

# Operation Food Search

Healing Hunger. Strengthening Our Future.

## **Community Food Partner Agency Operations Manual**

Updated 1-31-2020

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## Welcome!

Dear Community Food Partner Agency:

Welcome to Operation Food Search (OFS)! As a Community Food Partner Agency in OFS's network of more than 200 pantries, soup kitchens and human service agencies, you play a vital role in the St. Louis region's food safety net. With a strategic focus on serving families with children, your participation in the network strengthens the future health and vitality of our bi-state region.

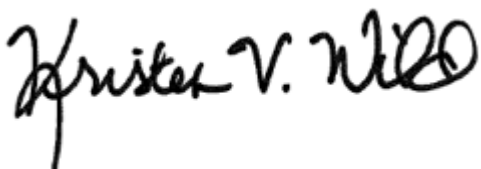


This Community Food Partner Agency Operations Manual is meant to be a helpful resource to support and align our collective efforts to end childhood hunger and family food insecurity. The manual contains OFS policies, procedures and best practices for food distribution. We created this manual to promote communication and collaboration between OFS staff and each Community Food Partner Agency. OFS is committed to making this resource remain current and relevant.

Since our inception in 1981, OFS and our partners have worked tirelessly to nourish hundreds of thousands of people, providing hope and compassion to our neighbors struggling to put food on the table. While this remains a critical part of our mission, we are entering a new period of growth. To stem the tide of chronic hunger and its negative impact on health and human potential, we must also focus on programs and policy initiatives that prevent families from falling into and remaining in food scarcity situations. In the future, our Community Food Partner Agencies will play a vital role in building sustainable systems that attack the root causes of food insecurity and malnutrition.

We welcome your partnership in achieving this ambitious vision.

Thank you for your contribution to our mission.

A handwritten signature in black ink that reads "Kristen V. Wild". The signature is written in a cursive, flowing style.

Kristen V. Wild  
Executive Director

## Quick Reference Guide

- **Office Hours of Operation** Monday thru Friday 9:00 a.m. to 5:00 p.m.  
Front desk – 314-726-5355
- **Distribution Hours** By appointment  
Monday thru Thursday for local pantries 7:30 to 11:30 a.m.  
1<sup>st</sup> and 3<sup>rd</sup> Friday – for rural pantries – 7:30 – 11:30 a.m.  
Closed Saturday and Sunday
- **Distribution Schedule** Warehouse pickup is a scheduled day and time appointment.  
Any changes must be approved by the Agency Relations Associate, 314-451-2471.
- **Holiday Schedule & Procedures**  
Operation Food Search is closed on the following holidays:
  - New Year's Day
  - Martin Luther King, Jr. Day
  - Memorial Day
  - 1<sup>st</sup> Monday in June
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Christmas Day

Should your pickup day land on one of these holidays, you may pick up any other day of that week (Monday – Thursday) during your scheduled time slot. For example, if you are scheduled to come during the Monday 7:30 to 8:30 time slot, you may come on Tuesday, Wednesday, or Thursday, during the 7:30 to 8:30 time slot.

- **Inclement Weather Policies and Procedures**

Because hunger never takes a break, Operation Food Search is open even during inclement weather. If you are unable to pick up due to weather, we will not be able to reschedule you for that week. You will be able to pick up the following week at your usual day and time.

*When calling OFS and talking with an Agency Relations representative, please use your **agency name and agency number** every time you contact OFS.*

## About Operation Food Search

Founded in 1981, Operation Food Search (OFS) is a hunger relief organization that provides food, nutrition education, and food access advocacy. With a strategic focus aimed at ending childhood hunger, OFS empowers families with a range of programs and services proven to reduce food insecurity and increase access to healthy and affordable food. OFS engages in cross-sector collaborations and works closely with community stakeholders and elected officials to build public and political will to end hunger.

OFS meets the immediate need by providing emergency food distribution to 200+ community partners across 25 St. Louis metro bi-state counties, providing food and services to nearly 200,000 people every month. OFS provides weekend backpacks of nutritious food to over 8,500 children every week of the school year and nearly 90,000 summer meals to kids and teens. OFS's Department of Child & Family Nutrition teaches teens, adults and families to plan, shop for, and cook healthy, delicious, and affordable meals. Finally, OFS's Community Impact Strategy brings community organizations and citizenry together to build awareness, understanding and the public will to act to create long-term innovative solutions to the issue of childhood hunger and family food insecurity that use our collective resources most efficiently.



## Additional OFS Programs

### Department of Child and Family Nutrition:

**Cooking Matters™** – Through a partnership with national anti-hunger organization Share Our Strength, Operation Food Search is the local partner for the Cooking Matters™ program. This six-week program empowers families at risk of hunger with the skills, knowledge and confidence to make healthy and affordable meals. With volunteer culinary and nutrition experts, course participants learn hands-on skills in how to select nutritious and low-cost ingredients and prepare them in ways that provide the best nourishment possible to their families. For more information, please visit [www.cookingmatters.org](http://www.cookingmatters.org)

**Cooking Matters at the Store™** – An interactive, guided grocery store tour that shows individuals and families how to shop for healthy foods on a limited budget. This program teaches skills such as label reading, comparing unit prices, finding whole grains and purchasing produce. This can either be an in-store tour at your local market, or a “pop-up” at your own facility where we bring the store to you!

**Cooking Demonstrations** – A one-time cooking demonstration highlighting ways to prepare healthy, affordable, and delicious recipe(s). Our skilled nutrition education staff will bring all needed items to your site to host a successful presentation that focuses on a specific nutrition topic such as basics of healthy eating, convenience food makeover, using herbs and spices, or whole grains. All participants receive food samples, recipe cards and nutrition tips. To apply for any of our nutrition education programming, please visit: [www.operationfoodsearch.org/nutrition-education-application/](http://www.operationfoodsearch.org/nutrition-education-application/)

**Operation Backpack** – A program facilitated in partnership with elementary schools where weekend meals are sent home in backpacks to help alleviate hunger when school is out. Food pantries are a logical partner to help assist schools in this program, often by providing weekly transportation of the food bags to a school in their neighborhood or by supporting schools with their weekly distribution. If you are interested in becoming a partner in this program, please contact our Child Nutrition Program Manager at 314-325-1304.

**Satellite Operation Backpack** – In communities outside the geographic reach of our own Operation Backpack program, we encourage other organizations to implement their own weekend meal program for students. Partners in this effort will receive shelf-stable milk cartons and individual sized bags of cereal to help offset their costs. If you need help getting started, please contact the Child Nutrition Program Manager at 314-325-1304.

**Summer Meals** – A USDA reimbursable program, we bring food and fun to

neighborhoods with our mobile meal routes throughout the metro area. We encourage you to share meal location information with your clients. Check with OFS to learn about meal locations in your area.

**Afterschool Meals** – Offered through the Child and Adult Care Food Program (CACFP), these “Super Snacks” help kids get through the last part of the day with more focused energy. Meals are distributed in conjunction with enrichment programming during afterschool hours at qualifying locations.

## Department of Policy and Innovation Programs

**Fresh Rx Programs** – As the adage says, you are what you eat. Operation Food Search’s new portfolio of innovative programs dives more deeply into exploring the relationship between food and health. Each program is a collaborative effort between Operation Food Search and healthcare providers to address food insecurity and/or malnutrition within a specific target population for the purpose of improving health outcomes.

**Fresh Rx: Nourishing Healthy Starts Program** – Pregnant women who screen positive for food insecurity receive a weekly share of fresh, local protein, dairy, fruits and vegetables from Fair Shares Combined Community Supported Agriculture (CCSA) and personalized nutrition counseling from the Fresh Rx registered dietitian. The Fresh Rx licensed clinical social worker provides program participants with life skills, coaching and linkages to community resources. The goal of the program is to increase food security, improve birth outcomes and decrease healthcare expenditures.

**Fresh Rx: Prescribing Healthy Futures Program** – OFS is working in partnership with Normandy Schools Collaborative to create a hunger-free, nutrition-forward school district for scholars. The holistic approach addresses the role of good nutrition in combating nutrition-related chronic conditions among children and at Normandy High School while improving access to nutritious food for all high school scholars with a nutrition-related chronic condition who screen positive for food insecurity. Each student who screens positive receives a prescription for a weekly share of fresh, local protein, dairy, fruits and vegetables from Fair Shares CCSA for a 12-month period for their entire household. Participating scholars and the members of their households will also have access to personalized nutrition counseling and culinary-based nutrition education classes through our Fresh Rx registered dietitian. The goal of the program is to increase food security and nutritional knowledge, improve health outcomes, improve academic outcomes and decrease healthcare expenditures. OFS makes nutritious food accessible by offering afterschool meals, expanding summer meal locations, and helping the school district to fully leverage the National School Lunch Program.

