



1501 John Tipton Blvd | Pennsauken, NJ 08110
Phone (856) 662-4884 | Fax: (856) 662-4489
www.foobanksj.org

Do it for South Jersey!

Member Agency Handbook

Contact Information:

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Introduction to the Food Bank of South Jersey

We are a clearinghouse for the collection and distribution of donated food and related household products. We've been helping the South Jersey area since 1985 by:

- Collecting food and household products from the community and industry sources
- Distributing those products and providing nutrition services through

The Food Bank of South Jersey exists to provide an immediate solution to the urgent problem of hunger by providing food to needy people, teaching them to eat nutritiously, and helping them to find sustainable ways to improve their lives. We carry out our mission by operating on 7 core values:





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Our Programs

Membership

The Food Bank of South Jersey serves Burlington, Camden, Gloucester and Salem Counties. Any organizations within these counties can become a member of our food bank, with one exception. As these areas are served by more than one food bank –Food Bank of South Jersey in Pennsauken and Philabundance located in Philadelphia- you may only be a member of one (1) food bank. ***If you are using Philabundance for food items other than produce, you are prohibited from using the services of the Food Bank of South Jersey. In our agreement with Philabundance, they are allowed to provide only produce to our members.***

This is to make sure that we cover as many people as possible and have an equitable distribution of resources. You are not required to use The Food Bank of South Jersey simply because of our location. The decision is entirely up to you as you should weigh the value of each organization against your needs.

Good Samaritan Act

The Bill Emerson Good Samaritan Food Donation Act was signed into law in October 1996. This is to encourage the donation of food and grocery products to non-profit organizations for distribution to needy individuals. Not only are our donors protected by the Good Samaritan Act, but the Food Bank and our member agencies are protected. As a nonprofit organization you 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 nonprofit organization received as a donation in good faith from a person or gleaner for ultimate distribution to needy individuals. For any agency to be held liable, they would have to act with gross negligence or intentional misconduct.



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Civil Rights

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“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.”

If your agency decides to participate in The Emergency Food Assistance Program (TEFAP) or the State Food Purchase Program (SFPP), it is mandatory to attend a Civil Rights training once a year. Must also display civil right material provided by Food Bank. Not attending a Civil Rights Training results in suspension of services per USDA rules.

Food Access

Location, Hours of Operation, and Food Pick-Up Times

The Food Bank of South Jersey is located at 1501 John Tipton Blvd., Pennsauken NJ 08110. When you come to the Food Bank to pick up food:

- you must first park your vehicle in the parking lot
- sign in at the Customer Service Desk in the Distribution Center (Marketplace)
- when a bay dock is available you will be instructed to pull up your vehicle to pick up your order, you must bring your own volunteers to help load your products

Food Bank of South Jersey’s hours of operation: Monday to Friday 7:30 am – 3:00 pm
The front office is open Monday through Friday 8:30am – 4:30pm.

The Food Bank will be closed the first Monday of each month for staff development. Some are half day closing & others are full day closing, please look out for the signs posted at the entrance of the market, Primarius and Oasis Bulletins, to notify you of any changes.



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Food Distribution Program

The Food Bank is a distribution center for donated food and other related products. The products are transported, received and stored at the Food Bank. The food is then made available to the non-profit organizations that are members of our Food Bank and then distributed to the communities they serve at no charge.

Donations

The FBSJ receives donations from retail grocery stores, food drives, local processing plants, local growers and farmers, as well as national corporations. On a national level, the food products are donated from Feeding America who then distributes it to all their member food banks across the country. As a member of Feeding America, we receive those products and offer it to our members for a small Shared Maintenance fee of .18 cents a pound and fresh produce at .06 cents a pound. The FBSJ works diligently to secure as many donations as possible to ensure that our partners do not have to turn away anyone for a lack of food.

To be successful in assisting as many people throughout our service areas equitably, each of us must work together respectfully.

Health & Wellness

The FBSJ's Healthy Living Initiative offers diverse healthy cooking and nutrition classes and demonstrations that teach children, adults, and families to make simple, healthy, and delicious meals with ingredients available through the Food Bank of South Jersey.

HLI activities may be conducted at network agencies or in Pennsauken at the FBSJ Demonstration Kitchen. For more information on how to arrange a class or demonstration, contact Tricia Yeo, Senior Manager of the Health & Wellness at 856-662-4884 ext. 139 or tyeo@foodbanksj.org



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New Jersey Department of Agriculture Commodities (TEFAP & SFPP)

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We receive the Emergency Food Assistance Program (TEFAP/USDA) Commodities from the government to distribute to eligible member organizations. USDA foods aren't just canned goods anymore; they have expanded to include frozen and refrigerated food as well. You are required to fill out minimal paperwork, and to verify eligibility of recipients, but the added food resources are well worth the effort. The program is completely free to qualified member agencies. **Part of receiving the TEFAP & SFPP products through the FBSJ it is mandatory that a representative of each site handling these products attend an annual TEFAP, SFPP & Civil Rights training.** Call the Agency Relations Department at 856-662-4884 x 134 or 115 and ask for a TEFAP/USDA manual along with a contract.

