



Community Action Partnership of Orange County

Dear Applicant,

Thank you for your interest in the Orange County Food Bank, a program of the Community Action Partnership of Orange County.

The Community Action Partnership of Orange County is a private non-profit social service agency providing a variety of programs and services to Orange County's low-income population.

The Orange County Food Bank operates several and distinct food programs. Please feel free to contact the Community Action Partnership of Orange County offices and inquire about additional food and other assistance programs that may be of benefit to those you serve.

To become a member of the Orange County Food Bank, complete this application package and arrange for a site visit.

DONATED FOOD PROGRAM

Food and personal hygiene items are donated to the Food Bank from a variety of private sources. Goods are re-distributed through Food Bank member agencies who help support the Food Bank by contributing \$0.06 per pound shared maintenance fee for all non-perishable goods received. There is no charge for the following perishable items; Bread, Dairy, and Produce (fruits and vegetables).

If you have any questions regarding the contents of this package or the resources available to you, please call us at (714) 897-6670, extension 3628

The Orange County Food Bank looks forward to assisting you in your work of feeding those you serve.

With Sincere Appreciation,

Judy Chacon
Agency Relations/Volunteer Manager
jchacon@capoc.org



AGENCY APPLICATION FORM



For participation in the Orange County Food Bank Donated Food Programs

Record ID# _____
(FB Internal use only)

Complete Name of Organization: _____

Agency Person in Charge: _____

Organization Address: _____

Organization Business Hours: _____

Phone #: _____ Cell #: _____

Email: _____ Fax #: _____

Does Organization have a Non-Profit Status: Yes ___ No ___

Federal IRS Tax-exemption # 501 (c) 3: _____ (Attach a Copy)

(If applicable please state the name above of the organization listed on the 501 (c) and verification of affiliation)

Describe the type(s) of service provided: Food Pantry Pass-Out Only Soup Kitchen Both
 Large Distribution (ie; Events - Weekly, Bi-Weekly, Monthly, Seasonal)

Please describe in detail: _____

Comments: _____

Do you distribute emergency food? Yes ___ No ___ If yes, where: _____

Do you serve and prepare meals on the premises? Yes ___ No ___

If yes - Do you have Food Manager Certification (Required) Yes ___ No ___

Meals are served: Daily ___ Weekly ___ Monthly ___

Number of people served: Breakfast ___ Lunch ___ Dinner ___

Food Distribution Address: _____

Select the Days and Hours of Food Distribution (for pass-out and/or prepared meals):

SUN	MON	TUES	WED	THUR	FRI	SAT

What does your agency require of a participant before he/she can receive food? _____

What type of storage space do you have available? _____

Refrigerator: Yes ___ No ___

Freezer: Yes ___ No ___

Storage Room: Yes ___ No ___

Shelving: Yes ___ No ___

List the names of persons authorized to pick-up food for your organization at the OC Food Bank:

- | | | | |
|----------|--------------------------|----------|--------------------------|
| 1. _____ | <input type="checkbox"/> | 4. _____ | <input type="checkbox"/> |
| 2. _____ | <input type="checkbox"/> | 5. _____ | <input type="checkbox"/> |
| 3. _____ | <input type="checkbox"/> | 6. _____ | <input type="checkbox"/> |

*(Please check box above when Food Safety Training is verified and Shoppers Acknowledgement Form is received)
(Must be 18 years or older)*

Do you provide home deliveries to homebound participants? If yes, please describe the process;

How do you track the number of participants you serve?

3

How much food does the average participant receive at a typical distribution, and what is your method for determining this amount?

Additional Information:

(Optional) _____

Official Use Only		
Site Visit: _____	Approved On: _____	Declined: _____
Verified Food Manager Certification	Verified Food Safety Training	
Application is valid until _____	(2 years)	
Comments _____		

RELEASE AGREEMENT FORM

The Community Action Partnership of Orange County's Orange County Food Bank agrees to provide access to certain foodstuffs and related items, as available, through its' Donated Food Program, to:

_____, hereafter referred to as Agency. The Agency's primary office(s) are located at:

The Community Action Partnership of Orange County and Agency agree to the following:

1. Agency is a non-profit private or public organization acting on behalf of the low-income people of Orange County. **A copy of non-profit exempt letter of determination to be provided and attached to this agreement.**
2. Agency will ensure that food products received under this agreement will be made available to those eligible persons as defined by the most recent eligibility guidelines established by the California State Department of Economic Opportunity.
3. Agency will verify recipient income eligibility by either requiring proof of income or by self-certification that recipient meets income guidelines.
4. Agency agrees to complete intake and assessment on eligible households and maintain all records pertaining to goods from the Orange County Food Bank for a period of three (3) years.
5. Intake and assessment records will be disclosed to the Orange County Food Bank if a recall of foods becomes necessary.
6. Agency agrees to submit required programmatic reports in an accurate and timely manner.
7. Agency will use food items received from the Orange County Food Bank only in a use related to its' exempt purpose and solely for the feeding of qualified persons.
8. Agency will distribute food that is "apparently wholesome" and will not distribute any food to any person that is not "apparently wholesome". "Apparently wholesome" is hereby defined as meeting all quality standards of local, county, state and federal agricultural and health laws and rules, even though some food items may not be readily marketable due to appearance, age, freshness, grade, size, surplus or other condition.
9. Agency will not accept from the Orange County Food Bank any food that is not apparently wholesome and will ensure wholesomeness of food at distribution time by keeping proper storage and sanitary conditions.
10. Agency agrees to utilize employees or volunteers having sufficient training, experience and expertise in the evaluation, handling, preparation and distribution of donated items in order to do so in a safe and proper manner.
11. Agency, because of the qualifications of its personnel, as above specified, hereby accepts full responsibility for the purity and fitness for human consumption of any and all items accepted.
12. Agency will serve the food products as soon as possible, to provide and maintain palatability and freshness.

