



Forgotten Harvest Agency Resource Manual

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ForgottenHarvest.org

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Welcome to Forgotten Harvest...

As a partner Agency to Forgotten Harvest, we want to first thank you for your partnership and dedication to ending hunger in our community. Without the work you and our many other partners do, Forgotten Harvest would not be able to fulfill our Mission of relieving hunger and preventing nutritious food waste in our community.

This resource is used to provides partner agencies with the tools and knowledge needed to achieve compliance requirements and to successful manage a distribution. It details policies enforced by Forgotten Harvest, as a requirement of the USDA and Feeding America.

As a member of the Feeding America network, Forgotten Harvest is held accountable to a strict set of rules and governing procedures that ensure food is distributed safely as it pertains to State, IRS, and Federal law. Accordingly, we expect each partner agency to follow the policies and procedures outlined not only in this handbook, but also the guidelines set forth in the Forgotten Harvest Agency Agreement and any of the appropriate appendices.

This handbook serves to address and answer any questions that may arise as a condition of partnership with us. It will guide agencies and help to build a better understanding of the standards and regulations. Forgotten Harvest will make every effort to notify partner agencies when official changes in policy or procedure have been made.

Your Client Services Team,

Kelli Kaschimer
Director, Client Services and Markets

Krista Poole
Manager, Client Services

Robbya DuBose
Client Service Specialist

Dawn Sketch
Client Service Specialist

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Robbie Eddins
Choice Market Coordinator

Robbie Eddins
Choice Market Coordinator

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Client Coordinator

Our Purpose

For over 30 years, Forgotten Harvest has fought two problems: hunger and waste.



In 1990, we set down roots in the greater metro Detroit area and began rescuing food surpluses from grocery stores, markets, restaurants, caterers, and more. We took healthy donated food, which would otherwise go to waste, and delivered it free-of-charge to emergency food providers in the metro Detroit area. Our work has since expanded to include Forgotten Harvest Farms, where we grow fresh food for those in need.

The food we rescue and produce is delivered to metro Detroit families who are food-insecure and struggle to cover the cost of basic life necessities.

Our food helps bridge the income gap for tens of thousands of people, allowing them to secure some basic life necessities for themselves and their family.

Our Mission

We are dedicated to relieving hunger and preventing nutritious food waste.

Our Vision

We envision communities that work together to end hunger and increase individual, neighborhood, economic, and environmental health.

Solutions that Nourish Campaign

As we celebrated our 30th anniversary, Forgotten Harvest embarked on a transformational strategy to deliver the Right Food to the Right Place in the Right Quantity at the Right Time. This innovative vision will enhance health, nutrition, and community wellness maximizing the alleviation of hunger and food insecurity across southeastern Michigan.



Agency Eligibility

At Forgotten Harvest, we distribute food daily to more than 250 agencies of soup kitchens, emergency food pantries, senior centers, children's homes, domestic shelters, homeless shelters, group homes, and more. In order to be considered as an agency, an organization must meet specific criteria that will help to ensure that the partnership will further the mission and the work of Forgotten Harvest.

Priority for new Agency Partnerships is given to agencies serving vulnerable populations, including children, seniors, and families. Other factors in the selection process include the agency's service to high-poverty areas and frequency of service/capacity for distribution of perishable foods. Using Census data, we can identify, to the block level, the highest concentrations of poverty in the tri-county area. Priority is given to agencies serving areas of greatest need that are not already being serviced by Forgotten Harvest.

Requirements for all Forgotten Harvest Partners:

- Be a 501(c)(3) nonprofit organization with proof of status from IRS in good standing *
- Have services to benefit the ill, infant or needy **
- Compliance with Legal Requirements. Agency must maintain all licenses and permits required by the State of Michigan, and any other governmental authority, needed to operate in accordance with all applicable laws, rules and regulations.
- Have appropriate level of Food Service training and certification with documentation and maintain and ensure the safety of product received
- Facilitate and gather accurate data capture at each distribution through Link2Feed System within required timeframe
- Have an identified and named onsite Pantry Manager/Lead, Data Lead and Food Safety Lead
- Sign and adhere to Forgotten Harvest Agency Agreement and appropriate appendices
- Allow for yearly onsite Audit from Forgotten Harvest Staff as well as onsite ad-hoc visits as needed
- Complete and adhere to annual Civil Rights Training
- Must service ALL individuals equally and fairly with dignity and respect
- Product may ONLY go to **individuals** in need. Product may NOT be transferred to another organization without prior express approval from Forgotten Harvest
- At no time may food be withheld from any client on a basis of payment, volunteerism, church/organization patronage/membership or withheld for any other stipulation.
- Agency Partner must be willing to adhere to any additional donor stipulations
 - Forgotten Harvest will notify Agency when these stipulations occur
- Agency Partner agrees to accept all product in an "as is" condition.
- Agency Partner must accept product with past due, use by dates, provided that there are no signs of deterioration. Product "use by" dates do not necessarily indicate the useful life of a product.

Products are often good beyond this date. Forgotten Harvest staff are available for consultation on questionable products.

- Agency Partner will notify Forgotten Harvest before any changes, temporary or permanent, to the schedule are made throughout the year
- Agency Partner will inform the Forgotten Harvest Client Services Department whenever a distribution disruption will take place or has taken place (closed for any reason). This information needs to be received by FH as early as possible, but no later than three (3) business days after the event so FH can document this.
 - If possible, post a sign on the site's recipient entrance door indicating: the closure; the day and time of the next distribution at that location; and directions to call 2-1-1 for information regarding other assistance opportunities available that same day.
 - Inform all new intake clients of this closure procedure.
- New agencies need to provide service on at least a BI-weekly bimonthly (twice a month) basis and be able to take delivery of food at least bi-weekly
- New agencies must maintain full implementation of client data collection in the Link2Feed system
- Agency will send at least one representative from their organization to the Forgotten Harvest Annual Agency Conference

**As of 2019, Forgotten Harvest no longer accepts new agencies using the Church Qualifier Form. All new agencies must provide verification of 501c3 status or affiliation under the parent organization that holds 501c3 status.*

*** "Ill, Infant or needy" refers to the USDA required statement of eligibility*

Requirements for receiving TEFAP/USDA product:

- Comply with the requirements in 7 CFR Part [250](https://www.law.cornell.edu/cfr/text/7/part-250), [251](https://www.law.cornell.edu/cfr/text/7/part-251), and other regulations and policies referenced in the state plan and in the State agency's written agreement with FNS
 - 250: <https://www.law.cornell.edu/cfr/text/7/part-250>
 - 251: <https://www.law.cornell.edu/cfr/text/7/part-251>
- Comply with Civil Rights Requirements
 - Agency Leaders must complete annual Civil Rights Training from MDE or Forgotten Harvest
 - New day of volunteers must be given at least the shortened version of the Civil Rights Training (see "Civil Rights Form for Volunteers" in resources)
- During program's hours of operations, Agency Partner must be willing to distribute USDA (TEFAP) product to **any eligible client** who asks for food assistance.
 - Agencies receiving USDA product may not turn away clients based on address/residency or any other criteria
- Agency Partner is expected to collect, keep, and share with FH all USDA (TEFAP) participation records that include date of distribution (issuance), participant name, address, number in household and means of eligibility using current, approved **Certification Procedures**, along with **Reporting Procedures**.
 - Link 2 Feed data is compliant with USDA requirements

- See “Additional Resources” on our website for the most recent version of the client data collection form.
- Agency Partner must **not** ask for or require **any** verification of a client’s identity, residency or income, e.g., no paystubs, drivers’ licenses, utility bills.
- Agency Partner will conduct outreach that includes the program name (TEFAP), the site’s name, address, distribution days/dates, times.
 - Agency Partner must include the short form of the non-discrimination statement on all pantry outreach materials, where space does not allow the long form. (The long form is on the sign-in sheet and poster): “This institution is an equal opportunity provider.”
- Agency Partner must display pantry hours for clients to see even if pantry is closed.
- Agency Partner must display the current “And Justice For All Poster” during USDA (TEFAP) distribution for clients to see.
- Agency Partner will have a Limited English Proficiency (LEP) plan to provide resources in the event a non-English speaking participant comes for USDA (TEFAP) food.
- **If** product is being stored onsite by Agency Partner:
 - a) All product obtained from Forgotten Harvest must be stored on site at the Agency Partner’s facility and not on property deemed as a residential property.
 - b) All storage areas must be clean, dry, free of contaminants, and secure.
 - c) All product obtained from Forgotten Harvest must be stored a minimum of 6” off the floor. Food may not be stored along with chemicals.
 - d) An Integrated Pest Management system must be in place and practiced. Verifiable documentation of inspection must be obtained by Agency Partner at least once every thirty (30) days and delivered to Forgotten Harvest.
 - e) All freezers and refrigerators must be clean and held at appropriate temperatures. Freezer temperature must be equal to or less than zero degrees and refrigerator temperatures must be equal to or less than 40 degrees. Units must have visible thermometers.
 - f) Food must be stored in proper order for food safety. Food must be stored away from heat sources.
 - g) Agency Partner must ensure safe and proper handling of donated goods, conforming to all local, state, and federal regulations.
 - h) Agency Partner must have at least one, ServSafe and/or Food Handler Certification (as further described in the Resource Manual) from FH trained staff/volunteers. If preparing food, Agency Partner must have at least one ServSafe Food Manager on site as required by the State of Michigan. Agency Partner will not be able to receive product until ServSafe training has been completed and training documentation has been received by Forgotten Harvest.
 - i) Unlabeled products available to congregate agencies must be kept in labeled cases until used.

Types of Distribution Partnerships and Specific Requirements:

In addition to the requirements listed above, different types of partnerships/distributions will have different and specific requirements in order to operate in compliance. These requirements come from a variety of organizations such as: Feeding America, USDA, MDE and local state/federal regulations.

Additional requirements and compliance for Mobile Pantry Distributions:

- Sign and Adhere to Forgotten Harvest Agency Agreement including Mobile Pantry section
- Agency lead must sign off on delivery and note **any** discrepancies or concerns at that time. Concerns can be noted on the invoice or within the system.
 - You may also contact your Client Services Specialist with concerns at any time
- Enough space/road/lot to safely process 100-800 cars per distribution without impacting local traffic
 - Work with local municipality and law enforcement to subvert any potential traffic complications
- Allow adequate and safe space for client without personal transportation to wait and receive food (walk up clients)
- Parking Lot/Space that can accommodate a Semi Truck or Large Box Truck
- Surface area that is flat and free from holes/damage so that a pallet jack can safely operate
- Able to clear/maintain surfaces free from snow and ice during winter season
- Recruitment and management of volunteers for distributions (Approx. 15-20 volunteers)
- Facilitate and gather accurate data capture at each distribution through Link2Feed System to be submitted no later than 48 hours after distribution
- Internet/Wi-Fi service at distribution site
- Restroom facilities available for FH staff and Volunteers

Additional requirements and compliance for Brick and Mortar Distributions:

Pantry or Client Choice Pantry:

- Sign and adhere to Agency Partnership Agreement, Section 2.
- Agency must have staff onsite during distribution with Food Handlers Certification
- All data must be collected and provided to Forgotten Harvest NO LATER than the 5th of the following month
- Provide a 4-hour or more delivery timeframe

Shelter/Housing, Soup Kitch or Congregate Meal Site:

- Sign and adhere to Agency Partnership Agreement, Section 2.
- Agency must have staff onsite during meal prep and serving with ServSafe Manager Certificate
- All data must be collected and provided to Forgotten Harvest NO LATER than the 5th of the following month
- Provide a 4-hour or more delivery timeframe

Agency Enablement/Pickup:

- Sign and adhere to Agency Partnership Agreement, Agency Enablement Section 5.
- All data must be collected and provided to Forgotten Harvest NO LATER 48 hours after pick up or 48 hours after distribution.
- Agencies will adhere to the following guidelines for loading, transporting and storage of food safely:
 - Ensure safe transportation of food from point of pick up to point of delivery
 - a) Refrigerated trucks should be kept at 41 degrees or below
 - b) Non-refrigerated vehicles must use methods to ensure food stays within temp during transportation
 - i) Thermal blankets may be available for use from Forgotten Harvest
 - ii) Thermometers will be made available to check food temps
 - iii) Ice Packs and coolers may also be used when needed
 - c) Food Safety rules should be followed during transport to prevent cross contamination
 - Track and maintain temperature log onsite for a minimum of 2 years
 - Refer to “Transport Temperature Log” in Additional Resources
- If picking up from a donor location, Agency Partner must log donation in Meal Connect

Additional Requirements for a Redistribution Organization:***More details to come as this area of Forgotten Harvest grows!***

A Redistribution Organization is a Partner Agency of Forgotten Harvest who acts in our place for specific functions of our food bank. These actions that RDO's are able to carry out, may include:

Distribution and redistribution of Products to an identified list of other Distribution Partners (Agency Partners and/or Program/Host Site Partners) on a regular and ongoing basis in the RDO's service, and located in the Partner Food Bank's Service Area.

