



# Dare to Care

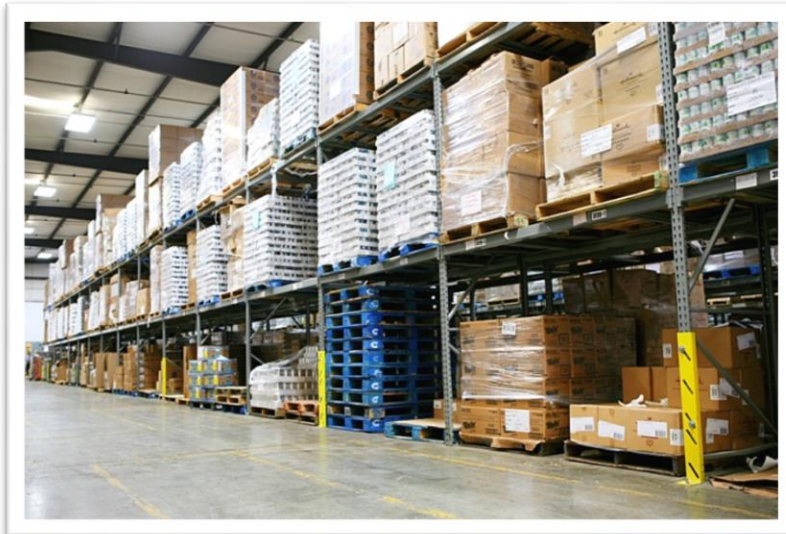
## Food Bank



**SCHOOL PANTRY HANDBOOK**

# ABOUT DARE TO CARE

**Dare to Care Food Bank** was founded in 1971, when a stunned Louisville community was confronted with the horrifying news that right in their own city, on Thanksgiving Day, a nine year old boy had died of starvation. The name Dare to Care became the rallying cry of people throughout the area as they joined together to attack the very real problem of hunger in many of their neighborhoods.



Dare to Care receives its food from several sources including manufacturers, USDA commodities, processors, growers, retailers, wholesalers, distributors and consumers (those who donate product to food drives/ Care Barrels/ churches/ schools/ businesses). **The vast majority of our food is donated; therefore the product available is always changing.**

The food bank has a 55,000 square foot warehouse, including a 100,000 cubic foot freezer and 66,000 cubic foot cooler. We have ten transport trucks, 7 of which are refrigerated.

Over 3K volunteers support our mission each year, contributing over 37,000 hours.





## VISION

**A HUNGER-FREE  
KENTUCKIANA**

## MISSION

**TO LEAD OUR  
COMMUNITY TO FEED  
THE HUNGRY AND  
CONQUER THE CYCLE OF  
NEED**

♥ Dare to Care Food Bank works in partnership with more than 300 nonprofit organizations with approved feeding programs.

♥ Each year, Dare to Care Kids Cafes serve more than 100,000 meals to children in Kentuckiana.

♥ Dare to Care Food Bank distributes more than 18 million pounds of food annually.



**Feeding America** is the nation's largest non-governmental feeding program. Incorporated in Phoenix, Arizona in 1979, Feeding America has grown from a few volunteers distributing food to a handful of local non-profit organizations, to a national network of more than 200 food banks in all fifty states.

Dare to Care Food Bank became a member of Feeding America in 1983. In order to maintain membership with this organization, Dare to Care Food Bank must maintain high standards of accountability in food handling. Our organization has received consistent high ratings on monitoring visits by regional officials. In addition, Dare to Care Food Bank is also subject to similar annual inspections by the food industry.

The mission of the Dare to Care Food Bank Program is to make every effort, on both the national and local levels, to rescue approximately 20% of the food America wastes between field and table.



**Kentucky Association of Food Banks (KAFB)** is a 501(c)3 charitable organization working to end hunger in Kentucky. KAFB's seven member food banks serve all 120 Kentucky counties in partnership with a network of over 1,000 local food pantries and shelters. Last year our members distributed 60.5 million pounds of food and grocery products — enough for 50,400,000 meals for our struggling neighbors. We reach an estimated 1 in 7 of all Kentuckians each year.

# HOURS OF OPERATION

## FOOD BANK HOURS OF OPERATION

Dare to Care is open Monday – Friday, 8:00 AM – 4:00 PM

Front Desk: 502-966-3821

## AGENCY SERVICE HOURS (DOCK HOURS)

Monday – Friday

7:30 AM – 1:00 PM

## DARE TO CARE HOLIDAY SCHEDULE

The Food Bank will be closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & the following Friday
- Christmas Eve & Christmas Day



# STAFF & RESOURCES

## SCHOOL PANTRY HOMEPAGE:

<https://daretocare.org/school-pantry/>

## PROGRAMS TEAM:

Annette Ball: (502) 736-9408, [Annette@daretocare.org](mailto:Annette@daretocare.org)

Johnna Worley: (502) 736-9414, [Johnna@daretocare.org](mailto:Johnna@daretocare.org)

## DARE TO CARE INFORMATION:

Address: 5803 Fern Valley Road,  
Louisville, KY 40228

Main Line: (502) 966-3821

Fax: (502) 966-9252

### Additional Contacts:

David Schlosser, COO:  
(502) 736-9411, [David@daretocare.org](mailto:David@daretocare.org)

Brian Riendeau, Executive Director:  
(502) 736-9409 [Brian@daretocare.org](mailto:Brian@daretocare.org)



## HELPFUL RESOURCES:

- Dare to Care Website: [www.daretocare.org](http://www.daretocare.org)
- Utilities Assistance: Metro United Way Resource Line 211
- Food Stamp Application Assistance: <http://www.louisvilleky.gov/NeighborhoodPlace>

# PARTNER AGENCIES

Dare to Care Food Bank reaches individuals facing hunger through our network of over 300 dedicated partner agencies that are committed to ending hunger in Kentuckiana. Through our strong network of partner agencies, Dare to Care has been able to distribute over 18 million pounds of food to families in need.