13. Agency understands and acknowledges that the distribution of Orange County Food Bank food products shall not be used for political purposes and agrees that food products distributed under this agreement will not be wrapped in or packaged with or distributed with any material containing the names or identification of any individual elected, official candidate for office or political party.
14. Specifically as it relates to the Donated Food Program, Agency agrees:
- A. To support the operation of the Orange County Food Bank by paying a Shared Maintenance Fee (currently \$0.06 cents per pound for non-perishable and highly perishable items are free of charge) for donated goods received on a "cash and carry" basis.
 - B. The Agency will under no circumstances offer for sale, sell, transfer nor barter items obtained through the Orange County Food Bank Donated Food Program in exchange for money, other properties or services.
 - C. That the Orange County Food Bank and the primary donor have specifically disclaimed any warranties or representations, expressed or implied as to the purity of fitness for consumption of any or all such donated items.
 - D. That all items accepted are accepted in an "as is" condition.
15. Any violations of the above may result in administrative action and possible suspension and/or termination from participation in one or more Orange County Food Bank programs.

LIABILITY DISCLAIMER AND RELEASE AGREEMENT

Receiving agencies release both the Orange County Food Bank, and the original donor, seller, or broker, free and harmless against all and any liabilities, damages, losses, claims, causes of action and lawsuits or equity obligations whatsoever arising out of or attributed to any distribution and use of foods.

Agency Authorized Signature

O.C. Food Bank Authorized Signature

Print Name

Print Name

Title

Title

Date

Date



Shoppers Compliance Acknowledgement

I, _____ have been listed as an authorized shopper

By (Organization) _____ Partner-Agency at the
OC Food Bank.

By signing below, I acknowledge that I have completely read and fully understand the Partner-Agency Guidelines Manual, Shoppers Code of Conduct and the Food Safety Training Packet - Module 1 through 6.

I acknowledge that if I do not comply with either the Guidelines, Shoppers Code of Conduct and/or Food Safety, consequences such as; Suspension or Termination may be applicable. This would affect all shopping privileges at the OC Food Bank.

Signature: _____ Title: _____

Print Name: _____

Date: _____



Food Bank
Serving Our Future

Partner-Agency Agreement

OC Food Bank
11870 Monarch Street
Garden Grove, CA 92841
(714) 897-6670
Fax: (714) 894-5404



Dear Partner Agency,

Welcome to the OC Food Bank! Your dedication to feeding the community is admirable. I am excited to partner with you in our mission to end hunger in Orange County.

The purpose of this agreement is to help orient you as a new Partner Agency. This agreement also serves as a reminder to our current Partner Agencies.

The OC Food Bank is a program of Community Action Partnership of Orange County. We are one of the largest anti-poverty agencies in Orange County. Our mission statement is:

Helping People. Changing Lives.

CAPOC changes peoples lives, embodies the spirit of hope, improves communities and makes America a better place to live.

The agency cares about the entire community, and is dedicated to helping people help themselves and each other.

I ask that you read through this agreement and have your authorized shoppers do the same. Understanding our expectations will help keep you in good standing with the Food Bank.

If you have any questions or concerns, please feel free to contact me. I look forward to working with you. I can be reached at jchacon@capoc.org or (714)897-6670 ext. 3628

Sincerely,

A handwritten signature in black ink that reads 'Judy Chacon'.

Judy Chacon

Agency Relations/Volunteer Manager

OC Food Bank

11870 Monarch Street

Garden Grove, CA 92841

Shared Maintenance

OC Food Bank operates on a shared maintenance fee system. All non-perishable items have a per pound fee of .06 cents per pound. This fee is not the cost of the food, it is a shared maintenance cost associated with acquiring, handling, and distributing the product. All of our produce is free of charge.

Approved Shoppers

Each agency is allowed 6 authorized shoppers. The agency shall ensure that all of their authorized shoppers have completed the Food Handling Modules 1 through 6 including taking the quiz, provided with this agreement. Only authorized shoppers are allowed to pick up product from the Food Bank. Only 2 authorized shoppers per day are allowed in the warehouse at one time. This is to provide equal access to available food. To add/delete authorized shoppers please complete and sign the Agency Change form available at the check-in window and/or the website at www.foodbank.org.

Billing

When your agency picks up food you will be given a copy of the invoice which reflects the food you are picking up. A copy is signed for our records and a copy will be given to the agency. All invoices must be paid at the time the product is picked up. We accept checks and cash. If you would like to put money on account, please talk to the clerk to arrange advance payment.

Monthly Reports

Monthly report forms may be picked up at the Clerk's office or go online to the Member Agency section at ocfoodbank.org and download the form from there.

