



College Pantry Program Training

2026-2027

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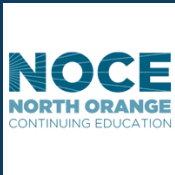
Agenda

- College Responsibilities
 - PC/SC
 - Staff/Volunteer Workers
 - Communication
- Cancellations/Reschedules
- Invoice
- Food Plan Summary
- Grocery Rescue
- Partner Complaint Form
- Pantry Storage/Food Safety
- Procedure for Non- Students
- Outreach
- Compliance/Site Visits
- Material Pick-Up
- Q&A

College Responsibilities: *PC/SC*

□ Primary/Secondary Contact Expectations:

- Each school must identify a dedicated primary and secondary contact person to communicate with SHFBOC about the College Pantry Program and oversee/lead the distribution/pantry.
- Secondary point of contact in case primary is unreachable or unable to oversee the pantry.
- Both primary and secondary contacts must be employees of the program host site.
- Both contacts should have a Safe Food Handling Certificate.
- Trained in CP Program and additional programs (if applicable).
- Either Primary or Secondary should be available during pantry hours to support and oversee pantry.
- Failure of availability/support will result in deduction of points during compliance (subject to change).
- Colleges with permanent pantries are expected to be open at least twice a week.



College Responsibilities: *Staff/Volunteer Workers*

- Trained by SHFBOC and College PC/SC.
- Staff/Volunteers should have a **Safe Food Handling Certificate**.
 - Should have them available for us to see during site visits.



College Responsibilities: *Communication*



- New PC/SC → CP Training
- Pantry/Distribution Location Approval
- Delivery Cancellations/Reschedules
- Pantry Hours/Closures
- Household Updates
- Pantry Issues
- Request of Delivery Change/Additional Delivery



Cancellations/Reschedules



- We require **3 business days' notice** for any emergency cancellations/reschedules.
- College closure dates reach out to SHFBOC contact.

*Please note: All reschedules are subject to transportation's availability/capacity and are not guaranteed.



“Description” – the type of product



“Pack Size” – amount per case/bag



“Storage” – type of storage:
Refrigerated, Frozen, Dry



“Quantity” – the number of boxes/
cases received



“Gross Weight” – the total weight of
each product

Reading the Invoice

How to Read the Invoice

Ship Method Deliver
Ship Date 9/10/2024
Appt. Time 8:30:00 AM

P.O. Number
P.O. Date 9/10/2024

Special Instructions

Item No.	Description	Pack Size	Storage	Qty.	Unit	Ext. Weight
13784	Milk	12/0.5gal	REF	10	Case	570.00
13907	Eggs	24/1dz	REF	5	Case	175.00
12563	Pears	Bulk	REF	541	LB	541.00
10004	Onions	50lb Bag	REF	7	BAG	350.00
13918	Potatoes	50lb case	REF	7	Case	350.00
13919	Celery	53lb Case	REF	7	Case	371.00
12595	Green Beans	24/14.5oz cans	DRY	5	Case	125.00
13916	Mandarin, Fruit Cup	48/4oz	DRY	8	Case	112.00
12510	Vegetable, Diced Tomatoes Can	24/14.5oz	DRY	5	Case	125.00
13911	Pineapple, Fruit Cup	48/4oz	DRY	8	Case	112.00
10612	Meal, Pork & Beans	24/14.8oz	DRY	5	Case	135.00
13930	Sparkling Water	12/33.8oz	DRY	10	Case	290.00

Qty. x Pack Size= Total of milk/eggs to distribute

Lbs. of Bulk ÷ HH= Pounds for each family

Pack Size x Qty.= # ÷ HH= Pounds of Produce

Qty. x Pack Size= # ÷ HH = Total for each family

Totals: 3,256.00

Food Plan Summary

- Focus on fresh produce
- Eggs: weekly through June 2027 (subject to change)
- No planned purchases of milk or meat
 - Donated
 - GR
 - Potential purchases
- Areas of growth:
 - Fresh produce
 - Donated





Grocery Rescue (GR):

- GR in deliveries
- We may receive a multitude of highly perishable items; those will be primarily topped off.
- Still expected to spot check deliveries.
- Expect a variety of items within each category (dry/cold/frozen/produce). Quantity of items will vary.
 - Enough food for every individual (each basket will look a little differently).
- PC/SC are responsible of providing ongoing guidance to new staff/volunteers on this information.

