-apply one year after the date of termination, providing it can show improvements in the problem areas. The process will include filling out a new application that will be reviewed by the Agency Advisory Committee. If the application is approved, the agency will have a site visit from FASD staff, and attend orientation.

**GRIEVANCE POLICY AND PROCEDURES**

**Agency/Feeding America San Diego Grievance**
If your agency has a complaint or experiences a problem with Feeding America San Diego (FASD), please contact Liz Landa, the Agency Relations Manager, with details of the grievance process. Every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Agency Relations Manager will present the matter to the Agency Advisory Committee (AAC) and/or the Chief Operations Officer (COO), Tim Ney. In such cases, the following outcome may result:

1. The AAC or COO will issue a decision and the Agency Relation Manager will notify the Member Agency’s Executive Director of the decision.
2. All grievances made against the food bank will be placed on file at the food bank for a minimum of 3 years and 90 days.

**Client /Agency Grievance**
If a client of an Agency chooses to file a grievance, he/she reserves the right to contact the Agency’s governing board, Feeding America San Diego (FASD) and the USDA.

If the client is not satisfied with the decision of the Agency’s governing board, the client may contact FASD Agency Relations Department to file a complaint. The Agency Relations Department will then record the complainant’s information and contact the Agency to gather additional information. The objective and obligation of FASD is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The Grievance Procedure will be implemented as follows:

1. After a reasonable deliberation, FASD will contact your agency notifying you of the complaint and of any information compiled during the FASD investigation.
2. If no wrongdoing on the part of the Agency is found, the food bank will contact the complainant and explain the investigation by FASD, as well as the decision.
3. If wrongdoing on the part of the Agency is found, the Agency will receive a written response from FASD citing the outcome the investigation and will stipulate the corrective action(s) that must be taken by the Agency.
4. All client grievances against an Agency should be documented and remain on file at the Agency for a minimum of 3 years and 90 days.
5. All client grievances reported to FASD will be kept in the Agency’s permanent file.
**FASD/Agency Grievance**
If the Food Bank notices or believes there to be an issue with an Agency, we will follow the Client/Agency procedures to resolve the issue.

**Agency/Client Grievance**
If the Agency files a grievance against a client, a record of the incident should be kept on site, at the Agency for a minimum of 3 years and 90 days. FASD will ask to see this record in the instance that a client of the Agency seeks to file a complaint with FASD against the Agency.

FASD advises completing a form for instances including but not limited to:

1. Physical and/or verbal confrontations
2. Removing someone from the premises
3. Refusing service to a client either temporarily or permanently
APPENDIX A: FOOD SAFETY GUIDELINES

- AGENCY FOOD HANDLING AND STORAGE GUIDELINES
- PERSONAL CLEANLINESS
- INTERPRETING LABEL DATES
Since FASD distributes food and non-food items from a variety of sources, we are accountable to multiple agencies for safe food handling practices. The following organizations require that FASD adhere to food codes and monitor member agencies for compliance:

- Feeding America
- Health Department

The purpose of food safety is to protect the public from food borne illness.

What you should know about food safety and food borne illnesses?

- Food borne illness sickens up to 76 million people and causes about 5,000 deaths each year in the United States.
- Harmful bacteria and viruses are the main culprits of food borne illness.
- Foods with harmful organisms often show no changes in odor, taste, or appearance compared to unaffected foods.
- Bacteria grow fast in temperatures between 40°F and 140°F. This temperature range is called the Temperature Danger Zone. Our goal is to keep food out of the temperature danger zone as much as possible.
- Freezing slows down the growth of bacteria in food. Cooking to proper temperatures is the only sure way to kill bacteria.
- Bacteria need moisture, nutrients, warmth, and time to grow. Bacteria can double every half-hour.
- Potentially hazardous foods to be aware of include meat, poultry, seafood, dairy products, baked potatoes, cooked rice, and ready-to-eat foods that will not be cooked before serving.
- Leading causes of food borne illness are: Improper cooling of food, infected workers, inadequate cooking, and failure to keep hot foods hot.
- Food workers play a vital role in preventing food borne illness through conscientious food preparation habits and good personal hygiene.

