



*Fighting Hunger in Boulder & Broomfield Counties*

# **PARTNER AGENCY HANDBOOK**

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## 1.1 OVERVIEW OF CFS

### **CFS History and Mission**

Community Food Share (CFS), was established in 1981. In 1998, CFS moved to a 22,400 sq. ft. facility in Niwot, with an 18,000 sq. ft. warehouse. In August 2013, CFS moved to a 68,000 sq. ft facility in Louisville. CFS is a private Colorado non-profit 501(c)(3) corporation exempt from Federal and State income tax. A Board of Directors, composed of representatives from the food industry, business community and concerned individuals, governs the operation of the organization, under the model of Policy Governance.

CFS is the Feeding America food bank serving Boulder and Broomfield Counties. Feeding America is the nation's largest hunger relief organization and is comprised of 200 member food banks. Community Food Share's mission is to be a leader in our community's effort to end hunger in Boulder and Broomfield Counties. For more information on CFS, visit [communityfoodshare.org](http://communityfoodshare.org).

## 1.2 PARTNER AGENCY DISTRIBUTION & HANDBOOK

### **Using the Partner Agency Handbook**

Partner Agency food distribution accounts for the majority of the food CFS distributes. Our Partner Agency network, nonprofit organizations within Boulder and Broomfield counties, are those working on the frontline to end hunger. CFS strives to ensure this collective group distributes food within established safe food handling and food distribution practices.

To this end, CFS provides the Partner Agency Handbook as a resource for all Partner Agency staff involved in food distribution, including the Executive Director. The Partner Agency Handbook provides detailed explanations of CFS policies and procedures, relevant to Partner Agency food distribution. A large number of the policies and procedures in this handbook are taken from the Feeding America contract signed by Community Food Share. In many areas the

Partner Agency Handbook expands on compliance requirements established in the Partner Agency Agreement. Consider both of these documents as tools to ensure your Partner Agency is compliant with CFS policy and to understand processes to best work with CFS. Notwithstanding the foregoing, in the event of a conflict between the Partner Agency Agreement and the Partner Agency Handbook, the terms of the Partner Agency Agreement shall control.

## 2.1 GUIDELINES FOR AGENCY PARTNERSHIP

Below are guidelines to supplement the criteria for new Agency Partnership with CFS under the Partner Agency Agreement. Please review the guidelines carefully and contact the Agency Relations Manager with any questions. Thank you for your interest in Agency Partnership with CFS.

1. **Clients:** The Partner Agency must be incorporated for the purposes of providing food to the ill, needy or infants [or be a faith based organization] and place emphasis on serving needy clients (even while also serving non-needy clients). The Partner Agency must also document its procedure for determining that the final recipient of any CFS food is ill, needy or an infant, such as self-declaration or other intake process. [2.A.1.c and g -- FA]

**From IRS 170 (e) (3) Feeding America Interpretive Guide:  
Primary vs. Incidental Use/Self Evident Need:**

GUIDELINES: It is important to understand that in addition to the specific provisions of IRS Code 170(e)(3), and the reference to care of the "ill, needy, or infants", **distributions must meet the more general and overriding requirement of IRS Code 170 that they be for charitable purposes.**

A Partner may elect to serve congregate meal programs where "some" possibly ineligible persons may consume the product, if initial and follow-up monitoring by the Partner confirms that "most" of the food is indeed being consumed by eligible persons and that there is no other way to reasonably serve them than through the meal programs. **The clear objective should be service to the needy.**

2. **Food Compliance:** The Partner Agency must ensure that all donated food from all sources (including any store donation programs) conforms to all applicable provisions of the Federal Food, Drug and Cosmetic Act (as amended) and any related regulations. [2.A.1. h – FA]
3. **Emergency/Supplemental Food:** The organization must provide emergency or supplemental food to clients. To this end, an organization solely providing snacks is not eligible for Agency Partnership.
4. **Service Area:** The organization must be serving a population that is currently not served, or underserved (in the area of food assistance) in Boulder and/or Broomfield Counties.
5. **Use of Food:** The organization may only distribute food to designated clients. Food may not be used for staff or volunteers meeting, special events, or consumed by non-clients in any other form.
6. **Volume of Food and Transportation:** The organization must receive a minimum of 1,000 pounds of food a month from CFS and utilize a full complement of the food offered on a basis that CFS deems as consistent with the CFS mission of ending hunger in Boulder and Broomfield counties. Utilization of CFS's resources will be considered if the 1,000 pounds of food a month is not received by a Partner Agency. The organization must also be capable of shopping for and transporting food. Dependent on the volume of food received by the Partner Agency, CFS offers delivery on a limited basis.
7. **Adequate Safe Food Storage:** The organization must have adequate refrigeration and storage space to ensure wholesomeness and safety of food until used and/or distributed.
8. **Partner Agency Monitoring Visit:** A monitoring visit will be conducted before an organization becomes a Partner Agency *and* when an existing Partner Agency starts a new program at an additional location. If accepted, monitoring visits will be conducted at the Partner Agency site annually or biennially by the CFS Agency Relations Manager or the Agency and Programs Coordinator.

