



FOOD BANK OF THE GOLDEN CRESCENT

P.O. Box 5085 (77903) ~ 3809 E. Rio Grande (77901)

Victoria, Texas

Office: (361) 578-0591 ~ **Fax:** (361) 573-7381

Website: www.tfbgc.org

Robin Cadle, MBA, M.Ed. ~ President/CEO

“Helping heal the hurt of hunger”

In Calhoun, Colorado, DeWitt, Goliad, Gonzales, Jackson, Lavaca, Matagorda, Refugio, Victoria and Wharton Counties

Thank you for your interest in becoming a partner agency of the Food Bank of the Golden Crescent. Our files are monitored annually and in order to comply with regulations set forth by Feeding America, Feeding Texas, and Texas Department of Agriculture, the following items are required to obtain membership:

Please provide the following documents:

- Final 501(c) (3) IRS Publications 78 documenting your agency’s public charity status

The Internal Revenue Service (IRS) changed its filing requirements for small tax-exempt organizations whose gross receipts are normally under \$25,000 or less. The Pension Protection Act of 2006 (PPA) requires these organizations to file Form 990-N, *Electronic Notice (e-Postcard) for Tax-Exempt Organizations Not Required to File Form 990 or 990-EZ*. Failure to comply with the PPA could result in revocation of an organization’s Tax-exempt status. Additional information about the filing requirements can be found at www.irs.gov, as well as information on how to apply for tax exemption.

- List of Agency’s Board of Directors/ Officers, with contact information
- Signed and dated “ORIGINAL” Letter of Agreement Form
- Copy of Agency Civil Rights Training for key volunteers/ staff that assist clients with food (signatures and date of training, annual training is required, online training available on <http://www.squaremeals.org> under TEFAP Program.)
- Copy of Food Safety Training/ Food Handlers Certificate
- Current copies of Pest Control, Temperature Log.
- Local Health Inspection Report, Permit for Onsite Feeding Sites if applicable
- Authorized Pick up Personnel, including contact information (included in this packet)

TO JOIN THE FOOD BANK OF THE GOLDEN CRESCENT

- A. Read Minimum Criteria for Food Bank Participation carefully. Make sure your program can qualify before requesting an application.
- B. Documentation of 501 (c) (3) IRS Publication 78 page documenting your agency's public charity status is very crucial. A copy must be submitted for your application to be considered.
- C. Provide written guidelines used in screening clients eligibility for your program. Brochures and bulletins of your program description. Includes days and times of service, method of distribution, paperwork or other requirements that the client must have.
- D. Returned completed application to Food Bank, application will be reviewed promptly, to ensure that applicant agency meets all qualification for membership.
- E. When approved agency relations representative will schedule a site visit and tour of agencies facility, inspect facility to insure it meet requirements for participating with the Food Bank, Feeding America, and Texas Department of Agriculture.

TOUR AND ORIENTATION OF THE FOOD BANK

When approved, a Representative from the Food Bank Agency Relations department will schedule a tour of food bank, to familiarize new member agency's staff, volunteers and board of directors with food bank staff in every department. The following Tour and Orientation will take 4 hours.

- Introduction of all departments and staff members, this will allow you to familiarize your agency with each department.
 - Orientation on Primarius Window Web online ordering.
Ordering process, scheduling of deliveries, reporting statistics, and all other guidelines.
- Training:**
- Properly transporting, storing, handling, and using USDA Foods
 - Applying eligibility criteria for households
 - Following written application procedures
 - Ensuring client rights (including civil rights requirements)
 - Following complaint procedures
 - Following procedures for review of adverse action
 - Processing household applications or requests for meals in the contracted service area
 - Assisting applicant households to complete their applications
 - Referring residents from other contracted service areas to locations where they may apply for USDA Foods
 - Food Safety Training, at least one person per agency must have a Food Handlers Certification, provide a copy. <https://www.servsafe.com/home>

FOOD BANK OF THE GOLDEN CRESCENT MEMBERSHIP

Once your agency has been accepted as a member, the Director/Pastor is required to sign a contract. The agreement is between the Food Bank of the Golden Crescent and the non-profit charitable organization.

