



SECOND HARVEST
of SILICON VALLEY

PARTNERSHIP MANUAL



Important Contact Information

AGENCY HELP DESK

Santa Clara County
408-266-8866, ext. 359

San Mateo County
650-610-0800, ext. 359
agencyhelp@shfb.org

FOOD CONNECTION

shfb.org/get-food
800-984-3663

CALFRESH

shfb.org/get-food/calfresh
1-800-984-3663
foodconnection@shfb.org

GROCERY RESCUE

408-266-8866, ext. 102
groceryrescue@shfb.org

COMMUNITY NUTRITION TEAM

shfb.org/nutrition-center
nutrition@shfb.org

TRANSPORTATION

Louis Campos

Transportation Supervisor
Office: 408-266-8866, ext. 248 | Cell: 408-600-4125
lcampos@shfb.org

Steven Guerrero

Senior Transportation Manager
Office: 408-266-8866, ext. 377 | Cell: 408-677-6427
sguerrero@shfb.org

For late deliveries ask your program manager for a
current list of Transportation contacts

Second Harvest of Silicon Valley Locations

SAN MATEO COUNTY

Bing Center

1051 Bing Street
San Carlos, CA 94070
650-610-0800
650-610-0808 (fax)

SANTA CLARA COUNTY

Curtner Center

750 Curtner Ave
San Jose, CA 95125
408-266-8866
408-266-9042 (fax)

Cypress Center

4001 N 1st St.
San Jose, CA 95134

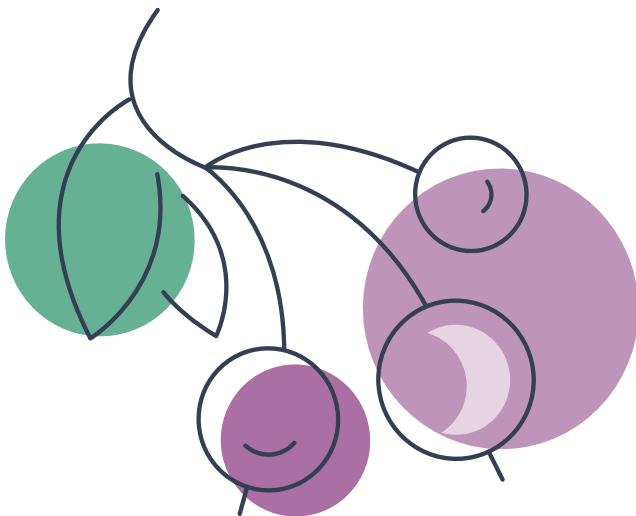
Brennan Center

524 Brennan Street
San Jose, CA 95131
408-266-8866



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Welcome

Dear Partner Organizations,

Second Harvest of Silicon Valley has been serving the community since 1974. Almost 50 years ago, a group of emergency service agencies, the Emergency Assistance Association, met to discuss the growing number of people in need of food and nutrition. They committed to creating a better way to coordinate and store donated food from supermarkets and produce stands. This resulted in the formation of the food bank that serves our community today. We have seen our partner network evolve tremendously, making a significant impact on hunger. This network is central to Second Harvest's vision of a hunger-free community. On behalf of Second Harvest, I would like to thank your organization for being part of our network and for all your hard work. Many of your organizations not only provide food services but also a suite of other critical services. You make sure that people have access to healthy, nutritious food and also provide support for families, children, seniors and community members when they are at difficult points in their lives.

We hope this Partnership Manual will serve as a resource in support of your food program. If you need any assistance or have any questions please contact your Second Harvest Program Manager.

In partnership, and with thanks,

Anna Dyer

DIRECTOR OF PROGRAMS



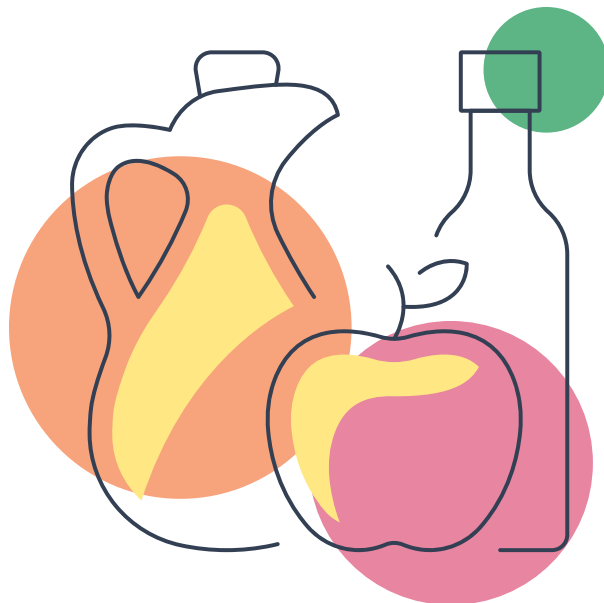
Annual Programs Team Party

MISSION STATEMENT

Lead our community to ensure that anyone who needs a healthy meal can get one.

VISION STATEMENT

A hunger-free community.



Benefits of Partnership

When you become a partner agency of Second Harvest, you get more than access to fresh, nutritious foods for your clients. You're also able to access services designed to help end food insecurity in our community.

Partner Resources

Food Connection

Our Food Connection team is ready and waiting to connect your clients with food resources in their community. Our staff is multilingual, warm and deeply knowledgeable of our agency partners and other local food resources.

Hotline

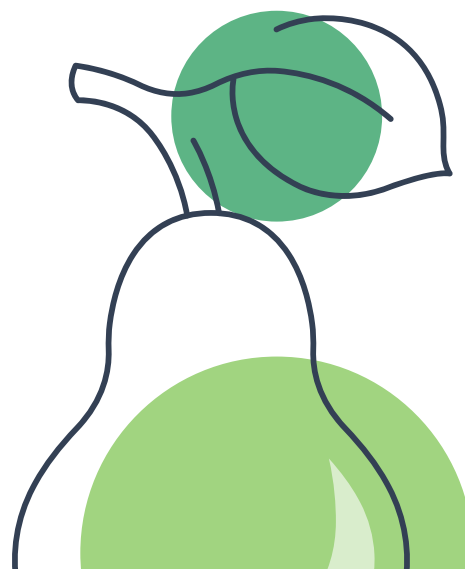
Our toll-free hotline (1-800-984-3663) helps people in need find food, such as a pantry or a hot meal in their neighborhood. Multilingual staff members direct callers to local food assistance programs in Santa Clara and San Mateo counties. Callers can also find out if they qualify for CalFresh and where they can apply.

If you can serve more people, please contact your Program Manager.

CalFresh

CalFresh, also known as SNAP or food stamps, is a nutrition program that enables low-income individuals, families and seniors to buy food with a debit card at grocery stores, farmers' markets and most other locations that sell food.

Second Harvest has a team of bilingual outreach specialists who can visit your location and help your clients complete the CalFresh application.



The Community Outreach Network

The Community Outreach Network is a group of organizations committed to ending hunger in Silicon Valley. We work together to connect clients to nutritious food resources, including free groceries and CalFresh benefits. We simplify clients' access to the support they need across organizations.

Outreach Network partners:

- Identify clients in need of food assistance
- Provide referrals for food programs and CalFresh
- Assist with CalFresh applications

Second Harvest provides:

- Client follow-up and outcome reporting
- Outreach campaigns
- Coalition collaboration



Join the Community Outreach Network and help end hunger in Silicon Valley!

*“It is more important than ever to work together
to assist our community members.”*

—Sacred Heart Community Services, Community Outreach Partner

Contact Food Connection at foodconnection@shfb.org for more information.

Nutrition Education and Food Safety

Second Harvest believes that access to nutritious food is a human right, which is why we aim to keep our mix of groceries as close to 50% fresh produce as possible. We understand that it can be challenging to encourage clients to take produce that they may not be familiar with, which is why Second Harvest's Community Nutrition Department offers support. The Nutrition Team offers training on how to encourage clients to consume foods they are unfamiliar with, along with flavorful, easy-to-follow recipes and resources to encourage your clients.