Partner agencies include food pantries, shelters, emergency kitchens and other organizations in our community. Dare to Care donates food from our inventory to these agencies. In turn, these agencies are on the front lines, directly providing food assistance to community members in need.

## OUR SERVICE AREA

Dare to Care serves the Metro Louisville area, including: Jefferson, Bullitt, Spencer, Shelby, Henry, Oldham, Trimble, and Carroll; and the following Indiana counties: Floyd, Clark, Harrison, Crawford and Washington.



## HOW WE WORK



# PROGRAMS & EVENTS

In addition to providing food to hundreds of emergency kitchens, shelters and food pantries, Dare to Care operates several programs targeting the most vulnerable in our community.

## **PROGRAMS:**

**Backpack Buddy:** provides nutritious, kid-friendly foods to children from low-income families on weekends when they do not receive free and reduced-price breakfasts and lunches.

**Community Kitchen:** prepares and delivers hot, nutritious meals to Kids Cafes.

**Mobile Pantry:** brings a pantry directly to a neighborhood and provides fresh produce and other nutritious food items for our neighbors in isolated pockets of need.

**Patrol Against Hunger:** provides nutritionally balanced food boxes to seniors in need through a unique partnership with the Louisville Metro Police Department.

**Cooking Matters:** empowers families with the skills, knowledge and confidence to prepare healthy and affordable meals.

**School Pantry:** help solve child hunger by providing nutritious food to children and their families in convenient, familiar and safe locations.



# PARTNERSHIP & LIABILITY

Our qualified partners provide the means by which Dare to Care Food Bank can get its food where it needs to go in our community. As a member of the Food Bank, all partner agencies are required to safely and efficiently distribute the resources provided by the Food Bank. Dare to Care may change or revise procedures to comply with Feeding America or government policies. Dare to Care is dedicated to communicating those changes with our partners as quickly as possible.

## **GOOD SAMARITAN ACT**

The Good Samaritan Act protects citizens, businesses, volunteers and nonprofit organizations that act in good faith to donate, recover and distribute excess food. It limits liability to acts of gross negligence or intentional misconduct and, absent these, donors and others shall not be subject to civil and criminal liability arising from the nature, age, packaging, or condition of the seemingly wholesome food of the apparently fit grocery products received as donations.

## **FDA ACT**

The United States Federal Food, Drug, and Cosmetic Act, is a set of laws passed by Congress in 1938 giving authority to the U.S. Food and Drug Administration (FDA) to oversee the safety of food, drugs, and cosmetics. Dare to Care and its partner agencies must ensure that any donated product adheres to the standards set forth by the Federal Food, Drug and Cosmetics Act and any regulations that follow.

Dare to Care is committed to the health and food safety of the population we serve. Each partner agency will receive food safety and handling training at the beginning of partnership. In

this training, Dare to Care will provide agencies with extensive details to safely store and distribute food.



## **USDA REGULATIONS**

USDA provides food products funded through TEFAP. DTC distributes this food through a contract with the KY and IN Departments of Job and Family Services.

The Dare to Care Partnership Agreement clearly states that all partner agencies must agree to and adhere all USDA regulations and must keep copies of the USDA contract and intake records.

# PROGRAMS AGREEMENT

Dare to Care Food Bank is a nonprofit corporation with a vision of a hunger-free Kentuckiana and a mission to lead the community to feed the hungry and conquer the cycle of need. Dare to Care executes its mission by partnering with other nonprofit agencies and churches who share a commitment to fight hunger in Kentuckiana.

All partners of the food bank must sign a program agreement. By entering this agreement, Dare to Care (DTC) and each partner agree to be bound by its terms and to work together for a hunger-free Kentuckiana. The purpose of this agreement is to create a relationship where DTC provides food and grocery products to our partners for distribution to those in need.

This section outlines the agreement as it relates to food distribution and program operations.

## USAGE OF THE FOOD BANK

**30 Day Utilization Agreement:** Members must use the food bank program at least once per month to remain an active agency, and no more than once per week. We suggest that products be used within six weeks of its pick up date. If an organization does not utilize Dare to Care at least ten to twelve times in a year, it will be subject to review.

**Dock Interactions:** Products must be taken in one load so it is necessary that you bring adequate assistance as products will not be left for partial pick up. Dockside staff is advised not to leave the dock and members are advised not to stand on the dock for liability and safety purposes.

- **Staff Identification:** Picture identification may be required of your pick-up personnel. WE MUST be advised of all personnel changes on your letterhead or via email as they occur.

## FOOD RECEIPT & INSPECTION AGREEMENT

**All product is accepted as is.** Dare to Care and the original donor expressly disclaims any warranties in relation to the donation of this product. There have not been, nor are there at any time, any express warranties in relation to this donation of product. Your organization releases the original donor and Dare to Care Food Bank from any liability resulting from use of product from Dare to Care. Your organization further agrees to indemnify and hold the original donor and Dare to Care free from any and all liabilities, damages, losses, claims and causes or action and suits of law or in equity or any obligation of your organization or any personnel employed by your organization in connection with its storage and use of the donated product.

**Product Inspection:** All produce received from Dare to Care should be inspected in a timely and proper manner upon delivery. If product is found unfit for human consumption, you must notify Dare to Care immediately so that we may take corrective action.

