Food Pantry and Meal Site Handbook
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Roadrunner Food Bank Information Guide

Roadrunner Food Bank Contact Information

**Partner Support**
(505) 349-5352
PartnerSupport@rrfb.org

Contact Partner Support for

**Finance Support**
(505) 349-5351
Fin-Support@rrfb.org

Contact our Finance Line for questions on billing, and statements.

All contact information is also listed at our website (**www.rrfb.org**)
Section 1-
General Information
Basic Requirements
Online Shopping

Member agencies are only allowed one order per delivery date. All member agencies can enter an order up to seven (7) calendar days prior to their scheduled delivery date and as late as one business day before. Once an online order has been received, member agencies may make additions and deletions until 10am, one (1) business day prior to a scheduled delivery date.

Large Orders

Since all orders are placed in advance, your order can be as large as you need; however, please make sure that you are able to receive and store all of the products on your order.

Small Orders

Please be thoughtful of the size of the orders you place. For example, do not only order a small case of green beans or two cases of cereal, etc. Currently a 400 lbs. minimum for orders is in place for all orders. This helps us conserve our resources.

Delivery Services

Delivery Information

Delivery services for your food order are available from Roadrunner Food Bank at no additional charge. Deliveries are scheduled through the Partner Support Line at 505-349-5352. Requests for delivery are honored as the logistics schedule permits.

All Roadrunner vehicles are equipped with refrigeration systems to ensure that the frozen and refrigerated items that may be included in your order arrive at your site in a safe and consumable condition that is unaffected by weather, delivery time or distance.

Returns

The Food Bank allows items to be returned at no charge due to spoilage, contamination, or infestation only. Should you have this type of problem with items you received from the Food Bank, you must notify us immediately to get approval from management personnel to return these items. You must send an email with photos to partnersupport@rrfb.org within 24 hours of delivery.

Warehouse Closures and/or Changes to Delivery Schedule

Roadrunner does close for some holidays throughout the year. Closure dates are published on the Roadrunner Food Bank Website and notices about upcoming closures are communicated through the bi-weekly emails.

Pantry Operations

Ordering Guidelines

Your member agency has access to a variety of food through Roadrunner. We would like to encourage your member agency to order as many healthy foods as possible for your clients, especially produce. Directly below is a list of healthy foods put out by Feeding America and a chart on ordering healthier foods as we recognize that storage space can
sometimes be a barrier to providing these healthy options. Think of “site” as where the food will be stored. Does a client have access to a refrigerator? A freezer? There is a full page of the chart and infographic below in the Appendix.

**Fruits and Vegetables**
- Fresh with nothing added
- 100% Fruit or Vegetable Juice
- Canned, Dried or Frozen with no partially hydrogenated oils that meet the criteria below:
  - Sodium: ≤230mg
  - Total Sugar: Fruit in lite syrup or 100% Juice or ≤12g
  - Sat Fat: ≤2g
  - Trans Fat: 0g

**Grains**
- 100% whole grain (Rolled Oats, Barley, Wild Rice)
- Bread & Pasta with “whole grain” listed as the first ingredient & with:
  - >10% DV or ≥2.5g fiber
- Cereal with “whole grain” listed as the first ingredient & >3g of dietary fiber
- Bread, Pasta & Cereal that meet the criteria below:
  - Sodium: ≤230mg
  - Total Sugar: Bread/Pasta ≤ 0g
  - Cereal ≤ 12g
  - Sat Fat: ≤2g
  - Trans Fat: 0g

**Protein**
- Eggs
- Nuts, Seeds, Beans and Lentils with nothing added
- Beans, Meat, Poultry and Seafood that meet criteria below:
  - Sodium: ≤480mg
  - Sat Fat: ≤2g
  - Trans Fat: 0g
- Nuts/Seeds responding spreads that meet the criteria below:
  - Sodium: ≤230mg
  - Total Sugar: <4g per 2T/1oz
  - Trans Fat: 0g

**Dairy**
- Unflavored/Unsweetened low-fat (1%), or skim/non-fat milk or yogurt
- Flavored skim/non-fat milk or yogurt
- Unsweetened milk substitutes (e.g. Soy)
- Cheese that meets the criteria below:
  - Sodium: ≤480mg
  - Sat Fat: ≤3g
  - Trans Fat: 0g
- Flavored milk, milk substitutes, and yogurt, that meets the criteria below:
  - Sodium: ≤480mg
  - Total Sugar: ≤22g
  - Saturated Fat: ≤3g

Keeping Pantry Records

Record keeping is important so that you can document how many people you are serving, who they are, how often they need help, and the reasons for hunger in your community or neighborhood. Additionally, recordkeeping will be a vital component of the member agency’s success. Your member agency will be required to keep a pantry log for every distribution that includes the number of households, seniors, adults, and children served, along with a phone number or address to contact the head of household. Please refer to the Appendix for sample forms.

