



AGENCY MANUAL

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When in doubt, reach out!
Call Agency Relations at (206) 492-5530 and we will be glad to assist you.

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INTRODUCTION

ABOUT FOOD LIFELINE

Mission:

Food Lifeline's mission is to feed people experiencing hunger today and to work to end hunger for tomorrow.

Equity Statement:

Food justice – the belief that everyone has a human right to equitably access the nutritious and culturally relevant food that enables them to thrive - is a foundation of our mission.

At Food Lifeline we know that hunger and food insecurity are symptoms of poverty. We also know that poverty in the United States is built on a foundation of laws, policies and practices that purposefully and systemically extend opportunity to some while withholding it from others. These injustices have most often been created by and benefited white people at the expense of people of color, who are disproportionately impacted by inequity, poverty and hunger. For these reasons, Food Lifeline believes anti-racist work is essential to ending hunger.

We center people facing hunger in all that we do. We recognize their resilience and their dignity and will elevate their stories and lived experience to inform community-based solutions to end hunger. We are committed to working with all people who have been oppressed, due to race, ethnicity, citizenship or socioeconomic status, gender identity, age, and beyond, because the solutions that effectively address hunger and poverty in these communities solve hunger and poverty in all communities.

Food Lifeline invites our donors to invest in building an equitable community and to ensuring food justice for people experiencing hunger and poverty. Together we will boldly challenge harmful systems and institutions in order to advance social justice.

We recognize we are one organization among many that are already committed to creating this change in our communities. Food Lifeline will collaborate with others who will help us grow in our equity mission, and together we will help build a diverse, inclusive and equitable community where hunger doesn't have to happen.

PURPOSE

This manual will help your agency successfully partner with Food Lifeline and navigate the requirements of being a partner agency. We include up-to-date information on food safety, online ordering, reporting, and distribution. Please follow the program procedures outlined in this manual.

POLICY UPDATES

Food Lifeline updates this manual to reflect current values and goals including feedback from partner agencies and donors. Our director of Agency Programs and Network Development approves all policy changes.

If Food Lifeline has a policy change, we will let agencies know through an email that will include a link to the digital copy of the updated manual.

THE ROLE OF FOOD LIFELINE

Food Lifeline is the Western Washington affiliate of Feeding America, the nation's largest domestic hunger relief organization. We partner with farms, manufacturers, grocery stores, retailers, restaurants, caterers, and other donors. We work with agencies like yours to help distribute millions of pounds of food to communities in need.

The Agency Relations team facilitates relationships between partner agencies, Food Lifeline, and Feeding America. We provide access to food ordering, allocated food programs, training, and guidance to agencies.

Please inform the Agency Relations team about any changes to your staff, contact information, physical locations for storage, distribution, or food preparation, and days or hours of operation.

OPERATIONAL POLICIES

PROGRAM REQUIREMENTS

Partner agencies must meet Food Lifeline's Eligibility Requirements. All partner agencies must also have a signed and completed agency agreement on file and be in good standing (not considered in non-compliance) in order to receive services through the Food Lifeline partner agency network. All sites where food from Food Lifeline is distributed must be approved by Food Lifeline and listed as an active site in Food Lifeline's records.

PARTNERSHIP EXPECTATIONS

In order to build a strong, healthy, and productive relationship between partner agencies and Food Lifeline, we have established the following code of conduct.

By entering into partnership with Food Lifeline, you agree to:

- Prioritize mutual respect in all interactions. We will never use insulting, discriminatory, prejudicial, or derogatory language towards anyone at your agency. We ask that you show us the same level of respect and courtesy. This includes but is not limited to interactions with:
 - Food Lifeline personnel
 - Agency staff and volunteers
 - Agency guests
- Meet all reporting deadlines and requirements
 - Food Lifeline is responsible for filing various reports with the government and donors. We often need agencies to supply information for those reports. Missing these deadlines increases the risk that we will be audited or lose future funding or donations.
 - Notify us if you are having difficulties meeting reporting requirements and deadlines.
- Center positive experiences for all your visitors, guests, or clients.
 - Service to guests is the shared priority of agencies and Food Lifeline. We ask that you put guest dignity, equity, and respect first in all your operations, programs, and services.
 - Distribute product of the highest possible quality. Guests deserve food that is better than "just edible." Please dispose of any food that doesn't meet quality standards.

GUEST GRIEVANCE PROCEDURE

A guest grievance procedure is a method for guests to offer feedback or report an issue with your agency. It outlines the process at your agency for resolving situations involving guests and allows guests to voice their needs.

We ask that agencies post a grievance procedure on a wall or in a space that is clear and easily accessible to guests. We include a template for a Grievance Resolution Procedure in the Appendix if you need it.

We highly recommend that your agency's grievance procedure includes a way for guests to submit anonymous feedback. This can be as simple as a suggestion box or as detailed as an online form. No matter what, guests should be able to provide feedback on your agency's operation without concern for jeopardizing their treatment or access to services.

USAGE OF FOOD LIFELINE PRODUCT AND 170(E)(3)

Usage of Food Lifeline Product

Food Lifeline is a 501(c)3 tax-exempt organization and all product from Food Lifeline must be used for not-for-profit purposes. This is also a requirement of the Partner Agency Agreement that your agency signed with Food Lifeline.

Per the Agency Agreement, your agency agrees that Food Lifeline product will only be used to serve “ill, needy, or infant guests” (in accordance with IRS Code 170(e)(3)). Food Lifeline defines “needy” as anyone seeking service from a food security organization.

Food Lifeline products may be used only for the program(s) or location(s) described in your contract. Any new distribution sites must be approved by the Agency Relations team at Food Lifeline. This includes new distribution sites designated as “satellites” and new recurring pop-up distributions. Your agency is responsible for providing Agency Relations with an updated list of addresses where food is stored, distributed, or handled. If your agency’s address changes, please notify Agency Relations within two weeks of the change.

IRS Code 170(e)(3)

The guidelines for the use of Food Lifeline product outlined in the Partner Agency Agreement stem from requirements in IRS Code 170(e)(3). This code defines the organizations eligible to receive donations and allowable uses of donations. In order to provide product to a partner agency, Food Lifeline must ensure that the agency use acceptable practices in their operations.

Frequently Asked Questions Related to Usage of Food Lifeline Product

- Can my volunteers or staff eat the food?
 - The food you receive from Food Lifeline is intended solely for the guests in your program. Please do not serve donated food in break rooms, staff parties, functions, agency board meetings, etc. Staff and volunteers can receive food from your agency if they are acting as a guest and not through their role at the agency.
- Can our agency give a “thank you” basket that includes donated products to our volunteers, staff, or board members?
 - Agencies may not “reward” volunteers for their labor with food obtained from Food Lifeline. Agencies must find other methods of expressing appreciation to volunteers.
- Can our volunteers or staff also be a guest of our agency?
 - Agencies may provide food to volunteers and/or staff as long as they are recorded as a guest of the program. Volunteers and staff must not be given preferential treatment or special access to food (for example, first selection of product or setting items aside during sorting). When possible, staff or volunteers should visit the program as a guest on a day they are not working/volunteering.
- Can we use products from Food Lifeline at our agency?
 - Food and/or non-food items may not be used for agency purposes unrelated to the providing for guests. Items cannot be used for operational purposes (such as coffee in the break room or cleaning supplies for the facility). Additionally, items may not be used for fundraising or agency events either as prepared food (such as spaghetti dinners or bake sales) or as prizes.
- Can staff or volunteers take product home when there is extra?
 - Staff members and volunteers may not use Food Lifeline items for their own private use. All agency product must be directed towards serving guests. Staff and volunteers are welcome to receive product if they are considered a guest at the time of receipt.