## FOOD SAFETY AND STORAGE

Every programs partner of Dare to Care is required to go through a food safety training course. If the partner is a meal site, it should already have a Food Safety Manager certification and will be required to provide a copy for our records. Jefferson County Public health standards and certification are also required.

All food programs are to be housed in a public building, such as a church or other civic organization meeting place. **Product is never to be stored in a private home.**

Full food safety requirements and procedures can be found in this handbook.

## MISAPPROPRIATION OF FOOD BANK PRODUCT

The tax Reform Act of 1976 states that **product received from Dare to Care Food Bank may not be sold, or exchanged for money, other property, or services. Violations will result in immediate suspension and/or termination from the program.**

If necessary, Dare to Care Food Bank will not hesitate to prosecute any person or organization found to be in violation of the law.

All products that come to you from Dare to Care Food Bank are under the jurisdiction of the United States Internal Revenue Service or are direct federal property by virtue of having been donated for charitable use under the provisions of Section 501(c)3 of the IRS Code.

Under this code, the lawful use of such products is your providing them absolutely free of charge to the ill, needy, infants and/or elderly in full compliance with your agreement with Dare to Care Food Bank meaning:

1. YOU MAY NOT take any Dare to Care Food Bank product for your personal use.
2. YOU MAY NOT “pay” yourself or volunteers with Dare to Care Food Bank product.
3. YOU MAY with one and only one exception: in group settings where staff eats along with the clients and/or to create a “family atmosphere,” only then may staff consume donated product.
4. YOU MAY NOT use food for church suppers, volunteer/staff appreciation, and other activities not associated with the parameter of your program.

**The approved non-profit organization can only use Food Bank products to support the program(s) stated on the original application. Dare to Care products are to be used for the approved program only, and not for other purposes.**

We are stressing this issue because Dare to Care Food Bank is dealing in merchandise that may tempt some otherwise honest and law-abiding people to break the law. The penalties for misappropriating donated products are severe: if convicted, offenders may face up to 20 years

in prison and fines totaling \$20,000. In addition, any abuse of Dare to Care Food Bank product will result in immediate and unconditional expulsion from the Dare to Care Food Bank Program.

## CLIENT SERVICES

All food donated by Dare to Care must go toward the use by the agreed upon programs and their parameters. Your organization must serve in an area that has 50% Free and Reduced Lunch rates. You must provide product received from Dare to Care Food Bank directly to clients, whether on-site or for home use. All products must be free of charge and may not be attached to any religious service or proselytize.

## COMMUNICATIONS WITH THE FOOD BANK

**The main communication method with partner agencies is through email. All agencies must have an ACTIVE email account and regularly check that account to receive information and updates from the programs team.**

In general, when communicating with the programs team, **please be sure to state your name and the name of your pantry** so that we can be prepared to assist you efficiently.

**Changes in Staff:** Must be reported within 3 days on letterhead or via email. This is to ensure that all pick-up volunteers are approved by your organization. Should changes in personnel occur, your organization is responsible for training new employees/ staff.

**Changes in Physical Address/ Location:** Must be reported within 14 days on letterhead or via email. Be advised that changes may result in review of partnership.

**Changes in Distribution Times:** Must be reported within 10 days via online reporting. Be advised that changes may result in review of partnership.

**Closings:** Must be reported within 3 days, unless it is an emergency. Be advised that excessive closings may result in review of partnership.

**Order Cancellations:** If unable to pick up an order at a scheduled time, you must contact the Programs Team as soon as possible to reschedule.

**Product Inspection:** As mentioned above, if product is found unfit for human consumption, you must notify Dare to Care immediately so that we may take corrective action.

# POLICIES & PROCEDURES

## RECORD KEEPING & STATISTICS

**Record Keeping:** According to the Dare to Care Programs Agreement, all partner agencies are required to keep copies of client intake forms, food storage temperature logs and monthly client statistics for three years plus the current year.

**Client Statistics:** Monthly statistical reporting is required for each partner organization. It is imperative that all partner agencies keep accurate records of individuals and/or meals served. These statistics determine program efficiency and verify agency activity. This information is also vital for use in grant applications, providing accountability and knowledge to our donors and the community.

- **School Pantry Statistics:** All pantries must keep written and verifiable proof of service. This requirement can be satisfied by recording name, signature, and family size. All organizations will be required to complete on-line reporting of appropriate statistical requirements for the program supported by the food bank. These statistics must be entered into the system by the fifth of the month following the reporting month.  
<https://daretocare.org/school-pantry/>

**Temperature Logs:** Time and temperature logs must be kept for each refrigerator, freezer and dry storage area. Temperatures must be recorded on a weekly basis if not more frequently.

## **MONITORING**

In an effort to better know our non-profit organizations and the people who are responsible for them, as well as to ensure that our foods are properly handled and distributed to capacity, we make monitoring visits. These visits give you the opportunity to ask questions and make suggestions as to how the Dare to Care Food Bank and staff may better serve you and how, together, we can better serve the community. We will try to give each organization at least a 24-hour advance notice of a monitoring visit, although Dare to Care Food Bank reserves the right to make unannounced visits.

Bi-annual Monitoring Visits are conducted to:

- Ensure proper records, storage requirements and inventory logs are being kept
- Review sanitation and proper food handling procedures
- Improve communication between the Food Bank and our partners
- Collect feedback from our partners and show thanks for the partnership

Please have the following items on-hand for a monitoring visit:

- A copy of your most recent health inspection report should be on file and available (if applicable).

\*Monitoring visits will occur at least every two years, according to Feeding America guidelines.