9. **Shopper Orientation:** The Partner Agency representative (including all Authorized Shoppers) must watch the safe food handling video on the CFS website and complete a shopper orientation at the CFS warehouse prior to shopping.
10. **Safe Food Handling Certificate:** The Partner Agency must have at least one (1) staff member per program who is safe food handling trained. To this end, the Partner Agency agrees to update the CFS Agency Relations Manager regarding changes to trained personnel. If the Partner Agency is comprised of multiple programs, the Partner Agency agrees to keep a minimum of one (1) staff person food safety trained at all times for each program and/or distribution site. Food Safety training is available through CFS at no charge, or through one of three (3) approved outside sources, at Partner Agency's cost. Please check with the CFS Agency Relations Manager for approved training programs. If training takes place outside of CFS, the Partner Agency will provide proof of training, along with the name of the training company and date of course. In addition, if the Partner Agency utilizes food provided by the CFS to make meals, its key food service program staff are required to meet local commercial food safety standards.
11. **Partner Agency Programs:** If the Partner Agency has more than one program, each program must qualify for Partner Agency status under the same eligibility guidelines as the larger Partner Agency.
12. **New Partner Agency Application:** If the organization believes it can satisfy the above requirements, it may complete a New Partner Agency Application, which can be obtained from the CFS Agency Relations Manager.
13. **New Partner Agency Determination:** Applications for new Agency Partnership may be submitted throughout the year. This list of guidelines is not exhaustive and Agency Partnership is not guaranteed.
14. **Partner Agency Agreement:** Annually, the organization must sign the Partner Agency Agreement provided by CFS.

## 2.2 POLICIES & PROCEDURES

- 1. Safe Food Handling Training:** The Partner Agency agrees to keep a minimum of one (1) staff person food safety trained at all times. To this end, the Partner Agency agrees to update CFS regarding changes to trained personnel. If the Partner Agency is defined by multiple programs, the Partner Agency agrees to keep minimum of one (1) staff person food safety trained at all times for each program or distribution site. Training is available through CFS at no charge, or through the three (3) approved outside sources at Partner Agency's cost. If training takes place outside of CFS, the Partner Agency will provide proof of training, along with the name of the training company and date of the course. In addition, if the Partner Agency utilizes food provided by the CFS to make meals, their key food service program staff are required to meet local commercial food safety standards.
- 2. Food Selection and Transport:** The Partner Agency is responsible for the selection of products and their transportation from the CFS warehouse unless other arrangements have been made.
- 3. Inspection, Refrigeration and Food Handling:** The Partner Agency represents that its personnel are qualified to, and will, inspect all food it receives from CFS to determine whether it is fit for human consumption. The Partner Agency also represents that it has adequate refrigeration, storage space and knowledge about food safety to insure the wholesomeness of the food until used. This includes, but is not limited to, storing food inside, off the floor, and in a temperature-controlled environment. The Partner Agency will make CFS aware of all food storage locations, regardless of the source of food stored in that location. Furthermore, food received from CFS cannot be stored outside of these designated premises, including storage in personal residences or vehicles. CFS requires that the Partner Agency has pest control in food storage areas. The Partner Agency agrees to be responsible for storing and handling of all products supplied by CFS in accordance with all laws and

ordinances and any additional donor stipulations. Further, the Partner Agency agrees that any donor shall have the right to recall donated product, and Partner Agency shall cooperate with CFS and the donor, whether or not the donor's recall request is made after the termination of the Partner Agency Agreement, including providing a list of where the product was distributed within 1 week of receiving the request if no longer in the Partner Agency's possession. [2.C.3 – FA]

