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REQUIRED POSTINGS

1. Rights and Responsibilities Poster in English and Spanish



2. Justice for All Poster + tear-off sheets in English and Spanish

How To File A Complaint:

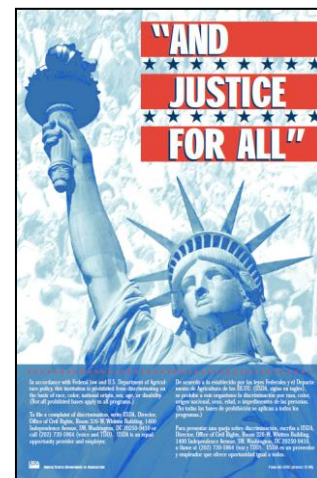
To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten building, 14th and Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

To file a complaint of any type, write Food Programs Analyst, Oregon Housing and Community Services, 725 Summer St., NE, Suite B, Salem, OR 97301 or call the
TOLL FREE HOTLINE 800-453-5511.
OHCS is an equal opportunity provider and employer.

Cómo presentar cualquier queja:

Para presentar una queja sobre discriminación, escriba a USDA, Director, Office of Civil Rights, Room 326-W, Whitten building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 o llame al (202) 720-5964 (voz y TDD). USDA es un proveedor y empleador que ofrece oportunidad igual a todos.

Para presentar cualquier queja, escriba a Food Programs Analyst, Oregon Housing and Community Services, 725 Summer St., NE, Suite B, Salem, OR 97301 o llame al
LINEA DIRECTA SIN CARGO 800-453-5511.
OHCS es un proveedor y empleador que ofrece oportunidad igual a todos.



3. 4-in-1 USDA-TEFAP Eligibility Poster with current year eligibility guidelines in English and Spanish (Russian is also available)

USDA-TEFAP ELIGIBILITY

BY SIGNING THE USDA SIGN-IN SHEET OR INTAKE FORM YOU DECLARE THAT:

1. YOU ARE ELIGIBLE TO RECEIVE USDA COMMODITIES BECAUSE:

- YOUR HOUSEHOLD INCOME IS AT OR BELOW THE ELIGIBLE INCOME LEVELS (see below) OR
- YOU ARE CURRENTLY PARTICIPATING IN THE FOOD STAMP PROGRAM (SNAP), TANF, SSI, OR LEAP

AND

2. YOUR ADDRESS AND THE NUMBER OF PEOPLE IN YOUR HOUSEHOLD AS DECLARED ON THE SIGN-IN SHEET ARE TRUE AND ACCURATE

USDA-TEFAP COMMODITY 2012 ELIGIBILITY GUIDELINES

HOUSEHOLD SIZE	MONTHLY INCOME	ANNUAL INCOME
1	\$ 1,722	\$20,665
2	\$ 2,333	\$27,991
3	\$ 2,943	\$35,317
4	\$ 3,554	\$42,643
5	\$ 4,164	\$49,969
6	\$ 4,775	\$57,295
7	\$ 5,385	\$64,621
8	\$ 5,996	\$71,947

FOR EACH ADDITIONAL MEMBER, ADD \$61 PER MONTH

COMMODITY FOODS ARE FOR HOME CONSUMPTION ONLY AND MAY NOT BE SOLD, TRADED, BARTERED OR EXCHANGED FOR SERVICES

USDA-TEFAP commodities in emergency food parcels are made available to persons in emergency need based on current supplies. Recipients must provide the following information:

- Name
- Address (if you have one)
- Number of people in your household

Eligibility is based on where you live and the posted income/eligibility guidelines ONLY.

You may be asked for additional information for non-food programs or referral purposes, but the additional information may not be used to determine eligibility for the food program.

If you have questions about your eligibility for TEFAP commodities at this agency, please call the Regional Food Bank at the number listed:

**** IMPORTANT ****

ANYONE STEALING OR FRAUDULENTLY OBTAINING COMMODITIES MAY BE FINED UP TO \$10,000 OR IMPRISONED FOR UP TO 5 YEARS OR BOTH.

Overview of Oregon Food Bank

Oregon Food Bank (OFB) is the coordinating agency for a statewide network of 20 Regional Food Banks (RFBs) and over 920 private non-profit agency sites providing food to hungry people throughout Oregon and Clark County, Washington. Food is acquired through donations from the local food industry, individuals and local institutions, as well as through federal allocations of USDA commodities and national donations coordinated through Feeding America (the national network of food banks). The State of Oregon has contracted with Oregon Food Bank to distribute USDA-TEFAP (The Emergency Food Assistance Program) Commodities. Some food is purchased for statewide allocation with funds from EFSP (Emergency Food and Shelter Program), the State of Oregon, individuals and donated funds pooled by network agencies statewide. Food that is safe and edible, but in excess or slightly damaged, is secured by OFB from a number of different sources – retail and wholesale grocery chains, food brokers, food processors, farmers, USDA, Feeding America and food drives. Safe and edible food from shipments which may have been damaged or have "expired" freshness dates are also recovered through the OFB Food Recovery Center operation. The food is sorted, packaged and stored at the statewide warehouse until distribution.

Food is allocated to RFBs according to a formula which assures equitable sharing of food according to need. Oregon Food Bank provides food to every county in Oregon, and Clark County, Washington. We are unique among the Feeding America national network of food banks in the way in which we operate and the level of coordination achieved with our network of Regional Food Banks.

The OFB Network of Regional Food Banks is comprised of OFB's four regional operations and 16 other food banks soliciting and distributing food within an identified service area. Eleven of these food banks are within Community Action Agencies; five are independent food banks.

All RFBs and partner agencies are independent non-profit 501(c)3 organizations or operate under a sponsoring 501(c)3 agency. RFBs not only access food from OFB, but also acquire food from local food industry representatives and individuals. This food is then distributed to participating food-delivery charities in the RFB's community. OFB coordinates quarterly meetings of the Regional Food Banks to facilitate development and decision-making by the OFB Network of RFBs.

Food Distribution through the Oregon Food Bank Network

The following chart shows the flow of food through the OFB Network. Regional Food Banks (RFBs) and Partner Agencies (PAs), in addition to receiving food from OFB, also receive donations from local retailers and wholesalers. They also receive food and funds from churches, foundations, civic groups, local food drives, gleaning organizations, local government, farms, and private gardens.



Share Contributions and Food To Buy

Frequently Asked Questions

What are Share Contributions?