The Second Harvest Nutrition Team can assist with:

- Menu planning
- Presentations to your staff and/or clients on a variety of topics, including cooking demonstrations, food safety and general nutrition topics
- Printed materials and resources in multiple languages on nutrition tips, food shopping on a budget, nutrition labels, food label dates and more
- Research on specific nutrition-related topics

The Nutrition Center

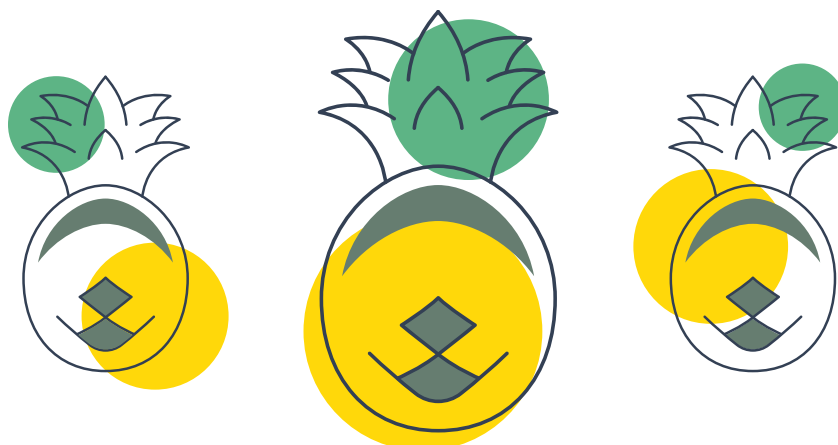
Our Nutrition Department created an online resource called the **Nutrition Center** where you can easily access all our offerings and browse through our library of recipes, cooking videos, presentations and food safety trainings.

You can view the Nutrition Center here: www.shfb.org/nutrition-center/

Food Safety

As a Second Harvest partner agency, at least one of your staff members or volunteers must complete an annual food safety course. This training is available online at the Nutrition Center webpage. Alternatively, you may pay a small fee and take an online ServSafe Food Handler course by visiting <https://www.servsafe.com/ServSafe-Food-Handler>. For a discount, enter code FEEDAMER10. Once the course is completed, your agency must provide Second Harvest a copy of certification. The ServSafe certification is valid for three years.

To request additional copies of the *ServSafe Food Handler Guide for Food Banking* or more information please contact nutrition@shfb.org.



Grocery Rescue

Grocery Rescue connects local retailers with partner agencies that can pick up donations that are no longer saleable but are still safe to eat. The donated dairy, produce, meat and canned/dry goods are still suitable for consumption, but due to their shorter shelf life, it is necessary to get these food items to clients quickly. To ensure no food is wasted, partner agencies pick food up directly from stores including Target, Sprouts, Costco and Trader Joe's. The Grocery Rescue program offers partner agencies the option of picking up one to five times a week, depending on retailer requirements. Second Harvest is looking for partner agencies that can maintain consistency in pickup and reporting. Partner agencies are essential to the success and continued growth of this program.

Grocery Rescue Reporting

When picking up donated goods directly from a Grocery Rescue food donor, partner agencies are responsible for safely transporting the food directly to their facility and for properly controlling food temperature (see page 23).

Partner agencies are also responsible for weighing and reporting the type of product to Second Harvest via MealConnect, an online reporting system. **It is critical that agencies report the total number of pounds received with each donation pick-up the same day they pick up the food.**

Please view our Partner Resources webpage for answers to FAQs and additional information: www.shfb.org/partner-resources/. If you need help or would like to learn more, please contact the Grocery Rescue Team: groceryrescue@shfb.org or 408-266-8866, ext. 102.

What does a Grocery Rescue partnership involve?

Second Harvest will provide...

- A retail store for your agency to pick up donations
- An introduction with the retailer's store management
- Training on safe food handling, customer service, program guidelines and reporting requirements
- Store donation guidelines for your specific store
- Ongoing support from Second Harvest staff
- Agency equipment and materials:
 - MealConnect reporting
 - Identification badges
 - Donation receipts
 - Thermal blanket
 - Scale
 - Thermometer

Benefits

Bring additional food variety to your agency

Product mix could include: meat, dairy, produce, deli, bakery, dry, frozen, non-food items, and much more.

Contribute to a better, more sustainable world by rescuing food that would otherwise be unnecessarily wasted.

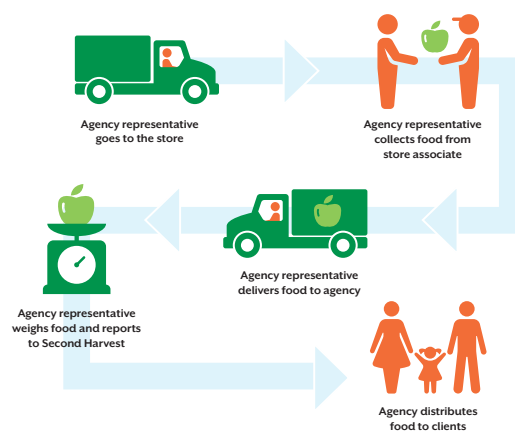
Grocery Rescue Partner will...

- Attend Grocery Rescue trainings
- Provide retailers with a donation receipt after each pick up
- Weigh donations by category and report weights via MealConnect on the same day as the pick up
- Maintain an on-time, pre-arranged schedule with retailers
- Notify Second Harvest staff of any issues or schedule changes
- Train back-up staff/volunteers for pick ups and reporting



For more information, please contact groceryrescue@shfb.org or 408-266-8866 ext. 102

The Grocery Rescue Process



"Becoming a partner agency with the Grocery Rescue program has enhanced our pantry distribution in so many ways. It has allowed us to provide fresh food items to our families...The quality and variety of fresh produce, meats and baked items has elevated our distribution and has afforded us the ability to customize carts to individual health needs of our clients."

-Vicky Martin, Pantry/Donations Coordinator,
St. Joseph's Family Center

For more information, please contact groceryrescue@shfb.org or 408-266-8866 ext. 102

USDA Commodities

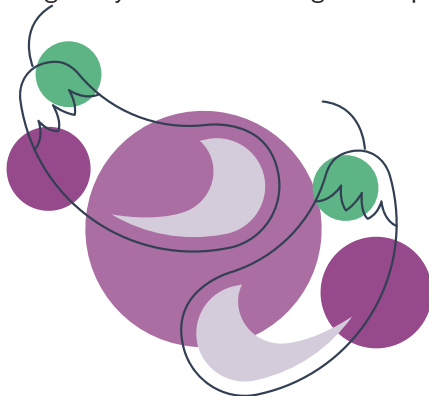
USDA commodities are food products provided by the federal government to select agencies. Distribution is divided into two categories: household foods provide groceries for home consumption, and congregate foods provide prepared meals on-site. Agencies that receive USDA commodities must sign the USDA The Emergency Food Assistance Program (TEFAP) Agency Agreement. Provisions outlined in the USDA agreement must be met when receiving, handling and distributing USDA commodities.

USDA Distribution Guidelines

1. Recipients cannot be asked to provide proof of income.
2. If a family is unhoused they may be served. If this is a continuing situation, the zip code of their alternative shelter may be used as the designated zip code.
3. An individual **cannot** be made to sit through a religious service in order to receive commodities.
4. Discrimination based on race, national origin, age, religion, politics, gender or sexual orientation is **prohibited**.
5. Commodities **cannot** be sold or used as barter for services or materials, nor shall voluntary contribution be solicited in connection with the receipt of donated foods.
6. The agency distributing commodities is accountable for any lost or damaged product. If product has been damaged, it must be reported to Second Harvest of Silicon Valley immediately. **Do not dispose of any USDA commodity without direction from a Second Harvest representative.**
7. Before commodities are distributed, recipients must sign the Certification of Eligibility form (EFA-7). Recipients must fill out the entire form and answer all questions. As an alternative, agencies may use a database to track client attendance that is pre-approved by USDA.
8. Agencies are responsible for reporting to Second Harvest any misuse of commodities or any other pertinent information.
9. The agency is required to complete and submit a monthly report. The report includes the number of households and individuals served during the month, and the number of meals served through meal programs.

Additional USDA Distribution Guidelines for Meal Providers

1. The agency must provide meals to low income and/or unhoused individuals on a regular basis in a congregate setting as an integral part of normal activities.
2. Commodities are for congregate feedings only and cannot be given to participants to take from the premises.



Partnership Responsibilities

To keep our clients safe and to ensure compliance with government entities, agency partners are responsible for following the food safety and handling procedures outlined in this manual. We expect all relevant staff members at your location to know and follow these rules.