Starting New Programs at Your Agency

Per the Food Lifeline Partner Agency Agreement, The Agency Relations team or a designated representative must visit and approve any sites and programs that distribute food you obtain through Food Lifeline. Guests should receive safe and high quality food from Food Lifeline and our partners. We also need to be able to accurately track product in the event of a food safety recall. For these reasons, please contact the Agency Relations team to discuss approval of a new program or site for food distribution prior to using Food Lifeline food. Based on Food Lifeline's capacity and service goals, we may not be able to approve some new programs or sites to receive our services.

Satellite Distributions

A satellite distribution is a location that is not the primary listed location for a partner agency but distributes Food Lifeline product. A partner agency organizes and oversees this location and accepts all responsibility for the satellite distribution.

For many partner agencies, this is a way to expand your food distribution while maintaining a single partnership with Food Lifeline. For Food Lifeline staff, designating an agency as a satellite of another organization is a helpful way to organize our network and track where donated food goes.

Food Lifeline expects satellite distributions to follow the same policies and standards that partner agencies agreed to. Partner agencies will be held responsible for actions taken at their associated satellite locations that are non-compliant.

Satellite distributions do not have their own Agency Express ordering capabilities. They must receive Food Lifeline product through the main agency's weekly orders. There might also be restrictions on which satellites can receive allocated products – that's why it's important that the Agency Relations team is aware of all satellite locations for your agency.

To add a satellite to your agency's partnership with Food Lifeline, please contact Agency Relations. Food Lifeline reserves the right to deny a satellite distribution if the location or operation does not meet Food Lifeline requirements. Satellite distribution will also be included in check-ins by Food Lifeline personnel.

ADMINISTRATIVE

AGENCY CONTACTS AND COMMUNICATION

Your agency's main point of contact is responsible for keeping Food Lifeline staff updated on any changes to agency service, agency location, agency contact information, etc. This person must be reachable via both phone and email. In the event of staff or volunteer turnover, Food Lifeline must be notified as soon as possible to ensure continuity of service.

The partner agency contact must have the ability to consistently communicate with Food Lifeline via email. Those with access to Agency Express must have access to the internet.

RECORD KEEPING

Yearly Activity Reports (YARs)

Partner agencies must collect and keep accurate guest records. A Yearly Activity Report (YAR) must be submitted by the first of August online, by email, or by mail.

Food banks are required to report the following data each year (see Appendix for details):

- "Duplicated" and "Unduplicated" guest numbers
- Households served
- Individuals served, broken down by age group categories
- Total pounds distributed from all sources
- Total food bank days open

Meal programs are required to report the following data each year:

- Number of breakfasts, lunches, dinners, and/or snacks served in fiscal year ending June 30th.

Submitting Yearly Activity Reports is an annual requirement of all Food Lifeline partner agencies. Failure to submit timely reports will be considered non-compliance with Food Lifeline policy.

TEFAP Reports

NOTE: This information only applies to agencies in King County that participate in TEFAP. If you participate in TEFAP/TMP but are not in King County, please contact the sub-contractor in your county for information on reporting.

Agencies participating in The Emergency Food Assistance Program (TEFAP) are required to submit monthly reports to Food Lifeline. These reports contribute to Food Lifeline's required TEFAP reporting to the Washington State Department of Agriculture. These reports also include information on Trade Mitigation Program (TMP) product.

Food banks must report:

- The number of households receiving TEFAP/TMP product
- The number of individuals receiving TEFAP/TMP product
- Accurate counts of TEFAP/TMP product received that month that are left in physical inventory at the end of each month
- Accurate counts of TEFAP/TMP product left in physical inventory received over the past three months

Meal programs must report:

- The number of meals served that month
- Accurate counts of TEFAP/TMP product received that month that are left in physical inventory at the end of each month
- Accurate counts of TEFAP/TMP product left in physical inventory received over the past three months

When TEFAP reports are due, the Agency Relations team will notify you by email. The email will include a deadline and method for submitting your report. It is critical that you comply with reporting requirements. This is the only way that Food Lifeline can comply with the government's reporting requirements to continue receiving TEFAP product for distribution to your agency.

AGENCY CHECK-INS

Partner agencies must be available for check-ins, which include inspection of the agency's facilities, program operations/practices, and records. The Agency Relations team generally calls in advance to schedule an appointment. However, we reserve the right to perform a site visit unannounced. Check-in visits will take place at least once every two (2) years but may be conducted on a more frequent basis as determined by Food Lifeline.

Check-ins will address areas of the Agency's operations and policies pertaining to product collection, storage, distribution, and related record-keeping procedures. We will also ask questions about guest services, treatment, and organizational policies. The visit is a time for us to meet with our partner agencies in person, see how things are going, and get feedback about our service to you. We view check-ins as a valuable opportunity to get to know our partner agencies. Check-ins normally take about 1 ½ hours.

For details of what a check-in includes, you can request a copy of the check-in questions from the Agency Relations team.

AGENCY USAGE OF FOOD LIFELINE'S "MEMBER OF" LOGO

Food Lifeline highly values its partnership with each agency it serves. We sometimes receive requests from partner agencies to use Food Lifeline's logo to promote this partnership. We are glad to have you recognizing Food Lifeline as a supporter of your agency's work. Usage guidelines have been developed to help each agency best use the Food Lifeline "member of" logo. If you would like to use the logo, please contact a member of Agency Relations so we can provide you with the logo and guidelines for use. Please do not copy the Food Lifeline logo from our webpage or other electronic documents.



PRODUCT DISTRIBUTION & RECEIVING

ONLINE ORDERING: AGENCY EXPRESS

Food Lifeline strives to offer a wide variety of quality food to our agency partners. There are two categories of food available via our online ordering system: Agency Express (donated) and Order Up! (purchased). The online ordering system is available via our website at www.foodlifeline.org at the “Agency Portal” tab at the top right of the homepage. Agency Express has a Shopping List of food available to order that is updated throughout the day. Each partner agency receives a unique login ID to access the online ordering system. Contact the Agency Relations team for more information.

Placing Your Agency Order

See the Online Ordering Manual for full details about online ordering. You can request a copy of the Online Ordering Manual from the Agency Relations team.

We ask that you complete an online ordering training with a member of the Agency Relations team before using the online ordering system. This ensures that you can effectively operate the system and that you are able to get the most out of online ordering.

All orders must be placed between 7:00 am – 3:00 pm two business days prior to your pickup or delivery day. Unfortunately, we will have to reject any orders placed outside of this window. The inventory staff that processes orders begin their work at 3:00 pm each day. Our warehouse teams need time to accurately build your orders. Any additions or changes to your order risk creating errors to your or others’ orders.

Your agency is responsible for placing an order within your assigned window. To learn about how your order window may change when Food Lifeline is closed, see the Food Lifeline Closure section of this manual. If you miss your order window, we encourage you to Shop the Dock for any items that you can use until your next order date.

Agency Express: Tips, Tricks, and FAQs

What’s one thing I should always remember when using Agency Express?