All member agencies are expected to abide by the rules and regulations specified in the annual contract and guidelines. Failure to comply with Food Bank requirements may result in loss of Food Bank membership.

If you have any questions about the Food Bank rules and regulations, please contact the Director of Agency Relations at (361) 578-0591. We also welcome any suggestions on how we can improve our services.

The Food Bank of the Golden Crescent welcomes new agencies based on the criteria explained in previous pages. To be considered for membership, a formal application must be made.

For more information, contact **Frances Santellana: Agency Relations at:**

**FOOD BANK OF THE GOLDEN CRESCENT
3809 E. RIO GRANDE, 77901
P.O. BOX 5085
VICTORIA, TEXAS 77903**

**OFFICE : 361-578-0591, FAX : 361-573-7381
fsantellana@foodbankgc.org**

USDA Nondiscrimination Statement (English)

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint), (AD-3027) found online at: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (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.

USDA Nondiscrimination Statement (Spanish)

De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, discapacidad, edad, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA.

Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el [Formulario de Denuncia de Discriminación del Programa del USDA](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint), (AD-3027) que está disponible en línea en: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint> en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por:

- (1) correo: 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; o
- (3) correo electrónico: program.intake@usda.gov.

Esta institución es un proveedor que ofrece igualdad de oportunidades.

CRITERIA FOR PARTICIPATION

These are the minimum standards that must be met by all agencies.

1. The agency must serve a needy population. The needy population may include the ill, elderly, working poor, indigent, families and children at risk of hunger.
2. The agency must have guidelines set describing who they serve, what areas they cover, offer public access and network with other agencies so as to not duplicate services.
3. The agency must ensure that “No person in the United States shall, on the ground of race, color, national origin, sex, age, or disability, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
4. _____ <==== INITIAL HERE Agency must NOT require clients to provide a Social Security card or number in order to obtain food or food assistance.
5. The agency must display the official USDA nondiscrimination posters in a prominent a place.
6. The agency must gather and maintain information of households that receive USDA commodities.
7. The agency must not require any individual to attend a religious or political organization before or after being served. Services of an agency must not be restricted to church membership.
8. The agency must have a food service program that keeps regularly scheduled hours or is part of a telephone referral system that is accessible to the general public.
9. The agency must keep records on food received from the Food Bank and records of individuals receiving the food. This is especially important in case food has to be traced due to a product recall.
10. TEFAP Income Eligibility Guidelines applications and Food Bank Receipts must be kept on site for 3 years and 3 months (IRS and TDHS Requirements).
11. The agency must be considered tax-exempt under section 501(c) (3) proper documentation required.
12. The agency must be operating in a regular and routine manner for at least six months, posting regularly scheduled hours. Documentation of 3 months of service to a minimum of 25 families per month prior to applying for membership.
13. **AGENCY CANNOT CHARGE FOR USDA COMMODITIES OR SALVAGED ITEMS GIVEN TO THE CLIENTS BY THE FOOD PROGRAM. A DONATION MAY NOT BE ASKED FOR, NOR ITEMS BE GIVEN IN TRADE FOR OTHER ITEMS OR FOR SERVICES RENDERED, INCLUDING THE SERVICES OF VOLUNTEERS OR PAID STAFF.**
14. **Agency may not share or sell Food Bank products or USDA commodities to non-member or member agencies, programs, persons, or businesses, for profit, fundraising events, exchange, trade, barter for services, use for bingo or door prize or favor.**
15. The agency must have an adequate and clean storage room or facility for all food and related products to be stored. On-site facilities must be keep clean, follow health regulations, and have sufficient refrigerator and freezer storage.
16. Area where food is stored must be kept locked. Refrigerators and freezers should be either in the locked area or have locks applied directly. Temperature logs must be kept where food is stored.