Authorized Shoppers

When an agency becomes a member of the FBSJ they are asked to nominate authorized shoppers. Their names will be on the agency database card as the only people allowed to shop on behalf of the agency. ***If the authorized shoppers changes it is mandatory for the organization to submit those changes in writing or by email.*** If that person is not on the agency card they will not be allowed to shop in the market place. You are allowed up to five authorized shoppers per site.

Only the agency's food coordinator, executive director, president or pastor may make changes to the list of shoppers or any changes regarding the agency.

Menu Descriptions

THE MENU

All orders are place online through our program called Primarius. Once you've become a member you will be issued a password to either retrieve your allocations or to place an order. All pickups and deliveries require **72 hours in advance "Notice". This policy is subject to change depending on the delivery schedule or number of trucks available that day.**

As you look at a Food Bank of South Jersey menu, one of the first things you will notice is the different categories of foods available from the warehouse.



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There are three main categories of foods: **DRY, FROZEN** and **REFRIGERATED**. When skimming through the menu, always double check that you are in the category that you want since groups such as beverage, entrees-complete meals-soups, dairy, health & beauty products, juice-fruit & vegetables, meat-fish-poultry, mix & assorted foods, nutritional aids, paper products-personal care, pasta, protein (non-meat, beans, peanut butter), snacks foods and spices-condiments. Additionally, the menu information is broken down as follows:

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ITEM NUMBER/CODE:

First on the list is the item number. This three letter and three number codes is absolutely necessary to the ordering process. Customer service will not process your order unless the item number is specified for *every food item*.

DD/DF/DR:

DD-Donated Dry, DF-Donated Frozen and DR-Donated Refrigerated
These donated products, received from all sectors of the food industry, include food and non-food products, usually unmarketable in the first quality retail markets (i.e. supermarket). This category includes food drive items and major corporate donations. The cost to our members is 18 cents per pound to cover handling fees.

TD/TF/TR:

TEFAP-Dry, TEFAP-Frozen and TEFAP-Refrigerated
These are products received through the Federal Commodities (TEFAP) program and offered at no charge to qualifying FBSJ Agencies in case lot quantities.

DESCRIPTION:

The name including brand name, if there is one, of the items.

PACKING:

Important information because it describes size and number of units per case. Keep distribution size in mind when looking over this information.



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UNIT WEIGHT:
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The weight of the orderable unit in pounds. Important information for donated products, because it describes distribution by weight, not all donated product is sold by the case because packing may vary.

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COST/POUND: This applies only to donated (DON) foods. As stated above, the cost to members is sixteen cents per pound. When ordering, therefore, the total cost will be sixteen cents multiplied by the number of pounds per unit (last column).

UNIT FEE: This applies to the purchased (PUR) foods. The cost listed is the wholesale price, plus handling fee per case.

Delivery Policy

As the demand for our delivery services grows, it is imperative that our fleet of trucks is utilized as efficiently as possible. The Food Bank of South Jersey strives to fulfill all orders on the dates that are requested. However, this is not always possible due to logistics and supply chain constraints.

Delivery requests must be placed within at least 72 hours (Three business days) notice. Delivery request that are made without 72 hours' notice will be placed on a list for the next available date that will be communicated and confirmed.

Please note the following:

- **All deliveries are scheduled between 7:00am-1:00pm (conditions permitting)**
- **A specific time cannot be reserved or communicated before the day of delivery due to uncertainties of weather, traffic, unloading time, etc. Drivers will receive a courtesy phone call the day of delivery to advise when they are on the way to your stop**
- **If a driver arrives to a site and no one is there to unload, they must call the Operations Supervisor. The driver will wait a maximum of 20 minutes, after which he will continue to his next stop.**
- **Redelivery on the same day cannot be guaranteed and the order will be returned to the Distribution Center at the end of the route.**
- **Drivers will make every effort to get as close to the unloading zone as possible, however they can unload only on paved surfaces, and are not permitted to enter the premises to help unload the order.**

Each member agency will be monitored every two years. However, The Food Bank of South Jersey reserves the right to review any agency more frequently on or off operation hours.

The purposes for an annual review include:

- To share new information from New Jersey Department of Agriculture and donors
- To assist agencies with concerns
- To ensure the high sanitation and standards we are committed to uphold throughout the network, from the point of donation to the time the gift is placed in the hands of the individuals who will use it.
- To provide the unique perspective a new pair of eyes may bring to the program
- To provide the occasion to brainstorm and find tune the program as professionals in an increasingly complicated field.
- To assure the at the product is being stored at the site and agency is abiding by the policies of the USDA and Food Bank of South Jersey

Member Report Policy

Our Agency Agreement Contract, signed by the Director of the organization, ***states that the agency agrees to submit monthly reports by the 7th of the following reporting month.*** There are there types of reports we require depending on which one your agency participates in, TEFAP, SFPP & General report

The information in the reports is used as data to substantiate the enormous need in our counties, to assist with funding proposals, donor reports, etc. In order to help all our agencies obtain as much food as possible, we must insist on compliance with this guideline.



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Consequences of Late Reports

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1. Failure to submit reports on commodities through TEFAP and SFPP will result in that program's removal from TEFAP and SFPP. This is mandatory please refer to your TEFAP manual.
2. Failure to complete and return reports within 30 days will result in product hold. A customer on product hold is not able to receive any food from the Food Bank of South Jersey until the reports are made current and/or complete.
3. Failure to complete and return reports for more than 60 days (two months) will result in closure of the agency's membership. Closure status can only be reversed through a reactivation of membership that includes being reapproved and the payment of a \$25.00 reactivation fee.
4. Any concerns about reporting and delays can be resolved by staying in touch with the Customer Relations Coordinator who will gladly assist you in learning how to do reports, and how to set up a regular reporting schedule.