Share Contribution is a term that describes a fee assessed on some donated products. These fees help cover a portion of the cost of collecting, storing and distributing food throughout the state. Oregon Food Bank may assess Share Contribution to Regional Food Banks (RFBs) for products on a **per pound basis**. RFBs may in turn assess Share Contributions to Partner Agencies (PAs). **The needy persons receiving food through OFB Partner Agencies are never charged for the food.** The IRS has ruled that such a system is permitted if charges are not passed along to individuals, and the contribution is not based on the value of the product.

What do Share Contributions cover?

Share Contributions are used to offset some of the costs associated with collection, storage and transportation of donated product. These fees do not begin to cover the actual costs, but they do help your RFB to collect and distribute donated foods to your PAs. Some RFBs have been able to secure funds to reduce or eliminate share.

Why are Share Contributions necessary?

Share Contributions enable Oregon Food Bank and our network to operate a single, statewide distribution system, thereby saving individual charities the high cost of storage and transportation which would be required to receive large food donations directly. These economies of scale allow for the most efficient and effective use of both food and financial donations. The food banking system also makes it easy for food industry donors by reducing the points of contact with charitable organizations.

The continual maintenance of a professional quality food acquisition and distribution organization costs money. There is no such thing as a free donation!

What is the Food to Buy Program?

OFB purchases large quantities of high quality, frequently requested food products on an on-going basis. By buying in bulk, OFB is often able to obtain substantially lower prices from what an individual RFB or PA would be able to find if purchased at a local retailer. This product is then offered to RFBs and PAs at the reduced price.

Oregon Food Bank and the Good Samaritan Food Donation Act

The Bill Emerson Good Samaritan Food Donation Act is a federal law, signed by the President on October 1, 1996, which protects those who donate food in good faith from civil or criminal liability should such donated food later cause harm to a recipient, except in cases of gross negligence or intentional misconduct.

The Good Samaritan Food Donation Act provides a uniform, national standard of liability protection to individuals, businesses and non-profit organizations that act in good faith to donate and distribute food to needy people.

Oregon has had a Food Donor Liability law (ORS 30.890) since 1989. However, many other states had not taken the step to exempt food donors from liability before passage of the federal Good Samaritan Act. The patchwork of donor liability laws around the country led to uncertainty on the part of national food donors. Many potential food donors cited “liability concerns” as the single greatest factor in whether or not a company would donate product.

Under the Good Samaritan Act, 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.”

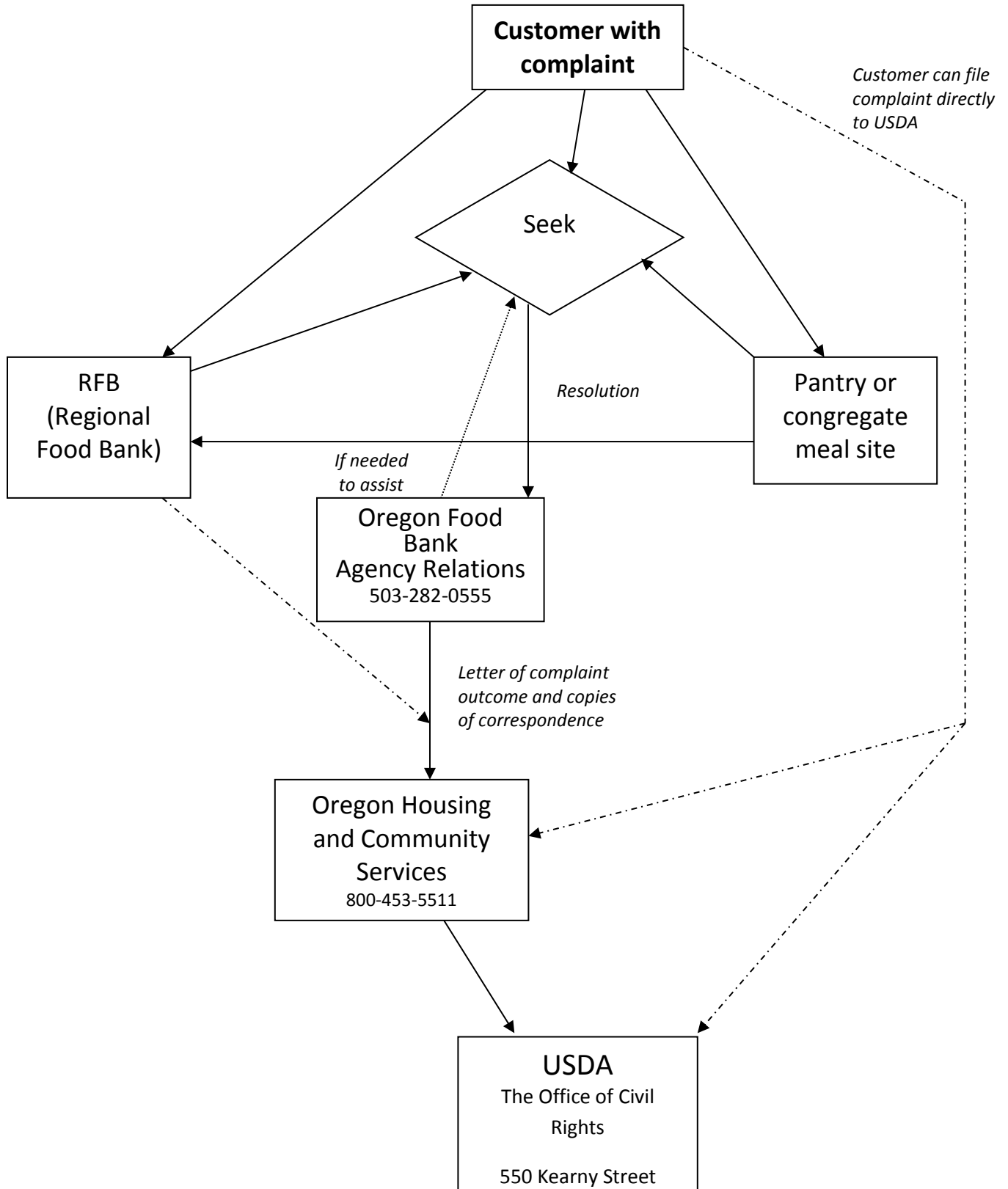
Oregon Food Bank and Feeding America, the national food bank network, are grateful that the law has led to increased donations, and reassures donors that their gift of food will not turn into a liability.

CIVIL RIGHTS TRAINING RECORD

Please keep on file for 3 years. A new list should be started each year, for new and refresher training of current staff/volunteers.