17. Food storage or preparation areas should be treated for control of pest infestation. As to prevent contamination of food supply.
- Food must never be stored on the floor. Shelving or racks must be four inches off the floor and four inches away from the walls, two feet away from ceiling.
 - Non-food products such as detergents, cleaning solutions, and pesticides should not be stored in the same area as the food.
18. _____ <=== INITIAL HERE Member/Agency are required to report monthly statistics of individuals, families, and break down of ages of clients served to the Food Bank. Statistics reports are required and due by the 5th of each month for the previous month, whether you have activity or not. Failure to do so will cause agency to be put on hold until reports are received.
 Statistics must be submitted on Primarius Window Website
<https://agency.goldencrescentfoodbank.org/PrimariusWW/login.aspx>
19. In addition to the Food Bank, have other food sources.
20. Follow Food Bank Agency Storage Requirements
21. If agency offers clothing, it must be kept in a separate room from all food items.

GENERAL INFORMATION

Please understand the Food Bank cannot fill 100% of your food needs. We can only provide items, which are made available to us. Your agency should have other food sources in addition to the Food Bank.

HOW TO PLACE AN ORDER

Agencies will be assigned a user name and password to access our inventory website, Agencies may place an order on Primarius Window Website,
<https://agency.goldencrescentfoodbank.org/PrimariusWW/login.aspx>

Please keep in mind that this is live inventory, all members are asked to only order 1/3 of available inventory. Please allow 3-4 business days for your order to be filled, we services 11 counties with set delivery dates, warehouse needs ample time to fill orders.

The last week of December the food bank will close for inventory.

Our pick up hours are 8:00 a.m. through 11:30 a.m. and 1:00 p.m. through 4:00 p.m., Monday through Thursday. There are no distributions made on Fridays.

Your agency is responsible for COUNTING AND CHECKING merchandise through the invoice. *No* adding to order at the time of pick-up. All food products should be inspected to reassure clients that food is edible.

_____ <=== INITIAL HERE Orders must be paid for at the time of pick up and with an agency check. No personal checks or cash will be accepted.
 If you have any questions, regarding your order please feel free to call. (361) 578-0591.

Please notify the Food Bank in writing of any relevant changes in your organization such as:

Staff changes for authorized pick up
Change of location, operation hours, or services provided
Staff change such as Executive Director, Pastor, or Food Pantry Director
New fax or phone number or email address (extremely important)

THE FOOD BANK OF THE GOLDEN CRESCENT CAN ONLY GIVE YOU
THE BEST SERVICE POSSIBLE IF YOUR AGENCY HAS PROVIDED US
WITH CURRENT INFORMATION.

TYPES OF AGENCIES

Food Pantries:

Pantries provide emergency food and related products to needy people to prepare and eat in their own homes. Agencies that chose to operate as “client choice” pantry, allow clients to choose which types of food they would like in order waste. Pantries across the country are finding if they give clients a choice in foods, they utilize their food stamps for fresh products such as meat, milk, and fruits, which might not be available at the food bank.

We strongly discourage member agencies from calling themselves a Food Bank.

On –Site Feeding:

On-site feeding program provides a full meal to needy people at the site. On-site-feeding agencies provide services in a variety of settings such as soup kitchens, emergency shelters, senior citizens centers, and adult and child day care centers.

It is required that such programs applying for membership provide documentation of Food Handlers Certification, Food Permit from their local County’s Health Department, copies of Health Department Inspection.

Group Homes:

Provides MH/MR clients with a place to live and trained staff teaches them life skills, enabling the client to live on their own.

Food Delivery:

Senior Meal Programs, Meals on Wheels

Mobile Food Pantry:

A Mobile Pantry is method of distribution via a food bank bobtail truck.