\*\*The taking of photographs during a monitoring visit is considered a part of the monitoring process. Photographs may be taken with no further notice or consent, beyond this document.

## **COMMITMENT TO MISSION**

As a partner with Dare to Care, you do more than just distribute food the community. You are involved in the fight to end the cycle of need in Kentuckiana. Members which demonstrate a strong commitment to the mission are well-connected within their food network, are willing to distribute information to assist clients with supplementary education and attend all Dare to Care training conferences. Attendance by at least one representative of each partner is mandatory.

## **MEDIA AND OUTREACH**

It is expected that each partner do all it can to notify its community of its services. However, use of the Dare to Care logo and name are strictly prohibited without prior approval.

Each partner must have a Dare to Care poster, USDA poster (if receiving USDA product) and sign posting its service days and hours, visible to the public. As a member of our network, Dare to Care is able to place partner spotlights in our quarterly newsletters and social media. We encourage you to share with us any special events or fundraisers that you have so that we may assist you in garnering support. Equivocally, we would hope that you mention our partnership when speaking to the media regarding your food program.

# FOOD SAFETY

## THE IMPORTANCE OF FOOD SAFETY

### How Food Becomes Unsafe

A foodborne illness is a disease that is transmitted to people through food. Many hazards can make food unsafe and cause a food borne illness.

### Types of Hazards

#### 1. Environmental

- Biological ( bacteria, viruses)
- Chemical (cleaners, sanitizers, machine lubricants)
- Physical ( glass, bones, fruit pits, metal shavings, staples, dirt, bandages, jewelry)

#### 2. People Practices

- Poor personal hygiene
- Time-temperature abuse... letting food stay too long at temperatures that are good for pathogen growth
- Cross contamination (storing food improperly)
- Poor cleaning and sanitizing

### What is my role in keeping food safe?

- Practice good personal hygiene
- Control the time and temperature of food
- Do not let food stay too long at temperatures that will grow pathogens
- Prevent cross- contamination
- Clean and sanitize surfaces the right way

### Good Personal Hygiene





Your hands can transfer pathogens to food. In order to keep food safe you must follow the practice of good hand washing. Hand washing should only take about 20 seconds and is critical in maintaining good personal hygiene.

After washing your hands use a paper towel to turn off faucet and open the restroom door. Food employees shall keep their hands and exposed portions of their arms clean. You are required to have visible signage that notifies employees to wash their hands to be posted at all hand washing sinks used by food employees.

**When to Wash: Food employees shall clean their hands and exposed portions of their arms:**

- Immediately before food prep, working with clean equipment and utensils and unwrapped single-service and single use articles;
- after using the toilet room;
- after coughing, sneezing or using a tissue;
- after eating, drinking or using tobacco;
- when switching between working with raw food and RTE food;
- before putting on gloves to engage in food prep;
- after handling soiled equipment or utensils;
- after caring for or handling service or aquatic animals;
- as often as necessary to remove soil and contamination to prevent cross contamination when changing tasks;
- or after engaging in other activities that contaminate the hands and arms.



**Employee Cleanliness:**

- Food employees may not wear fingernail polish or artificial nails when working with exposed food unless wearing intact gloves in good repair.
- Food employees may not wear jewelry on their arms and hands except for a plain ring such as a wedding band, while preparing food.
- Food employees shall only eat, drink or use any form of tobacco in designated areas where the contamination of exposed food; clean equipment, utensils and linens; unwrapped single-service and single-use articles; or other items needing protection cannot occur.

## **Bare Hand Contact with Ready-to-Eat (RTE) Foods**

Employees are PROHIBITED from touching RTE foods with bare hands (except when washing fruits and vegetables) to prevent food contamination.

Bare hand contact can be avoided by using utensils (such as deli tissue, spatulas, tongs, or dispensing equipment) or food handler's single-use gloves. Foods not in RTE form (such as raw meats prior to cooking) shall have minimized contact with food employees' bare hands and arms.

**Note:** The new code does provide some exceptions under strict requirements; contact them for more info at [www.louisvilleky.gov/health/environmental/foodhygiene](http://www.louisvilleky.gov/health/environmental/foodhygiene). ??

## **Use Gloves the Right Way**

Gloves can help prevent the spread of pathogens if they are used the right way by:

- Use the correct glove (NEVER WASH, RINSE OR REUSE GLOVES)
- Only use single use gloves when handling food
- Make sure gloves fit and secure
- Wash your hands before putting on gloves and when changing to a new pair
- Change gloves when necessary:
  - As they become dirty
  - Before beginning a new task
  - After handling raw meat, seafood or poultry and before handling ready to eat food

## **FOOD STORAGE**

A dedicated storage space with adequate capacity should be maintained by each agency. All food storage areas must provide protection from elements such as weather, fire, theft and pests. Doors, windows and roofs should be sealed to prevent pests from entering your facility and to protect from water damage. Chemicals or clothing must be stored away from food and food must be stored in a locked and secured area. Food should never be stored in any area that is not specifically designated as a food storage area.

### **Keep Food at Least 6 inches from the Floor**

Adequate shelving must exist to keep all food off the floor (by 6 inches). If shelving is not available, Dare to Care Food Bank will provide you with pallets that may be used for off the floor food storage.

### **Specific Storage Guidelines:**

- Store dry food away from walls and at least 6 inches off the floor
- Keep storerooms cool and dry. The storeroom should be between 50-70°F
- Make sure storerooms are well ventilated
- Keep dry food out of direct sunlight

**Controlling & Monitoring Time and Temperature:**

Any type of food can be contaminated. Some foods can be considered more hazardous for pathogen growth. The best way to control pathogen growth is to control TIME and TEMPERATURE for SAFETY of TCS FOOD.