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Complaint Flow Chart



Introduction to Food Safety

CDC (Center for Disease Control) estimates that each year roughly 1 out of 6 Americans (or 48 million people) gets sick, 128,000 are hospitalized, and 3,000 die from foodborne diseases. The great majority of these cases are mild and cause symptoms for only a day or two. The most severe cases tend to occur in the very old, the very young, those who have an illness already that reduces their immune system function, and in healthy people exposed to a very high dose of an organism.

It is our responsibility to maintain the highest possible safety standards to protect our clients, many of whom are at high risk for foodborne illness. This guide lays out rules and standards for food storage and handling. If you have any questions not addressed in this guide, please call your regional food bank or Oregon Food Bank for clarification or assistance.

Your pantry should have a copy of the OFB-produced **Food Safety DVD**. Please make sure that all of your staff and volunteers review this annually. If you need a replacement copy, please contact your Regional Food Bank or OFB Statewide Services at 503-282-0555. The DVD can also be found online on the OFB website at [www.oregonfoodbank.org/Our work/Partner with us/Partner Agency Resources](http://www.oregonfoodbank.org/Our%20work/Partner%20with%20us/Partner%20Agency%20Resources).

FOOD SAFETY TRAINING

As a volunteer at _____, you are expected to be familiar with the basic principles of food handling and safety. Your signature below indicates that you have watched the Food Safety DVD provided by Oregon Food Bank, or have received equivalent food safety training, such as a Food Handler's Certificate.

If the DVD itself is not available, you can view the contents at www.oregonfoodbank.org: Click on Our Work, then Partner with us, then Partner Agency Resources.

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General Food Safety Guidelines

Labels

Unlabeled food, or any food packages that do not list every ingredient, must be discarded. If you repackage any food at your agency, the new packages must have at the very least a label that lists the ingredients and the date. See sample labels.

Dented cans

Cans that have sharp creases, bulges or rust that cannot easily be rubbed must be discarded. Please refer to the Evaluating Canned Food poster for details.

Homemade items

Food that has been canned or preserved at home must be discarded. Only distribute food that has been processed by a commercial kitchen or company.

Donations of domestic meat

All domestic meat donations must be processed in a USDA- certified facility. If there is no USDA stamp on the packaging, do not accept as a donation or distribute.

Donations of wild game

Home-processed wild game is not acceptable for distribution. Game that has been processed in a state-licensed facility may be accepted as a donation and distributed to clients.

Baby food/formula

Baby food must be distributed by the date shown on the package. Please be sure to check baby food often and discard any post-dated product.

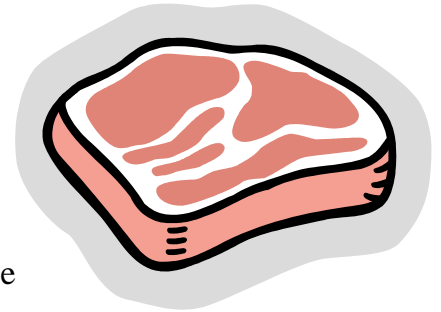
Supplemental dietary beverages

Supplemental nutrition beverages must be distributed by the date shown on the package. While the product may be safe to consume after the date, the nutritional content may be compromised.

Safe Handling Guidelines

Food Preparation

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



Safe food preparation is centered on three important principles:

- Maintaining good personal hygiene
- Avoiding cross-contamination
- Preventing time-temperature abuse of foods

Good Personal Hygiene

All staff and volunteers who prepare food should:

- Bathe or shower daily
- Use hair restraints
- Leave jewelry at home
- Wear clean clothes
- Keep fingernails clean and well-trimmed
- Wash hands and forearms frequently

If any volunteer or staff is ill, he or she should not work with food. Furthermore, any person who has an infected cut or boil on hands or fingers cannot work with food.

Hand Washing

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

While handling food, you should wash your hands after:

- Using the toilet
- Handling raw foods
- Eating, drinking, smoking
- Touching dirty materials and equipment
- Sneezing
- Handling garbage
- Touching your body

To wash your hands correctly:

- Wet hands with clean, warm water and soap
- Rub hands together for at least 20 seconds
- Clean under the nails and between the fingers
- Rinse under clean, running water
- Dry hands with single-use towel

Wearing Sanitary Gloves

Sanitary gloves (do not use latex) prevent contamination.

Kitchen staff often find themselves doing many tasks over the course of meal preparation. You might be preparing a salad, cleaning a countertop, and washing dirty dishes. During this time, you might also take a bathroom or snack break. As with your hands, gloves can of course get soiled. So, be sure to change your gloves:

- After using the bathroom
- After smoking, coughing, or sneezing
- After taking out the garbage
- In between preparing raw foods and cooked or ready-to-eat foods
- When changing tasks in the kitchen.



Remember: Wash your hands thoroughly before putting on gloves. Wearing gloves is not a substitute for washing hands!

Avoiding Cross-Contamination

Cross contamination is the transfer of harmful microorganisms to already cooked or ready-to-eat foods. The contamination can come from four sources:

1. Raw food
2. Soiled food-service equipment, such as a knife or cutting board
3. Dirty, contaminated gloves, cloths or clothing
4. Dirty, contaminated hands



To prevent cross-contamination:

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

Preventing Temperature Abuse of Foods

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

Thawing

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

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

Remember: Do not thaw food on the countertop or in the sink!

Cooking

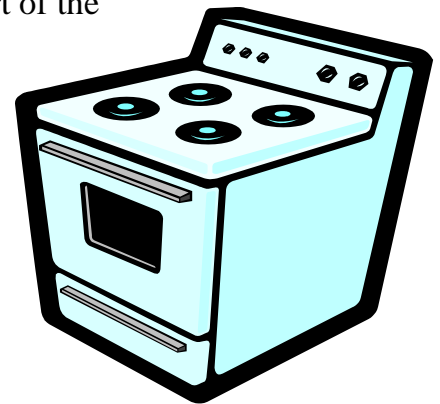
The only way to kill harmful bacteria and viruses that may be present in food is by cooking to proper temperatures.

Food	Internal cooking temperature
Poultry, stuffing, stuffed meats	165°F for at least 15 seconds
Ground or flaked meats	155°F for at least 15 seconds
Pork, veal, lamb	145°F for at least 15 seconds
Shell eggs, fish	145°F for at least 15 seconds
Leftovers	165°F for at least 15 seconds

To make sure foods are cooked thoroughly, check the food temperature with a clean instant read thermometer at the end of the cooking time.

Here are some helpful tips:

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



To calibrate your thermometer:

Place crushed ice in a small container.