4. **Proper Food Handling:** All food stored and distributed by the Partner Agency, regardless if the food was received from CFS or outside CFS, must be handled within storage guidelines set forth herein and in compliance with all applicable law.
5. **Distribution Compliance 1:** The Partner Agency agrees that, in compliance with the requirements of Section 170 (e) (3) of the Internal Revenue Code, all food received from CFS shall be given directly to its clients in the form of meals, snacks, or distributed in emergency or supplemental food packages, at no charge to the client.
6. **Distribution Compliance 2:** The Partner Agency, its employees, agents and volunteers shall not consume, sell, barter or offer for sale the items supplied by CFS in exchange for money, property or services, or otherwise allow the items to re-enter commercial channels. Food may not be consumed by, or distributed to, the Partner Agency staff members or volunteers, including using food as compensation or reward.
7. **Distribution Compliance 3:** The Partner Agency understands that all food items are restricted for use in either (i) congregate feeding programs, or (ii) supplemental food packages. Food is to go to clients only. CFS food may not be used as a snack for staff or volunteers. CFS food that is 'extra' or 'leftover' may not be given to staff or volunteers. For congregate meal sites, there certainly are occasions in which staff and volunteers will eat with clients/customers, but food items should never go only to staff or volunteers. Staff or volunteers may only receive food from the Partner Agency if they legitimately qualify for programming as all other clients must. If this occurs, it is mandatory for the Partner Agency to have a

written process documenting how this practice is equitable amongst all clients. CFS can assist the Partner Agency in creating this process. CFS strongly recommends: visibly posting the process for transparency, not allowing these clients to receive food before others, and having these clients receive food after work, not before (the client should not store food at the Partner Agency during their work shift). Remember, in these cases appearance is everything.

**From IRS 170 (e) (3) Feeding America Interpretive Guide:**

To determine if a practice is acceptable, scrutinize the practice from the perspective of: a product donor, an attorney, a media reporter, a board member, and the director. If the practice is acceptable when viewed from those vantage points, then it probably is within reason.

8. **Equitable Food Distribution:** The Partner Agency must make reasonable effort to distribute food equitably amongst its clients. To this end, it is highly recommended that every Partner Agency visibly post: Partner Agency hours of access, frequency of client access allowed, program eligibility, and guidelines for amount of food received (if each client does not receive the same amount of food, based on family size).
9. **Food Selection:** The Partner Agency also understands that CFS food items in limited supply will be distributed as available, based on the number of clients served, as reported by the Partner Agency.
10. **Anti-Discrimination Policy:** The Partner Agency will not refuse service to any client due to race, color, religion, sex, pregnancy, sexual orientation, gender identification, national origin, age, disability, medical condition (including genetic characteristics), veteran, or marital status, unfavorable discharge from the military or status as a protect veteran, or any other characteristic protected by federal, state, or local laws.
11. **Food Receipt Recordkeeping:** The Partner Agency shall maintain accurate chronological records of all receipts for food received from CFS.

12. **Client/meals Recordkeeping:** The Partner Agency agrees to maintain a record or number of clients/meals served throughout the year and provides that information to CFS on a monthly basis.
13. **Food Procured Outside of CFS:** The Partner Agency agrees to maintain a record of pounds of food procured, either through purchase or donation, outside of CFS each month and provide that information to CFS on a monthly basis.
14. **Food Acceptance:** The Partner Agency agrees that it accepts all food from CFS “as is.” CFS, Feeding America, and the original donor expressly disclaim any implied warranties of merchantability or fitness for a particular purpose. There are no express warranties of relation to this donation of food. No person is authorized to give any warranties on behalf of the original donor or CFS to assume any liability for CFS or the original donor.
15. **Indemnification:** The Partner Agency releases CFS, Feeding America, and the original product donor from any liability resulting from the condition of the donated food. The Partner Agency further agrees to indemnify and hold harmless CFS and the original product donor from all liabilities, damages, losses, claims, causes or action at law or at equity, including reasonable court costs and attorneys’ fees, and any obligation whatsoever arising out, of or attributed to, any action of the Partner Agency or any personnel utilized by the Partner Agency in connection with storage or use of the donated food.

<b>2.3 BILLING PROCEDURES for ANNUAL PARTNER AGENCY FEE</b>
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1. **Annual Partner Agency Fee Due Date:** The annual Partner Agency Fee is \$250 and is due by December 31<sup>st</sup> for the upcoming year’s Partnership.
2. **Annual Partner Agency Fee Payment:** Fee can be paid by check or by Visa, MasterCard, American Express, or Discover Card, but no cash, please.