And/or

Providing Distribution Partner management for a geographically defined area of service or defined set of Distribution Partners, including onboarding, required levels of food safety training, file management, monitoring, and required reporting for Agency Partners or Program/Host Site Partners, and located in the Partner Food Bank's Service Area.

Representing Our Brand

At Forgotten Harvest, we take our commitment to service the community seriously. Due to the nature of your work, you may even be interviewed by the media. It's important you identify a leader within your organization who is passionate about the cause and is willing to speak effectively to the goals you have worked so hard to achieve. If you're reading this, there is a good chance we are talking about YOU!

As a community leader working to combat food insecurity in partnership with Forgotten Harvest, you have a special responsibility to carry our collective values and deliver our message to the neighbors you support.

So, what does it mean to represent Forgotten Harvest?

- Treating every person with dignity and respect. That includes our clients, volunteers, community members, and visitors.
- Be passionate about your mission! That means, when asked, being open to speak with pride to your organization's work, goals, and other achievements that you're proud of.
- Work together with your community to help end hunger and increase individual, neighborhood, economic, and environmental health.

With these values in mind, we believe you will be able to deliver the best service to those you reach. We at Forgotten Harvest are humbled by your commitment to our partnership and to your community.

Marketing Tips and Resources:

Remember, maintaining consistent and aligned branding across all touchpoints is crucial for building a strong and recognizable brand identity. By effectively communicating the brand guidelines and fostering a culture of adherence, you can help ensure that everyone involved in representing the brand understands and follows the guidelines.

When using the Forgotten Harvest logo or name in marketing materials, please make sure to coordinate with your Client Service Specialist. There are specific rules and guidelines in regards to your food distribution materials that need to be followed in order to maintain compliance with the USDA.

Further, following brand guidelines is not just about maintaining design consistency; it's about building a strong brand identity that fosters trust, recognition, loyalty, and differentiation in the market. When everyone involved in representing the brand understands and respects the guidelines, the brand can truly shine and make a lasting impact on its audience.

Please work with your Client Service Specialist on any flyers or publications in relation to your food distribution.

Shared Language:

Many times, in differently industries, terms, acronyms and definitions may vary. Below you will find some commonly used terms/Acronyms relevant to your Partnership with Forgotten Harvest:

Agency Enablement: Agency Partners who pick up directly from retail donors or the Forgotten Harvest Warehouse.

Agency Partner: Non-profit Organization who serves those in need with goods/resources from Forgotten Harvest (or other Food Banks) for the benefit of the ill, infant, or needy.

Brick and Mortar: Agency Partners that have a food distribution located inside (Pantry, Client Choice, Soup Kitchen or Shelter).

Client Service Specialist (CSS): Specific staff member at Forgotten Harvest who is assigned to work with and help each agency partner.

Client/Neighbor: These are the people we serve. Our goal is to serve each Client/Neighbor with dignity and respect.

Donated Product: Any items received from Forgotten Harvest through your normal food supply delivery or pick up.

FarEye: Transportation management system used by Forgotten Harvest to route, track and optimize delivery. Agency Partners will receive communication from FarEye.

Food Bank Council of Michigan (FBCM): The Food Bank Council of Michigan was created in 1984 to implement a unified strategy to address and alleviate hunger statewide by increasing emergency food resources and advocating on behalf of the hunger relief network (like Forgotten Harvest).

Food Bank/Food Rescue Organization: A place where stocks of food, typically basic provisions and nonperishable items, are supplied to non-profit organizations in the area for distribution to those in need. (Example: Forgotten Harvest)

Feeding America (FA): Feeding America is a non-profit organization that works to end hunger in the United States by providing food and resources to people in need. The organization's network includes more than 200 food banks (including Forgotten Harvest), 21 food bank associations (including the Food Bank Council of Michigan), and over 60,000 partner agencies (including you!), food pantries, and meal programs.

Link2Feed (L2F): Platform used to register and capture client information for distributions.

Mobile Pantry (MP): Partner Agency where Forgotten Harvest brings large quantities of like/palletized food with the intent to distribute to hundreds of households within 3 hours in a drive thru type setting.

Redistribution Organization (RDO): Agency Partner that not only distributes food to clients, but also to other pre-approved sub-agency partners. *NOTE: RDO's are the ONLY Agencies allowed to re-distribute food to other organizations.*

The Emergency Food Assistance Program (TEFAP): TEFAP (from the USDA) supplements the diets of low-income needy persons, including elderly people, by providing emergency food and nutrition assistance.

United States Department of Agriculture (USDA): The USDA's food distribution programs strengthen the nutrition safety net through the distribution of USDA Foods and other nutrition assistance to children, low-income families, emergency feeding programs, Indian reservations, and the elderly.

New Distribution Launch Planning and Considerations for Pantries:

Starting a new distribution can seem overwhelming at first, but it is important to know that you are not in this alone. You will have a specific Forgotten Harvest Client Service Specialist to guide you through your launch and throughout your partnership with us. Below you will find some of the considerations and plans that you should have laid out prior to your distribution to ensure a smooth and successful launch.

Types of Distributions:

Mobile Pantry: In a Mobile Pantry distribution Forgotten Harvest will arrive approximately 1 hour prior to your planned start time. We will provide pallets of food products to be distributed that day in a predetermined time frame. Food will be distributed directly to the client by volunteers, who load the food items into their cars while the client drives through the line. All clients will receive similar items based on their household size. No food is stored onsite, and all leftover items will come back to the Forgotten Harvest Warehouse to be distributed to the community through another pantry.

Brick and Mortar Pantry: Forgotten Harvest will bring the food prior to your distribution and the agency will store the products onsite. These pantries must have adequate and safe food storage for dry items, cold items and frozen items.

- Traditional: Pantry volunteers create boxes/orders for clients who either show up at a pre-determined distribution time or by appointment.
- Client Choice: Pantry is set up like a store and clients can pick the items they need or want based on what is available. The pantry may set limits or restrictions to the amount of food a client can take which may be based on their household size.
 - I.e.. Clients can take up to 10 lbs. of protein or clients can choose X number of items from a particular category.
- Also includes Soup Kitchens and Shelters.

Redistribution Organization: These organizations are selected by a strategic analysis of our services area and by those organizations who have the infrastructure and bandwidth to act as an RDO on behalf of Forgotten Harvest. RDO's serve as food re-distribution hubs in key locations throughout our service area. These organizations will not only function as a Mobile Pantry or Brick and Mortar Location, but also will re-distribute product directly to other pre-approved sub-agencies in their local area.

Once you have your first distribution planned and scheduled you should begin the following:

Pre- Launch Communications Prep Work:

- Work with your local neighborhood, congregations, municipality to share the information about your food distribution.
- Find local Facebook or Social Media Groups/Pages and post on there to announce your distribution or ask for volunteers.
- Put flyers in local libraries or social services offices.
- Put up a banner/sign weeks ahead at your location announcing the first distributions day/time.
- While sharing information about the food availability you can also solicit for volunteers.

- Plan and schedule a meeting with all confirmed and potential volunteers (see below for further detail).
- Print all necessary volunteer waivers, sign in sheets and Client Intake Forms

Volunteer Planning:

Recruitment: In order to have a successful distribution you will need volunteers to help. Work with your Client Services Specialist to determine the number of volunteers you will need.

- Mobile Pantries typically use 10-20 volunteers
- Food Pantries may need 2-10 (depending on how many clients are being served at one time)
- Shift/Duties: Breakdown the times and duties for each volunteer role.
 - Let your volunteers choose their roles so it is something they are comfortable with.
 - Recommended Roles for a Mobile Distribution:
 - Client Intake: 2-4 people
 - Food Distribution: 10-12 people
 - Walk Up Clients: 1-2 people
 - Traffic Direction: 1-2 people (police are great for this if they are available)
 - Runners (fill in for any role): 1-2 people
 - Post Distribution Data Entry: 1-2 people
 - Dunnage/Boxes: 1-2 people
- Arrival times: Communicate to your volunteers a clear arrival time, parking location and any other specifics for your distribution. We recommend that volunteers arrive 30 min. to an hour before distribution begins. Some food items may require bagging. As your distributions go on, you can adjust this start time as your volunteers become more comfortable and knowledgeable in their roles.
 - If you are not able to have a meeting before the distribution, you may want them to arrive earlier so you can do it onsite that day.
- Food for Volunteers Policy: Many of our volunteers are also in need of food, please make sure they know that they are indeed able to get food for their home, but make sure all volunteers understand your volunteer food distribution policy (see page 31)

Training: Plan a pre-distribution meeting with your volunteers to talk through each of the roles and what the distribution will look like. This training can be done in person or virtually. You may invite your Client Service Specialist to join you for this meeting. Agenda may include:

- Civil Rights Training
- Roles and Needs Overview
- Day of expectations
- Dress code (No open toe shoes, dress weather appropriate, etc.)

Distribution Site Needs and Considerations:

- You will need a space that can accommodate at least 10 cars to drive through and stop at each pallet of food. Pallets should be placed 3-5 feet apart in order to leave enough room for

volunteers to step between and move products as well as for cars to pull up to each station one at a time.

- Volunteers should allow cars to come to them at the station they are assigned. This will help with a continuous traffic flow, ensure every client gets each item and helps protect our volunteers.
- Create a plan in place for clients who walk up to your mobile pantry.
 - Sometimes these clients are only able to take/carry a certain amount of food, so please work with them to determine what items they may need the most or are most important to them if space is a constraint.
 - Clients should NOT touch or “shop” the food at food stations.
 - Assign a volunteer to assist these clients specifically. They will walk the line with the client and pull the food to be placed in the client’s box/wagon/etc.
 - Maintain a safe distance between clients on foot and the moving cars in line.
- Unfortunately, all good things must come to an end... at the end of your distribution time slot we do need to end the actual distribution. You will need to have someone assigned to monitor the line and decide when (if necessary) to turn clients away due to either timing or availability of remaining food.
 - We suggest having traffic cones or other signage to “cut off” the end of the line when you are ready to end the distribution
 - Have 2 assigned volunteers that can address any clients that pull up after this point. Let them know you are closed for today but would love to see you at our next distribution (Provide the date and times).
 - **In addition to that, if a client is in need, please direct them to the Forgotten Harvest Website or direct them to call 248-967-1500 to locate the nearest and soonest pantry.**
- Forgotten Harvest supplies food and resources to many pantries each day and we have limited resources. If a driver and their truck is delayed at one location, it will create a late arrival for their next distribution.
 - Any un-distributed food needs to be loaded back onto the truck
 - Garbage/Dunnage will go back onto the truck- See Dunnage How to Document for more direction

Marketing and Community Outreach:

You can have the food, the volunteers, and the perfect space to host a distribution for your community, but it’s just as important to make sure your community knows to come to you! While Forgotten Harvest will list your distribution on our website, keep the information updated in our weekly Find Food updates and will post all Mobile Pantry Distributions on our social media accounts daily, you as a member of your own community have a MUCH larger network and ability to reach your community than we do! It is also important to think broadly about this and how to reach people outside of your “inner circle”. You may think that everyone knows about your distribution, but unless someone was in need themselves the first time you told them, it may or may not have resonated with them at that time. There are many ways to do this, and some ideas are included below:

- ‡ Work with local public sector officials and community members, ask them to share about the distribution within their networks or with their constituents. Many constituents may go to them

when seeking resources, make sure they know that you are one of the resources they can refer people to when they are looking for food.