Allow ice to melt to 50/50 ice and water

Stir to uniform temperature. Insert thermometer. If temperature does not register 32°F, adjust by turning by hand or using a wrench.

Cooling

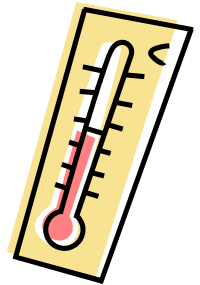
If you have leftovers or are preparing food ahead of time, you may need to cool cooked food. As with thawing and cooking, the main goal is to keep food out of the temperature danger zone as much as possible. Before placing foods in the refrigerator, perform one or more of the following actions, as appropriate:

- Cut large pieces of meat and poultry into pieces that are 3 inches thick or less. Pieces should weigh 6 pounds or less.
- Transfer soups, casseroles, and stews to shallow pans at a depth of 3 inches or less.
- Transfer broths to shallow pans at a depth of 4 inches.
- For thicker soups, gravies, and chili, transfer to shallow pans at a depth of 2 inches.
- Stir the food in a container placed in an ice-water bath.

To encourage quicker cooling, use uncovered containers while cooling in the refrigerator. Food must be cooled from 135°F to 70°F in 2 hours and from 70°F to 40°F in 2 hours. For larger pieces of food, you may want to take temperatures periodically to ensure that you are following this cooling schedule.

Reheating Foods

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



Serving Foods

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

- Keep hot foods at 135°F or above.
- If temperature falls below 140°F reheat food to 165°F.
- Hold cold food at 40°F or below.
- If you are holding food for over 2 hours, monitor food temperatures with a thermometer.
- Wear hair restraints and gloves while serving
- Avoid bare hand contact with ready-to-eat food at all times! Use forks or tongs.

Carrying Food Off-Site

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

Cleaning and Sanitizing

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

Cutlery, dishes, and food service utensils can be cleaned and sanitized in a three-bay sink. Depending on water temperature (see below), a dishwasher may not sanitize.

In a three-bay sink, follow these steps:

- a) Scrape any food into the garbage.
- b) Wash with hot soapy water.
- c) Rinse in hot water.
- d) Sanitize using a chemical such as chlorine, iodine or quaternary ammonium.
Follow the manufacturer's instructions to ensure proper concentration.

A dishwasher or sanitizer must heat water to a temperature of at least 180°F to sanitize effectively, unless chemicals are used to sanitize.

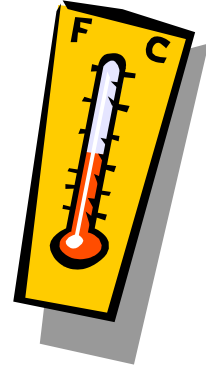
Food preparation surfaces should be washed, dried, and sprayed with a sanitizing solution. Allow to air dry.



Storage Guidelines

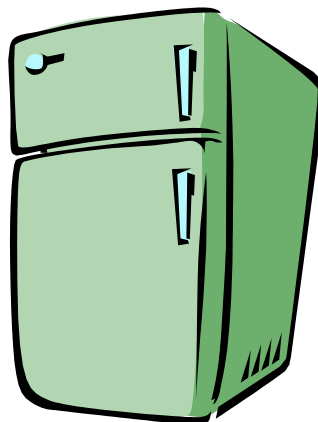
Dry Storage

- Keep floor clean of dirt and debris.
- Store food at least 4" off the ground.
- Maintain at least 4" space between wall and food items.
- Target storage temperatures between 50°F and 70°F.
- Rotate stock at least every 1-2 months.
- Keep chemicals stored on separate shelves or pallets.
- Maintain an ongoing system of pest control.



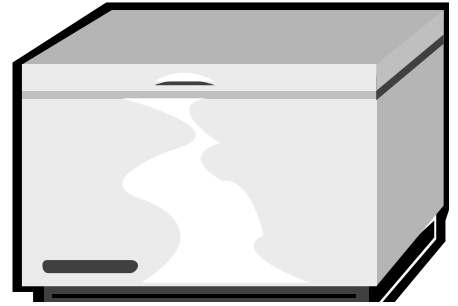
Refrigerator

- Keep refrigerators clean! Use a chlorine bleach solution to clean periodically. Check the chemical manufacturer's instructions to ensure the proper concentration.
- Do not crowd refrigerators with food. Airflow is necessary to keep a uniform temperature.
- Make sure door seals are tight.
- Maintain temperatures at or below 40°F, preferably at 37°F.
- Store raw meat products BELOW produce, ready-to-eat, and prepared foods.
- Equip each refrigerator with an internal thermometer.
- Record temperatures on log sheets as frequently as possible, preferably every day or every 2 days, and keep logs for reference. Check the temperatures at the beginning of the day, when the units are not being continuously opened and closed.
- Label the receiving date of each item or case of items.



Freezer

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



FIFO

All food should be rotated every two weeks, using the First In First Out method. Move older stock to the fronts of shelves, and put newer products at the back. FIFO should be used in all storage areas: dry, refrigerated and frozen. Mark incoming product with the date of receipt to be sure the older food is going out first. Much of what we distribute through the emergency food system has already spent time on grocery or home pantry shelves, and should go out to clients as soon as possible. Remember, we are running distribution centers, not storage facilities. Avoid maintaining large stores of food.

Produce Storage Guidelines

Produce that is in good condition does not necessarily need to be refrigerated.

This is a list of produce commonly received at food pantries, with storage temperature and hold time guidelines. Any produce that has signs of mold should be discarded immediately.

Item	Temperature (°F)	Typical shelf life (in days)
Apples	32-34	90-240
Artichokes	33-38	10-16
Avocados	55	3-7
Bananas	56-58	3-7
Beans, snap or green	40-45	4-5
Beets	32	30-90
Blueberries	32-34	10-18
Broccoli	32	10-14
Cabbage	32	90-180
Carrots	33-35	30
Corn	35-38	4-10
Grapes	32	56-180
Lettuce	34-36	14-21
Melons	50; below 45 for cut melon	14-21
Onions, bulb	40-60	30-180
Oranges	32-45	No
Pears	32	No
Plums	51-70	No
Potatoes	45-50	No
Rutabagas	32	No
Squash	Soft 41-50; Hard 50-55	Soft 95; Hard 70-75
Strawberries	32-34	90-95
Sweet potatoes	50-60	95-90
Tomatoes	Mature green or pink: 62-68	85-88
Turnips	32	90-95
Watermelon	50-60	90

Food Distribution

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

Eating at the Pantry

You may distribute snacks to waiting clients. Food safety standards must be adhered to. It's best to hand out individually-wrapped items. If the snack is an open box of donuts, for example, provide tongs and paper plates or napkins. Remember that donated food is for clients only; volunteers and staff may only consume food or drinks that are purchased for them.