Please report the number of individuals you served each month. A mother picking up for herself and her three children equals four individuals. A single person picking up for himself or herself equals one individual. Please also report how many "unduplicated" individuals you served each month.

Example: If you serve 100 individuals 2 times a month your "total" individuals served will be 200 people and your "unduplicated" individuals served will be 100.

Reports are due by the 5th of each month. Please be on time in turning in your reports as we have to report these numbers and we rely on the reports for grants. Delinquency on reports will result in phone call, emails and could result in suspension.

Food Bank Hours

The Food Bank is open 8:00am-3:00pm Monday-Friday. Nobody will be admitted into the Food Bank after 2:30pm. Special holiday hours will be posted.

Warehouse Do's and Don'ts

Our goal is to provide a pleasant, clean, and safe environment for everyone who visits our facility. If you see something that presents an unsafe situation, please notify a staff member immediately. Please keep in mind that our warehouse staff and volunteers work very hard to make your visit an enjoyable one. If agency shoppers are continually rude to staff or volunteers they will be asked to leave and their agency may be suspended until the issue is resolved.

Do's

- Treat our staff and other shoppers with respect.
- Make your selections as quickly as possible to make room for other shoppers. Please do not loiter in the shopping area. Limit your shopping to two hours per day.
- 1 cart per agency and please return all carts to the cart parking area.
- Only authorized shoppers are allowed to pick up product.

Don'ts

- No children allowed on the shopping floor.
- Do not climb or sit onto the pallets, boxes, or carts.
- Do not take anything off another shopper's cart.
- Do not open boxes or packaging. If you have a question about a product, please ask a staff member.

Partner-Agency Do's and Don'ts

It's easy! Just follow a few basic rules. Keep in mind that we will be conducting site visits periodically.

Do's:

- Provide direct service to the hungry
- Distribute food free of charge
- Refer clients to other agencies or to 211 when they have a need you cannot meet
- Turn in your monthly reports
- Distribute food in Orange County only and not outside the county
- Keep your agency application updated and current

Don'ts:

- Do not sell or use product from the Food Bank in exchange for money, property, or services
- Do not redistribute product to other non-profit entities
- Do not solicit donations of any kind from your clients
- Do not use product from the Food Bank for fundraising
- Do not make it difficult or embarrassing for individuals who are seeking help

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- Do not use product from the Food Bank for fundraising
- Do not make it difficult or embarrassing for individuals who are seeking help

Please refer to the attached CODE OF CONDUCT



Monthly Report Form

This report must be turned in by the 5th of each month

Agency Name: _____

Reporting Month: JAN FEB MAR APR MAY JUN JUL AUG SEPT OCT NOV DEC

Reporting Year: _____

TOTAL number of **Individuals** served this month: _____

Number of **Unduplicated Individuals** served this month: _____

If there was any changes to your normal distribution schedule, let us know below

Where did you distribute: _____

Days and times of distribution: _____

Location #2 (if applicable) _____

Day and times of distribution: _____

If you distributed at more than 2 new locations, please provide additional addresses and days and times of distributions on the back of this form

Optional– If you have pictures or client stories we would love to have them.

Fax: 714-894-5404

Email: acarranza@capoc.org (Allan Carranza)

Mail: 11870 Monarch Street, Garden Grove CA 92841

SHOPPERS CODE OF CONDUCT

“TREAT OTHERS THE WAY YOU WANT TO BE TREATED”

SAFETY

- Please - Always keep yourself and others **Alert** and **Safe** at all times.
- Wear **CLOSED** toe shoes and appropriate attire.
- **No Cell Phones** - for your safety, cell phones must be used outside of the warehouse.
- Follow the Safe Food Handling procedures as stated on our **Partner-Agency Agreement**.

SHOPPING RULES

- **No Eating or Drinking allowed in the warehouse. Including No food sampling.**
- Only enter the shopping area through the main entrance next to the Clerk's Office.
- We Partner to serve others and not ourselves. **Please do not shop for your own personal needs. You can receive food at your agency's distribution or another organization.**
- **Be Kind, Courteous, Respectful and Mindful** of other shoppers. Cutting in line and being disruptive will NOT be tolerated. *(Please seek assistance at the Check-In Window for all concerns.)*
- Make your selections as quickly as possible to make room for other partners. **Your total time, including loading, should not exceed 2 hours per day.**
- We ask that you remain within the GREEN GATED area, unless accompanied by staff - **Only exception is the Restroom.**
- Only **ONE** cart AND up to **Two (2) Authorized Shoppers** per Agency within the 2 hours per day. Keep all items on the cart (**not on the floor**).
- Please - Do not mix **Maintenance Fee** (non-perishable) items (\$0.06/pound) and **Free** (perishable) Items together on the cart. **CHECK OUT EACH LOAD SEPERATELY.**
- **Do not open boxes or packages** (you may ask a staff member if you have any questions).
- Practice Good Housekeeping: **Do Not Throw Trash on the Floor or Outside on the Ground.**

Thank you for your cooperation!

FRESH PROGRAM

Food Recovery Enhanced Safe Handling



WASTE NOT OC COALITION

Food the Need

MODULE 1— The Intro to FRESH & Waste Not OC

WASTE NOT OC & THE FRESH PROGRAM

Waste Not OC's History & Role in Helping to End Hunger & Food Insecurity?