- ✦ Work with your local Block Club and community-based groups to help spread the word.
- ✦ Create a flyer that can be used to post in public places, on social media and sent out through various email lists (*see our resources at the end of the manual for a sample/template!*)
- ✦ Post a flyer/notice in public places (think about libraries, schools, community centers, bulletin boards, etc.)
- ✦ Reach out to your local neighborhood or city media/news to let them know about your distribution, ask them to run a story!
- ✦ Flyer your neighborhood or the neighborhood(s) surrounding your location! There is nothing better than telling the people right where they live how to get help, and even better when it is within walking distance to their home!
- ✦ Include a standing notice on any newsletter or publications from your organization about your food Distribution. Even a simple “Food Distribution: Mondays from 2:00-4:00” will do! If you are distributing USDA food, please include, “This institution is an equal opportunity provider.”
- ✦ If you are part of a religious organization, have a reminder announced during service (you can do the same thing to recruit volunteers to help as well!)
- ✦ Have Food Distribution signs on your property and at main roads to catch the public during your distributions (you can get these from Forgotten Harvest through your Client Service Specialist)
- ✦ If you have the resources, creating a video about your distribution is a great way to let people know about what you are doing and how it impacts the community.
- ✦ Social Media:
 - Many communities have resident sites on Facebook and other social media. Try looking for pages or groups related to “XXX Community”, Residents of XXX, Free or Garage Sale Sites or even alumni groups from the local schools. This is a fantastic way to reach people outside of your inner network.
 - Find a volunteer who is well versed on social media... make sure you are sharing your distribution information within all the relevant groups and pages on social media.
 - Ask others to share on their social media platforms, friends of friends have a completely different network than you!



Logos for your use...



Sample Posts for Social Media....

Forgotten Harvest
April 26 at 9:00 AM · 🌐

🔴 **NEW PANTRY ALERT!** 🔴

If you are in need of food, visit our new FH on the Go pantry at St. Isidore Catholic Church (18201 23 Mile Road, Macomb MI 48042) on the 2nd and 4th Wednesdays of the month, starting May 11th!

This pantry will be available for anyone in need from 2PM - 4PM (or until ALL food is distributed).

#macomb #foodpantry #forgottenharvest #fhonthego #new #newpantry #foodrescue #markyourcalendars

FORGOTTEN HARVEST ON THE GO
www.forgottenharvest.org

**NEW MOBILE PANTRY!
ST. ISIDORE CATHOLIC CHURCH**

**STARTING MAY 11TH
2ND & 4TH WEDNESDAY
OF THE MONTH**

18201 23 Mile Road,
Macomb MI 48042
(Please enter/exit from
Roméo Plank Road)

2:00 PM - 4:00 PM
or until ALL food
is distributed

To keep everyone safe, food will NOT be distributed to trunk.
Please leave your trunk space clear.
Visit our website for more Mobile Pantries.
This institution is an equal opportunity provider.

NEXUS Detroit
February 8 · 🌐

2:30 to 4:30 Today, 15125 Burt rd.

Kelli Kaschimer
May 5 at 3:32 PM · 🌐

If you or someone you know is in need, please share and take note! Forgotten Harvest is launching a brand new Food Distribution in Mount Clemens starting on May 14th from 10-12:00. This Mobile Pantry will be held every 2nd and 4th Saturday (weather permitting).

NEW MOBILE PANTRY FOOD DISTRIBUTION!

FORGOTTEN HARVEST

JOIN US FOR A NEW FOOD DISTRIBUTION LOCATED IN MT. CLEMENS!

EVERY 2ND & 4TH SATURDAY

Safe Place Vets is hosting a NEW Forgotten Harvest Food Distribution for the public. To keep everyone safe, please have your trunk space clear. Please enter from Northbound Gratiot, exit on Market Street.

STARTING MAY 14TH
10:00 am to Noon
or until food runs out
The Clemens Center
14 Market St., Mt. Clemens

If you are in need of food but cannot attend this distribution, please visit forgottenharvest.org/find-food or call 248-967-1500 to find one of our other distributions that is convenient for you.

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER

Forgotten Harvest
May 30 at 7:11 AM · 🌐

Forgotten Harvest is supplying food to 2 Mobile Pantries TODAY, Tuesday, May 30. If you or someone you know is in need of food, please visit us at these locations:

- 👉 New Bethel Baptist Church (8430 C. L. Franklin Blvd, Detroit 48206) – Tuesday 9:00 AM – 12:00 PM
- 👉 Hand Up Inc (9650 Wayne Rd, Romulus 48174) – Tuesday 10:00 AM – 12:00 PM

Please check our website for the most up-to-date pantry closures and mobile pantry schedules.
www.forgottenharvest.org/find-food
#ForgottenHarvest #FoodPantry #MobilePantry #Detroit #MetroDetroit #FoodRescue #fightinghunger



Policies for Food Distributions and Agency Partnerships

Distribution Partners may use and distribute Donated Product only for the care of the ill, needy, or infants as contemplated by Section 170e3 of the IRS Code.

Food that is distributed at your pantry should always be distributed to clients in a fair and equitable manner.

Agency partners are prohibited from:

- Requiring Identification for services
- Requiring a client to provide their full address
- Placing a monetary donation box in the facility during meal service or food distribution and/or accepting monetary donations from clients during the food distribution.
- Requiring clients to attend religious services, programs or to work/volunteer for food.
- Restricting food boxes or meals only to those participating in organizational programs.
- Storing food bank-provided food in a private residence.
- Servicing one type of client, member, volunteer, or demographic over any other.
- Putting handouts or solicitations inside of food boxes (material MAY be made available for clients but it must be their choice to engage).
- Using Donated Product for events, fundraisers or internal use for staff and volunteers.
- Allowing consumption of Donated Product, including beverages by volunteers or staff when carrying out duties even during a food distribution.
- Use Donated Product as a reward, incentive or gift in exchange for volunteer service or participation of any kind.
- Use of donated product for operations or upkeep

Non-Discrimination Policy

Partners are required to serve clients in an inclusive and non-discriminatory manner and cannot deny access to anyone based off of race, ethnicity, gender, socio-economic status, physical or mental ability, religious belief, national origin, citizenship, ancestry, age, marital status, familial or parental status, sexual orientation including gender identity or expression, political viewpoints and other ideologies, or discharge status from the military or status as a protected veteran. All partners are required to complete Civil Rights training biennially. Partners participating in The Emergency Food Assistance Program (TEFAP) must also complete Civil Rights training annually.

Your pantry will be provided with a “Justice for All” poster. This poster **MUST** be displayed at your pantry at the time of any distribution if you are receiving and providing USDA food. If your pantry needs this poster in a language in addition to English and Spanish, it can be provided upon request.

Civil Rights Training

All Agency Partners that receive USDA/TEFAP or SFSP/CACFP product must adhere to an annual Civil Rights training for all volunteers with any involvement with the food distribution.

1. Civil Rights training is to be completed by all staff or volunteers involved in all levels of the TEFAP and/or CSFP distribution or who interact with program participants on an annual basis.
2. All staff and volunteers are to complete the MDE PowerPoint training on the Food Distribution website – www.michigan.gov/mde-fdp during the month of September. Copies of course completion certificates are to be kept on file in the program manager’s office.
 - a. Agency Partners who attend the Annual Forgotten Harvest Agency Conference will receive their certification at that time.
3. All new food distribution **employees** are to complete the MDE training upon hire. Volunteers should complete the Day of Training (see below).

Day of Distribution - Civil Rights Training

Some of our distribution sites are large enough that we have groups of volunteers who come and help just for the day. In these cases, the site manager will go over the day of distribution Civil Rights training with the one-day volunteers. The volunteers will collectively sign a dated copy of the attached training (located in the resource section of this manual). These should be stored in the program manager’s office.

USDA Nondiscrimination Statement

The most current long version of the USDA nondiscrimination statement will always be posted when applying for program benefits and when signing up for food. It should also be posted on the food programs page of the agency website or were applicable:

Long Version:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

Short Version

The short version of the USDA nondiscrimination statement **MUST** be included on all program materials including but not limited to, flyers, distribution schedules, and nutrition education. That statement is:

This institution is an equal opportunity provider.

And Justice for All Poster

The current And Justice for All poster will be prominently displayed at all sites during certification and distribution. Laminated copies will be made available to all sites (download file from our resources, we have multiple languages!)

Limited English Proficiency Plan

According to the latest Census data, our county has many residents that speak a variety of languages. As such, our Agency will provide translated copies of all food distribution materials, including but not limited to – self declaration forms, CSFP applications, distribution schedules, and nutrition education. Please contact your Client Service Specialist for resources in different languages.

The program manager will work with the agency officer to review census data for the service area on an annual basis. If there is a population of limited English speakers of 5% or more, program materials will be translated, and information will be distributed to local organizations.

Each site will provide its own list of translators if they have them. Each distribution site will have I Speak Language Statements for helping to identify language needs. If there are no translators on site and it is Spanish that is needed, the site can call the main MDE office. If it is a different language, the site can either use Google Translate or call 1-800-translate for assistance.

Children are never to be used as translators in matters of participant intake and/or benefit issuances.

Civil Rights Complaints

All Civil Rights complaints will be directed to the program manager who will follow up with the participant and provide them with information on filing a complaint. Civil Rights complaints are to be filed by downloading a form from the USDA Civil Rights website or by calling 866-632-9992 to request the complaint form.

Religiously Affiliated Distribution Sites

Potential distribution sites may not be denied based on religious affiliation. A faith-based organization does not have to remove any religious materials, art, or icons, but cannot **distribute** such as part of the food

distribution. However, distribution must be available to all eligible participants, whether they are part of the organization or not.

Site Distribution Procedures

Site Distribution Procedures must be filled out and completed for all distributions. These procedures will be kept on file with Forgotten Harvest as well as the agency should retain a copy for their own use. This document can be used to help keep the food distribution happening in the appropriate and pre-planned ways specific to your site in the absence of the Program/Agency Manager or others who are familiar with the processes. (located in the resource section of this manual)

Hours Posted

All sites must have displayed to the public and clients during the actual distribution the hours of the distribution. It is suggested to include the hours (template located in the resources) in the same location as your “Justice for All” poster, Beneficiary Rights and other posted notices. (located in the resource section of this manual)

No Solicitation of Clients

Products received from Forgotten Harvest **must not be re-distributed, sold, bartered, or traded to other organizations**. Products received from Forgotten Harvest may not be used to solicit, request or require donations or support to receiving agency. All distributions must be given freely to any eligible recipient. That includes **NO** acceptance of donations or tithe during your food distribution.

No Requirements from Clients

Agencies may NOT exclusively serve their membership and must be open to the public. The agency cannot require eligible clients to perform services in exchange for donated products which includes but is not limited to volunteer service, parishionership, engagement or more.

No “other” use of Food

Products received from Forgotten Harvest may not be used for special events of any kind unless the event is approved by Client Services Manager and exclusively for the ill, needy and infants as per Section 170 (e) (3) of the Internal Revenue Service Code. Staff or volunteers, if meeting eligibility criteria, may not receive priority or different access to donated product.

Inspection Requirements

Agency must permit on-site inspections by FORGOTTEN HARVEST representatives at FORGOTTEN HARVEST’S discretion. Refusal of inspection will place agency on hold and the agency will not receive food deliveries until inspection is completed. (See Monitoring and Inspections Section for more information).

ServSafe® Certification

ServSafe® is a food and beverage safety training and certificate program administered by the National Restaurant Association. The program is accredited by ANSI and the Conference for Food Protection. For agency partners to receive food from Forgotten Harvest, your agency must have a ServSafe Manager Certification or ServSafe Food Handler for Food Banking certificate (administered by Forgotten Harvest) on site at each location where we provide food. Facilities that are preparing and serving food provided by Forgotten Harvest, must have a ServSafe Manager on site during all preparation and distribution of food, regardless, if your facility is inspected by a local, regional, or state agency.

Religious Proselytizing

We recognize that many partners are located in and/or sponsored by a church or religious organization; however, partners cannot participate in religious proselytizing. This includes discriminating against clients based on faith or beliefs, requiring or requesting clients attend a service or other activity, or asking questions pertaining to religious affiliations verbally or on an intake form.