Partner Complaint Form

- Submit the completed complaint form and pictures no later than two-business days after receipt of products to your SHFBOC contact via email.



Partner Product Complaint Form

The Partner Product Complaint Form is to be used in the event that a partner site needs to report food safety concerns related to any of its products received from Second Harvest Food Bank (SHFBOC). There are specific pieces of information needed to enable SHFBOC to complete an effective internal investigation. Please provide as much information available and ensure you capture pictures of the product(s) for review. Submit the completed complaint form and pictures no later than two-business days after receipt of products to your SHFBOC contact via email.

Form completed on (date):

Product received on (date):

Program Site Information

Partner Number:

Partner Name:

Site Coordinator's Name:

Email:

Phone Number:

Food Complaint Information

1. Name/Type of Food Product:

2. Quantity Received:

Spoilage Percentage:

3. Received through:

☐ SHFBOC delivery

☐ Pick-Up Location:

Date:

4. Product inspected:

☐ During delivery

☐ After delivery

☐ During Distribution

☐ Other:

5. Distribution date:

6. Product(s) status:

☐ Disposed of by site

☐ SHFBOC brought back to facility

☐ Other:

7. Comments:

Food Complaint Information (Please check all that apply)

☐ Product Spoilage

☐ Taste

☐ Container Integrity

☐ Color

☐ Foreign Object

☐ Illness (Continue to page 2, if applicable)

☐ Odor

☐ Other:

Reminder: Please ensure you are taking pictures of the product(s) and attach it alongside this form within 48 hours of receipt of product(s).

SHFBOC Office Use Only

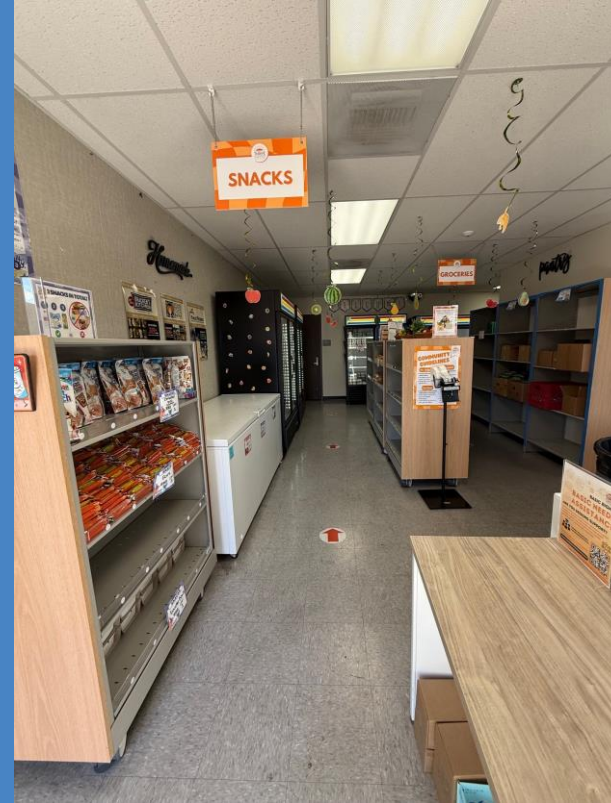
Pantry Storage/Food Safety

- All sites should have permanent indoor space for the pantry, with adequate storage space for back stock of items
 - *There are a few schools that have received approval from SHFBOC to operate just in time distributions*
- Consult with SHFBOC when determining the ideal pantry space if you'd like to explore moving to another location.
- Ensure proper distribution set-up
 1. For permanent pantries – restocking, cleaning pantry space, inventory checks, clear item limits, cleaning schedules for shelving and units.
 2. For just in time distributions – ensure proper distribution set-up. All food must be distributed by the end of the distribution unless proper and food safe storage capacity.
 - *Should have freezer blankets, ice chests, etc.*
 3. Each site must work to ensure the distribution of all food safe to consume and disposing of spoiled products in trash receptacles



