

AGENCY MANUAL

COMMUNITY ACTION AGENCY OF BUTTE COUNTY, INC. NORTH REGION FOOD BANK

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REFERENCES

Food Bank Contact Information

Food Bank Staff

Julianna Roberts, Program Manager (530) 693-2079 jroberts@buttecaa.com
Contact Julianna for questions regarding complaints.

Patti Jenkins, Program Relations Assistant (530) 538-7534, ext. 215 pjenkins@buttecaa.com
Contact for questions regarding new agency applications, authorized shoppers, new sites, general agency inquiries, etc.

Jan Hall, Warehouse Supervisor (530) 538-7158 jhall@buttecaa.com
Contact Jan for questions regarding USDA Commodities and Donations, etc.

David Jones, Inventory Control Clerk (530) 538-7158
Contact David to place an order, change a shopping appointment, get an order form, or schedule a delivery.

Accounting Department (530) 538-7559 ext. 200
Contact the accounting department for all billing and payment inquiries.

Contact Information

Mailing Address

P.O. Box 271966, Concord, CA 94527

Web Site

www.foodbankccs.org

Concord Branch

4010 Nelson Ave., Concord, CA 94520
Phone: (925) 676-7543 Fax: (925) 671-7933

Fairfield Branch

1891 Woolner Ave, Suite I, Fairfield, CA 94533
Phone: (707) 421-9777 Fax: (707) 421-0205

Food Bank Overview

The North Region Food Bank is operated by the Community Action Agency of Butte County, Inc. (CAABCI). The mission of the CAABCI is: The service area of the Food Bank is generally Butte, Glenn, Colusa, Plumas and Sierra Counties but may include other areas from time to time.

The purpose of the service area is to alleviate hunger and provide an efficient, coordinated system for collecting and distributing food that reduces food waste and increases public awareness regarding hunger and food security issues in our service area. The food that the Food Bank distributes comes primarily from donations of food. In addition, we purchase staple food items. These items are distributed through our direct distribution programs and out network of member agencies in the service area. The Food Bank also administers funds from the Federal Emergency Management Agency that are designated to provide hunger relief. In addition, the Food Bank distributes USDA commodities through our direct distribution program and some member agencies.

The Food Bank's network of member agencies includes emergency and supplemental food pantries, soup kitchens, homeless shelters, supplemental food programs, rehab programs, after school programs, day care facilities, group homes and senior programs. Most member agencies shop at the Food Bank for food items, although delivery is available for certain programs. The items that the agencies receive are then distributed or prepared and served to needy individuals and families.

It is a goal to the CAABCI to leverage other food or food-related resources that will expand the amount and types of products that can be made available to families and individuals in need. We also collect information on the incidence of food insecurity and work with policy makers and others to improve conditions that contribute to the existence of hunger in our service area.

Food Assistance Program

Through this program the Food Bank distributes USDA commodities to low income families. In Contra Costa County, the Food Bank distributes the food both directly and through our network of member agencies. In Solano County all of the USDA food is distributed through our member agencies.

For more information on any of these programs, please contact the Food Bank or visit our website at www.foodbankccs.org

Policies and Procedures for All Agencies

I. Food Bank Membership Procedures

Food Bank Membership Application Process

To qualify as a member agency of the Food Bank, an organization must:

1. Provide a copy of its letter of determination from the Internal Revenue Service verifying that the organization is a nonprofit, tax-exempt organization under section 501(c)(3) of the IRS code.
 - Agencies must prove public foundation status, if their advance ruling period has expired.
 - Churches applying as a member of an umbrella church convention must provide either a copy of the listing of the churches that are part of their convention or a letter from a regional or national office of the convention stating that their church is part of the convention.
2. Sign a member agency contract and complete the member agency information form (**see Appendix A for a copy of the member agency contract**).
3. Submit a list of the organization's board of directors with addresses and telephone numbers.
4. Pass an on-site inspection.
5. Distribute without charge all food obtained from the Food Bank of Contra Costa and Solano.
6. Serve people without regard to race, religion, color, sex, age, marital status, political affiliation, disability, sexual orientation, medical condition or national origin.
7. Pay a one-time membership fee of \$50.
8. Pay with checks from the member agency's account with 501(c)(3) status.
9. Pay invoices COD or within 10 days for the first six months from the initial Food Bank invoice.

Agencies that are already members of the Food Bank that want to open a new site do not need to go through the entire application process to have the new site approved. The member agency must inform that Food Bank in writing that they are opening the new site and, in the letter, designate an individual who will be in charge of the site. A Food Bank representative will then conduct a site visit to determine whether Food Bank food can be used at the new site.

The information in each agency's file must be kept current. Thus agencies must provide an updated list of their board of directors at least once every two years and, if the advanced ruling period for the organization's 501(c)(3) status has expired, a copy of the letter from the IRS stating that their status has been extended.

Food Distribution Policies

Priorities

Our primary goal is to see that food resources are distributed to local residents most in need and at risk of hunger. To this end, we set priorities for recipients as follows:

1. Food pantries, soup kitchens, and homeless shelters.
2. Direct service programs of the Food Bank, including Food for Children, Brown Bag, Friday's Table and the Food Assistance Program.
3. Other local charities (senior citizen agencies, low-income child care centers and after school programs, group homes, transitional and rehabilitation programs and others).

Food Bank staff may, from time to time, determine that there is a limited supply of certain food and nonfood items and distribute it according to the above priorities. In practice, this means that these food items may be limited to programs that fall in one of the first two priorities.

II. Requirements and Procedures for All Agencies

Monitoring Visits

All member agencies must allow a Food Bank staff member to monitor their facility at least once every two years. Pantries and soup kitchens are monitored **annually** and most residential programs are monitored every two years. A Food Bank staff member will contact each agency when it is time to conduct a monitoring of their facility. The staff member will inspect the food storage areas at the facility, assess the food handling practices and evaluate the program. The facility that is being monitored must use proper food safety procedures. The Food Bank staff member monitoring the facility will make recommendations to improve the food storage and handling practices. The staff member monitoring the agency may require a follow up visit if the agency does not meet minimum food safety standards, is violating Food Bank regulations, etc.

Suspension Procedures

Agencies may be suspended from shopping at the Food Bank for failing to pay their bills, using Food Bank food improperly, storing or handling their food improperly, not opening their facility for inspection, etc. The length of the suspension depends on the unique situation of each agency. For additional information, please see the member agency contract in Appendix A.

Inactive Agencies

Member agencies that do not use the Food Bank at least once in a calendar year are designated inactive and are not allowed to receive food from the Food Bank. To become active again, member agencies must pass an on-site inspection and inform the Food Bank of any program changes.

Monthly Reports Requirements

Many agencies are required to submit monthly service statistics. The submission requirements are outlined later. All reports must be received by the **10th of the following month**. (Please note that this section does not include submission guidelines for USDA reports. These are included in the food pantry and soup kitchen sections.)

III. Available Food

There are essentially four types of food that are available at the Food Bank.

Food Drive Food

Food that we collect from the community through food drives is available in mixed boxes that weigh **30-50 pounds**. All of the food drive boxes contain a wide variety of product sizes and types within each general category but the sizes will be suitable for household use. Please note that we may not always have boxes available in all of the categories. The shared maintenance fee for food drive items is **18 cents/pound**. A complete list of the food drive categories is included in the **Appendix B**.

Donated Food

The Food Bank often receives large donations of food directly from manufacturers. The types of donated food that we receive frequently vary but beverages, candy and snack foods are available more often than

nutritious food. These items are generally only available by the case. Some of the food items are also in bulk sizes that require repackaging. Some may be frozen or require refrigeration. The shared maintenance fee for donated food items is **18 cents/pound**.

Donated Perishable Food

The Food Bank receives ongoing donations of perishable food items. Most of these items need to be moved out of our warehouse quickly. Bread and pastries are almost always available while milk, yogurt, and fresh produce* are also frequently available. All of the items in this category are generally available at **no charge**.

Available Produce

One of the donated food sources currently available to the Food Bank in abundance is fresh produce. Throughout the year, the Food Bank acquires fresh fruits and vegetables on a regular basis. Oranges are available from late December through late spring, and we have also had apples, pears, stone fruits, potatoes, salad mixes, mushrooms and green peppers. The Food Bank has recipes and information regarding the health benefits of eating fruits and vegetables, and we need help from member agencies, especially food pantries, in moving this food out into the low income community (*see Page 13*). Because fresh produce is *perishable*, we provide it at no cost to the agency. Agencies may want to shop more frequently or check with the Food Bank several times during the month to take advantage of produce offerings.

Purchased Food

The Food Bank stocks a variety of purchased food products so that we can ensure that nutritious items are available. The fees for purchased food items vary, depending upon the price that we are charged for each load. Generally, pricing may vary and costs may be as **low as \$2.00 per case**. Member agencies pay 10% above the Food Bank cost for purchased food items.

III. Shopping at the Food Bank

By Appointment*

Few agencies are allowed to shop at the Food Bank for food items. Agencies that are served from the Concord warehouse must have a specific appointment to come into the Food Bank and shop. This appointment recurs on the same day and time. Agencies can shop on a weekly, biweekly or monthly basis. If agency representatives are going to be late for their shopping appointment they should call the Inventory Control Clerk at (530) 538-7158.

Agencies with appointments have the ability to pre-order any food items by utilizing an advanced preview of the inventory available in our warehouse. Each agency must call the warehouse to obtain an agency *specific* listing of the items the agency is eligible to receive. It is very important for agencies to consider the timing of obtaining the most current inventory list relative to when the order is placed. If you use an outdated shopping list, we may no longer have the items that you have selected on your pre-ordering form. **All orders must be submitted on the day prior to the scheduled shopping appointment.** Inventory listings must be requested before 10:00am and the complete order must be faxed into the warehouse no later than 12:00 noon of the business day prior to your appointment. For an example of the pre-ordering inventory form, please see **Appendix D**.

In addition to the order, at the time of pick-up, each agency is eligible to receive any perishable food items (produce, bread, and milk) that the warehouse may have on hand.

Mobile Distribution* *

The Food Bank has alternative methods for delivery to emergency food programs in particular communities where there is a greater demand for services. This remote delivery service is to serve multiple agencies in a given city or community at one central location (Example: City of Vallejo, Fairfield, and western Contra Costa County).