The Waste Not OC coalition was formed in 2012 as a true public-private partnership. Dr. Eric Handler, Orange County's Health Officer and founder, wanted Environmental Health to be an integral part of the coalition. This is what sets Waste Not OC apart from other coalitions. For the first time, a health department was leading the charge to end food hunger and food insecurity.

Environmental Health plays



several pivotal roles as part of the coalition. Health Inspectors serve as the "referees" in determining whether food is suitable and safe for donation. They also serve as an educational resource in supply-

ing food safety guidelines and leading specialized training like FRESH to assist volunteers in making wise food safety choices and making the donors of the food feel confident that the end recipient of the food will not become ill from their donated food products.



So What Exactly is FRESH?

FRESH is a specialized food safety training program designed specifically for you, the volunteer. FRESH is based on several different studies that suggest that additional specialized food safety training is needed to be given to volunteers that handle donated foods. ⁽¹⁾

Many non-profits require their volunteers who handle various food product to take and pass food handler training programs. These are the same training programs that food workers in restaurants must take. So isn't that enough? If it is good for restaurant workers, why the additional training found in FRESH?

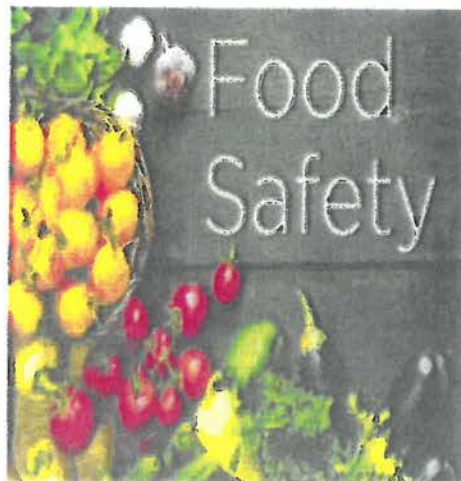
The reason is that FRESH will not only cover basic

food safety training; it will also cover specialized training that only the volunteers who handle donated foods during collection and transportation will encounter. Your environment, as a volunteer, in picking up and transporting donated food is much more complicated in ways that food handlers in stationary or fixed-site restaurants will never encounter.

In a recent study, brand image of companies who could donate plays heavily into a company's decision on whether to donate or not. Companies spend considerable time, effort and finances on hiring food safety professionals and training their staff to protect them from possible foodborne illness

outbreaks. Even though there are laws, such as the Good Samaritan Act, that limit liability to companies that donate their food in good faith, nothing protects their brand image if a foodborne illness was traced back to food they supplied ⁽²⁾. This is another reason why FRESH is so essential. The additional specialized training you will receive arms you with food safety knowledge to better your chances of not committing an act that could cause an unintentional outbreak.

FRESH will allow you to feel good that you are doing everything possible to protect the less fortunate that you serve and also instill confidence in companies that supply you with the food you will serve to your customers.



Special points of interest:

- *Knowing "WHY" FRESH is important as a training component*
- *Understanding just how important you are as a volunteer and that food safety is in your hands...literally*
- *Situations in a field setting requiring food safety knowledge are different and more challenging than ones encountered in a restaurant*

Food Safety Trained Volunteers Equals Confident Donors



Even though there are Good Samaritan laws written to protect donors from liabilities associated with donating food, donors also do not want to risk their own brand image. Larger companies that donate food spend a lot of money on internal food safety programs just to protect brand image.

Donors feel much more confident if the volunteers used to handle their donated foods also are well trained in food safety. The FRESH program not only wants you to be trained in the basic food safety principles, it is designed to train you specifically to recognize food safety challenges encountered specifically with donated food products. Whether it is recognizing if a dented canned food product is still safe or the cereal with an expiration date 30 days past is still okay to accept, this training will not only help you as the volunteer make the right decision, it will instill confidence in



the donor that their food is being treated as if it was still theirs. As a volunteer, you play a key role in keeping the recipients of the food you help collect and serve and also whether donors feel comfortable with donating.



The People Served are at Greater Food Safety Risk!

The children, the elderly, the immune-compromised are vulnerable populations more susceptible to foodborne illnesses than the general public. (3) These groups become even more susceptible when they suffer from hunger or food insecurity.

food insecure individuals. As a volunteer, taking this specialized food safety course places the health and safety of the hungry and food insecure literally in your hands. Volunteers play a special and important role in helping this group. Some volunteers have prior or current food safety knowledge and some may not. Completing this specialized food safety course helps maximize your efforts while safeguarding the ones you are helping.

teers who serve at various food recovery agencies. The findings



revealed that a curriculum focused on food safety issues specific to rescued food was more effective than standard food safety/food handler courses. (Waggoner, 2004). While general food safety courses cover food safety hazards encountered in a fixed setting, such as a restaurant, the training does not explore in detail the risk factors associated with collecting and transporting of the food.

