

Network Handbook

3300 Route 66, Neptune, NJ 07753
Main Number: (732) 918-2600

Network Engagement Team Direct Line:
(732) 643-5889
Emails: net@fulfillnj.org
NET Fax: (732) 918-0145

Email for orders: orders@fulfillnj.org
Fax for Orders: (732) 918-7497

Website: www.fulfillnj.org

Program Name: _____

Program ID: _____

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Welcome!

Welcome to the Fulfill Network of Agencies!

As a partner of Fulfill your agency will be able to access a variety of nutritious food items, collaborate with a network nearly 300 other agencies, and participate in workshops, trainings and a variety of other helpful resources, to assist you with running your feeding program. This Handbook is intended to orient your staff and/or volunteers about how to best use Fulfill, including our policies and procedures, and the responsibilities of a Fulfill member agency. We hope you have a positive experience working with Fulfill. If you have any questions, concerns or suggestions, please let us know.

On behalf of our Board and Staff of Fulfill, thank you for your commitment to helping alleviate hunger in your community.

Robin Gardiner
Network Engagement Team Manager
Fulfill

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Section 1: About Fulfill

Our Mission, Vision and Values

Fulfill is a 501(c)3 nonprofit established in 1984. We are one of over 200 food banks in the nation which are members of Feeding America, the nation's largest domestic hunger-relief charity. We are also one of five food banks in New Jersey that make up the New Jersey Federation of Food Banks. Fulfill serves over 300 food pantries, soup kitchens, shelters and other feeding programs throughout Monmouth and Ocean Counties.

Mission:

To alleviate hunger and build food security in Monmouth and Ocean Counties.

Vision:

Fulfill envisions Monmouth and Ocean Counties as a food secure community where all people at all times have access to enough nutritious food to maintain an active and healthy life.

Values:

- **Respect -** We value the inherent dignity and worth of every person and believe that no one deserves to go hungry. We demonstrate respect and nonjudgmental compassion for people struggling with difficult life situations. We convey mutual respect for ourselves and others.
- **Leadership and Partnership –** We see ourselves as leaders in a single system of food security, partnered with our member agencies and Feeding America to most effectively meet the needs of our community.
- **Diversity** – We value the ethnic, cultural and social diversity of our clients. We seek and value a diversity of backgrounds, opinions and skills in our staff, board, partners and volunteers.
- **Stewardship and Accountability** – We honor the public trust using resources efficiently and effectively, maintaining accountability to our community. We operate in a clean, well-organized environment that promotes food safety and food quality for our clients.
- **Collaboration** – We encourage staff and community ownership and teamwork in building solutions to hunger. We value each other's roles, using an open process of honest communication, seeking out and being responsive to the input of our partners.
- **Service** – We strive to instill hope and to empower clients toward self-sufficiency. We serve with excellence, compassion, sensitivity and responsiveness to meet the needs of those with whom we work, internally and externally.
- **Integrity** – We act with honesty, trust and openness and deliver on commitments. We act within the spirit of agreements, contracts and the law. We conduct ourselves in a transparent manner that maintains the highest ethical standards.

Fulfill Programs



- The **Emergency Food Distribution Program** provides over 10 million pounds of food annually from our warehouse to over 300 feeding programs for people in need.
- The **Culinary Training Program** offers a 13-week job skills training program for unemployed and underemployed adults.
- The **Kid's Café** prepares daily hot meals for the after-school program at the Boys & Girls Clubs of Asbury Park and Red Bank throughout the school year.
- The **Kid's Backpack Program** works with schools in Monmouth and Ocean Counties to provide weekend meals for at-risk students.
- The **Summer Food Service Program** provides 1-2 meals a day to low income children during the summer months when School Lunch is not available to them.
- The **Mobile Pantry** brings food to individuals who do not have easy access to food pantries.
- The **Senior Food Program** delivers a package of food to vulnerable seniors at low income housing sites in the community.
- The **Resource Connections Team** provides assistance applying for food stamps, free tax prep and other resources at over 20 sites in the community in both counties.
- A **Food Garden Program** harvests produce with the help of volunteers for families in need.

Who do we serve?

Fulfill provides food to 501(c)(3) and/or nonprofit feeding programs, that serve low income people in need of food on a regular basis, including:

- Churches or community organizations that distribute groceries to needy individuals (pantries)
- Churches or community organizations that serve meals to the needy (soup kitchens)
- Nonprofit adult and child day care programs
- Nonprofit mental health programs
- Nonprofit drug and alcohol rehabilitation programs
- Nonprofit after-school and other educational programs
- Nonprofit camps and summer programs for children and youth
- Temporary and long term shelters for the homeless, runaway teens and victims of domestic violence.

Directory of Network Engagement Team Staff

For questions about membership, ordering food, TEFAP/SFPP, site visits, agency policies, monthly reports, agency trainings, complaints, questions about invoices, general questions, or any other concerns pertaining to your relationship with Fulfill please contact our **Network Engagement Team Staff:**

Robin Gardiner	**NET Manager**	**Ext. 5864**
Jess Sinkhorn	**Garden Education Coordinator**	**Ext. 5877**
Erin Leo	**Food Sourcing & Nutrition Specialist**	**Ext. 5868**
Lynnette Hargrove	**NET Associate**	**Ext. 5873**
Maddie D'Amore	**NET Associate**	**Ext. 5869**

General Inquiries: 732-643-5889
net@fulfillnj.org
Fax 732-918-0145

For questions about deliveries: **orders@fulfillnj.org** **Order Fax 732-918-7497**

For questions about applying for food stamps (SNAP) and other benefits:
732-643-5888

For questions about how to run food drives: **Alexa Palmieri, Ext. 5850**

The BEAT Center Contact Information

Main Number: 732-731-1400
The BEAT Center Office: 732-731-1404

For questions about, or to refer candidates to the Culinary Training Program:
Susan Ralph, Student Success Coach : 732-731-1403

Hours of Operation

Fulfill is open from 8:00 am to 4:30 pm Monday through Friday.

