



St. Mary's
Food Bank

A L L I A N C E®

**ST. MARY'S FOOD BANK ALLIANCE
(SMFBA)**

**PARTNER AGENCY
POLICIES AND PROCEDURES MANUAL**

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Section I.
How To Reach Us & General Information

Main Campus:

Address: 2831 N. 31st Avenue, Phoenix, AZ 85009
Telephone Number: 480.291.3237
Fax: 480.393-5166

Surprise:

Address: 13050 W. Elm Street, Surprise, AZ 85374
Telephone Number: 480.291.3237
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Flagstaff:

Address: 201 E. Birch Avet, Suite 14, Flagstaff, AZ 86001
Telephone Number: 480.291.3237
Fax: 480.393.5166

Partner Agency Webpage:

www.firstfoodbank.org/agencies

St. Mary's Food Bank Alliance Food Bank

Welcome

St. Mary's Food Bank Alliance welcomes you as a Partner Agency. We look forward to working with you to fight food insecurity within our community.

St. Mary's Food Bank Alliance appreciates that your organizations:

- Demonstrate a commitment to serving those who are at risk of food insecurity.
- Have dedicated and motivated staff and volunteers committed to providing great service, maintaining records, and proper reporting to ensure the continued success of the program.

Section II:

St. Mary's Food Bank Alliance Mission Statement

Mission Statement: To alleviate hunger through the gathering and distribution of food while encouraging self-sufficiency, collaboration, advocacy and education.

St. Mary's Food Bank Alliance (SMFBA), the world's first food bank, is a non-sectarian, nonprofit organization that alleviates hunger by efficiently gathering and distributing food to the hungry. [Serving two-thirds of Arizona's 15 counties](#), the organization is committed to volunteerism, building community relationships and improving the quality of life for Arizonans in need.

SMFBA realizes hunger is a symptom of other societal problems such as economic conditions, poverty and unemployment. Other issues including drought, food and gas prices, the cost of healthcare and limited social service support also affect the demand on services provided by food banks and our Partner Agency networks.

SMFBA continues to be a leader in public policy issues affecting hunger – from City Hall to the U.S. Capitol. We work in partnership with other food banks as well as many other organizations on behalf of people who are hungry, to ensure access to healthy food is available.

As a Partner Agency, we ask that you not only stay informed about our advocacy & public policy efforts, but get involved and participate in them.

Section III: Becoming a Partner Agency

In order to gain and maintain partnership with SMFBA, a Partner Agency must meet minimum requirements as set out by Feeding America, IRS, and St. Mary's Food Bank Alliance leadership. By federal law, a 501(c)(3) or other tax exempt organization, must be fiscally, programmatically and legally responsible for the handling and distribution of donated food received by SMFBA.

To assure compliance and accountability, SMFBA has an application process for organizations interested in becoming a Partner Agency. The process includes:

- Pre-Application Screening
- Application
- Orientation Class attendance
- Initial Inspection

SMFBA accepts applications for partnership from organizations that, for charitable purposes, wish to distribute food to the ill, needy or infants (minor children up to 18 years) with an emphasis on the needy. These types of partnerships include but are not limited to an emergency or non-emergency food pantry, emergency congregate meal provider, shelter, transitional living facility, senior center, rehabilitation program and soup kitchen.

Pre-Application Screening

Interested applicants will be directed to complete a pre-application screening. This screening will assist SMFBA in providing applications to those non-profit agencies that meet initial criteria for partnership.

Interested applicants can visit the Partner Agency webpage on the SMFBA website located here www.firstfoodbank.org/agencies .

Once screened, the potential applicant will be notified if they do not meet partnership criteria at this time or that they have been approved to move on to the application process.

Three Month Experience Requirement

The following preference is for food pantry and congregate feeding programs only.

SMFBA prefers three months of food pantry or similar emergency food program distribution experience in order to qualify for partnership. Partnership with SMFBA is meant to enhance the work your agency is already doing. Donated product available from SMFBA should supplement your inventory, not be the sole source. The experience requirement is meant to show SMFBA that your agency has acquired food/financial support of the community which is key to long-term success and stability. Direct distribution to clients and record keeping can be difficult so the experience requirement also shows your commitment to human service and accountability requirements.

Partner Agency Application

Nonprofit organizations who have passed the Pre-Application screening and are interested in partnering with SMFBA must complete a Partner Agency Application and submit this along with:

- A copy of your organization's Internal Revenue Service 501(c)3 Letter of Exemption. For Faith based, a copy of the Church Designation form
- Copy of your agency's Articles of Incorporation from the State of Arizona
- Completed Partner Agency Information document outline
- Documentation of previous client distributions (3 month history preferred)
- Copies of Food Handlers and/or Food Managers certification
- Copies of any Health Department permits, inspections, and/or operating licenses

- Copy of EIN

Non-Profit 501(c)(3) Status

All Partner Agencies receiving donated products from SMFBA must be federally exempt 501(c)(3) organizations, be affiliated with a 501(c)(3), or a 501(c)(3) equivalent (churches). See IRS Publication 557 for an explanation of the different 501(c) statuses. The Partner Agency must adhere to all requirements under IRS Code 170(e)(3).

A Partner Agency that is affiliated with a church or a program directly sponsored by a church may use the nonprofit designation of the parent affiliation of that church (e.g. Southern Baptist Convention, Diocese, etc.). In such cases, the Partner Agency must submit a letter on the church's letterhead affirming that the program is directly associated with that church and the church is affiliated with the parent organization.

An independent or non-denominational church or a program directly sponsored by an independent church and has not received a nonprofit designation from the IRS may submit a letter on the church's letterhead signed by its Chief Executive Officer affirming that the organization is, in fact, a church, and has not applied to the IRS for 501(c)(3) status and been denied, nor has had its 501(c)(3) status revoked by the IRS. Furthermore, such church must affirm that it essentially meets the fourteen criteria employed by the IRS in defining a church. If your Partner Agency falls within this category, the signed form will be placed in your file prior to your membership. This form will be included with your application packet if deemed necessary and in the addendum.

The Partner Agency must maintain its 501(c)(3) status and adhere to all requirements under IRS Code 170(e)(3). Failure to comply may result in a change of privileges with SMFBA, including probation or termination of SMFBA partnership.

In addition, proof of federal compliance audits must be submitted if the Partner Agency has annual expenditures of \$500,000 or more.

Because FEMA programs are federally funded, SMFBA is required to comply with the Single Audit Act of 1984.

Single Audit Act: For each fiscal year included within a contract period in which a Partner Agency expends a total of \$500,000 or more in Federal awards from all sources, the Partner Agency is required to have an audit conducted in accordance with the Single Audit Act of 1984, 31 U.S.C., Section 7501 et seq., and OMB Circular No. 133 "Audits of Institutions of Higher Education and other Nonprofit Institutions." SMFBA mails notifications to agencies who receive enough donated product that the evaluation would place them in this category. Agency Services staff then confirm the audit during annual monitor visits.