Client intake cannot include direct questions such as:

- What church do you attend?
- Would you like me to pray with you?
- Would you like to be added to our prayer list?

Client Confidentiality

Client privacy is one of the most important considerations for our partner network. Clients coming to food pantries, meal sites, and shelters feel anxious, and many are struggling to keep their food insecurity secret from their children, some family members, their employer, colleagues, or friends. We must do whatever we can to have practices in place to ensure client confidentiality, so people feel welcome to ask for and receive the help they need. If you're uncertain whether you should share information, err on the side of caution and compassion for the client.

Client data and information should never be used for any reason outside of the food distribution. For example, you may use your client contact information to let them know about a change in your pantry schedule or information about the food they were provided. You may not however use this information to invite them to an event or reasons not connected to their food distribution.

To ensure client confidentiality, you may NOT use a public sign in list or log for clients. At no time should clients have access to or be able to view details of any other clients. Volunteers should be in charge of writing the information if using a log type form.

Sample A Frame Board that should be displayed at distributions:



All Distributions MUST post:

- ☿ Hours of Distribution
- ☿ TEFAP Eligibility Guidelines
- ☿ Justice for All USDA/TEFAP Poster

Additionally, site with religious affiliation must also have posted the “Notice of Beneficiary Rights” Flyer

Agency Files:

Forgotten Harvest will maintain files for each Partner Agency which. Partner Agencies must ensure the information on hand with Forgotten Harvest is correct, up to date and will submit changes to the requested documents as changes may arise at the Partner Agency. These document include but are not limited to:

- Original Agency Application
- Current Agency Agreement (Current Version updated 5/10/22)
- Clear, complete and current evidence of the Agency Partners status as a Public Charity or Church
- Most recent Forgotten Harvest monitoring documentation
- Documentation of food safety training (ServSafe)
- Site Distribution Procedures
- Current Agency contacts and representatives, including contact information

Client Registration and Intake Process:

There are two main ways that our agencies can register clients for food distribution: Link2Feed (preferred option) and use of the USDA Client Intake sheets (only used in cases where Link2Feed is not fully implemented yet). Data capture for any food distribution is critical to the agency and Forgotten Harvest as many of our food donors require this data to continue to support our needs. In many cases, this data is critical to our organization to continue to receive funding and resources from local and federal government programs, donors, corporations and more. Without accurate and efficient data capture Forgotten Harvest will not be able to continue to grow and to serve clients in the Metro-Detroit area.

**Regardless of your data capture method, ALL client data must be entered or submitted to Forgotten Harvest NO MORE than 48 hours after your distribution ends for mobile pantries and by the 5th of the month for brick-and-mortar pantries. Failure to submit data in this time period may result in temporary suspension of food distribution. Repeated failures to submit data may also result in termination of agency contract and partnership.*

When the client checks in/registers for the day, you will want to mark their vehicle window with pertinent information. Typically, chalk markers or dry erase will work well, bars of soap may also be used to write on a window.

On the window you will want to write the total number of households that the vehicle is picking up for that day. This information will be pulled from either the Link2Feed client sign in or from the USDA Intake Information you are collecting.

If you have items that are specific for children or other groups, you may want to include that number on the window as well to make it easier on the volunteers in the distribution line to see.

Make sure the numbers are clear and legible, but not blocking the view of the driver.

If a client has a specific nutrition request, you may also make note of this on the windshield as well. Some special circumstances may include (you will want to discuss what you want to capture ahead of time based on what food arrives on your truck that day).

- No Meat
- No Pork
- Vegan
- No Dairy



In this case, this car may show that they are picking up for 3 households, and there are 4 children total. The "X" may stand for no meat or no to another specific item previously discussed.

Link2Feed: Link2Feed's food pantry software helps food banks like us and food pantries better understand who is using their services and how to help them. The data collected through Link2Feed can help us better allocate resources, food and even target specific nutritional needs to all of the agencies and clients that we serve.

Once a client is registered with the system, they will no longer need to provide all of their individual details at any distribution they attend in the Forgotten Harvest or Gleaners network where Link2 Feed has been implemented. This reduces the wait time and increase the security of individuals personal details. Instead, you can assign a card and number to each client who registers and you will be able to simply "scan" the barcode of the card each time the client arrives at your distribution.



Forgotten Harvest will provide Link2Feed training to the agency on its usage. Agencies must uphold the Link2Feed terms of service as defined in original login portal. Within 30 days of implementation and training, the agency must maintain client data collection in the Link2Feed system during each distribution.

Every time a client receives USDA product the agency **must** register the clients using Link2Feed or, if Link2Feed is not operating at the agency, or client refuses electronic signature, the agency must register the client visits using the current USDA Self-Declaration of Income paper register (see example later in this section). The agency must send the completed USDA Self-Declaration form with the Forgotten Harvest driver or submit Link2Feed data after each distribution with Forgotten Harvest within no more than 48 hours. If agency does not submit client data through the Link2Feed system or through the submission of USDA Self Declaration sheets within the allotted time, the agency will not receive product from FORGOTTEN HARVEST until it is deemed data capture is back in compliance.

Please note: USDA/TEFAP's required statements regarding the collection of "Optional" data must be posted so that pantry clients may see the notices regarding Link2Feed data and paper registration locations.

Client Registration with Link2Feed:

There are several ways in which a client can register with the Link2Feed System:

- **Assisted Registration:** An agency may choose to assist their clients by enrolling them in the Link2Feed database. In this case, you would have a station set up where you could ask and entered questions on a computer or allow for the client to use the computer to complete the questionnaire online.
 - Once the registration is completed you will be able to assign the client an ID# and Client Scan Card.
- **Long Form:** This is a form created from all of the questions posed on the online registration site, but in a printable format. The client would complete this questionnaire and your agency would enter into the Link2Feed system to officially enroll the client in the database.
 - Once the Clients information is entered into the system, you will be able to assign the client an ID# and Client Scan Card.
 - You may assign a card to them before the data is entered, but you will need to record the scan card number on the form before giving it to the client.
 - The card will not work until the data is entered into the system and linked to the card number.
- **Short Form:** This is a shortened version of the fully inclusive registration process. This is a great method to use when registering clients while they wait in line at a distribution.
 - Once the Clients information is entered into the system, you will be able to assign the client an ID# and Client Scan Card.
 - You may assign a card to them before the data is entered, but you will need to record the scan card number on the form before giving it to the client.
 - The card will not work until the data is entered into the system and linked to the card number.

Link2feed.com Using a URL or QR code, clients can register themselves in the Link2Feed system via their own personal device such as a computer, tablet or phone. The QR code for this registration process is located on the short forms mentioned above. If using the QR code, the client does NOT need to complete the short form as well, one or the other is acceptable.



- Once the client completes the registration on their device, instruct them to write down or screenshot their client ID # that will be given to them on their conformation page. You will need to link this client ID # (now in the Link2Feed System) with the Scan Card to assign to them.
 - You may assign a card to them before the data is entered, but you will need to record the scan card number on the form before giving it to the client so you can later link the two numbers together.

Rolling Out Link2Feed Initial Start and Client Registration at your distribution:

1. During the time you would normally be doing client intake you will hand out the enrollment forms to your clients. You might want to include a brief explanation to them:
 - a. We are starting to use a client enrollment system in order to make your future visits easier and faster for you and all other clients. You can fill out this form here on paper and turn it in as you pull up for your food today. When you return the next time to any Forgotten Harvest food distribution, you will receive a card/number to make your check in faster. By doing this, you will no longer have to provide your contact details on each visit. (suggestion to provide pens for client use)
 - b. You may also choose to fill the form out electronically by using the QR code on the sheet here. If you do that, please write down the Client ID# that the system will give you upon completion (Pro-tip: have them take a screen shot of the number to save for long term).
 - c. You will still need to write on the window (or whatever your process is) to signify the number of households. You can simply ask them how many people they are picking up for that day since they will be providing the address/info on the form or online.
2. The client pulls up prior to the food distribution:
 - a. If paper form is used:
 - i. Have a basket or box to collect the completed forms, have a volunteer who is collecting them do a quick glance to make sure all information is completed.
 - ii. If assigning scan cards, have volunteer write the number from the back of scan card clearly on the top of each paper form. Volunteer then gives client the scan card, encourages clients to take picture of the card or Client ID# or to write down the numbers. Informs client these numbers can be used at any Forgotten Harvest/Gleaners pantries, and they will be asked for their card.
 - iii. Indicate number of people in the household on the vehicle as usual process

- iv. If client picks up for other households, provide a short form for each family/household to be filled out. Volunteer enters the additional households on USDA sheets like normal and informs the driver if they come back with completed forms for each additional family, they too will no longer need to use the USDA sheet.
- b. If registered online/QR Code:
 - i. They will need to provide their Client ID# from their phone/device at this time to you (this is the number they get on the confirmation screen).
 - 1. If you are using a device/scanner, you can now enter their Client ID# in the L2F system to check them in.
 - 2. If not using a device, enter Client ID# clearly on client ID tracking form (you will need to update L2F after distribution with these numbers for check-in).
 - ii. Indicate number of people in the household on the vehicle as usual
 - iii. If assigning scan cards, have volunteer write the number from the back of scan card clearly on the USDA form in the name column, right next to the client ID#.
- 3. Client continues to distribution as normal.
- 4. After distribution is over:
 - a. All paper registration forms will need to be hand entered into the L2F system as soon as possible. Enter “undisclosed” for any information not asked on the form or not captured.
 - *Anyone issued a scan card must have it entered within their profile.
 - i. Once the profile is complete, enter/check them into the pantry.
 - b. Anyone who registered online via the online link, enter the Client ID# numbers from the Client ID tracking sheet and check them into the pantry.
 - c. Send all USDA Sheets to Forgotten Harvest for individuals not registered with L2F
- 5. Next/Future Distribution:
 - a. As clients pull up you will ask:
 - i. Do you have a scan card or Client ID#?
 - 1. If yes, scan card or enter number into system.
 - a. If not using an electronic device, write the scan card number or client ID# on the Client ID Tracking sheet
 - b. Upon completion of pantry distribution, enter all numbers into L2F and check them into the pantry (see data entry resource)
 - 2. Check them in for the distribution.
 - 3. Continue to food distribution.
 - ii. If No Card:
 - 1. Did you fill out a registration form last time?
 - a. Yes: With Device look up client by name or birthdate
 - i. Check card area, either assign a card to them or delete old and issue new card. Then hit save in the L2F profile.
 - ii. Check in for today’s distribution.
 - iii. Give them the card (tell them to keep it for future visits, encourage taking a picture or writing the number down)
 - 1. Remind them, the card has no monetary value but will help speed up their check in at future food distributions here and at any other pantry with Forgotten Harvest or Gleaners.

- iv. Continue to food distribution.
- b. Yes: With no tech device, write down name and birthdate on Client ID tracking sheet so the person can be found in the system later and checked in.
 - i. After distribution look up these names/ID's in L2F and check them into the panty.
- c. If no (or if they say yes but you cannot find them in the system):
 - i. Start the process over by giving them a form and having them fill it out or using the QR Code.

Each distribution after you start this process will move faster and better for you.

Once you get to a place where most clients are registered, you may consider creating a line or area for people who are “new” or not yet registered (if you use multiple lines). You will want to always have the registration forms on hand as you will have new people throughout the year.