All agencies located in selected cities or regions where mobile distributions are taking place will receive their pre-ordered food items at a designated centralized location on a regularly scheduled basis. In addition to agency orders, agencies will receive fresh produce, bread and dairy items on a weekly or bi-weekly basis at the mobile location.

Each agency must call the warehouse to obtain an agency *specific* listing of the items the agency is eligible to receive. It is very important for agencies to obtain the most current inventory list relative to the designated day for mobile distribution/ agency order pick-up. If you use an outdated shopping list, we may no longer have the items that you have selected on your pre-ordering form. **All orders must be submitted up to 2-3 days prior to the scheduled mobile distribution.** To request a pre-ordering form and information on pick-up dates, times, locations and deadlines serving selected mobile distribution cities or regions, please contact Inventory Control Clerk at (530) 538-7158. For an example of the pre-ordering inventory form, please see **Appendix D.**

Delivery

Most member agencies receive food items by appointment or through mobile distribution sites; however, in special circumstances, delivery is available to agencies that meet certain criteria (available upon request).

IV. Authorized Shoppers

Agencies must have a specific list of shoppers who are authorized to shop at the Food Bank. This list may be altered either during the monitoring or by sending a letter, on letterhead and signed by an authorized individual, informing Food Bank staff of the changes. We request that any changes to this list be submitted within **24 hours** of any shopping appointment or food pick-up.

Additional Food Resources and Funding Opportunities

I. EFSP

Each year, the Food Bank applies for funding for food from the **Emergency Food and Shelter Program (EFSP)** formally known as the Federal Emergency Management Agency (FEMA). The Emergency Food and Shelter Program (EFSP) program is a government program that supports emergency food pantries, soup kitchens and shelters that provide services to the general public. The Food Bank is the lead agency in both Contra Costa and Solano Counties. This means that the Food Bank applies to the Emergency Food and Shelter Program (EFSP) for money on behalf of interested emergency food programs.

** ** Note: All items selected on the pre-ordering sheet are NOT guaranteed. The inventory in each warehouse changes on a daily basis and at the time an agency's order is pulled on the day before it is delivered or picked up, the availability of specific food items may have changed. We receive new items on a daily basis, and as orders are filled, we may use up the last few cases of an item.*

Once the application is approved, the Food Bank issues credits to the programs that are part of the application. It is important to note that funding levels to agencies vary from year to year and there is no guarantee of funding each year. FEMA/EFSP funds are available for one year and must be spent by the end of the year. In order for your agency to be eligible for FEMA/EFSP funding, your agency must accept referrals, service the general public without discriminating and publicize the hours that your pantry or soup kitchen is open. In addition, the food distribution must not be connected with any religious services, programs, appeals, and conversations or outreach efforts.

For details of the FEMA/ EFSP application please see **Appendix C**. If you would like more detailed information, please contact the Program Director.

Agencies with questions about this program should contact Lindsay Johnson, Program Director, (925) 676-7543 x204.

II. USDA Commodities

Some food pantries and soup kitchens are eligible to distribute USDA (United States Department of Agriculture) commodities. USDA commodity distributions must be open to the general public and the organization that distributes the commodities must serve all of the eligible recipients that attend the distribution. Food pantries must follow program guidelines set up by the State of California to participate in this program (see “Commodity Distribution Regulations” below). Commodity items are provided at no cost to the agency. The menu changes monthly and is determined by the Food Bank. If you are interested in distributing USDA commodities, please contact the Program Director at the Food Bank.

If your agency is interested in distributing commodities, please review the procedures and requirements stated below.

Distribution Site Agreement

All agencies that distribute USDA commodities must have a recent *Distribution Site Agreement* on file at the Food Bank. A copy of the distribution site agreement is included in **Appendix G**.

Memorandum of Understanding (Soup Kitchens/ Shelters Only)

In order to receive USDA commodities, soup kitchens must complete and return a Memorandum of Understanding. Copies of the Memorandum are included in **Appendix H**.

Service Statistics

All food pantries and soup kitchens that receive USDA commodities must submit reports on a monthly or quarterly basis indicating the number of individuals that were served by date. A copy of the relevant form is included in **Appendix G and H**.

Mandated Commodity Distribution Regulations

Eligibility

USDA commodities should be distributed 1 time per month to all eligible individuals who attend the distribution. Eligible individuals are those who live in the designated service area, whose household has an income that is less than that specified in the USDA guidelines and whose household has not already been served.

Verification of Eligibility

The following is the procedure for screening potential USDA recipients:

1. Ask for identification for recipient.
2. Confirm that the address is the current address.
3. Ask how the recipient financially supports himself/herself. Ask for proof of income (for example, pay stubs, Notice of Action (NOA) General Assistance papers, unemployment, TANF, AFDC, SSI and low-rent housing agreement, or any official document verifying income status.).
4. Determine the household size. If the household size is six or more, you should request identification for each member of the household to determine eligibility for the additional food.
5. Compare the income level and number of people in the household with the TEFAP Maximum Income Amount chart. The household income can be no more than the amount listed.
6. If the person has no identification or information about their income, he/she can **SELF CERTIFY** that he/she is eligible to receive the food by signing the EFA-7 or EFA 7A. Individuals should be encouraged to bring the required information next month but they may continue to self certify if they do not bring the information.

If the organization keeps records of the individuals that present valid information, they may refer back to this record for each individual and do not need to verify their eligibility every month. They must, however, re-certify clients on a regular basis.

Individuals who live outside the agency's service area should be served once and then referred to a distribution site in their area.

Multiple Bags of Food

Households with **6 or more people** may get two bags of food and households with 11 or more people should get three bags of food. Agencies should request verification of the number of people in each household before distributing multiple bags.

EFA 7 and Distribution Site Report

The following is the appropriate procedure for using the EFA 7 sign in sheet and the distribution site report.

- Each individual that receives food must sign the "Emergency Food Assistance Program (EFAP) Certification of Eligibility" EFA 7 sign in sheet (a copy is included in **Appendix G**).
- Volunteers may not sign the sheet for the recipient.
- The address, zip code and household size columns should be completed. After the distribution, the total number of people served should be counted and the total number of people in the households added up.
- This information should be noted on the "Temporary Emergency Food Assistance Program Distribution Site Report of Household Participation" form (a copy is included in **Appendix G**).
- Once this is completed, copies should be made of the EFA 7 sign in sheet, the distribution site report and the USDA Physical Inventory Recap sheet (discussed below) and the originals sent to the Food Bank.
- This information needs to be returned to the Food Bank by the 10th of each month.
- Copies of this information should be stored at the agency for 3 years.
- Solano County agencies must also complete the "Agency Service Statistics" form according to the guidelines described on page 6. If the agency is serving both USDA food and food separate from the USDA commodities, the agency needs to submit separate information for each distribution.

Product Inventory

All USDA products should be inventoried when they arrive at the agency. This information should be recorded on the “USDA Physical Inventory Recap” sheet (a copy is included in **Appendix G**). After the distribution the remaining inventory should be counted and noted on this sheet. This sheet should be returned to the Food Bank by the tenth of each month with the information noted above.

Bag Assembly

A Food Bank staff member sends out a list of the commodities that will be distributed each month and the number of each type of item that should be placed in each bag. Bags of commodities should be kept off the floor at all times, even during the assembly process.

Posters

Each agency that distributes USDA commodities should have the USDA and California nondiscrimination posters, the income guidelines and a description of the service area posted. Copies of the posters and income guidelines are available from the Food Bank.

Storage of Leftover Items

Leftover USDA items should be stored off the floor in a locked storage area that meets all of the appropriate storage guidelines. These items may be distributed as emergency food over the course of the month or added into the distribution the following month. Anyone who receives these leftover food items should still sign the appropriate sign in sheet and meet the same guidelines as all of the other recipients. Each recipient should receive the complete commodity bag. If you are not receiving an amount of food that is relatively equal to what you distribute, you must notify the Program Director who will adjust your order and provide direction on how to handle any surplus remaining at the agency.

Religious Services

There can be **no** religious services, prayers or political conversations associated with the distribution of USDA commodities.

Commodity Items in Food Drive Boxes

USDA commodity recipients occasionally donate food items that they have not used during food drives. These commodity items, if they are donated back to the Food Bank, may go out to agencies in food drive boxes. These USDA items that come in the food drive boxes are no longer considered commodities and may be treated like any other food items.

Provision of Commodities to Other Agencies

USDA commodities must be distributed at the site that the Food Bank approves. You may **not** distribute the commodities at any other site or provide them to another organization without the approval of the Food Bank.

III. Holiday Food Services

Holiday Gift Certificates

The Food Bank receives grants and other funding to help provide grocery store certificates for Christmas baskets. These certificates are distributed to some, but not all, Food Pantries. They can be used to purchase items at the grocery store, or they can be given to food recipients. If your agency has not received gift certificates in the past, it is unlikely that you will receive them in the current year. There is no guarantee you will receive the same number of gift certificates from year to year.

Holiday Assistance Program

The Food Bank Holiday Assistance Program is one of the ways that the Food Bank of Contra Costa and Solano helps Food Bank agencies (primarily Food Pantries) provide Thanksgiving and Christmas meals or Christmas food baskets to low income families and individuals.

Food pantries and soup kitchens receive priority for this program because they serve the general public throughout the year and will receive more variety in terms of the food items for their baskets. Programs that serve a specific client group may be eligible, if resources are available (i.e., Residential programs can request turkeys or hams for their holiday meal).

How to Apply

Agencies wishing to receive holiday assistance must complete the ***Holiday Assistance Service Plan*** (see **Appendix I**). They must provide information regarding how many people they hope to serve, and when they plan on providing service, in addition to contact information such as address and telephone number. If you do not fill out a plan each year, your program may be overlooked. We will not know that you are distributing holiday food so we will not offer assistance.

It is also very important that applicants keep the Food Bank informed of any changes to the services you will be providing or when you will be providing them. If you sign up more people than you expected, or you discover that you won't be serving as many people, please let us know and we will adjust your order. If you change the date you will be serving people, we will need to know that, so we can be sure the food is ready for you in time.

Available Food Items

While the Food Bank makes every effort to divide the resources we receive in a fair manner, THERE IS NO GUARANTEE THAT YOU WILL RECEIVE ENOUGH FOOD TO SERVE THE CLIENTS YOU WANT TO SERVE. Pantries and other agencies need to seek out other resources for food during the holiday season. If you do not have any other resources, you should limit the size of your holiday program to fewer than 30 baskets, and you should only plan on providing baskets at Christmas.