Partner Agency Types & Definitions: On your application you will be asked what type of Partner Agency you will be distributing food as. Below are Partner Agency definitions to help you identify which best describes your member agency and what service you offer:

Emergency Food Pantry: Provides food and other supplies to families in need. This pantry is open to all. Some distribute TEFAP product and/or Emergency Food Boxes (EFB).

Non-Emergency Food Pantry: A non-emergency food pantry is an add-on service located within an organization that provides case management services. Example: An AIDS Services organization that provides case management services to its clients and wishes to have an onsite pantry for those clients. This pantry is not open to the general public. Only specialized population specific agencies providing case management will be approved as non-emergency food pantries with SMFBA.

Emergency/Congregate Kitchen: Provides meals to individuals in need. Open to the general public.

Shelter: Serves the homeless or individuals of domestic violence. This organization may apply with SMFBA to receive snacks or as a meal provider.

Residential/Transitional Living Program: Provides housing and services that assist clients to achieve self-sufficiency. This organization may apply with SMFBA to receive snacks or as a meal provider.

Rehabilitation Program: Provides temporary housing and services to clients with mental or substance abuse issues. This organization may apply with SMFBA to receive snacks or as a meal provider.

Group Home: A home for homeless, special needs or children within the foster care system. This organization may apply with SMFBA to receive snacks or as a meal provider. SMFBA cannot serve individual foster families.

Child Day Care: A nonprofit facility that has a child population 50% and higher that qualify for free or reduced meals. This organization may apply with SMFBA to receive snacks or as a meal provider.

Adult Day care: A nonprofit facility for adults that serves a population 50% and higher within the poverty level guidelines. This organization may apply with SMFBA to receive snacks or as a meal provider.

Senior Program: Provides services to a senior population 50% and higher within the poverty level guidelines. This organization may apply with SMFBA to receive snacks, general food assistance or as a meal provider. Depending on the distribution, this agency can be classified as emergency or non-emergency.

Homebound Delivery: Provides food delivery to individuals who are not mobile and are unable to visit a traditional food pantry site.

School Pantry Program: This food pantry is located within a school and it is funded through the SMFBA general funds program which provides purchased food items to help feed children.

Mobile Pantry Program: Provides food assistance by using a mobile model where food is provided at a location where there is not a traditional food pantry building to distribute from.

Emergency vs. Non-Emergency Additional Definitions: Emergency Food Providers (EFPs) are public charitable organizations with IRS tax exempt status (501c3) and have established ongoing food assistance programs that distribute at least twice a month either bags/boxes of groceries and/or prepared meals on-site to their clients. EFPs also provide food assistance on an emergency basis to anyone in need.

Non-Emergency Food Providers are public charitable organizations with IRS tax exempt status (501c3) programs that provide food, snacks and beverages to low income clients participating in their case-managed and/or program specific programming.

Orientation Training Requirements

An important piece of the application process is to have at least one or more of your staff/volunteers attend the Orientation/Civil Rights/Safe Food Handling Class. It is the responsibility of the attendee(s) to then train and inform others within your organization of the information learned in the class on how to interact with SMFBA.

Additionally, agencies are required to attend a similar class annually. This requirement ensures SMFBA is meeting Feeding America regulations by providing our Partner Agencies Civil Rights and Safe Food Handling and overall compliance training. Supplemental training for meal providers can be secured through SMFBA, the City, County or State Department of Health Offices. Meal providers must have at least one staff that maintains a Food Manager's Certificate and other staff members are recommended to have a Food Handlers certificate.

Initial and Ongoing Inspections

Upon completion of the application and training requirement an initial inspection of the physical location will be conducted. After becoming a Partner Agency your site will be monitored annually and visited periodically. The purpose of these visits is to ensure that your site is in compliance with all federal and local regulations, and provide a way for SMFBA to assist you in improving the effectiveness and impact of programs at your site.

Below are the compliance requirements SMFBA will be looking for during the initial and annual visits:

- Site is in compliance with all federal and local regulations.
- Proper signage and required posters are displayed in public view.

- Emergency food pantries and soup kitchens must clearly post a sign indicating days and hours of operation.
- Displayed USDA “And Justice for All” nondiscrimination poster in a place where it can be seen by all who visit the premises.
- Handwashing signs (where applicable).
- Additional signage is required for specific programs
- A sufficient number of staff or volunteers are available for a successful program.
- Ability to safely receive, store and distribute all food items received.
- The site has proper food storage and it can be secured from theft or suspicious activities.
- Document if the site has the ability to store/handle/distribute perishable items.
- Observe how the food will be distributed to clients and to ensure the process does not violate Civil Rights regulations of guests served
- Guest confidentiality is being maintained and enforced.
- Distribution/storage/guest areas are clean and orderly.
- Proper record keeping system is in place.
 - Temperature logs for dry storage area and all refrigeration units, being updated daily or whenever site is opened for service.
 - Chemical/Cleaning logs indicating the day, location cleaned and list of chemical products used.
 - Complaint logs indicating any significant issues that happen during distribution.
 - Pest control logs indicating proper pest control is being maintained.
 - SMFBA Food Receipts and Invoices
 - Guest Sign-in sheets (if applicable)
 - Guest Intake forms (if applicable)
 - Volunteer confidentiality forms
- Site has access to a public restroom.
- Site has access to running hot water.
- Site has separate storage for cleaning products and materials.
- Compliance with the Americans with Disabilities Act that requires removal of architectural or structural barriers. If the agency can make the accommodations without great difficulty or expense or make accommodations (for example taking food boxes to the individual’s car, drive thru model, etc.).
- Food is not being redistributed to other organizations unless permission was granted in writing by SMFBA.
- At least one person has a Food Handlers certification
- Meal Sites: Food Manager’s Certificate, Food Handlers Certificate and Department of Health inspection.

Additional Mandatory Requirements for TEFAP Agencies not listed above (Also see DES’s Hunger Relief Program Frequently Asked Questions)

- Posted visible signage with emergency instructions for obtaining access to food when the Distribution Site is not open.
- Providing other language assistance to persons with Limited English Proficiency (LEP)
- TEFAP Agencies MUST use the TEFAP Client Sign-in sheet.
- TEFAP sites allowing Proxy must maintain proxy letters at the agency for reference purposes. Letters are valid for 6 months only.
- USDA commodities are not being repackaged and/or redistributed.
- Display “written Notice of Beneficiary Rights” (if applicable) visible to all TEFAP participants upon entrance into the distribution site.
- USDA nondiscrimination statement is being used on all materials and websites that mention USDA funded programs. There is both a “long” and “short” version.
- Participant confidentiality is acknowledged and maintained at all times.

Additional Mandatory Requirements for CSFP Agencies not listed above

(See the Commodity Supplemental Food Program (CSFP) Manual for St. Mary's Food Bank Alliance)

Absence of Discrimination

A Partner Agency may never discriminate. Doing so will subject your partnership to immediate termination.