There are three reasons why the Food Bank and member agencies must take food safety seriously:

1. Food traveling through the emergency network passes through many hands. There are numerous potential places for contamination and temperature abuse (See flow of food to the needy).
2. The emergency food network encounters some products, usually through salvage and gleaning programs that may be unfit for human consumption (e.g., bulging cans, torn boxes of food).
3. Many people who visit emergency food programs are susceptible to food borne illness. These people include young children, pregnant women, senior citizens, and people with chronic illnesses.

As a result, member agencies are obliged to follow guidelines for safe receiving, transportation, product evaluation, storage, preparation, distribution, serving, and delivery of food connected with their programs.
Listed below are the guidelines for the Food Bank and its member agencies. Food pantries and other programs that distribute food for outside consumption should read Sections A through D. On-site meal programs, such as soup kitchens and kid’s cafes, should read all the sections.

Every two years the Food Bank will monitor your agency to verify compliance with these guidelines. Our goal is work with you to uphold the highest food safety standards. To help achieve this, we highly encourage agencies to conduct self-assessments between monitoring visits.

**Product Receiving**

Whether food is delivered to your agency by a FASD truck or you pick it up at the Distribution Center, it is essential that you keep refrigerated and frozen food out of the temperature danger zone as much as possible.

a) **Receiving a FASD delivery**

Transfer refrigerated and freezer products to cold storage within 30 minutes after unloading from the FASD truck.

b) **Pick-Up from the Distribution Center**

Food must be loaded and transported in an enclosed vehicle to protect from the natural elements. If an open-bed truck is used, food must be covered with a tarp or other material and secured with tie downs or netting.

After pick-up, transport refrigerated and freezer products to cold storage as soon as possible.

**Product Evaluation: Deciding if Food is Fit for Consumption**

Food and other items distributed by FASD are routinely checked to ensure quality and safety. Nevertheless, we encourage agencies to look over all items before distribution or use in meals. The more eyes, the better.

Fresh produce is one of the food items from FASD that we ask agencies to look through. On many occasions, agencies will need to sort produce.

*Hint:* Order produce as soon as it appears on the weekly menu to maximize freshness and quality!

Many agencies also procure food and other items from grocery stores and food drives that raise questions. Cans with dents. A food package that has an expired date. A jar with murky contents. Toothpaste without an outside box.

Below are some guidelines for determining whether or not you should keep a product. Whenever you have a trouble making a decision, it’s always best to follow the old adage: *When in doubt, throw it out!*

The first thing you want to do when examining food is to look for any problems in, on, and around the containers: *contamination* (spills, leaks, etc.), *pest infestation* (gnaw marks, droppings, carcasses), *significant damage* (rips, fractures, sharp dents), and *deterioration* (rotten odors, discoloration). If any of these conditions are present, throw the product away.

The following items **should be thrown away** if these conditions are present:

- **Homemade items**, including home canned products
- Infant formulas and infant food **beyond date printed on container**
- **Unlabeled** ammonia, bleach, and other household chemicals
- **Leaking** personal care items such as shampoo, hand lotion and liquid soap
- Aerosol container **missing** the outer lid and/or the inner button, *unless these pieces can be replaced*
- Cans, jars, bottles, and packages **without the manufacturer’s label**
- Food service items in **torn containers** such as paper plates, napkins, cups, plastic silverware, sandwich bags, plastic wrap, foil, etc
- Personal hygiene items in **broken, punctured or open containers** such as toothpaste, mouthwash, diapers, sanitary napkins, and vitamins
- Paper products such as tissues and paper towels in **torn containers** and which have been or may have been exposed to contamination.
- **Food items that are mixed in boxes with non-food items** that have been or may have been exposed to contamination (example: bleach mixed with crackers)
- Food items **without any English written on labels**.

Listed below is more detailed information for evaluating specific food and non-food items.

**Canned Goods**

Look over cans carefully. Examine the side and top seams for any damage or bulging. Check for rust or stains.