Notification Process

The Food Bank determines how much food is going to each agency approximately 2 weeks before the baskets are distributed. Once the allocation is made, agencies are notified by mail or by phone. You can call the Food Bank to find out how much you will receive, but you should wait until November 15th (Thanksgiving) or December 10th (Christmas) to call.

Food Storage and Food Safety

If you would like to receive turkeys during the holiday season and you do not have adequate freezer space, you must make arrangements to pick up the turkeys at the Food Bank and distribute them within four hours.

Holiday Meals and Bag Preparation

To learn more information on how to prepare holiday meals and food bags that meet the nutrition Food Guide Pyramid, please see **Appendix I**.

Types of Member Agencies

I. Food Pantry Information

Definitions

Food pantries provide food to the general public on an ongoing basis. Pantries may limit the number of times they serve the same recipient in a given time period.

- **Emergency Food Pantries** provide three-day supplies of food to people in crisis situations. Food baskets are put together according to a suggested menu.
- **Supplemental Food Pantries** provide balanced food bags to needy people on a regular basis. Typically these programs are less restrictive with regard to how often a family or individual can receive food.

Food Pantry Requirements

Food pantries must:

- Make every effort to provide balanced, nutritious food baskets.
- Accept referrals from the Food Bank of Contra Costa and Solano, social workers, local ministers and rabbis, and local community service agencies and be listed in any Food Resource Directory published by the Food Bank.
- Keep regular posted hours and provide ongoing service to the general public.
- Inform the Food Bank of Contra Costa and Solano, in writing, regarding the number of households and people served each month. Reports **are due by the 10th day** of the month following the month in which service was provided.

Emergency Food Pantry Bags

The Food Bank requires that emergency food pantries provide balanced, nutritional bags of food to clients. A recommended bag of food based on food type and family size is included in **Appendix F**. Also included in **Appendix F** is a copy of the food guide pyramid that you can consider when assembling food bags.

Delivery Service

Most member agencies pick up food from Food Bank warehouses. However, in special circumstances, delivery is available to agencies that meet certain criteria (available upon request). The Food Bank has also proposed alternative methods for delivery to emergency food programs in particular communities where there is a greater demand for services. This remote delivery service is to serve multiple agencies in a given city or community at one central location (Example: City of Vallejo). For more information, please contact the warehouse serving your county.

Food Handling and Storage

Detailed information on proper food handling and storage is included later in the manual. All food pantries are required to handle and store food in accordance with proper food safety procedures.

Reporting Requirements

Food Pantries are required to report specific service statistics to the Food Bank at the end of each month. For detailed information, please see page 4 or **Appendix E**.

II. Soup Kitchen Information

Definition

Soup kitchens provide free meals to the general public. In order to qualify as a soup kitchen, the program must be ongoing with publicized hours and location.

Soup Kitchen Requirements

Soup Kitchens must:

- Make every effort to provide balanced, nutritious meals.
- Provide free meals to any member of the public who comes desiring a meal.
- Keep regular posted hours and provide ongoing service to the general public.
- Inform the Food Bank of Contra Costa and Solano, in writing, regarding the number a people served the number of meals provided each month. Reports are due by the 10th day of the month following the month in which service was provided. **(Appendix H)**

Food Handling and Storage

Detailed information on proper food handling and storage is included later in the manual. All soup kitchens are required to handle and store food in accordance with proper food safety procedures.

III. Other Agencies

Definitions

- **Homeless Shelters/ Group Homes** provide temporary, transitional or permanent placement for children and/or families. This category includes emergency shelters, shelters and group homes. Meals are prepared on site and served in a group setting
- **Residential Programs** and day programs provide services to mentally disabled, developmentally disabled and physically disabled adults and/or children. Services to people in recovery programs for substance abuse problems are included in this category as are residential treatment programs for mothers of young children even if the children are on site. Services may be served meals, snacks or supplemental groceries.
- **Day Care/After School Programs** are programs with minimal membership fees or no fees. Food is prepared on site to service children ONLY.
- **Supplemental Programs** offers free groceries to residents of transitional shelters, housing complexes or neighborhoods. Supplemental Programs differ from pantries in that they serve a specific group of clients. Programs differ from disabled or senior programs in that they serve a broader range of clients, i.e. families as well as disabled and/or elderly individuals.

Requirements

ALL Other Agencies MUST:

- Make every effort to provide balanced, nutritious meals on site.
- Provide free/ low cost meal to any client being served at the site.* *(Some agencies require tuition or fees for room and board to cover cost of meals)*
- Inform the Food Bank of Contra Costa and Solano, in writing regarding the number a people served the number of meals provided each month. Reports are due by the 10th day of the month following the month in which service was provided. **(Appendix E)**

Food Handling and Storage

Detailed information on proper food handling and storage is included later in the manual. All agencies within this category are required to handle and store food in accordance with proper food safety procedures in addition to any other regulatory agency monitoring your agency.

Other Food Bank Resources

I. Food Workshops

From time to time the CAABCI will conduct workshops for member agencies to get information that will improve operations and services.

II. Recipes

An important part of the Food Bank is to ensure that nutrition education is extended to member agencies and to the many clients we serve throughout Contra Costa and Solano counties. The Food Bank has a **Community Nutrition Coordinator** whose mission is to promote the consumption of 5 fruits and vegetables each day in order to reduce the risk of chronic disease among the population we serve.

Recipes are available in the agency waiting rooms at each warehouse for agencies to pick up, reproduce and distribute to their clients. Nutrition information and recipes are also available through the various Food Assistance Program distribution sites and these recipes are given to recipients in their bags each month. These recipes are made out in accordance to the menus that are provided. For more information on nutrition, please contact the Community Nutrition Coordinator at (925) 676-7543.

III. Volunteer Recruitment

Developing a reliable, dependable group of volunteers is essential to running many food distributions at various sites throughout Contra Costa and Solano as well as the many food pantries and soup kitchens serving clients in the community. Finding these volunteers, however, can often be a challenge. If you need some suggestions about how to improve your volunteer base, please feel free to contact the Volunteer Coordinator at the Food Bank or visit one of the web sites listed below.

Volunteers are needed at several Food Assistance Program sites throughout the Contra Costa County and Solano counties. Volunteers bag and distribute food directly to those in need in the community. Most distributions last for two hours and are held once a month. Volunteer services are also available for sorting food items at the warehouse. Groups or individuals are scheduled to work three-hour shifts, Tuesdays through Saturdays. Evenings are available on Tuesdays, Wednesday and Thursdays. For more information about volunteer activities call the Volunteer Coordinator at (925) 676-7543, ext. 209

Volunteer Web Sites

Food Safety

It is important to ensure that all of the food that is distributed to clients is handled properly so that it is safe to eat. Following a few simple procedures can help ensure that food that is received and distributed is safe. This section provides general information on handling food properly from the time that you pick it up or receive it until it is distributed or served at your facility.

I. Receiving Nonperishable Food

Canned goods and dry goods that are received at your facility must be checked for quality before they are distributed. The first step in determining whether or not a donated food item is safe to eat is to evaluate the appearance and quality of the product. Listed below are some defects/damages that indicate that food items are not safe to eat and should be discarded.¹

Cans

Too crushed to stack on shelves or open with a manual can opener
Crushed immediately under the double (end) seam
Moderate/severe dents at the juncture of side and double (end) seam
Rust pits, rust that cannot be washed off or rust under or around the seam
Swollen or bulging ends
Holes, fractures or punctures
Evidence of leakage
Signs of spoilage (spurting; unusual odor or appearance) when opened
Missing label

Glass Jars

Home canned instead of commercially canned
Raised, crooked or loosened lid
Damaged tamper-resistant seal
Cracks or chips
Signs of spoilage (discolored food; cloudy liquid)

Paperboard Cartons

Torn or missing inner packaging in cartons that are slit or opened
Evidence of insects

Plastic Containers

Damaged tamper-resistant seal
Signs of spoilage (mold, off odor)

Once you have evaluated the appearance of the package, you should check the date of the food items. Different dates on food items mean different things. Packages can have sell by dates, expiration dates, pack dates, use by dates, quality dates, etc. The following section describes each kind of date and what it means.

Expiration Dates

- Examples: "Expires 2/15/98" or "Do not use after 7/9/97"
- Look for it on infant formula, vitamins, yeast, baking powder and cake mixes.
- Do not use or give out infant formulas after the expiration date. They may lose their effectiveness. Yeast and baking powder may not work.

Pack Dates

- Examples: "packed on 9/23/98" or "192 VIG 2109"
- This is the type of code used on almost all food packages. Look for it on canned fruits and vegetables, canned meat and fish, boxes of crackers and cookies, and spices.
- It is the date the food was packaged. It may be in code. Usually this food is of good quality for 12-18 months. It will be safe for a very long time.

Product	Estimated Shelf Life Past Code*
Baby Food (Jars)	Do not use beyond code
Baby Formula (Cans)	Do not use beyond code
Baby Juice (Jars or Cans)	Do not use beyond code
Baby Formula (Jars)	Do not use beyond code
Bread/Bakery Products	3 - 10 days
Canned Goods	1-2 years
Rice	1 year
Yogurt	1-3 weeks
Asceptic Containers	1 year
Jars/Bottles	6 months- 1 year
Cereal	6 months
Crackers	3 months
Dried Beans	1-2 years
Freezer Products	3 months - 1 year
Pasta	1 year
Prepared Salads/Dips	Do not use beyond code
Refrigerated Juices/Teas	1-4 weeks

Pull Dates

- Example: "Sell by May 16"
- Look for this date on refrigerated foods such as milk, yogurt, cottage cheese, cream, eggs, lunchmeat, packaged salad mixes.
- This means the store must take the refrigerated foods off the shelf by the date listed. If the food has been kept refrigerated at the proper temperature, it will still be safe to eat.
- Do not use it if it smells bad or the seal has been broken.