**Policy & Advocacy** – Operation Food Search is working with local and state elected officials to increase understanding of how child hunger and family food insecurity impacts the St. Louis region and state of Missouri. Our goal is to work collaboratively with elected officials to identify and implement program and policy solutions to ensure children and families are well-nourished and prepared to succeed.

## Emergency Food Distribution System

Emergency food distribution is a complex system with a wide variety of partners and services. The diagram below is a model of what the system looks like and is designed to enable you to see the important role you play in the system and the interrelationships between the parts. You are a Community Food Partner Agency.

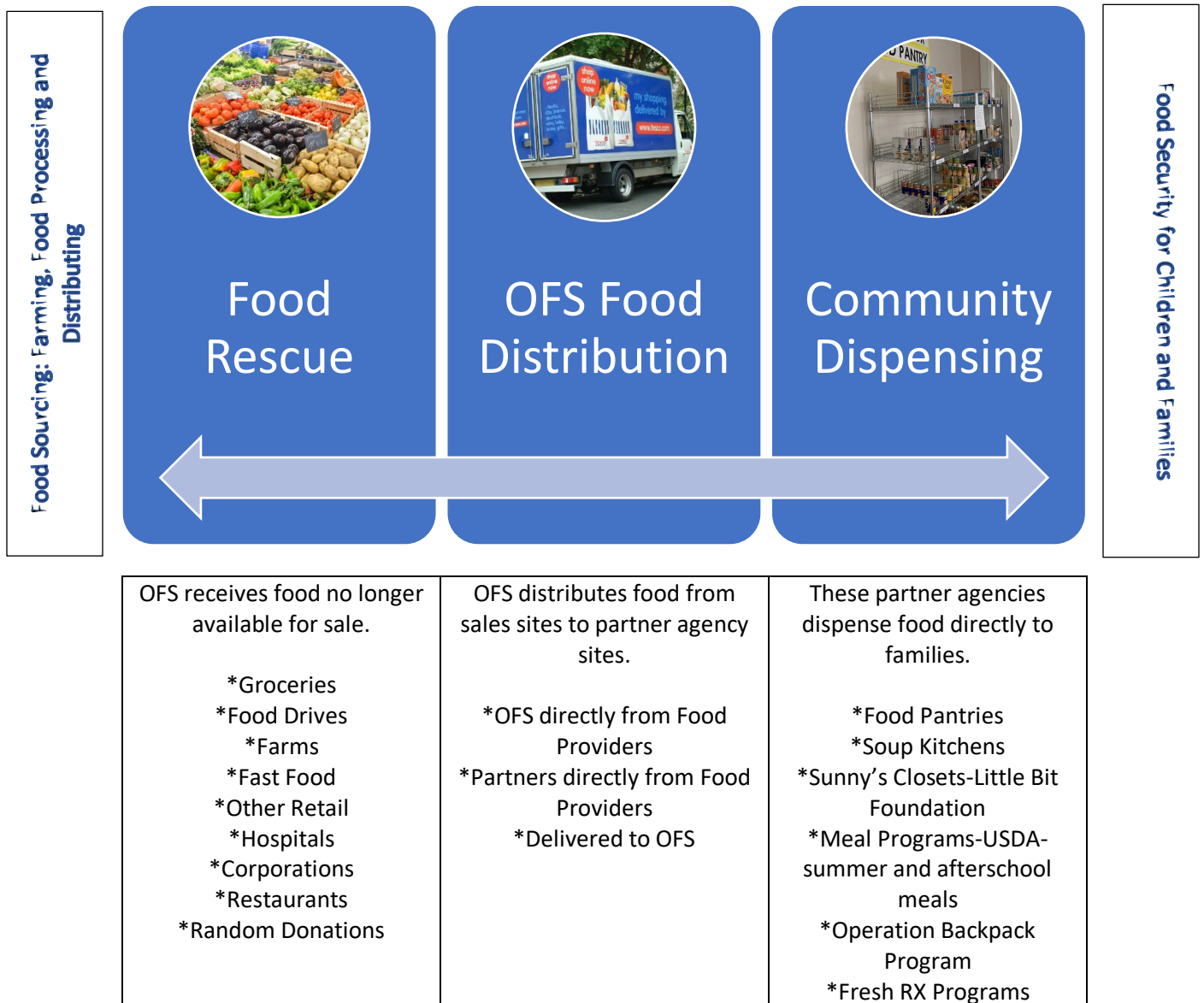
Operation Food Search’s role is to make sure all parts are functioning and interrelating at the highest level possible to ensure those most vulnerable to the pain of hunger can access nutrient-dense food when needed.

Operation Food Search (OFS) works with food providers to safely rescue excess product and distribute it to Community Food Partner Agencies who in turn dispense it to those most in need. Through a combination of OFS and Community Food Partner Agencies picking up products from the food providers, food is disseminated to community members. Another critical part of building a robust emergency food system is providing education regarding food safety, preparation and healthy food choices. Educating community and civic leaders about sound food policies that support families in achieving food security increases the vitality of the emergency food system. OFS offers nutrition education and advocacy efforts to support the emergency food system.

(See chart next page).



## FOOD DISTRIBUTION SYSTEM



## Donation Liability

### *The Emerson Good Samaritan Food Act – Federal Legislation*

On October 1, 1996, President Clinton signed this act to encourage donation of food and grocery products to non-profit organizations for distribution to individuals in need. This law:

- Protects you from liability when you donate to a non-profit organization;
- Protects you from civil and criminal liability should the product donated in good faith later cause harm to the recipient;
- Standardizes donor liability exposure. You or your legal counsel do not need to investigate liability laws in 50 states; and
- Sets a floor of "gross negligence" or intentional misconduct for persons who donate grocery products. According to the new law, gross negligence is defined as "voluntary and conscious conduct by a person with knowledge (at the time of conduct) that the conduct is likely to be harmful to the health or well-being of another person."

For the full text of the bill go to <https://www.law.cornell.edu/uscode/text/42/1791>

\*Source: Feeding America - <http://www.feedingamerica.org/about-us/partners/become-a-product-partner/protecting-our-food-partners.html> - Accessed 1-18-18



## To Become a Community Food Partner Agency

### Criteria

Operation Food Search (OFS) wants all of our Community Food Partner Agencies to be as successful as possible. We have found the following are important criteria that lend to the success of a Community Food Partner Agency. Without these, former partner agencies have struggled to serve our hungry neighbors in safe and healthy ways. As a result, these are the required criteria to become an OFS Community Food Partner Agency.

### Facility (Physical Space) Capacity/Transportation Requirements

- Have clean storage and/or meal preparation areas in a public facility such as a health, recreation or civic center, church or school. Storage cannot be in someone's home or personal residence
- Have reliable and sufficient refrigeration and freezer capacity for perishable items
- Have suitable, reliable and clean truck or SUV to transport food
- Certify that all vehicles and drivers participating in the transportation of food have valid car insurance and driver's license

### Organizational Requirements

- Have verifiable Federal 501(c)3 status
- Have a substantial source of food other than Operation Food Search
- Have been in operation as a food pantry for 6 months or more
- Are open at least once a week for 3 hours per week
- Serve at least 100 people per week
- Serve in a high need/OFS priority area zip code (Check with OFS staff for these areas, which can change over time)
- Majority of clients served are children and families
- Have adequate staff and/or volunteers for regular, timely pickups of products
- Willing to be inspected and approved annually by OFS. Accommodate unannounced site visits by OFS staff
- For those distributing food, have at least one person to be ServSafe Food Handler Certified (basic food safety knowledge)
- For meal sites, have at least one person to be ServSafe Food Manager Certified (basic food safety knowledge)
- Pass inspection by local health department (as required, based on services provided)
- Have consistent access to an email account that is checked on a weekly basis. Respond to emails from OFS staff within 3 days of receipt
- Submit monthly food distribution reports by the due date and turn in food receipts within 7 days of donation
- Have a phone that is either answered by a person who has the pantry information or has a recording providing the days of the week and times that the pantry is open

- Respond to phone calls from OFS staff within 24 hours and provide other requested information as needed by the due date specified by OFS staff at the time of the request

#### Client Relations Requirements

- Agree to serve clients who meet the federal guidelines for participation in SNAP and persons who have suffered a recent catastrophe such as fire, tornado or loss of the single source of household income without discriminating on the basis of race, sex, age, color, national origin, religion, sexual orientation, veteran status, marital status, disability, or medical condition
- Treat all clients with dignity and respect
- Agree to dispense food and household items free of charge to those in need
- Provide quality customer service (Client Choice model is preferred)
- Have an acceptable plan for screening clients, maintaining confidential records and distributing products
- Do not require mandatory donations, volunteer time or participation in a religious service in order to receive food
- Assess clients for eligibility for SNAP and WIC. Assist with enrollment when possible

#### Distribution Requirements

- Agree not to sell, barter, exchange, transfer or charge a fee for food or household items
- Maintain food safety training and certification

These are the preliminary requirements to apply to be a Community Food Partner Agency. Additional requirements will be expected if you are accepted into the network (see next section). If you meet these requirements and are interested in becoming a Community Food Partner Agency, please fill out the Community Food Partner Agency Application online:

<https://www.operationfoodsearch.org/agencies/application/>



## Agreements, Policies, Compliance for Current Partner Agencies

### **Community Food Partner Agency Agreement**

Each Community Food Partner Agency (Partner Agency) must have a Partner Agency agreement signed by the current Partner Agency director along with documentation of the 501(c)(3) status. The Partner Agency agreement must be renewed every other year and reaffirmed if there is a change in leadership. Below are the conditions of the agreement with OFS.