In a parking lot such as church parking lot, food bank truck unloads product for immediate distribution to clients



Membership Application

Date: _____

AGENCY INFORMATION:

Name of Organization _____ Federal Employer I.D. # _____

Mailing Address _____ Physical Address _____

City _____ County _____ State _____ Zip _____

Telephone () _____ Fax () _____

Director Name _____ Phone _____ Cell _____

Email _____

Secondary Contact Information for your program:

Name _____ Title _____

Phone _____ Cell _____ Email _____

Liability Insurance Carrier _____

Is your agency an affiliate of a larger organization? _____ If yes, what is the name and address of this organization? _____

Describe your agency's mission.

How long has your agency been in operation? _____

How is your agency funded? _____

List services your agency provides to clients:



AGENCY LETTER OF AGREEMENT

1. FBGC will seek and develop surplus food resources and store food obtained in a central warehouse for distribution to the agencies.
2. FBGC will provide proper training for operating your charitable food program, accessing our warehouse, determining client eligibility and completing all necessary reporting requirements.
3. FBGC will not interfere with the internal affairs of the agency, Other than enforcing the stipulations of this agreement. The only exception would be if a complaint or grievance by a client was made, then FBGC would have to investigate any problems.
4. FBGC reserves the right to modify shared maintenance fees or delivery fees at the discretion of the Board of Directors or the President/CEO.
5. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
6. _____ <== (INITIAL HERE)
FBGC Office Hours: 8:00 a.m. - 5:00 p.m. Monday -Thursday. 8:00 a.m. -3:00 p.m. Friday.
Agency Loading Hours: 8:00 a.m. – 11:30 a.m. and 1:00 p.m. -4:00 p.m. Monday- Thursday
Agency loading will close during lunch 12:00 noon- 1:00 p.m.

MEMBER AGENCY:

1. The Agency is a non-profit organization that has received a written determination letter from the Internal Revenue Service that the organization is an organization described in section 501(c)(3). In order to receive donations under section 170(e) (3), the recipient must be a charitable organization under section 501(c) (3) and must use the property solely for the care of the ill, the needy, or infants. Agency will notify FBGC immediately of any changes in its tax exempt status.
2. The Agency agrees to adhere to all storage requirements and to maintain standards required for membership at FBGC as outlined in the “Criteria for Participation” statement (in your pantry packet). Agency will notify FBGC of any changes in program or food services that alter its classification at FBGC. **Agency must not share, sell or barter for services USDA commodities, or any FBGC food or produce.**
3. Items obtained from FBGC will not be sold, transferred, or bartered for money, services, or other products, and **CANNOT** be used for fundraising activities. Day care facilities and other programs that charge fees, must document in their files that the fee is for services, not for the purchases of items received from FBGC. Violation constitutes grounds for immediate account termination.
4. The Agency MUST NOT require any individual to attend a religious or political meeting, make a statement of faith, or pledge membership to any religious or political organization in exchange for product received. Distribution by a church must be open to the public. Church members, pantry workers or drivers shall not be served first or given more or better items. There must be no charge for

the food or items given to individuals by the Agency.

5. The Agency will safely store and properly handle all products obtained from the Food Bank of the Golden Crescent directly to its own storage site that the FBGC has approved and conform to all local, state and Federal regulations. Any change in the location of the Agency or storage site and any major program changes must be reported to the Food Bank within 15 working days.
6. The Agency must support the operation of the Food Bank with a Shared Maintenance Fee of \$.19 per pound based on gross weight of products received, to help defray administrative costs, warehouse expense, freight, and miscellaneous overhead costs incurred in making these items available.

The Agency warrants that all food received from or through the Food Bank will be inspected and any items found to be unfit for human consumption will not be served or distributed and the Food Bank shall be notified of any loss of items due to infestation or spoilage. Agency will disperse products as soon as possible, to provide maximum palatability and freshness of product to the public.