A: Submit your cart! This is the most common reason that an agency’s order gets messed up. If there are still red numbers by the cart icon at the top of the page, then there are unsubmitted items in your cart. Make sure to hit the “Submit Cart” button by 3 pm on your ordering day. You also must submit your cart after making any changes. If you have opened an already-submitted order for editing, make sure that you’ve re-submitted the cart once you’re done.

Why isn’t there a date available for me to select for my order? They’re all crossed out!

A: It could be multiple reasons. First, check that you’ve selected the right option: Pickup or Delivery (note: if you work with a King County transportation partner that picks up for your agency from our location and then delivers to you, that’s still a Pickup order). Next, check that you’re ordering on the right day. You should always place your order two business days before your pickup or delivery. If both of those steps are right and there’s still no date, call Agency Relations! We often have tech issues with the ordering dates and will probably have to fix it on our end.

How can I check the status of my order?

A: Use the Order Management tab! You can find that at the top of the page, by hovering your mouse over the drop-down menu called Order Options. When you click on Order Management, it will take you to a page that shows your Agency Express invoices in reverse-chronological order, so the most recent order will be at the top.

This list of orders includes a column called “Status.” That will tell you what stage your order is at in being processed. Right after submitting an order, that column will read “Sent to Food Bank.” That means Food Lifeline’s system is still receiving and reserving your requested items. After a submitted order has been fully accepted by Food Lifeline’s system, that column will say “Acknowledged.” This is when the order is open for editing. The process of fully acknowledging your order can take anywhere from 15-20 minutes.

If you check on an order on the same day that you submitted it, you’ll see that the most recent order invoice line shows a printer icon (view a copy of your order in printable form), a red X icon (cancel the order), and a pencil icon (edit your order – this only appears about 15-20 minutes after you’ve placed your order).

At the end of each ordering day (after 3 pm), we begin processing orders. Once we process your order (finalized and sent to our warehouse to be built), the “Status” column on Order Management will read “Invoiced.” This is when orders close for editing and why all older orders say “Invoiced” on Order Management.

If you are ever concerned about the status of your order, give Agency Relations a call! We are happy to check on an order for you.

How do I edit an order?

A: Go to Order Management under the drop-down menu at the top of the page called Order Options. If your most recent order is open for editing, it will show up at the top of the page with a pencil icon next to it. Click on the pencil. That will re-open your cart. Then, you can go to the Shopping List and add new items to your cart. You can also go to the items already in your cart and lower quantities if you want to order less. After editing always make sure to SUBMIT YOUR CART! Otherwise, your order will stay un-submitted, open in your cart, and we won’t receive your order in time to process it.

What if my question isn’t here?

A: The Agency Relations team is always happy to help you with any Agency Express issues. You can also consult the Online Ordering Guide – that’s our full how-to handbook for using Agency Express. It’s available through the Agency Portal on our website or you can ask Agency Relations to email you a copy.

SHOP THE DOCK

Shop the Dock (SD) is our way of getting fresh product to agencies as quickly as possible. We have a large walk-in cooler space and dry storage area dedicated to a shopping experience for agency partners. The food at SD is often short-dated or delicate fresh product (like dairy, greens, and soft produce) that would not retain its quality if it was part of our normal inventory. Our SD area is replenished multiple times a day and the inventory changes daily. Please stop by the Agency Relations desk for a tour!

How to Shop the Dock

Shop the Dock is located at our south Seattle location. Enter the building from our rear Shipping and Receiving entrance and check in at the Agency Relations desk. You'll be given a form to record the pounds and types of product you take from SD. Then, you'll head into our warehouse where the walk-in cooler is located. We provide flat-bed carts that you will use to set aside your chosen product. Note the signs on the walls of the cooler – they tell you how to classify each product you take.

After selecting all your product, weigh each category of product separately (dairy all at once, then bakery items, etc.) We have a large scale on the floor outside of the walk-in cooler. Record the weight of the product, in pounds, on your SD form. Make sure to subtract the weight of any equipment (like the carts) that you use to hold product on the scale. And put your agency's name and the date at the top of the form. Before leaving, always turn in your SD form to the Agency Relations desk.

Shop the Dock Requirements

Food Lifeline partner agencies are eligible to use Shop the Dock. It is available to partners regardless of county or agency type.

When at our facility to Shop the Dock, please remember the following:

- Anyone entering the warehouse must wear closed-toe shoes.
- You must accurately record and report the pounds of product you take.
- Leave the Shop the Dock area cleared and organized! Clear away empty boxes and return carts to where you found them. This program is mainly volunteer-run and we ask that you be respectful of their work.
- Access Shop the Dock through docks 1 and 2.
- If using multiple vehicles for Shop the Dock, they must be single file. This means that your agency should only occupy one door at a time, no matter how many vehicles you bring to shop.
- The available product is often close to expiration or may be past expiration but should still fall within the window of being safe to eat. This means you should always sort and inspect product at your agency after shopping. Food distributed to guests should be high-quality, appealing, and safe.
 - See the Consumption Guidelines in the Appendix of this manual for information about food safety.

RECEIVING POLICIES

Food Lifeline partner agencies receive product from us either through pickup at our Hunger Solution Center or delivery at one of our partner Redistribution Organizations (RDO) or cross-dock agency. In both cases, it is necessary for the partner agency to comply with proper receiving and handling of Food Lifeline food.

Picking up at a Partner Distribution Center (RDO or Cross-Dock)

When you first pick up at an Redistribution Organization (RDO) or cross-dock agency, the Agency Relations team will provide you with contact information for the staff/volunteers at the site and help you arrange the pickup process. Each RDO/cross-dock operates slightly differently, so we will work with you to get your pickup process operating smoothly.

Please remember that you should check the order confirmation for any discrepancies when you receive the product at your partner distribution center. Make note of any discrepancies before signing for the product and leave a copy of these notes with the staff/volunteers at your site of product pickup. You must still notify Food Lifeline of discrepancies in addition to these notes.

Picking up at Food Lifeline's Hunger Solution Center (HSC)

Warehouse Hours: 6:30 am – 2:00 pm, by appointment. Please be aware that our door receiving team is often helping multiple agencies at a time. Arriving on time to your dock appointment is the best way to ensure smooth loading. Please call us if you will be more than 15 minutes early or late.

Partner agencies in King County participating in online ordering receive an assigned pickup day and time. Agencies picking up at the HSC are expected to comply with the pickup procedures below. Doing so will help ensure a quick and easy pickup.

- Pick up your orders only on your regularly scheduled day/time. You are always free to Shop the Dock during open hours. If using Shop the Dock, please do not park in docks 5 and 6.
- Be prompt and courteous about dock times. Early or late arrivals can interrupt the flow of traffic at our busy loading docks.
- Food Lifeline cannot store or hold food for agencies in our warehouse. Please plan to pick up your entire order and allocated product at your next appointment day/time. We will need to return to inventory any product that you leave behind. This means the product you ordered may spoil before another agency can receive it. Please only order as much food as you can transport.
- If you cannot make your appointment, please notify the Agency Relations team in advance. We will do our best to arrange another time for you to pick up your product.

When you arrive at the HSC dock:

Check in at the Agency Relations front desk when you arrive at the warehouse. We will have a shipping slip (also called an Order Invoice) ready with all the items on your order. This list may look different from the one you received when you placed your order. We may cut items from your order if they do not meet quality standards, or if another issue occurs.