#### **The Community Food Partner Agency must:**

- Comply with all policies, procedures, and directives of Operation Food Search (OFS) staff
- Maintain a verifiable Federal 501(c)(3) tax exempt status from the Internal Revenue Service. This is not the same as the state tax-exempt letter used for purchases.
- Maintain at least one primary source of food other than OFS; examples are donations from a church or congregation, another Partner Agency or have funds to purchase product. Picking up at a store assigned to you by OFS is not counted as an additional source of food.
- Maintain sufficient reliable transportation to pick up product from OFS and assigned outside locations
- Certify that all vehicles and drivers participating in the transporting of food have valid car insurance. OFS reserves the right to request a copy of the insurance at any time
- Maintain access to an email account that is checked on a weekly basis.
- Operate in a location that has been inspected and approved by OFS on an annual basis unless notified otherwise. The site must have sufficient storage and refrigeration to operate a food pantry. The storage cannot be in someone's home or personal residence.
- Should a Partner Agency change physical locations, the new location must be inspected as soon as possible ***prior*** to opening.
- Be inspected by the local health department when required
- Continue to meet an unmet need in the community. OFS reserves the right to deny membership if resources already exist in the community or the number of clients served is not a sufficient use of OFS resources.

#### **Regarding the distribution of products received from OFS, the Partner Agency must:**

- Give the products to priority constituents: children, families with children, the elderly, the ill, those who meet the federal guidelines for participation in SNAP, and persons who have suffered a recent catastrophe, such as fire, tornado or loss of the single source of household income. The products must be given free of charge, without discriminating on the basis of race, sex, age, color, national origin, religion, sexual orientation, veteran status, marital status, disability, or medical condition.
- Maintain an acceptable plan for screening clients, maintaining confidential records and distributing products
- Not require mandatory donations, volunteer time or participation in a religious service in order to receive food
- Sort all food and discard food not fit for human consumption

- Mark vertically through all UPC codes with permanent marker to prevent resale of products provided by OFS sources (please see appendix for an example of how to mark UPC codes.)
- Follow and maintain safe food handling guidelines in the transport, storage and distribution of all food to clients
- Partner Agencies serving meals or distributing meat must have a staff member or volunteer certified in safe food managing (ServSafe or other approved certification).
- By December 31, 2021, have at least one staff member or volunteer who is certified in safe food handling (ServSafe or other approved certification)

**Regarding prohibitions of distribution of products, the Partner Agency must:**

- Not offer OFS products for sale, barter, transfer, or other commercial services
- Not provide OFS products to volunteers of the pantry, friends or family members unless the individuals meet the client screening guidelines. Provisions to volunteers should follow the distribution to community members.
- Not solicit product from current OFS donors without prior permission from OFS staff
- Not share excess OFS product with another non-OFS pantry without prior permission from the OFS Agency Relations Manager

**Partner Agencies are required to submit to inspections and must complete reports. The Partner Agency must:**

- Agree to be inspected annually, or at request, by OFS
- Make available copies of all records relating to their handling and distribution of OFS product
- Must send monthly food distribution reports to OFS by the 10<sup>th</sup> day of the following month. Consistently late reports will result in suspension or termination of Community Food Partner Agency status with OFS.
- Paper receipts must be sent to OFS weekly if you have 6 or more per week. Otherwise, submit them by the 10<sup>th</sup> day of the following month.

**Probation/Suspension**

A Partner Agency may be placed on probation or suspended for:

- Using donated food or other products in a manner that is not approved by OFS
- Failing to provide monthly food distribution reports
- Failing to provide monthly donation receipts
- Unauthorized interaction with any food source with which OFS has an agreement, e.g. grocers
- Failure to comply with OFS requirements as outlined in this manual will result in loss of OFS partnership status.

**Voluntary Termination of Partnership**

A Partner Agency may voluntarily terminate its partnership at any time by providing written notification of intent to terminate the partnership to the OFS Agency Relations Manager. If Partner voluntarily terminates, Partner Agency will immediately return any products received prior to its termination and will turn in Community Food Partner Agency badges, technology and/or receipt pads and will submit final reports.

**Involuntary Termination of Partnership**

If any of the terms or conditions of partnership are violated by the Partner Agency, OFS has the right to terminate the partnership immediately. Alternatively, OFS may suspend the Partner Agency's active status and implement a plan of correction that will require full compliance prior to removal of the Partner Agency's suspension. The decision to terminate or suspend a Partner Agency shall be governed exclusively by the decisions of the OFS Agency Relations Manager.

Possible violations include, but are not limited to:

- Paperwork discrepancies or failure to submit paperwork/documentation as required
- Falsification of documentation
- Procedural misconduct
- Civil Rights violation
- Legal infractions
- Loss of 501C(3) status
- Lack of response to terms of probation/suspension
- Misuse or lack of use of technology issued by OFS
- Engaging in harassing or unsafe behaviors

Any terminated Partner Agency wishing to be reinstated as a Community Food Partner Agency will need to apply as a new agency. Prior agency status does not guarantee acceptance as a new Partner Agency.

**Site Visits**

OFS's Partnership Agreement states that all Partners are required to submit to an annual site visit. The purpose of the site visit is conducted to:

- Ensure the highest level of respect is offered each client
- Ensure the highest sanitation and food safety standards are being upheld
- Review Partner Agency record-keeping practices, inventory processes, and storage conditions
- Improve and increase communications between OFS and Partner Agencies
- Seek feedback on how we can better serve our Partners and build Partner Agency capacity

An Agency Relations representative will contact the Partner Agency to schedule site visits. Upon completion of a site visit, the representative will email the Partner Agency written documentation of any non-compliance issues, which must be followed up within 30 days. If a Partner Agency fails to resolve an issue within the 30-day time frame or has failed to respond to follow up inquiries, the Partner Agency will be placed on probation/suspension and cannot receive food distribution from the warehouse until the issue has been resolved.

### **Branding Policy**

Displaying Operation Food Search logo, badges, poster and other branding tools provides your clients with the confidence that you have taken seriously your role to help end hunger in a safe and healthy manner. It assures them that you are living up to the criteria set forth in this manual and that they will be treated with respect and dignity.

Displaying these branding tools lets key partners know that you are a part of the OFS network and you are approved to receive the goods/food on behalf of OFS. Those not using OFS branding tools when picking up food from food providers such as stores and restaurants are at risk of being accused of theft. For the safety of your volunteers, visible display of the valid OFS badge is required. Under no circumstances should badges be duplicated. If a badge is lost, contact Agency Relations immediately.

For Partner Agencies that have websites, displaying the OFS logo is required.

### **Food Safety**

Food safety is a critical component of the emergency food network. In order to make sure that your volunteers know when foods are potentially unsafe and should be thrown out, OFS is providing the guide on pages 20-24.

### **Training Participation**

OFS recognizes its responsibility to support the safe, healthy and welcoming operations of its Partner Agencies. OFS will be offering training opportunities for Partner Agencies based on Community Food Partner Agency capacity-building surveys and other expressed needs of the Partners. It is expected that Partner Agencies will attend **at least one training annually**, whether in-person or online.

### **Network Participation**

OFS is building its network and believes in the collective knowledge that Partner Agencies hold. Partner Agencies are expected to attend **the annual meeting**.

### **Harassment Policy**

There has been increasing national dialogue regarding sexual and other forms of harassment in the workplace. OFS guarantees a safe and harassment-free environment for all employees, volunteers and visitors at our facility. This policy also applies to any community or retail setting where your Partner Agency is representing OFS.

Please circulate this policy to all volunteers and staff who play a role in picking up food – either at our facility, restaurants, grocery stores, etc. – and ensure they understand that OFS has a zero tolerance policy for any type of harassment.



The following is OFS's policy against harassment:

*Policy Against Harassment.* Harassment in the workplace predicated on race, color, sex, religion, sexual orientation, national origin, disability, age (or any other protected category under state or federal law) is prohibited.