Payment Policy

1. ***We do not accept cash***, we strongly prefer an organizational check, but will accept personal checks or money orders.
2. Please make sure you submit your invoices to whomever is responsible in taking care the bills. It's the agency's responsibility to be proactive in your own account.
3. Each agency must place funds in their accounts for your food products; we cannot put your order on account if there is no funds available in your account.
4. If an agency has gone over their credit limit, we will not accept any orders until payment is made on your account.
5. We serve the right not to serve your organization if payment is not being met.

Miscellaneous Information

1. Depending on donations availability of canned goods and miscellaneous items fluctuate throughout the year. **Note: Please do not depend on a steady flow of specific items.**

TEFAP/USDA products have regulations regarding distribution. (See TEFAP manual for information). It is mandatory that your program follow the policies within the manual along with attending an annual TEFAP & Civil Right Training every year for recertification.

2. All agencies accounts are monitored on a quality basis, if your account shows that your agency has not been active for more than six months we reserve the right to automatically close your account.
3. All members must use the Oasis Insight process to document the client's services and information, this process is mandatory.
4. Vending products such as pastries and sandwiches require careful attention due to their vulnerability to spoilage. Always be sure to inspect all products before using.
5. Please be sure to freeze or refrigerate all items not immediately used. The longer food remains within the temperature danger zone (45-140 degree Fahrenheit), the greater the chance of contamination.
6. Client should provide at least 71 pounds of food per person.

Urgent Reminders

- FBSJ Food cannot be sold or offered as barter or transfer.
- Food is for feeding those in need only.
- Food cannot be taken by your staff for their personal use, unless they are in need.
- Food is not for general congregational use or events.
- Food cannot be transferred from one organization to another.
- Soup Kitchens are NOT allowed to transfer meals from the location to another location. All products must be consumed at the location that the meals were prepared.
- If you know of organization that needs food, please refer them to the Food Bank of SJ
- Members must attend a mandatory TEFAP, SFPP, Civil Rights & Food Safety Training.



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Reimbursement Information

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1. Shared Maintenance Contribution - This is reimbursement for 1/3 of our storage and transportation costs. Currently, the shared contribution is 0.18 cent a pound for food, non-food items and .06 cent a pound for produce.
It is not a fee for the food.

Delivery is an extra .04 cents per pound, minimum poundage for delivery is 750 pounds. For questions about billing, contact Agency Relations Department ext. 134 or 115.

Safety Guidelines and Shopping Rules

It is very important that you take the time to read over the following rules.

Thank you in advance for your cooperation and attention. Also, it is your responsibility to inform your staff and those that pick up for your agency of these guidelines.

Failure to follow the rules below will result in being asked to leave the Food Bank. Please let us know if you have any questions or concerns.

1. Enter the warehouse through the warehouse side door, to the far right and check in with customer service.
2. We are a smoke-free environment and smoking in not permitted.
3. No open toe shoes in the warehouse.
4. Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
5. Freezer and cooler access is exclusive to Food Bank of South Jersey staff.
6. Good housekeeping is essential to prevent accidents. Alert staff immediately to any spills or damaged product.
7. Please keep in mind that everyone should be here **ONLY to procure product for people in need.** Suspected shopping for personal use will be investigated fully and can result in suspension and/or membership termination.



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8. Only authorized shoppers will be able to shop, pick up orders, or pick up produce. All updates to authorized shoppers must be submitted in writing to the Agency Relations Manager.
9. Agencies may only have 2 people shopping at a time. When entering the warehouse to pick up or shop in the market area please sign in and obtain a number. The shoppers entering the market place must be authorized shoppers if two people are shopping at a time per agency they both must sign in and no one other than the two people signed in may be on Food Bank property. No unauthorized shoppers may be on Food Bank premises.
10. Agencies are only allowed one vehicle parked in the dock for pick up's.
11. We have a limited number of carts; therefore agencies will be limited to a single cart per agency. Agencies permitted no more than **20 minutes** in the Market Area to allow for a smooth flow of shoppers.
12. All items must be weighed. Miscellaneous, free items and produce must each be weighed separately.
13. No eating, drinking or smoking in the warehouse or in the parking lot.
14. Absolutely no children in the warehouse under the age of 14. If left in the waiting area, they must be accompanied by an adult.
15. All orders must be checked upon receipt both for pickups and deliveries. Agencies should not leave the Food Bank or allow the delivery driver to leave without verifying your order is complete. It is the agency's responsibility to confirm the contents of their order, both for pickup and delivery. Any issues with the order must be communicated straightaway to Agency Relations.

Refunds or credits will ONLY be issued for damaged products. The Food Bank must be notified of damaged product within 24 hours of order pick-up or delivery.

16. **Delivery is curb-side only. It is the agency's responsibility to have their own volunteers to move delivered product inside your building. Please make sure that your volunteers are ready and waiting to unload product as delays at one stop means delays at all the following stops.**

Failure to follow the above rules in the Distribution Center will result in being asked to leave the property.



