

Terminology

Our work is full of terminology that no one outside of food banking or food distribution would understand or be familiar with. It's important that SHFB staff and our partners use terminology in the same way – this reduces confusion and strengthens our overall messaging to the community, including donors and those we collectively serve. Below is a list of terms and acronyms that we recommend you become familiar with.

Food bank:

A food bank serves a geographic region, often several counties and sometimes a whole state. Food banks have a large warehouse for collecting and storing food donations and purchases that are then distributed to smaller food programs such as food pantries and meal programs or shelters.

For example, there are two food banks in Orange County: Second Harvest Food Bank and OC Food Bank. The two food banks are not affiliated or branches of the same organization, but we do have a positive working relationship and collaborate now more than we ever have before!

Food distribution:

The event where food is provided to the community, in which food is distributed to individuals in the form of groceries, meals, etc. Many words can be used to *describe* the type of distribution including: drive-thru, walk-up, client choice, farmer's market, pre-bagged, pre-boxed, etc.

Food pantry:

A food pantry provides food directly to individuals in the community. A food pantry is a type of food distribution.

Program:

The operational method for how SHFB provides food to different types of partners, to meet their capacity needs and serve their client demographics.

Partner:

An organization that SHFB provides food to, who then takes that food and distributes it directly to their clients.

Partner's Primary Contact:

- This is the first point of contact that Second Harvest Food Bank staff will reach out to with questions, to gather Safe Food Handling Certifications, to get updated Certificates of Insurance, to invite to submit feedback, to offer resources and services to, etc.
- The individual that you designate as the "primary contact" for your organization must be

regularly involved in and lead/ be present at your food distributions.

- This individual must have a Safe Food Handling Certification.
- This individual should understand the ins-and-outs of your operations and have the authority to make decisions.
- This individual must check and reply to emails daily and be reliable in their email/ phone communication.
- Must attend SHFB training and re-training as needed.
- If the primary contact leaves the organization or moves to a different role, the secondary contact may step in until a new primary contact is identified and attends SHFB training. If the secondary contact is unable to step in during an interim period, the organization will be placed on product hold until a new primary contact is identified and attends SHFB training.

Partner's Secondary Contact:

- This is the individual you are assigning as a back-up contact, should the primary contact not be available, is on PTO, is sick, or when an emergency arises.
- This individual must have a Safe Food Handling Certification.
- This individual must also understand the ins-and-outs of your operations.
- This individual must also check and reply to emails daily and be reliable in their email/ phone communication.
- Each organization must have a secondary contact person listed that is different from the primary contact person.
- This individual must be present at food distributions when the primary contact is unavailable.
- Must attend SHFB training and re-training as needed.

IRS Code 170(e)(3):

All products donated to food banks must be considered as having been donated under the provisions of Section 170(e)(3) of the U.S. Internal Revenue Code. All agencies/ partners receiving donated products from food banks must be federally exempt 501(c)(3) organizations, wholly owned by a 501(c)(3), or a 501(c)(3) equivalent (churches). Section 170(e)(3) also clarifies what types of organizations qualify as an agency eligible to receive donated food.

Redistribution:

When a partner/ agency of the food bank receives food, the requirement is that they are distributing all of that food (except any waste that is disposed of) directly to clients in need. A partner is not permitted to provide any of that food to another organization or entity, who would then distribute it to clients or other additional organizations – doing so is called “redistribution”.

Emerson Good Samaritan Food Donation Act:

To encourage the donation of food and grocery products to nonprofit organizations for distribution to needy individuals by giving the Model Good Samaritan Food Donation Act the full

force and effect of law. This Act stipulates two things: (1) A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a non-profit organization for ultimate distribution to needy individual". And (2) "A non-profit organization shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the non-profit organization received as a donation in good faith from a person or gleaner for ultimate distribution to needy individual." Exception: "(1) and (2) shall not apply to an injury to or death of an ultimate user or recipient of the food or grocery product that results from an act or omission of the person, gleaner, or non-profit organization, as applicable, constituting gross negligence or intentional misconduct." In addition, "nothing in this section shall be constructed to supersede State or local health regulations." More information can be found here:

<https://www.feedingamerica.org/ways-to-give/corporate-and-foundations/product-partner/bill-emerson>

<https://www.usda.gov/sites/default/files/documents/usda-good-samaritan-faqs.pdf>

<https://www.congress.gov/104/crpt/hrpt661/CRPT-104hrpt661.pdf>

CDSS:

California Department of Social Services.