Quality Dates

- Example: "Better if used by date"
- Look for this on packaged mixes, cold cereals, peanut butter and baby food.
- It means that after the quality date the food will lose its good flavor and develop off-flavors. This date is the estimate for how long it will be in top quality.
- Do not use or distribute baby food that is past the quality date. ²

While it is important to know what the dates on products mean, it is also important to know how long beyond the dates we can keep products. The following table provides information on how long products can be kept after the code on the package (provided they pass the visual inspection and do not have any of the defects noted on the first page).³

* The guidelines stated herein for refrigerated and frozen products assume temperature control at <40 degrees F and <-10 degrees F respectively. Dry products are expected to be held under dry conditions, protected from temperature extremes of cold and heat.

Product dating on most types of products is voluntary and varies by manufacturer. If a product does not have a comprehensible date on it, use your best judgement when determining whether or not to distribute it. If the product looks okay and passes the visual inspection, it should be safe to distribute. If it does not pass the visual inspection or has an old nutritional label format, discard it.

Nutrition Labels

The use of the nutritional label to the right⁴ has been required since 1994 for most prepared food products sold in the United States (bread, cereal, canned food items, frozen foods, etc.). If a food item was packaged for sale in the United States and does not have a nutritional label that fits this format, it was probably packaged prior to 1994 and should be discarded. Exceptions apply to food items repackaged or relabeled by the Food Bank. These items will not have a nutritional label that looks like the one on the right but will have a label with the products' ingredients and the Food Bank's name. In addition, products packaged for the USDA are exempt from these labeling requirements.

Additional Information

If you would like further information on evaluating the safety of food items, feel free to contact the Program Relations Assistant at (530) 530-7534, ext. 215. Visual materials showing container defects are available and a video on evaluating food items is also available for loan.

II. Repackaging Food

Some of the food items that the Food Bank and our member agencies receive are in bulk packages and must be repackaged into smaller packages before they can be distributed. It is important to follow proper food safety practices when repackaging items so that the products do not become contaminated.

- Always repackage on a clean, sanitized surface.
- Wash hands and wear single use disposable gloves, hairnets and clean clothes.
- Do not allow volunteers who are ill to repackage food items.
- Avoid touching your face or hair while repackaging food items.
- Do not smoke, eat or drink while repackaging food items.
- Inspect original packages for mold, strange odors, odd appearance, poor texture and contaminants such as foreign objects, dirt, rodent droppings, insects, insect larvae, etc. Discard all food that fails the inspection.
- Make sure to seal all packages properly.
- Label all repackaged food items.
- Repackage only into food grade containers or bags. Do not use trash bags, newspaper delivery bags, etc.
- Avoid cross contamination between different types of food items.⁴

Nutrition Facts	
Serving Size ½ cup (114g)	
Servings Per Container 4	
Amount Per Serving	
Calories 90	Calories from Fat 30
% Daily Value*	
Total Fat 3g	5%
Saturated Fat 0g	0%
Cholesterol 0mg	0%
Sodium 300mg	13%
Total Carbohydrate 13g	4%
Dietary Fiber 3g	12%
Sugars 3g	
Protein 3g	
Vitamin A 80%	Vitamin C 60%
Calcium 4%	Iron 4%
* Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs:	
	Calories: 2,000 2,500
Total Fat	Less than 65g 80g
Sat Fat	Less than 20g 25g
Cholesterol	Less than 300mg 300mg
Sodium	Less than 2,400mg 2,400mg
Total Carbohydrate	300g 375g
Dietary Fiber	25g 30g
Calories per gram:	
Fat 9 • Carbohydrate 4 • Protein 4	

III. Receiving Perishable Food

Keeping Food Cool during Receiving

Keeping food out of the temperature danger zone of 41 °F to 140 °F (5 °C to 60 °C) is crucial during receiving. Food can quickly become unsafe if left in this range, so checking shipments quickly, but thoroughly, is important. This is why employees and volunteers should know the general receiving guidelines that will keep food both safe and cool.

General receiving guidelines that will keep food safe and cool

When products are delivered to your facility, you control the quality and safety of the food that is accepted. Refusing or discarding any product that does not meet the proper standards can prevent food borne illness. To control the receiving process, however, employees and volunteers must follow a clearly established set of guidelines. Some general guidelines include:

- Inspect cold food immediately for both temperature and quality.
- Use sanitized calibrated thermometers to check the temperatures of food.
- Label all items for storage with the delivery date or the use-by date to ensure proper stock rotation.
- Schedule deliveries for off-peak hours and receive only one delivery at a time so that the delivery does not have to sit and wait before being checked in and put into refrigerated storage.
- Put deliveries into cold storage as soon as they have been inspected.

Receiving temperatures for potentially hazardous foods

- Fish and seafood can quickly become unsafe if temperature abused. Toxins can form and foodborne microorganisms can grow. Fish should be received at 41°F (5°C) or lower. Shellfish should be received at 45°F (7°C) or lower.
- Fresh meat should be delivered at an internal temperature of 41°F (5°C) or lower.
- Fresh poultry should be shipped in self-draining crushed ice and delivered at an internal temperature of 41°F (5°C) or lower.

Prevent Cross Contamination during Receiving

How to prevent cross-contamination during receiving

- Make sure the receiving area is clean and well lighted.
- Check how foods are stored in the delivery truck. This is especially important if a variety of items come in a single delivery. Make sure raw meats are stored away from produce and ready-to-eat foods and that the truck is relatively clean.
- Have clean hand trucks, carts and containers available in the receiving area. If products need to be washed or broken down and re-wrapped, make sure a clean and sanitized workspace is available.
- It is important to clean and sanitize thermometers between using them with different food items.⁵

IV. Storing Food Properly

Nonperishable Food Storage

Remember to store nonperishable food properly so it will remain safe to eat during storage. Store food items at least 6 inches off the floor and 2 inches away from the wall. Store chemicals separately from food items. Never place chemicals above food items. Make sure to clean your storage area on a regular basis.

Rotate your food regularly so the oldest product is distributed first. Develop a rotation system and make sure that all of your volunteers are following the established procedures. Also do your best to keep the temperature in your storage area from getting too hot. Higher temperatures can greatly increase the rate at which food products lose nutrients.

Make sure to double-check the quality of food items before they go from the shelf or the box into the bag that is going to be distributed. Volunteers who did the original quality check could have missed defects or the product quality may have changed since it was placed on the shelf.

Keep Potentially Hazardous Foods Cold

Keep potentially hazardous foods, like poultry, dairy products and eggs, out of the temperature danger zone of 41 °F to 140 °F (5 °C to 60 °C). There are many opportunities for food to enter the temperature danger zone while in storage. Employees and volunteers must follow general storage principles for keeping food cold, understand how to use refrigerators and freezers to keep food cool, and follow specific storage guidelines for specific types of food.

General storage principles for keeping food cool

A few general rules can go a long way to keeping food cool and out of the temperature danger zone:

- Put deliveries into cold storage as soon as they have been inspected.
- Put food back into cold storage as soon as it is no longer needed.
- Check temperatures of stored foods and storage areas to make sure they are less than 40° F if they are in the refrigerator and 0°F if they are in the freezer.
- Take out only as much cold food as can be prepared or used at one time.

How to keep food cool

Keeping food as cold as possible keeps it safe and may also extend its shelf life. While there are many types of refrigeration equipment available, some general guidelines apply when using all of them.

- The refrigerator air temperature must be less than 40° F.
- The freezer air temperature must be 0° F.
- Monitor food temperatures regularly. Using a calibrated thermometer, take random temperatures of stored food. Hanging thermometers can also be used. Place these in the warmest part of the unit.
- Don't overload the unit, which may prevent adequate airflow and make the unit work harder to stay cold.
- Keep the unit door closed as much as possible to help keep the interior cold.
- Defrost units as necessary. Do not allow excessive buildup of ice in the unit.

Prevent Cross Contamination during Cold Storage

How to prevent cross contamination during storage

- Keep storage areas clean and dry. Spills and leaks should be cleaned up immediately to keep from contaminating other foods. Consider cleaning and sanitizing on a weekly schedule.
- All foods should be properly wrapped or stored in clean and moisture proof materials. This will do a lot to prevent the food from dripping onto other foods and contaminants from seeping into packaging.
- Store raw meat, poultry and fish separately from cooked and ready to eat foods, in a separate storage unit if possible. If this is not possible always store prepared ready-to-eat foods above raw meat, poultry and fish. This will prevent raw product juices from dripping onto the prepared or ready-to-eat foods.
- Foods should be stored in this order: ready-to-eat and cooked foods on the top shelf; below that should be fish; follow with whole raw meats, then ground raw meats on the next two shelves; raw chicken is always stored on the bottom shelf.⁶

V. Handling and Preparing Food Items

This section provides specific information on handling and preparing food items. Specific information is provided for each procedure but please keep in mind the rule that food should not be in the temperature danger zone of 40 to 140 degrees F for more than 2 hours. Information on handling specific holiday food items is included in Appendix G.

Personal Hygiene

Humans are the primary source of such food borne illness causing microorganisms such as Hepatitis A and *Staphylococcus aureus*. These microorganisms, as well as others, can easily be transferred to food and food-contact surfaces through poor personal hygiene practices and can make customers, family members and the food prep worker him/herself ill. To prevent this from occurring, employees and volunteers need to understand and practice proper hygiene.

Food handlers can contaminate food when:

- They have been diagnosed with a food borne illness.
- They show symptoms of gastrointestinal illness.
- They have an infected lesion.
- They live with or are exposed to a person who is ill with a food borne illness.
- They touch anything that may contaminate their hands.

In order to avoid contaminating food, food handlers should:

- Wear a hairnet and kitchen coat or apron when dealing with food.
- Shower or bathe and wear clean clothes to work every day.
- Remove all jewelry.
- Report illnesses or injuries to manager. Employees and volunteers should stop working and see a doctor if their condition could possibly contaminate food or food-contact surfaces. Employees and volunteers with symptoms such as fever, diarrhea, vomiting, sore throat, and jaundice must be excluded from the establishment.

Follow proper hand washing procedures.

Hands should be washed

- before and after handling any food.
- after using the washroom.
- after touching your hair or clothing.
- after sneezing or coughing.
- after eating or drinking.
- after smoking or chewing tobacco.
- after taking out the trash, bussing tables or moving from front-of-the-house to back-of-the-house activities.
- after washing dishes or handling equipment.