- Present the shipping slip to the Shipping Associate at the dock. They will help or instruct you on how to load the product into your vehicle.
- Arrive with enough room to transport your full order. We prefer that you pick up all your items in a single trip. If you do need a one-time exception to make multiple trips, please let us know before you leave. We will help you schedule a time for your second pickup.
- Arrive with the staff or volunteers you need to load your own vehicle. Please note that everyone entering the warehouse must wear closed-toe shoes.

Before you leave the HSC dock:

- Compare your shipping slip with all the product you are loading. Notify us if you are missing items, or if your load contains more items than you were expecting. If you don't notice the errors before you leave, you must tell us within 2 business days.
- If you notice at pickup that food is damaged, spoiled, or does not belong on your order, let Agency Relations know before leaving.
- Safety is a priority for all staff and volunteers at Food Lifeline. We reserve the right to refuse to load a vehicle that we deem to be unsafe or not roadworthy. We will not

intentionally overload any vehicle beyond its safe operational capacity. If your vehicle has a weight limit or other loading restrictions, please tell us as soon as you arrive.

- Food Lifeline staff are not responsible for loading product that is not on pallets.
- Please clean up after yourself while at the dock. Before you leave, trash any plastic wraps or excess cardboard you have.
- If you are leaving pallets behind, either with or without food, speak to a Shipping Associate first.

Returning Banana Boxes and Hard Fruit Boxes

Please return banana boxes and hard fruit boxes to Food Lifeline! Food Lifeline distributes a large amount of assorted food in banana boxes especially. Our volunteer teams sort assorted product into these boxes so the product can be listed in case quantities on our online ordering system. We often must purchase these boxes in order to keep up with the quantity distributed. Please help us preserve these funds for better uses by returning your banana boxes weekly.

When returning boxes, be sure to include both the top and the bottom of the box and check that they are clean and usable. Box tops should be fitted on the box bottoms. Boxes must be neatly stacked on a pallet, which we can provide on arrival. Please stick to our receiving hours of 6:30 am - 2:00 pm when returning banana boxes and hard fruit boxes to Food Lifeline.

FOOD LIFELINE CLOSURES

Holiday Closures

Holiday closures impact pick-up/delivery days as well as order windows during the week of the closure. If your agency is affected, Food Lifeline staff will notify your agency by email. If notified, be sure to follow instructions in the email by rescheduling your pickup/delivery if applicable and ordering during your adjusted window.

We encourage all agencies to plan well in advance of any Food Lifeline closure. This will ensure you can meet the needs of your guests while we are closed. If capacity, safety, and resources allow us to serve an agency, we will do so. There are instances, unfortunately, where this is not possible. In some cases, we are unable to accommodate rescheduled pickup/delivery days.

Inclement Weather

In extreme cases of weather, we may close our facility. If you have a pickup or delivery scheduled and question whether we are open, please email us.

In extreme weather circumstances where Food Lifeline staff cannot safely travel to and from the building, we may cancel orders. For this reason, we recommend that each partner agency has an emergency preparedness plan that includes a distribution plan if a Food Lifeline order is not available.

For a full version of our inclement weather policy, please see the Appendix at the end of this manual.

PRODUCT RETURN POLICY

Under some circumstances, product may be returned to Food Lifeline. If your agency would like to return a product to Food Lifeline, please notify Agency Relations within 2 business days of receipt of product. We will work with you to determine the feasibility of accepting such product.

Under no circumstances can we accept the return of:

- Product not received from Food Lifeline

Agency Relations: (206) 492-5530 or agencyrelations@foodlifeline.org

- Product held at an agency for an extended period of time
- Product that has been opened/removed from original packaging
- Chilled/frozen product that has not been consistently kept cold

In most cases, we can accept for return:

- Product that agency did not order but came on an order from Food Lifeline by mistake
- Product that was damaged or spoiled at time of pickup/delivery
- Product that does not meet Food Lifeline's Consumption Guidelines

When requesting to return product, please have the following information available for Agency Relations:

- The AOR number (found on your Order Invoice, it will be the letters "AOR" followed by a dash and a string of numbers, ex. AOR-765304)
- The date the product was originally ordered
- The number of cases being returned
- The reason for the return

Please note that we cannot accept returns of refrigerated product when a consistent chain of cold storage and handling cannot be established. This means that if you transport refrigerated product in a non-temperature-controlled vehicle or store it without refrigeration for any period at your facility, it cannot be returned to Food Lifeline.

In the event you receive a product that is recalled: we will share with you the manufacturer's instructions for disposing of the product. Most of the time, they will ask you to safely destroy the items, or make them unfit for consumption. Depending on the recall, they may ask you to ship them the items (at their expense) or return them to Food Lifeline. Please contact the Agency Relations team before returning recalled products.

DISTRIBUTING TO GUESTS

Guest Eligibility Criteria

Guest eligibility criteria must comply with your Food Lifeline contract, including the Non-discrimination Policy. Food Lifeline highly recommends that food programs avoid creating barriers to food access by limiting eligibility criteria as much as possible.

Guest Intake Guidelines

Agencies may have a policy of asking guests to provide information or answer intake questions upon their first visit. We acknowledge that some questions are helpful to track visits and demand for product. However, agencies are never allowed to require the following information for a guest to receive food:

- Social security numbers
- Proof of citizenship or legal residency
- Photo identification or other proof of ID

For all other demographic information or intake requests, agencies may ask guests for their personal information. Agencies cannot require or verify answers before the guest can receive food. Before asking for this information, you should make it clear to guests that answers are voluntary, self-declared, and will not be verified. Agencies must make it clear to guests that they can decline to provide any information.

If the agency receives any funding or participates in a program that requires the agency to gather proof of demographic/guest information, please notify Agency Relations of this requirement. We will work with your agency to develop a partnership with respect to both your needs and Food Lifeline's values and goals.

Distribution Accessibility

We highly recommend that agencies make every effort to ensure that food distributions are accessible to all. All agencies should make reasonable accommodations to support the needs of all people.

Suggestions to consider for improving accessibility:

- Does the physical location of your distribution follow ADA guidelines for accessibility? Some examples include ramps, automatic-open doors, and clear travel paths, among others.
- Do you have printed material available in more than one language? Are the languages commonly spoken by guests at your agency? Do any of your volunteers or staff speak another language that could be helpful during distributions?
- If a guest can't read printed material, is there another option? Can you use non-verbal signs or instructions for people who have difficulty reading? Are any signs at your facility written in braille?
- Is sign language interpretation available at your distributions?
- Are your distribution hours and days the most beneficial for your community?
 - Some work schedules are different from others. Do you offer morning and evening hours available for guests to receive food? Can guests come on the weekend or other convenient hours?
 - If someone can't make it to your distribution, are there other ways for them to receive food? Do you deliver or offer extra appointments for food?
- Is the mood at your distributions inviting? Does it feel like a safe and welcoming place to come for food? If it's a meal program, is there a sense of community between guests and those serving?

PRODUCT HANDLING & STORAGE

FOOD SAFETY

Food Safety is an important public health issue. Everyone deserves access to safe food. *Partner agencies must implement proper food handling measures to ensure that product being distributed is safe. All partner agencies are required to have a person in charge with a food handler's permit on site whenever food is being handled.*

Transportation

Food should be carefully transported from point of pickup, either at Food Lifeline or a partner Redistribution Organization (RDO). Please ensure that your agency has proper equipment, such as coolers or pallet covers, to keep food 40° F or colder.