The BEAT Center is open from 10:00 am– noon & 12:30—3:30pm Monday through Friday

Section 2: Fulfill Membership

Benefits of Membership

By becoming a member of Fulfill your agency will receive valuable savings, support and training. Among the benefits are:

- Access to a variety of food items, which includes shelf-stable and frozen food, as well as fresh produce.
- Access to resources, such as equipment that can help build your capacity and help you better serve your clients.
- Workshops, trainings and seminars which provide education on topics specifically designed to serve your needs and improve your services.
- Networking opportunities with other emergency feeding programs and organizations dedicated to helping people in need.
- Being part of our country's largest charitable anti-hunger network, Feeding America (FA). FA helps coordinate inventory donations and provides national hunger advocacy support. FA also coordinates nationwide studies on hunger every four years.

How to Become a Member

The process to become a member is as follows:

1. Complete a membership application
    - Your program needs to be in operation for at least 3 months before becoming a member.
    - You should have at least one person available for record keeping.

2. Provide proof of being a 501(c)(3) non-profit organization that administers a feeding program serving people in need on a regular basis (church qualifiers are sufficient).

3. Submit a signed Membership Agreement.

4. A Fulfill staff member will come to your site for an initial visit to meet with your staff and observe that you are storing and distributing food safely.

5. Complete all required trainings: Orientation to Fulfill, Safe Food Handling, and Agency Express (Online Ordering).

6. Provide documentation of pest control services and a satisfactory health inspection.

We are happy to work with you to ensure that you are able to meet all of the basic requirements for membership.

Responsibilities of Membership

When you apply for membership, you must also submit a signed Membership Agreement, which explains the responsibilities of both Fulfill and the Network Partner. Please see the Member Agreement in the Attachments for a complete list of member responsibilities. Most importantly, members agree:

- To assure equal civil rights for all clients. This means that members do not refuse services to any person requesting help on the grounds of race, religious affiliation, national origin, sex or special needs.

- Not to require clients to be a member of any organization or participate in any religious services as a condition for receiving emergency food.

- To send at least one primary representative to a Safe Food Handling Class at Fulfill at least once every 3 years. In the event of staff turnover, new representatives **must** attend.

- To place all food orders via Agency Express Online Ordering system.

- **To submit monthly statistics reports by the 7th day of the following month in which food is distributed or meals are served.** (Please submit even when no food is served or distributed with explanation.) Other reports will also be required if your agency participates in TEFAP and/or SFPP.
    - Programs must be operating in good standing for at least 3 months to be eligible to receive TEFAP or SFPP food. Additional training is required.

- To notify Fulfill in writing when there are any changes in days and hours of operation, director/ coordinator, location of food storage and any other significant changes which affect the operation of your program.

Site Visits

An important responsibility of members is having their facility available for periodic site visits by Fulfill representatives. As good stewards of the donations of food and funds we receive for our agencies, we are expected by our donors to ensure that our network of agencies is distributing food in a safe, efficient and just way to families in need.

Fulfill also believes that site visits can help strengthen our collaborative relationships with Partner Agencies. We are not trying to "catch" you in the process of doing something wrong! Instead, we hope that site visits will give both agencies and Fulfill staff an opportunity to brainstorm and fine-tune food distribution programs. Site visits provide an opportunity for coaching and learning for both Fulfill and the Network Partner, which we hope will help both of us to better serve our community.

A representative from the Network Engagement Team will visit your agency every 1-2 years. Site visits are usually scheduled, but they may be unscheduled. During the site visit we will check your distribution records, invoices and monthly reports, as well as your food storage areas. Please see the section under Safe Food Handling for a partial checklist of what we look for when we come.

During the site visit, we also hope to hear from you about your challenges and possible ways Fulfill could help you better serve your community. This could include a need for specific training (volunteer management, fundraising, food sourcing, recordkeeping, other assistance programs etc.), establishing local partnerships, or acquiring needed resources such as freezers, coolers, computers or software.

Please also let us know how we can improve our procedures and services to your agency, from food list to ordering to delivery. We have implemented many changes to how we do business as a result of input from our Network Partners, including improving the food list, providing additional deliveries and other services. Your voice is important to us.

Agency Partner Committee (APC)

The APC is a Committee of the Fulfill staff, Board, and Partner Agencies, whose goal is to work together to increase the capacity of member agencies, in order to alleviate hunger in their communities. The Committee meets monthly and currently includes 9 partner agencies from both counties. The APC is a voluntary, democratic forum which provides input for decisions regarding grant funding to agencies, member grievances and termination, member mentoring, workshops, training and other activities.

Section 3: Types of Food Available

Fulfill provides 3 main types of food:

- Donated Food - This includes donations from supermarket chains and other food retailers, food drives, individuals and donations from the national food industry. Some of this food, especially that which is obtained from outside the state, may have a handling fee of up to $0.18/pound.
- Purchased Food - This food is purchased in bulk at prices below retail.
- Government Food - This includes commodities provided by the USDA (TEFAP) and allocated to Fulfill, or food purchased by Fulfill with State funds (SFPP). Special eligibility guidelines apply. The food is provided to partner agencies free of any charge (without any handling fees).

Donated Food

Donated food is available to any Network Partner in the form of cases of the same item or banana boxes of mixed items.