The following procedure should be used when washing your hands:

- Use warm water to moisten hands.
- Apply soap.
- Rub hands together for 20 seconds, reinforcing in between fingers, washing up to mid-forearm, and fingernails. Hint: 20 seconds is longer than it sounds. Sing two choruses of "Happy Birthday." That takes approximately 20 seconds!
- Rinse thoroughly.
- Dry with disposable paper towel or air dryer.

After washing their hands employees should never:

- Wipe their hands on their aprons or clothing.
- Do anything to contaminate their hands, like touching their body or door handles.
- Put on a new pair of gloves after washing their hands. (The use of gloves and antibacterial hand sanitizers are not a replacement for proper hand washing.)
- Avoiding unsanitary habits and actions, such as chewing tobacco or gum, smoking or spitting while around food or food-contact surfaces.
- Cover any cuts, burns, sores, skin infections, or infected wounds with a clean bandage when the food handler is working with or around food or food-contact surfaces. Bandages on hands and forearms must be further covered by an impermeable cover like a glove.⁷

Defrosting Food

There are four safe ways to defrost food: in the refrigerator, under cold running water, in the microwave and as part of the cooking process.

Refrigerator Thawing

Planning ahead is the key to this method because of the lengthy time involved. A large frozen item like a turkey requires at least a day (24 hours) for every 5 pounds of weight. Even small amounts of frozen food, such as a pound of ground meat or boneless chicken breasts, require a full day to thaw. When thawing foods in the refrigerator, there are several variables to take into account.

- Some areas of an appliance may keep the food colder than other areas. Food placed in the coldest part will require longer defrosting time.
- Food takes longer to thaw in a refrigerator set at 35°F than one set at 40°F.

After thawing in the refrigerator, ground meat and poultry should remain useable for an additional day or two before cooking, red meat, 3 to 5 days. Foods defrosted in the refrigerator can be refrozen without cooking, although there may be some loss of quality.

Cold Water Thawing

This method is faster than refrigerator thawing but requires more attention. Place the food in a container, place the container in a food preparation sink, and run cold (less than 70°F) water over the submerged food until thawed.

Microwave Thawing

When microwave defrosting food, plan to cook it immediately after thawing because some areas of the food may become warm and begin to cook during microwave defrosting. Holding partially cooked food is not recommended because any bacteria present wouldn't have been destroyed and, indeed, the food may have reached optimal temperatures for bacteria to grow.

Cooking Process

Food may be safely thawed as part of the cooking process if all parts of the food are cooked to the proper minimum internal cooking temperature. Remember that internal frozen areas will remain cold longer and take longer to reach the proper temperature than external areas.⁸

VI. Preventing Cross Contamination

Preventing Cross Contamination during Preparation, Cooking and Serving

Microorganisms can move easily in a kitchen. They can attach themselves to almost anything they contact, including prep tables, equipment, utensils, cutting boards, dish towels, sponges, hands, or other foods. Prevention of cross contamination starts with creating physical or procedural barriers between food products.

Preventing cross contamination during the preparation process

- Prepare raw meats, fish, and poultry in separate areas from produce or cooked and ready-to-eat foods. If separate areas are not possible, separate preparation by time and sanitize the preparation area between uses.
- Assign specific equipment to each type of food product. Color coded utensils are useful for doing this.
- Use specific containers for each type of food product. Clearly label containers with the intended contents.
- Clean and sanitize all work surfaces, equipment, and utensils after each task. Wiping surfaces isn't enough. They must be thoroughly cleaned and sanitized after each task.
- Cloths or towels used for wiping food spills must not be used for any other purpose. Use disposable or color-coded towels to prevent cross-contamination.
- Make sure employees watch what they touch after handling raw animal foods and remind them to practice good personal hygiene.

Preventing cross contamination during the cooking process

- Clean and sanitize thermometers after each use.
- Use cleaned and sanitized utensils to handle food after cooking. Never reuse utensils that have contacted raw animal foods to handle cooked foods.
- Taste foods correctly. Ladle a small amount into a small dish. Taste the food with a cleaned and sanitized or single-use spoon, then remove the dish and spoon from the area to be cleaned and sanitized.

Preventing cross contamination while serving food

- Keep food covered with lids or use food shields.
- Never mix freshly prepared food with food already being held.
- Most foods should not be stored on ice. Place foods in pans or on plates first to avoid contact with the ice.
- Be sure to clean and sanitize thermometer stems between uses.
- Store serving utensils properly. They can be stored in the food, with the handle extended above the rim, or can be placed on a clean and sanitized plate or other food contact surface. Some jurisdictions allow utensils to be stored under running water.
- Serving utensils should have long handles that will help keep employee's hands away from the food.
- Always use cleaned and sanitized utensils for serving. Also, remember that utensils should be used for only one food and must be properly cleaned and sanitized after each task.
- Minimize handling cooked and ready-to-eat foods with bare hands.
- Always practice good personal hygiene.
- Handle glassware and dishes properly. Never touch the food-contact area of plates, bowls, glasses, or cups.
- Never stack glasses or dishes when serving.
- Hold flatware and utensils by the handles, never by the food-contact surfaces.
- Cloths used for cleaning food spills should not be used for anything else. Store cloths in either cleaning or sanitizing solution at the correct concentration between uses.

Preventing cross contamination in customer self service areas

- Keep sneeze guards or food shields properly placed above food.
- Properly identify all food items to avoid taste testing by customers.
- Keep raw food separate from cooked and ready-to-eat foods, such as with a Mongolian Barbecue.
- Make sure customers do not use soiled plates or silverware for return trips.⁹

Cleaning and Sanitizing Practices that will Prevent Cross Contamination¹⁰

No matter how carefully food is prepared and cooked, without a clean and sanitary environment bacteria and viruses, such as those that cause Salmonellosis and Hepatitis A, can quickly be transferred to both cooked and uncooked food. To prevent cross-contamination from surfaces, proper cleaning and sanitizing procedures must be followed.

- Cleaning is the process of removing food and other types of soil from a surface such as a countertop or a plate.
- Sanitizing is the process of reducing the number of microorganisms on a clean surface to safe levels through the use of diluted bleach or another chemical solution (see Appendix H for more information on the use of sanitizing solutions).

To prevent cross-contamination, cleaning and sanitizing must be a two-step process. Surfaces must first be cleaned and rinsed before being sanitized. All surfaces in your operation must be kept clean. However, any surface that comes into contact with food must be cleaned *and* sanitized.

To avoid cross-contamination, all food contact surfaces must be washed, rinsed, and sanitized:

- After each use.
- Before working with another type of food.
- Whenever you are interrupted during a task for a length of time.
- At four-hour intervals if the items are in constant use.

There are five steps involved in cleaning and sanitizing a surface. All five of these steps must be done to avoid cross-contamination between surfaces and food.

Step 1: Scrape and rinse the surface to remove gross soil.

Step 2: Wash items with the proper cleaner.

Step 3: Rinse items to remove excess cleaner and all traces of soil.

Step 4: Sanitize the clean items using either heat or chemicals at the proper concentration.

Step 5: Air dry away from contamination.

Three types of chemical sanitizer are most often used in restaurant and foodservice establishments: chlorine, iodine, and quaternary ammonium compounds (see Appendix H for information on the use of sanitizers).

VII. Cooking Food Properly

Proper Minimum Internal Cooking Temperature

The Temperature Danger Zone is the temperature range between 41 and 140 degrees F where food borne bacteria grow quickly and make food unsafe. Foods, therefore, must be cooked thoroughly – to temperatures above 140°F (60°C) – and held either above 140°F (60°C) or below 41°F (5°C). Harmful microorganisms in food can be reduced to a safe level or even eliminated by thorough cooking.

Different foods have different minimum internal cooking temperatures, based on the characteristic of the food (such as whether it has high or low fat content). The pathogens normally found on some foods (such as *Salmonella*, typically found on chicken) are killed only at a high temperature while *Trichinella*, typically found in pork, is easily killed at a lower temperature.

The color, smell, look or texture of a food is not enough to determine if it is cooked through or not. Foods must also be cooked for at least 15 seconds at the appropriate temperature. A list of cooking temperatures is included below.¹¹

Cooking Temperatures¹¹

Food	°F
Ground Meat & Meat Mixtures	
Beef, Pork, Veal, Lamb	160
Turkey, Chicken	165
Fresh Beef, Veal, Lamb	
Medium Rare	145
Medium	160
Well Done	170
Poultry	
Chicken & Turkey, whole	180
Poultry breasts, roast	170
Poultry thighs, wings	180
Duck & Goose	180
Stuffing (cooked alone or in bird)	165
Fresh Pork	
Medium	160
Well Done	170
Ham	
Fresh (raw)	160
Pre-cooked (to reheat)	140
Eggs & Egg Dishes	
Eggs	Cook until yolk & white are firm
Egg dishes	160
Leftovers & Casseroles	165

If a potentially hazardous food is reheated with the intention of hot holding until service, the food must be reheated rapidly (within 2 hours) to a temperature of 165°F (74°C) for at least 15 seconds. This temperature is effective in reducing the number of *Clostridium perfringens*, a pathogen that, if present, is able to grow rapidly if the food is temperature abused. If the food is reheated in a microwave, it must be stirred or rotated, covered and allowed to stand for two minutes. Ready-to-eat foods that were prepared in a food processing facility and are still in their original packaging can be reheated to 140°F (60°C) before being hot held.¹²

Taking Product Temperatures

Food service workers should properly wash and sanitize their thermometers prior to use and in between uses. Food service workers need to use the right thermometer for the food and situation and calibrate the thermometer whenever necessary.

Procedures for Taking the Temperature of Food Items

- Take the temperature of a product in several places.
- Stir relevant products before taking the temperature.
- Place the stem or probe in the thickest part of the food item.
- Do not rest the stem or probe on a bone – this may give an inaccurate reading.
- Make sure the entire sensing area is completely submerged in the food.

Common mistakes to avoid when using a thermometer:

- Not calibrating thermometer.
- Not immersing entire sensing area into product.
- Taking the temperature in an incorrect location in the food product.
- Failing to stir the product prior to taking the temperature.
- Not using the appropriate thermometer for the type of food.
- Touching the surface of the cooking vessel or equipment.
- Equating air temperature with product temperature.
- Equating equipment thermostat temperature with product temperature.
- Failing to allow thermometer to level off.
- Failing to wash and sanitize thermometer prior to use.¹³

Calibrating Thermometers

Thermometers must be calibrated regularly to ensure that product temperatures are correct. If thermometers are used on a continual basis, they should be calibrated at least once a day. They should also be calibrated whenever the thermometer is dropped, before it is first used, and when going from one temperature extreme to another. There are two methods for calibrating thermometers: the ice point method and the boiling point method. The ice point method is more accurate and easier to do.

