



SHARING LIFESM

Demonstrating compassion.SM

2018 Partner Agency/CDP GUIDEBOOK

Partner HUB organization of the



3544 E. EMPORIUM CIRCLE MESQUITE, TX 75150
WWW.SHARINGLIFEOUTREACH.ORG | 214-308-0859

How to Use this Guidebook

This guidebook offers information on how to best utilize Sharing Life. The guidebook details policies that are implemented by NTFB, Sharing Life, CDP's and its agencies as outlined by the United States Department of Agriculture, Texas Department of Agriculture, Feeding America and Feeding Texas.

As a member of North Texas Food Bank, Sharing Life is accountable for policies and procedures that ensure food is distributed in a safe manner in accordance with the State, IRS and Federal laws. Sharing Life expects each Partner Agency & CDP to follow these policies and procedures as outlined, not only in this handbook, but with any signed agreements.





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About Sharing Life

Hours of Operation & Inventory Dates

**General Hours of
Operation**

Front Desk – 972-285-5819
Tuesday – Friday 9 am - 3 pm
Thursday 9am -7pm Sat 9-12

**Agency/CDP
Distribution Service
Hours**

HUB operation: 214-308-0859
Monday – Friday: 7:30 am to 3:30 pm
Saturday (2nd, 3rd & 4th) 8:00 to 11:00

Holiday Schedule

Sharing Life's online ordering system, Lead Commerce, is available during all holidays observed by Sharing Life. Pick-ups will resume the next business day, unless otherwise stated. Sharing Life is closed on the following holidays:

- New Year's Day
 - Good Friday & following Sat.
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Holiday (Wednesday, Thurs, Fri & Sat)
 - Christmas Holiday (Week of through New Year's Day)
-

Inventory System

Sharing Life will conduct an annual inventory audit of items in the warehouse. Typically Sharing Life closes the last week in August (last week of Fiscal year). Please check Lead Commerce for dates. Please plan accordingly for this closing.

Online ordering will be closed during this period.

Inclement Weather Policy

Snow or Ice Monday - Friday	<p>If your Agency/CDP has an order to be picked up at the warehouse on a Bad weather day, consult local news stations. In the event of Mesquite ISD closure, Sharing Life will be closed as well. In the event that Mesquite ISD is out for holiday or after school hours, we follow the lead of Eastfield College.</p>
Delayed Opening	<p>When Sharing Life experiences an early closing, a sign will be placed on the doors acknowledging the closing.</p> <p>If we have a delayed opening:</p> <ul style="list-style-type: none">• If we have a delayed opening and you are scheduled to pick up, please contact hub@sharinglifeoutreach.org or call 214-308-0859 to determine if your pick up will occur as planned or if there is a need to reschedule.
Closed	<p>If you have an order to pick up on the day of the closure, then your order will be available on the next business day unless your Agency/CDP contacts hub@sharinglifeoutreach.org or call 214-308-0859 to schedule an alternate day.</p> <p>For further information or to make alternate arrangements and requests, please contact hub@sharinglifeoutreach.org and we will do our best to accommodate your needs. Be sure to include your Agency/CDP name, number, and purchase order number when available.</p>
If Sharing Life is closed more than one business day	<p>If Sharing Life is closed or there is a delayed opening for more than 1 consecutive business day, we are unable to guarantee your order will be processed and ready as previously scheduled. Sharing Life processes orders 2 business days ahead of the distribution date and if consecutive delays in operating hours occur, the picking process of orders will be delayed. If you have a pick up scheduled, please feel free to call and clarify if your order is ready.</p>

Staff Contacts

Jacob Taylor- Director of Operations

James Wantland – HUB Manager

Wendy Hardeman – HUB Coordinator

All can be reached at hub@sharinglifeoutreach.org



Feeding America is a nationwide network of 200 food banks and 60,000 food pantries and meal programs that provides food and services to people each year. Together, we are the nation's leading domestic hunger-relief organization. The Feeding America network serves virtually every community in all 50 states, Washington D.C., and Puerto Rico.

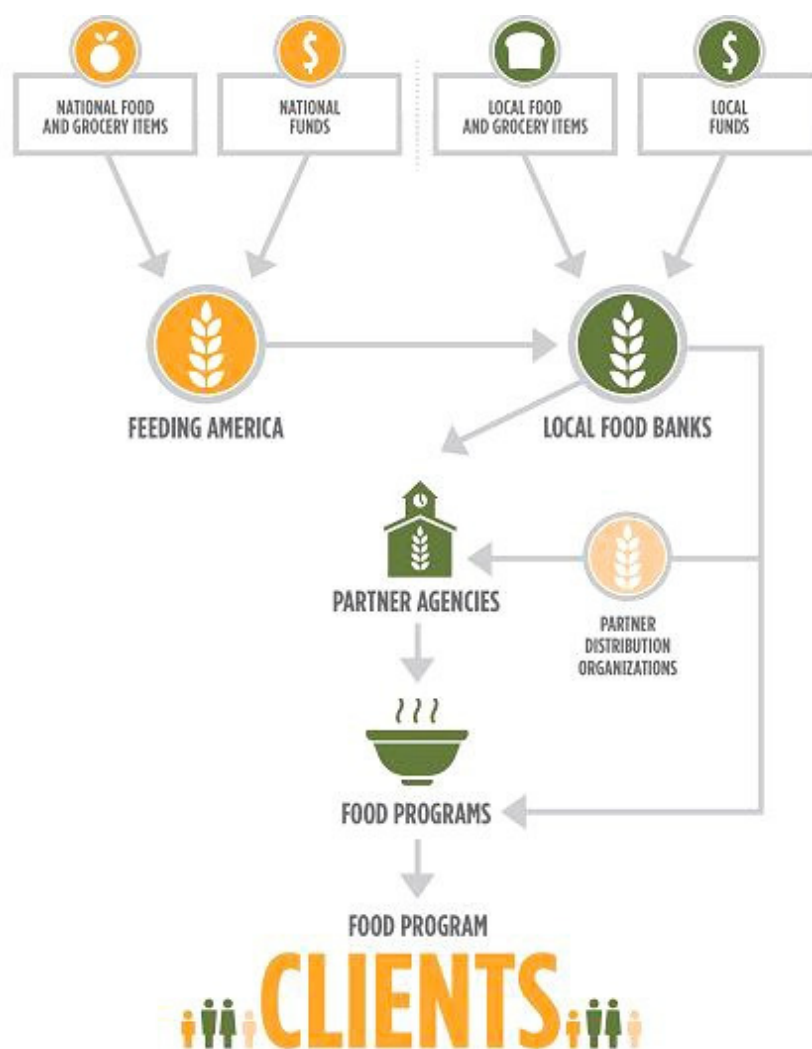
The process of getting food to hungry Americans requires a dynamic infrastructure and sophisticated management. Feeding America secures donations from national food and grocery manufacturers, retailers, shippers, packers, and growers, and from government agencies and other organizations. Feeding America then moves donated food and grocery product to member food banks.

The food banks in turn distribute food and grocery items through food pantries and meal programs that serve families, children, seniors, and others at risk of hunger. Last year alone, the Feeding America network distributed more than 3 billion meals to people in need.

Feeding America nationwide network of food banks also supports programs that improve food security among the people we serve; educates the public about the problem of hunger; and advocates for legislation that protects people from going hungry. Individuals, charities, businesses, and government all have a role in ending hunger.



Feeding Texas, formerly known as the Texas Food Bank Network is a statewide, 501c3 nonprofit organization. Their mission is to lead a unified effort for a hunger-free Texas. Feeding Texas moves millions of hungry Texans toward food security through a statewide network of food banks; strengthens the collective response of hunger through collaborations and scaling success; and leads the public conversation to solve hunger in Texas.

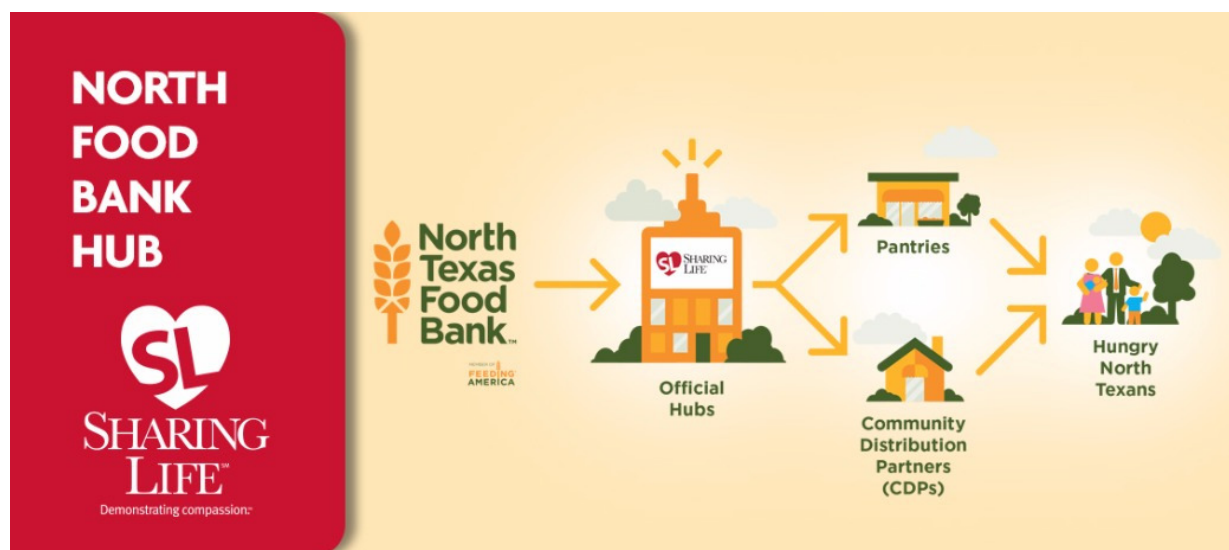


Our Partners

Sharing Life is proud to be a member of the North Texas Food Bank Feeding Network.

In 2016, we were designated as an official HUB for the North Texas Food Bank (NTFB). A Hub is a large community organization that essentially operates like a mini-food bank. We redistribute food provided to us by the North Texas Food Bank and supply it to dozens of food pantries and Community Distribution Partners (CDPs). These smaller, neighborhood-based program sites are able to distribute food closer to where people live. We are proud to share North Texas Food Bank's vision to provide access to 92 million nutritious meals per year by 2025. The goal reflects the current need for food assistance in NTFB's 13-county service area.

In addition to providing food to those critical partners, we also work with SNAP benefits. All partners must maintain IRS 501(c) (3) non-profit status, or incorporated institution affiliated with a recognized tax-exempt faith-based organization.