Agency Orientation

Second Harvest provides an agency orientation class to our agency partners. A staff person must attend this orientation before they are authorized to pick up food or place orders. The orientation class is available online:

Orientation in English: www.youtube.com/watch?v=Rv2qgcewFaA

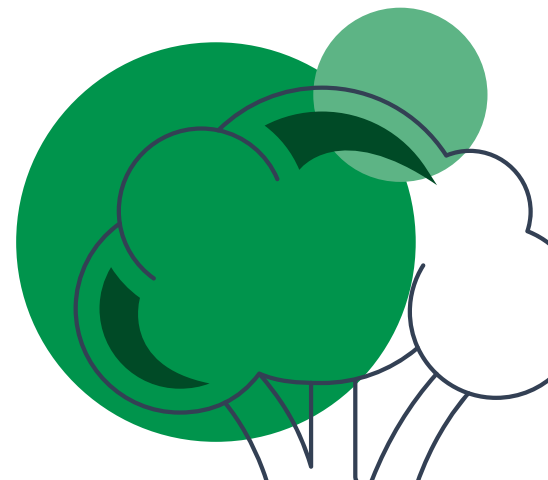
Orientation in Spanish: www.youtube.com/watch?v=90Tqjb_6XsQ

Please complete the questionnaire upon finishing the orientation class.

Questionnaire in English and Spanish: <https://app.smartsheet.com/b/form/368d4e69aff24439a2612317a18dlb83>

Each partner agency must comply with the following requirements:

- Keep signed receipts for food received from Second Harvest for three years.
- Submit a monthly report of people served no later than the 7th of each month.
- Post hours and days of service on main exterior door, making it available and visible to the public.
- Have at least one staff or volunteer member attend a food-safety training class provided by Second Harvest once a year, or provide proof of current food handling certification.
- Properly store food and record temperature logs for freezers and refrigerators to closely monitor their accuracy. All units must have working thermometers.
- Store all food in an approved facility.
- Agree to periodic announced or unannounced inspections of its facility, storage practices and record keeping system. Site monitor visits are done a minimum of every two years.
- Notify Second Harvest immediately in writing of:
 - Tax-exempt status changes
 - Program changes
 - Authorized ordering person changes
 - Agency location changes and/or additions, including satellite sites
 - Insurance lapses or cancellations



Agency partners are prohibited from:

- Placing a monetary donation box in the facility during meal service or food distribution, unless donating is completely voluntary and anonymous. Service cannot be denied if a client chooses not to donate.
- Requiring clients to attend religious services or to work for food.
- Restricting food boxes or meals only to those participating in religious or other types of programs.
- Storing food bank-provided food in a private residence.
- Putting religious handouts or solicitations in food boxes.

Insurance Requirements

Agencies must carry general liability insurance naming Second Harvest of Silicon Valley, its officers, boards, agents, employees and volunteers as additionally insured. This must be documented through a certificate of insurance provided by the agency's insurance broker or agent to Second Harvest. This proof of insurance protects Second Harvest against losses resulting from the actions of partner agency staff or volunteers and any issues at the agency location.

Here are a couple examples of possible situations where insurance is important:

- A partner agency comes to pick up food at our warehouse and the agency's vehicle hits the Second Harvest building and causes damage. The agency must take responsibility for that loss and the agency's insurance must take care of that claim.
- A partner agency has a fire and Second Harvest food is destroyed. The agency's insurance would reimburse Second Harvest for the value of that food.

Religious Proselytizing

Second Harvest believes in providing food to anyone who needs it, regardless of religious affiliation. All agencies must respect the views of those they serve and make them feel comfortable when requesting food assistance. As stated in the agreement, agencies cannot require clients of their food services to attend religious services, prayers or counseling as a prerequisite or in conjunction with food distribution or the receipt of food. Agencies should separate any religious services from food-provision services.

All partner agencies must follow the following guidelines:

- Clients cannot be required to attend services, religious or educational workshops or classes, pray, volunteer or work for food.
 - If prayer support is requested by a recipient, it must be conducted in a location separate from the food pantry or meal service area.
- Agencies cannot restrict food boxes, meals or any food provided by Second Harvest to only those participating in a religious program.
- Faith-based organizations are not allowed to put religious literature, materials or books in food boxes, but may place these materials on a side table for recipients to peruse.
- Client intake cannot include direct questions such as:
 - What church do you attend?
 - Would you like me to pray with you?

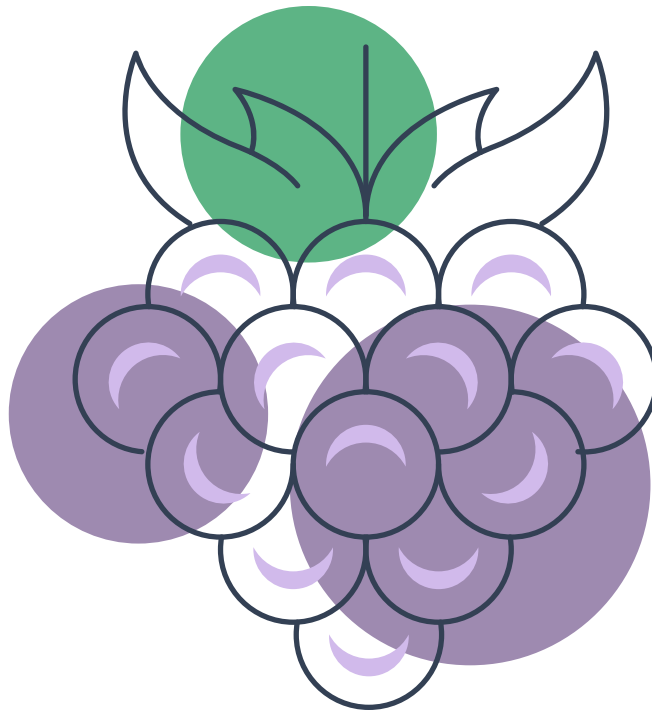
- Would you like to be added to our prayer list?

Site Monitor Visits

Second Harvest will conduct an on-site monitoring visit prior to partnership approval. Each partner agency will be visited at least once every two years or when deemed necessary by Second Harvest.

Site visits are to help ensure that:

- The highest sanitation and food safety standards are practiced and maintained, from the point of donation to the time the food is given to the client.
- Temperature logs are on hand and up to date, and all food storage areas are clean and properly maintained.
- Proper documentation of health inspection, insurance and food safety certifications is easily accessible.
- There is a healthy flow of communication between Second Harvest and partner agency staff.
- Partner agency staff have a chance to showcase their program(s).
- There is an opportunity for collaborative brainstorming to help improve and fine-tune programs.
- The partner agency can offer feedback to Second Harvest.



Reporting Requirements

Agency partners are required to report the number of people served each month at reports.shfb.org. If you have any questions about reporting, please contact the Agency Helpdesk at agencyhelp@shfb.org, via phone in Santa Clara County at 408-266-8866, ext. 359 or San Mateo County at 650-610-0800, ext. 359.

Agencies should have an intake process that efficiently collects data on the number of **children** (18 and under), **adults** and **seniors** (60 and over) who received food services in the month prior. These numbers must add up to the total UNDUPLICATED number of individuals you served in the month. For instance, if a family receives food three times in one month, those individuals should only be counted once in the monthly total.

Food Pantries

Food pantries must also report the unduplicated number of HOUSEHOLDS. A household can be identified as one person or many persons that consider themselves a family. If two different families live in the same home and they do not eat meals together, they would be considered two separate households.

Food pantries need to enter the following information:

- Unduplicated number of children, adults and seniors
- Unduplicated number of households
- Enter 0 for information that is not applicable

USDA Food Pantries

Food pantries that distribute USDA food must report the total number of individuals served AND the USDA individuals served. Therefore, those agencies that serve USDA foods must also report the following:

- Number of USDA qualified individuals
- Number of USDA households
 - Please check your pantry for extra USDA items. Please do not overstock. Items must be used First In, First Out (FIFO).

Meal and/or Snack Programs

For meal and snack programs, partners must report the total number of meals and snacks served throughout the month in addition to the clients served information mentioned above. Please be sure to report UNDUPLICATED clients served, even if they receive a meal or snack multiple times a month.



USDA Meal Programs

USDA meal programs must report the total number of USDA meals, in addition to the clients served information mentioned above.

