



**GOLDEN**  
HARVEST **FOOD**  
**BANK**

# Food Safety Training

For 2024-2025 partner agencies

# General Food Safety for Pantries

The following training is intended for programs that provide food to households to take home and for programs that prepare meals for consumption.

For On-Site agencies preparing meals, courses provided by *ServSafe* are **also** required.

**Golden Harvest Food Bank** requires Food Safety Training for all agency partners. Please maintain your Food Safety Certificate on file for your annual review.





# Personal Hygiene

## Wash Your Hands

At a minimum, all staff and volunteers must wash hands with soap and warm water or use approved hand sanitizing wipes or gel:

- Before starting the distribution;
- After touching raw, fresh or frozen beef, poultry, fish or meat;
- After mopping, sweeping, removing garbage;
- After using the bathroom;
- After smoking, eating, sneezing or drinking;
- After using a cell phone or other device;
- After touching anything that might result in contamination of hands.



**Wet your hands and arms**  
Use running water as hot as you can comfortably stand



**Apply soap**  
Apply enough to build up a good lather



**Scrub your hands and arms vigorously for 10 to 15 seconds**  
Clean under fingernails and between fingers



**Rinse your hands and arms thoroughly**  
Use running warm water



**Dry your hands and arms**  
Use a single-use paper towel or hand dryer

# Receipt of Food

- Check all food that you receive.
- Canned food must be labeled and NOT have swollen ends, leaks, seal problems, lids that are popped, major dents, or rust.



Severe dent in seam



Deep dents in can body



Holes or signs of leaking



Missing or unreadable labels



Swollen or bulging ends



Rust that cannot be wiped off



When in doubt, throw it out!

# Receipt of Food

## Never Repack or Repackage

- **Never repack ready-to-eat or ready-to-cook items.**
- **Every time food is handled it increases the risk of food borne illness.**
- **Only bagging bulk produce is allowed.**



# Retail Rescue

**Keep food at safe temperatures in unrefrigerated vehicles.**



Cover cold food with thermal blankets or use coolers with ice packs



Keep drive times to 30 minutes or less



Check food temperatures after arriving at the destination

- Remember to check all food donations upon arrival before stocking in your pantry.
- Do not stack raw meat or seafood on top of items as it can lead to contamination.
- Weigh and temperature check all food received from Retail Rescue.