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Suggestions on Safety for Volunteers

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PROPERTY SAFETY:

- Have a sign on the food program door indicating exact hours and days the pantry will give out food.
- If possible, have a wide-angle viewer installed in the door to the food pantry. Before opening the door, be sure there aren't more people than you expected.
- Have a lock on the main entrance of the pantry.

PERSONAL SAFETY:

- Have 3 to 5 other people at the food pantry during indicated hours of food disbursement
- Never invite referrals or "walk-ins" to accompany you into the food pantry
- You do not want to be in an isolated place with an unknown person
- When speaking on the phone to those needing help, be cautious about telling them you are alone, or when you will be leaving the site. Give no indications of your routine arrivals and departure times, or information about your home address, phone number, etc.
- Call the police at the slightest infringement of your rights as a person. Give the police accurate information as to what is happening in order that they many respond rapidly. This is another good reason to work in pairs.
- No matter how nice or innocent a person may appear to be, never take any chances with your personal safety?

Food Storage and Handling Guidelines

All members are required to have some form of food safety training. For those that handle cooked meals must have a ServSafe certification. And for those that distribute food must attend a food safety training provided by the food bank every 2 years. If an organization does not have any information regarding food safety in their file they are submit to product hold.

Also, it's imperative that your organization maintain logs for the refrigerators & freezers, especially those that have any TEFAP products.



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Food storage areas must provide protection from weather, fire, theft and pests. Aisles between pallets must be wide enough to provide easy access for inspection, inventory and pulling of product. Those practices include, but are not limited to:

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- √ **Store food 6” off the floor**
Keep on pallets, platforms or shelves
- √ **Store food 4” from the walls**
For air circulation and pest control
- √ **Store food 2” from the ceiling**
To avoid high temperatures at ceiling
- √ **Store non-food items separately**
Toxic items (cleaning and maintenance supplies) must be kept away from food
- √ **Clean floors, pallets and shelving regularly**
All areas should be swept regularly and mopped at least once a month
- √ **Maintain a pest control system**
Have a contract with a licensed pest control firm. Poison must not be used; traps and glue board are recommended
- √ **Maintain equipment regularly**
Check freezer and coolers units for leaks
- √ **Maintain proper temperatures in all storage areas**
Thermometers must be kept in freezer, coolers and dry storage areas
- √ **Maintain temperature logs**

Storage in an outside uninsulated structure (i.e. shed) is strictly prohibited.

Dry Food Storage

Dry or canned goods must be stored as outlined previously and:

- ✓ In a cool area kept between 35 and 75 degrees Fahrenheit
- ✓ Away from direct sunlight

Cold Food Storage

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Product requiring refrigeration or freezing must be kept as outlined previously and:

- ✓ In a refrigeration unit kept at 35 to 40 degrees Fahrenheit
- ✓ In a freezer unit kept at or below 0 degrees Fahrenheit
- ✓ With space to allow for good air circulation
- ✓ Check and record temperatures frequently, at least once a week
- ✓ In a clean and well maintained unit, must keep temperature logs on equipment's.

Stacking Product

Basic rules for stacking products are:

- ✓ Limit the height of the stack, to protect food on the bottom layers from being crushed
- ✓ Cross-stack cases on pallets, to ensure the stack will be sturdy and solid on avoid tipping when moved
- ✓ Discard any can too damage to stack

Stack Rotation

To help assure the quality and freshness of The Food Bank of South Jersey products, the first in first out (FIFO) practice must be followed. Food must be stored and distributed so that cases with the oldest received date are used first. It is a good idea to date each case of product you received as it comes in, this way you will know what needs to be used first.

Damaged Product

Products received from the Food Bank of South Jersey that is contaminated, deteriorated, spoiled, infested or contains latent defects, such as bulging cans. Or cans with sharp dents and rust on the seams, must be immediately reported to us in 24 hours in order to receive credit to your account and to pull item(s) from the shelves.

Check In/Procedures

Sign your agency's name and I.D. number in the sign in sheet.

When you're picking up an order, you also have the option of shopping in the Market Area. (Remember only two designated shoppers and 20 minutes are permitted in the Market Place per agency.)



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Do not sign the invoice until you have counted and checked your order and verified that the product you ordered is correct and complete. Once you've signed the invoice, the Food Bank will not be responsible for missing products.

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When you have finished shopping sign the invoice and make sure you have your pink copy. Please keep this invoice on file and submit a copy to your accounts department for payment, for this is one of the items Customer Relations representative looks for when we come out to monitor your site.

Load your vehicle and remember to bring your own volunteers, staff cannot help to load. Once the invoice is signed confirming you received everything, if there are any damage products you have 24 hours to report to the Food Bank.