When Food Arrives at Your Agency

All food received at your agency should be checked for quality by staff or volunteers with sufficient training to evaluate, handle, prepare, store and distribute product safely. If product is deemed to be unsafe or unfit for human consumption, it should be discarded. People deserve good quality food. As noted above, all agencies must have a person in charge with a food handler's permit on site at all times.

Potentially Hazardous Foods received at your agency should be logged and records kept on file for 30 days. A sample log and a list of these foods are included in the Appendix.

Food Storage

Food received from Food Lifeline is often stored by the agency before it is distributed to guests. The following food storage guidelines describe some practices partner agencies should follow but are not an exhaustive list:

- Food must be transported and stored in a clean area, free of dirt, bacteria, pests, and other contaminants.
- The storage area for non-perishable food must be kept between 50° F and 70° F.
- Product must be stored off the ground and at least six inches away from walls.
- The storage area should be orderly and organized for efficient distribution and product rotation.
- Agencies should practice a blended First In First Out (FIFO)/ First Expired First Out (FEFO) product rotation.
- Baby food and formula must NOT be distributed after the expiration date. All baby food and formula products stored that are beyond date of expiration must be discarded and not distributed to guests.
- All household products and cleaners must be stored in an area separate from food.

Cold Storage

To properly handle perishable and frozen items, partner agencies must have adequate refrigeration equipment and use thermometers and temperature logs to ensure consistent temperatures. Cold chain maintenance is of utmost importance because the food distributed in the emergency food network is donated and often passes through several hands before it reaches your agency. Remember, time outside of the proper temperature control is cumulative. Your guests may not be able to get the food refrigerated right away when it is received, so all food should be kept in the proper temperature range leading up to distribution.

- Refrigerators must be kept at 40° F or below.
- Freezer temperatures must be at 0° F or below.
- Each refrigerator or freezer must have a working thermometer located in the warmest part of the refrigerator/freezer, usually by the door.
- All agencies must utilize a Temperature Log and check temperatures on a regular schedule. See the Appendix for a sample log.

Sanitation

Keeping equipment and work surfaces clean and free of bacteria is critical for food safety. Health Department approved sanitizing practices should be used. Food Lifeline recommends a bleach and water solution at the ratio of 1 teaspoon of bleach to one gallon of cool water. Commercially approved sanitation equipment may also be used. Agencies must use proper sanitizing techniques for all equipment and surfaces related to food preparation. All sinks used for hand washing must have a hand washing poster posted nearby. Food Lifeline can provide your agency with a printable hand washing poster if needed. For more information about sanitation, contact the Agency Relations team.

Repacking

If the agency repacks any bulk food items, they must adhere to food safety guidance at all points in the repack process. *Food Lifeline recommends using extreme caution when repacking potentially hazardous foods.*

In general, follow these basic safety practices when repacking bulk food:

- Only ever repack one item/type of food at a time. For example, repacking rice and repacking flour should be done separately.
- In between different repack activities, sanitize all workstations and utensils.
- Food repackaged at the agency site must be labeled in accordance with the Washington Food Code. The code states that each individual bag must be labeled with the name of the food item and that for multi-ingredient items, a card, sign or other notice must also be displayed by the item at distribution containing label information (including ingredient list):

WAC 246-215-09430 Food labels—Alternative labeling. FOOD that is rePACKAGED at the DONATED FOOD DISTRIBUTING ORGANIZATION may be distributed without complete label information on each individual container, provided that: (1) Each container is labeled with the common name of the FOOD; (2) The name and place of business of the manufacturer, packer, or distributor; and (3) The complete label information, according to the provisions of chapter 69.04 RCW, including complete ingredient and allergen disclosure information, is on the master carton or is posted in plain view on a card, sign, or other method of notice at the point of distribution to the CONSUMER.

Pest Control

Pests carry germs and disease. Agencies must take reasonable precautions to protect against pest infestation. Food Lifeline recommends that agencies have a pest control company regularly visit the facility. Pest prevention and control programs may be maintained by agency staff or volunteers.

To prevent pests:

- Store all food 6 inches away from walls and off the floor.
- The food storage area should be kept clean and free of debris. All stored products must be sealed properly.

- Inspect the food storage area every 30 days for signs of pest infestation. We recommend that you document findings on the Pest Control Report located in the Appendix.
- Poison-free devices may be used in the storage area to ensure that area remains free of pests. Food Lifeline strongly recommends against the use of d-Con and similar pest control. The use of pelletized or granulized poisons such as d-Con raise the risk of “translocation” of the poison onto food product.

In the event of a pest infestation:

- Contact a professional pest control company immediately to inspect the food storage area and determine the type of pest and the level of treatment needed to resolve the infestation. Take immediate action to treat the area accordingly.
- Once evidence of pest infestation has been determined, inspect stored products to ensure that no damage or infestation has occurred. Discard any damaged products.
- Food products should be removed from the storage area if there is a possibility of pest or toxic pesticide exposure.

Food Dating

Food Lifeline recommends that agencies use best judgement with food dating, following the guideline, “When in doubt, throw it out.” We strive to distribute food that is high quality, safe to consume, and shows respect to the people who will eat it. Food Lifeline can provide your agency with a Consumption Guidelines poster that lists the recommended quality and safety dates for many common foods.

According to the United States Department of Agriculture Food Safety and Inspection Service, products carry the following types of dates:

- A “Sell-By” date tells the store how long to display the product for sale. This instructs stores to sell the product before this date to ensure high quality product.
- A “Best if Used By (or Before)” date is recommended for best flavor or quality. It is not a purchase or safety date.
- A “Use-By” date is the last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.
- “Closed or coded dates” are packing numbers for use by the manufacturer.

Food Safety Specific to Meal Programs

All partner agencies must follow health department guidelines for handling and preparing food safely, but some food safety guidelines are especially relevant to meal programs. These include regularly taking temperatures of food to ensure that it stays outside of the temperature “danger zone” of 41° F – 135° F, properly sanitizing all equipment and surfaces, and adhering to the following guidelines when preparing food:

Cooling food: Cooling hot food fast is the best defense against food-borne illness. Foods that need temperature control must be cooled from 135° F to 41° F within six hours. Cool hot food in two stages. Food should cool from 135° F to 70° F within two hours. Next, cool food from 70° F to 41° F within the next four hours.

Thawing food: There are three safe ways to thaw food. The refrigerator method should be used whenever possible and requires planning ahead.

1. Refrigerator: Thaw food in the refrigerator; it may take a few hours or days. This is the best and safest way. If food will be thawed and not used immediately (not recommended) clearly mark when the food is thawed to indicate the food needs to be consumed within 24 hours (not to exceed the 7- day refrigeration limit).
2. Cool Water: Thaw food under cool, running water. until thawed. Never thaw food under warm or hot water. Food must then be cooked and served immediately.
3. Microwave Oven: Food can be thawed in a microwave oven. Food must then be cooked and served immediately.

Reheating Food: Food that is cooked then cooled may need to be reheated again. Food must be reheated quickly, within one hour, to 165° F. Do not reheat food slowly, using a crockpot, slowcooker, or other similar device. When food is slowly reheated, it takes too long to pass through the temperature “danger zone” of 41° F – 135° F.

Recalls

As a partner agency, you will receive updates of recalled foods in Washington State from Food Lifeline. Notification will be done through email – it is critical that your agency is consistent in checking and reading emails from Food Lifeline for this reason. Please monitor the notices, check your inventory, and discard any recalled items. Agencies bear the responsibility of ensuring their inventory is safe and complying with all recalls. You must have a recall procedure in place, including a plan for notifying guests.