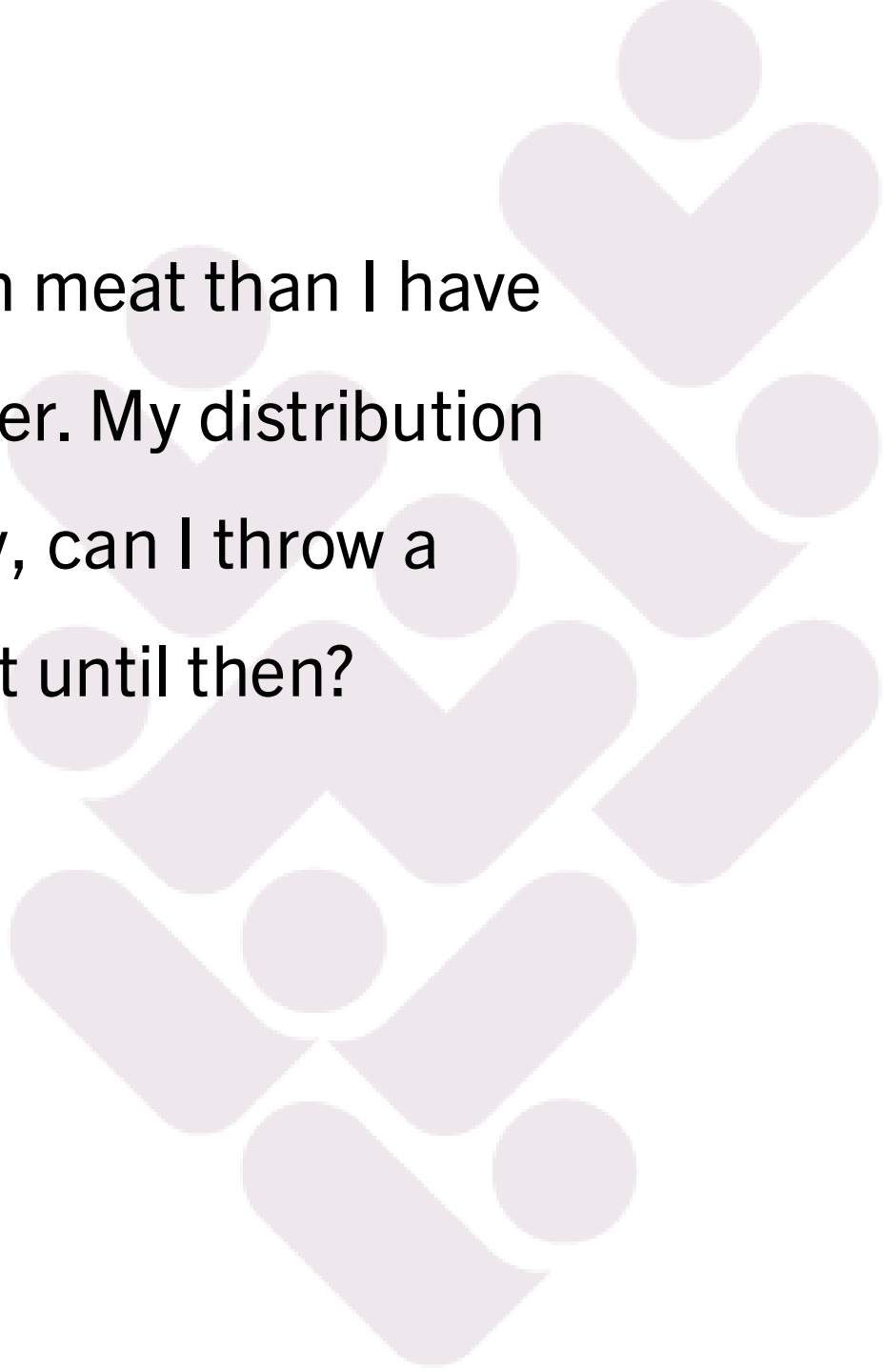
YES

OR

NO



I ordered more frozen meat than I have space for in the freezer. My distribution is a couple days away, can I throw a freezer blanket over it until then?



# No

Freezer blankets are only meant for temporary storage situations.

Blankets will keep food at the proper temperature for about four hours.

\*\*\*This meat will spoil.