Shelf Life of Food

Oregon Food Bank often distributes food items that are “past date.”

Food manufacturers use different date codes to insure that consumers receive their product at peak quality. Once a product is past that date, many manufacturers or retailers donate it to food banks. Food Bank staff monitors this food to ensure that the quality remains good. **This food is still safe to eat!**

This guide explains “shelf life”, or how long a food is good past its code date.

What do the dates on food packages mean?

The only foods that are required by federal law to have expiration dates are baby food, infant formula, and over-the-counter medications.

- Baby food should NOT be distributed past its expiration date.
- Many canned and boxed products are safe to eat long after the date on the container, and the shelf life of refrigerated and frozen foods can be extended if they are handled properly.
- Once a perishable item is properly frozen, it is safe indefinitely, although the quality slowly deteriorates over time.

Here are some code dates you may see on food packages:

Expiration Date (Examples: “Expires 2/15/12” or “Do not use after 7/9/11”)

Look for it on: Baby food and formula, medicines, vitamins, yeast, baking powder.

What it means: Do not distribute infant formula, vitamins, medicines or nutritional supplement beverage after the expiration date! Yeast and baking powder work less well after expiration but are safe to eat.

Pack Date (Examples: “Packed on 9/23/11” or “192 VIG 2109”)

Look for it on: Canned food, crackers, cookies, spices.

What it means: This is the date the food was packaged. The code is used by the manufacturer. Usually this food is of good quality and safe to eat past the date.

Sell By Date, or Pull Date (Example: “Sell by May 16, 2011” or “Best by June 23, 2011”)

Look for it on: Refrigerated foods such as milk, yogurt, tofu, packaged salad, dips.

What it means: The store must sell these foods before the date listed and often donates them when they are close to date. If the food has been handled properly it is still safe to eat. Food bank staff monitors this food to ensure that the quality remains good.

Use By Date (Example: Use by June 12, 2011)

Look for it on: Refrigerated food such as meat, deli items, bagged spinach.

What it means: Food must be distributed or frozen by this date. We recommend that frozen food be distributed within three months. Fresh Alliance meats are frozen on or before the use by date, and should be distributed within three months.

Any package that is open or leaking should be discarded immediately, regardless of date.

Please refer to your Fresh Alliance poster for information on how long particular items can be kept safely.



Product Labeling and Repacking

Every product distributed through a food pantry **must** have a label with the full list of ingredients. If you find food that is not labeled, discard it immediately. Mystery cans and unknown ingredients may be a serious danger to a client with severe allergies.

Some pantries do limited repack of bulk items. Here are several guidelines to follow:

- USDA food may not be repacked.
- Food that has already been repacked at Oregon Food Bank, (i.e., rice, beans, frozen carrots) may not be repacked into smaller portions.
- Food repack should take place in a certified kitchen, and be performed by staff or volunteers who have ServSafe training or food handler's cards.
- Repacked food must have ingredient labels attached to every package.
- Never thaw frozen foods in order to repack.

Product labels should contain the following information:

- The common name of the product.
- Statement of net weight.
- Address of the manufacturer or distributor.
- Ingredient list, in descending order of predominance.
- The phrase "not for resale."
- Keep Frozen or Keep Refrigerated, if necessary.

See next page for label examples.

Label examples:

CORN ON THE COB

KEEP FROZEN

Distributed by Oregon Food Bank, Portland, OR 97211

THIS PACKAGE NOT LABELED FOR RETAIL SALE!!

____ EACH PER PACKAGE

TOMATOES, CRUSHED, SALSA STYLE HOT

Tomatoes, Tomato Puree, Dehydrated Onion, Salt, Distilled Vinegar, Dehydrated Chipotle Pepper, Dehydrated Bell Pepper, Dehydrated Celery, Dehydrated Garlic, Red Pepper, Oregano, Citric Acid, Coriander.

Distributed by Oregon Food bank, Portland, OR 97211

This package not labeled for retail sale!!

NET WEIGHT 14.5 OUNCES (411 GRAMS)

SLICED YELLOW SQUASH

Distributed by Oregon Food Bank, Portland 97211

This Package not labeled for retail sale!

NET WEIGHT _____ (____ Grams)

KEEP FROZEN

SLICED CARROTS

Distributed by Oregon Food Bank, Portland 97211

This Package not labeled for retail sale!

NET WEIGHT _____ (____ Grams)

KEEP FROZEN

USDA DEHYDRATED SLICED POTATOES

DISTRIBUTED BY OREGON FOOD BANK

PORTLAND, OREGON 97211

10 OUNCES [284 GRAMS]

Preparation Directions

1. Place desired quantity of dried potatoes in pan
2. Add water to cover potatoes
3. Add salt (optional)
4. Bring to boil and cover pan
5. Simmer until tender (12 - 15 minutes)
6. Drain excess water

This Package not labeled for retail sale!!

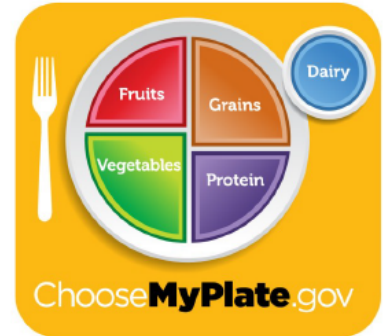
BASIC FOOD BOX

A guide for food supplies for 3-5 days. We are suggesting no less than the amounts shown, give more when possible. There are NO official limits on the amount of USDA or donated food in a food box, or the number of times a client may receive such commodities in a given month or year.

Please be as generous as supplies allow. A little extra can make a big difference.