Most Common Types of TCS foods:

- Milk and dairy products
- Meat (beef, pork, lamb)
- Poultry
- Eggs
- Shellfish
- Fish
- Baked Potatoes
- Others: tofu, sprouts, seeds, cooked rice, beans, vegetables, sliced melons, cut tomatoes, untreated garlic/oil mixture



All refrigerated food needs to be kept between 32-40 degrees Fahrenheit and all frozen product should be kept between -10-0 degrees Fahrenheit. Temperature must be monitored by temperature charts (for each cooler, freezer and dry storage area), in which temperatures are recorded weekly\*.

If equipment does not meet temperature guidelines please seek advice from maintenance and or call manufacturer.

\*See sample Temperature Chart in the appendix of this handbook

**How to Measure the temperature of food:**

- Use the right thermometer-bimetallic stemmed (can be used for measuring the temperature of everything from incoming shipments to the internal temperatures of hot-holding food)

- Make sure it is ready and calibrated
- Check temperatures right away
- Clean and sanitize the thermometer

**Holding and Storing TCS Food:**

When you hold or store food the wrong way, pathogens will grow. Follow the guidelines below to keep food safe:

- Keep food out of the danger zone (135-41°)
- Hold food safe
  - Hot food above 135°
  - Cold food below 41°
  - Keep frozen food frozen
  - Check the food’s temp at least every 4 hours
  - Inform manager and discard food
- Storing TCS food safely - remember the common types
- Must be stored right away
- Do not overload coolers or freezers
- Plan ahead so coolers are not open more often than necessary

**HOT AND COLD HOLDING**

Hot holding temperature for PHF has been lowered from 140°F to 135° F or above.

Cold holding units are required to maintain a temperature of 41° F or below. Eggs may still be held at 45° F or below. Limited exceptions are made for 5 years for existing equipment that can maintain 45° F but not 41° F.

**DATE MARKING & LABELING FOOD FOR STORAGE:**

All ready-to-eat (RTE), potentially hazardous foods (PHF) that are prepared on-site and are held in refrigeration for more than 24 hours must be marked with the date of preparation or with the date by which the food shall be consumed, sold, or discarded.

**Note:** Day #1 shall be counted as the day of preparation, removal from container or day & time at which frozen food was thawed. Freezing food stops time.

IF	THEN
On site preparation of food to be refrigerated more than 24 hrs	Hold at 41° F or less and consume or discard in 7 days -OR-

	Hold between 41°F-45°F and consume or discard by day 4
Food from a commercial container	Must be consumed, sold or discarded by the manufactures date
Food was removed from freezer	Hold at 41°F or less, discard/consume by Day 7 <b>-OR-</b> Hold between 41oF - 45

### Avoid Food Expiration

When storing food:

- Check the expiration date
  - Many food products are safe to eat beyond the sell-by date printed on the packaging, but manufacturers’ dictate that these foods be removed from retail outlets. The Food Bank is still able to distribute many of those items.
  - Dare to Care works hard to ensure the quality of donated product, but agencies should ALWAYS inspect items as they come to your facility.
  - Please refer to the Food Handlers Guide provide during training for more information on sell-by, use-by and best-by stipulations.
- Store food using the FIFO method (First in, First out)
- Use the food in front first as it will expire first



Maintain Thermometers & Temperature Charts for Storage:

- Refrigerator
- Freezer
- Dry

**Preventing Cross-Contamination of Food:** Cross contamination is how bacteria can be spread.

These are specific requirements for the procedures that must be followed for cleaning and sanitizing of food contact surfaces and utensils in the establishment.

It is the responsibility of each agency to supply their site a thermometer. All temperature charts are to be stored for 3 years and the current year. There is a sample temperature chart in the appendix of this handbook.

Food shall be protected from cross-contamination by:

1. Separating raw animal foods (except when being combined as ingredients) during storage, preparation, holding and display from raw RTE foods (such as fruits, vegetables and fish for sushi)
2. Separating different types of raw animal foods from each other (such as beef, fish, lamb, pork and poultry) during storage, preparation, holding and display by: using separate equipment for each type, or preparing each type of food at different times or in separate areas
3. Proper cleaning and sanitizing of food contact surfaces, equipment and utensils should take place each time there is a change from working with raw foods to working with RTE foods
4. Storing food in packages, covered containers or wrappings and cleaning visibly soiled containers before opening
5. Separating fruits and vegetables before they are washed from RTE foods

**What to do if cross-contamination occurs:**

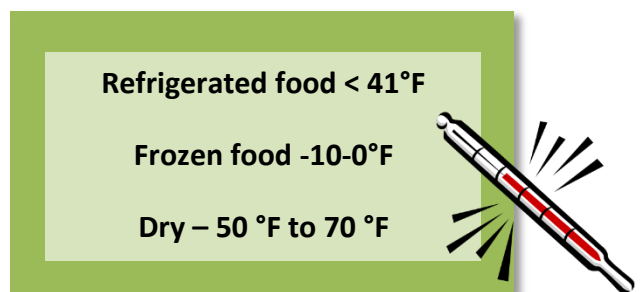
- Do your best to fix the problem
- Set aside the contaminated item so no one can use it
- Ask your supervisor for directions
- Supervisor to call Dare to Care Agency Team
- Discard item ( labeled and dated)

**Transporting Food Product:**

Specific guidelines for transporting food products from Dare to Care Food Bank warehouse to all associated agencies must be followed to ensure safe handling practices.