Pantry Storage/Food Safety

- Food must be stored 6 inches off the ground when being distributed and in storage.
- All food is at least 4' inches from chemicals/cleaning items.
- FIFO/FEFO
- No permeable flooring - flooring may not have large cracks, holes or carpet.
- Milk Crates are not used for permanent storage; transport is acceptable.
- Refrigerated & Frozen product /produce should not be left out without proper storage requirements.
 - Temperature Logs
- Safe Food Consumption Signs



FOOD DATE GUIDE



Product Shelf Stable Products	Storage Times After Code Date
Cans & Bottles with low acidity (Canned meats, stews, soups, vegetables...)	2 years
Cans & Bottles with high acidity (Juice, tomatoes, sauerkraut, fruit)	1 year
Milk (Shelf stable)	6 months
Juice (Bottle, shelf stable)	9 months
Coffee (whole bean)	3 months
Coffee (instant)	1 year
Water	2 years
Carbonated Beverages (canned)	6 months
Carbonated Beverages (plastic bottle)	3 months
Cereal	6 months
Baking (Cake, brownie, bread mixes)	1 year
Condiments (Ketchup, BBQ sauce, mustard, pickles, salad dressing)	6 months
Condiments (Mayonnaise)	3 months
Dry Goods – Boxed or bagged (pasta, beans, white rice, spices)	1 year
Dry Goods – Boxed or bagged (brown rice, lentils)	6 months
Jams, Jellies, Preserves	6 months
Peanut Butter	6 months
Snacks (Cookies - crispy)	4 months
Snacks (Chips)	2 months
Snacks (Popcorn, granola bars, toaster pastries, jerky)	6 months
Over the Counter Medication	Expiration Date
Vitamins & Supplements	Expiration Date
Baby Food & Formula	Expiration Date
Alcoholic Beverages (Kombucha is safe to distribute up to its expiration date)	Throw Away
Non-food items health & beauty	Expiration Date <i>*Using expired items may reduce effectiveness or cause skin/health issues. When in doubt—check the label or discard anything that looks, smells, or feels off.</i>

FOOD DATE GUIDE



Product Perishable Products	Storage Times After Code Date
Butter	1 month
Yogurt	1 week
Cheese (Soft – goat, feta, brie)	1 weeks
Cheese (Hard – parmesan, gouda)	3 months
Cheese (Cream)	1 week
Cheese (Cottage)	1 week
Coffee Creamer (Liquid, refrigerated)	2 weeks
Eggs	3 weeks
Juice (Refrigerated)	3 weeks
Milk	1 week
Prepared salads containing egg, chicken, tuna, ham or macaroni salads	3 days
Side dishes such as cooked vegetables, rice or potatoes	3 days
Guacamole	3 days
Hummus	2 months
Fruit, cut	3 days
Prepared chicken – fried or rotisserie	3 days
Sour Cream	1 week
Most meat products distributed by the food bank are frozen on or before their "sell-by" date. The following guidelines apply only in rare cases when meat is distributed unfrozen.	
Ground Meat, Poultry & Sausage	1 day
Beef, Veal, Pork & Lamb	3 days
Lunch Meats/Hot Dogs	1 week
Bacon	1 week
Produce (Refrigeration slows down the ripening process and preserves freshness)	Visual Inspection <i>*Should not have: mold, slimy or wet texture, unusual odor, discoloration, soft or mushy spots, cracked or damaged skin</i>
Fresh Bakery Goods (Do not require refrigeration unless they contain perishable ingredients)	Code Date & Visual Inspection <i>*Should not have mold, unusual odor or texture</i>

Procedure for Non- Students

- Do you have a current procedure for non-students?
 - This includes members of the community, faculty/staff, and educators.
- Should not be turning anyone away.
- Household information should still be included to monthly reporting.
- Procedure(s) will be checked during compliance visits.