- There may be no exclusion of services based on race, color, national origin, sex, gender identity, religion, age, disability, political beliefs, sexual orientation, or marital or family status.
- A Partner Agency may not require individuals to attend a religious or political meeting in exchange for food or other services. All distribution sites must post a "And Justice For All" poster in an area accessible and visible to clients. Posters are available at SMFBA and provided to all sites upon request.
- A Partner Agency may not require clients to make a statement of faith or pledge membership to any religious or political organization before receiving assistance. Any and all complaints to this effect will be investigated by SMFBA.
- An emergency food pantry Partner Agency may not restrict food assistance services to special groups, church members or current pantry clients.
- A Partner Agency may not request social security numbers from clients.
- A Partner Agency must put the non-discrimination statement on any public program material. (statement below)

If the material is too small to permit the full statement, the material will, at a minimum, include the exact statement below, in print size no smaller than the other material text, that: "This institution is an equal opportunity provider."

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, family or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave, S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at program.intake@usda.gov.

Minimum Requirements For New & Ongoing Partner Agencies

Each member agency must:

- Serve the ill, needy or infants.
- Follow all IRS, USDA, Feeding America and SMFBA Policies and Procedures.
- Agree to attend SMFBA mandatory Orientation training.
- Emergency food pantries must be open to the public a minimum of twice a month for a minimum of two hours each distribution. Emergency food pantries must also post a sign visible to the public stating the days and hours of operation.
- Non-emergency food pantries must show they are population specific and provide case management for clients (e.g. AIDS Services or Refugee).
- Have the ability to serve a consistent minimum of twenty five families monthly.
- Agree to post required *And Justice For All* in areas that are viewable to clients at the point of service.

- Agree to keep SMFBA updated on agency contact, administration, correct emails and promptly reply to all survey, reports and other requests.
- Agree to keep SMFBA updated on any service plan changes such as hours/days of operation etc.
- Agree to submit the monthly distribution report each month on the 1st but no later than the 5th.
- Properly promote partnership with SMFBA on the Partner Agency's website or printed materials.
- SMFBA welcomes agencies interested in distributing TEFAP will bring on additional TEFAP agencies as needed. (Also see DES's Hunger Relief Program Frequently Asked Questions)

Qualifying of Home-Based Services:

SMFBA may distribute products to home based programs such as foster care group homes, transitional living organizations, and rehabilitation treatment centers housed in a single family dwelling only if the service is provided under the auspices of a 501 (c) (3) organization. Lease agreements must state that no individual is paying specifically for the food, and steps are taken to assure that primary service is to the needy. Boarding homes are not eligible to receive SMFBA services. As an alternative, residents may be eligible to receive food through local emergency food pantries. All of the aforementioned housing organizations must meet the following criteria to become an SMFBA Partner Agency and maintain SMFBA membership.

- There may be no fewer than (8) eight residents in each facility.
- The housing organization must have at least one paid staff member onsite.
- The organization must be licensed by a state entity that regulates operations and issues licenses, certifications and registrations to facilities that provide home based services. For instance, The Arizona Department of Health Services, Bureau of Residential Facilities Licensing, licenses and regulates Residential Healthcare Facilities, including Assisted Living Centers/Homes and Behavioral Health Residential Facilities, along with Adult Day Health Care Facilities, Adult Foster Care Homes, Behavioral Health Respite Homes, and Behavioral Health Therapeutic Homes.
- No one may sell and/or be reimbursed for grocery products acquired from SMFBA or distribute this product to other entities. Violation of this policy is cause for immediate termination of SMFBA partnership.
- Household members must not be charged for product received from SMFBA, nor may they be required to perform services.
- Each Partner Agency must meet all SMFBA and pertinent health department food storage and food handling requirements. Specifically, records of the last health department inspection, pest control contract, temperature logs, and food handling certificate must be made available to monitoring staff on request.
- Each Partner Agency will be visited by SMFBA Agency Relations Staff in an announced or unannounced visit within the first 3-6 months of initial monitoring visit.
- The distribution and pick up procedures and guidelines are the responsibility of the participating organization's staff members. Residents may not be the primary point of contact.

Overstocking of SMFBA items is prohibited. The household may receive only the amount of product that can be reasonably expected to be consumed prior to the next pick up from a distribution site.

Violation of any of the following provisions could result in the loss of partnership privileges. Use of SMFBA food:

- Food and grocery products acquired from SMFBA are for use of the residents of the home. SMFBA food and products may not be shared with, given to, or used by anyone outside of the home, including relatives, neighbors, friends, or employees of a transitional housing organization.
- No one within the organization may sell food, charge for, be reimbursed or compensated for, use as a fundraising tool, or receive any goods or services in exchange for SMFBA

food or products. Violation of this policy is cause for immediate termination from partnership.

Section V: Ongoing Member Agency Compliance Requirements

Partner Agencies are expected to be good stewards of the donated commodities entrusted to them from SMFBA.

To assure this, Partner Agencies are required to:

- attend Agency, Safe Food Handling and Civil Rights training annually
- remain diligent in proper record keeping
- practice safe food handling
- practice disaster preparedness and aid in times of disaster
- stay in compliance with all food storage
- stay in compliance with the distribution policies
- stay in compliance with confidentiality policies
- stay in compliance with all monthly reporting requirements

Please read this section carefully to fully understand SMFBA's expectations of Partner Agencies.

Annual training: At least one member of the member agency's staff, whether paid or volunteer, must attend an SMFBA Partner Agency Annual Orientation class each year. The class is offered regularly and is free to Partner Agencies.

If the Partner Agency is a meal provider (prepares meals for clients) a member of the agency's staff **must** hold a certified food manager certificate, a current or updated copy must be provided to SMFBA for the Partner Agency's file. This additional certification does not exempt the staff from attendance of the annual SMFBA required Agency class. The Food Manager Certification class is offered through SMFBA every three months or participants may attend at other certified locations or complete online.

Disaster Preparedness and Response: Feeding America first took an active role in disaster relief services in 1989, following Hurricane Hugo, which devastated several states in the Southeastern U.S., and the Loma Pieta earthquake, which caused significant damage in San Francisco and the Central California Coast. Since then, the Feeding America Network has been committed to responding to major disasters, and dedicated to helping communities recover. Feeding America is a member of the National Voluntary Relief Organizations Active in Disaster (NVOAD), a coalition of disaster relief organizations.

As a Feeding America member, SMFBA is mandated to respond in times of disaster. As a Partner Agency of SMFBA, you are viewed as an emergency responder in times of disaster. SMFBA is putting forth an increased commitment to incorporate ongoing disaster preparedness both internally and for its Partner Agencies. SMFBA will offer ongoing trainings, workshops and conferences on disaster preparedness and response. SMFBA Partner Agencies are strongly encouraged to participate so they are prepared when there is a call to action during an emergency.