Donation Liability

THE GOOD FAITH DONOR ACT – TEXAS LAW

On June 10, 1981 the Texas State Legislature passed legislation, commonly referred to as the Good Faith Donor Act, to address liability for damages resulting from the condition of donated items. The state law reads as follows: A person who donates apparently wholesome food to a nonprofit organization for distribution to the needy is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the person that constitutes gross negligence, recklessness, or intentional misconduct. A nonprofit organization that distributes apparently wholesome food to the needy at no charge and that substantially complies with the applicable local, county, state, and federal laws and rules regarding the storage and handling of food for distribution to the public is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the organization that constitutes gross negligence, recklessness, or intentional misconduct.

THE EMERSON GOOD SAMARITAN FOOD ACT – FEDERAL LAW

On October 1, 1996 the Emerson Good Samaritan Food Donation Act (Emerson Act) was enacted. The Emerson Act is a federal law that provides national standards regarding food donations so that donors have consistent liability information for interstate donations. The law addresses the liability concerns of donors who contribute food in good faith and states the following: To encourage the donation of food and grocery products to nonprofit organizations for distribution to needy individuals by giving the Model Good Samaritan Food Donation Act the full force and effect of law. A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals, except that this paragraph shall not apply to an injury to or death of an ultimate user or recipient of the food or grocery product that results from an act or omission of the donor constituting gross negligence or intentional misconduct. The term “apparently wholesome food” means food that meets all quality and labeling standards imposed by Federal, State, and local laws and regulations even though the food may not be readily marketable due to appearance, age, freshness, grade, size, surplus, or other conditions.

Partner Agencies & CDP's

Partner Agency & CDP Agreement

There are regulations set by NTFB, Feeding America, USDA, TDA and Feeding Texas that must be followed to maintain a contract.

Each Agency & CDP must have a signed Agreement and TEFAP Agreement on record. Each Agency & CDP receives a Compliance Audit during which the Sharing Life representative will ask the Executive Director to sign a new Agreement and TEFAP Agreement. This will ensure a signed agreement by current Agency Executive Directors.

All Partner Agencies & CDP's are expected to abide by the rules and regulations specified in the agreement. The key people in your organization should be familiar with both the contract and the requirements.

SUSPENSION

A Partner Agency & CDP may be placed on probation or suspended for using donated food or other products in a manner that is not approved by SL & NTFB. Failure to comply with requirements may result in loss of partnership.

VOLUNTARY TERMINATION OF PARTNERSHIP

Either the Agency /CDP or Sharing Life may voluntarily terminate its partnership, for any reason,

in writing by the highest authorized person of the program, at any time. If terminated by the Agency or CDP, the Agency /CDP will be responsible for immediately paying SL any outstanding/owed handling fees or other fees for products received prior to its termination.

INVOLUNTARY TERMINATION OF PARTNERSHIP

If any of the terms or conditions of partnership are violated by the Agency /CDP, then SL has the right to terminate the partnership. Alternatively, SL may suspend the Agency /CDP's active status and implement a plan of corrections that will require full compliance prior to removal of the Agency /CDP's suspension. The decision to terminate or suspend an Agency /CDP shall be governed exclusively by the decisions of SL.

Possible violations include, but are not limited to:

- Paperwork discrepancies
- Procedural misconduct
- Civil Rights violation
- Legal infractions
- Over limit/Account arrearage

Partner Agency & CDP Accounts

As a Partner Agency & CDP of Sharing Life, you will receive an account that is tracked by an Agency name. The account contains all the relevant information such as your program director, mailing address, physical address, county, fax number, phone number, and e-mail address.

MULTIPLE PROGRAMS

If an Agency has multiple programs, each account will be treated as a separate entity. Each program must order and submit monthly reports separately.

CHANGES TO ACCOUNTS

Please notify your HUB coordinator of any changes within your organization by submitting updates at hub@sharinglifeoutreach.org

- Staff Changes: Mailing address, phone number, fax number, administrative contact, food contact or billing contact
- Organization Changes: Agency /CDP name, location, hours of operation, type of services provided, or status of any licenses or permits

PAYMENT TERMS

- All payments must be submitted within 30 days from the invoice date.
- Invoices are sent at the time of processing by email. This is considered your invoice, SL will not send separate email for your records. Please forward that invoice to your accounting dept. if necessary.
- Payments made after 30 days are considered late and the account could be placed on hold.
- Please contact SL if you're Agency has difficulty meeting its financial obligations.

PAYMENT PENALTIES

Sharing Life expects timely payment of your bill. It is important that all accounts be kept up to date.

- If an Agency /CDP account has invoices 61 – 90 days past due, the Agency /CDP will be contacted by email and a request for payment will be made.
- If an Agency/CDP account has invoices over 90 days past due, the Agency/CDP /CDP will be placed on ACCOUNTING HOLD and will be unable to order food or receive produce until the account is brought current.

- If Sharing Life receives a returned check, the Agency/CDP will be contacted. Repayment should be in the form of a money order or cashier's check. A \$25.00 returned check fee will be applied to the account.

CREDIT LIMITS

All accounts have a credit limit established by Sharing Life based on your Agency/CDP's budget. If your Agency/CDP reaches the credit limit, you will not be able to place an online order.

Agency/CDP Policies and Compliance

As a partner of SL, your Agency/CDP has agreed to adhere to and maintain certain standards by signing the Sharing Life Agency or CDP Agreement. Failure to comply with the Partnership Agreement and the associated responsibilities could lead to the inactivation, or even suspension of your Agency/CDP's account with the Sharing Life.

SITE VISITS

SL's Partnership Agreement states that all Partner Agencies/CDP's are to permit SL personnel to monitor the program, including the authority to check records and inspect the facility. These monitoring visits are conducted every 2 years for Agencies and every year for CDP's with a HUB team member.

Agency/CDP site visits are conducted in order to:

- Ensure the highest sanitation and food safety standards are being upheld
- Review Agency/CDP record keeping practices, inventory processes, and storage conditions
- Improve and increase communications between SL and our Partner Agencies/CDP's
- Seek feedback on how we can better serve our partners and build capacity

A HUB representative will contact the Partner Agency/CDP to schedule site visits. Upon completion of a site visit, the HUB representative will email the Partner Agency/CDP with any non-compliance issues, which must be followed up within 30 days. If a Partner Agency/CDP fails to resolve an issue within the 30-day timeframe, or has failed to respond to follow up inquiries, the Agency/CDP will be placed on administrative hold and cannot place orders until the issue has been resolved

Agency/CDP Site Visit Checklist

Temperature Logs	Logs should be updated every day that your feeding program is operating or a minimum of every other day, immediately after a power loss is suspected or known, and late each Friday afternoon and early Monday morning. All refrigeration units should have a thermometer placed within them. Temperatures should be 34° - 40° refrigerated and -10° - 0° frozen.
Food Storage Area	All food must be stored a minimum of 4 - 6 inches above the floor, and a minimum of 1 inch away from the wall. Products should be consistently rotated to prevent food from spoiling. The pantry and kitchen areas should be neat and clean. The food storage area should have the ability to be secured if necessary. Do not mix food and chemicals. CDP: are required to distribute any product within 48 hours from pick up.
Packaging	Heavily rimmed or seam-dented canned foods or packaged foods without the manufacturer's complete labeling should not be distributed or made available to clients. Please refer to Sorting 101.
Food Safety Certification (Agencies only)	This certification is required for at least one representative for all Pantries and Supplemental Agencies and is good for 2 years. One certification can be obtained through the Food Bank using an online training system that is free of charge. You can also take this class at your local community college or city/county offices.
Food Handlers Certification (CDP's only)	This certification is required for at least one representative for all CDP's and Supplemental Agencies and is good for 2 years. All CDP's are responsible to obtain certification from an outside source.
Food Manager Certification	This certification is required for at least one representative for all On-site Agencies and is good for 5 years. This certification can be obtained through your local community college or city/county offices.

Health Inspection (Agency only)	A copy of this inspection is necessary for all on-site feeding programs that prepare meals. There are a few exceptions; please contact a member of the HUB Team for more details.
Pest Control (Agency only)	Ensure that a licensed pest control company treats all program sites at least twice a year, and more frequently if there are signs of infestation.
Qualifying Clients by TEFAP Guidelines	(The Emergency Food Assistance Program) These guidelines are provided annually by the State of Texas and used to qualify clients to receive products and produce. Intake forms should be used to gather income information from clients to determine their eligibility.
Non-discrimination statement	This disclaimer should be printed on your application, sign-in sheet, pamphlet or flyer.
Civil Rights Poster	This poster must be displayed in an area that is clearly visible to the clients. The HUB representative can supply you with a copy if your Agency/CDP does not have one. AKA "And Justice for All"
Civil Rights Training	This training is required annually for all key staff and volunteers interacting with applicants. Your Agency/CDP is responsible for documenting the training by obtaining signatures on a training log. The Agency/CDP must retain the logs from the previous 2 years for review at the Compliance Audit (CA) visit.
Posted Hours of Operation	The days and hours must be visible to someone walking by the building. Pantries must distribute food on a regularly scheduled basis a minimum of once per week in urban areas for a total of at least three hours, and a minimum of once per month in rural areas for a total of at least three hours.
Board of Directors (Agency only)	Provide a current copy of your board members with contact information.
Annual or Monthly Budget	Provide a current copy of your food budget or yearly spending average.
Invoices	Must be signed by two different individuals and kept for at least 3 years.

Agency/CDP Compliance

CLIENT CERTIFICATION

- The Agency/CDP must keep accurate records and screen clients annually to assure that eligibility requirements are met.
- Client information must be current and confidential. Records should be stored in a locked cabinet.
- Client must meet TEFAP income guidelines, which are below 185% the federal poverty level. This guideline is to be used by all staff/volunteers that conduct the intake process. This guideline is updated annually by the state of Texas.
- If the client does not meet the income eligibility guidelines, he/she can be served on an emergency basis. The Agency/CDP is required to record the reason for the client's emergency, and is good for up to 6 months.

ACCEPTABLE PRACTICES

- Place signs and pamphlets of a religious or secular nature in clear view of clients.
- Restrict a client who is abusive or disruptive to your program or Agency/CDP. You should document all of these occurrences (see the Grievance Policy).
- Distribute food received from other sources, provided that it is treated exactly like food received from NTFB.

UNACCEPTABLE PRACTICES

- Discriminate against a client in any way in accordance with the Civil Rights of the client.
- Require a client to provide a social security card or any other documentation related to citizenship in order to receive food from your Agency/CDP.
- Have a separate standard for handling, storing or distributing product from any other procured food from other sources. (All product treated equally)
- Make stops of any sort after picking up product from SL or a delivery site for the safety of all product.
- Sell or barter Sharing Life products for goods and services from a third party.
- Take any SL products for personal use.
- Share any items received from SL with another organization (exceptions include bakery and produce, with prior approval from SL staff).
- Require clients to participate in a religious activity (i.e. pray, read, listen, etc.) as a precondition to receive food.
- Be inconsistent with your days and hours of operation.
- Operate other feeding programs involving cost at the same time or place as SL distribution.
- Accept monetary donations at the time of distribution.