- Carriers ( cars, vans, trucks etc) must be clean and free of pests, dirt, debris, liquid spills and odors before food product will be loaded.
- Temperatures of foods must remain in the safety zone at all times.

All perishable and prepared food to include meat (fresh and frozen) must be delivered to the agency site and placed into proper storage within 1.5 hours of leaving the Dare to Care Food Bank warehouse.



**IMPORTANT REMINDER**

This guideline is to protect all parties involved with the transportation of food products to ensure that clients receive optimal quality product. To ensure that food products remain at the appropriate temperature please bring coolers and/or cambros for food storage transportation. Refrain from using garbage bags as this does not keep food at safe temperatures.

**\*\*Minimize extra stops on the return back to the agency to prevent food spoilage.**

Put all perishable (fresh, refrigerated, frozen) products away immediately upon arrival at agency.

**CLEANING AND SANITIZING**

Cleaning removes food and other dirt from a surface. Although pantries do not cook and serve foods it is important that all areas are clean and free of dirt, insects and rodents.



All areas of distribution from receiving to delivering products must be clean and organized to ensure safe handling of food.

- Daily and periodic cleaning duties should be assigned and inspected by management.
- Cleaning products **MUST BE LABELED** properly and stored away from **ALL FOOD**. Always wear protective equipment as needed when using chemicals, for example, gloves.
- Remove all garbage as quickly as possible to eliminate odors and pests.
- Do not clean garbage containers near food storage areas.
- Close all lids on outdoor containers.
- To combat any issues related to rodent and insect infestation, pest prevention measures should be taken regularly. It is the policy of the Food Bank that all partner agencies use a licensed pest control firm to treat and eliminate pest infestation in a timely manner.

**Manager/Operator Food Safety Knowledge**

The person in charge (PIC) of the establishment must demonstrate to the health department that they are knowledgeable about the prevention of food borne disease and food code requirements.

This knowledge can be demonstrated by:

- Having no critical violations during the current inspection,
- Being a certified Food Protection Manager who has shown proficiency of required information passing a test that is part of an accredited program or local health
- department training or

- Responding correctly to the inspector’s questions and providing satisfactory explanations for each as they relate to the specific food operation.

**Note:** Per ordinance #11 series 1989 Louisville Metro requires a certified food service manager to be present at all times of operation.

### **Employees/Volunteers with Illness**

Food employees (both permanent and temporary) shall report to the manager or owner information about their health and activities related to diseases that are transmissible through food.

Food employees must disclose to the person in charge (PIC) if they are experiencing:

- Vomiting, diarrhea, jaundice, sore throat with fever or a lesion containing pus or infected on the hands or wrists (unless protected by an impermeable cover) or exposed portions of the arm.

Food employees shall report if they have been diagnosed by a health practitioner with an illness due to: Norovirus, Hepatitis A, Shigella, Shiga toxin-producing E coli or Salmonella typhi., has been exposed to, or is the suspected source of a confirmed disease outbreak of: Norovirus within the past 48 hours of expo-sure, Shiga Toxin-Producing E coli within the past 3 days, Salmonella within the past 14 days or Hepatitis A within the past 30 days.

The manager or operator shall ensure that a food employee who exhibits or reports a symptom, or who reports a diagnosed illness or a history of exposure to any of the above diseases shall be excluded or restricted from work as specified under 2-201.12.

**If an employee or volunteer is sick, it is best if they do not work in the food pantry until they are well so as not to spread disease or infection to clients.**

### **Time as a Public Health Control**

Operators that do not serve highly susceptible populations and under certain circumstances with strict controls may elect to use time (rather than temperature alone) as a method to control the growth of pathogenic bacteria in PHF.

Written procedures and strong knowledge of food safety principles are required for this practice. Please refer to 3-501.19 of the 2005 FDA code for more details and contact the health department if you wish to use this type of practice.

### **Agency Distribution of Specific Food Products**



**Frozen Products:** All meat, poultry and fish must be provided to client in the frozen state. If product is discolored, discard immediately. Pull small quantities of product at a time and replenish as needed.

**Fresh Products:** All meat, poultry and fish must remain at 41°F and if product is kept in danger zone (41-135°F) for more than 2 hours DISCARD. Pull small quantities of product at a time and re-plenish as needed.

**Chilled Perishable:** All pre-packaged foods (orange juice) must remain at 41° or less and if product remains in danger zone of 41°-135° for 2 hours DISCARD.

### **Required Consumer Advisory: Disclosure and Reminder**

If an animal food such as beef, eggs, fish, lamb, milk, pork, poultry, or shellfish is served or sold raw, under-cooked, or without otherwise being processed to eliminate pathogens, the permit holder shall inform consumers of the significantly increased risk of consuming such foods by way of a disclosure and reminder, using brochures, deli case or menu advisories, label statements, table tents, placards, or other effective written means.

- Disclosure-identification of the foods that are raw must be depicted on the menu with a symbol (\*uncooked or undercooked) and
- Reminder– that written information is available upon request and that consuming raw or undercooked foods may increase risk of food borne illness.

### **RE-PACKING FOODS**

Dare to Care Food Bank requires that all food products received must be distributed in the original container with the approved food label attached.

ONLY EXCEPTIONS INCLUDE:

- Potatoes (can be re-packaged into smaller containers)
- Sweet Potatoes
- Carrots
- Apples
- Squash/Zucchini
- All other produce varieties

Please contact an agency team member if you have any further questions and or concerns.

**\*\*FYI...Produce is the only type of food that if re-packaged does not require a label.**

## **FOOD ALLERGY SAFETY GUIDELINES**

Remind all clients to read food labels carefully for specific allergens.