USDA Self Declaration Forms:

If your agency is not yet using or unable at any point to use the Link2Feed system to capture client data, you may alternatively use the current USDA Self Declaration form. **These forms must be obtained from your Client Service Specialist in order to ensure the version is the most recent and up to date.**

The form includes the following sections:

- Agency Name: _____ Date: _____
- Site Address: _____
- Eligibility for TEAP is based on the household being in need of emergency food meeting the below income guidelines or participates in SNAP, WIC, FOPIR, CSFP or a child receives free/reduced meals at school.
- USDA Non-Discrimination Statement: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.
- To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027) found online at: https://www.aphis.usda.gov/complaint_online_form and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.
- Submit your completed form or letter to USDA by: 1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Ave SW, Washington, D.C. 20250-9410; 2) fax: (202) 690-7442; 3) email: program.intake@usda.gov.
- This institution is an equal opportunity provider.
- Updated: April 2021

Household Size	Annual	Monthly	Weekly
1	\$15,760	\$2,147	\$495
2	\$14,840	\$2,003	\$470
3	\$13,920	\$1,860	\$445
4	\$13,000	\$1,717	\$419
5	\$12,080	\$1,573	\$394
6	\$11,160	\$1,430	\$368
7	\$10,240	\$1,287	\$343
8	\$9,320	\$1,144	\$317
For each additional family member add	\$9,080	\$757	\$175

Print Name	# in Household	#Children #Seniors	Street Address & City	How are you eligible? Select ONE
1				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
2				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
3				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
4				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
5				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
6				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
7				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
8				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program
9				<input type="checkbox"/> In Need of Food <input type="checkbox"/> Income <input type="checkbox"/> Program

In order to use this form, it is important that all data requested is captured. This includes: Name, number of Total Household Members and State of Michigan Residency of home as well as the eligibility declaration. The number of seniors and children in the home is optional for the client to provide and a client cannot be turned away for not providing information.

Please Note: If client refuses to fill out or provide any of the required information, you can still provide them with food. We cannot turn anyone away for not providing information. Just enter whatever information they will share on the USDA form.

We do NOT verify information collected via an ID or other documents from the client.

Food Distributions

Determining the quantity of food to be provided to an individual or family is partially up to the partner organization. Food distributions base the amount of food provided on household size and how frequently clients are allowed to visit the pantry. For example, food pantries that restrict service to once per month will generally provide more groceries for each household than a pantry that allows clients to receive service once every two weeks.

When the food arrives, the driver will have a manifest or invoice of the items on the truck including the type of foods and counts:

1. Look and see, what is on the truck? How many of what items (you can also refer to the invoice you will need to sign to get a count and idea of what you have).
 - a. This will help in determining the placement of the food at the site.
 - i. Larger/heavier items are often placed at the front of the line to make room for them in the client's vehicle and to not crush lighter weight items like bread or eggs.
 - ii. If you have a low number of volunteers, decide which foods to place next to each other to enable a volunteer to work 2 stations (or more)
 - iii. Cold items should be left wrapped and stacked, to ensure the items that are distributed last maintain a food safe temperature. Open boxes as you go, especially in warmer weather.
 - iv. Pallets/stacks should be spaced so that a volunteer can safely move between the pallets.
 - b. How many volunteers are needed to dispense the food?
 - i. If something needs to be re-packed, sorted or bagged, you may want to allocate additional volunteers to work that station.
 1. Plan your calculation of how these items need to be bagged or packed based on your anticipated household count and total number of items
 2. You can start separate some of these items before the distribution starts to move the process along quicker.
 - c. What is the mix of products on the truck?
 - i. Are there similar items?
 - ii. Can similar items be left on the truck until needed?
 1. This helps specifically with items that should remain cold or chilled for food safety reasons.
 - iii. Do you have more than 1 pallet of any item? If they are cold products, request that they stay on the truck until the 1st pallet has been distributed.

Allocating the Food

Once you have reviewed your delivery manifest and know the items you are distributing, it is time to calculate the quantities for distribution. For each car/person you will need to know the total number of households they are picking up for that day, for more information on that please see "Client Registration processes on page 12".

Forgotten Harvest aims to feed every client and family a balanced nutritional plate based on the USDA My Plate recommendations. Those recommendations are:



Amount of food by category

Protein – 10 lbs.

Dairy – 10 lbs.

Grains – 5 lbs.

Fruits & Vegetables – 20 lbs.

*Supplemental Portions – 20 lbs. (when other categories are not available or low in supply, you may see more supplemental portions)

In order to have the best planned and calculated distribution, it is helpful to know ahead of time your typical turnout. You also want to make sure that you are providing the right quantity, not too much but enough to feed a family a balanced plate. Some numbers to know will be:

- Typical number of households served (a household is counted as 4 people at the same address)
- Typical number of Children in households you serve at each distribution
- Typical number of Cars (this helps you estimate the total households per car and so you know ahead of time if your distribution looks like it will have more or less people than normal at the start)

In most cases, the number of items or packages is listed on the outside of the box. You may need to look for it. Keep in mind how much space a person may have at home to store the food when thinking about how to allocate your food.

Examples: Frozen chicken breasts, 50 cases, each with 4 bags at 5lbs each.

- Your distribution typically has 100 households served. With 200 bags of chicken (50 x 4 =200), bags. Each family should get 2 bags, which is also equivalent to the USDA recommendations for protein.

Example: Gallons of Milk: 1 Pallet of Milk, 55 crates

- Each Crate has 4 cartons of milk, this means there is 220 cartons of milk to pass out.
 - You have 90 households typically at your distribution
 - Plan for 2 gallons of milk per household, if there are children in the home, offer an additional gallon per car or household (depending on your typical kids counts).

Example: Cucumbers: pallet of 35 cases, each case has 24 individual cucumbers.

- Your distribution typically has about 140 households to serve. With 840 cucumbers (24 x 30=840), you can give each household 6 cucumbers.
- This would be a good item to separate and bag instead of having to count out 6 cucumbers for each household. You can do bags of 6 and 12 (for those picking up for multiple households) and bag them ahead of time for easier and faster distribution.

If you have an abundance of any type of produce, choose a quantity that the average person can work with. Be mindful of home refrigerator sizes. If you cannot distribute all of the food allocated to your distribution, please return the food back to the warehouse through your driver so that it can be used and sent to other distributions.

- Here are some easy guidelines
 - 8 to 10 tomatoes, depending on the size
 - If there are cartons give 2 or three cartons
 - 6 cucumbers
 - 8 peppers
 - 8-10 onions
 - 12 apples or a bag

It is ok to ask someone if they could use more if you have an excess of a particular item but please ask first if they would be able to use it and/or store it.

Special Items

In special circumstances, you may only get specialty food items that will not go far. Bags of popcorn, cereal, sweets or candy. This is the time when you give only one per car and if questioned, explain that you would like there to be enough for **EACH CAR**, (not family). You can say that it is a special treat that you received and would like to share with everyone in line.

You may also at times get food or items that are specific to children or infants. In this case, you may want to prepare ahead of time by including in that day's client intake process the count of children/infants or applicable age group on the car window along with the household count.

Dos and Don'ts (refer to "Policies for Food Distributions" for additional information)

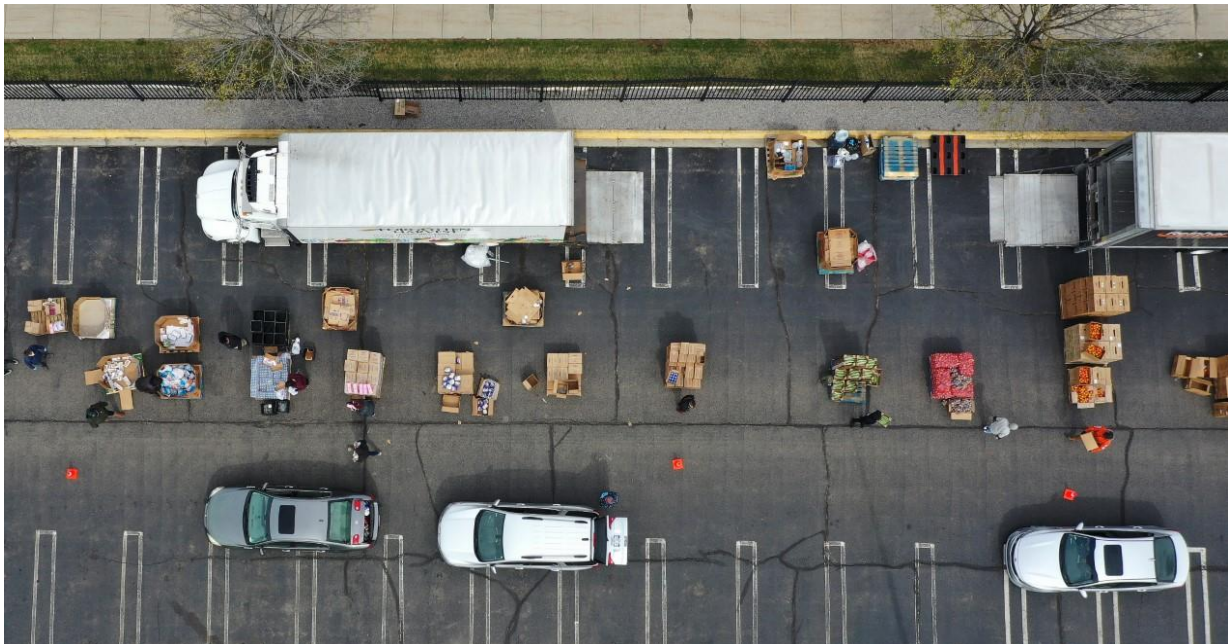
1. Do know your average car/household count ahead of time to properly calculate the distribution of food
2. Do write on the boxes/pallets or with a paper how many of each item per household or child
3. Do send back any undistributed food to Forgotten Harvest (this helps us to continue to feed others within your community)
4. Use minimum intake requirements. Make it easy for people to get food.
5. Distribute food for use by the needy, ill, children and seniors.
6. Distribute food to clients free of charge.
7. Refer clients to other partner organizations or to 211.org when they have a
 - a. need you cannot meet.
8. Record number of people being served and turn in your reports.
9. Follow all Safe Food Handling procedures closely.
10. Treat those who come to you for food with respect and dignity.
11. Don't attempt to hand out all food to just get rid of it
12. Don't unwrap/unbox all food and pallets at the start
13. Don't ask for or solicit donations of any kind in exchange for food
14. Don't require or request participation in volunteer activities, parishionership or other needs in exchange for food

15. Don't redistribute product to other non-profit entities including pantries or meal providers, regardless if they are a current member of the Food Bank without prior approval
16. Don't sell or use product from the Food Bank in exchange for money, property, or services.
17. Don't use product for fundraising.
18. Don't solicit donations of any kind from your clients.
19. Don't make it difficult or embarrassing for individuals who are seeking help.

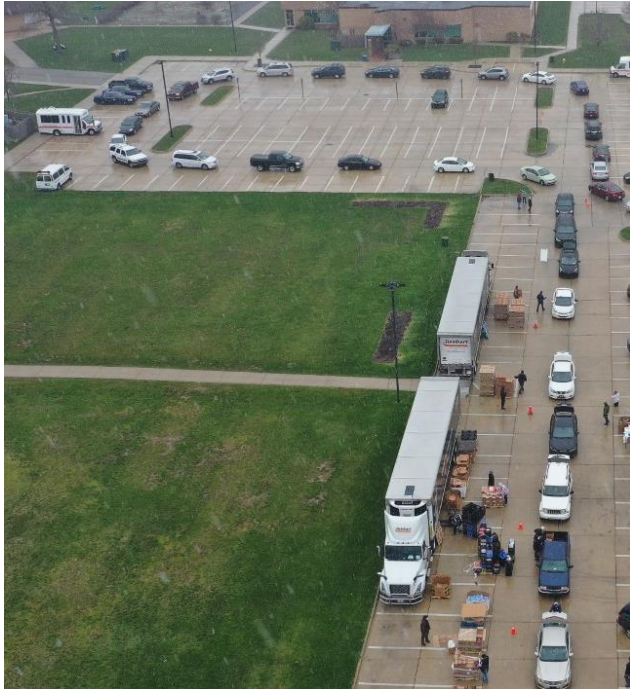
Set up and traffic control

Having a lot large enough is only part of the plan for an effective distribution. Making sure that you have adequate room for cars to drive through, pallets of food to be set up, and to be able to do it in a safe and well-spaced area is essential to consistent traffic flow and safety of volunteers and staff. You will also want to account for a way to safely serve and distribute food for clients who walk or are riding bicycles.