7. _____ <==(INITIAL HERE) **The Agency agrees to pay all agency fees at time of pick up with an agency check. Agency is responsible for checking and counting product at the time of pick up.**
8. The Agency agrees to keep Food Bank receipts, client intake forms, distribution logs and civil rights training records for 3 years and 3 months. (IRS regulations)
9. _____ <==(INITIAL HERE) Member/Agency are required to report monthly statistics of individuals, families, and break down of ages of clients served to the Food Bank. Statistics reports are required and due by the 5th of each month for the previous month, whether you have activity or not. Failure to do so will cause agency to be put on hold until reports are received.
Statistics should be submitted on Primarius Window Website
<https://agency.goldencrescentfoodbank.org/PrimariusWW/login.aspx>
10. The Agency agrees to allow the Food Bank of the Golden Crescent representatives to regularly monitor the agency to ensure it is in compliance with Feeding America, Food Bank and Texas Department of Agriculture regulations. Any problems found must be corrected within 30 working days or the Agency may lose its privileges.
11. **The Agency agrees to attend the annual agency relations meeting.** This meeting requires attendance by the Pantry, Kitchen, or Shelter Staff, the Executive Director.
12. After six (6) months of Agency inactivity, application will have to be re-submitted with a \$25.00 reactivation fee.
13. _____ <==(INITIAL HERE) The Food Bank is **NOT** responsible for any accidents, personal injury or damage to the agency, its vehicle, or its representatives, when loading/unloading at the Food Bank location or at the Agency location.
14. _____ <==(INITIAL HERE) **Agency must NOT require clients to provide a Driver License, Social Security card or number in order to obtain food or food assistance.**
15. _____ <==(INITIAL HERE) **Agency must have a Food Handlers Training/Certification.**
16. _____ <==(INITIAL HERE) **Delivery of food orders will be provided upon agency request, please note the Food Bank Employees will off load food order on pallets to the agency. Our drivers are on a timely schedule and are NOT authorized to wait for agency to stock pantry or empty pallet. FBGC serves many agencies and in all fairness we must stay as close to our schedule as possible. We appreciate your understanding and cooperation on this matter.**

The Agency Liability & Release Form:

- A. Surplus food and other items are accepted “as is.” The exception would be if the container was leaking or badly damaged.
- B. Food Bank of the Golden Crescent and original donor expressly disclaim any implied warranties of the marketability or fitness for a particular use.
- C. There have been no express warranties in relation to these items:

Agency releases the original donor, (Feeding America National Network of Food Banks, and the Food Bank of the Golden Crescent), to hold them harmless and indemnify them against any liability, loss, damage, or claim of any kind whatsoever. Whether at law or inequity, arising out of or based upon the negligence or any act, whether independent or concurrent, of the Agency, its employees, agents, volunteers, or independent contractors in connection with the storage, maintenance, transportation, use or distribution of any food or related item whether received from the Food Bank of the Golden Crescent or other sources. The Agency shall pay any and all court costs and attorney’s fees of any sort whatsoever which may arise out of any claim against the Food Bank of the Golden Crescent, arising because of any action, non-action, liability, loss, damage, or claim of any kind whatsoever, whether at law or inequity, resulting from or based upon the conditions, outlined in this agreement or because of any other claim involving the agency.

The UNDERSIGNED hereby warrants that he/she is legally warranted and an authorized agent of the Agency, whose name appears on the following page and by his/her legal signature, does hereby bind to the terms, conditions, and limitations of this document of release.

Dated this _____ day of _____ 2022, for a period of one (1) year.