UNACCEPTABLE PRACTICES CONT'D

- Charge a client a fee for any food service.
- Use donated products for the purpose of fundraising. Ex: spaghetti dinners and bake sales.

ADDITIONAL AGENCY/CDP STANDARDS

- If your Agency/CDP has volunteers who are also clients, they should be served on a different day than when they volunteer. Client volunteers should not receive special treatment; they should go through the intake process, should not receive more food than non-volunteers, and should not serve themselves. Volunteers must be eligible to receive food by meeting the TEFAP income guidelines and not shown favoritism.
- You do not “buy” food from SL, but pay a “handling fee.” Internal Revenue Service regulations prohibit the re-selling of donated food. While International Revenue Service (IRS) regulations prohibit the re-selling of donated food, they specifically permit food banks to charge a small fee to help offset the costs associated with handling donated food. This is what the NTFB & SL calls the handling fee. As a Partner Agency/CDP you are not “purchasing” food from SL, but being assessed this handling fee. This fee represents less than half of all costs associated with

making donated food available to Partner Agencies by SL.

- When discussing your partnership with SL with the public through your newsletters, appeal letters, grants, websites, or media interviews, please do not make any reference to “buying” food from the Food Bank. It generates an inaccurate impression and could jeopardize the ability of individuals and businesses to receive tax deductions for their product donations.
- Each program is required to order SL products separately according to the planned use: on-site or pantry. If the Agency/CDP has more than one program at the same location, products should be stored separately and used only for the specific program in question.
- If you're Agency/CDP or program is expanding, the new entity must undergo the same process of application approval and a site visit must be conducted.

The only exception to an Agency using SL or donated product to support its program needs is to use non-food items, such as cleaning supplies, to reduce operational expenses.

RIGHT TO REFUSE SERVICE

In order to maintain a high standard of service and provide a safe work environment for your employees, volunteers, and client families, SL Partner Agencies & CDP's have the right to refuse or discontinue service to unruly clients. Services may only be denied to a client who acts inappropriately by disrupting the normal provisions of services, or if a client's behavior or environment threatens the safety of the Agency/CDP's employees, volunteers, or clients.

Inappropriate behavior includes, but is not limited to the following:

- Unreasonable demands for services
- Threatening or erratic behavior
- Misrepresentation for the need of services
- Personally threatening or offensive language

If your Agency refuses any service, document all parties involved and describe the incident in full with dates.

USDA/TDA

The United States Department of Agriculture is responsible for developing and executing U.S. Federal government policy on farming, agriculture, and food. It aims to meet the needs of farmers and ranchers. It also promotes agricultural trade and production, works to assure food safety, protects natural resources, fosters rural communities, and helps to end hunger in the United States and abroad.

Why these Federal Programs are so important: they bring food to those who need it in your community!



There are several different ways USDA helps to distribute food, and one way is the TEFAP program. The Emergency Food Assistance Program (TEFAP) supplements the diets of low-income Americans by providing emergency food and nutrition assistance at no cost. Through TEFAP, TDA food bank contractors (NTFB) distribute USDA-donated food to emergency feeding organizations such as food pantries, soup kitchens, and housing authorities. These organizations supply commodities to participants through prepared meals that are served on-site and food packages that may be consumed at home. TEFAP is administered at the Federal level by TDA. Since NTFB and Sharing Life participate in the TEFAP Program, there are several policies that must be followed. Full detail of policies can be viewed through the Agency University portal or the Sharing Life printed version.

TEFAP AGREEMENT

TEFAP Agreement - The Texas Department of Agriculture (TDA) has developed a standard agreement for The Emergency Food Assistance Program (TEFAP) between contracting entities (CEs), North Texas Food Bank and Partner Agencies (sites). This agreement covers all of the federally required information that must be included in agreements between CEs and sites.

- This agreement is signed by executive directors
- This agreement is signed in conjunction with your partner agency agreement.
- This information should be shared with key staff & volunteers

TEFAP HOUSEHOLD APPLICATION

This form has all the required data that USDA requires a client to complete in order to receive TEFAP product and must be the only form used to determine eligibility.

PARTICIPANT AGREEMENT, RIGHTS, OBLIGATIONS, AND FAIR HEARING REQUEST

The most current version should be given to the client at the time of certification

WRITTEN NOTICE OF BENEFICIARY RIGHTS

To comply with federal regulations, sites located at religious organizations must implement this as soon as possible.

- Agencies must prominently post a written notice such as The Emergency Food Assistance Program Written Notice of Beneficiary Rights at the next distribution and at each subsequent distribution.
- Agencies must use The Emergency Food Assistance Program and Commodity Supplemental Food Program Beneficiary Referral Request each time a participant requests a referral to an alternative program provider.
- As with all program records, sites must keep the referral request for three years. During monitor reviews, food banks must ensure the use and retention of this form, and during compliance reviews, TDA will ensure site use and retention of this form.

AND JUSTICE FOR ALL POSTER

USDA released an updated civil rights poster that must be prominently displayed and visible to clients. The purpose of this poster is to give contact information if clients feel their civil rights have been violated. The civil rights disclaimer on your intake/application indicates that you do not discriminate on any basis.

Civil Rights

USDA and state guidelines define civil rights as the non-political rights and freedoms protecting individuals from unwarranted action by government, private organizations, and individuals. Civil rights ensure one's ability to participate in the civil and political life of the state without discrimination or repression.

Under federal law, any Agency/CDP or organization receiving federal financial assistance is prohibited from discrimination based on race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, and sexual orientation including gender identity.

Every Partner Agency/CDP receiving USDA products must post the "And Justice for All" poster in a noticeable place to illustrate to clients that your Agency/CDP conforms to all current civil rights laws.

CIVIL RIGHTS TRAINING

As a requirement of TDA/USDA, all volunteers and staff assisting with food and nutrition service programs will need Civil Rights training annually. Signed documentation acknowledging an understanding of the outline policies and procedures are to be kept on file for 2 years for all staff and volunteers that come into direct contact with clients receiving assistance. Failure to comply with this standard may result in an Agency/CDP account being placed on hold.

CIVIL RIGHTS DISCLAIMER

Non-discrimination statement - This disclaimer should be printed on your application, sign-in sheet, pamphlet, or flyer in its entirety. You may place this statement in English and in Spanish. This statement declares that your Agency/CDP doesn't discriminate against any client.

USDA NONDISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency/CDP (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov

This institution is an equal opportunity provider.

How to Build Capacity

Community capacity building is defined as the “process of developing and strengthening the skills, instincts, abilities, processes, and resources that organizations and communities need to survive, adapt, and thrive in the fast-changing world.” By doing these few things within your organization it will help build your Agency/CDP’s capacity.

SNAP (FOOD STAMPS) OUTREACH

NTFB has partnered with the Texas Health and Human Services Commission to assist clients with completing the Supplemental Nutrition Assistance Program (SNAP) application, conducting the interview, and submitting the required documentation to the state to process and determine eligibility. Encouraging clients to sign up for SNAP has many benefits such as:

- Dollars into your community
- More food on client tables
- Reduced cost of Agency/CDP program

Agencies have different opportunities available to participate in SNAP Outreach. These include training in application assistance and program benefits or potentially having a SNAP Coordinator assigned to your site to conduct one-on-one consultations with clients. For more information, please contact the SNAP team via email at SNAPteam@ntfb.org.

EXPAND HOURS OF OPERATIONS

- Be open evening hours or weekends
- Offer serving hours when surrounding social service organizations are typically not available

Warehouse Policies

In an effort to support an organized, safe warehouse environment, Sharing Life reserves the right to enforce safety policies and procedures, rules and regulations; this applies to all employees, Partner Agencies, CDP's, volunteers, and visitors. These standards also ensure that all Agencies/CDP's receive efficient service while complying with OSHA requirements.

Please adhere to all Sharing Life's facility requirements while in the warehouse, as listed below:

- No eating or drinking is permitted in the warehouse; spills can pose serious safety hazards
- Closed-toe shoes are required for anyone entering the warehouse
- Cell phones cannot be used in the warehouse
- Please stay within the designated areas of the warehouse. Agencies/CDP's are not permitted throughout the general warehouse without supervision.
- Partner Agency/CDP's representatives must sign invoice for food received before leaving
- No additional product will be given; for example: Product that is available for order online cannot be added to an order on the day-of pick up without prior approval.



Please follow any other safety instructions given by a SL staff member and notify any personnel of potential safety hazards.



Agency/CDP Distribution

Agencies/CDP's pick up their orders on the scheduled date and time. Orders will not be ready for distribution until the already agreed upon schedule. Once you receive your order, all products must go directly to previously approved locations, and products requiring refrigeration that are not immediately distributed must be properly stored.

Pick Up

Pick up is defined as an Agency/CDP coming to SL to retrieve products.

- Produce: A pallet is prepared for Agency/CDP and they have the flexibility to take full pallet or as much as needed.

Pick-Up Information

- Pick-ups take place at 3544 E. Emporium Circle, Mesquite
- You should arrive at your scheduled pick up time.
- Pull through the loading zone, under the carport with the back end of the vehicle clearing the ramp.

Once parked walk into the Agency/CDP entrance to check in. Please use the business door not the overhead bay door.

Pallet Blanket for Refrigerated Products

All Partner Agency/CDP representatives receiving refrigerated or frozen products from SL will be **REQUIRED** to use pallet blankets to transport the goods. A \$50.00 deposit will be required to receive your pallet blanket.

Once your pallet blanket is issued, you will not be allowed to receive your order with refrigerated or frozen items without it.

- It is the Agency/CDP's responsibility to secure the blanket with items such as bungee cords, straps, or nets.
- If a CDP/Agency becomes inactive, the blanket must be returned to Sharing Life. If in good condition, your \$50.00 deposit will be refunded.
- If the blanket is lost/stolen, SL will require a new deposit of \$50.00 for a replacement pallet blanket.



Product Return Policy

SL is committed to providing Partner Agencies/CDP's and clients with safe food. All items are inspected upon arrival at the Sharing Life. Partner Agencies/CDP's are responsible for inspecting all orders for purity and fitness for consumption. Please check for accuracy and ensure that all products are in good condition. If you notice any issues, please contact the HUB Team immediately.

Possible order
discrepancies:

- Missing items
- Incorrect items
- Excessively damaged goods

*Please keep in mind that when you receive assorted items, approximately 10% or more of items will be unusable. This will not be credited and will need to be discarded by your Agency/CDP.

To receive a credit for an item due to discrepancy, please complete the Credit Request Form within 3 business days from which the product was received. The Credit Request Form is available on Lead Commerce. You must include your Agency/CDP name, order or invoice number and the item number that is in question. The product must be returned in the condition in which it was received. Products distributed in cases must be returned as a full case, no exception.