- Please check your pantry for extra USDA items. Please do not overstock. Items must be used First In, First Out (FIFO)

Grocery Rescue Partners

Agencies participating in our Grocery Rescue program are required to submit receipts for items obtained from the retail donor into MealConnect the same day they are received.

Agencies must report:

- The temperature of refrigerated and frozen items at the time of pickup and once it arrives at their final location.
- Poundage of items received, divided by category (dairy, meat, etc.).
- Agencies must still submit a receipt if no pickup was attempted or if no items were available from the donor.



Suspension, Termination and Grievance Procedures

Second Harvest of Silicon Valley reserves the right to place an agency on suspension if it engages in an activity that violates the Agency Agreement or this Partnership Manual. If placed on suspension, a partner agency will not be able to order food or receive products from Second Harvest until the issue resulting in the suspension has been resolved.

Procedures

I. GROUNDS FOR SUSPENSION AND TERMINATION

A Second Harvest partner agency may be suspended or terminated for:

- A. Non-compliance with any of the rules and regulations of Second Harvest as outlined in the Agency Agreement, Program Agreement, Partnership Manual and government laws.
- B. Failure to satisfy membership qualifications, including failure to maintain tax exempt status as a public nonprofit or religious organization exempt under Section 501(c)(3) of the Internal Revenue Code.
- C. Non-compliance with USDA commodity distribution policies, including failure to follow income guidelines, failure to obtain signatures from recipients on the approved form or use an approved database to collect client data, failure to post all required documents, failure to maintain inventory records of received commodities and failure to report missing or stolen products.
- D. Failure to provide required reports, such as the monthly report of individuals/meals/households served, USDA reports and Grocery Rescue receipts.
- E. Non-compliance with basic food safety and food handling practices.
- F. Conduct that is materially and seriously prejudicial to the purposes and interest of Second Harvest.

II. INVESTIGATION

- A. As explained above, Second Harvest shall inspect each agency for compliance at least once every two years. Second Harvest has the right to monitor agencies more frequently and without notice as necessary.
- B. Second Harvest will promptly investigate any reasonable allegation that an agency has engaged in conduct that might be grounds for suspension or termination.
- C. In the event that inspection or further investigation reveals that grounds exist for suspension or termination, the agency will receive a written report detailing the results of the investigation and the recommended course of action.

Action will be determined solely by Second Harvest and may include a written warning, temporary suspension or immediate termination.

III. CORRECTIVE ACTIONS

- A. Written warning: a written warning may be given to any partner agency violating the above rules and regulations, detailing the violation and steps that must be taken to remedy the situation.
- B. Temporary suspension: suspension is invoked if, within reasonable discretion, the partner agency's conduct is so materially and seriously prejudicial to the purposes and interests of Second Harvest that suspension is both necessary and warranted.
- C. Termination: a partner agency may be terminated for cause as detailed above.

IV. AUTOMATIC SUSPENSION

An agency can be suspended without prior opportunity to be heard or without notice.

The following conduct will result in automatic suspension of partner agency participation for a minimum of one month or until the situation is satisfactorily remedied:

- A. Misuse of any products received from Second Harvest, including the sale or barter of donated products.
- B. Failure to return any signed agreement to Second Harvest within 60 days after the stated deadline.
 - 1. Once signed agreements have been received, scheduled appointments will be reinstated.
- C. Insurance cancellation or expiration.

V. GRIEVANCE PROCEDURE

Second Harvest is committed to providing excellent customer service and to maintaining a positive working relationship with its partner agencies.

- A. If a partner agency disagrees with a decision or determination regarding its partnership, it may file a formal grievance.
- B. Feedback can be submitted to Second Harvest via written or oral communication.
 - 1. Feedback will be given to the appropriate staff member for evaluation and development of an action plan.
 - 2. Within five business days of the complaint, Second Harvest will initiate an investigation to determine the facts of the allegation and respond to the complainant.
- C. If the action plan determined by Second Harvest is unsatisfactory to the partner agency, it can request a meeting with Second Harvest to discuss the issue further.



Ordering, Pickup, and Delivery Procedures

Authorized Shoppers

Partner agencies are responsible for knowing and observing all agency policies and warehouse procedures. It is required that at least one authorized shopper from your agency who has been trained on these policies and procedures be present at each pick-up. Authorized shoppers must attend an agency orientation class and send a letter to Second Harvest, on agency letterhead, indicating that they have been authorized.

Warehouse Requirements

1. Smoking, drinking and eating are not permitted in the warehouse or dock area.
2. High heels and open-toed shoes are not permitted in the warehouse.
3. Pets and children are not allowed in the warehouse. Do not leave children or pets unattended in vehicles.
4. Proper lifting techniques must be used.
5. Do not climb in or on pallet racks—ask a Second Harvest staff member for help.
6. Use good judgment and refrain from any activity that would pose a hazard to yourself or others.
7. Treat staff, volunteers and other Second Harvest representatives with respect and courtesy.
8. Notify Second Harvest staff immediately of any hazardous or unsanitary conditions.
9. Notify Second Harvest staff immediately of any injuries or accidents that occur while at the warehouse.

Failure to abide by our warehouse requirements may lead to suspension of your account.

Pickup Process

Each agency is assigned a specific day and time to receive food. If you are not able to pick up your food order on your assigned day or time, you must contact Second Harvest to make other arrangements. If you do not pick up your order and you fail to notify Second Harvest within 48 hours of your scheduled pickup time, your food will be re-stocked and you will have to re-submit an order. If your agency wishes to change its designated pickup day or time, arrangements can be made with our Agency Helpdesk by contacting agencyhelp@shfb.org, Santa Clara County 408-266-8866, ext.359 or San Mateo County 650-610-0800, ext.359.

We ask that you bring enough staff or volunteers to load your vehicle(s) (up to three vehicles per agency at one time in our loading area). During your pickup time, authorized shoppers have the option to shop for additional items that are not readily available online. An authorized shopper must confirm that the invoice for your agency's order matches what is received and sign a copy of the invoice. You are responsible for making sure food is transported safely to your clients. Please refer to the Agency Shoppers Food Safety Checklist on page [47](#) as guidance to ensure best practices are always in place when picking up food orders and shopping in our warehouse.

Deliveries

To find out if your agency qualifies for delivery services, please contact your Program Manager. Once a qualifying partner agency has been given a delivery day and time, delivery will occur on that day each month (e.g., every third Thursday) at the pre-arranged time. Additional deliveries can be made under special circumstances on a first-come, first-served basis depending upon availability of staff and vehicles.

Agencies must order a minimum of 2,000 pounds for delivery, or else the agency will be contacted to convert the appointment to a pickup.

Upon the arrival of the order, it is the agency's responsibility to check on the accuracy of the order and sign the provided receipt. Agencies must also provide sufficient volunteers or staff to load the food into the building and separate empty pallets, banana boxes and cardboard that will be returned to Second Harvest. The delivery driver is responsible for off-loading the product to the curb only. Empty pallets will be picked up at the time of delivery if emptied before the driver leaves; otherwise, they will be picked up at the next delivery. **Please order as accurately as possible; items cannot be refused at time of delivery.**

Produce Push Deliveries

The Produce Delivery Program distributes fresh produce in large quantities to partner agencies on a regular basis. Quantities are determined based on the number of households or meals served. Agencies cannot choose items, but will receive a stable, predictable amount of produce.

Direct Order Deliveries

Agencies who receive a Second Harvest Automated Menu will receive a variety of foods based on product availability and a predetermined arrangement with the partner. This will be based on the number of individuals the partner serves and their dry and cold storage capacity. Agencies cannot choose items, but will receive a stable, predictable amount of food and non-food items.

Online Orders

Online ordering is user-friendly and convenient for both Second Harvest and partner agencies. Once you have completed an agency orientation class, Second Harvest will provide you with a username and password that will allow you to place orders online at agencyexpress3.org.

You must place your order 2–5 business days prior to your scheduled appointment day, before noon (e.g., if you are scheduled for a Monday pickup, you must place your order by Thursday at noon).

Allocations are set based on agency size and capacity. At the same time, it is very important to pay attention to the description of the items when placing your order, as you might end up with more than expected. You will find this information under the “pack size” column in the Shopping List order form.

If you have any issues with your order, please contact the Agency Helpdesk at agencyhelp@shfb.org, Santa Clara County 408-266-8866, ext. 359 or San Mateo County 650-610-0800, ext. 359.