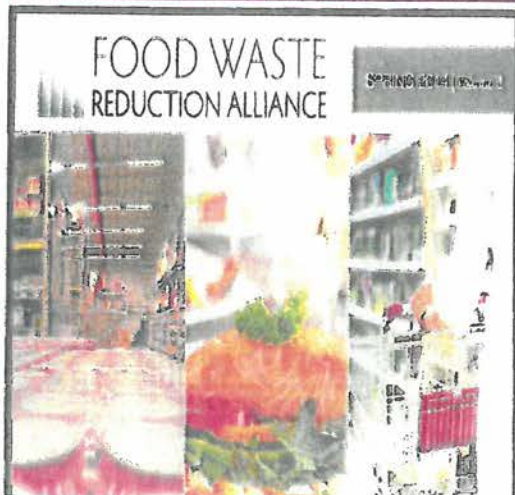


It is so important then to take special precautions when selecting, transporting, storing, preparing and then ultimately serving foods to this vulnerable population of

Taking the time to complete the FRESH training is the best thing you can do to safeguard the ones you serve and instill confidence in the donors who supply the food.

A study was conducted at Louisiana State University in 2004 (4) to determine the effectiveness of food safety education on volun-

MODULE 2 - Why Food Safety is Important!



Special points of interest:

- In a report completed by the Food Waste Reduction Alliance (FWRA) in 2014 (4) Liability Concerns surrounding the protection of brand image was identified as the most serious barrier to donating food within the wholesale and retail industry.
- The report was sponsored by the National Restaurant Association, the Food Marketing Institute, the Grocery Manufacturers Association and supported by Feeding America.
- FWRA aims to increase donations to food banks and reduce the amount of waste going to our landfills.



Food safety is relatively straightforward if you know the main reasons why people become ill from food and then know what controls to put in place to reduce the risk. Interestingly enough, the factors and controls all appear to be very simple and make good common sense. The CDC in conjunction



with the FDA have provided us with the top six (6) factors, collectively referred to as the "CDC Risk Factors".⁽⁹⁾ In an original large scale nationwide survey the CDC identified these factors as the major contributors to foodborne illnesses. Next, we will



look in depth to these risk factors and show you simple ways in which to control them. By doing so, the food supply to the recipients of donated foods will be safer.

Control The 6 CDC Risk Factors and Donated Food Becomes Safer!

Poor Personal Hygiene

1. **Wash Those Hands!** Use soap and warm water, rinse and dry with a disposable paper towel. When soap and water are not available carry and use handsanitzers. While soap and water are the most effective method against bacteria and germs, handsanitzers can be the next best thing.



Improper Holding Temperatures

2. **Keep Hot Foods Hot! Keep Cold Foods Cold!**

Bacteria find it hard to grow and multiply under extreme temperature ends. They find it easier to grow in between 41F and 135F. This is referred to as, "**The Danger Zone**". Use an accurate thermometer to check foods for proper temperature ranges. Placing foods on ice in an ice chest or inside insulated containers work very well. When that is impractical, TIME can also be used. Once a food drops into the Danger Zone, it needs to be consumed within 4 hours if proper temperatures cannot be maintained.



Contaminated Equipment or Surfaces

3. **Dirty Surfaces Transfer Germs!** Harmful bacteria like

Salmonella can be transferred from cutting raw chicken and then failing to properly clean and SANITIZE the surfaces before reuse. Proper care must be taken to prevent CROSS CONTAMINATION! Any surface that contacts food, either equipment, utensils or food preparation surfaces, must be cleaned and sanitized using appropriate procedures.



Special points of interest: The **TIME & TEMPERATURE** Relationship

- Time & Temperature work together in a dependent but inverse relationship: Control one and the other is not as important to control; however, both are extremely important in the food safety equation
- This is especially important when picking up and delivering prepared foods.
- Hot foods may not need to be rapidly cooled if it is intended to be reheated and served within 4 hours. This example utilizes TIME over temperature control.
- Cold foods can be placed in an ice chest during transportation and then moved into a refrigerator if the food will be served the following day. This example utilizes TEMPERATURE as a control.



MODULE 3 - Food Safety: The Basics



WASTE NOT OC & THE FRESH PROGRAM
MODULE 3 - Food Safety:
The Basics (Cont.)

Food from Unapproved Sources

4. Know Where the Food Comes From!

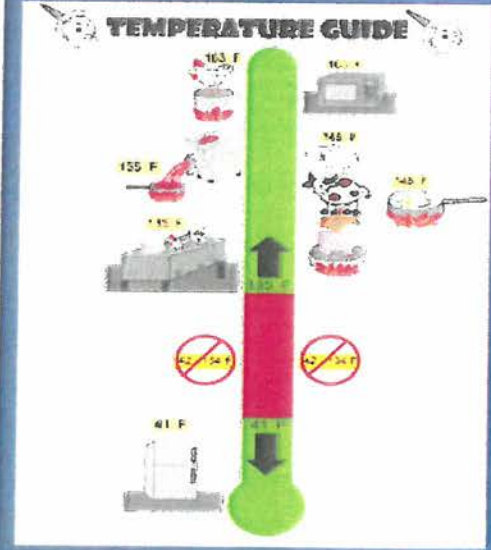
A basic and essential component of food safety is knowing where the food comes from. Not only can it affect the overall safety and quality of the food, but the Good Samaritan laws that limit liability for donated food do not apply if the food comes from an unapproved source and thus deemed to be unwholesome. What are the "approved sources" donated food may come from? See the "Special Points of Interest" section below.



Inadequate Cooking & Cooling

5. If You Cook It Right, Most Bacteria Will Die! Then make sure to Cool it Right if Food is Intended to be Consumed Later.