If you receive an incorrect item in your order, and you wish to keep it, you will be charged for the price of the item received.

Product Recall

If the Food Bank or Sharing Life receives notification of a product recall on an item that we provided, your Agency/CDP will be contacted immediately based on our list of Agencies/CDP's that received that particular product. However, we rely on your Agency/CDP to communicate this information to clients. If there was a handling fee for the product, your Agency/CDP account will be credited the correct amount. Sharing Life will also provide instructions regarding how to destroy recalled products.

If your Agency/CDP receives recalled items, please take the following action:

- Check any donations that you receive for the applicable product
- Quarantine the product and wait for additional instructions from Sharing Life & NTFB
- Promptly and efficiently provide food recall or advisory information to any of your clients who may have received some of the recalled products through flyers, posters, or informing clients in person

The Recalled Product list can be found on the Download a Document section of NTFB's website. Partner Agencies/CDP's may visit www.foodsafety.gov or www.squaremeals.org/News/RecentRecalls.aspx for additional information.

Sharing Life is committed to offering food that is safe to consume. We diligently inspect our inventory to remove any product that meets the specifications of any recalled product.

Food Safety & Safe Handling

In effort to maintain the integrity of the food distributed by Sharing Life & NTFB, while ensuring it remains healthy and safe for consumption, agencies must be trained in proper food storage and safe handling practices. Each Agency/CDP agrees to observe safe food handling practices in transportation, storage, handling, and distribution of food.

REQUIRED FOOD SAFETY TRAINING

One representative from each Agency/CDP must undergo food safety training to remain compliant with Sharing Life's policy. This will ensure that proper food safety knowledge and practices are being implemented throughout our network. In the event the Agency/CDP representative with food safety training departs from the organization, notify Sharing Life as another representative will need to be trained within 30 days.



FOOD STORAGE: HANDLING AND SAFETY PRACTICES

Safe food storage practices are an essential part of maintaining a good food program, pantry, or onsite.

- Food should be stored in a room or area which will prevent the entry and harboring of pests such as roaches and rodents. Check walls, ceilings and shelving, windows, doors and frames, and seal or repair as necessary.
- If the room cannot be locked, make sure it is clearly marked for the food program. If you must use shared space, such as a part of a church kitchen, make sure your designated storage area is clearly marked for your specific program's food storage ONLY and that everyone with access to the storage area understands this.
- Store food properly, keeping all food, including bulk bags, off floors. If necessary, you may use pallets to store food in a pantry as long as they can be easily moved for cleaning and inspection. Packaged pest-prone products such as rice and beans may need to be kept in tightly-lidded, flexible plastic containers. Shelves should be far enough off the floor (at least four to six inches) so they can be easily cleaned and checked for signs of food leakage or pests.
- Check food stock regularly for quality. Check incoming food to make sure it is free from spoilage or contamination. Rotate stock: first expired, first out. While checking food stock, discard any bloated or rusty cans, containers without a label, open containers, out of date baby food or formula, and containers which show signs of tampering. Leave room on the shelves so that food can be easily moved around for inspection of stock and shelves.
- Discard anything you have doubts about. Contact your local health department for more information about sorting and storing food, and for information about their requirements for agencies that store and distribute food.
- Store unsorted product away from food that is ready for distribution.
- Store non-food items separately from food. Some common non-food items such as soaps and cleaning products can be hazardous. Never store non-food items above or directly with food.
- Occasionally, meats may be frozen prior to their expiration date. You may distribute this to clients if that product is distributed frozen within 6 months and clients are told to prepare the entire product immediately after thawing. Previously frozen foods should never be thawed and then re-frozen.

CLEAN STORAGE AREAS REGULARLY

Keep food storage areas clean. Trash containers must be covered, isolated, and emptied daily. All food storage areas should be checked and cleaned at least once per week, including refrigerators, freezers, and floors. Specific cleaning chores should be assigned with attention paid to detail. While cleaning, check for soundness of food (open containers or packages), leaks, and signs of pests. If signs of pests are found, immediately discard any food with possible contamination, find where the pests are coming in, and seal entrances. Sanitize the pantry with a solution of one tablespoon bleach to one gallon of water.

CHECK THE DATE AND INSPECT THE PRODUCT

Some foods may last beyond the “sell by” or “best when used by” date. The quality and freshness may be compromised, but they are still considered safe to eat. Discard foods that are bottled or jarred past the expiration date or if liquids appear cloudy or discolored. Always inspect your product upon receiving. Refer to the ‘Distribution Guidelines’ document located in the Download a Document section of the website. Ntfb.org, Agency Zone, Download a Document

WHEN IN DOUBT, THROW IT OUT!

The North Texas Food Bank’s policy is to discard bulging, rusted, or severely dented cans with metal touching metal, opened or leaking packages, and broken seals. If you notice items with these flaws when you unpack them at your facility, do not distribute them or cook with them. Refer to the ‘Sorting 101’ document located in the Download a Document section of the website.

KEEP COLD FOODS COLD AND HOT FOODS HOT

Frozen and refrigerated product should be maintained in cold temperatures during transport if possible. It should also be delivered and stored as quickly as possible. Food that is exposed to the temperature danger zone between 41-135 degrees Fahrenheit for more than 4 hours may become unsafe to eat.

TEMPERATURE CONTROL

Be sure to monitor your coolers and freezers for maintaining the proper and safe temperatures. Functional thermometers must be present and visible in all storage areas. Temperature logs can show discrepancies in climate over a period of time. Fluctuating temperatures can be a sign of malfunctioning equipment which may need to be repaired or replaced.

- Store non-perishable foods at safe temperatures. Non-perishable food should be kept in a cool, dry area with proper ventilation. A small air conditioner may be necessary to maintain a moderate temperature (75 to 78 degrees) to protect food from extreme heat and humidity.
- Store perishable food at safe temperatures. Keep temperature gauges in each refrigerator and freezer compartment. Average safe temperature in refrigerators is between 34 and 40 degrees Fahrenheit; freezers should be between 0 and -15 degrees Fahrenheit. Check readings frequently.

Storage Area	Proper Temperature
Refrigerators	33°F – 40° F
Freezers	0° F or below
Dry Storage	50° F - 75°F

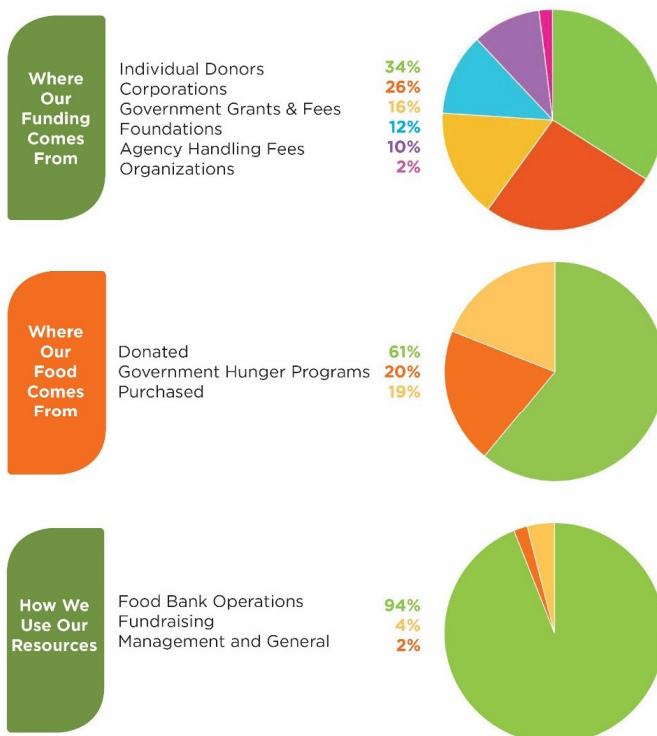
Food Ordering

Food Sourcing

Where does NTFB & Sharing Life get its products?

- Local Donations: Local food companies, wholesalers, distributors, retailers, community members, faith groups, and businesses
- Feeding America: The national nonprofit organization that solicits donated food and grocery products from national suppliers for distribution through the Food Bank network
- USDA: The United States Department of Agriculture provides food through The Emergency Food Assistance Program (TEFAP)
- Purchased Food: NTFB & Sharing Life purchases a variety of staple items from outside vendors to help ensure a reliable supply of nutritious foods to our feeding programs. Our core inventory items include rice, beans, ground meats, pasta, fresh and canned fruits and vegetables, peanut butter, tuna, milk, and eggs.

NTFB BY THE NUMBERS



Fiscal Year 2015 (July 1, 2014 - June 30, 2015)

ntfb.org

ADDITIONAL SOURCES OF PRODUCT

The Agency/CDP should not rely exclusively on Sharing Life for its food and grocery products. Agencies should make an effort to obtain other sources of food by seeking donations, working with sponsors, and, if necessary, by purchasing from a wholesale or retail store.

AVAILABLE PRODUCTS:

- **Handling Fee (HF) Items:** Items that are costly to source, store, and distribute have a shared handling fee. Current HF items are \$.12 cents per pound and may be revised at the discretion of the Sharing Life & NTFB Board of Directors.
- **Non-HF Items:** Items available at zero HF to the Agency/CDP; available on the shopping list and as an add-on when picking up from Sharing Life directly.
- **Co-Op Items:** These items may be available to the Agency at a fixed price that is set with the distributor and NTFB & Sharing Life at the time of purchase. The cost of that Co-Op price can vary.

Pantry & CDP's

- All products
- No: #10 cans or Bulk meat

Onsite

- All products

Snack

- Cereal, juices, snacks, milk, fresh and canned fruit, peanut butter, bread, paper products, cleaning products, hygiene products
- No: meats, grains, canned/frozen vegetables, seasoning, non-food items:, house accessories, etc.

ORDERING DEADLINES

Agency/CDP orders can be processed in 48 hours and we are able to process multiple orders marked for the same delivery and/or pick up date. Please see the chart below for order deadlines.

Pick up	Order due by Midnight
Monday	Wednesday of the previous week
Tuesday	Thursday of the previous week
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

SUBMITTING ORDERS

It is the responsibility of the Agency/CDP to ensure that orders are submitted properly. If the process is not followed completely, Sharing Life may not receive the request and the order may be cancelled or postponed to the next available pick-up.

- Agencies cannot place orders more than 10 days prior to pick up
- There is a \$.02 per pound restocking fee for orders cancelled after they have been processed and pulled

INCOMPLETE ORDERS

If an Agency/CDP receives their order and finds there are missing items, they MUST notify the Sharing Life within 3 business days. We advise Agencies/CDP's to check the order prior to signing the invoice. You must complete the Credit Request Form for any missing items.

NAVIGATING ORDERING

To receive food and grocery items from Sharing Life, agencies/CDP must place orders through online ordering system. Inventory items change frequently; it is recommended that agencies check the inventory as early as possible and as often as necessary. Online ordering updates daily and new items are added as received.