*Harassment Defined.* Harassment may take many forms. Prohibited conduct may include, but is not limited to, the following: (1) verbal conduct, including jokes, epithets, slurs, negative stereotyping, remarks about physical characteristics or appearance, patronizing terms or remarks, or listening to offensive radio programs in the workplace; (2) physical conduct, including impeding or blocking movement, unwelcome physical contact, staring at a person's body; (3) visual conduct, including offensive or obscene photographs, calendars, posters, cards, cartoons, drawings, unwelcome notes or letters.

*Sexual Harassment Defined.* Sexual harassment is broadly defined as any solicitation of sexual favors or unwelcome imposition of any sexually related activity by a co-worker, Community Food Partner Agency representative, supervisor or manager, including harassment of women by men, of men by women and same-sex harassment. There are two distinct categories of sexual harassment: (1) sexual harassment occurs when an individual's submission to or rejection of unwelcome sexual conduct is used as a basis for employment decisions affecting the individual or when such conduct is explicitly or impliedly made a term or condition of employment; and (2) sexual harassment occurs when unwelcome sexual conduct interferes with an individual's job performance or creates an intimidating, hostile or offensive working environment.

*Complaint Procedure.* If any person believes at any time that he or she has been the victim of prohibited harassment, he or she shall report such incident immediately to the Agency Relations Manager or the Director of Community Engagement. All complaints brought to OFS's attention will remain confidential to the best of OFS's ability except as necessary to investigate and resolve the complaint.

*Complaint Investigations.* All complaints will be investigated promptly. The result of the investigation will be communicated to the complainant, the alleged harasser and to any others directly concerned where appropriate. OFS will take prompt and effective remedial action to prevent further harassment. If OFS reasonably and in good faith determines that an employee or Partner Agency representative has violated this policy against harassment, appropriate disciplinary action will be taken, up to and including termination of employment or Community Food Partner Agency status. OFS will not tolerate any form of retaliation against any employee or Partner Agency representative for reporting a complaint or for cooperating in an investigation of a complaint.

### **Warehouse Policies and Procedures**

It is your responsibility to inform any new drivers about the rules and procedures of distribution. This is a working industrial warehouse. They must be aware that machinery is in use. **Please do not send a new driver without any details of the process.**

#### Vehicles

- Partner Agencies must have a truck, van or SUV for distribution. A car is not an acceptable vehicle for distribution.
- Vehicle must be clean to pick up food product. Dirty vehicles can contaminate donated food items.
- Dogs or other animals should not be in the vehicle used to pick up food donations.

#### Drivers and Volunteers

- **All** Partner Agency drivers should be wearing a valid, **visible** Operation Food Search badge.
- Under no circumstances should badges be duplicated.
- Send two able-bodied people to load the vehicle. The Partner Agency representative must be able to load the vehicles quickly.
- For safety reasons, children under 16 are not allowed to assist in the warehouse.
- All people entering the warehouse need to be dressed appropriately. Clothes and hands must be clean. Flip-flops, house shoes, and other open-toed shoes are not allowed due to safety concerns.

#### Logistics

- Pick up **ONLY** on your pre-determined day and time.
- Do not arrive early for distribution.
- The parking lot and procedure are designed to eliminate backing up. Please follow the procedure as explained and reference the diagram below. If you have questions, please call ahead of time to make sure you know what to do.
  1. The warehouse can easily accommodate 5 agencies and 5 vehicles at one time.
  2. Pull around and place your **rear** tires on the white line with the back of the vehicle facing the warehouse. This can be done without backing up (See Appendix D).
  3. If, when you get here, there are already 5 vehicles, please form a line to the side of the 5 vehicles and wait until there is a vacancy.
  4. Carefully pull around the back of the vehicles to place your vehicle in the vacant spot.
  5. Partner representatives must enter the warehouse and sign in.
  6. The available products contain maximum quantities. You do not have to take all that is offered but you may not take more than what is given.
  7. In the perishable cooler, you may open boxes to determine content, but you **may not repackage any container**. (This is the best way all agencies get access to comparable perishable product).
- Missed distribution times cannot be made up.
- **ALWAYS** bring your coolers for pick-ups.

- The nature of this business is dependent on donor supplies/products. There will be days when the supplies/products are plentiful and days when they are less so. OFS cannot guarantee the amount of food provided at pick-up.
- Please notify the Agency Relations Manager of any concerns, not warehouse volunteers.
- Comply with any additional directives given by OFS staff.
- Help us keep the warehouse and parking lot clean. Do not leave extra paper or other trash items on the ground. Place those items in the nearest trash or recycling bin.
- Always read the white board in the warehouse for important information.

### **Benefits of Serving as a Community Food Partner Agency**

When you become a Community Food Partner Agency with Operation Food Search, you will have access to the following:

- Food at *no cost* to you
- Training on best practices and other common Partner Agency needs
- Potential access to other goods and services
- Potential access to additional volunteers
- Discount on nutrition education services programs
- Store distribution opportunities
- Access to information and support to advance your advocacy efforts to end hunger

When you are a Partner Agency with OFS, you become a part of a large network of pantries, grocers, and other social service organizations working together to end hunger.

### **Store Distribution Opportunities**

Operation Food Search was founded as a result of local grocers recognizing that foods that are not saleable are still completely edible. Because of this long-standing relationship, we have the opportunity for some of the Partner Agencies to pick up food directly at a grocery store and/or restaurant. This is a benefit that is contingent on meeting requirements and ongoing compliance with all OFS regulations. **Reassignments of grocers is at the sole discretion of OFS at any time for any reason.**

OFS maintains critical relationships with the corporate offices of our donor sites and must assure that compliance is continuous.

#### Requirements

- If receiving donations directly from an OFS food donation partner, receipts must be sent to OFS on a regular basis. Electronic receipts should be uploaded as soon as a strong Wi-Fi link is established. Paper receipts must be sent to OFS weekly if you have 6 or more per week; otherwise, submit them by the 10<sup>th</sup> day of the following month. Consistently late or missing

receipts will result in the reassignment of the donation site. If there is no product to pick up from the donation partner, still complete a receipt entering "0" as the amount of product received.

- Any Partner Agency receiving donations from grocery stores must have a Federal 501(c)(3) tax exempt status from the Internal Revenue Service. This is not the same as the state tax-exempt letter used for purchases.
- Any Partner Agency receiving donations from grocery stores will operate in a location that has been inspected and approved by OFS. The site must have sufficient storage and refrigeration to operate a food pantry. The storage cannot be in someone's home or personal residence.
- All Partner Agencies receiving donations from grocery stores must give the products to children, the elderly, the ill, those who meet the federal guidelines for participation in SNAP, and persons who have suffered a recent catastrophe, such as fire, tornado or loss of the single source of household income. The products must be given free of charge, without regard to race, religion, color, sex, national origin, disability or sexual preference.
- Partner Agencies are assigned a specific day or days to pick up products from a particular store. Going on any days other than assigned days will result in immediate removal from the store pickup program. If for some reason you cannot make the scheduled pickup, please contact OFS, and OFS will notify the store.
- If a store receiver asks a Partner Agency to pick up on an alternate day, please contact the Agency Relations Coordinator immediately at 314-451-2471.
- Preferably two individuals able to lift 30 pounds load the donation. Show valid ID Badge from OFS.
- Follow all directives of donors, be consistent, polite and express gratitude for your pantry and for OFS.
- Pick up donations through the receiving area at the back of the store. **Under no circumstances enter the retail space of the store.** If a problem arises, please contact Agency Relations Manager immediately at 314-325-1297.
- Take all product, AS IS, and remove product from site. Then sort all food, except meat, and discard food not fit for human consumption at your location. If you are offered meat, please

politely indicate that you are not allowed to take the meat unless authorized as a meat pickup partner agency. Other Partners or OFS will pick up the meat for distribution to the whole network of Community Food Partners.

- Always fill out and have the receiver sign the receipt. The yellow copy is for **non**-Schnucks stores. The pink copy is for your records. The white copy of the receipts must be turned into OFS every month, no later than the 10<sup>th</sup> of the following month. If you use more than 6 receipts per week, submit them weekly to OFS. If you are provided an iPad from OFS, complete the form on the iPad, **have the receiver sign the iPad at the store**, then when you have wi-fi access, upload the receipt within a week of receiving the products. Failure to have receiver sign iPad or receipt will result in loss of store.
- Always fill out the complete name and number of your agency and the store where the pickup is being done. Also, be sure to indicate the number of boxes, carts, trays, pans for each department.
- **ALWAYS** bring coolers.
- Use only clean vehicles for transporting food donations.
- Under no circumstances should food be consumed at the store during the donation pickup.
- Never grocery shop while picking up donated food.
- Make sure all drivers are aware of their responsibilities.
- Our relationships with our partner stores are very important to the success of OFS and our area network of Partner Agencies. Please do all you can to express appreciation for the donation, the extra work the receivers do to provide the donations and, when possible, share a quick story of how the donation helps your clients.