Raw foods, especially raw meat products such as chicken and hamburger could possibly contain harmful bacteria such as E. Coli and Salmonella. Proper cooking kills potentially hazardous bacteria. Each type of food products have their own proper internal cooking temperature that must be attained in order to kill the bacteria. Here is the proper cooking chart:



- Hot held foods – 135°F
- Eggs, pork, whole pieces of beef and lamb – 145°F
- Ground beef/pork - 155°F
- Raw poultry – 165°F
- Anything cooked in a microwave oven – 165°F
- Maintain cooking temperatures for a minimum of 15 seconds.

Chemicals

6. Hazardous Chemicals and Food Do Not Mix.

Keep pesticides, cleaners, degreasers and other harmful chemical agents separate from food during storage, transportation and preparation. If you suspect food has come in contact with chemicals, discard the food. Do not take any chances.



Special points of interest:

Where Can Donated Food Come From? The Approved Sources!

- Restaurants, markets and churches with a health permit
- Schools
- Special events that have been catered by a licensed food vendor

** In General, foods prepared inside a private home CANNOT be safely donated. Any salvaged food from a flood or fire also cannot be donated. When in doubt, leave it out!*

Imminent Health Hazards⁽⁶⁾ can cause contamination to food. It is important that you recognize the hazards and avoid the risk of passing along potentially contaminated food to those in need. If you observe any of these hazards, DO NOT accept the food products!

Examples of Imminent Health Hazards

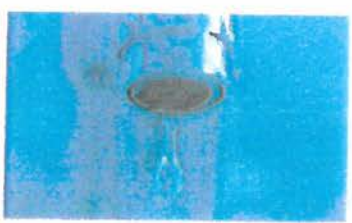


Vermin such as rodents and cockroaches can easily transmit disease



Rodent droppings found on cans of food or in boxes of food products need to be removed. If the packaging has been gnawed or opened it must be discarded. For canned products, all contaminated surfaces must be thoroughly washed and sanitized

Other Imminent Health Hazards can result from power outages (loss of refrigeration), sewage spills (cross contamination of possible viruses/bacteria with food products) and a lack of potable water. In each case, the health permit will be suspended and it is unlawful for the business to even give away food products under these conditions.



Report any concerns to your organization or consult with the health department if conditions of the food product appear to be less than acceptable. Remember, the recipients of the food may have health conditions that could pose a great threat if any of the foods consumed are subjected to imminent health hazards such as these!


Special points of interest:

Ill Food Workers/Handlers—The Hazard—The DOs and DONTs

- You want to help but do not feel well. DO NOT handle or transport any food products when you feel ill.
- DO NOT handle any food if you are vomiting and/or have diarrhea.

Illnesses stemming from these symptoms can be easily spread.

- DO report your illness to your coordinator or supervisor.



FRESH

Food Recovery Enhanced



Does Not Mean Unsafe Food?

"Best If Used By"

"Sell By"

Food product labels carry with them various code dates that are intended to convey product *freshness* or *quality* components.⁽⁶⁾ Contrary to popular belief, the vast majority of "expired" foods do not represent a safety hazard! **Except for Infant Formula and Baby Food**, code dates represented with "Sell By", "Use By" or "Best If Used By" labels have no impact on food safety. **Infant formula and baby food code dates are strictly enforced** under Section 114094.5 of the California Retail Food Code ("Cal Code"). Infant formulas and baby foods are required to contain a specific quantity of certain nutrients as indicated on the label. Once baby foods have been stored for a certain amount of time, the nutritional value decreases and the infant formulas can clump together, blocking the baby bottle nipple. In addition, certain refrigerated vacuum packaged foods may not be used if the expiration date has been exceeded.

"Use By"

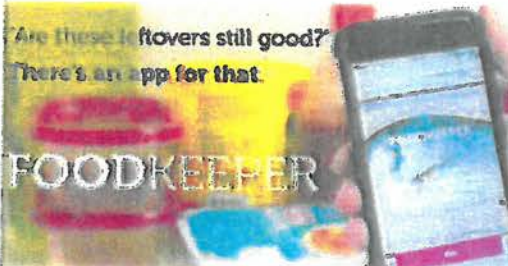
Federal, State and local food safety regulators do not require food firms to place "expired by", "use by" or "best before" dates on food products. This information is entirely at the discretion of the manufacturer.



Most people think the various expiration dates refer to when a food will "go bad" or becomes "spoiled," but the dates are simply an indication of quality and not food safety in most cases. Meats and dairy products can be safely donated even past their "expiration" dates.

So how long past the expiration date can a food product be used?

The food eventually has to go bad, doesn't it?

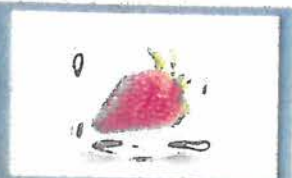


Even canned food products, which can stay wholesome for years due to its packaging, ends up losing its original quality making the food inedible. But with so many different foods, how do you know when an expired food product is too expired? The United States Department of Agriculture (USDA) has an app for that! Called "FoodKeeper", this app has an extensive list of various food products that will have corresponding time frames past "expiration" date labels where foods are still safe to consume.⁽⁷⁾

Special points of interest:

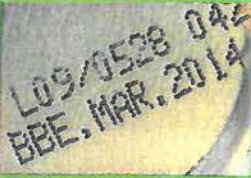
FREEZE ITTO KEEP IT!