PERSONS	1-2	3-4	5-6	7-8
VEGETABLES Fresh/Frozen/Can	3-6	8-11	11-13	14-15
FRUIT Fresh/Frozen/Can	2-5	6-7	9-11	12-14
PROTEIN FOODS—Meats Chicken, Turkey, Fish, Beef, Pork	2-4	3-4	3-4	5-6
PROTEIN FOODS—Plant based Beans (can/dry), Peanut Butter, Tofu	2	3	3	4
Canned or Prepared Meals Stew, Chili, Pork & Beans, Spaghetti Sauce & Pasta	1-2	2-3	3-4	4-5
EGGS	$\frac{1}{2}$ doz	$\frac{1}{2}$ doz	1 doz	1 doz
GRAINS Rice, Noodles, Pasta	2	2-3	3-4	4
GRAINS Bread, Tortillas, Flour, Baking/Pancake mix	1-2	1-2	1-2	2-3
GRAINS Cold Cereal or Oatmeal	1	1-2	2	3
DAIRY Yogurt, Cheese, Fresh Milk, Cottage Cheese	2-3	2-3	2-4	3-4
MILK Shelf Stable or Alternate	1	1	1-2	1-2
VEGETABLE OIL	1	1	1	1
JUICE (32-46 oz)	1	1-2	2-3	3
OTHER as available: Mac & Cheese, Skillet or box/packaged meals, soup, tea, coffee, salsa, ketchup, margarine, dessert, cookies, snacks, chips, crackers, mayo, olives, processed meats				



- Combine items within categories to reach suggested unit numbers.
- Unit in columns is usually the common size encountered in pantries: 2# USDA beans/rice, 5# flour, 29 oz USDA pork, 1# USDA frozen pork, etc.
- For Fruit, one 15 oz can is one unit, or 3 fresh fruit is one unit.
- For Vegetables, one 15/16 oz can is one unit. A 2# pkg frozen veg is 5 units. For fresh veg, 2# is 5 units.

Special Dietary Needs

Many persons seeking food assistance have special dietary needs. Often, people will not tell you if they are pregnant, breastfeeding, diabetic or have restricted diets – please ask your clients if they have special needs. Suggestions for special need diets are listed below, but the best resource is the client. Ask them what they cannot eat and how you can best accommodate their needs.

Pregnant and Breastfeeding Women

Add extra: Dairy foods, protein foods, fruits, vegetables, pasta

Put less: Cookies, candies, other sweets, grains and breads

Sodium/Salt Restricted Diets

Add extra: Fresh and frozen vegetables

Put less: Bottle salad dressing, processed food, pickled, smoked or cured food

Recommend to client that canned vegetables be drained and rinsed with water before eating.

Diabetic Diets

Add extra: Canned fruit in its own juice, bread and grain products, potatoes, unsweetened cereals, fresh fruit, 100% fruit juice

Put less: Items that list sugar, corn syrup, dextrose and fructose at the beginning of list of ingredients (e.g., candy, cookies, donuts, sweetened cereals, any type of concentrated sweets)

Recommend to client that all canned fruit in syrup be drained and rinsed in water before eating.

Tips for Making Food Packages for Those with No Cooking Facilities

If possible, provide your clients who have no cooking facilities a can opener with their food.

- ◆ Try to give non-fat dried milk instead of evaporated milk. Dried milk can be made in small portions so it does not need to be refrigerated.
- ◆ Food in cans can be heated by putting the can under hot running water.
- ◆ Dried soups are good because you can simply add hot water.
- ◆ Peanut butter is one of the best things to give because it is full of protein.
- ◆ Hot cereal is a better choice of cereals because you only need to add hot water.
- ◆ Encourage your clients to eat beans – they are some of the best sources of protein.
- ◆ If you don't have dried soup to give, canned "broth" type soups are easier to heat.
- ◆ If you don't have jelly to give along with peanut butter, cranberry sauce can go in its place.
- ◆ ASEPTIC packaging – the type of container used for juices (they have a little straw attached – do not need refrigeration).
- ◆ Always try to put in smallest package sizes – so leftovers do not need to be refrigerated.

Disaster Preparedness

In the event of a disaster, emergency food agencies may be called upon to provide food to affected people. In order to prepare, we suggest you spend some time developing a disaster plan, including evacuation maps, emergency supplies, and contact information for various agencies and organizations. The following pages provide a template, as well as a list of supplies to have on hand. Additionally, we recommend every staff member and volunteer put together an emergency kit for their home. We will only be able to help others if we are safe, fed and clothed.

It's important to remember that communications systems are often overloaded or unavailable in the aftermath of a disaster. Email and text messages are often easier to send and receive than phone calls. If there is a HAM radio operator in your area, he or she may be able to make contact with others in non-affected areas. Learning about emergency resources before they're needed is the first step towards preparedness.

Your Regional Food Bank should have a disaster plan to share with you. Be sure to get the key contact numbers for the disaster team, and keep them in several locations.

Please attach evacuation maps, contact lists, phone trees, and any other materials.