<table>
<thead>
<tr>
<th><strong>Discard cans under the following circumstances:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- No label/handwritten label</td>
</tr>
<tr>
<td>- Bulging end or body</td>
</tr>
<tr>
<td>- Pitted rust or rust that cannot be rubbed off</td>
</tr>
<tr>
<td>- Punctures</td>
</tr>
<tr>
<td>- Pull-top lids have dents or fractures</td>
</tr>
<tr>
<td>- Moderate to severe dents on side and top seams</td>
</tr>
<tr>
<td>- Sharp, deep dents on can body</td>
</tr>
<tr>
<td>- Buckled ends</td>
</tr>
<tr>
<td>- Label cannot be read</td>
</tr>
<tr>
<td>- Deep razor cuts or scratches</td>
</tr>
<tr>
<td>- End of can moves in and out when pressed</td>
</tr>
<tr>
<td>- Leaks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Accept cans with</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Rust or stains that can be removed</td>
</tr>
<tr>
<td>- Flat, shallow dents on can body</td>
</tr>
</tbody>
</table>

For cans with light stains or rust that can be removed, wash cans with a sponge using warm, soapy water. Dry with a disposable towel.

When in doubt, throw it out!
Glass and Plastic Jars and Bottles (ex. spaghetti sauce, mayonnaise, salad dressing)

There are three parts of jars and bottles that must be examined: the outside body, the lid, and the inside contents.

**Discard glass and plastic jars and bottles under the following circumstances:**

**Outside**
- No label or handwritten label
- Leaks (stained label)
- Cracks or chips

**Lid**
- Missing, chipped, or cracked lid (*unless there is a clean dry intact foil seal protecting the contents and a replacement lid can be found*)
- Loose, dented, or crooked lid (*unless there is a clean dry intact foil seal protecting the contents and a replacement lid can be found*)
- Bulging lids or raised buttons
- Lid with pitted rust
- Dirt or stain around and underneath lid

**Inside (Hold containers up to light)**
- Mold (clumps, string-like growths)
- Discoloration
- Unusual product separation
- Foreign objects in contents

For glass jars and bottles with light stains or rust that is not under the lid and can be removed, wash jars and bottles with a sponge using warm, soapy water. Dry with a disposable towel.

**Bagged and Sacked Food** (ex. rice, sugar, flour)

**Discard bags and sacks with:**
- Rips, tears, or holes
- Rodent or insect damage
- Stains, spills, odd smells, or greasy appearance
- Missing or illegible labels

**Boxes with an Inner Bag** (ex. cereal, crackers, fruit bars)

First look for contamination or water damage on outside box. Then, look at inner bag.

**Discard if inner bag is**
- Torn, leaking or contaminated
- Has moldy or foreign objects inside
- Has signs of insects present
If the outside box is soiled or damp, but the inner bag is otherwise fine, remove and repackage the inner bag in a plastic storage bag. Cut out the name of the product from the box and insert in the plastic bag.

**Boxes without an Inner Bag** (ex. pasta, pancake mix, Pringles)

*Discard under the following conditions*
- Open package or package that was taped prior to receiving it
- Unglued ends, razor cuts, punctures, tears, or split ends.
- Gnaw marks
- Spills, stains, odd smells, or a greasy appearance
- Boxed juices that are leaking, bulging, or soggy.

**Container Dates**

Many of the products have calendar dates printed on the package or can. The dates may be expiration dates, sell-by dates, or use-by dates, to name a few. These dates refer to food quality, not food safety. They give you an idea on how long the product will retain optimal flavor and texture. As long as the foods have been properly stored and handled, they can be used well beyond the container dates.

Below are instructions for different products:

**Canned food:** If the can is not significantly damaged, contaminated, or subjected to high temperatures over a long period of time, the food inside can be good for well past the date printed on the can. After three years, taste and texture may be off.

**Food in glass jars and bottles:** If the jar or bottle is not damaged and the contents appear normal, keep the product.

**Packaged food:** If the package is not damaged, keep the package.

**Infant food and formula:** Throw away any products that are past the container date.

**Vitamin supplements:** Keep only if the product has not reached the code date. If the product is past the code date, throw it away.

**Perishable refrigerated products:** The Food Bank often receives food, especially dairy products, that are near the Use by Date on the container. The manufacturers of these products provide us with extension dates, usually an extra 1-2 months.