### Meat Pickups

- If you are assigned a store for meat pickup only, always bring your cooler and ice.
- You should only pick up frozen meat products. Should you be asked to pick up unfrozen meat, please remind the store it must be frozen at the time of pick-up and ask they hold it until next time. If this issue persists, contact the OFS Product Donations Account Manager at 314-451-1944.

- Periodically check with the receiver to make sure they have enough of the red safe handling stickers for the frozen meat. If they are running low, pick up additional stickers from the warehouse and provide them to the receiver at your next visit.
- Always fill out and have the receiver sign the receipt. The yellow copy is for **non**-Schnucks stores. The pink copy is for your records. The white copy of the receipts must be turned into OFS every month, no later than the 10<sup>th</sup> of the following month. If you use more than 6 receipts per week, submit them weekly to OFS. If you are provided an iPad from OFS, complete the form on the iPad, **have the receiver sign the iPad at the store**, then when you have wi-fi access upload the receipt within a week of receiving the products. Failure to have receiver sign iPad or receipt will result in loss of store.

### Contingencies

Should your Community Distribution site be closed on or near a holiday or for any other reason, please contact the Agency Relations Manager with the details. OFS will notify the store and/or secure another Partner Agency to substitute. Additionally, after some standard holidays listed below, the regularly assigned Partner Agency will pick up products on the next regularly scheduled day.

New Year's Day  
Martin Luther King, Jr. Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day



## Food Safety

### 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.

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## 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.

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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.

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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.

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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.

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

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## Glass & Plastic

### What to look for in a “good” jar

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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.

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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.

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### What to look for in a “bad” jar

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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.

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

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## 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.

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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

OFS recommends that unsafe items 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

<b>MEAT / PROTEIN</b>			
	<b>Best/use by date+ *</b>	<b>Exp. Date+ **</b>	<b>Notes</b>
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.
<b>FRUITS / VEGETABLES</b>			
Frozen	18 months	1 year	
Canned	2 years	18 months	
Fresh	by inspection	by inspection	
<b>DAIRY</b>			
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	
<b>BEVERAGES</b>			
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	
<b>OTHER</b>			
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	<b>Do no distribute past Best/Use by date</b>		
Formula	<b>Do no distribute past Best/Use by date</b>		

+ 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/>

## Frequently Asked Questions

When calling OFS and talking with Agency Relations representative, please use your **agency name and agency number**.

Question: *What should I do if my store pic-up day is on a holiday or I just cannot go during my regularly assigned time?*

Answer: Please call the office as soon as you are aware of the situation so arrangements can be made with the store. Please provide the **store name and store number**.

Question: *What should I do if the OFS pickup day is on a holiday?*

Answer: Should your pickup day land on one of these holidays, you may pick up Monday through Thursday the week of the holiday at your scheduled time slot. For example, if you are scheduled to come during the Monday 7:30 to 8:30 time slot, you may come on Tuesday, Wednesday, or Thursday, during the 7:30 to 8:30 time slot.

Question: *Will I lose my status with OFS if I have to temporarily close the pantry?*

Answer: It will depend on the reason for the closure and the length of the closure. Each case will be reviewed to determine whether the closure will result in a loss of status.

Question: *Our pantry currently does not have a store and would like one. What do I do?*

Answer: The first thing to do is make sure you are compliant with all OFS requirements, such as pantry hours, number of clients and reporting compliance. Make sure you have reliable transportation and volunteer commitments. Then report this readiness to the Agency Relations department or go to the OFS website at [www.operationfoodsearch.org](http://www.operationfoodsearch.org) to fill out the application under the Agencies tab.

Question: *If I run out of receipt pads, can I make copies?*

Answer: **Under no circumstances** should you copy receipt pads or share them with any other Partner Agency. Call the Agency Relations Coordinator, 314-451-2471, with enough advance notice to make arrangements to pick up receipt pads.

Question: *What is the purpose of submitting the store pickup receipts?*

Answer: Receipts help OFS track how much each store is donating. Along with the monthly reports of the number of people served, it helps OFS let donors know what their dollar contribution is and the number of people their donation helped. Most donors like to know their donation is making a difference and helping people. It enables us to tell the story of the impact their donations make and how donors can continue to help.

Question: *Why do we need to turn in monthly reports?*

Answer: Most donors, whether donating food or money, like to know their donations are making a difference. The monthly reports help us tell the story of how their

donations helped. The monthly reports help OFS track how many people are hungry in our service area and help us seek donations that then get distributed to Partner Agencies.

Question: *Why do I need to supply ethnicity information?*

Answer: It is OFS policy that distribution of our product through agencies be done without regard to race or ethnicity. Recording this information confirms this practice to us and our donors. The information assists OFS in providing culturally appropriate materials and in planning for our community's future needs.



## Food and Nutrition Information

### **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. Still others may have religious practices that forbid certain food. 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.

A simple sign in a non-obtrusive area might help those with religious needs communicate that with you: "Please let us know if you have religious food restrictions."

Overall, as an OFS Partner Agency, 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.

### **How do you build a healthy package of groceries for a family?**

A nutritious grocery package should include components from different food

groups, including a variety of whole 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 for 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.

**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/](http://www.choosemyplate.gov/)) to plan your on-site meals. Ideally, each meal should include a whole grain, protein such as lean meat or beans, two kinds of fruits, vegetables, and low-fat 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 brown 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](http://www.whatscooking.fns.usda.gov) or <http://allrecipes.com/> for inspiration. Many sites let you search by ingredient. [www.Choosemyplate.gov](http://www.Choosemyplate.gov) also has recipes and menus.

***Why is it important to partner with OFS to provide nutrition education for your clients?***

Eliminating hunger takes more than just providing a quick-fix meal; it requires

both short- and long-term solutions, including food AND education.

OFS 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.

1. Nutrition education empowers families at risk of hunger with the skills, knowledge and confidence to make healthy and affordable meals.
2. The nutrition education team offers a limited number of free cooking demonstrations and/or nutrition lessons per month. Contact OFS to get more information or to schedule a session at your site.

[Carmen.berry@operationfoodsearch.org](mailto:Carmen.berry@operationfoodsearch.org)



**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 individual 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.

CATEGORY	Children		Males			Females		
	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
<b>Totals #</b>	<b>19</b>	<b>28</b>	<b>37</b>	<b>41</b>	<b>34</b>	<b>32</b>	<b>35.5</b>	<b>32.5</b>

**Examples of Foods Weighing approximately 1 pound:**
**1 POUND OF GRAINS:**

- Box of Dry Pasta
- Small Container of Oats
- Bag of Uncooked Rice
- 16 Oz Box Dry Cereal

**1 POUND OF VEGETABLES:**

- 16 Oz Bag of Frozen Vegetables
- 2 Medium Baking Potatoes
- Can of Vegetables
- 3-4 Tomatoes

**1 POUND OF FRUIT:**

- 3 Medium Apples or Bananas
- Can of Fruit
- 16 Oz Bag of Frozen Fruit
- 16 Oz Bottle/Can Juice

**1 POUND OF MILK PRODUCTS:**

- 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:**

- 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:**

- 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 Corn		2 cans
	Green Vegetables		1 can
	Juice		1 can
	Misc. Vegetables		1 can (48 oz.)
	Beans		1 can 1 can
Fruits 2 cups/day 14 cups/week	Juice (100% fruit juice) Canned		1 can (48 oz.)
	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 Evaporated skim milk		1 25.6 oz. box
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 Eggs		1 jar
	(keep chilled)		1 dozen