## **2.4 PARTNER AGENCY MONITORING**

Each Partner Agency will be monitored bi-annually. This includes each program site of the Partner Agency where food is distributed. Some Partner Agencies may be monitored more often, as deemed appropriate by the Agency Relations Manager. The purpose of the monitoring visit is for CFS to get to know your Partner Agency better, explore ways to better serve you, ensure food is stored safely, and determine if food is being utilized properly. Monitoring visits will be conducted by the Agency Relations Manager.

## **2.5 PROBATION & SUSPENSION POLICY**

CFS will conduct an on-site visit of each Partner Agency prior to Partnership approval. Once approved, each Partner Agency is monitored on or after its six-month anniversary and again on or after its twelve-month anniversary. Following the first year, each Partner Agency will be monitored annually. CFS reserves the right to monitor each Partner Agency more frequently. Monitoring may be conducted by on-site visits and/or oral or written communication. Any Partner Agency that is in violation (see list below) will be placed on probation.

### **Violations**

1. Exchange of donated food or other products for money, property or services.
2. Removal of donated food or other products from an on-site program for private use.
3. Use of donated food or other products in a manner that is not related to the tax exempt purpose of the Partner Agency.
4. Use of donated food for fundraising events either held by the Partner Agency, or fundraising events attended by the Partner Agency.
5. Improper storage, refrigeration or transport of donated food or other product.

6. Improper stockpiling of donated food or other product.
7. Violation of any state or local statute, ordinance, code or regulation.
8. Violation of the annual Partner Agency Agreement between Partner Agency and CFS (including monthly reporting deadlines).

### **Termination; Probation; Suspension**

**Termination:** As set forth in the Partner Agency Agreement, CFS reserves the right to immediately terminate this Partner Agency Agreement in the event of a violation of the terms thereof.

**Probation:** The Agency Relations Manager and/or the Operations Director have the authority to place a Partner Agency on probation, which must be in writing. A Partner Agency may be placed on probation for a period not to exceed three months if found to be in violation as listed above. The Partner Agency may appeal its probationary status by delivering such appeal, in writing, to the Executive Director of CFS.

The purpose of the probationary period is to place a Partner Agency on notice that it must bring its program into compliance or it will be suspended. During the probationary period, the Agency Relations Manager and/or the Operations Director shall have the authority to extend the probationary period or to recommend suspension of the Partner Agency. The Partner Agency may appeal this decision as previously outlined. A Partner Agency's probationary status terminates when one of the following occurs:

1. The Partner Agency satisfies the Agency Relations Manager and/or Operations Director that the violation has been rectified; or
2. The Partner Agency has been suspended by the CEO of CFS.

**Suspension:** A Partner Agency may be suspended, without first being placed on probation, if found in non-compliance with Violations 1, 2, or 3. All other

violations must be preceded by a probationary period for the violation in question, or not less than three other probationary periods, for not less than three offenses. A suspension shall not exceed six months. Upon suspension, a Partner Agency loses all the rights and privileges of a Partner Agency as well as its status as such. At the end of the suspension period, a Partner Agency may re-apply to become a Partner Agency of CFS.

**Inactivation:** If a Partner Agency or a program of a Partner Agency does not use CFS for a period of 12 months, its Partner Agency status will be changed to inactive. Partnership will be re-evaluated during the Partner Agency renewal period, at the end of the calendar year when Partner Agencies are notified of the \$250 annual fee for the upcoming year. A letter will be issued to the Partner Agency notifying of the possible change in Partner Agency status. For continued Partnership at CFS a Partner Agency must:

1. Set up a date and time for a monitoring visit with the Agency Relations Manager.
2. Indicate Partner Agency changes in program services that will require or enable the Partner Agency to begin using food from CFS.
3. If applicable, sign a Partner Agency Agreement and submit the \$250 annual Partner Agency fee by December 31<sup>st</sup>.

## **2.6 GRIEVANCE POLICY**

CFS wishes to provide a comfortable and productive working relationship with its Partner Agency and their staff. To this end, CFS would like you to bring any grievances you may have about its staff or the organization in general to our attention. This Grievance Policy is designed to provide a prompt and orderly resolution to complaints or disputes arising between CFS and its Partner Agency.

1. If you have a complaint or issue you would like resolved or feel that there is inappropriate conduct or activity on the part of any CFS staff member, we request that you bring this concern to the Agency

Relations Manager. The Agency Relations Manager will discuss the matter with you and determine the appropriate course of action. If this is not a satisfactory action, please see the Operations Director.