Regional Food Bank

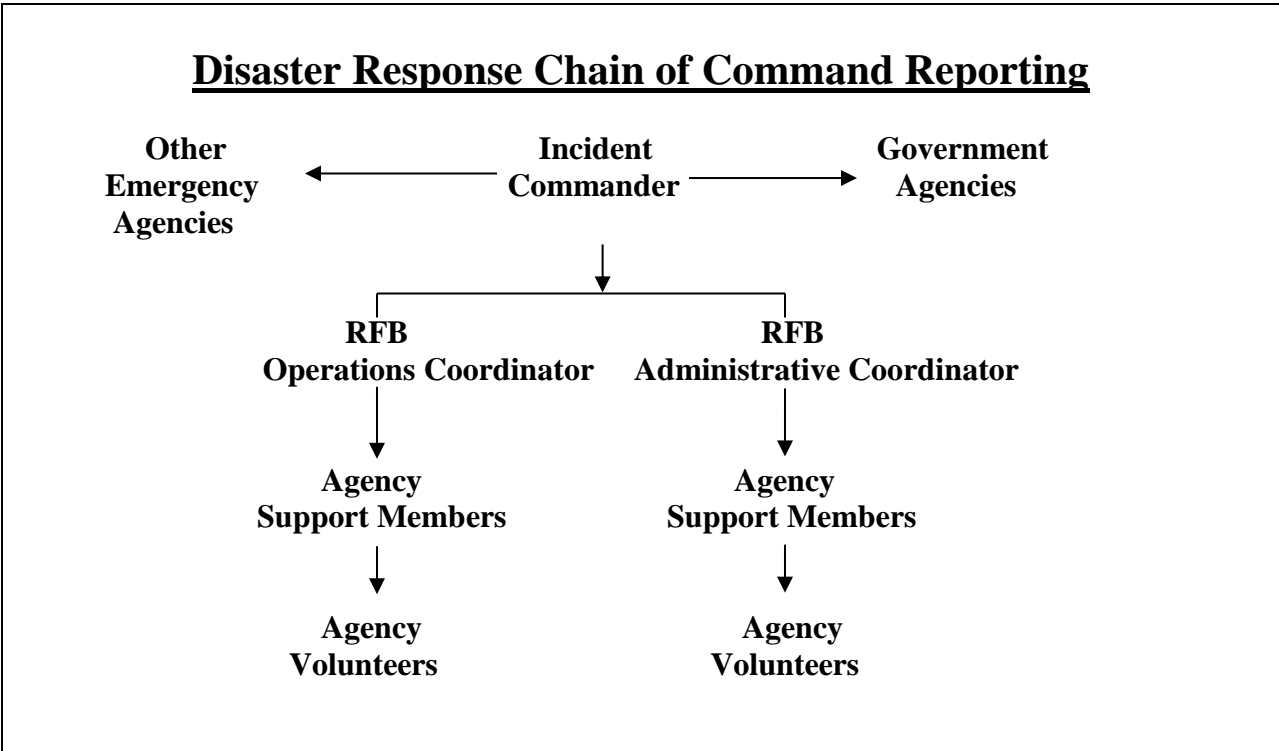
RFB Incident Commander: _____

RFB Operations Coordinator: _____

- Support Member: _____
- Support Member: _____

RFB Administrative Coordinator: _____

- Support Member: _____
- Support Member: _____



Contact Lists

OFB CONTACTS:

(1-800-777-7427)

RFB NETWORK CONTACTS:

RFB CONTACTS:

Director

Employee 1

Employee 2

LOCAL AGENCIES:

EFB Agencies

Meal sites

Supplemental

EMERGENCY SERVICES:

Red Cross

Local Emergency Management

FEMA

Road Conditions

Police Non- Emergency

Hospital

Health Department

Fire Department

BUILDING SERVICES:

Electric

Telephone/Internet

City Sewer and Water

City Sanitary Services

Freezer/ Cooler Repair

OTHER SERVICES:

Housing

Clothing

Transportation

Churches

Equipment / Supply Needs

Some basics of an on-site supply cache are:

- First aid supplies
- Food (see Emergency Food Reserves)
- Water (1 gallon per person per day)
- Lights/Flashlights
- Radio(s)
- Can opener
- Batteries
- Whistles
- Blankets
- Garbage bags
- Duct tape
- Extra cash
- Personal hygiene supplies
- Gloves, extra clothing, sturdy shoes
- Deck of cards
- Crescent wrench (for utility shut-off)
- Other tools
- Ponchos or other rain gear
- Matches
- Paper, pens and markers (in water-proof containers)
- Rope
- Utility knife
- Necessary medicines
- Alcohol hand cleaner
- Thermometer

First Aid Kits:

One first aid kit will be maintained in a location accessible to all staff members and volunteers. In addition to this, and where applicable, first aid kits may be maintained in other areas, particularly in areas where production takes place and the chance of cuts and burns exist.

Each first aid kit will consist of the below listed items and be inspected and replenished as needed, at a minimum of one time per month. A storage box, capable of being cleaned and sanitized, will be used to store the first aid items.

- Disposable gloves
- Moist antiseptic wipes
- Adhesive bandage strips
- Adhesive tape
- Sterile tape
- 1" gauze roll
- 2" gauze roll
- Burn treatment ointment
- 3" wide elastic bandage
- Small scissors
- Tweezers
- Iodine
- Antiseptic cream
- Eye wash (saline solution), eye cup (in lieu of eye wash station)
- Instant ice pack
- Alcohol hand sanitizer



Boards of Directors of Non-Profits: Roles and Responsibilities

Understanding Your Role

Board members are recruited for a variety of reasons. Some individuals are talented fundraisers and are sought by charities for that reason. Others bring credibility and prestige to an organization.

But whatever the other reasons for service, the principal role of the board member is stewardship. The directors of the corporation are ultimately responsible for the management of the affairs of the charity. This requires active participation. People who do not have the time to regularly participate should not agree to be on a board. The board must ensure that the organization is operated for a charitable/public purpose; it may not be operated for private benefit. Proper stewardship requires that the organization's assets be held "in trust," to be applied to its charitable mission.

One of the most important functions of the board is keeping the resources and efforts focused on the charity's mission. This requires the board to have an adequate understanding of the organization's programs, people and resources available to achieve the organization's goals. As a starting point, every board member should be familiar with the organization's Articles of Incorporation and Bylaws.

The board is not expected to manage the day-to-day activities of the charity. The directors appoint officers so that they, in turn, can carry out the day-to-day activities of the organization. It is the board's responsibility to hire the chief executive officer and to oversee that person's work to see that the charity is fulfilling its mission. The board should periodically review and assess the chief executive's performance. If it becomes necessary, the board has the authority and the responsibility to discharge the CEO.

A related function of the board is to set the compensation of the charity's CEO. Every board member should know what the CEO is paid and participate in the final decision. The compensation should be reasonable for the services rendered and compare favorably to similarly-situated executives. The board should remember that CEO compensation, as well as that of other key executive officers, may be important to donors, beneficiaries and the community at large. The compensation levels will be reported in financial reports which will be accessible to the general public.

Understanding Your Rights

In order to carry out your legal responsibilities as a board member, you must be able to make informed judgments about important matters regarding the organization and operations of the charity. The law permits you to reasonably rely on information from the charity's staff, its lawyer, its accountant, outside advisors, and board committees in making those judgments.

Your right to information includes the following: You have the right to reasonable access to management, to have reasonable access to internal information of the organization and to the organization's principal advisors, such as its auditors and lawyers. Senior management must also be willing to facilitate board access to books and records of the charity. The board has the right, if necessary, to engage the services of outside advisors at the charity's expense to assist it with a particular matter.

Understanding Your Responsibilities

In carrying out board responsibilities, the law generally imposes three duties of trust. They are regularly described as the duties of due care, loyalty to the corporation and obedience to the law.

Duty of due care. This responsibility generally requires that a director must discharge the duties with the care an ordinary prudent person in a like position would exercise under similar circumstances. ORS 65.357. Directors need not always be right, but they must act with common sense and informed judgment. To exercise this duty properly, boards must pay particular attention to the following:

- **Active participation.** A director must actively participate in the management of the organization including attending periodic meetings of the board, evaluating reports, reading minutes and reviewing the performance of the executive director.
- **Reasonable inquiry.** Directors should request and receive sufficient information so that they may carry out their responsibilities as directors. When a problem exists or a report on its face does not make sense, a director has a duty to inquire into the surrounding facts and circumstances. The director also has a duty to investigate warnings or reports of officer or employee theft or mismanagement.