**FOOD PANTRY MEAL GUIDELINES**

**SENIOR ADULT:** Healthy males and females ages 65 and up, based on an 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 Corn	2 cans
	Green Vegetables	1 can
	Juice	1 can
	Misc. Vegetables	1 can (48 oz.)
	Beans	1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice) Canned	1 can (48 oz.)
	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 Evaporated skim milk	1 25.6 oz. box
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 Eggs (keep chilled)	1 jar
		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 Corn	1 cans
	Green Vegetables	1 can
	Juice	1 can
	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 Evaporated	1 9.5 oz. box
	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 Eggs	1 jar
	(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 Corn	2 cans
	Green Vegetables	1 can
	Juice	1 can
	Misc. Vegetables	
	Beans	1 can 1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice) Canned	1 48 oz. can
	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 Evaporated	1 9.5 oz. box
	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 Eggs	1 jar
	(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 Corn	2 cans
	Green Vegetables	1 can
	Juice	1 can
	Misc. Vegetables	1 48 oz. can
	Beans	1 can 1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice) Canned	1 48 oz. can
	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 Evaporated skim milk	1 25.6 oz. box
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 Eggs (keep chilled)	1 jar 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 Corn	2 cans
	Green Vegetables	1 can
	Juice	1 can
	Misc. Vegetables	1 48 oz. can
	Beans	1 can 1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice) Canned	1 48 oz. can
	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 Evaporated	1 25.6 oz. box
	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 Eggs	1 jar
	(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 Corn	2 cans
	Green Vegetables	1 can
	Juice	1 can
	Misc. Vegetables	1 48 oz. can
	Beans	1 can 1 can
Fruits 1 ½ cups/day 10 ½ cups/week	Juice (100% fruit juice) Canned	1 48 oz. can
	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 Evaporated skim milk	1 25.6 oz. box
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 Eggs (keep chilled)	1 jar 1 dozen



**FOOD PANTRY MEAL GUIDELINES**

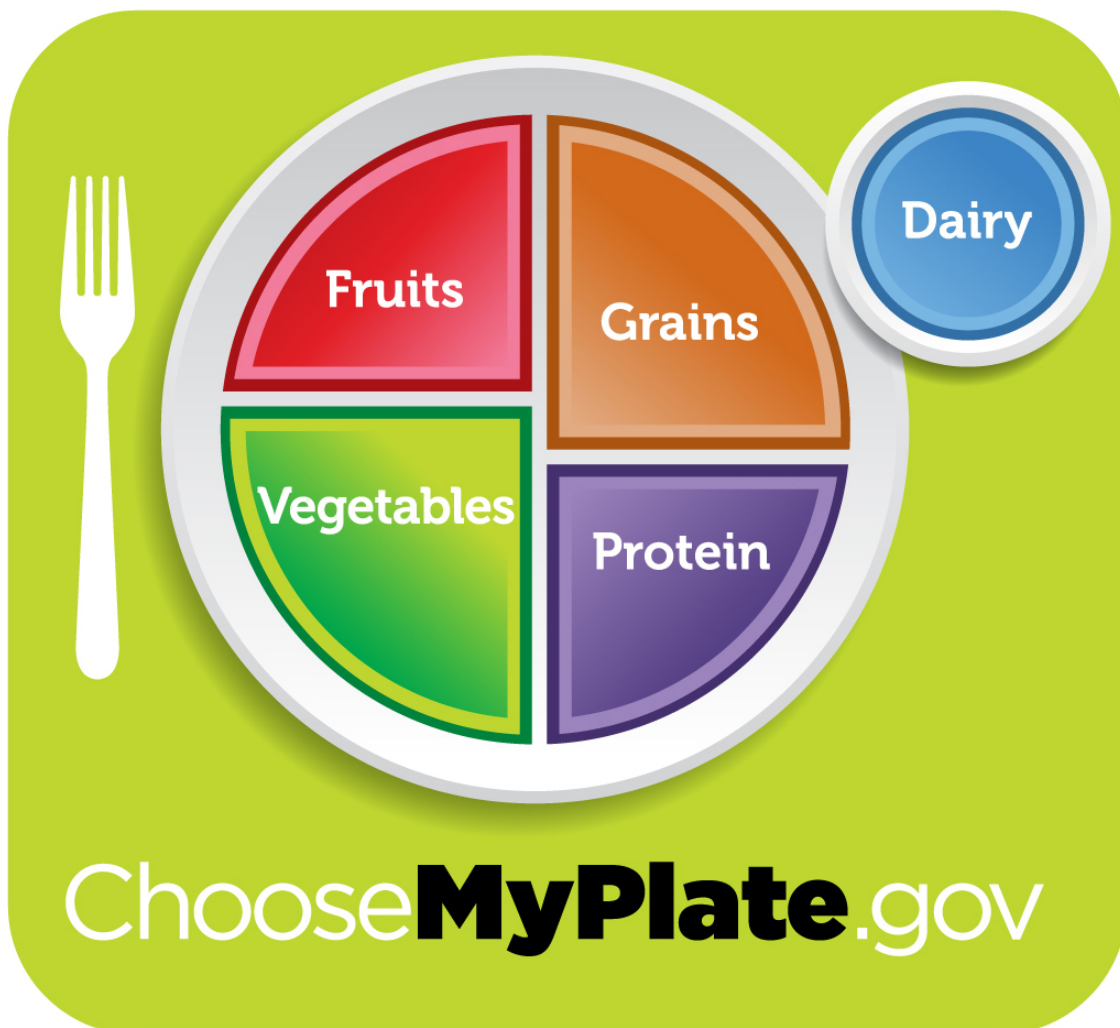
**CHILDREN:** Healthy males ages 14 – 18.

	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 Corn	2 cans
	Green Vegetables	1 can
	Juice	2 cans
	Misc. Vegetables	1 48 oz. can
	Beans	1 can 2 cans
Fruits 2 cups/day 14 cups/week	Juice (100% fruit juice) Canned	1 48 oz. can
	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 Evaporated skim milk	1 25.6 oz. box
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 Eggs	1 jar
	(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.choosemyplate.gov](http://www.choosemyplate.gov).

This website is a great resource for nutrition information, handouts, recipes and more.



## Glossary

*A note on language: this report uses the terms “food insecurity” and “hunger” interchangeably, but many members of the hunger and community development movements articulate a stark distinction between the two. See more detailed definitions below.*

**Emergency food assistance** – The term emergency food assistance has been borrowed by the food bank industry from the federal program of the same name and frequently refers to efforts to provide emergency food to individuals and families to supplement diets and increase nutrition.

**Food bank** – “A non-profit organization that solicits, receives, inventories and distributes donated food and grocery products pursuant to industry and appropriate regulatory standards. Food banks are organizations that distribute donated food to charitable social-service agencies, which provide the products directly to clients through various programs. Some food banks also distribute food directly to clients in need.”<sup>1</sup>

**Food bank network** – The network of national, state and/or local food banks and hunger-relief programs that address the needs of hungry people.

**Food desert** – Defined as residential areas with limited access to affordable and nutritious food<sup>2</sup>

**Food drive** – “An initiative to acquire foods for donation to a food bank or local hunger-relief program.”<sup>3</sup>

**Food insecurity** – Exists when people do not have access to sufficient, safe, and nutritious food to support a thriving, active, healthy life. Inexpensive, high calorie, low nutrient food is substituted for nutrient-dense, well-balanced food.<sup>4</sup>

**Food insufficiency** – An actual reduction or lack of access to “the quantity and quality of nutritionally adequate and safe foods. This concept includes two ideas: lack of access to the nutritionally appropriate foods and lack of access to desired types of foods. Insufficiency does not necessarily imply hunger because one could lack access to nutritional or desired foods and still not experience hunger.”<sup>5</sup>

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<sup>1</sup> Feeding America. *Hunger in America 2014: Executive Summary*.

<http://help.feedingamerica.org/HungerInAmerica/hunger-in-america-2014-summary.pdf>. Accessed 1-8-18.

<sup>2</sup> Ploeg, M. ver, Breneman V., Farrigan T., Hamrick K., Hopkins D., Kaufman P., Lin B., Nord M., Smith T.A., Williams R. *Access to Affordable and Nutritious Food: Measuring and Understanding Food Deserts and Their Consequences*. United States Department of Agriculture Economic Research Service; Washington, DC, USA: 2009. Accessed 1-18-18.

<sup>3</sup> Feeding America. <http://www.feedingamerica.org/>.

<sup>4</sup> United States Department of Agriculture. <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/measurement>.

<sup>5</sup> National Academy of Science. *Measuring Food Insecurity and Hunger Phase 1 Report*, pg. 31.

**Food pantry** – “A program or Partner Agency that provides food and groceries for clients to take home. Most are set up like a grocery store with shelves of food and, often, a large refrigerator and/or freezer.”<sup>6</sup>

**Food recovery or food rescue program** – “A charitable organization or a program of a food bank that collects prepared and perishable foods that would otherwise be discarded from sites such as supermarkets, restaurants, caterers and hotels pursuant to local health department and/or appropriate regulatory standards. The food is distributed to charitable human service agencies, which provide food to needy clients through various types of programs.”<sup>7</sup>

**Food security** – Food security means access by all people at all times to enough food for an active, healthy life. Food security includes at a minimum the ready availability of nutritionally adequate and safe foods and an assured ability to acquire acceptable foods in socially acceptable ways (e.g., without resorting to emergency food supplies, scavenging, stealing, or other coping strategies).<sup>8</sup>

**Food swamp** – Is used as a spatial metaphor to describe neighborhoods where fast food and junk food inundate healthy alternatives.<sup>9</sup>

**Food uncertainty** – “Uncertainty about being able to obtain food in socially acceptable ways due to a lack of resources, causing worry and mental, emotional, and physical stress. This worry and uncertainty may also result in changes in behavior—for example, changes in the allocation of time and resources.”<sup>10</sup>

**Hunger** - Exists when people do not have the means to acquire adequate, nutritious food. Meals are skipped, food intake is reduced, and health is threatened. Hunger is a potential, although not necessary, consequence of food insecurity.<sup>11</sup>

**Hunger relief** – “Organizations that were conceived as an emergency service for people who are temporarily in need.”<sup>12</sup>

**Poverty** -<sup>13</sup>

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<sup>6</sup> Feeding America. <http://www.feedingamerica.org/>.