Distribution Floor Operating Process

1. When you place your order online remember to indicate the date you would like to pick up or delivered. You will be called if the date you requested for delivery is not available, so that you can make other arrangements. If you submit your order by 12:00noon on Monday, it will be ready for pick up by Thursday and the same goes for a delivery unless the delivery schedule is full.
2. For those agencies that participate in TEFAP/USDA and SFPP program, orders cannot be picked up in an open back pickup truck and must use a thermal blanket to pick up refrigerated and frozen items from the food bank. This is a mandatory policy, no exceptions. Please refer to the TEFAP manual. The goes the same for donated items being pick up from marketplace.
3. Our warehouse staff will bring your order up to the bay door for loading. Remember - you will be asked to wait as we pull the frozen or refrigerated products. For food safety reasons, frozen and refrigerated product **cannot** be pulled in advanced. It is your responsibility to check your order before leaving the dock. We are not responsible for missing items once you leave the warehouse.
4. **All agencies must have their own helpers to do the lifting as we are under staffed and have many orders to pull. This also includes deliveries to your site. They also have other stops and are expected to be on time, therefore they are only required to unload the food order from the truck and drop it at your front door.**



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Your organization is responsible for bringing the product into the building. Please be prepared. Note: Our drivers are not required to bring in the food order inside the building, due to risk of injuries. Since our staff is not covered under your organization's insurance policy, it is for their protection and yours. Please make sure to have your own volunteers.

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NOTE: All drivers are authorized to leave a delivery site after 20 minutes if no one is there to accept delivery. All incidents will be recorded by drivers and submit a report for your file.

Delivery to agencies is an additional .4¢ per pound. We will not deliver less than 750 pounds. If an agency is not present at the site when a delivery is being made after 3 executive times, that agency will be due for suspension from deliveries. We do not have any set delivery time; we only provide a window as to when the product will be delivered.

Satellite Deliveries

Salem county 2nd Thursday
Burlington county 3rd Thursday

- 6. Burlington and Salem county drop off are the 2nd & 3rd Thursday of each month. If you're in this area and would like to be part of the Satellite delivery, please call Agency Relations Department for more information.

Food Storage

- 1. Remember that food must be stored off the floor.
- 2. TEFAP/SFPP product must be stored separately from other food items in your pantry.
- 3. Store food in a clean, dry place.
- 4. Do not store laundry and cleaning supplies with food items, if necessary cleaning products should be stored separately, never over the food.
- 5. Check food items regularly and carefully to determine freshness and palatability.
- 6. **Serve/distribute food as soon as possible.** Use the First In, First out method.



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7. Maintain adequate and consistent pest control.
8. Any spoiled product received from the Food Bank must be reported for credit no later than 24 hours, in order to credit your account. Anything after that is your responsibility. Returns will not be accepted for "unwanted" or excess product.
9. Make sure you know what you are getting and that you can use it.
10. Never throw TEFAP/USDA or SFPP products out if it's spoiled and/or damaged. Please return the products to the Food Bank. Be sure to call before you come in with the spoiled or damaged USDA or SFPP products and be sure to bring your invoice with you. We are mandated to report these issues to the New Jersey Department of Agriculture.
11. Keep your refrigerator and/or freezer clean and in good working order. All refrigerators and freezers must have thermometers and are required to keep logs. Please referral to this manual for temperature logs.
12. Wash all cans and jars before distributing if necessary.
13. Throw away anything that is infested, discolored, smells bad, leaks, is rusty, has mold on it or just doesn't seem right to you. **"When in doubt, Throw It Out"**
14. All products received from the Food Bank must be stored at the distribution site. Do not store Food Bank product in private homes. No exceptions. All products must be stored at the site recorded during your initial site visit and indicated on your application. If you have a second distribution site it must be reported to the food bank immediately. If product has been found to be stored at a location outside of the reported site, the agency is submitted to product hold or suspension depending on the penalty.

Suspension Reasons and/or On Product Hold

Resale of Food Bank of South Jersey products Policy:

As outlined in the Agency Agreement Contract & Release Waiver Regarding the Receipt of Donated (Food Bank) Product the customer agrees to:

Supply The Food Bank of South Jersey, Inc. with verification of its 501(c) (3) tax status and Employer Identification number on the date of receipt of application for membership.



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Only use donated product in a manner related to the tax-exempt purpose of the organization (i.e. designated feeding programs only).

Charging a fee, selling, or exchanging of services for any Food Bank products of TEFAP, SFPP, and Donated is completely **unacceptable**. This will result in a termination of membership, no exceptions.

The Senior Manager, Coordinator, or Trained Volunteer may drop in during the distribution hours stated on your organization's application. If no one is there, you will receive a warning notice. The second time this occurs, you will receive notice of temporary suspension until the issue is resolved. Agency must be open during the time indicated in your application and/or during our site visits, any changes are the responsibility of the agency to inform the Food Bank. This information is public information and must be accurate

Any customer that does not shop within the 6-month period will be considered inactive and will receive a notice indicating so. If you decide you want to continue your membership with the Food Bank, your organization must reapply.

If a Food Bank of South Jersey staff member receives a complaint regarding a member agency violating any conditions outlined in the **Agency Agreement Contract & Release Waiver**, the following procedures with proper investigation it will be implemented:

- First Complaint** Agency will receive formal letter from the Food Bank of South Jersey; Copy of letter will be filed in the specific agency's file

- Second Complaint** Agency will undergo a review and discuss a method to alleviate the situation with Food Bank of South Jersey

- Third Complaint** Agency will be suspended until the situation is resolved; at time of reinstatement, customer will sign a follow up contract recommitting the customer to Food Bank procedures

Each new member of the Food Bank of South Jersey will receive an on-site visit prior to membership approval. Agency Relations will conduct a site visit every 2 years. The FBSJ, at its own discretion, reserves the right to monitor any member more frequently.