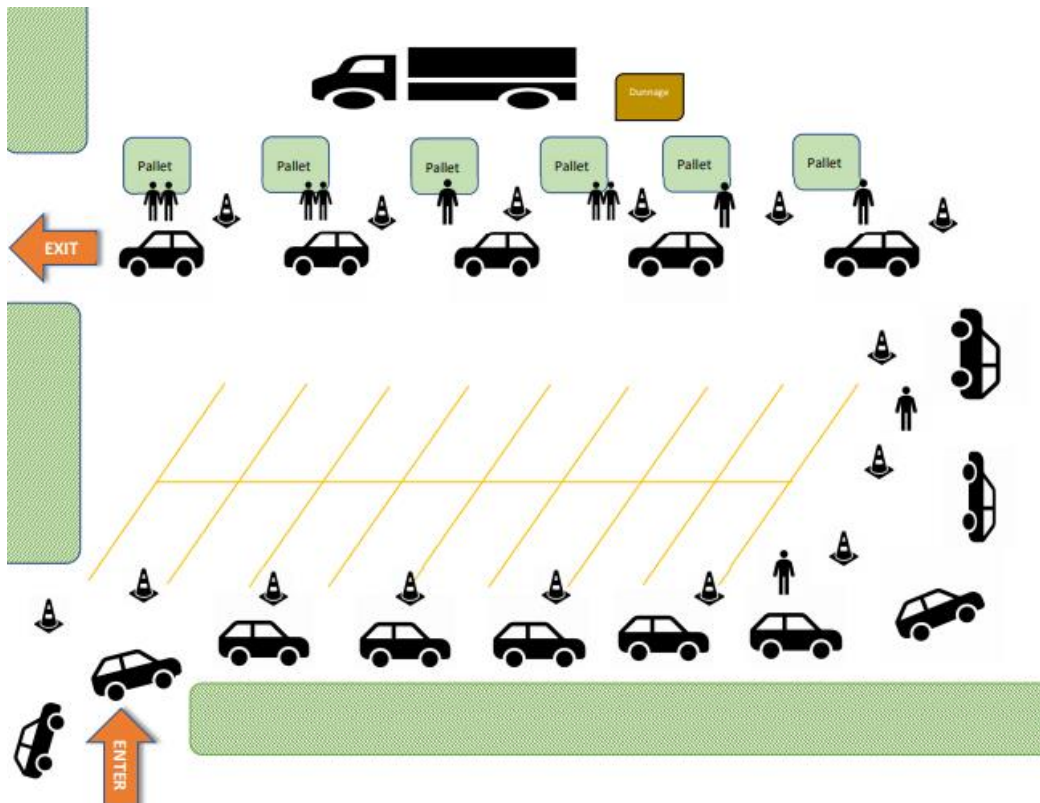
Below you will find some pictures of actual distributions as well as an "ideal" layout to help give an idea of what your mobile distribution may look like:



- Pallets spaced so volunteers can easily and safely walk between them
- Traffic Cones separate volunteers/pallet locations from cars driving through for safety reasons
- Forgotten Harvest Trucks in close proximity for loading and unloading additional products
- No through traffic driving through the area of distributions
- Clients on bicycles or walking can access the pantry from the sidewalk



- Parking lot is being used as an area to register and check in clients
- One entrance and one exit separate from each other
- No traffic through distribution area for safety reasons



- Entrance and Exit Points should be two different locations and allow for easy traffic flow. Steps should be taken to control the flow of clients in and out of the distribution area and limit the areas that are accessible to their vehicle. This can be accomplished by placing “barriers” (caution tape, cones, etc.) that direct and control client flow, their vehicles and other traffic.

- 1-2 volunteers at each food pallet for distribution
- Volunteers can assist in directing clients to the proper areas
- Collect garbage and dispose of onsite if suitable containers are available, or collect garbage and return it to the food bank for disposal (this is sometimes referred to as “dunnage”)
- Mobile food pantries bring a lot of excitement and clients may start arriving early. Be aware of the additional traffic this creates. Adults must keep their children attended at all times

Create a schedule for your staff and volunteers ahead of time so that everyone is on the same page and aware of the time commitments. A **sample** distribution schedule may look like this:

Sample Food Distribution:

Runs from 9:00 am -11:00 am

8:00 am: Some volunteers arrive to set up traffic control (cones, barricades, signs, etc.) as well as to start Client Registration

8:30 am: Forgotten Harvest Truck arrives with food and unloads (this process takes approximately 30 min depending on the size of your distribution).

8:45 am: All volunteers in place at this time to begin organizing their area and calculating their item distributions per car/household

9:00 am: Start food distribution once truck is fully unloading and volunteers are stationed at each pallet/food location.

Throughout the Distribution time, monitor the number of cars/households in line and adjust food allocation as needed.

10:00 am: If it is extremely hot or cold, plan a break for new volunteers to step in so the current ones can warm up or cool down.

10:45 am: Start to monitor the end of the line and be prepared to “close down” or block the end of the line to ensure your distributions can end on time.

11:00 am: Volunteers to start breaking down boxes, consolidating garbage/dunnage and assisting the driver if needed in organizing any remaining food to be re-loaded to the truck.

Weather Conditions that may impact Mobile Pantries

When it is hot....

If the weather is hot, down stack your frozen items and make sure that the food is put back on the truck keeping it properly refrigerated. Only open the top boxes of frozen products to keep the food as cold as possible. The same goes for milk and other dairy items. Volunteers sometimes like to start opening boxes of frozen food, please, have them refrain from this until the last possible minutes to keep the temperature integrity of the product. Only open the necessary boxes on each layer of product to dispense.

Make sure you have plenty of water and cold drinks on hand to help volunteers stay comfortable through the distribution. You may also want to consider having enough volunteers to have “floaters” or even shifts so people can take turns going inside to cool down or take a brief break.

When it is cold...

When the weather turns cold, you will want to make sure you have plenty of warm drinks (coffee, tea, hot chocolate) on hand to help volunteers stay comfortable through the distribution. You may also want to consider having enough volunteers to have “floaters” or even shifts so people can take turns going inside to warm up or take a brief break from the cold weather.

Regardless of the temperature, when snow and ice are on the ground, you must clear your parking lot and driveways in order to have a safe distribution. If surfaces are not properly cleared Forgotten Harvest will not be able to complete your food delivery.

If the real feel temperature is 10°F (or below) **or** if conditions seem dangerous, regardless of temperature, building and road conditions, freezing rain, snowstorms, or snow will be accumulating more than 6 feet in 24 hours, the recommendation is to close the outside distributions.

IF your agency has the ability to provide a warming shelter that can be used by your volunteers **and** clients, you may be able to operate at temperatures below 10°F but above a real feel of 0°F. Please work with your Client Service Specialist and share your plan for a warming station/shelter. Deliveries will not be made at these temperatures without prior approval of Forgotten Harvest. **At temperatures of 0°F and below, all Forgotten Harvest Delivery Operations will be suspended.**

This decision should be made by COB the day before and all agencies will be notified via our text and email messaging systems. Your volunteers should be contacted and notification to any clients should be attempted. Forgotten Harvest will also update the website and social media channels as appropriate. We would suggest in the event of a cancelation due to weather (or any other reason); you post a sign on your door and notify clients of your next upcoming distribution as well as the Forgotten Harvest website to find food: <https://www.forgottenharvest.org/find-food/>

If Forgotten Harvest does not cancel operations, but you are not able to work safely, please contact your Client Service Specialist ASAP and follow the suggestions for notification above.

When it is raining....

If it is raining, keep the plastic wrapped on the pallet and only remove as you go. This will keep the boxes dry and easier to handle. Soggy boxes may come apart and the product could fall out and possibly end up on the ground.

If there is thunder and lightning, you must suspend the operation and remain in a safe location until the weather has cleared and it is once again safe to return to your distribution.

Other Considerations for Distributions:

Often, we are approached by various other organizations, groups or companies in our area who want to partner with us and provide information to our clients about their programs and services.

- We do not place items, give-a-ways or literature from other organizations in the boxes or with the food that we are distributing

- We may allow certain organizations to have a table/booth or even go car to car to talk or share information about their programs/services. However, there are some limitations on the types of programs and/information being shared with clients, so please work with your Client Service Specialist in advance.
 - NO political solicitations or campaign may be permitted to take place at or during a food distribution
 - No company or organization should be selling items or taking payment from clients for services
- Some organizations or services that we have partnered with in the past include:
 - Organization offering free health services, screenings or information
 - Discounted or free services for people who meet income guidelines
 - Information about community programs or assistance

Unruly Pantry Clients:

Forgotten Harvest wants to support your commitment to provide emergency food to your neighbors in a safe, respectful environment. We do not expect you or your volunteers to work with pantry clients that are unruly, or aggressive such that they cause an unsafe situation.

Under federal anti-discrimination laws, businesses can refuse service to any person for any reason, unless the business is discriminating against a protected class. In administering these unfortunate circumstances, FH requires its pantries to comply with the USDA Anti-Discrimination Policy.

For example, if a pantry client is causing an unsafe disturbance or is a health or safety hazard to other patrons, or is aggressively accosting other staff, volunteers, or pantry clients yet refuses to stop when asked, then the pantry may refuse service.

- **ACCEPTABLE:** Refusing service to a pantry client because they are causing an unsafe disturbance or not respecting the requests of the pantry staff and/or other clients to abide with the pantry's policies.
- **NOT ACCEPTABLE:** Refusing service to a pantry client because the client is dressed unlike others receiving service, is unusually tall, or wears thick glasses. Please be mindful that FH's agencies *must* comply with USDA Anti-Discrimination Policy.

If you find yourself in that difficult scenario, it's important that you know how to handle it correctly. Here are a few best practices to keep in mind:

- **Start with De-Escalation First:** Sometimes refusing service is unavoidable, but it should not be your first action, unless a pantry client is posing an immediate threat or safety concern. Assuming this situation is safe: calmly approach the client to ask if you can resolve the issue respectfully and calmly. If the situation is unsafe, you should contact local law enforcement immediately.
- **Provide Clear Reasoning:** If you need to exercise your right to refuse service, provide a direct, legitimate reason for why you cannot serve them. This serves as verbal confirmation that you are not discriminating.

- **Refer to an Agency Policy:** It is even better if you can refer to a written policy for your organization if you have one. For example, if your policy states that you will not serve pantry clients who verbally harass or threaten your employees or volunteers explain that policy to the pantry client and explain that they need to leave.
- **Document the Incident:** Once the client has departed and the situation has been addressed, create written description of what happened—including the date and time, what occurred to prompt intervention, who witnessed that interaction, and specially what was said and done. You may find that having a written record is important in the future. Please share this information with your FH Client Service Specialist as well.

If you still are not sure if you are allowed to refuse service to a client, please contact your FH Client Service Specialist for additional resources or assistance.

Volunteers:

Volunteers are essential to having a smooth and efficient food distribution. It is important that all volunteers have a clear understanding of their expectations, the role they will have that day and a feeling of appreciation for the help they are providing.

Involving Clients in your Volunteer Program can be a difficult task. There are certain aspects that you need to be sure are clear to the client/volunteer to ensure fair service to everyone. Therefore, it is important to have in place some type of policy.

Partner Organizations may provide food to the ill or needy volunteers and/or staff if they are in need. If volunteers receive any food, they are not allowed preferential treatment and cannot “cherry pick” items before the general public. **They must follow the same procedure as the general public to receive food assistance. Agencies may not “reward” volunteers for their labor with food obtained from the Food Bank. Partner organizations must find other methods of expressing appreciation to volunteers. Volunteers are not entitled to food because of their service.**

Some policies on client volunteer involvement may include:

- **Have a policy that states the distribution manager must assist the client/volunteer when they get food from the distribution.**
- Separate their needs as volunteer and as client
- Explain non-negotiable rules
- Do not have volunteers “skip” the line ahead of another pantry guest
- All volunteers taking food must also register with the distribution via Link2Feed or USDA Client Intake forms

Ways to Use Volunteers to help with your Distribution:

- Client Intake (Link2Feed Registration or USDA Sheets)
- Greeting/Traffic Direction
- 1-2 volunteers per item being distributed
- 1 volunteer to assist with picking up empty boxes/wrappings as the distribution is happening
- 1 runner to assist with various needs
- 1 volunteer to watch/count cars and re-allocate allotted amounts as the client totals vary
- 1 volunteer to assist walk up clients if necessary

Volunteer Hospitality:

When hosting volunteers, it is important that we ensure our volunteers are comfortable.