Banana boxes are boxes of a certain type of food (vegetables, pasta, etc.), which is sorted by Fulfill staff and volunteers from food drives, retail stores and other donations. The items are packed into banana boxes by category, each at a standard weight. Often you will find items in these boxes that will be past their "sell by" or "use by" dates. These items have already been sorted and checked for safety. Provided they do not remain at your agency for extended periods of time, they are perfectly safe for consumption. If your agency is unable to use items past their expiration date due to regulations that your particular agency must adhere to, such as a group home or day program, then we advise you to forego ordering banana boxes. There are plenty of other items available at Fulfill for your agency to use. If you have questions about the use of these items at your agency, please speak with a member of the Network Engagement Team.

Fulfill is able to greatly increase the amount of food available for our community by acquiring donations from the state and national food industry. The costs of acquiring this additional food are partially covered by a handling fee of $0.18 or less per pound of food, which Fulfill charges agencies on some donated food items. This fee (aka a "shared maintenance fee") is not payment for food; it is the same regardless of the market value of the food. Rather, it helps us to cover operational costs such as shipping and warehousing of the donated food. To ensure the handling fee is not a burden for agencies with limited budgets, Fulfill also fundraises to provide credits for agencies that need it. These credits can be applied to the cost of any handling fees or co-op food (see next section). **Please contact Fulfill if you need help covering the costs of any handling fees.**

Please also note that in Fulfill's effort to ensure better nutrition for clients, fresh produce, whether donated or purchased, never has any handling fees (always free!).



Purchased (Co-op) Food

Fulfill provides a wholesale buying opportunity, which we refer to as our Co-op program. "Co-op" products carry a cost consistent with the cost at which the product was purchased in bulk by Fulfill. Co-op food, which often includes cereal, peanut butter, tuna, canned meals or canned fruit, are usually purchased by Fulfill when the amount of these particular (more expensive) items are low or unavailable as donated inventory.

While we make every effort to acquire purchased food at below retail prices, your agency should also check for local sales, which may occasionally provide these items at lower cost. Please also let us know if you consistently find items that are cheaper than what we provide through the co-op program - we will make any necessary changes to ensure our Partner Agencies have access to food at less than retail prices.

Government Food Programs:

USDA Commodities (TEFAP)

The Emergency Food Assistance Program (TEFAP) was designed to distribute free federally donated food to eligible, needy persons throughout the country. Examples of this food include canned vegetables, fruit, pasta, rice, and frozen meat, fish and poultry.

While there is never a handling fee for these items, there is more administrative work required. An agency may be considered for receiving TEFAP if:

- They are food pantries, soup kitchens and shelters which meet the requirements of the New Jersey Department of Agriculture.
- They have been members in good standing with Fulfill for at least three months.
- They have a proven independent supply of food for their program.
- They provide monthly reports of clients served, cases of food distributed and signature sheets from the clients receiving the food.

Requirements are discussed in detail during TEFAP/SFPP Training offered for member agencies each quarter.

The State requires that TEFAP food is always allocated to eligible agencies (see Section 4 under Allocated Food). **Allocated food must be ordered no later than 5 business days before the end of the month**. This also applies to SFPP food which is allocated.

State Food Purchase Program (SFPP)

The State of New Jersey has approved funds in the annual budget for the purchase of nutritious food items which are available to our member food pantries, soup kitchens and shelters at no charge. The majority of SFPP food consists of fresh produce, such as tomatoes, peppers, cucumbers, squash, as well as eggs from local farms.

While there is also no handling fee for these items, the State requires some reporting and documentation of recipients, similar to the TEFAP program. Further details are discussed during Fulfill's periodic TEFAP/ SFPP training for agencies.

Section 4: Getting Food

Ordering Food

Online Ordering

Orders are required to be placed online using the Agency Express software. It can be accessed via the Internet at www.agencyexpress3.org.

Users are required to attend an Agency Express training session before they are allowed to order. We recommend training more than one person so there is a backup, if needed.

Orders should be placed before 1:00 pm
Minimum: 3 business days before Delivery or Pick-up date
Maximum: Up to 7 business days before Delivery or Pick-up date

Note: If there is a holiday or Fulfill is closed, this does not count as a business day, therefore you need to add an extra day when placing the order.

For Example:

Delivery or Pick-Up	Monday	Tuesday	Wednesday	Thursday	Friday
Order Before 1:00	Thursday Prior Week	Friday Prior Week	Monday	Tuesday	Wednesday

Please don't hesitate to contact The Network Engagement Team with any concerns or questions about placing an order.

Allocated Food

Occasionally, Fulfill receives food through a grant or other sources that may have a stipulation or limitation attached. For example, one stipulation may be that a particular food item can only go to families with children, or that it must go to people displaced by a natural disaster. In cases like these, Fulfill will **allocate** the food to certain partner agencies. There will be a limit placed on the quantity that each agency can order, and/or which agency will be allowed to order a specific item. TEFAP and SFPP food is also allocated and must be ordered no later that 5 business days before the end of the month.

Pallets and Banana Boxes

Please do not throw out empty banana boxes; we re-use them to sort donated and salvaged product. We also need pallets returned to Fulfill. They can be returned immediately or returned when you get your next delivery. If you cannot store them, you can e-mail orders@fulfillnj.org, and we will try to make arrangements to have them picked up if a driver is in the area.

Fulfill Delivery Policy

While we make every effort to accommodate the needs of your agency, Fulfill cannot guarantee delivery to all agencies. Delivery may be provided only after consideration of agencies on a case by case basis. There is no delivery fee; however the minimum order for delivery is 25 cases. We ask that if you order less than this, please make arrangements for pickup.