To view the list of food recalls affecting Washington state, see www.doh.wa.gov/YouandYourFamily/FoodSafety/Recalls.

PERMITTING REQUIREMENTS

Food Lifeline considers the health department a vital partner in food safety across our partner agency network. We require that partner agencies meet the health department requirements in the agency's local county.

Registering with the Health Department

Depending on the county and the style of program your agency operates, you will need to register with the health department in one of two ways:

- Receive a Health Department Permit, with a Number and Expiration Date. This method is more common for meal programs.
- Receive a record of registration as a Donated Food Distributing Organization with the local health department. All food banks and some meal programs may qualify for this method.

Food Handler's Permits

You must have a person in charge at your agency that has a current food handler's permit and knowledge of safe food handling. A person with a valid food handler's permit must always be on site when food is being handled, prepared, or transported. Food Lifeline asks that all regular volunteers also have a food handler's permit. Send copies of food handlers' permits to Agency Relations. The Washington Food Code states:

09405 Standard operating procedures. [WAC 246-215-151].

The PERSON IN CHARGE of a DONATED FOOD DISTRIBUTING ORGANIZATION shall ensure:

- (1) EQUIPMENT for cold holding, heating, and hot holding FOODS are sufficient in number and capacity to provide FOOD temperatures specified in Part 3 of this chapter;
- (2) FOOD-CONTACT SURFACES are thoroughly cleaned before each use;
- (3) A HANDWASHING SINK is accessible for use by EMPLOYEES during all times of FOOD

preparation and service of unwrapped FOODS and is located within 25 feet of FOOD preparation, FOOD dispensing, and WAREWASHING areas;

(4) Each sink used for handwashing is provided with a supply of hand soap and SINGLE-USE towels or other APPROVED hand-drying device;

(5) REFUSE, recyclables, and returnables are stored in a manner that does not create a public health HAZARD or nuisance;

(6) The PREMISES are maintained to control insects, rodents, and other pests;

(7) Children under age ten and animals are kept out of FOOD preparation areas during the preparation of FOODS; and

(8) Toxic chemicals are stored in accurately labeled containers away from all FOODS and FOOD service supplies.

The PERSON IN CHARGE of a DONATED FOOD DISTRIBUTING ORGANIZATION shall ensure:

(1) REFUSE, recyclables, and returnables are stored in a manner that does not create a public health HAZARD or nuisance;

(2) The PREMISES are maintained to control insects, rodents, and other pests;

(3) Children under age ten and animals are kept out of FOOD preparation areas during the preparation of FOODS;

(4) Toxic chemicals are stored in accurately labeled containers away from all FOODS and FOOD service supplies; and

(5) EQUIPMENT and FOOD CONTACT SURFACES are maintained in good repair and condition.

PAYMENT & FOOD LIFELINE OWNED EQUIPMENT

FOOD LIFELINE'S OPERATING COSTS

Food Lifeline's total budget consists of fundraising costs, administrative costs, and program costs. The program costs are spent on procuring, receiving, handling, storing, transporting, and distributing food. Most program costs are covered by Food Lifeline's fundraising efforts.

Order Up!

The only other cost a partner agency can incur from Food Lifeline is the cost of Order Up! product purchases.

PAYMENT POLICIES

Billing/Accounting Procedures

Each week product is ordered and invoices are emailed to the designated agency shopper. At the end of each month, a detailed monthly statement is sent to the agency's designated billing contact. An agency must pay each balance due no later than 15 days past the statement date.

Payments can be made by check, payable to Food Lifeline. Checks can be mailed or brought in person to our south Seattle location. You can also pay through the bank's ACH services – if you would like to use this option, a member of Agency Relations can get you the ACH information and instructions.

Please include both the Agency Number and the Invoice Number when submitting your payments. If it is not possible for your agency to meet the payment due date, please get in contact with Food Lifeline's Accountant immediately. Lack of payment will result in suspension of online ordering and potentially program participation.

PARTNER AGENCY AGREEMENT

Partner agencies that receive product from any of Food Lifeline's programs are required to sign the Partner Agency Agreement. The agreement establishes the obligations of both the partner agency and Food Lifeline as partners.

The term of the current contract continues for a period of three (3) years, with the possibility to automatically renew for successive periods of one (1) year each unless either the partner agency or Food Lifeline gives one another written notice of ending the agreement; this notice should come ninety (90) days before the end of the contract term. The agreement will not be renewed if an agency is in non-compliance.

If the partner agency or Food Lifeline does not meet what is outlined, either may choose to end the agreement. This should be done no later fifteen (15) days past the initial notice to end the contract. For example, Food Lifeline may choose to end a contract due to an agency being out of compliance with safe food practices; or an agency may choose to end a contract because Food Lifeline cannot provide the product mix an agency needs.

Even if the contract has been canceled or expired, there are terms in the contract that survive. For example, if an agency has an outstanding account balance, it must be paid to Food Lifeline. Another example is that release from liability remains intact.

Please contact us if you have any questions about the Partner Agency Agreement. We want to ensure that each agency fully understands it.

NON-COMPLIANCE PROCESS

Food Lifeline developed the Non-compliance Process so that Food Lifeline and partner agencies alike understand the steps to address non-compliance within the Partner Agency Agreement or program agreements. The Non-compliance Process is a resource, so the results of non-compliance are clear and transparent with appropriate levels of communication. If an agency fails to comply with the terms of the Partner Agency Agreement or with any Food Lifeline program agreement, Food Lifeline staff will take the following steps to bring the agency into full compliance:

A chart detailing the non-compliance process is included on the next page.

Food Lifeline Agreement Non-compliance Process

	Agencies and Partner Programs (online ordering, Retail and Foodservice Partnerships, Mobile Food Program, TEFAP)
1st Step	Discussion & e-mail, issue-specific training
2nd Step	Discussion & e-mail, retrain if applicable
3rd Step	Written warning sent to agency's Executive Director and primary contact by Food Lifeline manager.
4th Step	Final written warning sent to agency and agency Board by Director of Agency Programs and Network Development
End of Partnership	Food Lifeline will end its partnership with the agency if they remain out of compliance.
Agencies Can Re-apply:	After 1 year

If an agency is unwilling or unable to return to compliance during any step, they will immediately escalate to the next step until the partnership with Food Lifeline is ended.

90-day probation: **once an agency returns to compliance**, a 90-day probation period begins. If the agency demonstrates any non-compliance with any terms of the agency contract or program agreement during this period, Food Lifeline reserves the right to terminate the contract or program agreement.

GRIEVANCE RESOLUTION PROCEDURE

Please direct grievances about your experience at Food Lifeline to the Agency Relations team. We take all grievances seriously and will address them in a timely manner. In cases where you have not received a satisfactory resolution, steps may be taken as follows:

First Step

Submit complaint in writing to:

Agency Relations Manager, FOOD LIFELINE
815 S 96th St, Seattle, WA 98108

Within 14 days, complainant shall receive written response.

First Appeal

If dissatisfied with the response, a second complaint may be filed within 15 days to:

Chief Programs Officer, FOOD LIFELINE
815 S 96th St, Seattle, WA 98108

The appeal letter shall state the original complaint and specifically state the reason the first written response was unsatisfactory or inadequate. Within 14 days, complainant shall receive a written response to the appeal.