COVID-19 Special Procedures

For the duration of the COVID-19 pandemic, Second Harvest has implemented additional safety measures to prevent the spread of this virus.

COVID Shopping Area Rules:

- Only four agencies in at a time and only two people per agency, equaling eight total shoppers.
- Agencies will have a 45-minute time limit to prevent others from waiting.
- Please stay six feet apart for your safety.
- You must wear a mask that covers your nose and mouth.

Please note that these rules change based on county guidelines. The current guidelines will be posted at the entrance.



Food Safety Guidelines

Second Harvest agency partners should comply with the following actions. They are critical to ensuring that clients **stay healthy and do not develop food-related illness**.

- After picking up food from the food bank, the **driving time** in an unrefrigerated vehicle should be kept to **30 minutes or less**.
- Always wash your hands for 20 seconds before, during and after handling food, after touching your face or your cellphone, or any time you switch tasks. When hand washing is not possible, apply hand sanitizer.
- All volunteers handling food should be **wearing gloves**. **Gloves are single-use only—change after switching tasks or when torn or dirty**.
- **Sick volunteers should stay home** until they feel better.
- All **tables and surfaces** in contact with food should be **cleaned and sanitized** before and after the distribution.
- **Produce quality** should be inspected, and **moldy or spoiled produce items should be discarded**.
- **Condition of food** should be evaluated, and **damaged cans, jars and packaged food discarded**. (Refer to page [24](#) for more info).
- **Meat and poultry** need their own plastic bags.
- **Meat and poultry** should be bagged at the beginning of the distribution line and placed at the bottom of the bag **OR kept separate** from all other bagged items.
- **Volunteers for meat and poultry** should **not** change stations—this is to **prevent cross-contamination**. If they are changing tasks, volunteers need to wash hands and change gloves before moving to a new station.
- **Boxes** that contained raw meat or poultry should not be **reused** or **distributed**.
- **Reusable donated bags** (i.e., cloth, plastic, brown paper bags) should be inspected for cleanliness, and any **dirty or torn bags discarded**.
- **Perishable foods** should **not** be kept in the **danger zone** (between 41 and 135 degrees Fahrenheit) **longer than two hours** to best control food temperature.
- Stored food is kept **6 inches off the floor** and away from the walls. During distributions cardboard boxes can be placed on the floor, but bagged food should be placed on top of a table or tarp.



Label Dates

Second Harvest often distributes food items after the date on the package, but **these foods are still safe to eat**. (Note that baby food and formula are the exception. They must not be used past their best-by dates.) Food manufacturers use different date codes to ensure that consumers receive their product at peak quality. Once a product is past code date, many manufacturers donate it to food banks. Our staff monitors this food to ensure that the quality remains good. See appendix “[When Should I Eat This](#)” for label dates guidelines for some food products. If you have questions about other food items please contact our nutrition team at nutrition@shfb.org.

What to Toss Out

Canned Foods

Discard...

- All foods canned at home
- All rusted cans
- Cans with severe dents
- Cans with dents on the seams or on the rim—any place air could enter
- Cans with bulging or puffed ends
- Leaking cans
- Cans with spills or stains from an unknown source
- Cans with missing labels

Dry Packaged Foods

Discard...

- Dry foods with opened, punctured or torn inner packages
- Punctured, torn, opened or otherwise damaged containers of dry foods
- Packages with rodent droppings, bugs or insects
- Packages with rodent teeth markings
- Packages with missing labels
- Packages with spills or stains from an unknown source

Baby Foods and Formula

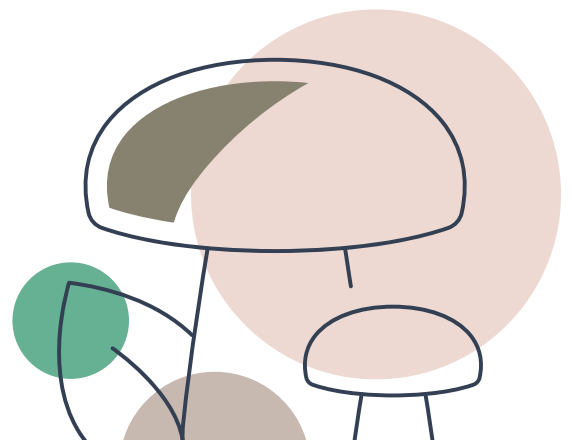
Discard...

- Baby formula past its expiration date (it is important to never distribute expired baby food)
- Opened jars or jars showing evidence of tampering
- Baby cereal with opened, punctured or torn packaging

Other

Discard...

- All repackaged foods
- All moldy and opened packages of bread, cheese, fruits and vegetables
- All goods with questionable color, odor or texture
- All food packaged in garbage liners (garbage bags).
- Frozen food from an unknown donor
- Items without ingredient lists, except whole produce



Free Grocery Program

In addition to working with agency partners who operate pantry, residential, meal and snack programs, we provide food through Free Grocery distributions throughout our two counties. These sites are generally staffed with Second Harvest volunteers. A typical client menu for a weekly or bi-weekly program is between 45–55 pounds of food (3–4 full grocery bags) comprised of about 50% fresh seasonal produce and the rest consisting of dairy items, dry goods such as beans, rice, cereal and limited canned items, and animal or plant proteins.

We are committed to providing food to anyone who needs it and our policies eliminate barriers to access:

- Anyone in need of food is allowed to attend, regardless of age, family composition or zip code.
- We aim our services at clients below a specific income threshold that clients self-certify; however, we will provide food to anyone who needs it.
- Clients can attend whichever locations are most convenient for them. We know clients need flexibility and convenience, so we allow them to attend multiple locations. They can use their Second Harvest client ID at any location.
- Clients receive a consistent menu at the distributions, making it easy for clients to know what to expect when they come for free groceries.

How do Free Groceries work for clients?

- When clients first come to a Free Grocery distribution, which may be walk-up or drive-thru, they are asked to register their household with very minimal information: name, birth year, address, cell phone number, can we text, preferred language, household composition [# children (0–18), # adults (19–59), # seniors (60+)], race/ethnicity.
- We never ask about the immigration status of any client.
- Clients will receive a client ID card, with a unique client ID number, that they can use at any Second Harvest Free Groceries location. They show this client ID card every time they attend.
- Distributions happen on a regular schedule, within a specific time period (e.g., 1–3 p.m.).
- Clients will usually receive a text notification when there is a change, such as a cancellation or reschedule, at a site they attend.

For more information about our Second Harvest Free Grocery programs, please contact your Program Manager.

Appendices



SECOND HARVEST
of SILICON VALLEY

When Should I Eat This?



Scan code for more nutrition tips ↑

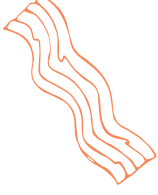
The “EXPIRATION” or “USE BY” date:

- Food is safe to eat.
- There are some exceptions with baby food and nutritional supplements.

Up to Expiration date—**NOT SAFE** to eat after date
– Baby food and nutritional supplements



Safe to eat **1 to 2 WEEKS** after date
– bacon, lunch meat



The “SELL BY” or “ENJOY BY” date:

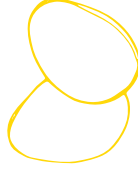
- Safe to eat after the date.
- **FRESHNESS** date.

7 DAYS after date
– milk, bread



2 WEEKS after date
– yogurt

5 WEEKS after date
– eggs



3-5 MONTHS after date
– cheese



The “BEST BY” or “BEST USED BY” date:

- Safe to eat after the date.
- **QUALITY** date.

12-18 MONTHS past date
– acidic food in cans



2-3 YEARS past date
– non-acidic food in cans



2 YEARS past date
– rice



4-5 YEARS past date
– pasta





SECOND HARVEST
of SILICON VALLEY

¿Cuándo Debo Comer Esto?



Escanee el código para más tips de nutrición ↑

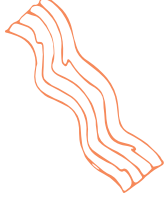
Las fechas “EXPIRATION” o “USE BY”:

- La comida es segura de consumir después de la fecha impresa.
- Excepciones aplican en suplementos nutricionales y comida para bebés.

Alimentos para bebés así como suplementos nutricionales son seguros hasta la fecha de expiración—**NO CONSUMA** después de la fecha



como
ahora!



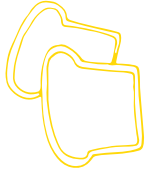
como
pronto!