2. If you have discussed the matter with the Agency Relations Manager and do not believe you have received a sufficient response, we request that you notify the Operations Director in writing, explaining the problem, those persons involved and any suggested solution you may have to the problem.
3. If you do not receive a sufficient response from the Operations Director, please notify the CEO. At this level, the CEO may request a conference with you.
4. If the matter is not resolved after that conference, and you believe it still merits attention, it is requested that you immediately place your concerns in writing and bring the matter forward to the CFS Board of Directors. The CEO will provide you with Board Chair's contact information.
5. If you consider the matter an emergency, legal, ethical or safety issue, use your best judgment to expedite the complaint process.

### 3.1 INVENTORY & WAREHOUSE INFORMATION

1. **CFS Warehouse Agency Shopping Hours:** Monday 9:00 am – 2:00 pm, Tuesday 9:00 am – 6:00 pm, Wednesday 9:00 am – 2:00 pm.
2. **CFS Office Hours:** Monday – Friday 8:00 am – 5:00 pm.
3. **Warehouse Closures:** The CFS warehouse will be closed for most major holidays, an annual staff planning day, and for inventory purposes on the last working day of the fiscal year which starts July 1 and ends June 30 of each year.
4. **Inclement Weather Closing:** CFS closes accordingly when *both* Boulder Valley and St. Vrain School Districts are closed due to inclement weather. CFS *may* be closed if only one of the Boulder Valley or St. Vrain Valley

- School Districts is closed due to inclement weather. In this event, CFS will record a voicemail message on the main phone line (303-652-3663) and will arrange a notice to be shown on local television news stations to inform Partner Agencies of the closure. CFS will, as possible, contact Partner Agencies scheduled to receive a food order on the day of closure.
5. **Scheduled Closings:** All scheduled closings will be posted in the warehouse at least 2 weeks prior to the close date.
  6. **Children:** Small children must remain in close proximity of an adult while in the CFS warehouse. Children 14 years old and younger must be accompanied by an adult who is 21 years or over at all times while in the CFS warehouse.
  7. **Parking:** While shopping, please park in the CFS parking area only on the east side of the building, and do not block, or park in, any empty truck docks.
  8. **Warehouse Regulations:** No smoking, eating, drinking, use of cell phones, or open-toed shoes or sandals is allowed in the warehouse.

### **3.2 AUTHORIZED SHOPPERS**

1. **Authorized Shoppers:** Each Partner Agency will designate staff and/or volunteers to be Authorized Shoppers. Clients, or those who will ultimately receive the food, are not eligible to be Authorized Shoppers. If the Authorized Shopper wishes to bring anyone to the warehouse to assist in shopping, including clients, the Agency Relations Manager must give prior approval.
2. **Shopper's Card:** All Partner Agencies will be issued a yellow CFS Shopper's Card for each of its Authorized Shoppers. The information on the card will include: the Partner Agency name, Authorized Shopper's name, and the signature of the Agency Relations Manager or Agency and Programs Coordinator. Authorization to shop at CFS is specific to the cardholder and is not generic to Partner Agency or its Program(s) as

entities. Only the Authorized Shopper is allowed to use the card and shop.

3. **Presentation of Shopper's Card:** The Authorized Shopper must show the card to a CFS staff member or volunteer prior to shopping each visit.
4. **Lost or Stolen Shopper's Card:** If the card is lost or stolen, the Partner Agency should the Agency Relations Manager immediately. It is the responsibility of the Partner Agency to safeguard the Shopper's Card.
5. **Change in Authorized Shopper:** A Partner Agency program director is the point of contact with CFS for changes with Authorized Shoppers. All communication on Authorized Shoppers should be between the Partner Agency program director and the CFS Agency and Programs Coordinator. As Partner Agency staff members and volunteers retire from being Authorized Shoppers, CFS must be made aware. Likewise, if the Partner Agency wishes to add an Authorized Shopper, the Agency and Programs Coordinator must notified be via email to schedule a shopper orientation. Orientations will not be conducted without first being scheduled by a Partner Agency program director (e.g. no drop ins).