Agency Name: _____

Mailing Address: _____

Physical Address: _____

City: _____ Zip: _____ - _____

Agency Phone # () _____ - _____ Agency Fax # () _____ - _____

Agency E-Mail _____

Contact Name: _____

Contact Phone: _____

Agency Rep Signature: _____

Food Bank Rep Signature: _____



Agency Information:

Agency Name: _____ Agency Ref# _____
(Agency Reference number is assigned at time of membership)

Physical Location: _____

City _____ Zip _____ County _____

Mailing Address: _____ City _____ Zip _____

Agency Phone # _____ Fax# _____

Director: _____ Phone# _____

Email: _____ Cell# _____

AUTHORIZED PERSONNEL

List of your designated contacts and the role they will take with your food program. Such as ordering, bookkeeping, statistic reporting, delivery and pickup contact. *Please note: it is very important to report any changes on your agency contacts immediately to the Food Bank.*

Name: _____ Email: _____

Title: _____ Phone: _____ Cell: _____

Name: _____ Email: _____

Title: _____ Phone: _____ Cell: _____

Name: _____ Email: _____

Title: _____ Phone: _____ Cell: _____

Please add additional contacts on the back of this form

In your County which cities or towns are in your service area: _____

FOOD SERVICE PROGRAMS

Please list below the types of services your organization provides, such as (Food pantry, soup kitchen, shelter, after school program etc.) The days and hours of programs operation.

Program _____ Days & Hours _____

FOOD BANK FOOD STORAGE REQUIREMENTS DATE: _____

1. **STORE FOOD IN A SECURE ROOM WHICH WILL PREVENT THE ENTRY OF BUGS AND RODENTS.** Check all walls, the ceiling, shelf jointing, around the windows and doors, and seal all gaps, holes and cracks. Consider the need for a strip on the bottom of the pantry door to seal out bugs and rodents.
2. **STORE ALL FOOD ON NON-POROUS SURFACES WHICH ARE SANITIZABLE.** No bare wood, rusty metal or shelf-liner. Paint wood/metal shelves with a light-colored oil based enamel paint. This might be needed once a year if your pantry in frequent use. The paint seals the wood/metal and makes the surfaces easier to wash off during weekly cleaning.
3. **STORE FOOD PROPERLY.** No repackaging of products. Keep all food, whether in bags or boxes off of the floor. The use of pallets for un-boxed food storage is not recommended. Food can drop through the slats of a pallet. (You may use pallets to store food that is still in boxes.) Consider building a closed platform instead. Rice and beans may be kept in tightly lidded plastic “trash” containers on these platforms. The bottom shelf, the platform and/or shelves should be sealed from shelf or platform to the floor, to keep food from getting under these areas. Or they should be high enough off the floor to clean underneath.
4. **CHECK INCOMING FOOD TO SEE THAT IT IS IN GOOD CONDITION.** Discard bloated, or dented or rusty cans. Also discard containers without labels, any containers that leak and out-of-date baby food or formula. Leave room on the shelves so that food can easily be moved around when cleaning. You are invited to make an appointment at The Food Bank with the quality control department for food handling training.
5. **STORE NON-FOOD ITEMS SEPARATELY FROM FOOD.** *NEVER* store non-food items *ABOVE* or *MINGLED* with food. Some common non-food items are hazardous.

KEEP PANTRY CLEAN. All food storage areas should be checked and cleaned every time the pantry is used. Floors and shelving can be sanitized with one tablespoon of bleach to a gallon of water. Wipe out refrigerators and freezers as soon as spills occur. Use pest control materials that are to use around food.

7. **Air Circulation** Frozen, chilled, and dry storage areas must have air circulation. USDA Foods must be stored on pallets or shelves with four inches of clearance from the floor and walls and two feet of clearance from the ceiling.

STORE NON-PERISHABLES AT SAFE TEMPERATURES. Food needs to be protected from extreme heat and humidity. Proper ventilation is important. The temperature of a pantry should be maintained between 75 to 80 degrees.

6. **STORE PERISHABLES AT SAFE TEMPERATURES. KEEP TEMPERATURE GAUGES IN FREEZER AND REFRIGERATORS.** Using the Food Bank’s temperature chart, record the date and temperature in each unit. Average safe temperature in refrigerators: 34 to 40 degrees F., freezers: -15 to 0 degrees F.