How to Order Online

LOGGING INTO LEAD COMMERCE

To access Agency/CDP Lead Commerce, you will need a login ID, password and a program code that is assigned to each Agency/CDP by a HUB Representative.

If you are a new Agency/CDP or staff, please request one from the HUB team.

Go to <http://sharinglife.goleadcommerce.com> click on "Home" and then "How to Order Online" to view step by step instructions.

Monthly Reporting

All Agencies/CDP's are required to submit a monthly report, to provide Sharing Life with data of the families, individuals, meals, etc. that your Agency/CDP serves.

- Reports are due at the 1st of each month and are considered late after the 5th. Your Agency/CDP's account may be placed on hold if it is not received by this date.

All agencies are required to submit monthly totals:

- If your program did not serve that current month, the report will simply need to reflect zeros.
- If your program did not receive product from the Sharing Life, your Agency/CDP should still submit a report of the number of people and/or meals served.

MULTIPLE PROGRAMS

If your Agency/CDP has multiple programs, separate reports are required.

UNDUPLICATED VS DUPLICATED DATA

It is extremely important that your Agency/CDP reports unduplicated data. If a client is seen multiple times, you only count that individual once per month.

- Unduplicated reporting means reporting how many individuals visit per month, even if an individual visited multiple times that month. For example, 1 client with 4 pantry visits in a month = 1 unduplicated client served
- Duplicated reporting means reporting an individual EACH time they are served in a month. For example, 1 client with 4 pantry visits = 4 duplicated clients served/month

3 TYPES OF AGENCIES

NTFB & Sharing Life categorizes each program by a program type. The type of report you will submit monthly depends on the type of program you have.

Pantry & CDP's

- Provides emergency food to clients in need that is not prepared/ eaten off-site.
- Pantries are encouraged to provide a three to seven-day supply of food for an individual or family (14-25 pounds per person).
- Example: food pantries

Onsite Feeding

- Provides a full meal that is prepared/eaten on-site.
- Example: soup kitchens, homeless shelters, day care facilities, after-school programs, senior nutrition sites, battered women's shelters, residential treatment centers and family shelters

Supplemental Feeding

- Serves snacks on-site that does not require cooking.
- Example: Boys and Girls Clubs, YMCA's and after-school programs

HOW TO REPORT

There are 2 different reports; one for Pantries and one for On-Site feeding or Supplemental programs. Your daily logs will provide the information you need for reporting the number of persons and/or meals served.

1. Go to Lead Commerce
2. Click Monthly Reporting and follow instructions

The easiest way to keep up with your monthly report is to mark your calendar "MONTHLY REPORT DUE" at the end of each month.

- You have until the 5th of the following month to turn your report in. After the 5th the report is considered late, and your Agency/CDP may be placed on HOLD.
- If your Agency/CDP account is place on hold, it may take up to 24 hours to reactivate once the report is received.
- Reports should be kept on file either as electronic or hard copy for a minimum of 1 year.

PANTRY REPORTING TIPS

This report will ask how many families, children, adults, and seniors were served.

- Family:** Each intake form is considered to be one family. If you have served 150 families, you should have 150 intake forms.
- Children:** This information should be retrieved from each intake form
- Adults:** This information should be retrieved from each intake form
- Seniors:** This information should be retrieved from each intake form

*The family count should not equal the number of children, adults and seniors.

- Example of incorrect report:
Families: 150 Children: 50 Adults: 50 Seniors 50
- Example of correct report:
Families: 581 Children: 854 Adults: 833 Seniors: 131

This correct report reflects 581 different families were served. Within those 581 families, there were 854 children, 833 adults and 131 seniors.

PANTRY REPORTING INSTRUCTION

This report asks how many unduplicated families, children, adults, and seniors were served in the month.

Total number of families:

This number is based on the number of families served during the month. You count that family only once, no matter how many times they came in that month.

Total number of your clients:

The total count is then broken down into these age categories.

What percentage of food comes from Sharing Life?

This number is the percentage of food that you received from the Sharing Life in comparison to the total amount of food used by your Agency/CDP during the month.

Monthly Reporting

Posted: 3/29/2017

Agency & Community Distribution Partner (CDP) Information

AgencyCDP Name *

Begin Typing then select your Agency Name

Type of Feeding Program *

☐ On-Site
☐ Pantry
☐ Community Distribution Partner (CDP)

Report for (month/year)

Month *

Year *

Person Preparing This Report

Name *

First Name
Last Name

Title *

E-mail *

ex: myname@example.com

Phone Number

Area Code
Phone Number

* Required fields

SUBMIT
CLEAR FORM

ONSITE & SUPPLEMENTAL REPORTING TIPS

This report will ask the meal count for breakfast, lunch, dinner and snacks. It will also ask the number of children, adults, and seniors served.

Meal Count: This number is retrieved by multiplying the amount of people served by how many times that meal was served.

Example: 30 children in an after-school program were served snacks 5 days per week (20 days in one month); multiply $30 \times 20 = 600$. Snack count equals 600 and the children count equals 30.

This report will ask the meal count for breakfast, lunch, dinner and snacks. It will also ask the amount of children, adults, and seniors served.

There are three frequent mistakes on-site programs make in their reporting:

Mistake #1: The meal count reflects the amount of days in the month instead of the amount of meals served

Example of incorrect report: Breakfast: 30 Lunch: 30 Dinner: 30 Children: 100

Mistake #2: The amount of individuals matches the amount of meals served

Example of incorrect report: Breakfast: 100 Adults: 100

Mistake #3: Report averages instead of exact meal counts.

Example of incorrect reporting:

300	300	300	100 children
278	281	297	100 children

ONSITE & SUPPLEMENTAL REPORTING INSTRUCTIONS

For reporting, only count meals that were served that month:

1. This number is based on the total number of breakfasts served.
2. This number is based on the total number of lunches served.
3. This number is based on the total number of dinners served.
4. If you serve multiple snacks to the same individuals, you must count all snacks served.
5. This number is derived from the total number of clients you served. It breaks down into 3 groups, and you only count that individual once per month no matter how many times they come in that month. Most agencies retrieve this data from their sign in sheets.

Appendix

AGENCY/CDP/SHARING LIFE GRIEVANCE

If your Agency/CDP has a complaint or experiences a problem with the Sharing Life, please contact the Manager at Sharing Life with details of the grievance and every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Manager will present the matter to the Chief Operations Officer and/or the Chief Executive Officer as an appeal on behalf of the Agency/CDP. In such cases, one of the following outcomes may result:

1. The COO/CEO will issue a decision and then notify the Partner Agency/CDP's Executive Director of the decision.
2. The COO/CEO will call a meeting of Sharing Life's Executive Committee where they will make a decision and then notify the Partner Agency/CDP's Executive Director.

All grievances made against the Sharing Life will be placed on file for at least 3 years and 90 days.

The decision of the CEO or the Executive Committee of Sharing Life is the final word on the disposition of the grievance by an Agency/CDP.

CLIENT /PARTNER AGENCY/CDP GRIEVANCE

If a client in your service area has a grievance with your Agency/CDP, the client has the opportunity and right to contact the governing board of your Agency/CDP to appeal the decision.

If the client is not satisfied with the decision of the governing board of the Agency/CDP, the client can contact Sharing Life and file a complaint. Manager will then record the complainant's information and contact the Partner Agency/CDP to gather additional information. The objective and obligation of the Sharing Life is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The Grievance Procedure will be implemented as follows:

1. After a reasonable deliberation, Sharing Life will contact your Agency/CDP notifying you of the complaint and of any information compiled during SL's investigation.
2. If no wrongdoing is found with your Agency/CDP, Sharing Life will contact the complainant and explain the investigation by SL, as well as the decision.

3. If wrongdoing on the part of the Agency/CDP is found, the Agency/CDP will receive a written response from Sharing Life citing the outcome of the investigation and will stipulate the corrective action(s) that must be taken by the Agency/CDP .

4. All client grievances against an Agency/CDP should be documented and remain on file at the Agency/CDP for at least 3 years and 90 days.

5. All client grievances reported to the Sharing Life will be kept in the Agency/CDP's permanent file.

The decision of the SL is the final word on the disposition of the grievance by a client.

PARTNER AGENCY/CDP / CLIENT GRIEVANCE

If your Agency/CDP has a grievance against a client, then a record of the incident should be kept at the Agency/CDP for at least 3 years. Sharing Life will ask to see this record in the instance that the client seeks to issue a complaint with Sharing Life against that Agency/CDP. SL advises completing a form for instances including but not limited to:

1. Physical and/or verbal confrontations
2. Removing someone from the premises
3. Refusing service to a client either temporarily or permanently

*There will be no retaliation by any parties during the grievance process.

ETHICS AND REPORT FRAUD AND MISUSE OF USDA FOODS

In an effort to be more authentic and transparent, the North Texas Food Bank has selected Ethics Point to provide Partner Agencies, CDP's, clients, and volunteers a simple way to anonymously and confidentially report activities that may involve violations of the Sharing Life and the Food Bank's Code of Conduct, misuse of USDA Foods to TDA, criminal conduct or other unethical behavior by Sharing Life & the Food Bank or its Partner Agencies/CDP's. Include information on the amount of USDA foods involved, location of the incident, suspected parties, and other details and facts. The Texas Department of Agriculture may be contacted at the Dallas/Ft. Worth community Operations Office. Ethics Point is an independent, third-party provider, and operates 24 hours a day, 7 days a week.

*Under each category listed above, there is an opportunity to file a report/complaint to Ethics Point follow these directions:

Over the Phone

Call toll-free reporting number: 877-237-8219

Via the Web

Select “Make a Report” at the following address:

www.ethicspoint.com

Please note: This does not replace contacting the Food Bank to raise any issues or complaints, but is an additional tool to ensure that all issues are addressed.

ONLINE ORDERING

1. **How do I get set up as a user?** Your Agency/CDP will receive online ordering access information before or immediately after your Orientation. If you would like to add users, please email hub@sharinglifeoutreach.org with the name of the user including the email address, Agency/CDP name and number.
2. **Who should be set up as a user?** We recommend that your Agency/CDP Director, Pantry Manager or Food Contact person, and your Cook (if applicable) be set up as users. There is currently no limit on number of users per Agency/CDP.
3. **Can I add something to my order after I have submitted my cart?**
Do not add to your original order. You can simply place an additional order as long as it is 2 business days prior to the pick up or delivery time of your previously submitted order. Submitting multiple orders for the same delivery/pick up date and time is perfectly acceptable. We do ask that you be conscientious when placing multiple orders and limit them.
4. **When will I be notified of my order status?** After ordering through the online shopping system, you will be emailed an acknowledgement letting you know that your order has been submitted. If you have any questions, you may contact Order Services at hub@sharinglifeoutreach.org.
5. **What are handling fee items (HF)?** Handling Fees are fees that an Agency/CDP pays to share in the cost of shipping, handling and storing items. Items with a handling fee of .12 cents a pound come from sources like the USDA, Feeding America, and local product donors.
6. **When is my order due?** Your order is due 2 business days before your scheduled pick up date. Example: I normally pick up my order on Monday, so my order must be submitted by close of business on Wednesday, allowing Thursday and Friday for my order to be processed.
7. **What if I didn't place my order in time?** Orders will be reviewed on a case by case basis.
8. **How often is the shopping list updated?** The shopping list is represented in real-time, so items and quantities can change as often as every 3 minutes. You must refresh the online page in order to see the real-time status of a product. Remember, items are on a first-come, first-served basis. Depending on the number of orders, some items may be out of stock by the time an Agency/CDP's order is processed.