Ice Point Method:

1. Fill a large glass with crushed ice. Add clean tap water until the glass is full and stir well.
2. Put the thermometer stem or probe in the ice water mixture so that the entire sensing area is submerged. Do not let the stem of the thermometer or probe touch the sides or bottom of the glass. Wait at least 30 seconds or until indicator stops moving.
3. With the stem of the thermometer or probe still in the ice water mixture, use a wrench to turn the adjusting nut until the thermometer reads 32°F (0°C). If calibrating a digital thermometer, press the reset button to automatically calibrate the thermometer.

Boiling Point Method:

1. Bring clean tap water to a boil in a deep pan.
2. Put the thermometer stem or probe into the boiling water so that the sensing area is completely submerged. Do not let the stem or probe touch the bottom or sides of the pan. Wait at least 30 seconds or until indicator stops moving.
3. With the thermometer stem or probe still in the water, use a wrench to turn the adjusting nut until the thermometer reads 212 degrees F (100 degrees C) at sea level. If calibrating a digital thermometer, press the reset button to automatically calibrate the thermometer.

4. Point to Remember:

The boiling point of water decreases as elevation increases:

Altitude (elevation above sea level)	Water Boiling Point
0 (sea level)	212°F (100°C)
1000 feet (305 meters)	210°F (98.9°C)
2000 feet (610 meters)	208°F (97.8°C)
3000 feet (914 meters)	206.4°F (96.9°C)
4000 feet (1219 meters)	204.5°F (95.8°C)
5000 feet (1524 meters)	202.75°F (94.9°C)
8000 feet (2438 meters)	197.5°F (91.9°C)

Types of Thermometers & Their Uses

Types of Thermometers

- Liquid Filled: Glass thermometers filled with spirits or mercury - NEVER used in a restaurant or foodservice establishment. The glass and inner liquid pose physical hazards.
- Bi-Metallic Stemmed: Most commonly used thermometer. Made of two different metals that expand when heated to give an accurate temperature when calibrated appropriately.
- Thermistors: Sensing area in the tip makes it useful for measuring the temperature of thin foods.
- Thermocouple or Digital: Registers temperatures relatively fast and can measure the temperature of thin foods easily. Most have interchangeable probes so that they can be used for a variety of foods or situations.
- Deep Fry or Candy: Measures high temperatures, such as deep fryers. NEVER use any other type of thermometer to measure the temperature of hot oil.
- Refrigerator/Freezer (Hanging): Meant to be hung from shelves in refrigerators or freezers to measure air temperature. Also used to verify the accuracy of the embedded thermometers set into refrigerators or freezers.
- Oven Thermometers (Hanging): Similar to hanging refrigerator or freezer thermometers, but also able to register high temperatures. Meant to be hung from oven racks to measure air temperature. Also verifies that the oven is reaching the proper set temperature.
- Equipment Embedded: “Set into” equipment such as refrigerators or hot holding units to measure the equipment’s temperature. Temperature readings from these thermometers should never be used to identify the internal temperature of a product.

- T-Stick Disposable: Single-use thermometers that change color when exposed to pre-determined temperatures shown on stick.
- Time Temperature Indicators (TTIs): Designed to monitor and register accumulated temperature exposure over time to verify safe conditions during storage or transport. Usually affixed to the product at the point of distribution and are read by the restaurant or foodservice establishment during receiving.¹⁴

VIII. Holding Temperatures for Food Items

Hot Holding

One of the top causes of food borne illness, according to the Centers for Disease Control and Prevention (CDC), is improper holding of potentially hazardous foods. It is imperative to keep hot foods above 140°F (60°C) for the entire time they are hot held.

Hot Holding Practices

- Never use hot-holding equipment to reheat foods – reheat to 165°F (74°C) on a stove, for example, then transfer the food to the hot holding unit.
- Use only hot-holding equipment that can keep foods at or above 140°F (60°C). Keep foods covered or use heat lamps.
- Measure internal temperatures of foods in hot holding regularly. That way, if the food ever dips below 140°F (60°C), corrective action can be taken.
- Never mix freshly prepared food with food already being held for service. Always remove the pan of old food and replace it with a fresh pan of food.
- Periodically check to see if your equipment is working correctly by checking the embedded thermometer against a bimetallic stemmed thermometer placed in a food product.
- To avoid the risks associated with hot holding, you may want to consider preparing food in small batches to be served in less than four hours.¹⁵

Cold Holding

Improperly holding cold food may cause it to become unsafe and make customers ill. Practicing the proper methods for keeping food cool during cold holding and delivery is important to keeping food safe.

Cold Holding Practices

- Use only cold-holding equipment that can keep food at less than 41°F (5°C).
- Measure the internal temperature of food being held every two hours. If the food is not at less than 41°F (5°C), take corrective action, such as discarding the food.
- Use covers or wrappers to retain food temperatures.
- Place cold food in chilled gel-filled containers or in bowls on ice if mechanical equipment is not available or practical.
- Rotate or stir food to maintain a constant temperature.¹⁶

IX. Cooling Food Items

Several factors affect how fast food cools, such as the size of the food, how dense the food is and the container in which the food is stored.

Acceptable Cooling Methods

- Reduce the size of the food being cooled. Place the food in shallow pans or containers made of heat-conducting material such as stainless steel. Keep the food depth in the container at 2 inches or less. Place the container in an appropriate refrigeration unit. Separate large cuts of meat into smaller, thinner portions and place in an appropriate refrigeration unit.
- A steam-jacketed kettle with cold water running through it can be used to cool food quickly.
- Place the heat-conducting container with potentially hazardous food in an ice bath. After dividing food into smaller quantities, put the pans in a clean sink or large pot filled with ice and water and stir frequently. If a sink is used for the ice bath, use an approved food preparation sink.
- Stir food with cold paddles – frozen water-filled plastic paddles – to distribute cold throughout the food
- Place the food in a blast chiller.
- Use ice as an ingredient.
- A combination of the above.

Notes

- Regardless of the cooling method used, monitor cooling temperatures to make sure that the cooling process is completed within 4 hours.
- If a refrigeration unit is used to cool, be certain it is capable of cooling while still maintaining other foods at less than 41 degrees Fahrenheit.
- When food is placed in a refrigerator, leave enough room air to circulate around the containers.
- Loosely cover cooling food to protect from contamination.
- If food cannot be reliably cooled, prepare the food for immediate serving or hot holding.¹⁷

X. Keep It Clean!

Handling Garbage and Solid Waste

How to Handle Garbage

Garbage is waste that attracts pests and can be a source of contamination. Proper garbage disposal begins with keeping garbage away from food and food-contact surfaces. After that:

Take it out

- Garbage should be removed from your establishment as soon as possible.
- Be careful: Don't carry garbage from other areas through your food preparation areas.
- Always wash your hands after handling or removing garbage.

Use proper containers

- Garbage containers should be covered, durable, leak-proof, easily cleanable, and pest and waterproof.
- Containers may be metal or plastic, and may be lined with plastic or wet-strength paper bags.
- Outside containers must have tight-fitting lids.
- Clean and sanitize garbage containers away from food preparation and storage areas.

How to Handle and Reduce Solid Waste

Solid waste refers to dry, bulky trash, such as bottles, plastic wrappers and containers, paper bags, and cardboard boxes. Talk to employees about what they need to watch for:

- Cut or fold boxes and larger objects.
- Practice responsible recycling in accordance with local laws for storage and handling.
- Practice source reduction, decreasing the amount of material received and disposed.
- Always wash hands after handling or removing solid waste.¹⁸

Rodent Control

In order to successfully keep rodents away from food storage areas, it is necessary to eliminate both their incentive to enter your facility and the means to enter the facility. The following are some steps that you can take to minimize rodent problems. If you have a problem with rodents you may also need to use traps or other control methods. For these we recommend the use of a licensed pest control operator.

- Wherever possible, store bulk foods in sealed, rodent-proof containers or rooms. Stack bagged or boxed food in orderly rows on pallets in a way that allows for thorough inspection for evidence of mice. In storage areas, keep stored materials away from walls.
- Spilled food and rubbish should be cleaned up regularly. Sweep floors frequently to permit ready detection of fresh mouse droppings.
- Close all holes in exterior walls. Repair all openings with a strong material (cement, metal, etc.) which should prevent rodent entry. Steel wool may be used as a temporary measure. Permit no openings over 1/4 inch around doors and windows.
- Eliminate weeds from the exterior of buildings and maintain an uncluttered, weed-free perimeter of a least 1 meter around buildings. Trim any branches overhanging buildings. Eliminate any outside debris, such as old equipment, boards, pipes, or woodpiles, that rodents can use for nesting.
- Consider sources of water available, such as ditches, stagnant pools, decorative fountains and ponds. These are an essential element of a rodent's environment.
- Keep doors to pantries or other food storage areas closed and rodent-proof.¹⁹

Food Safety Class Information and Internet Resources

I. Food Safety Certification Exam and Training

Food safety certification classes are offered in Butte County. The class locations and relevant phone numbers are listed below.

II. Internet Resources

The following are some web sites that you may want to visit for further food safety information. This is not a comprehensive list, however it does provide information on a number of useful sites.

Fight Bac

www.fightbac.org

This web site was created by a partnership of government agencies, trade associations and other non-governmental organizations to educate the public on food safety and proper food handling techniques. It has educational materials, brochures and other information on food handling procedures.

Food Safety Publications

Food Safety and Inspection Service

www.fsis.usda.gov/oa/pubs/consumerpubs.htm

This site, with over 100 publications, is an excellent resource for food safety information. It includes information on safe food storage, safe food handling, proper cooking of food items and a variety of other food safety related topics.

International Food Safety Council

National Restaurant Association Education Foundation

<http://www.restaurant.org/nfsem/>

This site features detailed information on keeping food cold, avoiding cross contamination, cleaning, sanitizing, and cooking food safely. It includes training materials and suggested training methods that would be useful for instructing staff or volunteers.

Retail Food Programs

Contra Costa County Environmental Health

www.cocoeh.org/programs/retail_food.htm

This web site has several useful publications on cooling food, preventing foodborne illness, etc. It also has contact information for the Environmental Health Division.