Please have adequate staff and/or volunteers available at your delivery time to assist with putting your deliveries away. - our staff must make other deliveries to agencies like your own, and will be unable to help without causing significant delays for other agencies. **Once food is delivered to your site it cannot be taken back.**

It is important that you check your order as you take it into your facility. If there are any discrepancies between the copy of the agency order that the driver leaves with you and what you received, please notify the Fulfill Network Engagement Team immediately. We must hear from you the same day, otherwise the signature of your agency representative on the warehouse release indicates that you have actually received all the items on the form, and no credit memos can be issued. **Please keep these copies to use for your monthly inventory.**

Picking Up Your Order

To ensure that all agencies are able to pick up their orders in a timely and efficient manner, Fulfill asks that you please observe the following:

- Arrive on time when picking up your order. (Do not arrive before your scheduled time.)
- If you are running more than 20 minutes late for a scheduled pick-up please contact us so an alternate time can be arranged. Depending on the circumstances, we may not be able to schedule you until another day. If you arrive late and other agencies arrive at their designated time, the agencies which arrive on time will have priority for checking out before you.
- Please pick up your entire order at one time.
- Load your food order BEFORE you shop in the Agency Shopping Area.
- Bring adequate help to load your order.
- Food orders must be picked up in a clean, **enclosed** vehicle. A tarp in not sufficient.
- If you are unable to pick up your order, call us immediately. Orders that are not picked up will be subject to a $25 re-stocking fee unless we are notified of extenuating circumstances.
- Please check your orders before leaving the facility. If there are any issues with your order, please ask the warehouse associate to contact the Network Engagement Team. Once food leaves the facility it cannot be taken back.
- All staff authorized to pick up orders for your program must be designated in advance and communicated to the Network Engagement Team.

Please check your pick-up order when you receive it, and sign the Warehouse Release form on the bottom in the space provided. Above your signature there will be a set of initials from the Order Picker, guaranteeing that Operations Staff have checked your order. By signing the Warehouse Release Form you are acknowledging receipt of the items on the form, so please check for discrepancies before you sign.

Vehicles: *Safety is important and is the priority of all staff and volunteers of Fulfill*. We will not knowingly overload any vehicle beyond its capacity to operate safely. However, your agency is responsible for being aware of the weight limits of your vehicles, and ensuring that the vehicle load does not exceed the capacity of the vehicle. We reserve the right to not load any vehicle if it is deemed to be unsafe or not roadworthy.

Sometimes it may be necessary for you to send more than one vehicle. If that is not possible, we can create two separate orders with two separate pickup times for you. The order taker can also provide you with the total weight of your order. Finally, if space in your vehicle is limited, please also make sure you load your order before taking product from the Agency Shopping Area. If you do get product from the Agency Shopping Area, warehouse staff can provide you with the total weight of those items as well.

Agency Shopping Area

As a member agency, you may shop in our shopping area during your pick-up time, or at any time during the month that you want to drop by.

Bread, produce and dairy items may be added to your order at this time. Typically there will not be any shared handling fee for bakery items or produce. The Warehouse Associate working at the Agency Door will be able to answer any questions you have or can contact Network Engagement Team for you.

Weather Policy

During heavy snowfall or other adverse weather, Fulfill may close or have a delayed opening .
Fulfill will make every effort to contact agencies about cancelled pickups or deliveries due to inclement weather. However, as an added precaution, please also contact Fulfill during inclement weather before leaving to pick up your order. Closings or delayed openings will be on our phone system as well as posted on our website, and on Facebook.

If your program is scheduled for a delivery and you will not be able to accept it because your volunteers are unable to make it in or your facility is not plowed please contact us.

Product Redistribution Policy

Product acquired from Fulfill is intended to be distributed at the primary agency location and not transferred or redistributed to other locations. This is stated within the Agency Membership Agreement, points 8 and 18.

Fulfill discourages the redistribution of product, as it increases the risk of the food being mishandled. When food is transferred to another location, it becomes impossible to ensure that the proper temperature has been maintained, and that it is in accordance to all food safety standards. It also makes it difficult to trace redistributed food in case there is a food recall.

There may be rare occasions when it appears necessary to re-distribute product on a one-time basis due to excess or other contingency. As the Agency Agreement states, this can happen with prior written permission of Fulfill. Fulfill can agree to such a redistribution if the following conditions are met:

- All redistributions must be tracked accurately by the redistributing entity to facilitate trace and recall procedures.
- Items and quantities redistributed to recipient agencies must be provided to Fulfill by the 7th of the following month.
- Product can only be redistributed to approved agencies that are in good standing with Fulfill, including completion of up to date training in Safe Food Handling.
- Product must be redistributed in a manner that maintains proper temperatures, and within the time frame that is safe for human consumption.
- No fees (handling fees or delivery fees) may be charged by the redistributing organization.
- Product may only be redistributed one time.

Agencies which consistently request permission to redistribute product to other sites will be asked to work with Fulfill to develop a plan to reduce these occurrences.

Section 5: Billing and Record Keeping

Invoices, Billing and Payment Procedures

You will receive a copy of your order upon receipt. **Please retain for your records.** Please check over your order and contact us immediately if there are any discrepancies.

Your agency will be billed for the number of pounds of food received in your order that have a shared maintenance fee. The shared maintenance fee is $0.18 per pound or less. If Co-op food was purchased, you will be billed for that food at the Co-op cost of the food.