Annual Monitoring Visit (inspection): Feeding America requires that SMFBA Partner Agencies be monitored at a minimum of every two years. SMFBA chooses to conduct all monitors annually. Visits may be announced or unannounced. If an agency receives grievance complaints, then the number of monitors may increase as needed or may even include a mystery shop.

Record Keeping: Keeping a proper paper trail is the Partner Agencies' proof that they are being good stewards of the donated commodities entrusted to them from SMFBA and its donors. This is also how the Partner Agency shows that the entrusted donations are being used for purposes intended. Partner Agencies are required to keep all records onsite and make them available to

Feeding America or SMFBA staff when requested. Agencies must maintain records for five years (5 ½ years for CSFP Program sites).

Records include:

- **Temperature Logs:** Perishable food stored within various refrigeration equipment must be logged daily or on each day of regularly scheduled hours and kept on file. (see sample temperature log in back). Dry storage areas should also be temperature controlled.
 - Check temperatures and record in the log at the beginning of the day when the Distribution Site is first opened.
 - Dry storage must be kept between 40 and 70 degrees Fahrenheit. Maintaining food within these temperatures prevents spoilage and the growth of bacteria and helps food retain its optimal flavor, quality and texture.
- **Chemical/Cleaning Logs:** Partner Agencies are required to store all chemicals away from food and to clean regularly in an effort to reduce issues with pests. Partners can use a spiral notebook or create their own logs indicating date of cleaning, what area(s) were cleaned and what chemicals were used. Sites should also print and maintain Material Safety Data Sheets also called MSDS or PSDS sheets. Use the internet to help by typing in the name of the Product then MSDS. Example: Windex MSDS sheet. The result will be a pdf which can be printed and maintained with your chemical logs.
- **Complaint Logs:** All Partner Agencies are to maintain complaint logs. Staff and volunteers should be instructed to document any significant issues during a distribution. Maintaining a complaint log will enable your agency to recall issues or incidents should there be a complaint filed with SMFBA. TEFAP agencies should follow DES's *Hunger Relief Program Frequently Asked Questions 2017* regarding complaints as well as notify SMFBA. DES manual may be found in the Resource Section of Partner Agency webpage www.firstfoodbank.org/agencies
- **Pest Control Records:** Food storage areas are particularly susceptible to rodent and insect infestation. A visual inspection of the Partner Agency's facilities should be done at least monthly, with prevention and treatment at least quarterly or as needed.
 - If the Partner Agency uses a professional pest control company, copies of service reports, including chemicals used, should be made available to the SMFBA representative during monitoring.
 - If the Partner Agency chooses to conduct its own regularly scheduled pest control program, a record of chemicals used and treatment dates must be kept. This record should be made available to the SMFBA representative during monitoring. Only pesticides approved for food storage facilities may be used.
 - The exterior perimeter of the storage location must be kept free of tall grass, untended shrubbery, or debris to reduce the possibility of harboring pests.
 - Poison baits for pests should never be used in a food storage or preparation area.
 - SMFBA reserves the right to require a Partner Agency to use a professional pest control service if deemed necessary during a monitoring visit.
- **SMFBA Invoices and Receipts:** Agencies must maintain their food delivery or shopping receipts and invoices onsite for recalls, billing issues and inventory purposes. These should be made available during monitors. **TEFAP agencies must also maintain copies of their MIPR. These are to be kept onsite and made available during monitors and audits.**
- **Sign-In Sheets (See Example in the back of the Policy Manual):** Partner Agency Food Pantries, Mobile Pantry and School Pantry are to use the SMFBA Sign-in sheet for their guests during distributions. SMFBA is collecting statistical information to better serve our Arizona communities. The sign-in sheet was created to make monthly reporting easier.

Please instruct your staff/volunteers to assist guests as needed in completing the sign-in process. The household representative is to:

- Print their name
- Indicate the total number of individuals living in the household
- Mark YES/No if it is their first time visiting your pantry this month (some pantries are open multiple times within a month). The first time they visit your pantry is considered an **un-duplicated** number. Each visit thereafter that month is considered a duplicate number.
- Mark the number of minors under 18yrs of age that live within their household
- Mark the number of minors 0-5yrs of age that live within their household
- A column for zip code is there and can be used by those agencies that are zip code specific.
- **TEFAP Agencies MUST use the TEFAP Household Distribution Sign-in sheet (see sample in the back).**

Visit the SMFBA Partner Agency webpage located at www.firstfoodbank.org/agencies for resources and down-loadable forms.

- **Intake Forms and/or Atlas:** SMFBA is moving towards all distribution sites to be on Atlas reporting, which is the online web-based client intake. The use of Atlas allows for ease in record-keeping and reporting. Agencies who conduct intake and still use paper intake forms should use care to not ask for information that is not necessary or may be a possible Civil Rights violation. A site may never ask for Social Security Numbers.
 - TEFAP Distribution Sites should refer to eligibility and application process information found in DES's Hunger Relief Program Frequently Asked Questions document.
- **Meal Providers - Health Inspection & Food Managers Certificate:**
 - If the Partner Agency is a meal provider (prepares meals for clients), a member of the agency's staff must hold a certified food manager certificate from the local health department. A current or updated copy must be provided to SMFBA for the agency's files.
 - The Partner Agencies must also be inspected by the City, County or State Department of Health annually. A current or updated copy must be provided to SMFBA for the agency's files. Please note we understand that the health department may not want to visit a non-profit site but a health inspection is required by Feeding America. At the very least, the Partner Agencies should request a courtesy inspection in writing and provide a copy of that letter to SMFBA for your file. This is required. This additional certification does not exempt the staff from attendance to the annual SMFBA Agency, Safe Food Handling and Civil Rights required training.
- **Monthly Reports:** All member are required to submit monthly reports that include the number of clients served. In turn, SMFBA provides cumulative information to Feeding America. Depending on the type of program, either the total number of meals/snacks or the number of households and individuals served must be provided, as follows:
 - On-Site Feeding Programs: On-site feeding programs (soup kitchens, residential programs, shelters, snack-only programs, etc.) must report the total number of individual meals and snacks served during the month. If accurate numbers of meals served are recorded each day, than the site will total the month's numbers and report the end total.
 - Food Pantries: Food pantries should report the total number of households to whom groceries were supplied during the month.
 - If a single person is served, he or she is considered to be a household.
 - If a family is provided groceries more than once during the month, each visit must be counted separately.

- The first time a household visits in a month is considered an **unduplicated** number. Tracking this number will assist in reporting this monthly.
- You should also include the number of individuals in the household served.
- Also track the number of individuals that are children 0-5yrs and under 18yrs
 - * Partner Agencies with multiple feeding programs may be required to report both the number of meals and the number of households served. For example, Partner Agencies that operate both a soup kitchen and a food pantry will need to submit two separate monthly reports.
 - * Do not anticipate the number of clients you will be serving. Reports submitted ahead of schedule will not be accepted. Reports must be filed monthly. Reports are due on the 1st but no later than the 5th. (i.e. The numbers of all persons helped in November are due on December 1st). Any Partner Agency which has not submitted a report by the due date may lose its eligibility to pick-up or receive delivery until the reports are received.