Follow cleaning procedures that quickly and safely remove spills while preventing allergen cross contamination.

Inspect area where spillage occurred and remove contaminated product.

Most common allergens:

- Milk, eggs, peanuts, tree nuts ( walnuts, almonds, pecans, hazelnuts, pistachios, cashews, coconuts, pine nuts, macadamia nuts and brazil nuts), fish, shellfish, crab, crawfish, lobster, shrimp, oysters, wheat, soybeans and sesame seeds. Any derivative of these allergens (ex. milk products casein or whey).

### **High Susceptible Population Regulations**

Highly Susceptible Population - persons who are more likely than other people in the general population to experience food borne diseases because they are:

- Immunocompromised, children age 9 and younger, or an older adult
- Obtaining food at a facility that provides services such as custodial care, assisted living such as child or adult day care centers, kidney dialysis centers, hospital, nursing homes or nutritional or socialization services such as a senior center

Prohibited Practices:

1. Bare hand contact with ready to eat foods is not allowed
2. Time, by itself, is not to be used as a public health control measure, proper temperature must be used
3. Any foods served to patients shall not be re-served

Foods not to be served or offered for sale in ready to eat form:

- Eggs & Juices

The new FDA Food Code provides restrictions to children 9 years of age and younger that receive food in a school, day care setting, or similar facility for certain juices. Juice that has a warning label on it, may not be served or offered for sale.

Unpackaged juice that is prepared on site for service or sale in a ready to eat form shall be processed under a HACCP Plan that contains the information as specified in the 2005 FDA Food Code and 21CFR 120.

Pasteurized Eggs or Egg Products shall be substituted for raw eggs in the preparation of:

1. Foods such as Caesar salad, Hollandaise or Bearnaise sauce, mayonnaise, meringue, Eggnog, ice cream, and Egg-fortified beverages
2. Exception- shelled eggs combined for immediate service may be used if cooked to 145°F and served immediately as a single meal
3. Raw animal foods such as raw fish, raw marinated fish, raw molluscan shell fish, and steak tartare
4. Partially cooked foods such as lightly cooked fish, rare meat, soft cooked eggs

# ORDERING & PICK-UP

The programs staff will place a weekly order for you. You can also request food via the website: <https://daretocare.org/school-pantry/>

Orders can be picked up at Dare to Care Food Bank, 5803 Fern Valley Road, Louisville, KY 40228. Please provide adequate transportation and personnel to pick up food from the Food Bank.

Dare to Care will make every effort to have your order ready at the dock for pick up and deliver orders in a timely fashion. If you have questions regarding your delivery or pick up, please contact the Partner Development team.

## ORDER PICKUP POLICIES & PROCEDURES

Once an order is placed, all partner agencies are expected to retrieve those items on the scheduled date and time that you have selected. Agency representatives should arrive on time, or a few minutes early for their scheduled pickup time. Please understand that tardiness causes delays and disruption to the schedule. Representatives may have to wait until all other agency representatives have loaded product into their vehicles.

\*\*It is the policy of the Food Bank that agencies must bring a freezer blanket if transporting refrigerated or frozen product from the food bank. This ensures that proper temperatures are maintained during transportation.

## CHECK-IN

All agency orders are available at two agency dock doors on the right side of the building. Please check in with Dare to Care's dock manager upon arriving at the food bank. There is a separate entrance for agency representatives. Representatives will be asked for their organization name and photo ID upon arrival. Once you have checked in, you will be able to retrieve your order and have a 20 minute window to load your items.

### Agency Responsibilities:

- Arrive on time for your scheduled appointment
- Bring adequate vehicle to transport your items
- Load all items within the allotted timeframe
- Ensure you have enough volunteers to load your vehicle
- Notify the team if you encounter any delays in retrieving your order

## CHECK-OUT

The Food Bank is not responsible for loading vehicles. If you have a large order, please bring someone to help you load your order. Warehouse staff will gladly assist with forklifts and pallet jacks if necessary.

## MISSED OR CANCELLED APPOINTMENTS

If you miss your scheduled pick-up time, contact the Programs team immediately. Agencies are expected to make alternate arrangements in order to retrieve items within 48 hours. If you do not discuss alternate plans within that timeframe, your order is subject to be distributed to other agencies so we can move that product.

\*\*It is the responsibility of the partner agency to transport all items in a safe and secure manner. Please make sure your vehicle has the capacity to adequately and safely carry all your ordered items.

# PRODUCT RECALL PROCESS

When a recall has been issued on any product, the Foodbank receives a notification. Dare to Care will inspect our inventory list to determine if the product was donated or purchased by the food bank.

Partners will be notified immediately when a recall is issued. Partners will receive an email notification from a member of the Programs Team.

When a recall is issued, Dare to Care will provide you with the necessary product information to inspect your inventory. Please check for the following:

- Name of manufacturer or brand
- Packaging Size
- Serial/Lot Numbers
- Location/are of applicable recall
- Any special instructions for the disposal or return of recalled items

If your agency has received any recall items, please take the follow action:

- Check your DTC products and any other donated products for the appropriate product.
- Dispose of any remaining product by putting it in a dumpster and pouring bleach overtop.
- Promptly provide recall information to clients who may have received the affected product.
- Notify Dare to Care of the products you received, about how much had been distributed and how you disposed of the remaining product.