Recommendation(s):

- Have a separate check in form for non-students and provide outside resources if needed.
 - Excel Spreadsheet
 - SHFBOC Tally Form
 - SHFBOC QR Code



Outreach

- Expected to have a variety of outreach methods.
- How and where are you promoting the pantry?
- **Examples:**
 - Sharing through new student orientations
 - Posting on marques
 - Social media
 - Flyers
 - Tabling



Compliance/Site Visits

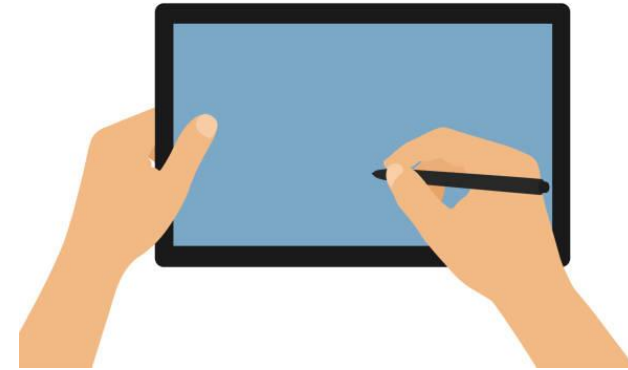
❑ Compliance Visits:

- Digital ➡ Tablet
- Compliant
- Non- Complaint ➡ re-training and follow up visit.

- ❑ Updates/changes on form will be shared with colleges.

❑ Site Visits (Check- in):

- Goal is to visit one additional time a year to check in on how things are going!
- Can receive a non-compliance or corrective action plan during a compliance visit or a non-compliance visit (extreme circumstances).



Materials We NEED Back



Items we need back:

- Crates
- Plastic bins
- Pallets

Material Pick-Up (MPU)

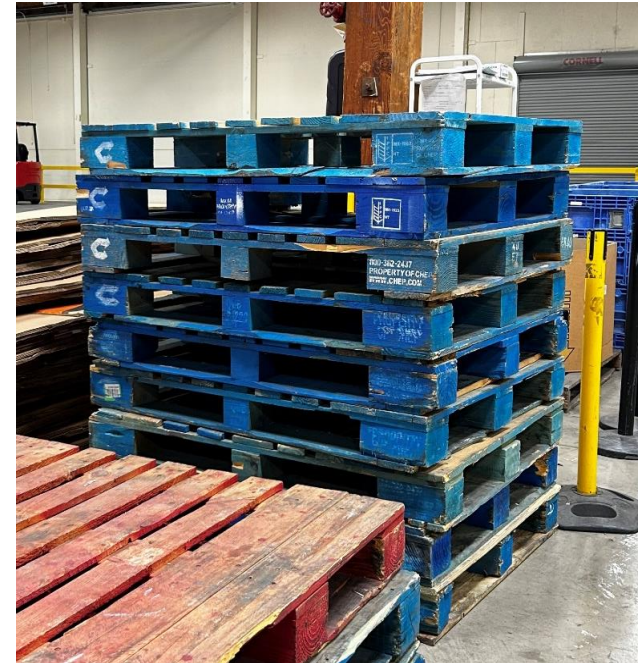
- Have all materials **staged and ready for pick-up** by the start of your delivery window.
- Materials should be stored indoors and all together, but if there is no indoor space available, they can be stored outdoors in solid concrete ground but **NOT** in the following areas:
 - Waste rooms (whether indoors or outdoors)
 - On grass, dirt, mud, or any areas where puddles may form
- If items are stored inside, **DO NOT** have crates or bins touching the floor or in carpeted rooms.
 - Items should be on top of pallets
- If materials are not stored together, partner is responsible for having all materials ready and staged when driver returns the following week.
- Materials need to be cleared of any debris and stacked on top of pine pallets.
 - Our drivers cannot and will not take any materials that:
 - Have trash
 - Appear to be pest infested
- Recurring scheduled pick-ups- for monthly distributions only.



Material Pick-Up (MPU)

To ensure a successful and quick pickup, please use the following guidelines for proper staging:

- Materials must **not be stacked higher than 6ft 8in** from ground level to ensure they fit safely in the SHFBOC truck. **For example:** A full pallet of milk crates should be limited to a maximum of 7 layers of crates.
- **Staging location:** Where the driver offloads pallets OR the agreed upon material pickup location. Staging location must be unlocked (prior to the driver arriving) and easily accessible to the driver.
- ***Impact:** Delay in completing material pickups and deliveries!



Contact Information

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Questions?