Reports may be submitted by any of the following methods:

- Submitted Online at www.firstfoodbank.org/agencies
- Emailed to agencyrelations@firstfoodbank.org (TEFAP & CSFP only)

Food Storage & Handling: To ensure the client's safety, SMFBA has rules on the proper storage and handling of food. The requirements cover all food stored at the Partner Agency, including items received from sources other than SMFBA.

- The food storage area must be clean, with no holes in the walls, ceilings or floors. There should be no gaps around the windows or floorboards that could allow entry of rodents or insects.
- The food storage area should be locked when not supervised to prevent possible theft. Refrigerators and freezers should either be in a locked area, or they must be lockable.
- A thermometer must be positioned in each cooler and freezer.
- Non-food articles such as cleaning products, detergents, soaps, pesticides and other toxic materials must be stored lower than food items or in a separate storage area. Paper goods, diapers and feminine hygiene products should also be isolated from chemicals.
- Food items must be stored at least six inches above the floor.
- Shelves should not be lined with contact paper as the glue attracts insects. Butcher paper is a good alternative.
- All food should be rotated, labeled and inventoried to ensure freshness. Remember, FIFO (First In First Out). Stockpiling is strictly forbidden.
- Food and non-foods repackaged for distribution to clients must be clearly labeled with the item name, the ingredients, manufacturer name, and net weight. USDA foods may **never** be repackaged. Agencies doing any food repacking must have a current valid health department inspection.
- The Partner Agency must take adequate steps to ensure that food items obtained from sources other than SMFBA have adequate labeling and are free of serious defects that may pose a health hazard to the clients.
- Food **may not** be stored in a commercially operated storage facility. (i.e. Public Storage, U-Lock-It, etc.)
- Food **may not** be stored in a personal residence or in any area/site that has not received prior SMFBA approval as documented in the Partner Agency's application.
- SMFBA reserves the right to request entry into any part of the agency's property to assure that the Partner Agency is being a good steward of the donated food. This includes but is not limited to storage lockers, sheds and buildings other than the food pantry. Denial of access during a monitor/inspection will result in the agency being placed on probation, suspension and may result in termination.

Perishable foods that require refrigeration: Perishable foods are defined as any food that is subject to decay, spoilage or destruction therefore may require refrigeration or to be frozen. Although fresh fruits and vegetables generally benefit from storage under refrigeration, fresh produce is not included under this section. If a Partner Agency wishes to receive perishable foods from SMFBA, the agency must meet the following criteria:

- The Partner Agency must have an adequate number of appropriate insulated containers to transport refrigerated or frozen products if picking up from SMFBA or the SMFBA Grocery Rescue program. (See Grocery Rescue).
- Refrigerated and frozen products must be stored at safe temperatures: 40°F or below for refrigerated, 0°F or below for frozen.
- All refrigerators and freezers must be equipped with thermometers. Temperatures should be recorded at least daily/weekly. Temperature logs should be made available to the SMFBA representative during monitoring visits.
- Thawed perishables must be cooked or eaten immediately after thawing and never refrozen unless cooked first.

Prepared Foods: If the Partner Agency prepares or distributes prepared food items, it must meet the following criteria:

- A Partner Agency that provides prepared meals must meet all state and county health department regulations and must hold all applicable licenses.
 - The agency must provide a copy of the most recent health inspection report to SMFBA, and ensure that all corrective measures specified during such inspections are completed within the timeframe given.
 - The agency must immediately notify SMFBA of any changes in its status.
 - The agency must secure an inspection from the county health department,
 - The agency must show proof that the inspection was requested.
- A representative of the agency staff must be a certified food manager and subsequent staff should hold a food handlers certification
- The Partner Agency must designate a sink to be used for hand washing by all staff and volunteers that handle food. This sink cannot be a food preparation sink and must be clearly labeled with a sign instructing staff and volunteers to wash their hands.
- Prepared foods must be cooked, reheated and held for serving at safe temperatures: 160° F or higher for cooking, 140° F for holding, and 165° F when re-heating. A probing thermometer should be used to accurately monitor the temperature of the food.
- All frozen foods must be thawed in the refrigerator at temperatures 40°F and cannot be re-frozen unless cooked at the appropriate temperatures. Food should be placed in a pan to catch drips while thawing.
- The expiration date on infant and adult formulas must be carefully followed. Items should be thrown away after expiration date.

Food Preparation Partner Agencies Only: Repackaged or opened food must be stored in rodent and insect proof containers and labeled with the name of the item and the date the package was opened.

Section VI: Understanding How SMFBA Product is Sourced

We collect, store and distribute useable food and other essential products donated by major retailers. We receive food from farmers, distributors and community food drives and we purchase food at reduced costs.

General Food and Product: SMFBA solicits donations of packaged, perishable and non-perishable food from the food industry.

Fresh Produce: Regular donations of fresh produce are provided by the produce industry, including produce markets.

Retail Store Pick Up (Grocery Rescue): Through Feeding America, SMFBA has contracts which allow us to work with the local retail food industry. Support of this program has been instrumental in our ability to recover millions of pounds of nutritious foods that otherwise might have been thrown away. These agencies track their poundage received by reporting on Meal Connect. This reporting allows the agency and the donor to track the change they are making in our communities! To find out more how to participate in the SMFB Grocery Rescue program contact Nancy Nunez at 602-343-3143 or email njnunez@firstfoodbank.org.

Section VII: Building Brand Protection

A nonprofit's brand is important and one of the keys to their success. Building and protecting your brand should be a priority as it attracts donors and tells the community your impact, value and how you help.

So what is branding, exactly? Branding is successfully creating a brand identity that will not only make your organization more memorable, but will help to attract supporters. Many different components go into developing a brand, including eye-catching designs and a unique name; however, a brand encompasses more than just a logo. **It's what the community takes away from the experience of working with you.** It's what your organization stands for and is known for within your community. It is your reputation.

Partner Agencies must be willing to not only protect its own brand but that of SMFBA and our donors. This means the Partner Agency must exercise:

- Safe food handling, transporting and storing of product (which carries the donor's brand).
- Strong customer service skills in the community and when serving clients.
- Patience.
- Sound and positive judgment when talking about your organization and SMFBA
- Partner Agencies are also expected to positively promote the partnership between SMFBA and your agency. The agency is expected to:
 - Identify that they are a Partner Agency of SMFBA on their website (if applicable) using proper SMFBA logo.
 - Display an SMFBA Partner Agency banner, if available.