<sup>7</sup> Feeding America. <http://www.feedingamerica.org/>.

<sup>8</sup> National Academy of Science. Measuring Food Insecurity and Hunger Phase 1 Report, pg. 23.

<sup>9</sup> Rose D., Bodor N., Swalm C., Rice J., Farley T., Hutchinson P. *Deserts in New Orleans? Illustrations of Urban Food access and Implications for Policy*. University of Michigan National Poverty Center; USDA Economic Research Service Research; Ann Arbor, MI, USA: 2009. Accessed 1-8-18.

<sup>10</sup> National Academy of Science. Measuring Food Insecurity and Hunger Phase 1 Report, pg. 31.

<sup>11</sup> National Academy of Science. Measuring Food Insecurity and Hunger Phase 1 Report, pg. 31.

<sup>12</sup> *Hunger Pains: Widespread food insecurity threatens Maine's future*, A collaborative project of Good Shepherd Food Bank and Preble Street, pg. 2. February 2017. <https://www.gsfb.org/wp-content/uploads/2017/02/Food-Pantry-Report-2-6-171.pdf>. Accessed 1-8-18.

<sup>13</sup> Jensen, Eric. *Teaching with Poverty in Mind*. <http://www.ascd.org/publications/books/109074/chapters/Understanding-the-Nature-of-Poverty.aspx>. Accessed 1-8-18.

1. Situational poverty is generally caused by a sudden crisis or loss and is often temporary. Events causing situational poverty include, but are not limited to, environmental disasters, divorce, or severe health problems.
2. Generational poverty occurs in families where at least two generations have been born into poverty. Families living in this type of poverty are not equipped with the tools to move out of their situations.
3. Absolute poverty, which is rare in the United States, involves a scarcity of such necessities as shelter, running water, and food. Families who live in absolute poverty tend to focus on day-to-day survival.
4. Relative poverty refers to the economic status of a family whose income is insufficient to meet its society's average standard of living.
5. Urban poverty occurs in metropolitan areas with populations of at least 50,000 people. The urban poor deal with a complex aggregate of chronic and acute stressors (including crowding, violence, and noise) and are dependent on often-inadequate, large-city services.
6. Rural poverty occurs in nonmetropolitan areas with populations below 50,000. In rural areas, there are more single-guardian households and families often have less access to services, support for disabilities and quality education opportunities. The rural poverty rate is growing and has exceeded the urban rate every year since data collection began in the 1960s. The difference between the two poverty rates has averaged about 5 percent for the last 30 years, with urban rates near 10–15 percent and rural rates near 15–20 percent (Jolliffe, 2004).

**Rapid distribution** – “The means of getting refrigerated and frozen goods to food insecure and hungry people quickly before food spoilage occurs.”<sup>14</sup>

**Soup Kitchen or Kitchen** – (Also: Community Dining Room) “A charitable program whose primary purpose is to provide prepared meals, served at the kitchen or delivered to the home, for clients in need.”<sup>15</sup>

**Supplemental Nutrition Assistance Program or SNAP** – “Formerly known as the Food Stamp Program, SNAP is the largest of the federal nutrition programs and provides recipients with resources to buy groceries with federal benefits.”<sup>16</sup>

**The Emergency Food Assistance Program or 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 groups.<sup>17</sup>

**Toxic stress response** – “...can occur when a child experiences strong, frequent, and/or prolonged adversity—such as physical or emotional abuse, chronic neglect, caregiver substance

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<sup>14</sup> Feeding America. <http://www.feedingamerica.org/>.

<sup>15</sup> Feeding America. <http://www.feedingamerica.org/>.

<sup>16</sup> Feeding America. <http://help.feedingamerica.org/HungerInAmerica/hunger-in-america-2014-summary.pdf>. Accessed 1-8-18.

<sup>17</sup> United States Department of Agriculture. <https://www.fns.usda.gov/tefap/emergency-food-assistance-program-tefap>. Accessed 4-4-18.

abuse or mental illness, exposure to violence, and/or the accumulated burdens of family economic hardship—without adequate adult support. This kind of prolonged activation of the stress response systems can disrupt the development of brain architecture and other organ systems and increase the risk for stress-related disease and cognitive impairment, well into the adult years.”<sup>18</sup>

**USDA** – United States Department of Agriculture

**Very low food insecurity** – The USDA defines this as “households with very low food security are food insecure to the extent that normal eating patterns of some household members were disrupted at times during the year, with self-reported food intake below levels considered adequate.”<sup>19</sup>

*Acknowledgement: Operation Food Search would like to acknowledge the North Texas Food Bank for sharing their 2017 Partner Agency Guidebook and allowing us to use some of their excellent materials in this manual.*

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<sup>18</sup> Center on the Developing Child, Harvard University. *Toxic Stress*. <https://developingchild.harvard.edu/science/key-concepts/toxic-stress/>. Accessed 1-8-18.

<sup>19</sup> United States Department of Agriculture. <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/measurement>.

**Appendix A – Community Food Partner Agency Contracts**

**1644 Lotsie Blvd.  
St. Louis, MO 63132  
(314) 726-5355  
(314) 726-9945 (FAX)**



OFS OFFICE USE ONLY:  
Org. Code: \_\_\_\_\_  
Site Zip Code: \_\_\_\_\_  
Appr. Date: \_\_\_\_\_  
Initial: \_\_\_\_\_

**CRITERIA FOR MEMBER ORGANIZATION PARTICIPATION**

1. Qualification and Requirement for Participation
  - The Member Organization must comply with all policies, procedures, and directives of Operation Food Search (OFS).
  - The Member Organization must have a Federal 501(c)(3) tax exempt status from the Internal Revenue Service. This is not the same as the state tax exempt letter used for purchases.
  - The Member Organization must have at least one additional source of food; examples are donations from church congregation, another agency or have funds to purchase product. Picking up at a store assigned to you by OFS is not counted as an additional source of food.
  - Any new organization requesting membership must have been in operation for at least six months.
  - The Member Organization must have sufficient reliable transportation to pick up product from OFS and assigned outside locations.
  - The Member Organization certifies that all vehicles and drivers participating in the transporting of food have valid car insurance. OFS reserves the right to request a copy of the insurance at any time.
  - The Member Organization director must have access to an email account that is checked on a consistent basis.
  - The Member Organization will operate in a location that has been inspected and approved by OFS. The site must have sufficient storage and refrigeration to operate a food pantry. The storage cannot be in someone's home or personal residence.
  - The Member Organization must be inspected by the local health department when required. Member Organizations serving meals must have a staff member or volunteer certified in safe food handling.
  - The Member Organization must be meeting an unmet need in the community. OFS reserves the right to deny membership if resources already exist in the community or the number of clients served is not a sufficient use of OFS resources.
  
2. Distribution of products received from Operation Food Search
  - The Member Organization must give the products to children, the elderly, the ill, those who meet the federal guidelines for participation in SNAP, and persons who have suffered a recent catastrophe, such as fire, tornado or loss of the single source of household income. The products must be given, free of charge, without regard to race, religion, color, sex, national origin, disability or sexual preference.
  - The Member Organization must have an acceptable plan for screening clients, maintaining confidential records and distributing products.
  - The Member Organization must not require mandatory donations, volunteer time or participation of a religious service in order to receive food.
  - The Member Organization must sort all food and discard food not fit for human consumption.
  - To prevent resale, the Member Organization will deface all product, provided by OFS sources, by marking through all UPC codes with permanent marker.
  - The Member Organization will follow safe food handling guidelines in the transport, storage and distribution of all food to clients.

*(Continued on next page)*

Agency Representative's Initials \_\_\_\_\_

3. Business relationship standards
  - The Member Organization will not offer OFS products for sale, barter, transfer or other commercial services.
  - The Member Organization will not provide OFS products to volunteers of the pantry, friends or family members unless the individuals meet the client screening guidelines.
  - The Member Organization can share excess OFS product with another OFS Partner. If you want to share products with a Partner Agency that is not a member of OFS, prior permission from OFS must be obtained.
  - The Member Organization may not solicit product from current OFS donors without prior permission.
  