**FAQ on Container Dates**

1) *What should I do if I cannot read the code numbers on the container?*
Some foods have encrypted numbers and letters on the container. The information is meant for the manufacturer in case they need to trace the food back to the source. It has no helpful information for you. So, just follow the guidelines above.

2) *What if an item does not have a date printed on the container?*
Not all foods have dates printed on containers. Once again, just follow the guidelines above.
3) What if I have questions with products I receive from the Food Bank, for example, cans that are heavily dented?

FASD sorts products that come from reclamation centers and other sources of salvaged food. Community volunteers are trained to evaluate cans, packages, jars, and bottles. As with many things, different people have conceptions of, for example what is and is not an acceptable can. As such what you deem as questionable products will occasionally slip through the system. FASD is improving its volunteer training and quality control to minimize these occurrences. If you have any strong doubts about damaged containers you receive from FASD, please contact us at 858-452-3663 ext. 113.

Storage Guidelines

Room temperature

- Keep storage floor clean of dust build-up, cobwebs, and soil.
- Store all products 6 inches or more off the floor by means of shelves, pallets, or other platform.
- Maintain space between wall and food items.
- Maintain space between ceiling and food items.
- Target storage temperatures between 50°F and 70°F.
- Follow the First In, First Out (FIFO) process.
- Distribute food with oldest or closest container dates first.
- Rotate stock at least every 2-3 months. Avoid stockpiling.
- Keep food and paper products on separate shelves or pallets.

Store chemicals such as Windex, bleach, and floor cleaner, body soap, shampoo, laundry detergent in room separate from food, where possible. Otherwise, maintain 4-6 feet of space between food and chemicals.

Refrigerator

- Keep refrigerator clean.
- Do not crowd refrigerator with food.
- Make sure door seals are tight.
- Maintain temperatures at or below 40°F, preferably at 37°F.
- Store raw meat products BELOW produce, ready-to-eat, and prepared foods.
- Equip each refrigerator with an internal thermometer.
- Record temperatures on log sheets as frequently as possible, preferably every day or every 2 days. Keep log of temperatures. Check temperatures when refrigerator is not being continuously opened and closed.
- Label the receiving date of each item or case of items.
- Follow the First In, First Out (FIFO) process.
- Rotate stock at least every 1-2 months.

Freezer

- Keep freezers free of thick frost. Defrost when necessary.
- Do not crowd freezer with food.
- Make sure door seals are tight.
- Maintain temperatures at or BELOW 0°F.
- Store raw meat products BELOW produce, ready-to-eat, and prepared foods.
- Label the receiving date of each item or case of items.
• Rotate stock at least every 1-2 months, especially frozen animal products (beef, chicken, salmon, turkey, venison).
• Equip each freezer with an internal thermometer.
• Record temperatures on log sheets as frequently as possible, preferably every day or every 2 days. Keep log of temperatures. Check temperatures when freezer is not being continuously opened and closed.
• If your agency’s refrigerator or freezer is not keeping foods at acceptable temperatures, try adjusting the setting. If this does not work, it may need to be serviced or replaced.

Food Distribution
When distributing food keep refrigerated and frozen foods in storage, and take out packages when requested by clients. If your food pantry needs to have refrigerated and frozen food set on tables for distribution, take out a reasonable amount of product to distribute and replenish when necessary. No refrigerated or freezer items should sit out for more than 30 minutes. Remember, these items will spend some time in transit with the person who brings them home.

Please remember- Items may appear frozen solid, but if left out for too long, the outer part will be warmed and perfect for harmful bacteria to grow.

The following sections are relevant for on-site meal operations.

Food Preparation
Foods served by emergency meal programs must be prepared on-site. Volunteers or staff cannot prepare food in home kitchens. The only exceptions are non-potentially hazardous foods, such as cookies, breads, and fruit pies. Programs must have permission (letter of intent) from local health department to prepare these foods off-site. On-site meal programs may also use food from approved kitchens, such as supermarkets. However, the food must be transported swiftly and safely to the site.