Safe Food for the Hungry

The Purdue University Department of Food and Nutrition and the Purdue University Cooperative Extension Service

www.cfs.purdue.edu/safefood/sfhungry.html

This web site contains information on nutrition and proper food handling that is geared specifically toward organizations that provide food to individuals in need.

Hunger Advocacy Resources and Websites

The Food Bank has taken on an active role in advocating for legislation that will improve government food and support programs. Individuals interested in becoming involved in this effort can contact the Food Bank (www.foodbankccs.org) or consult one of the web sites listed below.

I. State Level Advocacy Resources

California Food Policy Advocates: www.cfpa.net

Alameda County Community Food Bank: www.accfb.org

San Francisco Food Bank: www.sffoodbank.org

Los Angeles Coalition to End Hunger & Homelessness: www.lacehh.org

End Hunger Network: www.endhunger.com

California Legislative Information: www.leginfo.ca.gov

II. Federal Level Advocacy Resources

Second Harvest: www.secondharvest.org

Food Research and Action Center: www.frac.org

Coalition on Human Needs: www.chn.org

Results USA: www.resultsusa.org

Bread for the World: www.bread.org

Share Our Strength: www.strength.org

Community Food Security Coalition: www.foodsecurity.org

Appendix A
Member Agency Contract

COMMUNITY ACTION AGENCY OF BUTTE COUNTY, INC. FOOD BANK

MEMBER ~ AGENCY ~ CONTRACT

WHEREAS, the Community Action Agency of Butte County, Inc. Food Bank (CAAFB) is a nonprofit corporation engaged in the distribution of food products to charitable organizations that serve the ill, the needy, and infants in Butte County

WHEREAS, _____, (hereinafter called the "Applicant") is a California nonprofit corporation that directly distributes food, free of charge, to the needy, the ill, or infants in Butte County;

WHEREAS, the Applicant desires to obtain the assistance of the CAAFB in distributing food to the needy, the ill or the infants in Butte County;

NOW THEREFORE, in support of this application and in consideration of the appointment of the Applicant to receive food products from the CAAFB, the Applicant hereby warrants, covenants, and agrees as follows:

1. The Applicant is a nonprofit organization that has received a written letter of determination from the Internal Revenue Service to the effect that the Applicant is an organization described in Section 501(c)(3) of the Internal Revenue Code of 1986 (hereinafter called the "Code") and is exempt from federal income taxation by virtue of Section 501(a) of the Code. The Applicant is not a private foundation by virtue of the application of Section 509(a)(1), (2), or (3) of the Code, nor is the Applicant an operating foundation as defined in Section 4942(j)(3) of the Code. Attached is a copy of the Applicant's written determination letter from the Internal Revenue Service.
2. The Applicant shall at all times maintain its status as an organization described in Section 501(c)(3) of the Code and shall continue to meet the requirements of Section 509(a)(1), (2), or (3) of the Code so as not to become a private foundation or an operating foundation as defined in section 4942(j)(3) of the Code. The Applicant shall immediately notify the CAAFB of any change whatsoever in the Applicant's exempt status under the Code.
3. The Applicant is an independent entity maintaining distinct physical facilities, having separate and independent management and a board of directors, and possessing a distinct charitable and tax-exempt status pursuant to federal, state and local law. The Applicant shall at no time represent itself to food donors, to the public, or to any federal, state or local government or agency thereof as being part of or associated in any way with the CAAFB other than as a permissive recipient of food products from the CAAFB. The Applicant shall not function under any name or distribute any material of any kind that represents or identifies the Applicant as being associated in any way with the CAAFB other than as a permissive recipient of food products from the CAAFB.
4. The Applicant has obtained all necessary governmental or other regulatory licenses, permits, and authorizations from the State of California and/or any county or municipal authority for the conduct of a food service and/or distribution establishment and for the solicitation of charitable contributions. Further, the Applicant is duly registered with the California attorney general as a nonprofit charitable organization. There are no proceedings pending or threatened which may result in the revocation, cancellation, or suspension of any such licenses, permits, authorizations, or registration. The Applicant shall immediately notify the CAAFB of any change in the Applicant's status as a nonprofit charitable organization under the laws of the State of California. The Applicant shall immediately notify the CAAFB of any change affecting the status of any of the Applicant's licenses, permits, or authorizations to serve and/or distribute food or to solicit charitable contributions.
5. The Applicant shall not require, solicit, or accept cash donations from recipients for food supplied by the CAAFB. All food received by the Applicant from the CAAFB shall be used only in a manner which complies with the provisions of Section 170(e)(3) of the Code and with the Treasury Regulations promulgated thereunder (which may be amended from time to time).

6. The Applicant assumes full responsibility for all food products received from the CAAFB at the time of loading at the CAAFB warehouse (or at the time of delivery if applicable) and shall transport food products from the CAAFB warehouse to its own facilities at its sole use, risk, and expense. The Applicant shall provide adequate refrigeration and storage to ensure the wholesomeness of the food until it is used or distributed.
7. The Applicant warrants that all food received from or through the CAAFB will be inspected upon pick-up at the CAAFB, or upon delivery if applicable. The Applicant warrants that any items found to be unfit for human consumption will be either returned to the CAAFB immediately or thrown away, and will not be served or distributed.
8. **All food received for or through the CAAFB will be accepted in “as is” condition. Neither the CAAFB nor the original donor warrants any food item transferred to the Applicant. The CAAFB and the original donor hereby disclaim any express or implied warranty of merchantability, or warranty of fitness for particular purpose in connection with the transfer of food to the Applicant**
9. The Applicant hereby releases both the original donor and the CAAFB from any liability, loss, damage, or claim of any kind – whether at law or equity – arising out of or based upon any act of the Applicant or any act of the Applicant’s employees, agents, or independent contractors in connection with the storage, maintenance, transportation, use, or distribution of any item of food received from or through the CAAFB. The Applicant further agrees to indemnify and hold harmless the CAAFB and the original donor from and against any and all losses, liabilities, damages, judgments, penalties, claims, settlements, and costs and expenses (including, without limitation, all reasonable attorney’s fees) arising out of or based upon any act of the Applicant or act of the Applicant’s employees, agents, or independent contractors.
10. The Applicant agrees to allow CAAFB representatives to monitor its agency on an annual basis. The CAAFB’s Agency Monitoring Form will be utilized during the monitoring.
11. The Applicant agrees to maintain a file of all CAAFB agency invoices for one year from the invoice date.
12. The Applicant agrees to serve people without regard to race, color, religion, sex, age, marital status, political affiliation, disability, sexual orientation, medical condition, veteran’s status, or national origin.
13. The Applicant agrees to support the operation of the FBCA with the required share contribution and purchase food fees detailed in Addendum A.
14. The Applicant agrees to the CAAFB Invoice Payment Policy as detailed in Addendum B.
15. It is understood that the CAAFB will rely on these warranties, representations, and agreements of sections 1-13 herein shall constitute good cause for immediate termination of distribution of any food products to the Applicant. Any violation of section 14 will result in actions detailed in Addendum B. The CAAFB hereby disclaims any and all responsibility for the actions, representations, management, or activities by the Applicant, and reserves the right to terminate food distributions to the Applicant at any time it is deemed that such termination is in the best interests of the CAAFB. The execution of this contract has been duly authorized by the board of directors or trustees of the Applicant, and the warranties, representations, and information herein are hereby declared to be true and correct in all respects.

APPLICANT: _____

Agency Representative's Signature

(Note: Must be signed by the executive director or board chairperson; if a religious institute, the pastor or head of congregation.)

Agency Representative's Name *(Please Print)*

Agency's Representative's Title

Name of Organization

Address

City, State, Zip Code

Phone Number

Date

FOOD BANK CAA: _____

Authorized Signature

Date

ADDENDUM A

DONATED AND PURCHASED FOOD FEES

The following fees are required from member agencies in order to help support the operation of the CAAFB:

1. **Donated Food.** An “Agency Service Fee” of 18 cents per pound is the fee for most donated food. Perishable products such as bread and produce are distributed at no charge.
2. **Purchased Food.** The food bank purchases staple food items and sells these items to member agencies at cost plus 10%. The 10% mark-up is used to help defray handling costs.

ADDENDUM B

INVOICE PAYMENT POLICY

The CAAFB allows agencies to either: 1.) pay invoices at the time of pick-up at the warehouse, or 2.) pay invoices on a monthly basis after billing statements are sent to the agencies. All new member agencies must pay invoices COD or within 10 days for the first six months from the initial invoice.

METHOD

Payments must be made with checks from the member agency's account – no personal checks or cash will be accepted.

TERMS OF PAYMENT

If an agency plans to make payments on a monthly basis, it must send its payments promptly after the agency's billing statement is received in order to remain "current". Invoices are considered "past due" if they remain unpaid after 31 days from the date of the invoice.

TERMS OF SUSPENSION

An agency's shopping privileges at the Food Bank are subject to suspension if any of the following occurs:

1. An undisputed invoice is 45 days old and remains unpaid;
2. Your agency's checks is returned by your bank for any reason;
3. Your agency fails to adhere to any previous payment agreement with the Food Bank.

If your agency is suspended, the Food Bank will send your agency a suspension letter detailing the reason for the suspension and the amount owed on your account. Any bank charges imposed on the Food Bank due to returned checks will also be charged to the agency responsible for these bank fees.

For agencies that have multiple sites picking up food from the Food Bank, if your agency is suspended, none of your agency's sites will be able to shop at the Food Bank until your account is paid off.

LENGTH OF SUSPENSION

Subject to "renewal" at the discretion of the CAAFB.

Appendix B
Food Drive Categories

Appendix C
FEMA Application



FOOD BANK
of Contra Costa and Solano

fruits, bread)

Please describe the resources, other than FEMA, you have for your food program:

Number of volunteers: _____

Sources of food, other than the Food Bank (please list by type of activity, such as food drives, grocery stores, etc.):

Amount of other funding for food, by source:

Optional Breakdown(If you prefer not to break down the sources, you can just list the total):

Donations from church(es) : _____

Donations from individuals: _____

Donations from schools: _____

Money raised by fundraisers: _____

Other sources of funds: _____

TOTAL FUNDING FOR FOOD _____

AGREEMENT TO PARTICIPATE IN FOOD BANK FUNDING REQUEST

_____ agrees to participate with the Food Bank of Contra Costa and Solano in submitting a joint application for funding to the Emergency Food and Shelter Program (FEMA). The Food Bank will receive the money on behalf of participating agencies, determine the allocations and administer the funds, as they have done in the past. By signing this document, the agency representative further agrees not to submit a separate request to the Emergency Food and Shelter Program Board for funding for food.