Final Appeal

If dissatisfied with the response to the first appeal, a third complaint may be filed within 15 days to:

President & CEO, FOOD LIFELINE
815 S 96th St, Seattle, WA 98108

The final appeal letter shall state the original complaint and specifically state the reasons the first two responses were unsatisfactory or inadequate. Within 30 days, complainant shall receive a written response to the second appeal. A personal appearance by the complainant may also be made. The President & CEO's response is final.

GLOSSARY OF TERMS

Agency: An organization operating entirely or partially independent of Food Lifeline that distributes food for the purpose of relieving hunger.

Cold Chain: The consistent temperature-controlled storage, handling, and transportation of refrigerated or frozen food. Maintaining this is critical to ensure food safety.

Cross-Dock (a.k.a. “drop site”): A location, usually an organization, that receives Food Lifeline deliveries of product to be picked up by other Food Lifeline partner agencies. This involves a formal agreement with Food Lifeline for the location to serve as a cross-dock.

Donated Food Distributing Organization (DFDO): A designation in the Washington State Retail Food Code Working Document that refers to agencies that distribute food to people in need at no cost. DFDOs are required to contact their local health department annually, informing them of their operating status.

Emergency Food Assistance Program (EFAP): A state program that supports food banks in Washington State. Funds can be used for food as well as operational expenses.

Emergency Food and Shelter Program (EFSP): A federal program where funds are administered to local counties.

Feeding America: A network of hunger relief food distributors across the country to which Food Lifeline is a member. For more information on Feeding America and their standards and expectations, please visit www.feedingamerica.org.

Food Bank or Food Pantry: A food bank or food pantry operates in a manner where individuals visit the program site and receive groceries to prepare at home. The groceries could also be delivered to the guests. One unique thing about Washington State is the way we refer to emergency food programs. In most areas of the country that Feeding America serves, large distributors, like Food Lifeline, are called “Food Banks” and local agencies providing food directly to individuals in need are called “Food Pantries.” Occasionally, references to “Food Banks” are made in Feeding America materials.

IRS Code 170(e)(3): This code defines the tax deduction that donors are eligible to receive if the donation is used according to the regulations, defines the organizations eligible to receive those donations and defines allowable uses of those donations. See page 8 of this manual for full details.

Meal Program: A meal program is any agency that prepares, serves, or delivers prepared meals or snacks to individuals in need.

Partner Agency: An organization with part or full partnership status with Food Lifeline. This includes a signed Agency Agreement between both Food Lifeline and the agency. See above for the definition of “Agency.”

Potentially Hazardous Foods: Any foods that require time and temperature control in order to limit the growth of bacteria.

Re-Distribution Organization (RDO): A Food Lifeline partner agency that receives deliveries of product from Food Lifeline on a regular basis and redistributes that product to local partner agencies. These are located within a specific county and serve the partner agencies of that county.

Shelter: A shelter is an agency that hosts guests overnight; the shelters we serve also offer a meal(s) to overnight guests or residents.

TEFAP (The Emergency Food Assistance Program): A federal program that distributes commodity food items to agencies. Food Lifeline administers the TEFAP program in King County and acts as a distributor of bonus commodities to other TEFAP sub-distributing agencies in Western Washington.

TEFAP Contractor: An organization with a contract to provide TEFAP product to organizations within a specific county or region. Food Lifeline is the TEFAP contractor for King County.

TEFAP Subcontractor: An organization receiving TEFAP commodity product from a designated contractor. Food Lifeline is the TEFAP contractor for King County and agencies in King County receiving TEFAP product from Food Lifeline are considered subcontractors.

Washington State Retail Food Code Working Document: This document provides the safety standards for food served or sold to the public in Washington State. Food Lifeline Partner Agencies should pay special attention to Chapter 3 (Food) and Chapter 9-4 (Alternative Food Facilities: Donated Food Distributing Organizations). The document can be viewed at <http://www.doh.wa.gov/CommunityandEnvironment/Food/FoodWorkerandIndustry/FoodSafetyRules.aspx>

Yearly Activity Reports (YARs): Reports that are submitted to Food Lifeline with the agency's guest service numbers on a monthly basis. (change to follow YAR guideline).

APPENDICES

If your agency would like a printable copy of any of the materials included as an appendix, please contact Agency Relations.

- A. AGENCY MANUAL CHANGE LOG27**
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A. AGENCY MANUAL CHANGE LOG

Date	Section	Subsection	Change(s)	Additional Information

B. INCLEMENT WEATHER POLICY



Inclement Weather Policy



Food Lifeline Closures

In the event of Inclement weather (heavy snow, frozen roads, flooding or fire), Food Lifeline will operate or cancel service according to the Seattle School District closures.

- If the Seattle School District is closed, Food Lifeline will also be closed. We will not be open for Agency Pickups or complete deliveries.

Deliveries to your agency in inclement weather

- Food Lifeline will rely on the following sources to determine if roads are clear and accessible to your agency location:
 - <https://www.wsdot.wa.gov/traffic/forecast>
 - <https://q13fox.com/latest-school-closures-and-delays/>
 - <https://cliffmass.blogspot.com/>
 - <https://a.atmos.washington.edu/SNOWWATCH/>
- If Food Lifeline needs to cancel a delivery to your agency, we will contact you via phone and as a backup, email.

If your agency will be closed:

- Notify Food Lifeline's Agency Relations Team by emailing AgencyRelations@foodlifeline.org to notify them that your agency will be closed and unable to complete your pickup or receive your delivery.
- We will do our best to reschedule your pickup/delivery as soon as possible.

In the event that Food Lifeline is closed:

- We will cancel all deliveries on the day of the closure. We will contact all Redistribution Organizations and drop sites that morning by email and telephone and will work to reschedule the delivery later in the week. If a reschedule is not possible, orders will be shipped on the next regular ship day. We will do our best to monitor product quality on the order that is waiting for shipping to your agency, but it is unlikely that we will be able to catch all possible issues on an order waiting for shipping.
- We will cancel all orders normally picked up at our warehouse on the day of the closure. We will ship the order on the next open or available day. *Agencies should contact Agency Relations at AgencyRelations@foodlifeline.org to reschedule a pickup if your agency will not be operating on your normal schedule.*
- We will cancel all agency orders that were to be picked up or delivered the day following the closure. Orders are normally assembled or 'picked' the day before they are shipped; if we are closed there will be no personnel on site to do that work. Unfortunately, we are not able to accommodate reschedules. We will invite all affected agencies to come in to shop the dock at any point after we reopen.