Carnes frías seguras entre 1 a 2 SEMANAS después de la fecha
– *tocino, carnes frías*

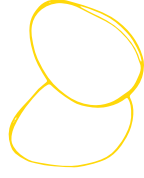
Las fechas “SELL BY” o “ENJOY BY”:

- La comida es segura de consumir después de la fecha impresa.
- Es una fecha de **FRESCURA**.

Hasta 7 DÍAS después
– *leche, pan*



Hasta 2 SEMANAS después
– *yogur*



De 5 SEMANAS después
– *huevos*



De 3-5 MESES después
– *queso*

como
pronto!

Las fechas “BEST BY” o “BEST USED BY”:

- La comida es segura de consumir después de la fecha impresa.
- Fecha en la que el alimento está en su más alta **CALIDAD**.

Hasta 12-18 MESES después
– *alimentos ácidos en latas*



2-3 AÑOS después
– *alimentos no ácidos en latas*



Hasta 2 AÑOS
– *arroz*



Hasta 4-5 AÑOS
– *pasta*

como
después!



SECOND HARVEST
of SILICON VALLEY

KHI NÀO THÌ TÔI NÊN ĂN ĐỒ ĂN NÀY?



Quét mã để biết thêm mẹo về dinh dưỡng ↑

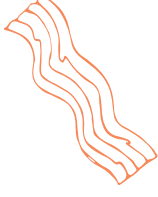
Ngày “HẾT HẠN” hoặc “DỪNG TRƯỚC NGÀY”:

- Thực phẩm an toàn để ăn.
- Có một số ngoại lệ với thức ăn trẻ sơ sinh và các thực phẩm bổ sung dinh dưỡng

Cho đến Ngày Hết hạn—Không AN TOÀN để ăn sau ngày đó
– thức ăn trẻ sơ sinh và các thực phẩm bổ sung dinh dưỡng



**ĂN Ngay
bây giờ**



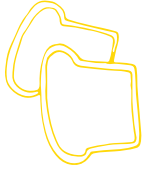
ĂN SỚM

An toàn để ăn trong 1 đến 2 tuần sau ngày hết hạn
– thịt ba rọi, thịt cho bữa trưa

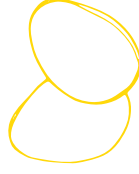
Ngày “BÁN TRƯỚC NGÀY” hoặc “ĂN TRƯỚC NGÀY”:

- An toàn để ăn sau ngày đó.
- NGÀY CÒN TƯƠI.

7 NGÀY sau ngày đó
– sữa, bánh mì



2 TUẦN sau ngày đó
– da ua



5 TUẦN sau ngày đó
– trứng



3-5 Tháng
– phô mai

ĂN SỚM

Ngày “TỐT NHẤT TRƯỚC NGÀY” hoặc “TỐT NHẤT NÊN DỪNG TRƯỚC NGÀY”:

- An toàn để ăn sau ngày đó.
- NGÀY CHẤT LƯỢNG.

12-18 Tháng Sau Ngày đó
– Lon Acid



2-3 Năm Sau Ngày đó
– Lon không có Acid



2 Năm
– gạo



4-5 Năm
– mì ống



ĂN MUỘN



SECOND HARVEST
of SILICON VALLEY

我应何时吃这些东西？



扫描二維碼可獲得更多營養竅門 ↑

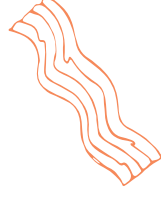
“EXPIRATION (到期)” 或 “USE BY (在此之前使用)” 日期：

- 食物可以放心地吃。
- 嬰兒食品和营养补充品例外

在到期日期前 — 过此日期后再吃不安全
- 嬰兒食品和营养补充品



现在食用



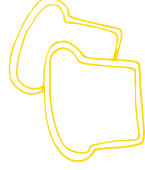
马上食用

可以在过此日期后 1 到 2 周内食用
- 烟肉, 午餐肉

“SELL BY (在此之前必须售出)” 或 “ENJOY BY (在此之前享用)” 日期：

- 可以在此日期后食用。
- 保鲜日期。

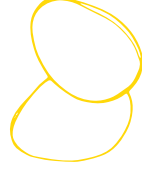
过此日期后 7 天
- 牛奶, 面包



过此日期后 2 周
- 酸奶



过此日期后 5 周
- 蛋



过此日期后 3-5 个月
- 奶酪



马上食用

“BEST BY (最好在此之前)” 或 “BEST USED BY (最好在此之前使用)” 日期：

- 可以在此日期后食用。
- 最佳质量日期。

过此日期后 12-18 个月
- 酸性食品罐



过此日期后 2-3 年
- 非酸性食品罐



过此日期后 2 年
- 大米



过此日期后 4-5 年
- 面食



晚些食用



Refrigeration Temperatures • Month: _____

[illegible]

Note: Refrigerator should run at 40°F or below and freezer should run at 0°F or below at all times.

shfb.org/partner-resources
agencyhelp@shfb.org • (408) 266-8866 ext. 359

Sample Authorization Letter

[Agency Official Letterhead]

[Date]

To whom it may concern,

Please add John Smith as an authorized Shopper at Second Harvest of Silicon Valley on behalf of [Agency Name, Agency #]. John Smith is an employee/volunteer at [Agency Name] and will be a shopper at Second Harvest.

**If the person will be ordering food online on behalf of your agency, insert this line here:* Provide John with the login credentials to submit online orders on behalf of our agency.

If you have any questions, please contact Name, Title, contact number.

Best,

[A person with the authority to choose who will shop or order online.]

EXAMPLE ONLY (SUBJECT TO CHANGE)

*Fill out this page prior to monitor, review with agency, then make updates in Ceres/SF



JIT Partner Agency Monitoring Form rev. 7/21

Date: _____ Agency Number: _____
Agency Name: _____
Parent Organization: _____ Parent Number: _____
Parent CEO: _____
Main Contact Person: _____ Email: _____
Main Contact Telephone: _____ Alt Phone: _____
Backup Person: _____ Email: _____
Backup Telephone: _____ Alt Phone: _____
Site Address: _____
Mailing Address: _____
Days / Hours of Food Service: _____
Any Zip Code Restrictions? (which? explain we don't require): _____

***Review all other contacts and list of satellites with agency and update in Ceres as needed**

Circle all attributes that apply:

Holiday Store Adopter	Has Forklift	Multiservice	Small Cold Storage
College Site	Grocery Rescue Agency	One Community	SH Tracks Volunteers in Salesforce
Day Care (child or adult)	Home Delivery Site	Other Snack (not kids)	Shelter
Direct Drop	Housing Site	Pet Food	SH Volunteer Led
Donor Visit/Volunteer Site	Just in Time	Pantry	Soup Kitchen
Drive-Thru	Large Cold Storage	Most Clients w/ Disabilities	Senior Program
DV Shelter	Most Clients LGBTQ+ Com.	Rehab	Most Clients Veterans
Faith Based	Meal Connect Agency	Residential	Youth Program
Free Community Market	Accepts Medications	Pre-K-12 Site	

OFFICE USE (TO BE COMPLETED PRIOR TO SITE VISITATION)

- | | |
|--|---|
| <input type="checkbox"/> Signed Agreement | <input type="checkbox"/> Copy of certificate of liability insurance |
| <input type="checkbox"/> Signed USDA Agreement | <input type="checkbox"/> Proof of 501(c)(3) status in Links, # on agency card |
| <input type="checkbox"/> Signed Valuation Letter (if over \$750,000) | <input type="checkbox"/> Received Infrastructure (check in SF, fill out table p. 6) |
| <input type="checkbox"/> Signed Application | <input type="checkbox"/> Meal Programs: copy of most recent health inspection |
| <input type="checkbox"/> USDA Civil Rights Training (in Agency Certifications) | <input type="checkbox"/> If sponsored satellite(s), signed Agency Sponsor Letter |

Date of last food safety training: _____ Next Training Due: _____

Is person trained still on staff? Y / N Name: _____

*Write "NA" if not applicable

Agency Practices

Grocery Programs: Type of client distribution?

☐ Pre-bag ☐ Client picks what and how much food ☐ Store model/client choice

Y N Are at least 70% of clients low-income? 275% of FPL or less. How is this determined?