Please do not make a payment until you receive your monthly statement at the beginning of the following month. Each order will be listed separately, as well as any payments made and billing adjustments. Some agencies also receive monthly credits through Shop-Rite's Partners in Caring program (PIC). If your agency is eligible for PIC, your agency may actually have a credit balance and will not need to make a payment. That is why we normally don't ask you to make a payment before you receive your monthly statement (However if you placed a large order over $1,100, you may want to make a partial payment prior to receiving your statement). Please contact the Network Engagement Team if you have any questions regarding your balance.

Payment is due within 30 days of the date of the Monthly Statement. Please make payments by check or money order; we do not accept cash. To ensure your payment gets credited to the correct account, please be sure to include your program ID on the check. Please also include the top part of the statement or a copy of your statement along with your payment.

We ask that you make payments promptly, before the 30 day period has expired, if at all possible. Fulfill needs this revenue to be able to continue to serve you.

Record Keeping

Please retain all Fulfill records at your site for a minimum of 3 years. This includes invoices, receipts, statements and reports. If you participate in any government programs, you are required to keep those records for at least three years as well. To ensure confidentiality for clients, please also make sure client records are kept in a secure location and are shredded when they are no longer needed.

Section 6: Food Storage and Handling

Once you have picked up your food, you need to store it the proper way. The following are basic guidelines for storing food items:

1. Food should be stored at least 6 inches off the floor on shelves, pallets, or in cabinets, and away from the wall.
2. Food should be kept in a secure area. Choose a storage space with locking doors or cabinets that lock.
3. Food storage area should be clean and well kept.
4. Food should be stored separately from cleaning supplies and any toxic materials.
5. There should be no evidence of insects or rodents in food storage area. A licensed PCO must be used and documentation must be provided. Do not use or store any store bought products.
6. Have thermometers in all refrigerators and freezers. Always monitor temperatures of refrigerator and freezer and log temperatures. The refrigerator should run at 40°F or below and freezer should run at 0°F or below. Refrigerator and freezer should be clean and well maintained, with clean coils and vents for proper air circulation and conservation of energy.
7. Protect products from moisture by selecting a dry, well ventilated area.
8. Mark the date received on all unopened cases of food, and start a First In, First Out system.
9. Inspect all items, watching for infestation, damaged or spoiling, odd appearances, smells or discoloration.
9. Do not handle or save moldy food.
10. Watch for and throw away severely dented, bulging or leaking cans, as well as ripped or broken packages.
11. Do not smoke, eat, or drink in food storage areas.
12. If you are sick, do not work with food.
13. Cover all cuts and use disposable gloves when appropriate. Change gloves when they get soiled or contaminated. .
14. Remind clients to quickly get the food home and store properly.
15. Do not keep raw or perishable foods out at room temperature more than 2 hours.
16. Treat the food as if it was yours.
17. Sites should have a valid health inspection.

Food that has been contaminated should be thrown away.
When in doubt, throw it out!!
(However you must contact us before disposing of TEFAP or SFPP food.)

Additional Requirements for Feeding Programs:

1. Sinks and cooking equipment should be clean and maintained.
2. Dining area should be clean (tables, floors, etc.)
3. Site should have a valid health inspection.
4. Always wash your hands before, during and after handling food. Bacteria can easily be spread with dirty hands. This means washing your hands after using the restroom, touching your mouth, face, hair, cuts, or sneezing.
5. If processing food, your location should be equipped with a hand washing station (soap pump and paper towel dispenser).
6. Work only on clean surfaces with clean tools and clean hands.

Please do not store food received from Fulfill off-site without prior inspection and approval.

Food safety is paramount in your program. When you receive food from Fulfill you should inspect it and report any problems to Fulfill staff immediately. Your responsibility of course cannot end there. It is imperative for you to follow appropriate food handling processes to ensure you are distributing wholesome food to your clients. Reducing the growth and spread of bacteria is the key in preventing food related illnesses.

Safe Food Handling Training is required at least once every 3 years. However, if someone from your agency has received ServSafe Certification or certification from another food safety course recognized by the Department of Health, that will be also be accepted as long as the certification period has not expired. (Please submit a copy for our files.) Soup Kitchens and other programs that serve prepared food to the public must have at least one person that has ServSafe Managers Certification.

There are several sources which provide excellent guidelines for proper food handling processes that ensure food safety:

Food Safety and Inspection Service	Government Food Safety Information	Food and Drug Administration
www.fsis.usda.gov	www.foodsafety.gov	www.fda.gov

The following is a list of food items and how long you can keep them after the SELL BY date:

- **Baby Food, Baby Juice & Formula**: do not use beyond code.
- **Bread/Bakery products**: 3-10 days (discard if any visible package defect or mold.) Can be frozen to extend storage time.
- **Canned goods**: 1-2 years (discard if bulging, leaking, severe seam dents, missing label or severe rust.)
- **Cereal:** 6 months (discard if any visible package defects, stains on box.)
- **Crackers:** 6 months (discard if any visible package defects, stains on box.)
- **Dried Beans**: 1-2 years (discard if any visible package defects, mold.)
- **Freezer products:** 3 months–1 year (discard if any visible package defects, freezer burn, off odor, evidence of thaw/refreeze.)
- **Jars/Bottles**: 6 months-1 year (discard if popped safety seal, missing label, dented lid.)
- **Pasta:** 1 year (discard if any visible package defects, mold.)
- **Refrigerated Juices/Teas**: 1-4 weeks (discard if any visible package defects, mold, off odor/ taste.)
- **Rice**: 1 year (discard if any visible package defects, mold.)