Safe food preparation is centered on three important principles:
• Maintaining good personal hygiene
• Avoiding cross-contamination
• Preventing time-temperature abuse of foods

Good Personal Hygiene
All staff and volunteers who work with food should:
• Bathe or shower daily
• Wear clean clothes
• Use hair restraints
• Keep fingernails clean and well-trimmed
• Leave jewelry at home
• Wash hands and forearms frequently

If any volunteer or staff is ill, he or she should not work with food. Furthermore, any person who has an infected cut or boil on hands or fingers should avoid working with food, when possible. If not possible, gloves or other impermeable wraps can be worn over the wound to protect food.

Hand Washing
Our hands carry a lot of germs. One of the most important activities you can do to prevent food contamination is washing your hands often and correctly.

While handling food, you should wash your hands after:
• Using the toilet
• Handling raw foods
• Sneezing
• Handling garbage, eating or drinking
• Touching your body
• Touching dirty materials and equipment
To wash your hands correctly:
- Wet hands with clean, warm water and soap
- Rub hands together for at least 20 seconds
- Clean under the nails and between the fingers
- Rinse under clean, running water
- Dry hands with single-use towel

Wearing Sanitary Gloves
Sanitary gloves (plastic or latex) provide food workers with barriers to prevent body to food contamination. You should wear gloves whenever handling food that will not be cooked or reheated after preparation.

Kitchen staff often find themselves doing many tasks over the course of meal preparation. You might be preparing a salad, cleaning a countertop, and washing dirty dishes. During this time, you might also take a bathroom or snack break. As with your hands, gloves can of course get soiled. So, be sure to change your gloves:
- After using the bathroom
- After smoking, coughing, or sneezing
- After taking out the garbage
- In between preparing raw foods and cooked or ready-to-eat foods
- When changing tasks in the kitchen.
Remember: Wash your hands thoroughly before putting on gloves. Wearing gloves is not a substitute for washing hands!

Kitchen workers often raise the question, “What should I do if I touch ready to eat food with bare hands?”
Answer: Either heat the food to the required cooking or reheating temperature; or wash it; or throw it out.

Avoiding Cross-Contamination
Cross contamination is the transfer of harmful microorganisms to already cooked or ready-to-eat foods. The contamination can come from four sources:
0. Raw food
1. Soiled food-service equipment, such as a knife or cutting board
2. Dirty gloves, cloths or clothing
3. Dirty hands

To prevent cross-contamination
- Keep raw foods separate from ready-to-eat foods. For example, use different cutting boards for slicing raw chicken and cutting salad ingredients.
- Wash and sanitize all utensils and equipment after preparing raw foods and before preparing cooked or ready-to-eat foods.
- Wash hands and put on clean gloves after handling raw foods or equipment and before handling cooked or ready-to-eat foods.

Preventing Temperature Abuse of Foods
Your goal is to keep food out of the temperature danger zone (40°F-140°F) as much as possible. This will prevent growth of harmful bacteria. Thawing, cooking, and cooling food all require careful attention.
**Thawing**

Some of the foods you prepare for meals, including many meats, will need to be thawed from the frozen state. There are 4 acceptable ways to thaw food:

1. In the refrigerator — BELOW pre-cooked or ready-to-eat foods
2. In a clean pan submerged under cold running water
3. In a microwave, just before the cooking process
4. As part of the cooking process

Remember—Do not thaw food on the countertop!

**Cooking**

The only way to kill harmful bacteria and viruses that may be present in food is by cooking to proper temperatures.

Listed below are proper cooking temperatures for common foods:

<table>
<thead>
<tr>
<th>Food</th>
<th>Internal cooking temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poultry, stuffing, stuffed meats</td>
<td>165°F for at least 15 seconds</td>
</tr>
<tr>
<td>Ground or flaked meats</td>
<td>158°F for at least 15 seconds</td>
</tr>
<tr>
<td>Pork, veal, lamb</td>
<td>150°F for at least 15 seconds</td>
</tr>
<tr>
<td>Shell eggs, fish</td>
<td>145°F for at least 15 seconds</td>
</tr>
<tr>
<td>Leftovers</td>
<td>165°F for at least 15 seconds</td>
</tr>
</tbody>
</table>

To make sure, you cook food to the correct temperature, check the food temperature with a clean thermometer at the end of the cooking time.