### **3.3 SHOPPING & CHECK-IN/CHECK-OUT PROCEDURES**

1. **Shopping Hours:** Partner Agency may shop at CFS on Monday 9:00 am – 2:00 pm, Tuesday 9:00 am – 6:00 pm, Wednesday 9:00 am – 2:00 pm.
2. **Shopper Check In:** All Authorized Shoppers must have a yellow Shopper's Card in order to shop and must present it at time of check-in.
3. **Designated Shopping Areas:** Authorized Shoppers may shop in the designated shopping areas only, as presented in the Shopper's Orientation Trainings. The sorting area, large walk-in coolers and freezer, and the back pallet storage area are off limits to shoppers.
4. **Case Lots:** Items on the case aisle are to be taken by the case only. Do not open cases and take individual items.

5. **Categorize Items:** As you are shopping, bag or box the items you are shopping for according to category (i.e., local grocery, dairy, bakery, produce) to help facilitate a quick checkout for you and other Authorized Shoppers.
6. **Checkout:** After shopping is completed, proceed to the check-in/checkout area at the front of the warehouse and present to the checkout person your shopper's card again.
7. **Checkout Computer Input:** The checkout person enters the number of cases and will weigh the non-case items into the computer.
8. **Invoices:** Two invoices are printed out; one invoice is signed for CFS records and the other invoice will be given to you for your Partner Agency records.
9. **Maintain Invoice Copies:** Although there is no cost for the food received from CFS, please keep the copies of the invoices on file for 1 year, as required by CFS' contract with Feeding America. These are very important in notices of product recalls, which may happen frequently. (If you do receive notice of a product recall, ALWAYS check your physical inventory to verify that you do not have any of the recalled product in your pantry).

#### **4.1 DRY STORAGE GUIDELINES**

1. **Dry Food Storage:** Food may be stored on a shelf, on an empty box, or on a pallet. Never leave food on the floor or closer than four inches from the floor for any length of time. Do not store food in cupboards over the stove or refrigerator. The heat will shorten the amount of time the food will stay fresh.
2. **Best Dry Food Storage:** The ideal condition for dry food storage is on mobile racking on casters located six inches away from the wall. This allows for periodic and documented inspections each month.

3. **Wall Clearance Conditions:** When wall clearance prohibits the ideal condition explained in item #2, or when the ideal is not possible or practical, monthly documented inspections underneath all shelves or racks is required. This includes the removal of all products from a shelf or rack and the inspection and cleaning of the area between the wall and product storage area.
  - a. The documented inspections should focus on sanitization, pest control deficiencies, and best food handling practices.
  - b. Cleaning is defined as wiping with a cloth saturated with a chlorine solution of the proper sanitization strength, usually 2 capfuls/5 gallons.
4. **Plastic Totes or Bins:** For products other than metal or glass packed containers, it is highly recommended that sealable plastic totes or bins be used to allow for easy inspection, cleaning and sanitizing.
5. **Safe Storage Practices:** Food/paper products must be stored with appropriate separation from non-food/paper products. Paper products are defined as personal items, including as feminine hygiene items, diapers, and adult sanitary products, and limited types of household items, including plates, napkins, towels, toilet paper, and facial tissue. All other items, such as cleaners/chemicals, empty boxes/cardboard, pallets, other household items, are classified as non-food/paper products. To attain appropriate separation, these items must be stored either below or 4 feet away from food/paper products. If this storage requirement is a hardship for the Partner Agency, contact the Agency Relations Manager for further guidance.
6. **First In First Out (FIFO):** In general, use the FIFO rule. Food brought into your facility first (older foods) should be distributed before foods brought in at a later date. This rule is meant to reduce the amount of time that food is stored.

## 4.2 REFRIGERATED FOOD STORAGE

1. **Refrigeration and Bacteria:** Refrigeration slows bacterial growth. Bacteria grow most rapidly in the range of 40° and 140° F. There are two completely different families of bacteria: pathogenic bacteria, the kind that cause food borne illness, and spoilage bacteria, the kind of bacteria that cause foods to deteriorate and develop unpleasant odors, tastes, and textures.
  - a. ***Pathogenic bacteria*** can grow rapidly in the “Danger Zone,” the temperature range between 40° F and 140° F, but they do not generally affect the taste, smell, or appearance of food. In other words, one cannot tell that a pathogen is present.
  - b. ***Spoilage bacteria*** can grow at low temperatures outside the ‘Danger Zone’ such as in the refrigerator, even below 40° F. Eventually they cause food to develop off or bad tastes and smells. Most people would not choose to eat spoiled food, but if they did, they probably would not get sick. It usually comes down to an issue of quality versus safety.
  - c. **Government Website:** Much of the above information may be referenced at [www.fsis.usda.gov/Fact Sheets/Refrigeration & Food Safety/index.asp](http://www.fsis.usda.gov/Fact_Sheets/Refrigeration_&_Food_Safety/index.asp)
2. **Refrigeration Temperature:** Refrigerated food must be stored at 40°F or below. A thermometer must be kept in the refrigerator to monitor the temperature.
3. **Temperature Log:** The use of a temperature log for each refrigeration unit is required. Temperatures should be monitored and recorded commensurate with the frequency of distribution. For best food safety practices, CFS requires temperature recording twice on all operation days.
4. **Food Stored Temporarily Outside Refrigeration:** There are certain limited situations where refrigerated food may be safely stored for a limited amount of time outside of a powered refrigeration unit. CFS will work