4. Inspections and Reporting
  - The Member Organization must agree to be inspected annually, or at request, by OFS.
  - The Member Organization must make available copies of all records relating to their handling and distribution of OFS product.
  - Monthly food distribution reports must be sent to OFS by the 10<sup>th</sup> day of the following month. Consistently late reports will result in suspension or termination of the agency as a member agency with OFS.
  - Grocery donation pickup receipts must be sent to OFS on a monthly basis. Consistently late or missing receipts will result in the reassignment of the donation.

Agency Representative's Initials \_\_\_\_\_



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Site Zip Code: \_\_\_\_\_  
Appr. Date: \_\_\_\_\_  
Initial: \_\_\_\_\_

**DONATION AGREEMENT**

WHEREAS, OPERATION FOOD SEARCH, INC. has offered to provide and supply food, foodstuff, and related items as available to \_\_\_\_\_, hereinafter referred to as “Organization”; and

WHEREAS, Organization has warranted that all items received will be duly inspected by a qualified member of their staff and found fit for human consumption.

THEREFORE, Organization hereby warrants, represents, and guarantees as follows:

1. That OPERATION FOOD SEARCH, INC. and the primary donor have specifically disclaimed any warranties or representations, expressed or implied, as to the purity or fitness for consumption of any or all such donated items.
2. That all items accepted are accepted in “as is” condition.
3. That the Organization will utilize employees or volunteers using sufficient training, experience, and expertise in the evaluation, handling, preparation, and feeding of donated items to safely and properly judge, handle, prepare, and serve same.
4. That the Organization, because of the qualifications of its personnel, as above specified, hereby accepts full responsibility for the purity and fitness for human consumption of any and all items accepted.
5. That the Organization will serve or distribute the product as soon as possible, to provide maximum palatability and freshness.
6. That the Organization hereby agrees that it will indemnify, defend, and hold harmless OPERATION FOOD SEARCH, INC. and the primary donor from any and all liabilities, claims, losses, causes of action, suits, at law or in equity, or any obligation whatsoever arising out of or attributed to any action by Organization in connection with its storage, distribution, transfer and/or use of the items and/or premises supplied to it by OPERATION FOOD SEARCH, INC. The Organization further releases, waives, discharges, and covenants not to sue OPERATION FOOD SEARCH, INC. and the primary donor from any and all claims resulting in connection with the storage, distribution, transfer and/or use of the items and/or premises.
7. That the Organization will use the items provided by OPERATION FOOD SEARCH, INC. solely for the feeding or support of the ill, the needy, or children.
8. That the Organization will not offer for sale, sell, transfer or barter any items supplied by OPERATION FOOD SEARCH, INC. in exchange for money, other properties, or services, nor shall attendance to any worship service be required.
9. That the Organization will utilize a system approved by OPERATION FOOD SEARCH, INC., for screening recipients, to insure use by only those documented as eligible, as well as to avoid offering an alternative to customers of grocery stores.

Agency Representative’s Initials \_\_\_\_\_

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Appr. Date: \_\_\_\_\_  
Initial: \_\_\_\_\_

### **POTENTIALLY HAZARDOUS FOOD HANDLING AGREEMENT**

As agency director I am responsible for the safety of the food distributed to the needy through my agency.

1. **ALL** staff and volunteers of my agency understand the importance of food safety. They have received instruction on how to pick up, transport, process, store and distribute potentially hazardous food safely.
2. I will provide adequate materials (coolers, ice packs, food safe bags, etc.) for staff and volunteers to successfully and safely complete pickups of potentially hazardous food. A minimum of 5 coolers, (at least 27 cubic), feet will be provided to my staff and volunteers along with enough ice packs to cover the product.
3. In the event that more potentially hazardous food is at a donor site than can be stored in available coolers, the pick up should not be made. My pick-up driver will immediately call Operation Food Search at (314) 726-5355, extension 0 for instructions.
4. My pick-up driver will not make additional stops before returning this food to my site without the express permission of ***Operation Food Search staff***.
5. Potentially hazardous food that arrives at the Partner site with an internal temperature between 41 degrees and 140 degrees Fahrenheit will be discarded, and OFS staff will be notified to correct the problem on future pick-ups.
6. I understand the above and agree to do everything necessary to ensure the safety of the food distributed through the agency I represent.

Agency Representative's Initials \_\_\_\_\_

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Site Zip Code: \_\_\_\_\_  
Appr. Date: \_\_\_\_\_  
Initial: \_\_\_\_\_

The undersigned hereby warrants that he/she is an authorized agent of the Organization, whose name appears below, and by his/her legal signature does hereby bind it to the terms, conditions, and limitations of these agreements:

- **CRITERIA FOR FOOD LOGISTICS PARTNER ORGANIZATION**
- **DONATION AGREEMENT**
- **POTENTIALLY HAZARDOUS FOOD HANDLING AGREEMENT**

Signed: \_\_\_\_\_ Dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_  
(Printed Name of Legally-authorized Representative) (Title)

\_\_\_\_\_  
(Name of Organization) (Street Address of Organization)

\_\_\_\_\_  
(City, State and Zip Code of Organization) (Area Code and Telephone Number)

**For Operation Food Search, Inc. Use Only**

Approved Date: \_\_\_\_\_

Signed: \_\_\_\_\_

OFS Staff Title: Agency Relations Manager\_\_\_\_\_

**Appendix B – Criteria for Picking Up Donations from Schnucks Markets, Inc.****Criteria for Agencies Picking Up Donations from Schnuck Markets, Inc.**

- **Any Agency receiving donations from Schnuck Markets, Inc. must have a Federal 501(c)(3) tax exempt status from the Internal Revenue Service. This is not the same as the state tax exempt letter used for purchases.**
- **Any Agency receiving donations from Schnuck Markets, Inc. will operate in a location that has been inspected and approved by Operation Food Search. The site must have sufficient storage and refrigeration to operate a food pantry. The storage cannot be in someone's home or personal residence.**
- **All Agencies receiving donations from Schnuck Markets, Inc. must give the products to children, the elderly, the ill, those who meet the federal guidelines for participation in SNAP, and persons who have suffered a recent catastrophe, such as fire, tornado or loss of the single source of household income. The products must be given, free of charge, without regard to race, religion, color, sex, national origin, disability or sexual preference.**
- **Always pick up on your scheduled day and time. If for some reason you cannot make the scheduled pickup, please contact Operation Food Search. Operation Food Search will notify the store.**
- **Have at least one, preferably two, able-bodied people to load the donation. Show valid ID Badge from OFS.**
- **Follow all directives of donors, be consistent and polite.**
- **Pick up donations through the receiving area at the back of the store.**
- **Take all product AS IS and remove product from site. Then sort all food except meat and discard food not fit for human consumption. If you are offered meat, please politely indicate that you are not allowed to take the meat unless authorized as a meat pick-up partner agency. Other Partner Agencies or Operation Food Search will pick up the meat.**

- **Always fill out and leave a receipt at the store. The yellow copy is for the store. The white copy of the receipt must be turned into Operation Food Search every month, no later than the 10<sup>th</sup> of the following month.**
- **Always fill out the complete name and number of your agency and the store where the pickup is being done. Also, be sure to indicate the number of boxes, carts, trays, pans for each department.**
- **Bring coolers with ice during the summer months, starting May 1 through September 30.**
- **Use only clean vehicles for transporting food donations.**
- **Under no circumstances should food be consumed at the store during the donation pickup.**
- **Never grocery shop while picking up donated food.**
- **Make sure all drivers are aware of their responsibilities.**
- **Our relationship with our partner stores is very important to the success of Operation Food Search and our Community Food Partner Agencies. Please do all you can to express appreciation for the donation, the extra work the receivers do to provide the donations, and, when possible, share a quick story of how the donation helps your clients.**

**I understand the above and agree to do everything necessary to ensure the safety of the food distributed through the agency I represent. Failure to follow the necessary criteria will result in the store pickup being reassigned to another agency.**

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

TITLE: \_\_\_\_\_ AGENCY: \_\_\_\_\_

FOR OPERATION FOOD SEARCH, INC. USE ONLY

APPROVED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

**Appendix C – Marking Through UPC Codes**



To eliminate the possibility of the product being returned to the store the UPC symbol should be marked out vertically (see example).

Appendix D – Warehouse Pick-Up Instructions



**A** : Please do not park on Lotsie Blvd.

**B** : Park the truck along the white line with the back end facing the warehouse. Place the back tires on the white line.

**C** : If all the spaces are full when you arrive for pick-up, please form a single-file line and proceed into a space as they become available.

**D** : Please do not cross the blue line in the parking lot. The south side of the parking lot is designated for OFS staff parking and other OFS programs.