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If an agency is found to be in violation of any Food Bank policy, they may be placed on probation for a period of 30 days. **Notification will be in writing with copies forwarded to the organizations administrator, appropriate Food Bank staff and the organization's master file.**

The purpose of the probationary period is to place the agency on notice that it must bring its program into compliance or be suspended. Food Bank staff reserves the right to extend the Probationary period and/or to recommend suspension. The agency may appeal this decision by delivering such appeal in writing to the Director of Program and Services.

At the end of the probationary period the agency will be reevaluated and notified of either a return to full membership standing or suspension. The suspension period shall not exceed 90 days. If at the end of the suspension period the member has not resolved the issue of noncompliance, membership will be inactivated. An inactivated customer must re-apply to become a member of the Food Bank and fulfill the membership process as any new agency would- this includes payment of the annual membership fee.

Temporary Product Hold

1. Failure to submit TEFAP/SFPP/Monthly Service Report and/or on a timely matter.
2. Failure to maintain health department standards for sites that provide meals on premises, updated ServSafe & Sanitary Certificate Report.
3. No Food Bank invoices on the premises during the review and copies reports submitted to the Food Bank.
4. Absence at mandatory agency meetings.
5. If your organization places an order and does not pick up more than twice.
6. Fails to report any changes of your program to the Food Bank, for example new contact, phone number, change of distribution hours etc.



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Suggested Foods to Stock in Food Pantry

The following is a suggested guideline for the types of food to keep on hand in a food pantry:

- | | |
|------------------------------------|-------------------------------------|
| Cereals (hot & cold) | canned meats or stews |
| Coffee & Tea | Milk (dried or evaporated) |
| Cooking oils | Pancake mix |
| Cornmeal or cornbread mix | Pasta (macaroni, spaghetti, etc.) |
| Crackers | Peanut Butter |
| Diet foods (low in sugar and salt) | Potatoes (fresh, canned or instant) |
| Dried beans, Peas or Lentils | Pork & Beans |
| Flour | Rice |
| Fruits (canned or dehydrated) | Salt & Sugar |
| Honey, syrup or jelly | Soups (canned or dehydrated) |
| 100% Juices (canned or dehydrated) | Spaghetti Sauce or Tomato Sauce |
| Mayonnaise, mustard or catsup | Tuna or canned chicken |
| Canned veggies | |

If refrigeration or freezer space is available, you can add:

- | | |
|-----------|------------------------|
| Bread | Fresh fruits |
| Cheese | Fresh veggies |
| Eggs | Frozen juices |
| Margarine | Meats, poultry or fish |

Suggested Non-foods to Stock in Pantries

- | | |
|---------------------------------|-------------------------------|
| Soap and Shampoo | Diapers and Sanitary napkins |
| Toothpaste and Denture Cleanser | Detergent & Cleaning supplies |
| Toilet paper | Foil or Film wrap |
| Paper Towels and Napkins | |

Preparing Emergency Food Boxes/Bags

When preparing for distribution, remember to keep in mind cases of product can be opened to provide food for additional families (i.e. bulk packing or case packing of produce).

The following is a suggested guideline for the amount of food to distribute from one person up to four people for a need of three days, using different food choices to show the variety of



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foods it is possible to use. Also, you should consider each family's specific needs such as baby diapers, special diet foods, etc.

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- ONE PERSON**
- 1 6.5 oz can tuna fish
 - 1 7.25 oz box mac & cheese
 - 1 lb spaghetti
 - 1 15 oz jar spaghetti sauce
 - 1 16 oz can spinach
 - 1 16 oz can sweet potatoes
 - 1 16 oz can corn
 - 1 15 oz can fruit cocktail

 - 2 10.75 oz cans vegetable soup
 - 1 18 oz box Cornflakes
 - 2 sleeves of saltines
 - 3 6 oz cans apple juice
 - 1 18 oz jar peanut butter

THREE PEOPLE

- 2 6.5 oz can tuna
- 2 7.25 oz boxes mac & cheese
- 1 12 oz can luncheon meat
- 2 8 oz packets instant potatoes
- 1 lb. spaghetti
- 1 15 oz jar spaghetti sauce
- 1 16 oz can of spinach
- 1 16 oz can sweet potatoes
- 2 6 oz can corn
- 1 28 oz can fruit cocktail
- 1 15 oz can peaches
- 2 10.75 oz cans of chicken noodle soup
- 2 10.75 oz cans of vegetable soup
- 2 boxes of Cornflakes
- 4 sleeves of saltines
- 1 46 oz of apple juice
- 6 packets of dried milk

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- TWO PEOPLE**
- 1 6.5 oz tuna fish
 - 1 7.25 oz macaroni & cheese
 - 1 12 oz can luncheon meat
 - 1 8 oz package mashed potatoes
 - 1 lb spaghetti
 - 1 15 oz jar spaghetti sauce
 - 2 16 oz cans spinach
 - 1 16 oz can sweet potatoes

 - 1 16 oz can corn
 - 1 15 oz can fruit cocktail
 - 1 15 oz can peaches
 - 2 10.75 oz chicken noodle soup
 - 1 10.75 oz can veggie soup
 - 1 18 oz box Cornflakes
 - 2 sleeves of saltines
 - 3 46 oz of apple juice
 - 3 packets of dried milk
 - 1 18 oz jar of peanut butter