☐ Self-certification ☐ Proof of income ☐ USDA Self-certification every time

Y N Are clients required to provide documentation for household members? (discouraged)

Y N Days and times of operation are prominently posted.

How often can clients get food? _____

Y N Are clients informed when distributions are cancelled or rescheduled?

Y N Are clients required to attend religious services before getting food? (not allowed)

Y N Does your agency ever turn anyone away? Why? _____

Which languages do clients prefer to speak? _____

Record Keeping

Method of tracking unduplicated clients (ask to see how they de-duplicate clients):

Y N Food bank invoices on file for three years

Y N Gift card logs on file for three years

USDA Agencies

Y N Number of people and households served is recorded.

Y N If clients aren't in Salesforce, Oasis or Pantry Track, does the agency fill out and store EFA-7 forms for each distribution?

Y N Required Alternate Pickup Person form on file with sign-in forms.

Y N Most current USDA income guidelines and poster posted?

Y N **Religious Organizations:** Written notice posted for right to be referred to an alternate provider. Referral form is on file for past referrals, if applicable.

Y N Receipts and all USDA related written materials are kept on file for three years.

Y N All USDA food items are kept separate from all other foods.

Y N Anyone with client contact completed their Civil Rights Training in last 12 months.

Date of last Civil Rights training: _____ Next Training Due: _____

Are people trained still on staff/volunteering? Y / N

Names:

Notes/Follow Up Items:

*Write "NA" if not applicable

Safety and Sanitation

- | | | |
|---|---|--|
| Y | N | Are you monitored by the Health Department? Other? |
| Y | N | _____ |
| | | Property is clean. If indoors, floors, walls, vents and ceiling are free of dirt and food residue. |
| Y | N | Tables are clean and sanitized. |
| Y | N | Wash station and sinks are equipped with soap and drying mechanism. |
| Y | N | Restroom is clean and in good repair with soap, toilet tissue and drying mechanism. |
| Y | N | Food or cases are never placed directly on the floor/ground (use pallet, tarp or cardboard when needed). |
| Y | N | Garbage containers made of sturdy, non-corroding material. Cans are covered and lined. Storage area is clean and garbage is picked up regularly. |

COVID-19 Safety

- | | | |
|---|---|--|
| Y | N | Indoors only: all staff, volunteers and clients are wearing masks properly (nose covered, etc.) |
| Y | N | All staff and volunteers complete a symptom checker before reporting to work. |
| Y | N | Soap or hand sanitizer is readily available at all entrances and other points of direct interaction. |
| Y | N | Site disinfects high-contact surfaces regularly, including pens, tables etc. |
| | | Other measures this site has implemented? _____ |

Pest Control

- | | | |
|---|---|--|
| Y | N | Does the agency have a contract with a licensed pest control company to inspect regularly? |
| Y | N | If indoors, do all open doors and windows have clean and functioning screens? Do all doors and windows close securely leaving less than ¼" of space? |
| Y | N | Is all incoming food inspected for insects, insect larvae and mold? |

Notes/Follow Up Items:

*Write "NA" if not applicable

Drive Through Safety

Y	N	Volunteers are provided an overview and instructions
Y	N	Gloves and sanitizer station is setup. Site has needed supplies
Y	N	Site layout with key traffic posts is followed. Cones are placed, per layout
Y	N	Health and Safety items (including traffic layout and instructions) are reviewed with volunteers (pre-distribution talking points)
Y	N	Volunteers placed in key roles (food loading, traffic control, household counter, etc.)
Y	N	Volunteers placed at key traffic posts, per layout
Y	N	Volunteers are wearing safety vests (all)
Y	N	Volunteers use "Attention-Getter" signs to tell drivers when to slow down, stop, and move forward
Y	N	Clients keep windows up, wear a mask and put vehicle in park or turn off engine while waiting
Y	N	Clients receive appropriate food (up to 3 households per car)
Y	N	Site lead checks food volume halfway through the distribution, and adjusts distribution accordingly
Y	N	Guidelines for extra (or shortage of food) are followed

Notes/Follow Up Items:

*Write "NA" if not applicable

Home Deliveries

How many clients are you currently serving with home deliveries? _____

How often do you deliver to each client? _____

How much of the food comes from Second Harvest? All Most Some None

What extra items do you provide that don't come from SH? _____

What is your eligibility criteria? _____

Do you use thermal blankets to keep food cold during deliveries? _____

What is the time limit perishable foods can be in the vehicle or out of the cooler/freezer? _____

How large is your delivery area? _____

How do you notify clients which day/time to expect a delivery? _____

How do you notify clients when their food has been delivered? _____

Do you leave food at a client's door if you are not able to contact the client? Y N

If no, do you reschedule the delivery? Y N

Food Sources

Percentage of food from:

Second Harvest _____ Donated _____ Purchased _____

Which stores/restaurants/etc. are you getting food from? _____

Do you pick up or is it delivered? _____

About how much food (lbs) do you receive? _____

Are you interested in learning more about our food rescue opportunities? _____

Food Connection

Is agency a CON (Community Outreach Network, formerly FCAAP) partner? Or interested?

Does agency accept referrals from Food Connection? (make sure info is correct) Y N

Feedback about Food Connection:

Capacity and Growth

Is agency interested in exploring ways to expand their reach to new populations or increase the amount of food it provides? Notes and follow up:

Segment Review

Since last monitor:

Change in people/pounds served? _____

Change in partnership? (CON, food rescue, response time etc.) _____

Change in capacity (storage, property, vehicles, equipment) _____

Change in client access? (expanded hours, reduced requirements) _____

Segment update needed? Y N

Infrastructure Review

If agency received infrastructure from SH in FY21, please inspect it and fill out this table:

Item	Condition	Being Used?	On Site?	Has Branding?	Action Taken
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	

Notes/Follow Up Items:

Monitor Outcome

- ☐ Satisfactory
☐ Satisfactory if requirements met (see below)
☐ Needs Re-monitor/Follow-up
☐ Immediate Suspension/Action

Requirements must be completed within two weeks or agency will be suspended:

Second Harvest of Silicon Valley Representative	Date
---	------

Agency Representative _____ Date _____

EXAMPLE ONLY (SUBJECT TO CHANGE)

*Fill out this page prior to monitor, review with agency, then make updates in Ceres/SF



Partner Agency Monitoring Form (Not JIT) rev. 6/21

Date: _____ Agency Number: _____
Agency Name: _____
Parent Organization: _____ Parent Number: _____
Parent CEO: _____
Main Contact Person: _____ Email: _____
Main Contact Telephone: _____ Alt Phone: _____
Backup Person: _____ Email: _____
Backup Telephone: _____ Alt Phone: _____
Site Address: _____
Mailing Address: _____
Days / Hours of Food Service: _____
Any Zip Code Restrictions? (which? explain we don't require): _____

***Review all other contacts and list of satellites with agency and update in Ceres as needed**

Type of service provided:

Pantry	Multi-Service	Snack	Meal	Residential
--------	---------------	-------	------	-------------

Circle all attributes that apply:

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How often can clients get food? _____

Y N Are clients informed when distributions are cancelled or rescheduled?

Which languages do clients prefer to speak? _____

Y N Are clients required to attend religious services before getting food? (not allowed)

Y N Does your agency ever turn anyone away? Why? _____

Y N Do you receive funding for afterschool or summer snacks/meals for kids?

Y N Are you interested in learning more about this?

Record Keeping

Method of tracking unduplicated clients (ask to see how they de-duplicate clients):

Y N Food bank invoices on file for three years

Y N Gift card logs on file for three years

USDA Agencies

Y N **Grocery programs:** Number of people and households served is recorded.

Y N **Grocery programs:** If clients aren't in Salesforce, Oasis or Pantry Track, does the agency fill out and store EFA-7 forms for each distribution?

Y N **Grocery programs:** Required Alternate Pickup Person form on file with sign-in forms.

Y N **Meal/Residential:** Number of people and meals are recorded.

Y N **All:** Most current USDA income guidelines and poster posted?

Y N **Religious Organizations:** Written notice posted for right to be referred to an alternate provider. Referral form is on file for past referrals, if applicable.

Y N Receipts and all USDA related written materials are kept on file for three years.

Y N All USDA food items are kept in a separate storage area from all other foods.

Y N Anyone with client contact completed their Civil Rights Training in last 12 months.