Power Outages: During *and* After

When the Power Goes Out . . .
Here are basic tips for keeping food safe:

- Keep the **refrigerator and freezer doors closed** as much as possible to maintain the cold temperature.
- The **refrigerator** will keep food **cold for about 4 hours** if it is unopened.
- A **full freezer** will keep the temperature for approximately **48 hours** (24 hours if it is half full) if the door remains closed.
- Buy **dry or block ice** to keep the refrigerator as cold as possible if the power is going to be out for a prolonged period of time. Fifty pounds of dry ice should hold an 18-cubic foot fully-stocked freezer cold for two days.
- If you plan to eat refrigerated or frozen meat, poultry, fish or eggs while it is still at safe temperatures, it's important that each item is **thoroughly cooked to the proper temperature** to assure that any foodborne bacteria that may be present is destroyed. However, if at any point the food was above 40 °F for 2 hours or more — discard it.
- **Wash fruits and vegetables** with water from a safe source before eating.

Once Power is Restored . . .

You'll need to determine the safety of the food. Here's how:

- If an appliance thermometer was kept in the freezer, **check the temperature** when the power comes back on. If the freezer thermometer reads 40°F or below, the food is safe and may be refrozen.
- If a thermometer has not been kept in the freezer, **check each package** of food to determine its safety. You can't rely on appearance or odor. If the food **still contains ice crystals** or is 40 °F or below, it is safe to refreeze or cook.
- Refrigerated food should be safe as long as the power was out for **no more than 4 hours** and the refrigerator door was kept shut. Discard any perishable food (such as meat, poultry, fish, eggs or leftovers) that has been above 40°F for two hours or more.
- Keep in mind that perishable food such as meat, poultry, seafood, milk, and eggs that are **not kept adequately refrigerated or frozen** may cause illness if consumed, even when they are thoroughly cooked.

http://www.fda.gov/Food/ResourcesForYou/Consumers/ucm076881.htm

Section 7: Member Termination and Grievances

Probation/Termination Policy

Fulfill is expected to follow rules and regulations in order to obtain food through Feeding America and other donors. There are also additional requirements to participate in government programs. We are expected to be good stewards of the resources that are provided to us. As a result we must make sure our Partner Agencies are also in compliance with these rules and regulations.

There are certain non-compliance issues that may justify probation or termination. If Fulfill discovers one or more of the following violations during its site visit (or via other means), the Network Partner may be placed on probation or be terminated.

1. Exchanging donated food, government commodities, or other products for money, property, or services.
2. Removal of donated food, government commodities, or other products from an on-site program for private use.
3. Using donated food, government commodities, or other products in a manner that is not related to the exempt purposes of the Network Partner.
4. Willfully falsifying information on Fulfill application or other Fulfill required Documents.
5. Donated food or other products are improperly stored, refrigerated or transported.
6. Excessive client complaints.
7. Network Partner is in violation of any state or local statute, ordinance, code or regulation.
8. Not providing access for site visits.
9. Not attending required meetings or trainings.
10 Network Partner otherwise violated the Membership Agreement between itself and Fulfill.

Probation

The purpose of the probationary period is to place a Network Partner on notice that it must bring its program into compliance with Fulfill policies and/or guidelines. Please note that during this time we will make every effort to help your program become compliant, and continue to serve your community with food as partners in our common mission. We will inform you verbally of the violation and official notice of probation will be sent to the Network Partner in writing within ten days from the date of the onsite visit or discovery of the violation. This correspondence will include an outline of compliance issues, corrective measures that are to be taken, and a defined timeline for corrective actions to be accomplished.

A member of the Network Engagement Team Department will schedule a follow-up site visit to the agency (which depending on the circumstances, may be unannounced) at which point a determination will be made whether corrective measures have been successfully completed. A Network Partner may be placed on probation for a period not to exceed three months if found to be in violation of items 5, 6, or 7. The Network Engagement Team Department has the authority to extend the probationary period or to recommend termination of the Network Partner.

A Network Partner may be reinstated when the Network Engagement Team Manager has determined that the violation has been corrected.

Termination

A Network Partner may be terminated, without a probationary period for violations numbered 1 through 4 above. A Network Partner may also be terminated after being placed on probationary status three or more times for violations such as those numbered 5 through 7 above (including multiple occurrences of the same violation).

Only Fulfill's Executive Director or the Agency Partner Committee has the authority to terminate agency membership. A written notice of Termination will be sent to the agency. Upon termination, an agency loses all the rights and privileges of Fulfill membership. Terminated agencies may reapply for Fulfill membership after a period of not less than 24 months.

Please note: If a Network Partner loses its IRS 501(c)(3) exemption or church exemption, it will be immediately suspended until it can provide proof that it regained its 501(c)(3) status or qualifies as a church under the IRS regulations.

Appeals

The Network Partner may appeal a probation or termination ruling by submitting a written appeal to the Executive Director of Fulfill within 10 days of receipt of the notice of the ruling.

Probation: Following receipt of the written appeal from the Network Partner, the President& CEO of Fulfill has 30 days to conduct an investigation and provide a written response to the appeal. The decision of the Executive Director is final.

Termination: The Network Partner's appeal will be reviewed by the President & CEO and the members of the Agency Partner Committee. The Committee has 60 days to review the request and provide a written response or request additional information from the Network Partner. The Agency Partner Committee may take an additional 60 days to consider new information. The Committee will render its decision in writing to the Network Partner's Director and/or Board President. The decision of the Committee is final.

Section 8: Best Practices for Pantries

Pantries have many different ways of doing things, and what works for one, may not work for another. Nevertheless, there are generally agreed upon "best practices." **A best practice is a way of doing things that contributes the most to the well-being of the client, the agency, or both.**

A. Distribution Methods:

When an agency begins to distribute food, one of the first things they decide on is the method of distributing the food that they have. There are two main methods of doing so:

1) Traditional Method: The Traditional method, or pre-packing, involves taking your existing inventory and preparing bags of food for your pantry clients to take home. Most, or all, of the bags will have exactly the same items in them.