- Freezing a food product can extend its usable life by months
- Food **QUALITY** will be reduced significantly if a frozen food is thawed and then refrozen again



WASTE NOT DC
COALITION

Food the Need



MODULE 4- Labels and Expiration Dates



MODULE 5 - Field Food Recovery Challenges & Tools

Delivery in a Safe Manner!

Food runners, the volunteers who pick-up foods from the donor and transports the foods either to a food bank or a pantry play a critical role in food safety. In order to limit liability to the donor, all donated food must be maintained wholesome or fit for consumption. The food runner will determine what can be accepted and what should not be donated due to safety concerns..



Steps and Tools for the Food Runner

1. Load the "Food Keeper" application on to your phone or have a physical print out of various foods with the dates and times past an "expiration" date the food can still be considered safe and usable.. Refer to the guide frequently or if there is any doubt to an expiration date.



2. **Keep your transportation vehicle clean.** Do not transport foods to be donated and pets together. Pre-packed canned or weather-resistant packaging can be transported in an open bed truck, however, weather sensitive foods or food packaging must be transported within the vehicle, protected from the elements.

3. **Maintain a healthy and clean appearance.** The donors of the food take care to maintain the foods to be transported by the food runner in a clean and wholesome manner. The job of the food runner is to maintain the food in that condition from pick-up to drop-off. Your appearance says a lot about the care for the donor's food and possible their reputation. Dirty hands or outer garments and an unkempt appearance can make a donor think twice about donating their food.



4. **Know your food products.** Is the food you are picking up "shelf stable", meaning no refrigeration is needed? Or does it require refrigeration? Do you have a clean large ice chest or another container to maintain food safety temperatures? Time temperature logs and thermometers to check the food temperatures and record them can mean the difference between serving a healthy meal to those in need or placing the recipients at risk of a food-borne illness.

5. **Know the quickest route to and from the pick-up point to the delivery point.** The faster and most efficient you are reduces the risk to possible contamination of the food you carry. For certain time-temperature controlled foods, this can make a big difference!

6. **Wash you hands as frequently as possible.** Always wash your hands after using the restroom, handling trash or other contaminated items. If soap, running water and clean towels or air dryers are not available, utilize hand sanitizer. But remember, proper handwashing is always best!

7. **When in doubt, leave it out!** Not every condition or possible hazard can be covered in this list, so if you have a question or something doesn't seem safe, ask your supervisor or contact Orange County Environmental Health at (714) 433-6000. The only bad question is the one not asked, especially when it comes to food safety!

Special points of interest:

Proper Handwashing: Simple as 1-2-3!

1. Using warm water, wet hands, use soap and rub hands together for 20 seconds. (Remember the backs of the hands and between the fingers)
2. Rinse hands with warm clean water.
3. Dry hands with air dryer or disposable paper towel.





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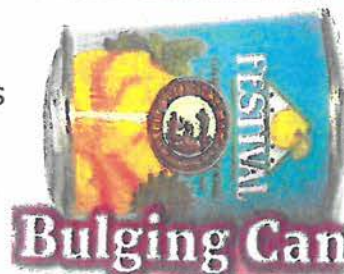
Feed the Need

MODULE 6— Field Encounters That Challenge Food Safety

There are some of the serious, sometimes unrecognized, food safety issues

1. Dented or Damaged Packaging

Severely dented, leaking/oozing or bulging cans are all signs of spoilage or failure of the can allowing serious harmful bacteria like Botulism to grow. These hazards can be deadly! As a food runner, take caution in even handling these cans. Immediately wash your hands and do not touch your eyes or mouth. Ensure these cans are properly disposed of.



Bulging Can



Stained labels can be a sign of a leaking can.
Small dents on the sides (not lids or seams) of a can are not serious and the item can be donated.⁽⁸⁾



2. Vacuum Packaged Foods

Mechanically removing air from a packaged food can extend the shelf-life of the food but it can also allow rapid growth of very harmful bacteria if not carefully controlled. Vacuum packaging or "Reduced Oxygen Packaging" (ROP) alone does not mean the food shouldn't be held under proper refrigeration. It is important to check the labeling on the package. If the label reads; "Perishable— Keep Refrigerated", the product must remain refrigerated at of below 41F. The word "Perishable" on the label is key. If the label only states "Keep Refrigerated After Opening", this is for the *Quality* of the product and it not for the *Safety* of the product. Without the word "Perishable" on the label, the product would not require refrigeration.



Special Note: Perishable vacuum packaged foods that have expiration dates should be frozen or unpackaged prior to their expiration date.

3. Re-Used Food

As shown in the photo to the right, where no food service worker is attending and no sneeze guards are present, the food CANNOT be donated. In general, open food that has been served to the general public cannot be donated. This would include plated and served uncovered plates of food to tables at a banquet.



However, there are circumstances, as shown in the photos below, where food that was offered to the public can be donated. Open foods served buffet-style, can have sneeze-guard protection, can be wrapped or covered or be served to the consumer by attended servers



In these cases, the food items can be donated safely. Without these "barriers", exposed food to the public can be sneezed or coughed on, or mis-handled causing cross contamination.