directly with individual Partner Agencies to ensure that refrigerated food is distributed safely and effectively.

### 4.3 FROZEN FOOD STORAGE

1. **Frozen Storage:** Freezing is the best way to preserve the fresh-like qualities of food. Frozen food must be stored constantly at 0° F or below. A thermometer must be kept in each freezer to monitor the temperature. [FA]
2. **Temperature Log:** The use of a temperature log for each freezer unit is required. Temperatures should be monitored and recorded commensurate with the frequency of distribution. For best food safety practices, CFS requires temperature recording twice on all operation days.

### 4.4 REPACKAGING GUIDELINES

1. **Repackaging of food:** *CFS strongly recommends that Partner Agencies do not repackage food (such as cereal, flour, dry beans), without obtaining approval from Boulder or Broomfield County's Public Health Department.* Repackaging food demands a thorough process and high standards, critical for safe food handling for the end consumer. If the Partner Agency chooses to repackage food, CFS strongly recommends:
  - Maintain a clean and designated space for the repackaging that is not used for any other purpose.
  - All safe food handling practices must be followed, including:
    - Before and after repackaging, wash, rinse and sanitize all repack materials (workspace, plastic bins, utensils, etc.) The floor must be sweep and sanitized regularly.

- Anyone repackaging food must wash their hands at a hand washing station prior to working, as well as wear gloves and a hairnet throughout the work.
- Anyone repackaging food may not have exposed cuts or sores, illness, or be eating, chewing gum, or drinking.
- All repackaged products must be labeled so the product is identifiable.
- For example, to be consistent with FDA regulations, all packaged product that CFS distributes includes five labeling components: 1) the manufacturer/packager name, 2) product name, 3) ingredient list  
4) date (packed on, use by, etc), 5) product weight.
- These labeling components ultimately allow the end consumer to be informed about the product they will consume (allergy awareness, nutrition value, and age). The labeling is also critical for product recall tracking.

3. **Repackaging of nonfood:** Partner Agencies may likewise elect to repack nonfood, such as toiletries, for clients. For the protection of the individual handling the product and the end consumer, the above guidelines are also recommended. The workspace for food and nonfood handling must be separated.

4. **USDA TEFAP food:** *The USDA strictly prohibits the separation and repackaging of all TEFAP commodities.*

## 4.5 MEAL/SNACK PROGRAM REQUIREMENTS

1. Each Partner Agency or Partner Agency program, if operating any meal/snack program, must contact the County Health Department to determine if their kitchen requires a food service license.

## 4.6 PERISHABLE PRODUCT USE-BY DATE GUIDELINES

**\*The following are guidelines.**

**Expiration date:** This is a manufacturer determined date and can be extended based on industry practice.

**Sell by date:** This is a manufacturer date for best product freshness in a retail setting and can be extended based on industry practice.

**Best by date:** This is a manufacturer date for best product freshness in a retail setting and can be extended based on industry practice.

**Use by date:** This date should be considered a firm date beyond which the food should **NOT** be consumed. This can be a food safety issue.

**No code date:** Industry practice says this product has a 2+ year shelf life and should be distributed following the non-perishable product guidelines and distributed within 6 months.

### By Category

#### **Non-perishable food:**

- Canned: 12 months
- Boxed: 6 months

**Bakery:** Distribute up to 4 days past sell by date (unless frozen) or until visual inspection shows product is unusable.

#### **Refrigerated Dairy:**

- Milk – 7 days
- Cheese – 14 days
- Yogurt – 10 days

#### **Refrigerated Plant based-dairy substitutes:**

- Liquid nondairy (soy, almond, rice milks etc.) – up to 6 months past code date
- Other nondairy (soy yogurt, etc.) – 14 days

**100% Juice Refrigerated:** 14 days

**Eggs In Shell:** 21 days

**Liquid eggs:** 7 days

**Meat:** MUST be frozen on or by the sell by date and can then be used for up to 1 year (includes non-meat substitutes – Tofu, Tempeh, Saitan, etc.)