Pros:

- Easy to learn bagging system for volunteers, and some people see it as 'fair,' since everyone gets the same thing.

Cons:

- Lots of volunteer time is spent bagging food instead of with clients or distributing food.
- Once a pantry runs out of certain items to complete 'the bag,' costs can climb to keep pace.
- Lack of client input leads to return of unwanted foods, or the client not benefiting as much as they could from the food donation. This is also time wasted in the volunteer packing stage.

2) Client Choice Method: Food is stocked on shelves as in a store, in categories or by types of food. Clients are allowed to shop in the pantry. Fairness is ensured in a variety of different ways, for example, by using a menu, a point system, a card system, and many others. The main focus is allowing clients to choose what they need and do not need, within the structure of what the pantry has to provide and share among the community.

Pros:

- The pre-boxing process is eliminated allowing volunteers to prepare for distribution, assist clients, and clean up after distribution.
- Increased staff, volunteer, and donor interaction with clients.
- Less waste: clients only take what they will need and use.
- Financial efficiency: save money by distributing items more equitably and allowing them to go farther.
- More accurate ordering: better recognize the items that move faster and those that do not need to be re-ordered as often.
- Promote client dignity by allowing them to choose their own items.
- Better meet dietary needs of the clients by not providing them with items they cannot eat.
- Improve overall client satisfaction!

Cons: NONE!

Client Choice is considered to be the best practice in terms of method of food distribution, because it contributes the most to the well-being of the client, as well as to the agency. We strongly encourage this method of distribution. If you need assistance following this method, please contact the Network Engagement Team.

Section 9: Other Assistance Programs

For contact information about these and other assistance programs in your local area, call 2-1-1

Programs available through your county Social Services offices are starred*.

Food Assistance

Call Fulfill at 732-918-2600 or visit www.fulfillnj.org under the tab "Need Help?" for a short list of other pantries and soup kitchens & the days/hours they are open.

*** Food Stamps (now called SNAP)** for households earning 185% of poverty or less. For applications: call your local social services offices. Call Fulfill for assistance applying for food stamps.

WIC - Supplemental food for low income pregnant, postpartum women and children until age 5. Call 1-800-328-3838 for local offices.

Meals on Wheels - Delivered meals for homebound seniors. Call Ocean County Office of Senior Services at (732) 929-2091 or Monmouth County Division on Aging (732) 431-7450

School Lunch Program – Free or reduced price lunches for school-aged children of families earning 130% -185% of poverty. Contact your child's school for an application.

Income Support Programs and Debt Counseling

***TANF -** Temporary Assistance for Needy Families provides very low income families with children with temporary financial support, education, training, work and other supports to become self-sufficient

***GA** - General Assistance provide a small income support for low income persons without children.

*** SSI** - Supplemental Security Income

*** Kinship Care -** income support for grandparents and other extended family members raising children

EITC - Earned Income Tax Credit - free tax help each season to obtain this tax refund specifically for low income families, call 2-1-1 for local EITC tax help sites.

Novadebt – Nonprofit providing free compassionate financial, housing, credit, debt management counseling services and education, 226 Willowbrook Rd, Freehold 1-800-99-Bills

Housing/Shelter/Rent/Mortgage Assistance

*** Rental assistance, mortgage counseling, & other housing assistance** - Call or visit your County Social Services Depts.

After Hours Help for the Homeless - call Contact of Ocean and Monmouth Counties at (732) 240-6100 or (609) 693-5834 for after hours emergency shelter placement

NJ Public Housing Authorities a list of low rent or Section 8 voucher housing is at http://www.hud.gov/offices/pih/pha/contacts/states/nj.cfm

Housing Resource Center - a list of Affordable Housing sites is at http://nj.gov/njhrc

Affordable Housing Alliance - help with housing, 732-389-2958

O.C.E.A.N. Inc. - rental, utility assistance, foreclosure, affordable housing, in Ocean County 732-244-5333

Monmouth County Department of Social Services	**Ocean County Board of Social Services**
3000 Kozloski Rd in Freehold or 2405 Route 66 in Ocean Twp. call (732) 431-6000	1027 Hooper Ave., Toms River (732) 349-1500 333 Hayward Rd., Manahawkin (609) 242-6100 225 Fourth St., Lakewood (732) 370-8854

Utilities /Phone

LIHEAP - Low Income Home Energy Assistance Program assists low income persons with heating costs and some medically necessary cooling expenses. Call 1-800-510-3102.
Lifeline - Gas/electric bill credit for eligible low income seniors or disabled**.** Call 1-800-792-9745
USF – Universal Service Fund. Reductions in monthly gas/electric bills for persons earning less than 175% of poverty, with applications accepted throughout the year. Call 1-866-240-1347
NJ Shares - Help with gas/electric for non-welfare recipients in financial crisis 1-866-657-4273
Gift of Warmth - Natural gas cost assistance to low income customers and those in temporary financial distress Call the Affordable Housing Alliance in Monmouth County (732) 389-2204 or OCEAN Inc in Ocean County (732)244-9041.
Safelink – Free phone with up to 250 free minutes for recipients of TANF/GA, food stamps, SSI, Medicaid, Lifeline, LIHEAP, PAAD or are low income. Call 1-800-723-3546. www.safelink.com