- Please provide water, especially during the hot summer days and warm beverages during the winter.
- Offer shelter during inclement weather, provide areas to cool off during the hot summer days and warm stations during the winter.
- Provide volunteers with access to restrooms

Volunteer Recruitment Ideas

Contact and work with the following to post your volunteer opportunities:

- Local Church bulletins, special announcements during service, or surrounding churches
- Local YMCA or recreational centers/gyms
- Social and Civic Clubs/Organizations (Lions, Optimists, Eagles, Chamber of Commerce, Moose, etc.)
- Local grocery stores
- Local libraries
- Post a sign at your distribution letting clients know you have opportunities for volunteers
 - Many volunteers started as a client who noticed a need!
- Share on all Social Media channels
- Check with your local schools or colleges about students who need community service hours

There are several online volunteer portals that are free of charge to post your volunteer opportunities.

<https://www.justserve.org/>

<https://www.gozaround.com/>

<https://createthegood.aarp.org/>

<https://www.volunteermatch.org/>

<https://unitedwaysem.org/get-involved/volunteer/>

If your distribution is in need of additional volunteers, please contact your Client Service Specialist. We may be able to assist you in recruitment of additional volunteers on a temporary basis.

Appreciation

It is always a great idea to acknowledge your volunteers for their service, especially your regulars. Volunteer Appreciation Week occurs in April, but you don't have to wait until then. Here are some examples.

- Thank You cards or notes
 - Sometimes a simple handwritten or personal appreciation is the most appreciated form of recognition
- Gift Cards for a cup a coffee or a small meal
- T-shirts or other items branded for your organization. People like to share and be proud of where they volunteer. As a bonus, branded items help you to spread the word about your organization and the great work that you do.
- If you are a church, post their picture with a caption in your newsletter or bulletins
- Offer snacks and/or beverages during the volunteer opportunity (everyone loves bagels and donuts!) ***Please note that this cannot be food given for your distribution by Forgotten Harvest, these items must be supplied by the Agency.**
- Highlight and recognize your long-time volunteers based on hours provided or years involved.

- Give a shout out to your volunteers on social media, tell their story and share why they are engaged.

Volunteer Records

When working with volunteers you should keep accurate records of the volunteer's service dates, hours, and duties performed. You should also keep documentation if you require a waiver, an application, reference, or background check.

Recommendation:

- Invest in web-based volunteer software or create a database if you have many volunteers monthly. The following software programs can help store your records: Galaxy Digital, CERVI and Volunteer Hub.
- If you have a small number of volunteers monthly, Signup Genius will help you manage your event, and allow volunteers to sign-up.

Food Safety:

Forgotten Harvest is committed to providing access to safe, wholesome food through our network of almost 200 agency partners. Food safety must continue to be an essential foundational piece of our work and an enduring commitment from all that are involved.

As the landscape of the product mix continues to change, it requires our agencies to develop more disciplined food safety practices related to how food is handled through the process. Forgotten Harvest is dedicated to providing opportunities for our partners' continued development of its food safety expertise. It is our commitment to establish and maintain standards that steward our donors' resources in order to provide clients with safe food.

To ensure your distribution is in compliance with the highest food safety standards for your agency and clients we encourage you to review all of the food safety resources readily available to you through this section.

ServSafe® Certification

ServSafe® is a food and beverage safety training and certificate program administered by the National Restaurant Association. The program is accredited by ANSI and the Conference for Food Protection. For agency partners to receive food from Forgotten Harvest, **your agency must have a ServSafe Manager Certification or ServSafe Food Handler** for Food Banking certificate (administered by Forgotten Harvest) on site at each location where we provide food. Facilities that are preparing and serving food provided by Forgotten Harvest, must have a ServSafe Manager on site during all preparation and distribution of food, regardless of if your facility is inspected by a local, regional, or state agency.

ServSafe Manager Required: Soup Kitchens, Congregate Meal Sites, Shelters and RDO's

ServSafe Food Handlers Certificate Required: Brick and Mortar Pantries, Mobile Pantries and Client Choice

Forgotten Harvest and Feeding America require the following guidelines are strictly adhered to in all locations that are storing food/product onsite. These guidelines include, but are not limited to the following:

- Store food 6 inches off the floor on pallets, shelves or tables in a clean, dry, area
- Toxic/Chemical items are stored separately and away from food items
- Pest control and mitigation management
- Maintain refrigerators and freezers at a safe temperature and are kept clean
 - Cooler units should be under 41 degrees
 - Freezer units should be under 0 degrees
 - Maintain accurate temperature logs and keep thermometers in all units
- All food should be stored away from heat sources (dry storage temperature should be no higher than 76 degrees)
- Rotate all stock, using first-in, first-out practices

Additionally, Forgotten Harvest requests for our partners to:

- Log temperatures of freezers and refrigerators (requirement of TEFAP if receiving USDA Products).
- Log pest findings and control practices (requirement of TEFAP if receiving USDA Products.).
- Have handwashing facilities nearby or another method of sanitization.

FOOD SAFETY POLICY AND PLAN

Establishing a food safety plan – and following it – helps to ensure that the health of agency staff and volunteers, as well as participants is being protected.

MAJOR POINTS

- Maintain a clean, well-kept facility
- Transport, handle, and store food in a food-safe manner
- Handle, store and distribute produce safely
- Keep up-to-date records of food inventory
- Keep appropriate temperature records
- Update policy documents as needed and keep signed health policy documents on hand
- Store non-food items and chemicals away from food
- Discard food that is potentially unsafe for distribution (not place it on the ‘free’ shelf)

PERSONAL HYGIENE

To reduce the risk of food contamination and to keep staff, volunteers, and participants safe, follow good personal hygiene practices when handling food. This includes:

- Handwashing
- Managing fingernails and wounds or cuts
- Using hair restraints and single-use gloves as needed
- Maintaining personal cleanliness
- Wearing appropriate clothing
- Refraining from eating, drinking, smoking, or chewing gum or tobacco
- Provide disposable gloves to workers and volunteers; in some cases, additional protective clothing may be warranted (for example plastic aprons).

FACILITY MAINTENANCE

- Keep food at least 6 inches off the floor, stored on pallets, platforms, or shelves
- Keep food at least 4 inches away from walls
- Keep food at least 2 feet away from the ceiling
- Keeping floors, pallets and shelving clean
- Discard broken shelving units or pallets
- Create a master cleaning schedule that includes what, when and how all items should be cleaned
- Keep carts, bins, and other food storage units clean

- Keep doors, windows, and roofs well sealed to prevent pest entry and water damage
- Keep the exterior of the building well maintained to discourage pests
- Store waste or recyclables separately from food or food-contact surfaces. Garbage containers must be leakproof, waterproof, and pest-proof, and easy to clean. Clean garbage containers regularly.
- Establish a schedule to remove garbage or waste
- Check all equipment regularly to make sure it is working properly
- Maintain adequate plumbing, lighting, and ventilation.
- Carefully maintain all utilities, including water, electricity, gas, sewage, and garbage disposal.
- Clean up any spills and leaks promptly to prevent contamination.
- Control pests. Should be professionally done.
- Doors, windows, vents, floors, and walls, along with external walls and roofs, should be adequately maintained to protect against pests.

ACCEPTING DELIVERIES

- Items should be in their original, sealed packaging.
- Items should NOT:
 - Have holes, dents, or punctures in the packaging
 - Be leaking, have dampness, mold, or water stains
 - Be visibly rotten or spoiled
 - Have signs of pest damage or infestation
 - Have abnormal color or unpleasant odors
- Cans should not have rust, dents or bulging or swollen lids
- Bottles or jars should not have popped safety seals or that have been opened
- Items should be within the manufacturer's "Use By" or expiration dates
- Items need to be transported at the appropriate temperature
- Once a food item is distributed to clients/guests, it may not be returned – even if clients explain that they will not need/will not use the item.

BEST PRACTICES FOR FOOD STORAGE

- Rotate stock: first in, first out!
- Keep non-food items separate from food.
- Keep thermometers in freezers, refrigeration units and dry storage areas.
 - Dry storage areas should be maintained at 50°-75°F
 - Refrigerated storage areas should be maintained at 36°-40°F
 - Frozen storage should be maintained at 0°F or colder
- Maintain temperature logs for all areas of the facility.
- Maintain records of sanitation and pest control.
- Maintain records of foods received.
- Store foods to minimize the impact of light, steam, water, or heat on food products.
- Sweep and clean floors, including under pallets, at least monthly.
- Clean high-traffic areas like entrance ways and walkways in front of shelves regularly.

- Immediately clean areas that are soiled by spillage or breakage.

SAFELY STORING FOOD

Properly storing foods preserves food quality and prevents spoilage and foodborne illness.

General food storage

- Store food in a clean, dry place away from dust and dirt.
- Store food in designated storage areas. Always store nonfood items and chemicals away from food.
- Food must be stored away from walls and ceilings and at least 6 inches off the floor.
- Use the first-in, first-out (FIFO) method to make sure food is used by its expiration date. Store items with the earliest “Use By” or expiration dates in front of items with later dates.
- Carefully monitor the food inventory. If any item becomes visibly rotten or spoiled, discard it. Check any items stored near the rotten or spoiled items and clean and sanitize the area promptly.
- Always store food at the correct temperature.
- To prevent cross-contamination, separate raw meat, poultry and seafood from unwashed and ready-to-eat fruits and vegetables during storage.

Cold storage

- Foods that require refrigeration or freezing should be placed in a cooler or freezer promptly once delivered.
- Refrigerated items should be kept at 41 degrees Fahrenheit or below.
- Frozen items should be kept at 0 degrees Fahrenheit or below.
- All cooler and freezer units should have an air-temperature measuring device, such as a hanging thermometer, to monitor temperatures regularly. Designate a person to maintain a log of recorded cooler and freezer temperatures.
- Keep cooler and freezer doors shut as much as possible to reduce temperature fluctuation.
- Do not overload coolers or freezers; this prevents airflow and makes it harder for units to stay cold.
- Do not line cooler or freezer shelves with materials that may restrict airflow, such as aluminum foil or paper.
- Defrost freezers regularly to prevent frost buildup and keep them working efficiently.

Dry storage

- The optimum storage temperature for dry foods is 50 to 70 degrees Fahrenheit (dry foods should always be stored below 85 degrees Fahrenheit). Keep a thermometer in dry-storage areas to monitor temperatures regularly. Designate a person to maintain a log of recorded temperatures.
- Keep storage areas dry and free of excessive moisture.
- Dry storage areas should include easy-to-clean equipment that permits good air circulation.

- Storage equipment should be made of corrosion-resistant metal or food-grade plastic.
- Any doors leading to the pantry building’s exterior should be self-closing.

TRANSPORT VEHICLE ELEMENTS

- A clean vehicle will help prevent the food that you transport from becoming contaminated.
- Keep your vehicle(s) clean of dirt, insects, and animals.
- If you are using a car to transport food, consider using a clean trap or plastic sheet to cover the area where food will be placed. This will protect both the food and your vehicle.
- If you are using a dedicated truck or van to transport food, set up a schedule to routinely clean the vehicle to prevent cross-contamination.
- Do not reuse disposable **containers** to transport food.
- Have a temperature control checks for the vehicle.

FOOD PRODUCT DATING

Food manufacturers use different types of product dating to help consumers and retailers decide if food is of the best quality. The date on a product does NOT typically indicate a safety date, but in most cases is a date to consume for peak quality/taste. Here are some examples of different dates and what they mean:

- “Sell By” date indicates how long retail stores should display a food. It is not a safety date.
- “Best if Used By” or “Best if Used Before” date indicates when to consume a food at its peak flavor or quality. It is not a purchase or safety date.
- “Use By” date is the manufacturer’s recommendation for when to consume a product at its peak quality.
- “Freeze By” date indicates when a product should be frozen to maintain quality. It is not a purchase or safety date.
- “Closed Dates” or “Coded Dates” are manufacturer’s packing numbers.