The Emergency Food Assistance Program (TEFAP):

TEFAP is a federal food assistance program funded by USDA, and in California it is administered by CDSS. TEFAP was established under the Emergency Food Assistance Act of 1983 in efforts to move government-held agricultural surpluses and alleviate hunger. TEFAP has evolved into a permanent program that operates in all 50 states, the District of Columbia, and four U.S. territories.

Ultimately, TEFAP is a federal program that provides low-income individuals and families with a wide range of quality nutritious foods free of charge. Items can include fresh produce, frozen protein, canned protein, canned vegetables & fruits, rice, oatmeal, cereal, and more.

Eligible Recipient Agency (ERA):

This is a TEFAP-specific term. An ERA is an organization that operates the TEFAP program with direct oversight of CDSS and is responsible for carrying out all aspects of the program. Second Harvest Food Bank is an ERA for the TEFAP program.

Sub-ERA:

This is a TEFAP-specific term. A Sub-ERA is an organization that receives TEFAP food from a food bank, who then distributes the TEFAP food directly to those in need. Second Harvest Food Bank's partners that participate in the TEFAP program are considered a SHFB Sub-ERA.

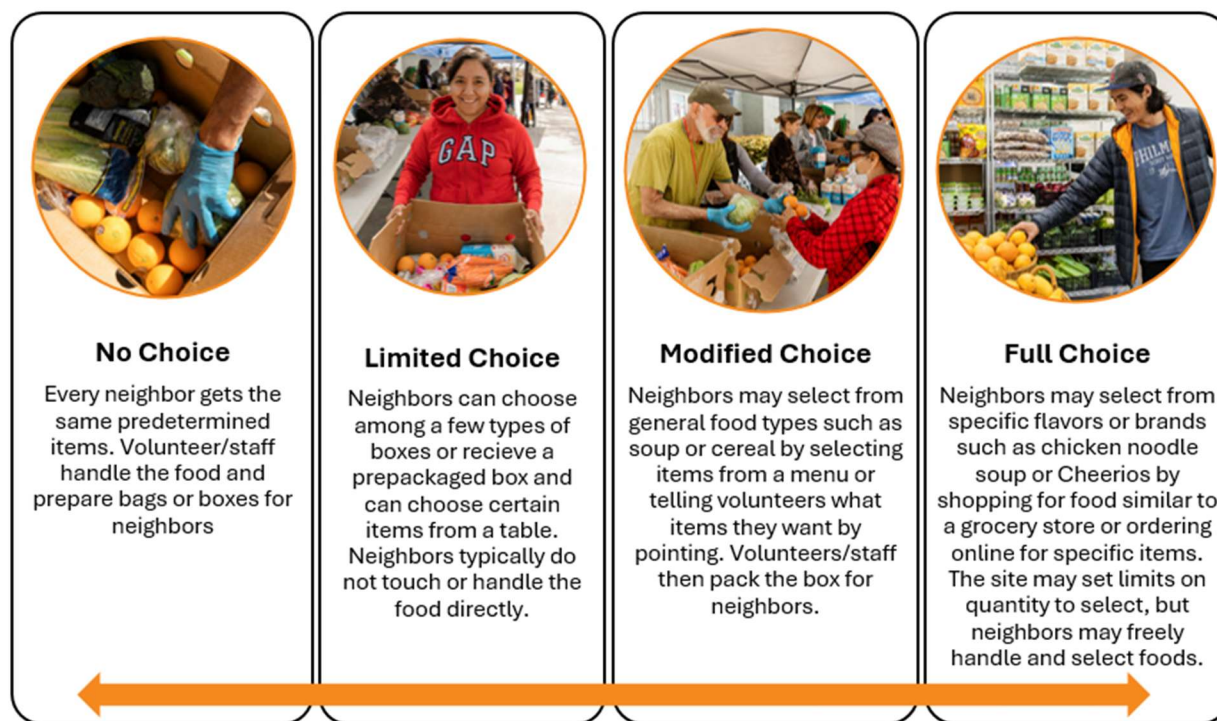
Client:

An individual accessing food assistance – whether that's through a food distribution that includes groceries, meals, pre-packaged items, etc.