HUNGER DOESN'T HAVE TO HAPPEN

C. CONSUMPTION GUIDELINES POSTER



RECOMMENDED CONSUMPTION GUIDELINES

	PRODUCT	CONSUME BY*
BAKERY ITEMS	Fresh or Refrigerated	On or before
	Frozen	Use best judgment
	Tortillas	2 weeks
BEVERAGES	Fresh (Refrigerated)	21 days
	Shelf-Stable, Plastic Bottle	Indefinitely
	Stimulant Drinks, Shelf-Stable	9 months
DAIRY & ALTERNATIVE DAIRY (REFRIGERATED)	Butter and Hard Cheese	3 months
	Eggs, in Shell	1 month
	Eggs, Hard Cooked	On or before
	Eggs, Pasteurized or Egg Substitute	10 days
	Ice Cream	Indefinitely
	Liquid Dairy (Milk, Half & Half, Whipping Cream)	10 days
	Soft Cheese, Yogurt, Sour Cream, Cottage Cheese	14 days
	Non-Dairy Liquid (Rice Milk, Soy Milk)	10 days
	Non-Dairy Solid (Soy Cheese, Soy Yogurt)	14 days
	Non-Dairy Spread (Margarine)	6 months
DRY & CANNED GOODS	Shelf-Stable Milks (Dairy & Non-Dairy)	1 year
	Acidic Canned & Jarred Foods (Tomatoes, etc.)	12-18 months
	Baby Food	On or before
	Canned Foods	Indefinitely
	Cereal, Crackers, and Prepackaged Foods	2 years
	Dressing, Mayonnaise	1 year
	Dried Goods (Beans, Pasta, Rice, etc.)	Indefinitely
FRESH PRODUCE	Jarred Foods, Shelf-Stable	Indefinitely
	Pouched Foods	1 year
	Bulk or Packaged Produce	Use best judgment
MEAT & ALTERNATIVE MEAT	Melons, Cut	On or before
	Meat, Poultry, Seafood (Refrigerated)	On or before
	Meat, Poultry, Seafood (Frozen)	Use best judgment
	Meat Substitutes (Tofu, etc.) (Refrigerated)	5 days
	Meat Substitutes (Tofu, etc.) (Frozen)	1 year
PREPARED FOODS	Deli-prepared, packaged by store	2 days
	Pre-packaged prepared, packaged by manufacturer	14 days (refrigerated) 1 year (frozen)
	Pre-packaged prepared with dairy, packaged by manufacturer	7 days
WHEN IN DOUBT - THROW IT OUT		

Product labels must contain: What product is, ingredients (if more than one)

*This poster outlines the amount of time past the date on the package that food should be safe and wholesome to consume as considered by Food Lifeline's Food Safety Committee. These recommendations assume that all product has been handled properly. Please use your best judgment, and *when in doubt, throw it out*.

www.FoodLifeline.org | info@foodlifeline.org | 206-545-6600 | 815 South 96th Street, Seattle, WA 98108



D. SAMPLE PEST CONTROL LOG

MONTH: _____ YEAR: _____

PEST CONTROL LOG

NOTES

- There should be at least 4 inspections per month, averaging once a week.
- All items indicated as "NO" must be documented on Page 2 and/or an attached document.
- Pest Control logs must be kept for 1 year.
- Inspection should be conducted in all areas of facility, including rooms where food is not stored.

INSPECTION	1	2	3	4
DATE OF INSPECTION	_____	_____	_____	_____
BUILDING				
6-inch space between product and wall?	YES NO	YES NO	YES NO	YES NO
Floors and wall in good repair	YES NO	YES NO	YES NO	YES NO
INFESTATION EVIDENCE				
No chew marks on boxes?	YES NO	YES NO	YES NO	YES NO
No holes and gnaw marks?	YES NO	YES NO	YES NO	YES NO
No animal droppings/urine?	YES NO	YES NO	YES NO	YES NO
No animal tracks or trails?	YES NO	YES NO	YES NO	YES NO
No heavy musky odor?	YES NO	YES NO	YES NO	YES NO
No evidence of bird roosting or nesting?	YES NO	YES NO	YES NO	YES NO
No animal sightings?	YES NO	YES NO	YES NO	YES NO
White strip area is clean? (if applicable)	YES NO	YES NO	YES NO	YES NO

FOOD LIFELINE TIP

If you find signs of infestation, see the Grocery Rescue Manual for rules on product disposal.
If you need a new copy, please reach out to the Grocery Rescue team.

IF USING BAIT BOXES AND/OR TRAPS

BAIT BOXES				
Still in set location/position?	YES NO	YES NO	YES NO	YES NO
No activity in/around box?	YES NO	YES NO	YES NO	YES NO
Bait condition still intact?	YES NO	YES NO	YES NO	YES NO
Device is clean and ready for use?	YES NO	YES NO	YES NO	YES NO
TRAPS (MULTI-CATCH AND SNAP)				
Still in set location/position?	YES NO	YES NO	YES NO	YES NO
No rodents in trap?	YES NO	YES NO	YES NO	YES NO
No damaged to trap or not wound?	YES NO	YES NO	YES NO	YES NO
Device is clean and ready for use?	YES NO	YES NO	YES NO	YES NO
Inspection date on trap?	YES NO	YES NO	YES NO	YES NO

Agency Relations
Retail and Foodservice Partnerships (RAFP)

DIRECT 206-492-5530
DIRECT 206-492-5523

EMAIL agencyrelations@foodlifeline.org
EMAIL retailfoodservice@foodlifeline.org

Page 1 of 2

INSPECTION 1 INCIDENT(S)

Report By _____ Date _____ Location(s) _____

Describe the incident and what actions were taken

INSPECTION 2 INCIDENT(S)

Report By _____ Date _____ Location(s) _____

Describe the incident and what actions were taken

INSPECTION 3 INCIDENT(S)

Report By _____ Date _____ Location(s) _____

Describe the incident and what actions were taken

INSPECTION 4 INCIDENT(S)

Report By _____ Date _____ Location(s) _____

Describe the incident and what actions were taken

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RAFPDIRECT 206-492-5530
DIRECT 206-492-5523EMAIL agencyrelations@foodlifeline.org
EMAIL retailfoodservice@foodlifeline.orgUpdated: 11/2019
Reviewed: 05/2021

E. SAMPLE TEMPING LOGS

TEMPERATURE LOGS

REFRIGERATOR

TEMPERATURE MUST BE 40° F OR COOLER

[illegible]AR
RAFP

DIRECT 206-492-5530
DIRECT 206-492-5523

EMAIL agencyrelations@foodlifeline.org
EMAIL retailfoodservice@foodlifeline.org

Updated: 12/2019
Reviewed: 05/2021

TEMPERATURE LOGS

FREEZER

TEMPERATURE MUST BE 0° F OR COOLER

[illegible]

F. GUEST GRIEVANCE PROCEDURE

[NAME OF AGENCY AND LOGO]

GUEST COMPLAINT RESOLUTION PROCEDURE

Service at [INSERT AGENCY/PROGRAM NAME] is provided regardless of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity and expression, political affiliation, unfavorable discharge from the military or status as a protected veteran, or any other characteristic that is protected by law.

You have the right to file a complaint when you feel you have been mistreated. Filing a complaint will not affect the quality of service you receive.

First, try talking to agency staff/volunteers about what you think is wrong. If that's not enough to resolve the issue, follow these steps:

I. FIRST STEP

Submit complaint in writing to:

AGENCY EXECUTIVE DIRECTOR

[PUT CONTACT INFO HERE, INCLUDING EMAIL, MAILING ADDRESS, AND PHONE NUMBER]

Within 21 days, you will get a written response.

II. APPEAL

If you are unhappy with the response, you can file another complaint within 15 days to:

AGENCY BOARD OF DIRECTORS

[PUT CONTACT INFO HERE, INCLUDING EMAIL, MAILING ADDRESS, AND PHONE NUMBER]

The appeal letter should state your original complaint and state why the first response was unsatisfactory or inadequate. You can also explain why you're appealing. Within 30 days, you shall receive a written response to the appeal. You may also appear in person to appeal. ***The Board's response is final.***

FOOD DONATION LOG FOR POTENTIALLY HAZARDOUS FOODS

[illegible]