*Here are some helpful tips*

- Take temperatures in several areas of the food
- Always take the temperature in the center or in the thickest part of the food
- Avoid touching bones when testing meat
- Clean the thermometer after each use.
- Be sure to calibrate your thermometer every 1-2 months to ensure accuracy.

To calibrate your thermometer:
Place crushed ice in a small container.
Allow ice to melt to 50/50 ice and water
Stir to uniform temperature. Insert thermometer. If temperature does not register 32°F, adjust by turning by hand or using a wrench.

**Cooling**

If you have leftovers or are preparing food ahead of time, you may need to cool cooked food. As with thawing and cooking, the main goal is to keep food out of the temperature danger zone as much as possible. Before placing foods in the refrigerator, perform one or more of the following actions, as appropriate:

- Cut large pieces of meat and poultry into 3 inches thick or less. Pieces should weigh 6 pounds or less.
- Transfer soups, casseroles, and stews to shallow pans at a depth of 3 inches or less
- Stir the food in a container placed in an ice-water bath

To encourage quicker cooling, use uncovered containers while cooling in the refrigerator. According to the New York State Food Code, food must be cooled from 120°F to 70°F in 2 hours and from 70°F to
40°F in 4 hours. For larger pieces of food, you may want to take temperatures periodically to ensure that you are following this cooling schedule.

Reheating Foods
Reheat previously cooked food to 165°F or above for 15 seconds. Never mix reheated leftovers with fresh foods. Reheat only one time.

Serving foods
Whether your agency holds food on a service line or brings plates directly out of the kitchen, keep these principles in mind:

- Keep hot foods at 140°F or above.
- If temperature falls below 140°F reheat food to 165°F.
- Hold cold food at 40°F or below.
- If you are holding food for over 30 minutes, monitor food temperatures with a thermometer.
- Wear hair restraints and gloves while serving
- Avoid bare hand contact with food at all times!

Carrying food off-site
If you transport foods off-site, again, you want to make sure that hot foods are kept hot and cold foods are kept cold. Portable insulated food carriers will help you keep food out of the temperature danger zone.

Cleaning and Sanitizing
Any utensil, surface, or piece of equipment that comes into contact with food must be cleaned and sanitized after use.

Cutlery, dishes, and food service utensils can be cleaned and sanitized either in a three-bay sink or a dishwasher. You must follow these steps: a) Scrape; b) Wash; c) Rinse; and d) Sanitize.

Food Safety and Sanitation Supplies from the Food Bank

FASD carries food service supplies, such as thermometers and freezer blankets.
**INTERPRETING LABEL DATES**

**EXPIRATION OR “USE BY” DATE:** Last day the product should be eaten or used for assured quality.
- Phrase most often used: “Do not use after (date).”
- Includes baby formula and baby foods.

**FRESHNESS OR “SELL BY” DATE:** Last recommended date of sale that allows ample home storage time.
- Phrase most often used: “Sell by (date).”
- Includes milk, yogurt, and eggs.

**“BEST IF USED BY” DATE:** Date after which a product is not likely to be at peak quality or flavor.
- Includes prepared packaged foods, Rice/Soy Dream, and most dry goods.

<table>
<thead>
<tr>
<th>Product</th>
<th>Throw Out After</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk*</td>
<td>4 – 7 days past stamped date</td>
</tr>
<tr>
<td>Yogurt*</td>
<td>7 – 10 days passed stamped date</td>
</tr>
<tr>
<td>Soft Cheeses*</td>
<td>1 week past stamped date</td>
</tr>
<tr>
<td>(cottage, cream, ricotta)</td>
<td></td>
</tr>
<tr>
<td>Hard Cheeses*</td>
<td>3 – 4 weeks past stamped date</td>
</tr>
<tr>
<td>(cheddar, Swiss)</td>
<td></td>
</tr>
<tr>
<td>Luncheon Meat*</td>
<td>4 – 6 days unopened, 3 – 5 days if opened</td>
</tr>
<tr>
<td>Powdered Milk*</td>
<td>6 months past date if refrigerated</td>
</tr>
<tr>
<td>Eggs*</td>
<td>3 – 5 weeks past stamped date</td>
</tr>
<tr>
<td>Dry cereal</td>
<td>6 – 12 months unopened</td>
</tr>
<tr>
<td>Food in Jars</td>
<td>12 months past stamped date</td>
</tr>
<tr>
<td>Canned Foods</td>
<td></td>
</tr>
<tr>
<td>- Acidic (tomato products)</td>
<td>12 months</td>
</tr>
<tr>
<td>- Non-acidic (vegetables, soups)</td>
<td>2 – 5 years</td>
</tr>
<tr>
<td>Bread Products</td>
<td>7 days after date if refrigerated at first</td>
</tr>
<tr>
<td>Rice/Pasta (dry)</td>
<td>1 year after receiving</td>
</tr>
</tbody>
</table>