Section VIII: Understanding Acceptable Use of Donated Product

All products (food or product) donated to SMFBA must be considered as having been donated under the provisions of Section 170(e)(3) of the U.S. Internal Revenue Code. Once donated this food becomes protected product and must be used for purposes intended which is providing to the care of ill, needy or infants with an emphasis on the needy. Definitions:

III – Care of the ill means alleviation of cure of an existing illness and includes care of the physical, mental, or emotional needs of the ill.

Needy – A needy person is one who lacks the necessities of life, involving physical, mental or emotional well-being, as a result of poverty or temporary distress

Infant – an "infant" is a minor child (as determined under local law). Care of an infant means performing parental functions or providing for the infant's physical, mental and emotional needs.

The Partner Agency must keep adequate records to document that all items from SMFBA are used for charitable purposes. In addition, SMFBA asks that following these guidelines be observed:

Operational In-House Use of Non-Food Products: The Partner Agency may use non-food items (such as toilet paper, soap, or cleaning supplies) in moderation, from its inventory in its operations, as long as those operations relate to the charitable mission of the agency (not entire organization or church). Partner Agencies are inspected by SMFBA for signs of abuse.

Volunteer Use of Donated Products: The Partner Agency must use extreme care not to give the perception that volunteerism will be rewarded or compensated with donated product. This would appear that you are paying for volunteers with donated product which is a direct IRS violation. SMFBA understands that some clients volunteer and some volunteers may find themselves as clients, so Partner Agencies should develop and implement internal volunteer procedures that address these situations. Best practice would be to suggest that need takes priority over volunteer service and that you would prefer they get the assistance they need rather than volunteer. If the only available volunteers are clients, then the Partner Agency **must** ensure the following:

- The client/volunteer receives the same items and amount as all other clients receiving assistance that day.
- They do not get any preferential treatment because they volunteer.
- They sign-in and are recorded as receiving assistance.
- Other In-House rules regarding donated items are as follows:
 - Snack or beverage items obtained from SMFBA may be served to volunteers in moderation during meetings or trainings at the agency's facility.
 - Items may not be used for any business meeting where any type of fundraising is being conducted.
 - In no way may donated product be used for the purpose of fundraising either as prepared food (such as spaghetti dinners or bake sale) or as "prizes".
 - Partner Agencies may not thank their volunteers with take home "Thank You" bags.
 - Partner Agencies may not require a client to make a donation or other payment in exchange for food.
- Partner Agencies may permit staff/volunteers to consume or prepare on-site donated goods (in moderation) to:
 - Become more familiar with them (to be in a better position to advise clients as to their uses).
 - Discover new ways in which they can be used (e.g. nutrition education).
 - Test their fitness for consumption (as they near or pass code date).

Section IX: Grievances

1. Grievances Against Partner Agencies

- SMFBA must respond to complaints by the public about any SMFBA Partner Agency and/or program host sites.
- The Partner Agency will be notified of any specific complaint received. Depending on the nature and severity of the complaint, the Manager or Director of Agency Relations may order that an unannounced visit be performed on the Partner Agency.
- The results of any investigation and subsequent recommendations will be presented to the SMFBA CEO and documented in the agency/host's file. The site will be notified in writing of the conclusions and any actions to be taken.
- Discrimination complaints by the client regarding the distribution of commodities should be documented in writing. The client must address the Civil Rights Office directly as indicated on the "Justice For All" poster and complete Client grievance form.

2. Grievances Against SMFBA

- A Partner Agency may submit a written statement of grievance addressed to the SMFBA CEO. The statement must include the reasons for the grievance, pertinent facts, and what the agency believes would be an acceptable solution to the problem.

- The SMFBA CEO, following an assessment and recommendation from the SMFBA staff, will determine the plan of action and decision on the grievance. The site will be notified in writing of the decision.
- A Partner Agency will not be discriminated against, harassed or suffer any reprisals by SMFBA as a result of filing a grievance.

<p>Section X: Partner Agency Probation/Suspension/Termination</p>
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A Partner Agency may be placed on probation or suspension by SMFBA until a reported problem or issue is corrected. While under hold or suspension, the site will lose its Partner Agency privileges, including the right to receive food and other products. A Partner Agency under hold or suspension may have their membership terminate if the site fails to correct the problem leading to the hold or suspension. A Partner Agency may be placed on probation for a period of three months. Notification of probation will be in writing. Only the Agency Relations Manager, Agency Relations Director, and President/CEO have the authority to place Partner Agencies on probation.

The purpose of this probationary period is to place an Agency on notice to bring its program into compliance, or face suspension. During the probationary period, the Agency retains all the rights and privileges of its membership. If the violation is not rectified by the end of the probationary period, the Agency Services Director and/or the President/CEO has authority to extend the probationary period or to recommend suspension of the Agency.

Grounds for probation, suspension and/or termination include, but are not limited to:

- Failure to comply with local, county, and state Department of Health regulations (if applicable).
- Noncompliance of SMFBA food storage requirements or failure to correct food storage problems found during an SMFBA inspection visit within 30 days.
- The Partner Agency is in gross violation of Department of Health and SMFBA standards, the suspension may be immediate, with privileges terminated if the standards are not met within 30 days.
- Indication or report that the site sells, transfers, or barter for money or services any items obtained from the SMFBA, or that the site charges or is reimbursed for the items.
- Indications or reports that the site is redistributing commodities/products received from SMFBA to other agencies or non-profits without prior approval from SMFBA.
- Indications that the site is not using the food/products for purposes of the ill, needy or infants.
- Indication or report that the site denies services to clients on the basis of race, color, age, religion, national origin, sex, sexual orientation, disability, or political affiliation.
- The Agency is not open to the public and is found distributing donated product to unqualified recipients or exclusive groups such as a clubs, sports teams or church congregations.
- The Agency relocates, changes days/hours of service without informing SMFBA.

The procedure for termination of a member agency is as follows:

- The termination decision will be based on an SMFBA staff assessment and recommendation.
- A letter will be sent to the Partner Agency explaining the specific reasons for termination and a description of the appeals procedure.
- A site may appeal the decision to the SMFBA CEO by submitting a letter requesting a meeting within 10 business days of the date of the notice of termination. If a letter is not received within 10 business days, an appeal meeting will be denied.

- SMFBA partnership privileges of the Partner Agency may be suspended pending the decision by the SMFBA President and CEO.
- The decision of the President and CEO regarding the appeal is final.
- A letter stating the decision will be sent to the appealing Partner Agency within seven business days of the decision.

SMFBA reserves the right to alter or change the Non-Compliance Policies as it deems necessary and has the obligation to notify agencies of those changes. Publication in the Agency Newsletter, email, phone calls and/or written letters will be considered sufficient notice.

<p>Section XI: Receiving Food from SMFBA</p>

Partner Agency ID Cards

Partner Agencies must present an ID to designated SMFBA staff or volunteers in order to receive food and product from SMFBA and the Grocery Rescue program (if applicable).