WASTE NOT OC Food Safety Quiz for Transporters

Name:

Score:

TRUE/FALSE SECTION (15 questions, 1 point each)

Circle either True or False for each question

1. T or F

As a transporter of donated food, if you have symptoms of illness (diarrhea, fever, vomiting, etc.) you should not engage in any food donation service.



2. T or F

A canned food product that has a slight bulge only on the top of the can is safe to donate if the food is acidic, like pineapple.



3. T or F

Using hand sanitizer is better than handwashing with soap and water.



4. T or F

Food from a catered event that was maintained under strict temperature control but was part of a self-service food dishup line (not served by food workers) can still be donated.



5. T or F

A food product that has been vacuum packed need not be refrigerated.



6. T or F

^{Cartons}
~~Cartons~~ of eggs in a refrigerator have a "sell by" date of January 1st. It is January 15th. The eggs can still be donated safely.



7. T or F

Plates of open food that have been served at seated tables at a banquet that have not been touched by the guests cannot be donated.



8. T or F

2 cases of unopened jars of baby food have a date stamped on the lid of January 1st. It is January 2nd. The baby food can still be donated safely because it is only 1 day past its expiration date.



9. T or F

A can of mixed fruit has a date of January 1st. It is July 1st, 6 months past the expiration date. The can of mixed fruit can still be donated safely.



10. T or F

The safe holding temperature of unopened milk is 50F.



11. T or F

Leftover unopened milk served to children at a school must be discarded and cannot be donated.



12. T or F

Packaged raw meats that are any date past their "sell by" date cannot be donated.



13. T or F

A tray of baked lasagna was partially used at a catering event. Food workers at the event kept control of the portioning and temperature control. They want to donate what wasn't served. You can accept the lasagna for donation because the food was not in a self-service line and the temperature was maintained good.



14. T or F

Home cooked foods can be safely donated as long as the home appears clean and you know the donors.



15. T or F

Donated perishable food (meat sandwiches, potato salad, etc.) that is not refrigerated **CANNOT** be donated under any circumstance because temperature control is the only way to guarantee food safety.



MULTIPLE CHOICE SECTION (10 questions, 1 point each)

Circle the one best answer:

16. You arrive to pick up trays of unserved leftover pasta and meat sauce from a banquet after the event at 10 pm. The food was served hot at 8pm but the caterer could not maintain the food hot after service. You check the temperature and it is still warm (90F). You can:
- A. Not accept any of the food because it has fallen below safe hot food temperature.
 - B. Only accept the pasta, but discard the meat sauce.
 - C. Only accept the meat sauce, but discard the pasta.
 - D. Accept both as long as the place you are delivering the food to isn't too far away and will immediately serve it
17. All of the following are examples of "cross contamination" except for:
- A. Using the same set of tongs to serve 3 different types of salads
 - B. Using the same cutting board to cut raw chicken and then heads of lettuce without washing, rinsing and sanitizing the surface
 - C. Storing raw meats and salad in the same container
 - D. All of the above are forms of "cross contamination"

18. To properly wash your hands you would:
- A. Wet hands and use soap, rub hands together for 20 seconds, rinse and dry with a paper towel or air dryer.
 - B. Wipe hands off on a clean towel or apron
 - C. Simply use hand sanitizer
 - D. You do not need to wash hands unless you see dirt or grime on the hands
19. Proper packaging of food include all of the following except for:
- A. Foods in original, unopened packages.
 - B. Cooked foods in shallow, durable trays with tight fitting lids
 - C. Prepackaged foods with complete labels
 - D. Unused, but properly tied, trash bag liners containing donated open breads
20. If you are to pick-up prepared cooked food from a donor and it is found out of temperature, you should:
- A. Not pick up any foods left out of temperature
 - B. Smell the food to determine if it is still safe
 - C. Look at the food closely to determine if it is still safe
 - D. Speak to the person In Charge and determine the amount of time the food has been out of temperature and base your decision on the information.
21. The maximum time a hot or cold food can be left out at room temperature is:
- A. 12 hours
 - B. 4 hours
 - C. 15 minutes
 - D. Hot or cold foods can never be left out of proper temperature control
22. When transporting a refrigerated item, where should the ice packs be placed inside the ice chest?
- A. At the bottom below the foods
 - B. In the middle of the foods
 - C. On top of the foods
 - D. On the sides of the ice chest
23. You receive from a donor a box full of canned food items. You notice evidence of rodent droppings on some of the tops of the cans. You should:
- A. Refuse the donation completely
 - B. Refuse the cans contaminated by the rodent droppings but accept the ones with no signs of contamination
 - C. Accept all of the cans and ensure you clean and sanitize the cans before handling or opening
 - D. Drop the box, shriek and run out of the facility screaming
24. A good volunteer's pick-up kit should include which of the following:
- A. An ice chest and cold packs
 - B. A thermometer and alcohol wipes
 - C. Hand sanitizer and disposable gloves

- D. A clipboard, paper and a pen for notes
- E. All of the above

25. Home cooked foods:

- A. Can be donated and are better than commercially made foods
- B. Can be donated as long as you know the person donating the food
- C. Can be donated as long as the food is packaged properly and maintained under proper refrigeration
- D. Cannot be donated because it is against the law

WASTE NOT OC Food Safety Quiz for Transporters

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