3 YEARS	1 YEAR	8 MONTHS	3 MONTHS					
 <p>CANNED FOODS</p> <p>Beans Broth Coconut Milk Condensed Milk Evaporated Milk Fruit Meats Pasta Soup Vegetables</p> <p>PEANUT BUTTER</p>	 <p>SAUCES + CONDIMENTS</p> <p>BBQ Jam/Jelly Ketchup Pickles Relish Marinara Mustard Oil Salt Salad Dressing Spices Sugar Syrup</p> <p>EXCEPTIONS: Gravy (2 Years) Honey (2 Years)</p>	 <p>DRY FOODS BOX/BAG</p> <p>Dry Beans Pasta Plain Pasta Mixes Potato Flakes Powdered Milk Rice (Brown) Rice Mixes Rice Stuffing</p> <p>EXCEPTIONS: White Rice (2 Years)</p>	 <p>BAKING ITEMS</p> <p>Bread Mix Cake Mix Flour Frosting Pancake Mix Sprinkles</p>	 <p>CEREALS HOT/COLD</p> <p>Cereal Boxes Cream of Wheat Grits Oatmeal</p>	 <p>SNACKS</p> <p>Applesauce Dried Fruit Gelatin Cups/Mix Pudding Mix Nuts</p>	 <p>DRINKS NO ENERGY DRINKS</p> <p>Coconut Water Coffee Drink Powders Gatorade Powerade Juice Juice Boxes Nutritional Drinks Protein Drinks Soda Tea</p> <p>EXCEPTIONS: Water (2 Years)</p>	 <p>SNACKS</p> <p>Chips/Crackers Granola Bars Gum Popped Popcorn Pudding Cups Toaster Pastries</p>	 <p>COOKIES</p>
		 <p>INDIVIDUAL MEALS IN PLASTIC CONTAINERS</p> <p>Soup Pasta</p>	 <p>CANDY CHOCOLATE</p>	 <p>MAYONNAISE</p>	 <p>TORTILLAS</p>			

USE EXPIRATION DATE | **BEST IF USED BY/BEFORE** | **SELL-BY** | **USE-BY**



Infant Formula



Baby Food (No Glass Jars)

THE FOOD DATES ON LABELS ARE NOT SAFETY DATES, BUT INDICATORS OF PEAK QUALITY.

The role of Feeding America food banks is to rescue food that would otherwise go to waste. Knowing these best if used by terms will help us all do our part to reduce waste.

Additional Tips for a safe food distribution

- Evaluate on-site volunteers to determine if they exhibit underlying health conditions that would prohibit them from handling food.
- Establish the measures needed to control the flow of products and people throughout pantry setup and product distribution process. Control access to the food to prevent any intentional or accidental contamination.
- Provide a sufficient number of single-use containers (single-use bags, boxes) for the client to carry food. Do not reuse boxes that show signs of contamination (wet, stained, dirty, or broken).
- Provide enough single-use containers so that food can be safely segregated; keep meat, poultry and seafood separate by species, separate from other refrigerated food and produce, and also separate from RTE and prepared foods. Avoid reusing packaging gleaned from the food in distribution (e.g., packaging from bulk repack items).
- Maintain foods at the proper temperature for the duration of the distribution. Unload only as much product as needed to start food distribution and then replenish the supply.
- Maintain sanitation at the distribution site; clean and sanitize food contact surfaces (such as tables) during product changeovers and at the conclusion of the distribution. Collect garbage and dispose of onsite if suitable containers are available or collect garbage and return it to the food bank for disposal.
- Maintain product integrity throughout distribution. Collect any damaged or compromised product and dispose onsite or return to the food bank for disposal. Do not distribute damaged or compromised product.
- Consider providing safe-handling instructions to clients, including information on minimizing cross-contamination and spoilage if applicable.
- Monitor the duration of the distribution process. Be prepared to suspend product distribution if necessary and move foods to an appropriate temperature-controlled setting.

Food Recalls:

A food recall is a voluntary action by a manufacturer or distributor to protect the public from products that may cause health problems or possible death. A recall is intended to remove food products from the distribution channels when there is reason to believe the products may be adulterated or misbranded.

There are 3 classes of recalls:

- Class I - involves a health hazard situation in which there is a reasonable probability that eating the food will cause health problems or death
- Class II - involves a potential health hazard situation in which there is a remote probability of adverse health consequences from eating the food
- Class III - involves a situation in which eating the food will not cause adverse health consequences

Forgotten Harvest tracks recall information pertaining to the region and communicates it to all Agency Partners. Item(s) on the list may not have been distributed through the Forgotten Harvest, but a partner may have received it through other food streams. In the event a recalled item was disbursed through the Forgotten Harvest the following actions will take place:

- Forgotten Harvest staff will notify each partner who is known to have received or we believe may have received the recalled items within 24 hours of notice.

- Forgotten Harvest will verify that the product was received and will advise on disposal methods.
 - Notifications will be put on our Facebook Agency Page as well as texted to the lead contact at your organization
- Forgotten Harvest may also advertise the recall through other means, such as mail, email, newspapers, social media, or radio if necessary.

Partners should establish a recall procedure, including plans for notifying clients and disposal of product. It is the responsibility of the partner to notify clients who may have received a recalled item. This can be done via social media, calls, emails, flyers at the program site, etc.

Food Borne Illness:

Should you be contacted by a client who says they have gotten ill from food distributed, there are a few things you need to do to help narrow down the issue and protect the community. Most importantly, don't panic. Please always notify your Forgotten Harvest Staff ASAP so that we can help guide you through the process and provide information about the product or item in question.

A foodborne outbreak is when **2 or more people from separate households consume a like product that causes illness** (per the FDA)

When contacted by an individual who believes they have gotten ill from a food distribution you will need to ask a few questions.

- Did the individual seek medical attention?
 - If not and they are still ill, they should do so in order to pinpoint the issue
 - Without proper medical testing, it can be impossible to determine the cause of an illness or relate it to a particular food item
- Are there others they are aware of that have also gotten ill?
 - Do they live in the same household and did they consume the same piece of food (from the same package/box) or separate items?
- Did they keep the food they suspect made them ill?
 - If there is a food borne outbreak, it is important to have the source to be able to identify the bacteria or toxin that is involved.

By asking the key questions and following this process, it will help investigators further delve into the root cause, determine if the complaint should be escalated, and notify the proper authorities. The proper authorities will then escalate the notification through their channels so that the public can be alerted in the event that there is a public safety concern.

Monitoring and Compliance

No less than once every 2 years, a Forgotten Harvest Client Services Specialist will conduct an onsite inspection at each location of our agency partners. This inspection is meant to be a collaborative effort between Forgotten Harvest and your agency to make sure we are serving our clients and the community in the best way possible.

Some of the items that will be reviewed and inspected during this monitoring will be:

- Updates to records/files
- Food Safety Regulations
- Food Storage Inspection
- Pest Control Management check
- Records and Data
- Review of Policies and Procedures
- Distribution Site Procedures
- Civil Rights Training

Partners found to be in violation of any Forgotten Harvest policies and procedures outlined in this handbook and/or partnership agreement will be subject to corrective action, suspension and/or termination.

Corrective Action

A plan created by a Client Service Specialist and/or Leadership and the partner to return to compliance. During this time partners may still be eligible to receive food deliveries, and/or conduct food rescue pickups. A corrective action ends when the plan is complete and successful, or the partner is suspended/terminated.

Suspension

A period of time not exceeding three months when a partner is temporarily not eligible to receive product. During suspension partners cannot receive food deliveries or conduct food pickups. Partners will be notified of their suspension status via email, including the cause and next steps. Partners maintain an active status with Forgotten Harvest while on suspension. Partners' suspension ends when one of the following occurs:

1. Partner works with Client Service Specialist to remedy the violation(s).
2. Partner voluntarily terminates their partnership with Forgotten Harvest.
3. Partner has been terminated by the Client Services Manager if violation(s) is not remedied.
Partner will be notified of their termination in writing.

A suspension or corrective action extension may be authorized by Client Services Manager if the partner/agency proves progress has been made and plans are in place to remedy the violation(s) in a timely manner.

Termination

If non-compliance is not remedied or Forgotten Harvest staff determines partner does not actively engage in the mission to end hunger, Forgotten Harvest staff can terminate partnership. Partner will be notified of their termination in writing.

Grievance Procedure

Agencies may voice concerns or appeal any decisions made by Forgotten Harvest staff. Place your concerns in writing and send to: Director of Client Services, 15000 W Eight Mile Road, Oak Park, MI 48237. All appeals will be reviewed by the Director, Chief Operating Officer, and the Leadership Team. A written response to the appeal will be issued within 30 business days

Complaints

Complaints received by Forgotten Harvest against a partner will result in Forgotten Harvest involvement. Complaints received will be documented in writing and kept in the partner's file. All complainants will remain absolutely confidential. Client Services staff will immediately address the complaint with the partner and/or sponsoring organization. If the complaint shows a violation against the Forgotten Harvest partnership agreement, the Client Services staff will create a corrective action plan for the partner to complete. Partners who fail to comply with the corrective action plan will be placed on suspension. If Forgotten Harvest receives more than three complaints against a partner/agency in a 12-month period, partnership may be subject to termination.

Annual Agency Conference:

Each year, Forgotten Harvest holds a conference for all of our Agency Partners. All active Agencies are required to attend the Annual Agency Conference by sending at least one representative from their organization. The purpose of the conference is to meet your fellow network of Agency Partners, get important updates and information about Forgotten Harvest and learn about policies, practices, or procedures to enhance and help with your food distribution efforts.

Additional Resources:

Who to contact and when....

Any general issues, questions or concerns can be handled by your Client Service Specialist:

Client Services Team

*Mobile Pantries, Soup Kitchens, Indoor Pantries,
Shelter, Agency ran Client Choice, Agency Enablement
& Senior Programs*

Krista Poole

Client Services Manager
Cell Phone: 248.506.6523
kpoole@forgottenharvest.org

Robbya DuBose

Client Services Specialist
Cell Phone: 248.508.7691
rdubose@forgottenharvest.org

Dawn Sketch

Client Service Specialist
Cell Phone: 248-234-0017
dsketch@forgottenharvest.org

Angela Jordan

Client Services Specialist
Cell Phone: 313-244-9516
ajordan@forgottenharvest.org

Erica Guido

Client Coordinator
Direct Line: 248-268-7504
eguido@forgottenharvest.org

Market Team

*Forgotten Harvest Community Choice Market and
Mobile Client Choice Markets*

Larry Sleiman

Choice Market Manager
Phone: 313.495.6529
lsleiman@forgottenharvest.org

Robbie Eddins

Choice Market Coordinator
Phone: 248-762-8870
reddins@forgottenharvest.org

If your issue is urgent and you are unable to reach the appropriate team members, you may contact:

Kelli Kaschimer

Director, Client Services
Cell Phone: 586.206.1342
kkaschimer@forgottenharvest.org

SUPPLEMENTAL RESOURCE MATERIAL

- 🌿 Agency Agreement
- 🌿 101 Ways to Recognize Volunteers
- 🌿 Site Distribution Procedures
- 🌿 Civil Rights Form for Volunteers
- 🌿 And Justice For All Poster – English
- 🌿 And Justice For All Poster – All Other Languages
- 🌿 Written Notice of Beneficiary Rights
- 🌿 Distribution Hours Sign
- 🌿 Find Food Flyer
- 🌿 Food Distribution Flyer Template
- 🌿 Transported Food Temperature Log
- 🌿 RDO: Sub-Agency Partner Agreement Language

LIMITED ENGLISH PROFICIENCY RESOURCES:

- 🌿 Language Identifier
- 🌿 Limited English Proficiency Planning Tools
- 🌿 I Speak Cards
- 🌿 Language Access Plan
- 🌿 Five Steps to Effective LEP Communication
- 🌿 Tips of Effective Language Program

LINK2FEED

- 🌿 Link2Feed User Manual
- 🌿 Initial Launch Day Directions
- 🌿 Adding Household Members
- 🌿 Client ID Tracking Sheet
- 🌿 Short Form
- 🌿 Sample Intake Script
- 🌿 Logging into Link2Feed

FOOD SAFETY:

- 🌿 Cold Food Storage
- 🌿 Cross Contamination Info
- 🌿 Daily Temperature Log
- 🌿 Food-borne Illness Information
- 🌿 Food Product Dating

SAMSUNG PRO ACTIVE TAB]

- 🌿 Technology Use Agreement
- 🌿 Samsung Help Page
- 🌿 Samsung Galaxy Tab Active Pro User Manual