Date of last Civil Rights training: _____ Next Training Due: _____

Are people trained still on staff/volunteering? Y / N

Names:

*Write "NA" if not applicable

Safety and Sanitation

- Y N Are you monitored by the Health Department? Other? _____
- Y N **Meal/food prep organizations:** Permit from the County Environmental Health Department? Get copy.
- Y N Property is clean. Floors, walls, vents, and ceiling are free of dirt and food residue.
- Y N Food contact surfaces (chopping boards, counters, tables, utensils) are clean and sanitized.
- Y N All cooking appliances are clean. Check inside microwave, stove, etc.
- Y N Wash station and sinks are equipped with soap and drying mechanism.
- Y N Restroom is clean and in good repair with soap, toilet tissue and drying mechanism.
- Y N Products are stored at least 2" away from the wall and raised at least 4" off the floor. Food or cases are never placed directly on the floor/ground.
- Y N Garbage containers made of sturdy, non-corroding material. Cans are covered and lined. Storage area is clean and garbage is picked up regularly.
- Y N Fire extinguisher is present and easily accessible

COVID-19 Safety

- Y N Indoors only: all staff, volunteers and clients are wearing masks properly (nose covered, etc.)
- Y N All staff and volunteers complete a symptom checker before reporting to work.
- Y N Soap or hand sanitizer is readily available at all entrances and other points of direct interaction.
- Y N Site disinfects high-contact surfaces regularly, including pens, tables etc.
Other measures this site has implemented? _____

Pest Control

- Y N Does the agency have a contract with a licensed pest control company to inspect regularly?
- Y N Do all open doors and windows have clean and functioning screens? Do all doors and windows close securely leaving less than 1/4" of space?
- Y N Is all incoming food inspected for insects, insect larva, and mold?

Notes/Follow Up Items:

*Write "NA" if not applicable

Drive Through Safety

Y	N	Volunteers are provided an overview and instructions
Y	N	Gloves and sanitizer station is set-up. Site has needed supplies.
Y	N	Site layout with key traffic posts is followed. Cones are placed, per layout.
Y	N	Health and Safety items (including traffic layout and instructions) are reviewed with volunteers (pre-distribution talking points)
Y	N	Volunteers placed in key roles (food loading, traffic control, household counter etc.)
Y	N	Volunteers placed at key traffic posts, per layout
Y	N	Volunteers are wearing safety vests (all)
Y	N	Volunteers use "Attention-Getter" signs to tell drivers when to slow down, stop, and move forward.
Y	N	Clients keep windows up, wear a mask and put vehicle in park or turn off engine while waiting
Y	N	Clients receive appropriate food (up to 3 households per car)
Y	N	Site lead checks food volume halfway through the distribution, and adjusts distribution accordingly
Y	N	Guidelines for extra (or shortage of food) are followed

Notes/Follow Up Items:

*Write "NA" if not applicable

Equipment and Storage

- Y N Does agency have cooling equipment? What size or type?
Residential fridge (How many? ____)
Commercial fridge (How many? ____)
Walk-in cooler (How many? ____)
What % of space is generally unused (add'l capacity)? ____
- Y N Does agency have a freezer? What size or type?
Residential (How many? ____)
Commercial (stand-up) (How many? ____)
Walk-in (How many? ____)
What % of space is generally unused (add'l capacity)? ____
- Y N Does agency have dry storage space? Space in cubic feet: ____
What % of space is generally unused? ____
- Y N Does agency have a pallet jack?
- Y N Does agency have a scale?

Storage Safety Practices

- Y N Temperature in dry storage area is kept between 50 and 70 degrees F. Area is well ventilated and dry.
- Y N Inventory is rotated first in/ first out.
- Y N Toxic cleaners, chemicals, and non-food stored away from food.
- Y N Pet food is stored in a sealed container away from human food.
- Y N Refrigerator temperature 41 degrees F or less and freezer temperature 0 degrees or less. Temperatures are checked regularly (temp. logs are current).
- Y N Unit(s) is/are maintained, door seals and condenser coils are clean, shelving and floor are clean; space for air circulation on cooler/freezer shelves.
- Y N All food is packaged and sealed correctly. Items are well covered or wrapped and labeled.

Notes/Follow Up Items:

*Write "NA" if not applicable

Home Deliveries

How many clients are you currently serving with home deliveries? _____

How often do you deliver to each client? _____

How much of the food comes from Second Harvest? All Most Some None

What extra items do you provide that don't come from SH? _____

What is your eligibility criteria? _____

Do you use thermal blankets to keep food cold during deliveries? _____

What is the time limit perishable foods can be in the vehicle or out of the cooler/freezer? _____

How large is your delivery area? _____

How do you notify clients which day/time to expect a delivery? _____

How do you notify clients when their food has been delivered? _____

Do you leave food at a client's door if you are not able to contact the client? Y N

If no, do you reschedule the delivery? Y N

Food Sources

Percentage of food from:

Second Harvest _____ Donated _____ Purchased _____

Which stores/restaurants/etc. are you getting food from? _____

Do you pick up or is it delivered? _____

About how much food (lbs) do you receive? _____

Are you interested in learning more about our food rescue opportunities? _____

Food Connection

Is agency a CON (Community Outreach Network, formerly FCAAP) partner? Or interested?

Does agency accept referrals from Food Connection? (make sure info is correct) Y N

Feedback about Food Connection:

Capacity and Growth

Is agency interested in exploring ways to expand their reach to new populations or increase the amount of food they provide? Notes and follow up:

Infrastructure Review

If agency received infrastructure from SH in FY21, please inspect it and fill out this table:

Item	Condition	Being Used?	On Site?	Has Branding?	Action Taken
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	
	Good/Fair/Poor	Yes No	Yes No	Yes No	

Notes/Follow Up Items:

Segment Review

Since last monitor:

Change in people/pounds served? _____

Change in partnership? (CON, food rescue, response time etc.) _____

Change in capacity (storage, property, vehicles, equipment) _____

Change in client access? (expanded hours, reduced requirements) _____

Segment update needed? Y N

Monitor Outcome

- ☐ Satisfactory
- ☐ Satisfactory if requirements met (see below)*
- ☐ Needs Re-monitor/Follow-up
- ☐ Immediate Suspension/Action

**The following requirements must be completed within two weeks or agency will be suspended:*

Second Harvest of Silicon Valley Representative

Date

Agency Representative

Date



SECOND HARVEST
of SILICON VALLEY

Food Safety Checklist for Agency Shoppers

We are responsible for making sure food is transported safely to our clients, many of whom are more susceptible to foodborne illnesses. This checklist is used as guidance to ensure best practices are always in place when picking up food orders and shopping in our warehouse.

- ☐ **Shoppers are healthy** and follow CDC COVID-19 protocols
 - Wash hands or sanitize often, always wear a face mask, and stay home if sick
- ☐ **Hands are sanitized** before handling food (especially produce), and after touching high-traffic surfaces or after touching face
 - Hand sanitizer is at least 60% alcohol
 - Cuts and wounds should be sanitized and bandaged. Gloves are available in the shopping areas.
- ☐ Shoppers have some **knowledge of date labels** on food
 - *When Should I Eat This* flyer is available for shoppers to best understand date labels, such as best-by, sell-by and use-by dates
- ☐ **Vehicle is clean** and free of pets and other potential contaminants
 - Frequently touched surfaces are cleaned and sanitized (e.g., door handles, steering wheel, seats and floors)
 - Chemicals, cleaners and sanitizers are kept away from designated food area
- ☐ Food is strategically placed in car to **prevent cross-contamination**
 - Ready-to-eat foods, such as produce, should always be placed on top
 - Raw meats should always be kept away from other foods or placed on the bottom
 - Perishable food boxes that may contain raw meats, milk and eggs are placed together when possible
- ☐ Safety measures are in place when loading vehicle to **prevent food damage**
 - Damaged or leaking food should be discarded
 - Torn packages or jars with dented lids should be discarded
- ☐ **Extra safety measures** are in place when food is in vehicle
 - Vehicle is locked when left unattended with food boxes inside
 - Food boxes remain sealed once in car to reduce the chance of tampering or contamination
- ☐ **Driving time** in an unrefrigerated vehicle should be no more than 30 minutes
 - Passive cooling (e.g., thermal blanket) is used when available to control food temperature

Thank you for doing your part in keeping our clients and community safe!



SECOND HARVEST *of* SILICON VALLEY

PARTNERSHIP MANUAL

SHFB.org