DISTRIBUTION

1. Do I pick up my order by appointment or walk in? All orders are processed according to the appointment schedule.

2. Can I add something from this week's shopping list to last week's order?

Do not add to your original order. You may place an additional order as long as it falls into the 48-hour timeframe.

Example: If an order was place on Thursday to pick up on Tuesday and there are items that you would like to add then you can place an additional order before the 2 business days, deadline which would be Thursday close of business.

3. Is it appropriate to tip Sharing Life staff for their help or support of our agencies? Although we greatly appreciate your sentiments, it is not appropriate to tip individual staff members for their assistance and support. In fact, personally accepting gift is against company policy and we ask that employees not be put in a position of having to choose whether or not to accept a personal gift. Tipping a staff member can jeopardize the recipient's job and be grounds for loss of Agency/CDP membership with Sharing Life. If you would like to give a donation or contribute in some general way to Sharing Life, please contact the philanthropy department, and they will inform you of any needs and ways in which to donate.

4. Is it appropriate to give gift cards to Sharing Life staff to show appreciation?

Staff is not allowed to accept personal gifts or gift cards from partner agencies or their staff. If an Agency/CDP wishes to give a personal gift or gift cards, the donation will be immediately given to the Human Resources Director to make the gifts available to all staff through a raffle drawing.

5. Can I bring food and snacks to share with the staff?

It is acceptable to do so if the items are not intended for one particular staff member and will be made available for all staff.

6. Do I need to keep my invoices?

Yes, it is a requirement to keep all invoices with two signatures for three years.

7. What if my invoice is incorrect?

You will need to mark the corrections directly on the invoice and contact hub@sharinglifeoutreach.org. You have 3 business days to notify a HUB representative of any discrepancies.

COMPLIANCE AUDIT

1. Do I have to complete Civil Rights Training every year?

Yes, you must have any staff and volunteers who regularly interact with clients trained on civil rights standards, per USDA guidelines. This training must be conducted yearly and the time of training is the discretion of the Agency/CDP. A training log must be signed for all that attended training and that log must be kept for 2 years. The training video is available on the Agency/CDP Zone Webpage.

2. How long does a Food Handler and Food Safety Manager Certification last? Food Handler Certification is good for two years; Food Safety Manager Certification is good for 5 y The Food Handler Certification is a requirement for all pantries and Supplemental Programs and the Food Safety Manager Certification is required for all on-site feeding programs (meaning they prepare and serve food at the Agency/CDP). All agencies should have one of these certifications.

3. When do I need a health inspection from the city? Whenever you are cooking food for others, your kitchen must be inspected by the city or state and must meet their local health regulations. These inspections times may vary, check with your county or city to get inspection policy. This includes daycares, senior centers, soup kitchens, shelters and any other program that prepares and serves hot meals.

4. What do I do if our location changes? Inform a HUB representative immediately for a site evaluation and approval, and request an address change from the IRS so they can update your 501(c)(3) if applies. We will need a copy of their confirmation for our records.

5. Can I give food to anyone who looks like they need it? Food provided by the Food Bank can only be given to clients that meet financial eligibility; those levels are provided by the state, to us and our member network. In case of one time emergencies, you may provide food to anyone who states they have a need. Upon a return visit by this person, you will need to gather their household income and compare with the states TEFAP income guidelines.

6. Can we fundraise by using food provided by Sharing Life & NTFB? Food provided by the Food Bank may never be given in return for currency, merchandise, volunteer efforts or any other in-kind payment system. Any of the above mentioned activities may be grounds for loss of membership with the Sharing Life & NTFB.

7. How many times must I update the temperature logs? Logs must be updated every time your program is in operation or a minimum of twice per week, whichever is more. Logs must be taken on all freezers and refrigerators.

8. Can we pray or have clients attend a religious service before giving out food? Religious programming cannot be required for receiving food assistance. Signs and literature can be present and made available at the site, as well as invitations to participate in activities after food is provided to clients provided it is made absolutely clear that participation is not mandatory.

9. What if we want to change our distribution times to clients? Inform Sharing Life immediately if you change distribution times. Remember, Partner Agency/CDP pantries must be open to the public a minimum of once per week for at least three hours in urban areas and minimum of once per month in rural areas for a total of at least three hours per month as stated in your Partner Agency/CDP Agreement. CDP's are required to distribute once per month on their regular distribution schedule.

10. What do I do if I want to begin an additional feeding program? Please inform the Sharing Life of your desire to add a program, and we will inform you of the process of receiving permission and changing your member status. DO NOT use product in a program that has not been properly approved by the Sharing Life.

MONTHLY REPORTING

1. When is my monthly report due? What if I fail to turn in my report?

Reports are due by the 5th of each month, for the previous month. If you fail to submit your reports your account can be placed on hold and you will not be able to place any new orders or receive produce or add-ons.

2. Why is the purpose of monthly reports?

Sharing Life uses these numbers to report to NTFB, Texas Department of Human Services to determine future allocations of USDA commodities.

These numbers are also provided to Feeding America to use as hunger facts when procuring food products and lobbying for more funds allocated through Congress.

3. How do I know that I have correctly submitted my monthly report?

Once you have submitted the report, you should receive an email confirmation to the email address you have entered.

4. What should I do if I am having technical issues with my computer, and cannot transmit my monthly report? Contact your HUB representative via email at hub@sharinglifeoutreach.org or by phone at 214-308-0859, letting them know of the issues. Since the monthly reports are submitted via our website, you can enter your reports from any computer (Ex: Library, home or someone else's computer).

5. What questions should I put on my client intake forms to make the monthly reporting process easier?

Pantry programs intake forms can include names and age breakdown of each household member receiving assistance. On-site feeding programs can gather their numbers based on a sign-in sheet or an intake forms.

6. What if I don't get my monthly report submitted by the 5th of the month?

Your Agency/CDP could get placed on hold until that report is received and entered. If your Agency/CDP is placed on hold, please allow up to 24 hours after you have submitted your report for the hold to be removed. That means you will not be able to receive an order.

ACCOUNTING

1. If I cannot locate my copy of an invoice, who do I contact for a reprint? You can log onto Lead Commerce – click on your name and print any invoice.

2. When I make a payment, how do I know that it has been received? Currently, we do not have a feature that will allow you to see your payment that is received during the month in which you paid. For further information on invoices please email hub@sharinglifeoutreach.org

3. What happens if I am past due? If your Agency/CDP account has invoices 61-90 days past due, the Agency/CDP will be contacted notified by email. If your Agency/CDP account has invoices over 90 days past due, the Agency/CDP will be placed on accounting hold and will be unable to order or receive food until the account is brought current.

Food & Nutrition Information

1. How should you handle nutrition requests from special needs clients?

Many of your clients may be facing health problems such as diabetes, heart disease, hypertension, and obesity. Others may have food allergies, cultural preferences, and cooking limitations. All of these factors may affect the appropriateness of the foods your pantry or feeding program provides.

The first step is to know your population. Do your best to know what issues your clients are facing and concerned with. While you don't need to cater to everyone individually, simply getting a collective idea of what your clients' needs are will be extremely helpful.

Overall, as a Partner Agency/CDP, you should try to offer the best variety of nutritious foods available, regardless of health needs. If you are doing your best to provide staple items that are low in fat, sodium, and sugar and those that are high in fiber, vitamins, and minerals, then you are likely meeting the needs of a majority of your clients and contributing to their better health.

Unhealthy foods are inevitably available, but try to limit the frequency and amount offered to clients. All foods can be part of a healthy diet in moderation. It's important to balance out your grocery and menu items with more nutritious options whenever possible.

2. How do you build a healthy package of groceries for a family?

A nutritious grocery package should include components from different food groups, including grains, fruits, vegetables, protein, and dairy. Refer to the samples of food pantry guidelines in the appendix of this guidebook. These guidelines are personalized based on the MyPlate recommendations on gender, age, and activity level. Calorie levels are listed for each individual and converted to family packages. This takes the guesswork out of knowing whether you are giving too little or too much food and ensures that your clients are getting the nutritious food they need to nourish their families. Once you know what items to stock your pantry with, it's easier to make the appropriate decisions when ordering online or purchasing additional groceries from another source.

3. If you are an on-site feeding program, what components should be included to create a well-balanced meal?

Use Choose My Plate (www.choosemyplate.gov/) to plan your on-site meals. Ideally, each meal should include a grain, protein such as meat or beans, two kinds of fruits and vegetables, and milk. You might decide to serve all the items separately or to combine some of them in a casserole. For example, you could serve a chicken drumstick with some rice, broccoli, carrots, and a glass of milk, or you could serve spaghetti with meat sauce along with salad and a glass of milk. In the first meal, all the components are served separately. In the second meal, there are three components in the spaghetti (pasta, tomato sauce, and ground meat) and the other components are served on the side.

Meal planning can be a fun and creative activity. If you run out of ideas, try searching recipe sites like www.whatscooking.fns.usda.gov or <http://allrecipes.com/> for inspiration. Many sites let you search by ingredient.

4. Why is it important to partner with NTFB to provide nutrition education for your clients?

Eliminating hunger takes more than just providing a quick fix meal. Eliminating hunger requires both short and long term solutions including food AND education. Providing nutrition education to low-income clients makes a tremendous difference in the quality of their lives. They learn the life skills needed to cook, shop, and make better food choices, allowing them to feed their families nutritious meals on a budget. NTFB is making an effort to provide quality, nutritious food to those you serve. We also provide ongoing nutrition education classes, workshops, and materials upon request. For our Food Resources Management Courses (Cooking Matters) and for additional workshops or materials, contact the Nutrition Services Team (nutrition@ntfb.org).

For more resources and updates, check the Food and Nutrition areas on the North Texas Food Bank's website.

7-DAY SUPPLY GUIDELINES

How much food does a family need for 7 days? The chart below shows approximately how many pounds of food from each food group an average adult needs for seven days. This is only meant to serve as a general guideline and does not guarantee all nutrient needs will be met. Individual needs vary by height, age, activity level, gender and various other factors. Totals have been rounded to the nearest 1/2 pound.