**Prep Meals FROZEN:** MUST be frozen on or by the sell by date and can then be used for up to 1 year.

**Prep Meals REFRIGERATED (includes, deli meat and cut produce):**

Distribute within 3 days of sell by date if properly refrigerated

**Baby food/formula:** Do NOT consume past the code date. Do not put into inventory with fewer than 60 days left to the code date. Do not distribute with fewer than 30 days left to the code date.

## 5.1 ADDITIONAL RESOURCES & WEBSITES

<p><b>The CFS website</b>, containing hours, location, contact information, facts and figures. Download the most recent annual report.</p>	<p><a href="http://www.communityfoodshare.org">www.communityfoodshare.org</a></p>
<p><b>Partner Agency Toolbox:</b> Resources, ‘Partnering to End Hunger’ conference documents, etc.</p>	<p><a href="http://communityfoodshare.org/agency-resources/">http://communityfoodshare.org/agency-resources/</a></p>
<p><b>CFS’ Facebook page</b></p>	<p><a href="http://www.facebook.com/communityfoodshare">www.facebook.com/communityfoodshare</a></p>
<p><b>CFS online university</b> - free food safety training</p>	<p><a href="http://firstnetcampus.com/foodbank/entities/cfs/login.htm">http://firstnetcampus.com/foodbank/entities/cfs/login.htm</a></p>
<p><b>Feeding America</b> - The nationwide network of food banks.</p>	<p><a href="http://www.feedingamerica.org">www.feedingamerica.org</a></p>
<p><b>Healthy Food Bank Hub:</b> Recipes, tools, education on healthy eating.</p>	<p><a href="http://healthyfoodbankhub.feedingamerica.org/">http://healthyfoodbankhub.feedingamerica.org/</a></p>
<p><b>Food Research Action Center</b> – National anti-hunger advocacy organization.</p>	<p><a href="http://www.frac.org">www.frac.org</a></p>
<p><b>Hunger Free Colorado</b> – a statewide anti-hunger advocacy organization</p>	<p><a href="http://www.hungerfreecolorado.org">http://www.hungerfreecolorado.org</a></p>
<p><b>The Food Keeper</b> - a–consumer guide to food quality and safe handling</p>	<p><a href="http://www.arhungeralliance.org/Food_Keeper_Brochure.pdf">http://www.arhungeralliance.org/Food_Keeper_Brochure.pdf</a></p>
<p><b>USDA food safety information</b></p>	<p><a href="http://www.fsis.usda.gov">www.fsis.usda.gov</a></p>
<p><b>Boulder County Public Health Department</b></p>	<p><a href="http://www.bouldercountyhealth.org">www.bouldercountyhealth.org</a></p>
<p><b>Broomfield County Public Health Department</b></p>	<p><a href="http://www.broomfield.org/Index.aspx?NID=259">http://www.broomfield.org/Index.aspx?NID=259</a></p>

<p style="text-align: center;"><b>5.2 CALENDAR OF SCHEDULED CLOSINGS/HOLIDAYS</b></p> <p style="text-align: center;"><b>2019</b></p>
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All scheduled closings will be posted in the warehouse at least 2 weeks prior to the date.

**JANUARY**

New Year's Day

Martin Luther King Day

**FEBRUARY**

President's Day

**MAY**

Memorial Day

**JULY**

Independence Day

**SEPTEMBER**

Labor Day

**NOVEMBER**

Thursday and Friday, Thanksgiving

**DECEMBER**

24<sup>th</sup> and 25<sup>th</sup>, Christmas

CFS will be closed if both Boulder Valley and St. Vrain Valley School Districts are closed due to the weather. CFS *may* be closed if either Boulder Valley or St. Vrain Valley School Districts are closed due to the weather. If one or the other is not closed, CFS will decide. Please call the main number to check before coming to shop.

## 5.3 2019 PARTNER AGENCY MONTHLY REPORT

### Community Food Share

#### 2019 Partner Agency Monthly Report

Partner Agency Name:	<b>A: Choose Partner Agency Name by selecting this cell, then find your Partner Agency using the arrow to the right.</b>	
<b>Month</b>	# of pounds received outside of CFS	You must choose your Partner Agency name before proceeding
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