*All refrigerated products must be kept at 40° F or cooler*
APPENDIX B: FORMS

- AGENCY CHANGE OF INFORMATION FORM
- YEARLY AGENCY UPDATE FORM
- GRIEVANCE PROCEDURES
- GRIEVANCE FORM
- TEMPERATURE LOG
- ONLINE ORDERING INSTRUCTIONS
As your agency grows, expands and changes staff or volunteers, please inform the Feeding America San Diego, so that we may update our records. Please provide any information relevant to your food program and our work together.

In the case of a location change for your facility, a major renovation, or a major programmatic change, the Feeding America San Diego will monitor the new site. Until the monitoring visit is complete, and the new site approved, food orders may not be submitted, picked-up or delivered.
Change of Information Form

Please complete this form to notify Feeding America San Diego (FASD) of any internal changes within your agency. Making official changes with FASD ensures your agency profile is maintained and up-to-date. Please complete this form, ensure it is signed by your agency’s ED/CEO/President/Pastor, and submit to the FASD Agency Relations Department by fax to 858-768-7438, mail to 9455 Waples St. Suite 135 San Diego, CA 92121 OR email to cho@feedingamericasd.org. Thank you!

Today’s Date: ______________________________________
Agency Name: __________________________________________
Agency #:

My agency operates as a (check all that apply):
☐ Pantry/Emergency Food ☐ Soup Kitchen ☐ Residential ☐ Rehabilitation ☐
Other: __________________

I would like to (check all that apply):
☐ Change Mailing Address ☐ Change Days of Operation ☐ Add Warehouse Shopper
☐ Change Program Location/Address ☐ Change Hours of Operation ☐ Remove Warehouse Shopper
☐ Change Contact/Phone Number ☐ Change Operation Type ☐ Add AE3 Shopper Shopper
☐ Change Fax Number ☐ Change Primary Contact Person ☐ Remove AE3 Shopper
☐ Change Contact Email Address ☐ Change ED/CEO/President/Pastor ☐ Other: ___________

In the box below, please specify/elaborate on the changes indicated above:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

As the ED/CEO/President/Pastor of the said agency above, I certify the agency changes indicated on this form to be effective immediately, accurate, and correct.

_________________________________________  ___________________________  _____________
ED/CEO/President/Pastor Signature  Print Name  Date
Agency Annual Renewal Form 2011

All Feeding America San Diego (FASD) partner agencies are required to complete this form each year to renew partnership as well as update agency profile information with FASD. Please complete this form, ensure it is signed by the agency’s ED/CEO/President/Pastor, and submit to the FASD Agency Relations Department via fax to 858-768-7438, mail to 9455 Waples St. Suite 135 San Diego, CA 92121 OR email to cho@feedingamericasd.org. Thank you!