Low Cost health care and insurance

Community Health Centers - federally qualified health centers provide free or low cost care for low income or uninsured clients including pediatrics, internal/family medicine, obstetrics/gynecology and dental services. For a list of locations in Monmouth and Ocean Counties, see www.state.nj.us/health/fhs/cphc
Parker Family Health Center - provides free or low cost care for low income or uninsured clients, 211 Shrewsbury Ave, Red Bank serving both counties, (732) 212-0777
*** Medicaid** - health insurance for low income parents, children, pregnant women, aged, disabled. Call 1-800-356-1561
NJ FamilyCare - free or low cost state health insurance for children in households with incomes up to 350% of poverty and/or low income parents up to 133% of poverty. Call 1-800-701-0710.
PAAD - Pharmaceutical Assistance for the Aged and Disabled 1-800-792-9745

Employment and Training

One Stop Career Centers are located in each county and provide free assistance in finding and applying for jobs, as well as job training. Monmouth County: 145 Wyckoff Rd, Eatontown (732) 683-8850 and 45 Taylor Ave., Neptune (732) 775-1566. Ocean County: 1027 Hooper Ave Bldg 6, Toms River and 1959 Route 9, Toms River both at telephone (732) 286-5616 .

Hotlines

Domestic Violence 24/7 Hotline 1-888-843-9262
Mental Health Cares - mental health information & referral service 1866-202-HELP
Youth Hotline - listening line for Teens and Children 1-888-222-2228
Child Abuse Hotline (877) 652-2873
Child Care Helpline -1-800-332-9227 or Child Care Resources (732) 918-9901
Contact of Ocean and Monmouth Counties - 24/7 listening line (732) 240-6100 or (609) 693-5834

To learn which of 28+ public assistance programs you qualify for (TANF, food stamps, child care, health insurance and more) and submit an online application, visit **www.NJhelps.org.**



Appendix

Good Samaritan Act
Membership Agreement

Protecting Our Food Partners:

The Federal Bill Emerson Good Samaritan Food Donation Act

Millions of pounds of food and groceries go to waste each year. To encourage companies and organizations to donate healthy food that would otherwise go to waste, they are protected from criminal and civil liability under the Good Samaritan Food Donation Act.

On October 1, 1996, President Clinton signed this act to encourage donation of food and grocery products to non-profit organizations for distribution to individuals in need. This law:

- Protects food donors from liability when you donate to a non-profit organization;
- Protects food donors from civil and criminal liability should the product donated in good faith later cause harm to the recipient;
- Standardizes donor liability exposure. Food donors or their legal counsel do not need to investigate liability laws in 50 states; and
- Sets a floor of "gross negligence" or intentional misconduct for persons who donate grocery products. According to the new law, gross negligence is defined as "voluntary and conscious conduct by a person with knowledge (at the time of conduct) that the conduct is likely to be harmful to the health or well-being of another person."

The text of the bill itself follows.

The Bill Emerson Food Donation Act

One Hundred Fourth Congress of the United States of America
At the Second Session

Begun and held at the City of Washington on Wednesday, the third day of January, one thousand nine hundred and ninety-six.

An Act

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

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

Section 1. CONVERSION TO PERMANENT LAW OF MODEL GOOD SAMARITAN FOOD DONATION ACT AND TRANSFER OF THAT ACT TO CHILD NUTRITION ACT OF 1966.

(a) Conversion to Permanent Law. -- Title IV of the National and Community Service Act of 1990 is amended --

1. by striking the title heading and sections 401 and 403 (42 U.S.C. 12671 and 12673); and
2. in section 402 (42 U.S.C. 12672) --

(A) in the section heading, by striking "model" and inserting "bill emerson"

(B) in subsection (a), by striking "Good Samaritan" and inserting "Bill Emerson Good Samaritan:"

(C) in subsection (b)(7), to read as follows:

"(7) GROSS NEGLIGENCE. -- The term 'gross negligence' means voluntary and conscious conduct (including a failure to act) by a person who, at the time of the conduct, knew that the conduct was likely to be harmful to the health or well-being of another person.";

William J. Clinton

President of the United States

P.L. 104-210

(D) by striking subsection (c) and inserting the following:

"(c) LIABILITY FOR DAMAGES FROM DONATED FOOD AND GROCERY PRODUCTS.

"(1) LIABILITY OF PERSON OR GLEANER. -- A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals.

"(2) LIABILITY OF NONPROFIT ORGANIZATION. -- A nonprofit organization shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the nonprofit organization received as a donation in good faith from a person or gleaner for ultimate distribution to needy individuals.

"(3) EXCEPTION. -- Paragraphs (1) and (2) shall not apply to an injury to or death of an ultimate user or recipient of the food or grocery product that results from an act or omission of the person, gleaner or nonprofit organization, as applicable, constituting gross negligence or intentional misconduct."; and

(E) in subsection (f), by adding at the end the following: "Nothing in this section shall be construed to supersede State or local health regulations.".

(b) TRANSFER TO CHILD NUTRITION ACT OF 1966. -- Section 402 of the National and Community Service Act of 1990 (42 U.S.C. 12762) (as amended by subsection (a))

1. is transferred from the National and Community Service Act of 1990 to the Child Nutrition Act of 1966;

2. is redesignated as section 22 of the Child Nutrition Act of 1966; and

3. is added at the end of such Act.

(c) CONFORMING AMENDMENT. -- The table of contents for the National and Community Service Act of 1990 is amended by striking the items relating to title IV.

Newt Gingrich
Speaker of the House of Representatives

Strom Thurmond
President of the Senate Pro Tempore
Approved 10/01/96

Strom Thurmond
President of the Senate Pro Tempore
Approved 10/01/96

William J. Clinton
President of the United States
P.L. 104-210

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(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

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