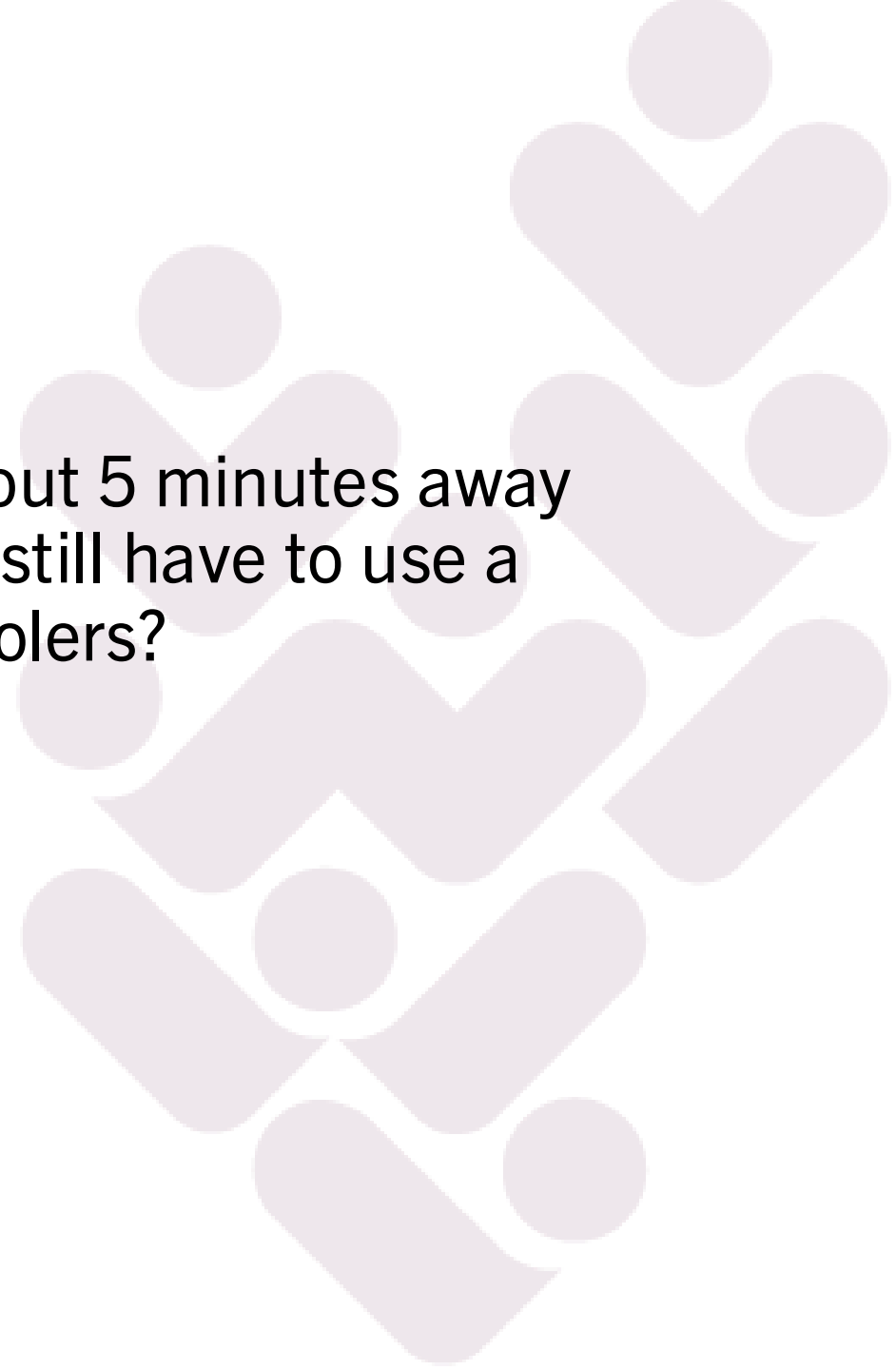
YES

OR

NO



My pickup is only about 5 minutes away from my pantry. Do I still have to use a freezer blanket or coolers?



# YES

Why?

To maintain food safety standards food must be temperature controlled.

Something could prevent you from arriving at your destination on time which could compromise the integrity of the food.





# Understanding Product Dates

**Sell by date** - tells the store how long to display the product for sale.

**Best if used by or before** - recommendation to help you get the best quality or flavor. It is not meant as a purchase or safety date.

**Use by** - last date recommended for peak quality. Product's manufacturer determines this date.

**DO NOT** distribute baby food or formula after it has expired.

# Proper Storage

**ROTATE:** Rotate to ensure the oldest food is used first. First in, First Out (FIFO), or in some cases First Expired, First Out (FEFO).

**CHECK:** Check the shelf life of food.

**TEMP:** Store food at the proper temperature.

**SEPARATE:** Store food separately from sanitation, maintenance, and consumer chemicals like shampoo, cleaning supplies, etc.

**STORE:** Store food and supplies properly.



# Proper Storage



Store refrigerated food at 41°F (5°C) or lower



Keep frozen food frozen solid



Store food away from walls and at least six inches (15 cm) off the floor



Store ready-to-eat food above raw meat, seafood, and poultry



Store food only in containers made for food



Store food only in designated storage areas





# Storage Requirements

- Location should be locked and kept secure.
- Store all food at your agency location.
- Food must be stored 6 inches from the floor, 4 inches from the wall and ceiling, in an area that is clean, dry, and free from pests.
- Food must be stored at least 4 feet from non-food items such as cleaning supplies or chemicals.
- **Food must be organized by type (TEFAP versus all other food sources).**

# Cross- Contamination

The transfer of a contaminant from one surface to another.

## **Prevent cross-contamination when storing and handling food:**

- When cross-contamination occurs, report it.
- Cross-contamination with allergens is serious!
- Allergens include soy, wheat, eggs, peanuts, tree nuts, fish, and shellfish.





# Time and Temperature Control

All refrigerators and freezers should have a thermometer. Please document temperature for your equipment.

- Store and transport **refrigerated foods at 40°F or below** .
- Store and transport **frozen food at 0°F or below**.
- Check the temperature of food and storage areas with thermometers.
- Thaw frozen foods at 40°F, and **never** room temperature. Food may also be thawed by using a microwave oven, or under running cold water.
- Keep hot food 135°F or above.
- Keep cold food 40°F or below.
- Keep frozen food frozen.
- Don't forget to write the negative (-) sign if the temperature is below zero degrees.



# Cleaning vs. Sanitizing

## Cleaning

To properly clean you should

- Clean and sanitize surfaces each time you use them.
- Clean surface, rinse surface, sanitize the surface, and allow to air dry.

## Sanitizing

- Staff and volunteers must clean and sanitize food contact surfaces (tables, coolers, etc.) before and after distribution, and if there is a spill or risk of cross-contamination.
- Use approved sanitizing materials or make a bleach solution (3 tablespoons bleach + 1 gallon water), with a contact time of at least 30 seconds.





# Pest Control

- Preventative maintenance is the key to keeping your area pest free.
- The food storage area should be kept clean and free of debris.
- Ensure all stored products are sealed properly.
- Inspect the food storage areas every 30 days for signs of pest infestation. We recommend you document findings.
- Work with a licensed pest control company to eliminate any pests quarterly at a minimum.
- Inspect stored products to ensure that no damage or infestation has occurred. Once evidence of pest infestation has been determined, discard any damaged products.