## TEMPERATURE RECORDING CHART

1. Name of Agency: \_\_\_\_\_

2. Type Storage \_\_\_\_\_

**RECOMMENDED TEMPERATURES:**

Freezers:    -10°F to 0°F

Coolers:      < 41°F

Dry Storage:  50 °F to 70 °F

Month	Day	Temperature	Checked By	Month	Day	Temperature	Checked By



# Dare to Care Food Bank

Month / Year \_\_\_\_\_ / \_\_\_\_\_

Center Name & Address \_\_\_\_\_



DATE	PRINT NAME	ADDRESS	SIGNATURE	ADULTS	CHILDREN	SENIORS	Pounds Distributed

**TRANSFER PAGE TOTALS TO  
MONTHLY REPORT - DUE BY 5<sup>th</sup> OF  
EVERY MONTH**

### TOTAL EACH PAGE

_____	PAGE TOTAL CHILDREN
_____	PAGE TOTAL SENIORS
_____	PAGE TOTAL ADULTS
_____	PAGE TOTAL POUNDS

KEEP A MASTER AND RETAIN THE COMPLETED FORMS FOR MONITORING PURPOSES



## Agency Monitoring Visit Checklist

Bi-annual Monitoring visits are a requirement for partnership with the Dare to Care Food Bank due to regulations set by the government and Feeding America. The checklist below provides a resource for you when preparing for your bi-annual visit.

**School Pantry Sign-In Log**

These must be kept on file at your food pantry from 3 years, plus the current year.

**Temperature Logs**

These must be posted on each refrigerator, freezer, and dry storage area. They must be checked on a weekly basis and kept on file at your pantry for 3 years.

**Thermometers**

There must be a working thermometer in each refrigerator, freezer, and dry storage area. The temperatures of each must be checked on a weekly basis if not more frequently.

**Food is stored six inches from the floors & walls**

**Site is free from infestation**

There should be a contract or a relationship with a licensed pest control firm.

**Appearance and upkeep of storage area**

**Statistics**

Numbers of clients served should be reported monthly and kept on file for 3 years



## Food Expiration Date & Shelf Life Guidelines

The information contained in the charts concerning food safety dates and date codes is based on USDA guidelines, consumer education and information reports.

Date Examples	Examples	May be found on	What it Means	When to Dispose
<b>Expiration Date</b>	"expires 12/15/2013"  "do not use after 12/15/2013"	baby food baby formula nutritional supp. medicine vitamins	The manufacturer cannot guarantee the nutritional value of the product after this date	Dispose of this product on this date
<b>Pack Date</b>	Open: "packed on 12/15/2013"  Closed: "22:5214125"	canned foods crackers cookies spices	This is the date the food was packaged  Purpose is to assist retailer with First in First Out	Has a very long shelf life. Refer to individual product chart
<b>Use by Date</b> (also called a Quality Date)	"best if used by 12/15/2013"  "use before 12/15/2013"  **do not confuse with soda "expiration" dates that state "do not use after"	crackers cookies cereal salad mixes beverages	This is the manufacturer's recommendation for when the food will be at peak quality	Let your senses of sight, taste and smell guide you
<b>Sell by Date</b> (also called a Pull by Date)	"sell by 12/15/2013"  "pull by 12/15/2013"	dairy	CT Law determines dating for dairy products. Stores cannot sell this product after the date.	If the food has been properly handled it is safe to eat for days/weeks beyond date, refer to product chart.

Source: FoodShare.org, [http://site.foodshare.org/site/DocServer/Food Storage and Shelf Life Guidelines.pdf?docID=5822](http://site.foodshare.org/site/DocServer/Food_Storage_and_Shelf_Life_Guidelines.pdf?docID=5822)

<b>Product</b>	<b>Estimated Shelf Life of Unopened Product</b>	<b>When to Discard</b>
Baby Food	Use by/expiration date	Broken seal, expired
Bread/Bakery Items	3-10 days	Visible mold, package defect
Boxed Dinners	2-5 years	
Cans/Bottles	1-5 years	Bulging, severe dents
Cereal, Chips, Crackers	6 months – 2 years	Stale, infestation
Cheese	Soft 7 days, hard 6 months	Visible mold
Condiments	1 year	
Eggs	3-5 weeks after purchase	Broken, infested, malodourous
Dry Beans	1-2 years	Infestation, mold, open
Frozen Items	6 months – 1 year	Freezer burn, malodourous, previously thawed
Items in Jars	2-5 years	Cloudy liquid, beyond date
Juice (Refrigerator)	3 weeks	Bulging, leaks in packaging, discoloration
Mayonnaise	2-3 months	Discoloration, separation, bulging, beyond date
Meat (Refrigerator) Poultry Beef, pork, lamb Ground meat Cured meat	1-2 days 3-5 days 1-2 days 5-7 days	Malodourous, discoloration, previously thawed, infestation, open
Milk (Refrigerated) Milk (Shelf Stable) Milk (Frozen)	1 week 1 year 3 months	Bulging, beyond date, discoloration, malodourous, leak in packaging
Mixes (cake, muffin, etc.)	12-18 months	Infestation, open
Prepared Salad/Dips	Use by date	Past date
Rice & Pasta	1-3 years	Infestation, mold, open
Yogurt & Sour Cream	1-3 weeks	Mold, open, malodourous

Sealed, Refrigerated, Processed Product	Discard when Unopened	Discard when Opened
Cooked Meat	3 to 4 days	3 to 4 days
Shelf-stable Sausage	6 weeks	3 weeks
Corned Beef, uncooked, and in pickling juices	5 to 7 days	3 to 4 days
Vacuum-packed Dinners	2 weeks	3 to 4 days
Bacon, Hot dogs	2 weeks	7 days (1 week)
Lunch meat	2 weeks	3 to 5 days
Ham, fully cooked	7 days	Sliced, 3 days Whole, 7 days
Meat, canned & shelf stable	2 to 5 years/pantry	3 to 4 days