	Children		Males			Females		
CATEGORY	1- 5 Years	6-11 Years	12-18 Years	19-70 Years	71+ Years	12-18 Years	19-70 Years	71+ Years
Grains	2	2.5	4	6.5	3	3	3	2.5
Vegetables	4	7.5	8.5	9.5	8	6.5	8	11
Fruits	3.5	5	7	8.5	5.5	5.5	7	4.5
Milk Products	7.5	9.5	12.5	11.5	11.5	12.5	11.5	11
Meat and Beans	1	2.5	2.5	3	4.5	2	4.5	3
Other Foods	1	1	2.5	2	1.5	2.5	1.5	0.5
Totals #	19	28	37	41	34	32	35.5	32.5

Examples of Foods Weighing approximately 1 pound:

1 POUND OF GRAINS: <ul style="list-style-type: none"> • Box of Dry Pasta • Small Container of Oats • Bag of Uncooked Rice • 16 Oz Box Dry Cereal 	1 POUND OF VEGETABLES: <ul style="list-style-type: none"> • 16 Oz Bag of Frozen Vegetables • 2 Medium Baking Potatoes • Can of Vegetables • 3-4 Tomatoes 	1 POUND OF FRUIT: <ul style="list-style-type: none"> • 3 Medium Apples or Bananas • Can of Fruit • 16 Oz Bag of Frozen Fruit • 16 Oz Bottle/Can Juice
1 POUND OF MILK PRODUCTS: <ul style="list-style-type: none"> • 16 oz Box/Bag Dry Milk • 16 oz Fluid Milk • 16 oz Block/Bag of Cheese • 2 Single Serve Yogurt Containers • Container of Cottage Cheese 	1 POUND OF PROTEIN: <ul style="list-style-type: none"> • Bag of Dry Beans • 16 oz Jar of Peanut Butter • 16 Oz Ground Beef • 2 Large Chicken Breasts • 16 Oz Liquid Egg Substitute 	1 POUND OF "OTHER" FOODS: <ul style="list-style-type: none"> • 4 Sticks of Butter • 16 Oz of Oil • 1 Medium Frozen Pizza • 2 Individual Frozen Dinners • Can of Soup

FOOD PANTRY MEAL GUIDELINES

ADULT: Healthy males and females ages 19 - 64, based on a 2,000 calorie/day diet.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 6 oz. /day 42 oz. /week	Rice	1 small bag/box
	Pasta	2 small or 1 large bag/box
	Crackers	1 small box
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 2 ½ cups/day 17 ½ cups/week	Tomatoes	2 cans
	Corn	1 can
	Green Vegetables	1 can
	Juice	1 can (48 oz.)
	Misc. Vegetables	1 can
	Beans	1 can
Fruits 2 cups/day 14 cups/week	Juice (100% fruit juice)	1 can (48 oz.)
	Canned Citrus Fruit	2 cans
	Canned Peaches, Pears, Apple Sauce	1 can
	Fruit Cocktail, Pineapple	1 can
Milk 3 cups/day 21 cups/week	Powdered non-fat dry milk	1 25.6 oz. box
	Evaporated skim milk	
Meat and Beans 5 ½ oz. /day 38.5 oz. /week	Beans (any type canned or dried)	1 bag dried, or 2 cans
	Canned Tuna or Chicken	1 6 oz. can
	Peanut Butter	1 jar
	Eggs (keep chilled)	1 dozen

FOOD PANTRY MEAL GUIDELINES

SENIOR ADULT: Healthy males and females ages 65 and up, based on a 1,800 calorie/day diet.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 6 oz. /day 42 oz. /week	Rice	1 small bag/box
	Pasta	2 small or 1 large bag/box
	Crackers	1 small box
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 2 ½ cups/day 17 ½ cups/week	Tomatoes	2 cans
	Corn	1 can
	Green Vegetables	1 can
	Juice	1 can (48 oz.)
	Misc. Vegetables	1 can
	Beans	1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice)	1 can (48 oz.)
	Canned Citrus Fruit	1 cans
	Canned Peaches, Pears, Apple Sauce	1 can
	Fruit Cocktail, Pineapple	1 can
Milk 3 cups/day 21 cups/week	Powdered non-fat dry milk	1 25.6 oz. box
	Evaporated skim milk	
Meat and Beans 5 oz. /day 35 oz. /week	Beans (any type canned or dried)	1 can
	Canned Tuna or Chicken	1 6 oz. can
	Peanut Butter	1 jar
	Eggs (keep chilled)	1 dozen

FOOD PANTRY MEAL GUIDELINES

CHILDREN: Healthy males and females ages 2 – 3.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 3 oz. /day 21 oz. /week	Rice	1 small bag/box
	Pasta	
	Crackers	
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 1 cup/day 7 cups/week	Tomatoes	1 cans
	Corn	1 can
	Green Vegetables	1 can
	Juice	
	Misc. Vegetables	
	Beans	1 can
Fruits 1 cups/day 7 cups/week	Juice (100% fruit juice)	
	Canned Citrus Fruit	1 can
	Canned Peaches, Pears, Apple Sauce	2 cans
	Fruit Cocktail, Pineapple	1 can
Milk 2 cups/day 14 cups/week	Powdered non-fat dry milk	1 9.5 oz. box
	Evaporated skim milk	2 12 fl. oz. cans
Meat and Beans 2 oz. /day 14 oz. /week	Beans (any type canned or dried)	
	Canned Tuna or Chicken	
	Peanut Butter	1 jar
	Eggs (keep chilled)	

FOOD PANTRY MEAL GUIDELINES

CHILDREN: Healthy males and females ages 4 – 8.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 4 - 5 oz. /day 28 - 35 oz. /week	Rice	1 small bag/box
	Pasta	1 small bag/box
	Crackers	
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 1 ½ cups/day 10 ½ cups/week	Tomatoes	2 cans
	Corn	1 can
	Green Vegetables	1 can
	Juice	
	Misc. Vegetables	1 can
	Beans	1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice)	1 48 oz. can
	Canned Citrus Fruit	1 can
	Canned Peaches, Pears, Apple Sauce	1 can
	Fruit Cocktail, Pineapple	1 can
Milk 2 cups/day 14 cups/week	Powdered non-fat dry milk	1 9.5 oz. box
	Evaporated skim milk	2 12 fl. oz. cans
Meat and Beans 3 - 4 oz. /day 21 - 28 oz. /week	Beans (any type canned or dried)	
	Canned Tuna or Chicken	
	Peanut Butter	1 jar
	Eggs (keep chilled)	1 dozen

FOOD PANTRY MEAL GUIDELINES

CHILDREN: Healthy females ages 9 – 13.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 5 oz. /day 35 oz. /week	Rice	1 small bag/box
	Pasta	1 small bag/box
	Crackers	
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 2 cups/day 14 cups/week	Tomatoes	2 cans
	Corn	1 can
	Green Vegetables	1 can
	Juice	1 48 oz. can
	Misc. Vegetables	1 can
	Beans	1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice)	1 48 oz. can
	Canned Citrus Fruit	1 can
	Canned Peaches, Pears, Apple Sauce	1 can
	Fruit Cocktail, Pineapple	1 can
Milk 3 cups/day 21 cups/week	Powdered non-fat dry milk	1 25.6 oz. box
	Evaporated skim milk	
Meat and Beans 5 oz. /day 35 oz. /week	Beans (any type canned or dried)	
	Canned Tuna or Chicken	1 6 oz. can
	Peanut Butter	1 jar
	Eggs (keep chilled)	1 dozen

FOOD PANTRY MEAL GUIDELINES

CHILDREN: Healthy males ages 9 – 13.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 6 oz. /day 42 oz. /week	Rice	2 small bag/box
	Pasta	1 small bag/box
	Crackers	1 small bag/box
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 2 ½ cups/day 17 ½ cups/week	Tomatoes	2 cans
	Corn	1 can
	Green Vegetables	1 can
	Juice	1 48 oz. can
	Misc. Vegetables	1 can
	Beans	1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice)	1 48 oz. can
	Canned Citrus Fruit	1 can
	Canned Peaches, Pears, Apple Sauce	1 can
	Fruit Cocktail, Pineapple	1 can
Milk 3 cups/day 21 cups/week	Powdered non-fat dry milk	1 25.6 oz. box
	Evaporated skim milk	
Meat and Beans 5 oz. /day 35 oz. /week	Beans (any type canned or dried)	1 bag or 2 cans
	Canned Tuna or Chicken	
	Peanut Butter	1 jar
	Eggs (keep chilled)	1 dozen

FOOD PANTRY MEAL GUIDELINES

CHILDREN: Healthy females ages 14 – 18.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 6 oz. /day 42 oz. /week	Rice	2 small bag/box
	Pasta	1 small bag/box
	Crackers	1 small bag/box
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 2 ½ cups/day 17 ½ cups/week	Tomatoes	2 cans
	Corn	1 can
	Green Vegetables	1 can
	Juice	1 48 oz. can
	Misc. Vegetables	1 can
	Beans	1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice)	1 48 oz. can
	Canned Citrus Fruit	1 can
	Canned Peaches, Pears, Apple Sauce	1 can
	Fruit Cocktail, Pineapple	1 can
Milk 3 cups/day 21 cups/week	Powdered non-fat dry milk	1 25.6 oz. box
	Evaporated skim milk	
Meat and Beans 5 oz. /day 35 oz. /week	Beans (any type canned or dried)	1 bag or 2 cans
	Canned Tuna or Chicken	
	Peanut Butter	1 jar
	Eggs (keep chilled)	1 dozen