# Final Thoughts

Please make sure that all volunteers and staff...

- Practice good personal hygiene.
- Ensure food is prepared and handled in a safe manner.
- Store food safely and properly.
- Proactively prevent cross-contamination.
- Maintain temperature logs on each cold unit and document readings weekly.
- Clean and sanitize all food handling equipment after each use.
- Use preventative pest control.





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Civil Rights Training for Partner Agencies

# Required Training

- Golden Harvest Food Bank requires civil rights training for ALL agency partners, their staff, and volunteers on an annual basis.
- This includes but is not limited to:
  - Data collection
  - Public notification
  - Americans with Disabilities Act
  - Limited English Proficiency
  - Customer Service
  - Conflict Resolution
  - Processing civil rights complaints
  - Compliance reviews and resolution of noncompliance



## VOLUNTEER TRAINING LOG

Agency Name \_\_\_\_\_ Agency Number \_\_\_\_\_

Check all that apply:

<input type="checkbox"/> <b>Civil Rights:</b> <ul style="list-style-type: none"> <li>• Data Collection</li> <li>• Public Notification</li> <li>• Americans with Disability Act</li> <li>• Limited English Proficiency</li> <li>• Customer Service</li> <li>• Conflict Resolution</li> <li>• Processing Civil Rights Complaints</li> <li>• Compliance Reviews and Resolution of Non-compliance</li> </ul>	<input type="checkbox"/> <b>Food Safety:</b> <ul style="list-style-type: none"> <li>• General Food Safety for Pantries</li> <li>• Personal Hygiene</li> <li>• Receipt of Food</li> <li>• Understanding Product Dates</li> <li>• Proper Storage</li> <li>• Time and Temperature Control</li> <li>• Cleaning Vs Sanitizing</li> <li>• Pest Control</li> </ul>
<input type="checkbox"/> <b>USDA/TEFAP:</b> <ul style="list-style-type: none"> <li>• Client Eligibility</li> <li>• TEFAP Commodity Issuance Log</li> <li>• Purchase of non-USDA food</li> <li>• Written Notice of Beneficiary Rights</li> <li>• Storage &amp; Pest Control</li> <li>• Civil Rights Training Requirements</li> <li>• Discrimination</li> <li>• Public Notification</li> </ul>	<input type="checkbox"/> <b>Link2Feed (SC only):</b> <ul style="list-style-type: none"> <li>• How to Login</li> <li>• Client Intake</li> <li>• Pantry Visit</li> <li>• TEFAP Services</li> <li>• Duplicates</li> </ul>

The volunteers below have completed training:

Volunteer Name:	Signature:	Date:





# Data Collection & Reporting

- USDA/TEFAP programs are prohibited from discriminating based on **race, color, religion, national origin, sex, disability, age, reprisal, or retaliation** for prior civil rights activity in any program or activity conducted or funded by USDA/TEFAP.
- This program should be administered fairly to ALL regardless of race, color, religion, national origin, sex, disability, age, etc.



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# Public Notification

- It is the responsibility of the agency to provide public notification, at least once a year, with the following:
  - Agency’s site name
  - Address
  - Distribution dates
  - Hours of operation
  - Any information required for a client to receive food service (i.e., picture id).



## Partner Agency Information

Agency Name Agency Name Agency Name  
Agency Name Agency Name

Address, City, State Zip Code

### Hours of Operation

Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time

### USDA Nondiscrimination Statement

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, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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 responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or 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 discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) 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](mailto:program.intake@usda.gov).

USDA is an equal opportunity provider, employer, and lender.



# Americans with Disabilities Act (ADA)

- The ADA is a Civil Rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.
- The purpose of the law is to make sure people with disabilities have the same rights and opportunities as everyone else.
- Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800)877-8339.







# Limited English Proficiency (LEP)

- Recipients and federal agencies are required to **take reasonable steps** to ensure meaningful access to their programs and activities by LEP persons.
- It's important to ensure written materials routinely provided in English are also provided in regularly encountered languages.
- It's important to ensure vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity.





# Limited English Proficiency (LEP)

## Instruction Card: Telephone Interpreting Services

200+ Languages  
Available 24/7/365  
Direct Dial: 503-484-2425

### NEED AN INTERPRETER?

1. Dial 1-800-CALL-CLI (1-800-225-5254)
2. When the operator answers, tell them:
  - If you need a third-party dial-out
  - Your customer code is **469521**
  - You are calling from **SC Dept of Agriculture**
  - The language you need
  - The **Name of the Food Pantry**
3. The operator will connect you promptly

### Recommendations for Using a Telephone Interpreter

#### For Outbound Calls:

- If you need to reach a limited English proficient (LEP) individual at home or need a third-party dial-out, please first inform the CLI operator before the interpreter is connected.
- Once the interpreter is connected, you can tell the interpreter who to ask for (the LEP's name).
- At this time, you can also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

#### For Inbound Calls:

- Explain to the LEP individual that all information is confidential and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP individual feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
- Encourage the interpreter to clarify terms with you if necessary.