Name _____

Agency _____

Date _____

Appendix D
Pre-Ordering Inventory

Appendix E

Service Statistic Forms

1. Pantry Service Statistics: Contra Costa County Food Pantries
2. Agency Service Statistics: All Solano County Agencies

Appendix F

Food Pantry Bag Guidelines

1. Recommended Foods for a 3 Day Emergency Box
2. Food Guide Pyramid
3. Nutrients in Fruits and Vegetables
4. Herbal Supplements
5. Web Sites: Nutrition and Herbal Supplements

Nutrients in Fruits and Vegetables

What do vitamins do?

Vitamins are key to all the processes that take place in your body. Your body needs vitamins in only small amounts. But that amount is very important to regulate many processes that produce energy – and do a whole lot more!

Different kinds of vitamins

Vitamins belong in two groups: water-soluble and fat-soluble.

As their name implies, water-soluble vitamins (thiamin – B1, riboflavin – B2, niacin, vitamin B6, folic acid, vitamin B12, biotin, pantothenic acid, and vitamin C) dissolve in water and are carried through our bloodstream. They are not stored in our body – at least in significant amounts. Instead, your body uses what it needs then excretes the remainder via the urine. Since your body doesn't store these nutrients, it is important to have regular intake of these nutrients to help avoid deficiencies.

Fat-soluble vitamins dissolve in fat. That is how they are carried into and throughout your body. That is the reason why it is important for you to have a moderate amount of fat in your diet. These vitamins include A, D, E, and K. The body is able to store fat-soluble vitamins, so getting a fresh supply each day isn't essential. In fact, getting too much (especially with supplements) for too long can be harmful.

Retaining nutrients in fruits and vegetables

Nutrients in foods, especially fruits and vegetables, vary greatly in their stability. Some nutrients are not affected to any great extent by ordinary handling. Other nutrients, such as vitamin C, vitamin A, thiamin, folate and potassium are readily lost from some foods.

The major methods of preservation (blanching, canning, drying, freezing and fermenting) all cause some change in the nutritional value of food, but the loss is only significant with vitamin C and, to a lesser extent, vitamin B₁ (thiamin). These vitamins are soluble in water and can leach out if cooked in water too long. Vitamin C can also be lost to air and heat.

Simple ways to maintain vitamins:

- Most vegetables need to be kept cold to retain their nutrients and stay fresh. Don't let them sit on the counter at room temperature; get them into the refrigerator as quickly as possible.
- Don't peel if you don't have to. Trim as little as possible - leave edible skins on. Most vitamins and fiber are found in the outer leaves, skin, and area just below the skin.
- Cut into the largest pieces possible. Cutting, chopping, dicing, and shredding cause nutrient loss due to exposure to air and warmth through the increased surface area. Make the pieces as uniformly sized as possible so that each piece will take the same amount of time to cook.
- Steaming keeps nutrients locked in and, by keeping the lid on the pot, it doesn't let the steam escape, allowing for faster cooking time.
- Stir-frying in a nonstick skillet with a vegetable cooking spray is also a healthy way to keep vegetables from losing their nutrients.
- Microwave – covered with short cooking time and little or no water
- Avoid soaking as you wash. Remember the water-soluble vitamins!
- Cook as little as possible – just until tender-crisp
- Save liquid from cooking vegetables – add it to soups, stews, and sauces.
- Don't add baking soda to vegetables to help keep them green; it destroys some vitamins.
- Frozen fruits and vegetables have better retention of vitamins than canned. Also try freezing your own as buying bulk can be more economical.

Unlike vitamins, minerals are inorganic and cannot be destroyed by heat or other food handling processes.

Vitamin	Function...helps	Source
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Water soluble vitamins

Thiamin (B1)	produce energy	beef, pork, whole-grain bread, corn tortilla, rice
Riboflavin (B2)	produce energy	yogurt, milk, egg, whole-grain bread, beef
Niacin	enzymes function in your body	peanut butter, legumes, meats, pasta, yogurt
Pyridoxine (B6)	produce antibodies to fight infection	meats, legumes, nuts, whole-grains
Folate	makes new body cells, form hemoglobin	leafy vegetables, fruits, legumes, wheat germ
Vitamin B12	make red blood cells	animal products - meat, dairy, eggs, poultry, fish
Biotin	produces energy, assists in metabolism	cereals, eggs, liver, yeast breads
Pantothenic acid	produces energy, assists in metabolism	milk, meat, whole-grain cereals, vegetables, fruit
Vitamin C	produces connective tissue, boosts immune	citrus fruits, melons, peppers, dark green vegetables

Fat-soluble

Vitamin A	healthy eyes, protects from infections	meats, milk, beta carotene (red, yellow, orange, and dark-green leafy vegetables)
Vitamin D	absorbs and deposits calcium and phosphorus	sunshine, fortified milk, cheese, eggs, some fish
Vitamin E	antioxidant, reduces risk of health problems	vegetable oils, nuts, leafy green vegetables
Vitamin K	clots blood, makes proteins for bone and blood	green leafy vegetables, dairy, eggs, meat, fruit

Judy Turner, Dietetic Intern

Web Sites: Nutrition and Herbal Supplements

Nutrition Web Sites

Center for Nutrition Policy and Promotion

United States Department of Agriculture

www.usda.gov/cnpp

This web site provides information on dietary guidelines, the food guide pyramid, and preparing healthy meals at a minimal cost. It has accessible copies of reports and articles on nutrition, health and other food related issues. And it provides links to other USDA web sites related to food and nutrition.

Tufts University Nutrition Navigator

<http://navigator.tufts.edu/>

The Tufts University Nutrition Navigator is designed to link individuals interested in nutrition related information to the wide range of nutrition sites currently available on the web. Users can find information on the subject that they are interested in by looking under one of the listed topics or performing a keyword search. The web sites that are returned are all web sites that have been reviewed by nutritionists at Tufts University and rated for accuracy, currency, depth of information, and usability.

Herbal Supplements

The following are web sites that may be useful for gathering further information regarding herbal and other types of dietary supplements.

U.S. Food & Drug Administration

Center for Food Safety and Applied Nutrition

<http://www.cfsan.fda.gov/~dms/supplmnt.html>

Iowa State University Extension

A guide to Dietary Supplements

http://www.extension.iastate.edu/nutrition/supplements/Start_page.html

Appendix G

USDA Forms for Food Pantries

1. Temporary Emergency Food Assistance Program Distribution Site Report of Household Participation
2. Physical Inventory Recap Sheet
3. EFA 7 Emergency Food Assistance Program certification of Eligibility Sign-in Sheet
4. Distribution Site Agreement

Appendix H

USDA Forms for Soup Kitchens

1. Service Report
2. Memorandum of Understanding

Appendix I

Holiday Food Safety

1. Holiday Assistance Service Plan
2. Holiday Basket Content List
3. How your Holiday Meal Fits into the Food Guide Pyramid
4. Top 10 Turkey Tips for Safe Holiday Meals
5. Turkey Basics: Safe Thawing
6. Turkey Basics: Safe Cooking

How Your Holiday Meal Fits into the Food Guide Pyramid

Turkey: A great source of protein. Without the skin, turkey is low in fat and cholesterol compared to other animal proteins. While the dark meat of turkey is higher in fat, it is also higher in iron, an important mineral that helps to carry oxygen throughout the body.

Stuffing: Traditionally, this can be a very high fat side dish. However, if made using the attached recipe, it is a healthy part of the meal that belongs in the Grain group. The Grain group gives us lots of energy, B vitamins and fiber. Adding celery and onions gives extra fiber.

Mashed Potatoes: Potatoes are a good source of fiber and potassium. A one-cup serving of mashed potatoes provides 25 to 30% of the RDA for vitamin C. Using milk adds calcium to this vegetable dish. To decrease the amount of saturated fat, use skim or 1% fat milk instead of whole milk. Also, when using instant potato flakes, the butter or margarine called for on the package directions can be omitted.

Sweet potatoes: Sweet potatoes are a great source of vitamin A from the Vegetable group. Unfortunately, yams, which are often substituted for sweet potatoes, have almost no vitamin A. If all you have available is a can of yams for your holiday meal, cook some carrots until very soft, mash and add them to the yams. This makes your yam dish a brighter orange while providing your family with more vitamin A for healthy skin and eyes.

Green Beans: Found in the Vegetable group. They are a good source of fiber and phytochemicals and they beautify the meal by adding more color, but they are fairly low in vitamins A and C. If possible, mix them with green vegetables that are higher in vitamin C, such as broccoli, spinach or brussel sprouts.

Cranberry Sauce: Cranberries have phytochemicals, which protect us from heart disease, many cancers and chronic arthritis. Cranberries are in the Fruit group, but they are low in vitamin C. Also, beware that cranberry sauce is high in sugar and is more like jelly so it belongs in the Extras group. To add nutritional value to your cranberry sauce, use one of the recipes listed on the back.

Pumpkin Pie: Because pie has a lot of added fat and sugar, it is a member of the Extras group. However, this pie is not totally empty of nutritional value. Pumpkin is an excellent source of vitamin A. One piece of pumpkin pie provides over 100% of the RDA for vitamin A. Pumpkin pie that has been made with milk or evaporated skim milk also has over 10% the RDA for Calcium.

Gravy: This is an Extra. Traditional turkey gravy is high in fat. Try the low-fat recipe on the back.

Rolls: A member of the Grain group. It is a great source of long lasting energy and many B vitamins. Whole grain rolls have more fiber, which may protect against colon cancer.

Shawn Sekel, Dietetic Intern

Appendix J

Use of Sanitizers

1. Sanitizers in Food Service Operations
2. How to Sanitize and Disinfect with Commercial Solutions CLOROX[®] Germicidal Bleach

References

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- ¹ Adapted from: Safe Food for the Hungry. *Donated Food Checklist*. Purdue University. <http://www.cfs.purdue.edu/safefood/foodsafety/donatedchecklist.html>
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