FOUR PEOPLE

- 2 6.5-oz can tuna
- 2 7.5 oz boxes Mac & cheese
- 2 12 oz packets instant potatoes
- 2 lbs. spaghetti
- 1 30 oz jar spaghetti sauce
- 2 16 oz cans of spinach
- 1 16 oz can corn
- 1 16 oz can sweet potato
- 1 28 oz can fruit cocktail
- 1 28 oz can peaches
- 2 10.75 oz cans tomato soup
- 2 10.75 oz can veggie soup
- 2 18 oz boxes of Cornflakes
- 4 sleeves of saltines
- 1 46-oz apple juice container
- 1 6 packets dried milk
- 2 18 oz jars peanut butter



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Menu Suggestions: The USDA My Pyramid/Plate recommends the following guidelines for a well-balanced meal. **Food Nutrition Sustainability**

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MEAT OR MEAT ALTERNATE - Five and one half ounces of meat or equivalents per day.

Amount that counts as one ounce equivalent:

- 1 ounce lean meat, poultry or fish
- 1 large egg
- ¼ cup cooked dry beans or peas
- ½ cup split pea, lentil or bean soup
- 1 tablespoon peanut butter
- ½ ounce nuts (12 almonds, 7 walnuts, peanuts)
- ½ ounce seeds
- 2 tablespoons hummus

VEGETABLE - Two and one half cups per day. Amount that counts as one cup:

- 1 cup cooked or raw vegetables
- 2 cups raw leafy vegetables
- 1 cup vegetable juice

FRUIT - Two cups per day. Amount that counts as one cup:

- 1 medium to large piece of fresh fruit (1 small banana)
- 1 cup fresh or canned diced or sliced fruit
- ½ cup dried fruit
- 1 cup 100% fruit juice

BREAD OR BREAD ALTERNATE - Six ounces or equivalents per day of bread or bread alternate. *At least 3 ounce should be whole grain.* Amount that counts as one ounce:

- 1 slice whole grain or enriched bread
- 1 medium burger or hot dog bun
- ½ English muffin or small bagel
- ½ cup cooked rice (1oz. dry)
- ½ cup cooked macaroni, spaghetti or noodles (1oz. dry)
- ½ cup cooked cereal (1oz. dry)
- 1 cup dry cereal



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~~MILK- Three cups per day of milk or milk alternate. Amount that counts as one cup:~~

1 cup milk
 1 cup yogurt
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- 1-1/2 ounces hard cheese (cheddar, Swiss, etc.)
- 2 ounces American processed cheese
- 1/3 cup shredded cheese
- 2 cups cottage cheese
- 1-1/2 cups ice cream

Sorting Guidelines

It is important to Food Bank of South Jersey that we provide nutritious food to clients we serve. All of our food items are inspected when received and should be used by your program when product is received.

Throw away cans exhibit the following characteristics:

Dents on the seam of the can (different than the seam of the wrapper)

- ❖ Dents that produce sharp edges
- ❖ Bulges to the top or bottom of the can
- ❖ Rust that cannot be wiped off
- ❖ Cans that cannot be stacked on top of another like can without falling over

<i>Paper Boxes and Dry Goods</i>	<i>Keep six months past expiration</i>
<i>Cans</i>	<i>Keep 1 year past expiration</i>
<i>Glass Jars (vacuum packed)</i>	<i>Keep 1 year past expiration</i>
<i>Plastic Jars</i>	<i>Keep six months past expiration</i>

- ✓ Cereal and similar products- if box is partially open and the inner, plastic bag is OK, then tape the box shut.
- ✓ Rice, beans, flour, sugar, etc...- if bag has a hole in it, throw it out
- ✓ Check the pop-top. If seal is broken, throw it away.
- ✓ Non-vacuum packed glass jars (Check the seal)
- ✓ Products with stained labels should be discarded.



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Holiday & Closings

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- New Year's Day
- Martin Luther King - Open for day of service. (We are closed the Friday after Martin Luther King)
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

We are closed for quarterly on the first Monday, for staff meetings and development. If there are any changes as if it's whole day or half day of closing we will post in the market area. For all other emergency closings we will notify you by email. Please make sure we have you're your currently email & phone number.

A word on Expiration Dates

How long is it safe to keep food? That depends on the type of food, the packaging, and the temperature it is stored at. This guide provides you with tips on maintaining the quality of the food after it is purchased. Store dry foods in cabinets away from heat. Store cans and boxes off the floor, both on a pallet or shelf and away from the wall so air can circulate. Store canned and boxed goods in a clean, dry, and cool area (below 85F). Extremely hot (over 100F) and cold (below 30F) temperatures can damage canned good and shorten shelf life. Always rotate your stock, first in first out! ***Remember: "When in doubt, throw it out!"***

Note: All dates are based on unopened products. After it is opened, store food in air tight containers. To further extend the shelf life and quality of most foods, store in the refrigerator.