Client Choice:

The practice of distributing food in a way that allows the clients to have some choice when it comes to the food that they receive. "Client choice" has many different approaches and looks different from one organization to the next. Giving clients the opportunity to choose among available food at sites is considered a best practice, and there are many ways to accomplish this at varying degrees of implementation. Feeding America has helped to define the different levels of choice and create a visual spectrum with four (4) different levels. Take a look at the Spectrum of Choice to figure out where your food distribution currently lands!

Spectrum of Choice



Safe Food Handling Certification Requirements

Food safety is an important public health issue and a top priority at SHFB. Our network exists out of compassion and a desire to help others and the last thing we want is for someone to

become sick from the food they receive. Partners must implement proper food handling measures to ensure that product being distributed is safe.

Feeding America requires that all partners meet certain safe food handling certification requirements. At least two individuals are required to have a safe food handling certificate. The designated “Primary” or “Secondary” contact from each location must be present during each food distribution; given their leadership role at the organization, the Primary and Secondary contacts both must be safe food handling certified.

This certificate can be obtained through SHFB for free, which will include a booklet to read through and an online test to complete. Other certificates may be accepted instead, such as through ServSafe, pending SHFB approval.

For kitchens, meal production facilities, and facilities where clients prepare their food: You must have at least two individuals with a Manager-level Safe Food Handling Certification through ServSafe. These individuals must be regularly involved in or present during food preparation.

All partners must have the required number of certificates specific to your type of organization provided to SHFB before SHFB food can be provided to your organization/ a specific facility. Certification will need to be renewed based on expiration dates.

Food Storage

The information given here is meant to be an overview. Once food is received from the Food Bank, it generally is stored by the partner for a short period of time before it is distributed to people in need. The following food storage guidelines highlight practices partners should follow. but is not meant to be an all-inclusive list:

- Food must be stored in a clean storage area, free of dirt, bacteria, pests, and other contaminants.
- The storage area for non-perishable food should be stored at a temperature between 50 and 70 degrees. Please make sure that your storage areas are temperature regulated and that air is able to circulate. Storage must have a thermometer.
- Product rotation: Ensure you are monitoring dates on your product and rotating based on FEFO (first expired, first out) & FIFO (first in, first out), whichever comes first.
- Product must be kept off the floor, at least **six** inches off the ground, **four** inches away from the wall, and **four** inches from the ceiling by utilizing shelving, tables or pallets.
- The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.
- Food storage and distribution locations cannot be carpeted; flooring must be wipeable and non-permeable.
- Baby food and formula should **NOT** be distributed after the expiration date. All baby food and formula products that are beyond date of expiration should be discarded and not distributed to clients.
- All household products and cleaners should be stored in an area separate from food and distributed separately from food items.
- Food items should not be stored for an extended period of time inside crates or banana boxes due to their susceptibility to mold and bacteria build-up. These containers must be rotated out and/or cleaned regularly.

Cold Storage

To properly handle perishable and frozen items, partners must have adequate refrigeration equipment and utilize thermometers to ensure temperatures remain consistent.

- Refrigerators must be kept between 32 and 41 degrees Fahrenheit.
 - Freezer temperatures must be at 0 (zero) degrees Fahrenheit or below.
 - Thermometers **must** be kept in all refrigerators and freezers.
 - There must be adequate air circulation within the unit – utilizing shelving and not overfilling units.
 - Temperatures must be recorded in a log (paper or digital) every day a staff member or volunteer is on-site to check temperatures. Logs must be kept on file for 6 months.
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