- Upon completion of the application process for Partner Agency, an ID card will be issued. This ID will allow Partner Agencies to pick up food and product at our agency shopping area.
- The Partner Agency should appoint an authorized person(s) to pick up, shop or receive orders on behalf of their agency.

Shopping & Order Pick Ups

- Each agency must show their ID card upon check in at their designated appointment time.
- You are allowed a maximum of 2 individuals including yourself in the warehouse. (Exceptions must be approved by the shopping supervisor or an Agency Shopping Associate and only one additional person will be allowed).
- Each agency is allowed a maximum of two carts in the warehouse at a time. If an agency checks out and still has some of their allotted time left, they may unload their cart and re-enter shopping for the rest of their time. If an agency re-enters shopping, they would need to go through the same process they follow when they first arrive.
- Everyone must be at least 18 years old – **No children allowed.**
- Everyone must supply and wear non-latex gloves in all areas of the warehouse.
- Everyone must wear non-slip closed toe shoes (no high-heels, sandals or flip-flops).
- Health Dept. guidelines require no tank tops, clean clothes & hair tied back.
- No open drinks or food consumption in the warehouse.
- Smoking in designated outside areas only. (Ask a Shopping Associate for the location if needed).
- All coolers and ice chests must be cleaned and sanitized. Each cooler/ice chest must have the tare weight written on it, if it is not written on the ice chest, the Shopping Associate must weigh the ice chest and write it on the sides. Ice chests are required if transporting perishables, dairy and/or frozen items.
- No one may remove any crates or containers from the Food Bank. Please bring your own containers.
- You must be able to lift at least 40 pounds to weigh your product.

Shopping Rules

1. **TIME:** You have one (1) hour to shop. If you are late for your scheduled appointment time, you will have less time to shop.
 - If your arrival time is so late that you are into the next shopping period, you must wait behind any agency that arrives on time to check in.
 - If you are on time but SMFBA causes you delay, you will receive your entire 60 minutes of shopping time.
 - If you are early, you may wait outside or in the designated area.

2. **PARKING:** Enter in off of Thomas road, we are located behind the WIC Building at 3003 W. Thomas Rd. Park in the area that is designated for Agency Shopping in the covered parking garage. Or you can enter through the main 31st Avenue entrance and drive around to the covered parking garage on the North side of the University of Phoenix Building. Do not park in assigned visitor or staff spaces, against the loading dock or behind another vehicle.
 - Please respect the St. Mary's Smoking Guidelines...there is no smoking in the parking lot. Please ask a Shopping Associate for the location of designated smoking areas.

Shopping: Upon entering, a Shopping Associate will capture the weight off of your cart.

- Show your SMFBA Agency Identification Card and Food Handlers Card.
 - You will receive a check-in sheet that will specify your agency name.
 - Staff will document your weight and note if your agency has a Restaurant Managers Card, which is required to receive meat or dairy items.
 - Pick-up a Source/Shared Maintenance list and fill it out prior to shopping. The order will be fulfilled while you are shopping. Once you are finished; the shopping associate will verify the order with you.
 - Begin at the Dry Goods/Bread Section – Remember to keep items with a Shared Maintenance Fee separate for easier check-out. Dry goods carry no Shared Maintenance fee.
 - Next head to the cooler to acquire meat, dairy and produce items. – You must have a Restaurant Managers Card to select meat & dairy items. All frozen items have a Shared Maintenance fee of \$.19 a pound. All cooler items do not carry a Shared Maintenance fee. Please separate all meat and dairy items into their own cooler/ice chest.
 - **PLEASE LIMIT YOUR CARTS TO ONE CART IN THE COOLER/FREEZER AT A TIME.**
 - Proceed to Check Out – Push your carts (one at a time) onto the check-out scale.
3. **CHECK-OUT:** The Check-out Associate will document the weight of your cart on to your Agency check-in sheet. Staff/volunteer will check all containers to verify all product poundage is recorded correctly. This process is in place to ensure we do not miss capturing the weight of FA product. If your agency or volunteer is found to be negligible in submitting items to be weighed, you may be restricted from accessing the Shopping Program. The associate will then provide you a copy of an invoice documenting your acquired product. This invoice must be signed by the individual doing the shopping.
 4. **PAYMENT:** Agencies are expected to pay their shared maintenance fee (SMF) balance in a timely manner. Unless otherwise agreed in writing with the Finance department, all charges are due within 10 days of shopping (net 10). Failure to pay the balance on time may result in shopping restrictions.
 5. **EXIT:** Go out the exit door, it will automatically open. Please return the cart to the designated area and crates to the warehouse. **(PLEASE ASK AN ASSOCIATE FOR ASSISTANCE IN LOADING YOUR VEHICLE, IF NEEDED)**

Please be aware that violating any of these rules may result in your agency being restricted from shopping at St. Mary's Food Bank Alliance.

Delivery

SMFBA provides delivery of food orders agencies as needed and on designated scheduled days. The food is transported in a refrigerated truck or trailer, thereby assuring the product's safety and freshness. The procedure for delivery is as follows:

- The agency must check its order against the invoice and any discrepancy must be brought to the attention of the SMFBA driver at the time of delivery.
- Non-SMFBA personnel are not allowed in the vehicles.
- Only SMFBA staff is permitted to operate any SMFBA equipment. This includes, but is not limited to: the pallet jack, lift gate and box cutter.
- Partner Agencies must provide a staff member or volunteer to guard the safety zone and is responsible for seeing that SMFBA safety rules are followed.
- The driver is in charge and has the right to stop unloading a delivery if he deems the distribution site unsafe for himself or others. Partners must assist in keeping clients away from loading/unloading areas.
- The Partner Agency representatives must transport the food and product into their program sites.

Section XII: Food Storage, Handling & Inspection

To ensure the safety of the Partner Agencies clients, SMFBA has regulations on the proper storage and handling of food. The requirements cover all food stored at the agency, including items received from sources other than SMFBA.

Per SMFBA, Feeding America, IRS and USDA at least one member of the Partner Agency's staff, whether paid or volunteer, must attend food safety training annually. This mandatory requirement can be met by attending the SMFBA annual orientation class (which covers food safety and Civil Rights).

Keeping food fresh requires attention to proper food safety rules at each stage. From transportation of product to storage, as well as preparation, best practices are essential. Much of the donated food and product received at SMFBA may be close to its *best if used by* date. It is imperative that you take steps to maximize the length of time the product lasts. To do this, you must be sure that the storage location is capable of holding food items at the appropriate temperature.