Shelf-Stable Foods

Shelf Life after Code Date

Baby Food	
Cereal: Dry mixes	Expiration date on package
Food in jars, cans	Expiration date on package
Formula	Expiration date on package
Juice	1 year

Canned Foods:	
Bears	2 years
Fish: salmon, tuna, sardines, mackerel	3 years
Frosting, canned	10 months
High-acid foods <ul style="list-style-type: none"> • Fruit (including applesauce, juices) • Pickles, sauerkraut • Baked beans w/mustard/vinegar • Tomatoes, tomato-based soups & sauces 	1-2 years
Low-acid foods <ul style="list-style-type: none"> • Gravy, soups/broth that aren't tomato-based • Pasta, stews, cream sauces • Vegetables (not tomatoes) 	2-3 years
Meat: beef, chicken, pork, turkey	2-3 years
Pie filling	3 years

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Aseptic-packaged Products	
UHT	1 year
Broth: beef, chicken, or vegetable	3 years
Soup	3 years
Fruits	3 years
Vegetables	3 years
Cakes, commercially prepared	2-4 days at room temp, several months frozen
Candy (all, including chocolate)	9 months, caramel 18 months, chocolate 36 months, hard candy
Casserole Mix	9-12 months
Cereal, cold	1 year
Cereal, hot	1 year
Cookies	4 months
Cornmeal	1 year at room temp, 2+ years frozen
Crackers	8 months, except graham crackers 2 months
Flours, white (all purpose or cake)	1 year
Flour, whole wheat	6 months, keeps longer if refrigerated or frozen
Fruit, dried	6 months



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Aseptic-packaged Products	
Macaroni & cheese, mix	9 months <i>Do not for your money!</i>
Nuts, out of shell	6-12 months, bagged 12-24 months, canned
Nuts, in shell	6-12 months
Oatmeal	12 month
Oil, olive, vegetable, salad	6 months
Pasta, dry (egg noodles)	2-3 years
Pasta, dry (no egg)	2-3 years
Peanut butter	18 months
Popcorn, kernels	2 years
Popcorn, commercially popped and bagged	2-3 months
Popcorn, microwave packets	1 year
Potato chips	2 months
Potatoes, mashed, instant flakes	1 year
Pretzels	6-8 months
Pudding, prepared/shelf stable	1 week
Rice, brown	1 year

Condiments, sauces, syrups	
Barbecue sauce (bottled)	1 year
Frosting, canned	10 months
Gravy (dry mix envelopes)	2 years
Honey	2 years – remains safe after crystallization. To use, simply immerse closed container in hot (not boiling) water until honey liquefies
Jams, jellies, preserves	18 months
Ketchup, cocktail, or chili sauce: jar, bottle, or packet	18 months
Mayonnaise: jar, bottles, or packet	3-6 months
Molasses	2 years
Mustard: jar, bottles, or packet	2 years
Olives	18-24 months
Pickles	1 year, canned 2 years, jarred-discard if inside of lid is rusty upon opening
Salad dressing: bottled	1 year
Salsa: bottled	12-18 months



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Condiments, sauces, syrups	
Spaghetti sauce, canned	18 months
Spaghetti sauce, jarred	18 months
Syrup, chocolate	2 years
Syrup, corn	2 years
Syrup, pancake	2 years
Vinegar	2 years
Worcestershire sauce	2 years

Dry Goods	
Baking mix, pancake	9 months
Baking mixes, (brownie, cake, muffin, etc.)	12-18 months
Baking powder	18 months
Baking soda	Indefinite if kept dry
Beans, dried	1 year
Bouillon: beef or chicken	12-24 months
Bouillon: vegetable	12-24 months
Bread, commercially prepared (including rolls)	3-5 days at room temp
Rice, white	2 years
Rice-based mixes	6 months
Shortening, vegetable	8-12 months
Spices	Up to 4 years, whole spices Up to 2 years, ground spices Spices lose flavor over time but remain safe to use indefinitely
Stuffing mix	9-12 months
Sugar, brown (light or dark)	18 months
Sugar, confectioners	18 months
Sugar, white	2+ years
Sugar substitute	2 years
Toaster pastries	6 months, fruit 9 months, no fruit
Tortillas	3 months, shelf or refrigerator 6 months, freezer Do not use if they develop mold or harden



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Shelf-Stable Beverages	
Cocoa mixes	36 months
Coffee creamer, liquid shelf stable	9-12 months
Coffee creamer, powdered	2 years
Coffee, ground	2 years
Coffee, whole bean	1 year, vacuum packed
Instant breakfast	6 months
Juice, bottles, shelf-stable	9 months
Juice, box	4-6 months
Juice, canned	18 months
Milk, evaporated	1 year
Milk, non-fat dry	1 year
Milk, shelf stable UHT	6 months
Milk, sweetened condensed	1 year
Nutritional aid supplements (boots, ensure, etc.)	1 year
Rice milk, shelf stable	6 months
Carbonated beverages (soda/seltzer water)	3 months, bottles 3 months, diet (cans) 9 months, regular soda or seltzer (cans)
Soymilk, shelf stable	6 months
Tea, bagged	18 months
Tea, instant	3 years
Tea, loose leaf	2 years
Water	Indefinite: store in a cool, dark place away from chemicals
Water, flavored	Indefinite; store in a cool, dark place away from chemicals



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WEEKLY TEMPERATURE LOG

Date	Equipment	Mon.	Tues.	Wed.	Thurs.	Friday	Sat.	Action	Initial
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Week 1 _____

Week 2 _____

Week 3 _____

Week 4 _____