# Complaint Information

- Applicants and participants must be advised of their right to file a complaint, how to file a complaint, and the complaint procedures.
- Any person alleging discrimination has a right to file a complaint within 180 days of the alleged discriminatory action.
  - Complaints may be written or verbal
  - Must be submitted to the FNS Civil Rights Office within 5 days.





# Complaint Process

1. Make sure you understand the person's concern.
2. Record details of the incident leading to the complaint, documenting the date, time, parties involved, and the issue in detail.
3. Try to reconcile the issue.
4. If unable to reconcile, give the individual a document with the non-discrimination statement on it, refer them to the "And Justice for All" poster and explain their right to file a complaint.
5. Notify the state TEFAP coordinator immediately. Follow-up with an email to [Georgia.TEFAP@dhs.ga.gov](mailto:Georgia.TEFAP@dhs.ga.gov)

**USDA** United States Department of Agriculture

FNS USE ONLY SOLO PARA FNS

## AND JUSTICE FOR ALL

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), age, disability, and reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2650 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf> from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

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

**fax:**  
(833) 256-1665 or (202) 690-7442; or

**email:**  
program.intake@usda.gov

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación de sexual), edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieren medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra grande, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2650 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992 o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

**correo postal:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; o

**fax:**  
(833) 256-1665 o (202) 690-7442; o

**correo electrónico:**  
program.intake@usda.gov

Esta institución ofrece igualdad de oportunidades.

Form AD-3027—Assist. Secret. For Civil Rights, 2022

Asistencia para el Formulario AD-3027, Versión May 2022



# Complaints of Discrimination must be reported by:

## **Mail:**

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

## **Fax:**

(202)690-7442

## **Email:**

[Program.intake@usda.gov](mailto:Program.intake@usda.gov)



# Code of Quality Customer Service

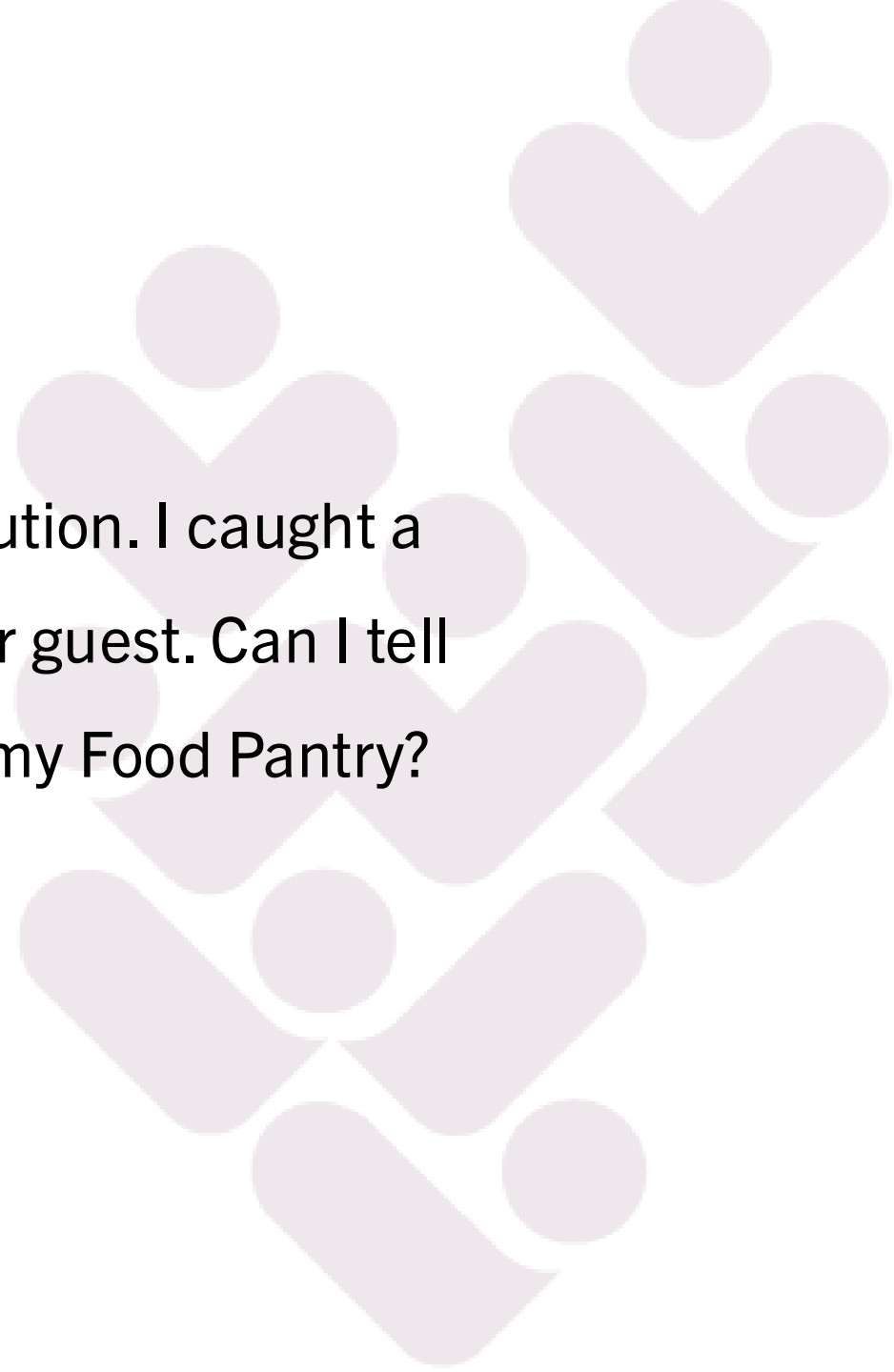
## Always:

- Smile and be pleasant.
- Treat everyone with respect and courtes
- Be caring and understanding.
- Be a good listener.
- Offer assistance.
- Serve clients in a timely manner.
- Apologize for any inconvenience.
- Make clients feel appreciated.



YES  
OR  
NO

I am running a food distribution. I caught a guest stealing from another guest. Can I tell them not to come back to my Food Pantry?

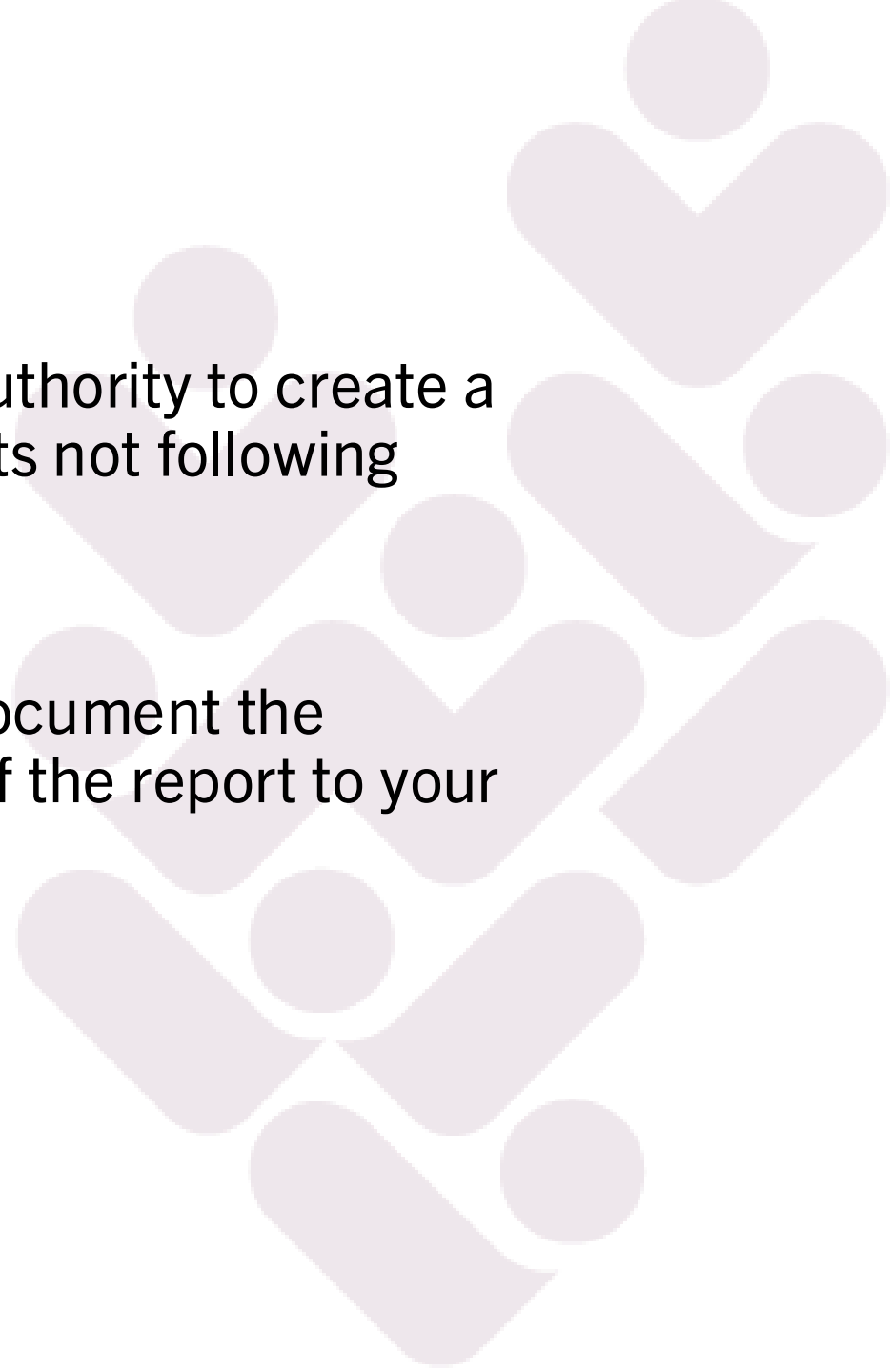


# YES

Why?

As a pantry you have the authority to create a discipline process for clients not following your rules.

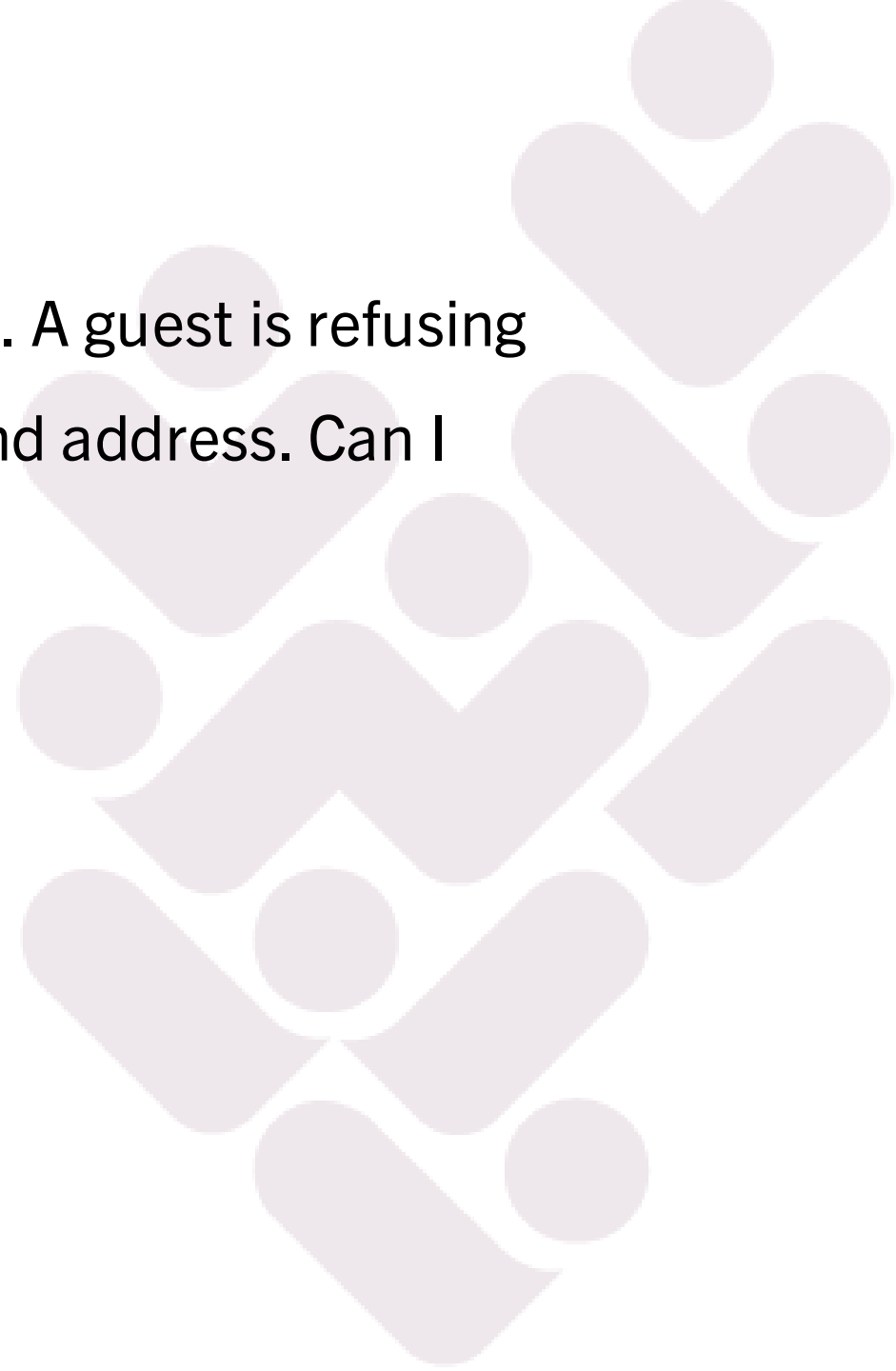
We recommend that you document the incident and send a copy of the report to your Coordinator.