Perishable Food Storage

Perishable foods are defined as any food that requires refrigeration or is frozen. If a Partner Agency wishes to receive perishable foods from SMFBA, the Partner Agency must meet the following criteria:

- Perishable products such as meats and dairy products will begin to spoil if not held at the proper temperature and could become a health hazard.
- During transportation and storage, perishable product should be kept at 40°F or below. If you are traveling more than 10 minutes, you must bring a freezer blanket or cooler with ice when you shop and/or pick up your order to transport items. The food should be promptly stored in the refrigerator or freezer.
- Partner Agencies should have an adequate number of ice chests or freezer blankets for transportation from SMFBA back to their agency site.
- Eggs should be stored on the bottom shelf in the refrigerator. This is to avoid cross contamination, in case of breakage.
- A thermometer must be placed in the refrigerator and the freezer so you can easily monitor temperatures. You must maintain a temperature log and record the temperature on a weekly basis. If your agency is not open weekly, check the temperature on the days you are open. This will allow you to check for any fluctuations in temperature.

- When you are cooking perishable items, it is important to keep food hot (above 140°F) until it is served, then quickly chill the product for storage if not consumed immediately. Perishable foods kept at room temperature are in the danger zone. The longer they are kept at room temperature, the more likely food is to spoil, which may result in food poisoning.

Dry Shelf Stable Food Storage

- Food must be stored at a minimum of 6” from the floor. This allows for adequate cleaning and inspection for infestation of insects or rodents.
- Food stored on pallets is not preferred as it increases the likelihood that bugs will nest in the crevices of the slats. The only time it is acceptable for food to be stored on pallets is when it is being used as a staging area and the food will not be stored there for long.
- Food and non-food items must be stored on separate shelves. If space is an issue, cleaning supplies, laundry detergent, etc. must be on the bottom to avoid cross contamination (in case of leakage).
- The door leading to the food storage pantry must be lockable.
- There should be no outside light visible through cracks in the wall or ceiling of the pantry.
- Adequate pest control must be in place. If you are doing your own pest control using retail products, a chemical log of the chemicals used must be available in case someone becomes ill.
- Organize your food using a “First In, First Out” (FIFO) method of distribution. This simply means to rotate your stock to assure that the items that have been on the shelves the longest are the first to be distributed.
- Maintain a clean and dry storage area. The shelves should remain clean with no debris on the floor.
 - It is recommended that non-canned foods (flour, rice, etc., that are in permeable packaging) be in rodent proof bins such as clean plastic containers with tight lids. Do not overstock this type of food since weevil infestation may occur after prolonged storage periods.
- Screens must be in good repair so that unwanted pests cannot reach the food.
- There should be no holes or gaps in the pipe conduits, floor, ceiling, or doors to allow insects or rodents access to the food.
- Garbage cans must be covered.
- The area must be cool and dry (climate controlled) to guard food against the outside elements.
- Do not use contact paper on the shelves as the glue attracts insects. If you choose to cover shelves, butcher paper is recommended.
- Food may not be stored in a residence.
- Food may not be stored in a commercially operated storage facility. (e.g. Public Storage, U-Lock-It, etc.)

Partner Agencies must take adequate steps to ensure that food items obtained from sources other than SMFBA have adequate labeling and are free of serious defects that may pose a health hazard to the Partner Agency’s guests.

Prepared Foods

If the Partner Agency prepares or distributes prepared food items, they must meet the following criteria:

- All state and local Department of Health regulations and must hold all applicable permits. The Partner Agency must provide a copy of the most recent health inspection report to SMFBA, and ensure that all corrective measures specified during such inspections are completed within the timeframe given. The agency must immediately notify SMFBA of any changes in its status.
- One staff or volunteer must be certified as a food manager.

- Must visibly post the required *And Justice For All* and any other required signage.
- Must designate a sink to be used for hand washing by all staff and volunteers that handle food. This sink cannot be a food preparation sink and must be clearly labeled with a sign instructing staff and volunteers to wash their hands.
- Prepared foods must be cooked, reheated and held for serving at safe temperatures: 160° F or higher for cooking, 140° F for holding, and 165° F when re-heating. A probing thermometer should be used to accurately monitor the temperature of the food.
- All frozen foods must be thawed in the refrigerator at temperatures between 35°F and 40°F and cannot be re-frozen unless cooked at the appropriate temperatures. Food should be placed in a pan to catch drips while thawing.
- The expiration date of milk and refrigerated dairy products, infant and adult formulas must be carefully followed.
- Repackaged or opened food must be stored in rodent and insect proof containers and labeled with the name of the item and the date the package was opened.

<p>Section XIII: SMFBA Programs and Services</p>

SMFBA has an array of programs and services available to our network of Partner Agencies. Each of the programs has eligibility requirements and the SMFBA staff are available to help determine if your clients can access these programs.

SNAP Outreach and Assistance

Supplemental Nutrition Assistance Program (SNAP) has been identified as the best defense against hunger. The SNAP Outreach Coordinator trains volunteers and interns who are assigned at Partner Agencies and other designated sites throughout Arizona. Individuals who may qualify for the program are identified and they are provided one-on-one application assistance from the staff or volunteers. While their application is pending, the individuals are provided follow up phone calls and referrals to other resources in their community.

CSFP

Commodity Supplemental Food Program (CSFP – also known as Food Plus in the Southwest) is the primary nutritional, government support Program in the country to help those age 60 and over, who meet federal guidelines for low-income. CSFP is intended to improve the health of seniors by providing nutritionally balanced food to an at-risk population that often do not consume a balanced diet.

Summer Food Service Program

SMFBA is a sponsor for the Summer Food Service Program, which is funded by the Arizona Department of Education. As the sponsor, we outreach to sites that will serve lunches to children 18 years and under over the summer. The sites include school and town recreation programs, churches, public parks and libraries. The sites will provide a balanced meal to children at no charge.

Kids Cafe

This meal-service program provides Arizona children with what is often their last meal of the day. We currently collaborate with more than 60 schools, community centers, churches, and other neighborhood groups to provide more than 3,000 free, healthy meals daily in after-school and summer programs. In addition to the nutritious meals, these programs include recreational components and access to after-school tutoring. In 2013, we plan to expand Kids Cafe® to 5,000 meals daily, including 1,000 new hot meals, at more than 80 sites throughout the Valley

School Pantry Program

SMFBA has identified certain schools and has partnered with them to distribute donated product onsite at the school. The program host sites were given training and direction on various methods to distribute the food. These methods include weekend backpacks, emergency boxes and traditional food pantry distribution.

Mobile Food Pantries

The Mobile Food Pantry Programs ensure food deliveries directly to people in need and were developed to increase SMFBA ability to provide nutritious, perishable and non-perishable items in low income neighborhoods. The pantries are stocked with items such as rice, canned protein, pasta, and breakfast items, as well as vegetables, fruits, bread, meat and poultry. A program component for each mobile food pantry is the strong relationships with community service partners. Referrals are made to all recipients.

Thank you!

We value each agency partnership and look forward to working together to feed the hungry across Arizona. Please contact us with any needs you may have.

Please note that SMFBA will update this manual as needed and place the most current version in the Resource section of the Partner Agency webpage located at www.firstfoodbank.org/agencies. It is the Partner Agency's responsibility to assure they are reviewing the most current version.