Duty of loyalty. Directors have a duty to give their undivided loyalty to the charitable corporation. Decisions regarding the organization's funds and activities must promote the organization's public purpose rather than private interest. Any potential conflict transactions should be scrutinized closely by the board with the realization that the public will predictably be skeptical of such arrangements. There are some general principles which will serve to guide boards faced with conflict of interest situations.

- **Conflicts in general.** While transactions between the charitable corporation and individual board members, their families and businesses they own or operate should be avoided, they are not absolutely prohibited. Under certain circumstances, a contract or transaction between a nonprofit corporation and its director or an organization in which the director has a material or financial interest is acceptable. However, if the transaction is challenged, the director will have the burden of establishing that the contract or transaction is fair and reasonable, that there was full disclosure of the conflict and that the contract or transaction was approved by members or other directors in good faith. ORS 65.361. The board should only approve the transaction if it is clearly in the best interest of the charity.
- **Written policy.** The board should establish a written policy for dealing with conflicts of interest. The policy should address disclosure of financial interest and withdrawal from discussion and voting by interested directors. Due to the sensitivity of conflicts of interest, the board may want to require that transactions benefiting a director may be approved only by a greater than majority vote. Also, requiring an annual disclosure by all board members of their business involvement with the nonprofit organization is recommended.
- **Loans.** In general, a charitable corporation may not lend money to an officer or director. There is one statutory exception. The law allows loans for executive relocation expenses under certain circumstances. ORS 65.364.
- **Corporate opportunity.** Directors of business organizations are under a trust obligation not to divert a corporate business opportunity for their personal gain. A director of a nonprofit corporation is also subject to this duty. This duty means that a director may not engage or benefit from a business opportunity that is available to and suitable for the corporation unless the corporation decides not to engage in the business opportunity and conflicts of interest procedures are followed.

Duty of obedience. Directors have a duty to follow the organization's governing documents (Articles of Incorporation and Bylaws), to carry out the organization's mission and to ensure that funds are used for lawful purposes. Also, directors must comply with other state and federal laws that relate to the organization and the way in which it conducts its business. For example, directors should be familiar with:

- **Federal law.** Charitable corporations usually apply to the Internal Revenue Service for exemption as a tax-exempt organization. Corporations which fail to do so may have their income taxed at normal rates, and contributors to the corporate charity may not be able to deduct their contributions on their income tax returns.

- **State law.** In general, charities must register and file an annual financial report with the Attorney General's office. If an organization contemplates using bingo or raffles to raise revenue, it may need to obtain a charitable gaming license from that same office. A nonprofit corporation must also file an annual renewal with the Corporation Division of the Secretary of State's office.
- **Mission and procedures.** Directors should be familiar with the organization's governing documents and should follow the provisions of those documents. Directors should be sure proper notice is given for meetings, that regular meetings are held, that directors are properly appointed and that the organization's mission is being accomplished.

Other duties. In addition to the above three general fiduciary duties, there are a number of specific responsibilities which must be observed by nonprofit corporate board members.

Satisfactory corporate documents and records. A charitable corporation is required to have Articles of Incorporation and Bylaws. You should see that they are updated and consider amendments if they do not reflect the current mission and operating procedures of the organization. The organization is also required to keep minutes of its board meetings and a record of all actions taken by committees of the board of directors. ORS 65.771.

Adequate financial records and controls. One of the board's responsibilities is to oversee the organization's financial affairs. Make sure that the organization has adequate internal accounting systems and controls. With embezzlement from nonprofit organizations on the rise, it is imperative that financial controls are in place before theft occurs. The board should be responsible for approving the organization's annual budget. Board members should expect the CEO (or other designated staff) to produce timely and adequate income and expense statements, balance sheets and budget status reports, and should expect to receive these in advance of board meetings. With large organizations, the board should employ, either directly or through an audit and finance committee, an independent auditor and review the auditor's annual report at a face-to-face meeting.

Safeguarding. The board should oversee the effective use of the resources of the organization. Policies should be adopted and large transactions approved to ensure that the organization's assets are not misapplied or wasted. The board should ensure that the assets are invested prudently, avoiding high risk investments and employing some diversification of investments.

Observing donor restrictions. All donations must be used in a manner which is consistent with the organization's stated mission. However, some donors designate that gifts are to be used for a particular purpose. It is important to keep faith with donor intentions. The board is obligated to see that such restricted funds are used for the stated purpose(s).

Responsible solicitation activities. Some organizations decide to hire professional fundraisers to conduct or assist in soliciting donations. When hiring a fund raiser, select one who is trustworthy; ask for references. Make sure any contract with a professional fund raiser or consultant, especially the terms for compensation, is fair and reasonable from the charity's perspective. Be aware that most donors expect the majority of their contributions to be used for program services and that many “watchdog” organization standards limit annual fundraising costs to no more than 35% of total expenditures. Certain types of contracts require the organization's officers and directors to observe specific procedures. ORS 128.814.

Personal Liability

It is possible that board members of a charitable corporation will find themselves sued as personal defendants in a lawsuit filed by an “outside third party” who has incurred some personal injury or financial loss as a result of dealings with the organization. To encourage citizens to serve as board members for charities, the law cloaks volunteer board members with qualified immunity. They cannot be sued for negligent acts. They may, however, be subject to lawsuits alleging that a loss was due to their gross negligence, willful or fraudulent acts.

Note: The IRS may also hold directors personally liable if the organization violates federal tax law. The most likely situation is the failure of the organization to perform mandatory payroll withholding. Because there is some degree of risk, including the cost of defending a frivolous claim, directors should discuss with the organization's attorney the prospect of purchasing directors and officers (D and O) liability insurance, and/or including indemnification provisions in the organization's governing documents.



Suggested Resources

Oregon Department of Justice
1515 SW 5th Avenue, Suite 410
Portland, OR 97201
(971) 673-1880

Nonprofit Association of Oregon (formerly TACS)
1001 SE Water Street, Suite 409
Portland, OR 97214
Nonprofit Organization Information and Referral Helpline: (503) 233-9240
Website: www.nonprofitoregon.org

Pacific Non-Profit Network Southern Oregon University
1600 N. Riverside #1094
Medford, OR 97501-5939
(541) 779-6044

Institute for Nonprofit Management Portland State University
PA/INPM
PO Box 751
Portland, OR 97207-0751
(503) 725-8221
Fax: (503) 725-8250
Email: inpm@pdx.edu
Website: www.inpm.pdx.edu

National Center for Nonprofit Boards
1828 L Street NW, Suite 900
Washington, D.C. 20036-5104
(202) 452-6262
Website: www.boardsource.org