AGENCY REP: _____ **FBGC REP:** _____



**CIVIL RIGHTS TRAINING
Texas Department of Agriculture**

Online Education and Self Study training is available on line at,

<http://www.squaremeals.org/FandNResources/Training/OnlineEducationandSelfStudy.aspx>

Scroll all the way to the bottom, Click on English or Spanish and begin your training by checking out books.

AGENCY: _____

I verify that the And Justice For All Poster and TEFAP Written Notice of Beneficiary Rights are prominently displayed in public view.

(TEFAP Written Notice of Beneficiary Rights must be displayed in a prominent place if your organization is a religious base organization.)

Signature: _____ **Date:** _____

Agency Staff/ Volunteers must be trained in all aspects of civil rights before assuming any TEFAP duty and every program year thereafter. Volunteers who regularly interact with program applicants and participants or determine eligibility for assistance must receive full civil rights training on an annual basis. Volunteers who handle personal information of applicants and participants must also receive **full training.**

<http://www.squaremeals.org/FandNResources/Training/OnlineEducationandSelfStudy.aspx>

Online Education and Self Study training is available on line at, Click on Other Online Education and Self Study

At the end of the training you will be prompt to provide your email address; we recommended that you provide my email address as an alternate fsantellana@foodbankgc.org This way I will receive confirmation of your training, I will then print a copy and attach it to your agency file folder here at the food bank.

The following sign in form is for Staff/ Volunteers who do not handle personal information and only infrequently interact (i.e., seldom or rarely) with program applicants and participants must receive, at a minimum, limited civil rights training (i.e., customer service and any other subject matter applicable to each volunteer's role and responsibilities). As not all the subjects for full civil rights training are required, this training may be less time intensive than the full training provided to the frontline volunteers who regularly interact with or handle personal information of program applicants and participants. Volunteers who do not interact in any way with program applicants and participants and who do not handle personal information do not need civil rights training. If there is a concern that any volunteer cannot understand and/or abide by the training and civil rights requirements, then that volunteer should not interact in any way with program applicants and participants or handle personal information.



DATE: _____

~ IMPORTANT NOTICE ~

In effort to improve the overall safety as well as food safety for all of our agencies and their clients we are implementing procedures that will affect orders that are PICKED UP by an agency. For those agencies that we deliver to, we already take care of these for you.

- 1) **All agencies MUST secure their load prior to leaving the Food Bank** please bring straps, twine or rope to secure your load please. (*Preferably straps as they are safer*). This is to protect agencies from any mishap during transport. Accidents do happen and the Food Bank would hate to have our agencies involved in any road accidents.
- 2) **Refrigerated and Frozen goods** will now have to be wrapped in an insulated freezer blanket or loaded in an ice chest. The Food Bank will not load refrigerated or frozen goods or allow them to leave our premises without being wrapped in an insulated freezer Blanket or in an Ice Chest. (*Regardless of distance to be traveled from FB and insulated Blankets and Ice Chest are responsibilities of agencies to provide, freezer blankets are available for agencies to purchase on PWW @ \$60.00*)

The Danger Zone... This refers to the range of temperatures at which bacteria can grow - usually between 40° and 140° F (4° and 60° C). For food safety, keep food below or above the "danger zone." Remember the 2-Hour Rule: Discard any perishables (foods that can spoil or become contaminated by bacteria if unrefrigerated) left out at room temperature for longer than two hours. *Special note for South Texas ~ when temperatures are above 90° F (32° C), if food has been out of refrigeration for one hour - discard food.*

While the Food Bank will load your items ~ we will be happy to load trucks or trailers as requested by the agency driver, **all tie downs will be the responsibility of the agency driver** due to liability issues. **Your product will have to be secured before we can allow you to leave our property.**

We appreciate all that you do and we thank you for your partnership ~ our goal is to keep it safe.

Agency Representative Signature: _____

FBGC Representative Signature: _____