YES  
OR  
NO

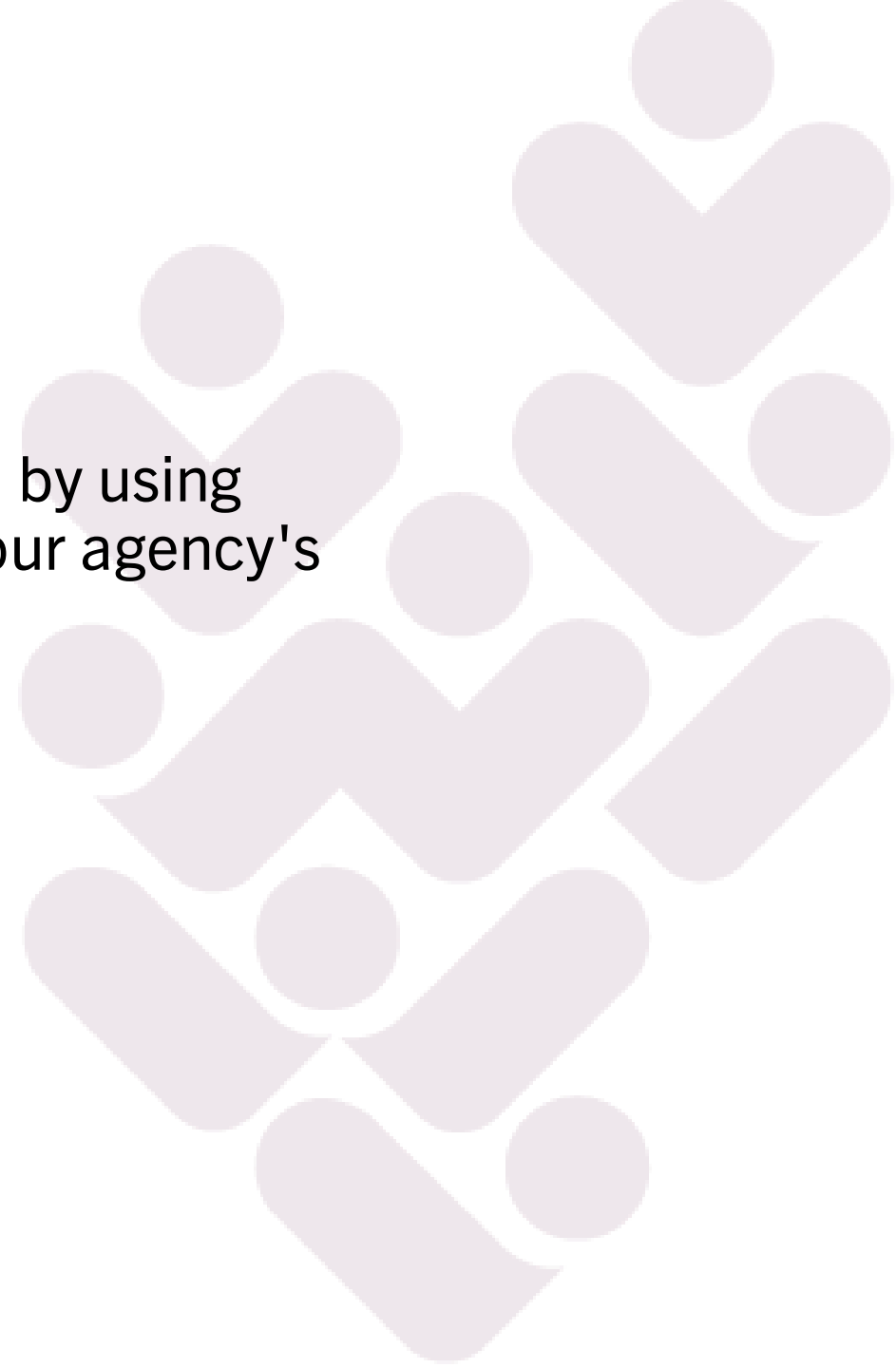
I am running a Food Pantry. A guest is refusing to tell me his legal name and address. Can I still serve him?



# YES

Why?

You can complete the form by using the name Joe Smith and your agency's address.





# Questions?