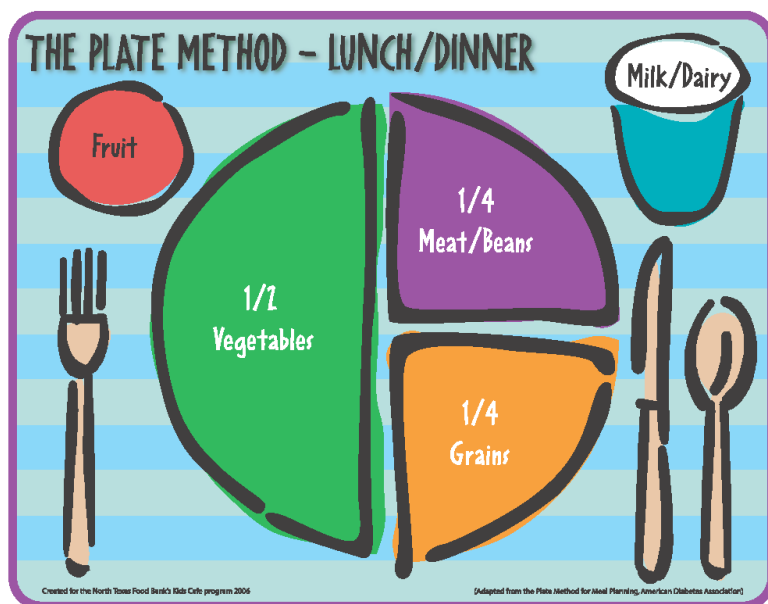
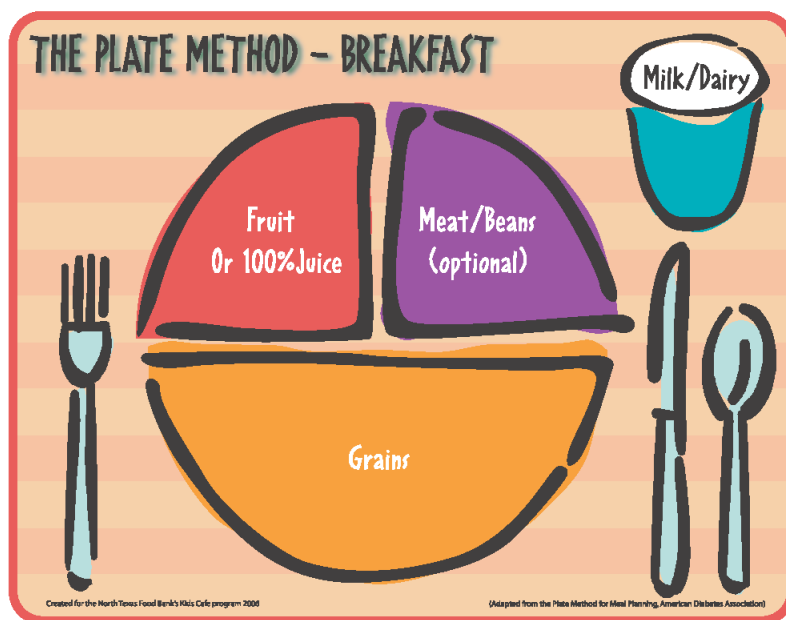
FOOD PANTRY MEAL GUIDELINES

CHILDREN: Healthy males ages 14 – 18.

	TYPE	AMOUNT TO PLACE IN BOX
Grains 7 oz. /day 49 oz. /week	Rice	2 small bag/box
	Pasta	2 small bag/box
	Crackers	1 small bag/box
	Cereal (breakfast cereal/oatmeal)	1 small bag/box
Vegetables 3 cups/day 21 cups/week	Tomatoes	2 cans
	Corn	1 can
	Green Vegetables	2 cans
	Juice	1 48 oz. can
	Misc. Vegetables	1 can
	Beans	2 cans
Fruits 2 cups/day 14 cups/week	Juice (100% fruit juice)	1 48 oz. can
	Canned Citrus Fruit	1 can
	Canned Peaches, Pears, Apple Sauce	2 cans
	Fruit Cocktail, Pineapple	1 can
Milk 3 cups/day 21 cups/week	Powdered non-fat dry milk	1 25.6 oz. box
	Evaporated skim milk	
Meat and Beans 6 oz. /day 42 oz. /week	Beans (any type canned or dried)	1 can
	Canned Tuna or Chicken	2 6 oz. cans
	Peanut Butter	1 jar
	Eggs (keep chilled)	1 dozen

ON-SITE MEAL GUIDELINES

The Plate Method is one way to visualize portion sizes for the food groups. (Children will utilize a smaller plate.) This method is similar to the MyPlate visual, which is another valid model to use. To find more nutrition information and healthy eating advice visit: www.myplate.gov.



Glossary

Agency University (AU) - An NTFB education program that provides continuing education for all Partners.

Best Practices - A method consistently showing results superior to those achieved through other means; the process of developing and following a standard way of doing things which can be utilized by various organizations.

Compliance Audits - Partner Agency/CDP monitoring visit conducted every two years by a member of Sharing Life's Partner Agency/CDP Resource Team.

FDA (Food and Drug Administration) - Protects the public health by assuring that foods are safe, wholesome, sanitary and properly labeled and that drugs, and vaccines and other biological products and medical devices intended for human use are safe and effective.

Food Forecast - A quarterly publication of core items that will be available through NTFB over the next three months in order to meet the needs of your Agency/CDP.

Grievance - A formal process of identifying and resolving a complaint or unjust act.

Poverty Guidelines - Established by the United States Department of Health and Human Services as an indicator of poverty based on income and utilized in establishing income based eligibility for program participants. The guidelines are updated annually.

Handling Fee (HF) - Fee that is paid by the Partner Agency/CDP when ordering from the Food Bank to cover shipping, handling and delivery costs.

Inclement Weather - The existence of severe climate conditions resulting in excessive weather circumstances which inhibit normal productivity.

Map the Meal Gap - Feeding America's publication on food insecurity rates in counties throughout the U.S. Visit feedingamerica.org/mapthegap to learn more.

On-Site Program - Type of Partner Agency/CDP program that prepares and/or serves food to be consumed at any type of shelter, residential or soup kitchen.

Pantry - Provides groceries for families to take home and prepare.

SNAP (Food Stamp) – SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net.

Supplemental Program – Serves snacks in an afterschool setting similar to a Boys & Girls Club or YMCA.

Emergency Food Assistance Program (TEFAP) – A Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. It provides food and administrative funds to States to supplement the diets of these group.

USDA (United States Department of Agriculture) – Cabinet level Agency/CDP responsible for federal programs related to agriculture.

Documents Available on the NTFB Website

Recalled Product List: This list is to identify any product that has been received by the food bank and directs agencies on how to discard product appropriately.

<https://www.ntfb.org/Agency/CDP -Zone/recalls>

Download a document: This is a complete list of available documents in printable form.

https://www.ntfb.org/ma_download_a_document.cfm

SORTING 101

North Texas Food Bank Guide to Safe Food Sorting

This guide is used as a reference for volunteers and Partner Agencies to determine what to keep and what to throw out when sorting through canned food items according to both product dates and quality in packaging.

Seals

Ensure that tamper-proof seals are intact



Discard the item if the seal is pierced, not adhered to the edge of the container, or if there is visual evidence of product contamination.



Look for plastic or metal caps on bottles attached by small links to a ring fastened around the bottle neck. If these connecting links are broken, discard the item.



If shrink-wrap around bottles is completely broken, discard the item. If the seal is slightly damaged but shows no tampering was possible, retain the product.



A paper seal may be glued around the cap and neck of a bottle. If this paper is torn, discard the item.

Cans

Look for these red-flag indicators of a “bad can”



Dispose of cans with sharp dents on the squeezed lid seams, if the dent extends below the lid's seam and into the side of the can, or if the dent peels back the lid seam or bottom. Accept cans with a long and flat dent on a seam, unless the dent is tipped inward.



Dispose of cans with dents that cause sharp corners or sharp creases. If a fingernail applied to the edge of the crease can suspend the can, discard it.



Discard cans with side dents causing points at the ends of the crease and cans that when the crease is so deep it also deforms an end of the can, causing it to wobble. Also dispose of severely crushed cans with the sides folded in on itself.



Dispose of swollen cans. You can detect a slight amount of swelling by pressing on the end. If the end can be pushed in, contamination is present. Discard even if the end springs back after it is released.



Rust that remains after wiping may indicate rust pitting that is deep enough to allow contamination. Discard the can.

Glass & Plastic

What to look for in a “good” jar.



Check for a vacuum that makes the jar airtight. An inward dished lid (usually marked with a printed pop-up indicator) shows the jar has a vacuum and is airtight.



If a container is not vacuum-sealed, a screw- cap and seal protect the contents from tampering and physical contamination. Discard the item if there is visual evidence of contamination or if the seal is broken.

What to look for in a “bad” jar.



Discard jars with a raised center that may or may not spring back after being depressed. Note: An item may have both a pop-up seal indicator and a tamper-proof band. If the band is broken and the pop-up seal is intact, the item is acceptable.



Discard glass jars with dents on the lids. This indicates that glass chips may be in the food.

Labels

What to look for in a label.

The U.S. Fair Packaging and Labeling Act prohibits the distribution of any food item (except fresh fruit and vegetables) without a label. Labels shall contain:

- Common name of the product, for example, apple sauce
- Name and address of manufacturer, packer or distributor
- Quantity of the contents, for example, 10 oz.
- Common name of each ingredient, for example, salt or sugar



Products with torn labels are acceptable when all the above information is legible and complete.

If ingredients are missing, as shown here, you must dispose of the product.

Many people are on restricted or specialized diets while others may be allergic to individual foods. The ingredients list helps them avoid products which may cause allergic reactions or are life threatening.

SAFE DISPOSAL OF UNSAFE PRODUCTS

NTFB recommends that unsafe items should be disposed of in a lockable dumpster. If this is not available, open and pour out product or place in black trash bags to ensure the food is not available for consumption.

OUT-OF-DATE PRODUCT GUIDELINES

MEAT / PROTEIN			
	Best/use by date+ *	Exp. Date+ **	Notes
Frozen - Retail Pack	6 months	n/a	Styrofoam Tray - Store Wrapped
Frozen - Commercial Pack –Whole	1 year	1 year	Roasts, Turkeys, Hams, etc.
Frozen - Commercial Pack - Sliced/	6 months	6 months	Deli Meats, Hamburgers, etc.
Canned/Jar	2 years	2 years	Peanut Butter, Canned Tuna, Ham, etc.
FRUITS / VEGETABLES			
Frozen	18 months	1 year	
Canned	2 years	18 months	
Fresh	by inspection	by inspection	
DAIRY			
Fresh Milk	2 days	Zero Days	
Cheese - Packaged Sliced / Frozen	4 months	3 months	Commercial Pack - Retail Deli Donation
Cheese - Packaged Block	6 months	4 months	Refrigerated and by inspection
Fresh Eggs	8 weeks	4 weeks	
BEVERAGES			
Water	2 years	18 months	
Juice	18 months	1 year	
Other/Sport	4 months	2 months	
Soda Diet	6 months	3 months	
Soda Regular	1 year	9 months	
OTHER			
Dry Beans	18 months	1 year	
Cereal	18 months	1 year	
Bread	2 weeks	1 week	And by inspection
Pasta -dried	18 months	1 year	
Condiments	6 months	4 months	Mayonnaise, Ketchup, Dressings
Baby Food	Do no distribute past Best/Use by date		
Formula	Do no distribute past Best/Use by date		

+ If handled properly and kept at 40 °F or below the product will still be safe, wholesome and of good quality until the stated date *plus* the time listed. For example: Whole frozen turkeys with a best/use by date of Jan 1st, 2012 are safe to distribute to clients until Jan 1st, 2013.

* **"Best/use by date"** is recommended for best flavor or quality and is determined by the manufacturer of the product.

** **"Exp. Date"** is when the product has lost peak quality.

Source: United States Department of Agriculture, Food Safety Inspection Service. Url: <http://www.fsis.usda.gov/>