Today’s Date: ____________________________________________

Agency Name: ___________________________________________

Agency #: _______________________________

Program/Distribution

Address: ___________________________________________________

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>Zip-Code</th>
</tr>
</thead>
</table>

Mailing/Billing

Address: ___________________________________________________

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip-Code</th>
</tr>
</thead>
</table>

Phone: ___________________________ Alternate Phone: ___________________________

Fax: ___________________________

Additional Sites: □ Yes (If yes, list below)* □ No

<table>
<thead>
<tr>
<th>Location Type</th>
<th>Program Name</th>
<th>Address</th>
<th>City</th>
<th>Zip Code</th>
</tr>
</thead>
</table>

Agency operates as a (check all that apply):

□ Pantry/Emergency Food □ Soup Kitchen □ Residential □ Rehabilitation  □

Other: ___________________________

Hours of Operation (list timeslot below i.e. 10am-2pm)

<table>
<thead>
<tr>
<th>SUN</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>R</th>
<th>F</th>
<th>SAT</th>
</tr>
</thead>
</table>

Agency participates in FASD agency programs (check all that apply):

□ Fresh Rescue (FRP) □ Community Food Distribution (CFD) □ Peer-to-Peer (P2P)

(Mentor OR Mentee)

□ SNAP Outreach □ Food Drives

The agency provides (check all that apply):

□ Client Choice Pantry □ SNAP Outreach (not though FASD)

□ Nutrition Education
## Agency Staff

<table>
<thead>
<tr>
<th>ADMINISTRATIVE STAFF</th>
<th>Name (First Last)</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/CEO/President/Pastor</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Primary Contact Person</td>
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</tr>
<tr>
<td>Secondary Contact Person</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SHOPPING STAFF</th>
<th>Name (First Last)</th>
<th>Email</th>
<th>Issued Badge (Y/N?)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse Shopper 1</td>
<td></td>
<td></td>
<td></td>
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<tr>
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As the ED/CEO/President/Pastor of said agency (above), I certify the information provided on this form reflects the current status of said agency.

<table>
<thead>
<tr>
<th>ED/CEO/President/Pastor Signature</th>
<th>Print Name</th>
<th>Date</th>
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</thead>
</table>

*If your agency operates at more than 2 additional locations, please provide location information of a separate sheet and attach to this form. Thank you!*
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<thead>
<tr>
<th>Date:</th>
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<td>Name of Petitioner:</td>
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<td>Name of the organization/ representative cited:</td>
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<td>Date of Incident:</td>
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<td>Please list the nature of the complaint <em>(use additional paper if necessary)</em>:</td>
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<td>FASD Statement of Investigation:</td>
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<td>Decision of FASD:</td>
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<td>Signature, FASD Representative</td>
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<td>Signature, Agency Food Contact</td>
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</table>
TEMPERATURE LOG

Unit #:

To ensure proper food safety, record the temperature of your refrigerator/freezer unit(s) each day. Please post this log outside of your unit and then retain for a minimum of 3 years for your records.

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**HOW TO PLACE ORDERS ONLINE**

1) **Go to www.feedingamericasd.org.** Choose Agency Access, click AE3 Online Ordering and Reporting (left hand column of page), click on AE3 Online Ordering.
2) Enter User ID: (First letter of first name followed by last name)
3) Enter Password: change12 (all lowercase, one word)
4) Enter Program: 0077pp followed by the Agency Program Number # (ex: 0077pp0011)
5) Click **Order Options, then choose Scheduler**
6) Pre select pick up or delivery, date and time. Click Reserve.
7) Click **Order Options, then choose Shopping List.**
8) Select an option for searching:
   a) **Show All**- Click on yellow box next to the description. This will bring up all the available items in stock. *This is the fastest way to view all items!*
   b) **Item Code** - Search by item code
   c) **Item Name/Item Description**- Search by description
9) Enter desired quantity by cases then **add to cart**
10) To check out click on **Checkout** (located at the top right hand side and the bottom of the list)
11) You have the option of deleting an item, changing the quantity of an item, or continuing to shop from this page.
12) Pay attention to the total weight of your order
13) Before submitting cart, you must reselect the delivery date and time located under **MY Appointment.**
14) Click **Submit Cart** to place order
15) In order to make sure that your order was sent to the food bank, please visit the Order Management page. If your order is there, that means it was submitted, if it is not there, make sure to hit submit or call the Agency Relations Staff.
16) Log out

**Vocabulary Terms**
- **Maximum order quantity** - the amount available at that moment that you can order
- **Order Management** - allows you to view current and past orders

*How to Order Online*” AE3 training videos are also available through our website, [www.feedingamericasd.org](http://www.feedingamericasd.org).