Need

Not all people are getting the government assistance for which they are qualified. You may refer families to a federal assistance program such as SNAP (food stamps) or WIC. Your clients can call Roadrunner’s SNAP hotline, where we help families sign up for SNAP benefits at 844-684-6268.
Food Handling and Storage

Storage Requirements

Dry Storage
- All products must be stored 6 inches off the ground or pallet height.
- All products must be at least 2 inches away from the wall.
- All products must be labeled correctly and be easily identified.
- The first in, first out rotation system should be utilized (FIFO).
- All dry storage must be dry and clean.
- Temperature control logs must be maintained to ensure that the temperature in the storage area is acceptable.
- Thermostats must be working and placed in each unit.
- All products must be in proper condition (nothing stored in bad containers, opened, spoiled, etc.).
- All toxic items (cleaning products, pesticides, etc.) must be stored separately.

Cold Storage
- Refrigerator units’ temperature must be kept between 32°- 40° Fahrenheit.
- Freezer units’ temperature must be kept below 0° Fahrenheit.
- Thermostats must be working and placed in each unit.
- Temperature control logs must be maintained to ensure that the temperatures in refrigerators and freezers are acceptable.
- Refrigerator and Freezer units must be kept clean and free of ice build-up.
- All products in refrigerator and freezer units must be in proper condition.
- The first in, first out (FIFO) rotation system must be utilized.
- All products must be labeled correctly and be easily identified.

FIFO = First In First Out

It is each member agency’s responsibility to use the product in a timely fashion and to ensure it is safe and edible at the time it is distributed or served.

The factors that affect storage include available equipment, temperature, and space. The size and quality of your storage space gives you greater flexibility in your food orders.

Roadrunner requires member agencies to use the acquired product quickly, not warehouse it because much of the food is rescued which means it’s already near the end of its life. We want that food to go to people instead of the landfill. Therefore, rapid turnover of most products should be occurring. If items are in your storage for longer than three months (including frozen product), then you may want to look carefully at your ordering habits:
- Are you ordering too much?
- Are you choosing too many items that you find difficult to distribute?
- Does the specific size of a product make it difficult to use in a reasonable length of time?
- When products remain on your shelves, look at the item. Is it an unfamiliar food to the persons you serve?
- Is it hard to cook?
- Is it a food that many people just don’t like?

A basic rule for food storage can be summed up with the acronym:

FIFO = First In First Out
This means that food brought into your facility first (older foods) should be distributed before foods that you bring in at a later date. This rule is meant to reduce the amount of time that food is stored. *Example:* Your food pantry has some canned tuna, and you receive a new donation of tuna. Using the FIFO rule, the tuna already on the shelves (first in) should be distributed before the new donation.

However, once the product is placed on the shelves, how will your workers know which product is there first?

- Under ideal circumstances, all food should be **DATED** when it arrives at your facility. If food is dated, there is never any question of which food came in first. Felt tip pens that write on metal may be used to mark the date on can tops. **Do not** use felt tip pens on plastic food containers, plastic, or cellophane, as it may seep through and contaminate the food. Food still in cases can be dated directly on the box.
- If you can't date each item, you may want to consider dating only those items that you may hold for longer periods of time.
- You may want to consider rearranging your storage shelves when you put away a new order from RRFB so the new items are behind those items already in stock. *Never put new freezer items in front of or on top of product already present. It is such a waste to rediscover product that has been freezer burned or left too long in your refrigerator. Having to destroy food is a preventable problem!*
- Keeping track of your inventory gives you the opportunity to recheck product for any signs of spoilage or pest infestations. Keeping close tabs on your shelves and general food storage area can help you spot a small problem before it grows into a situation where you must dispose of food that otherwise could have been used to feed hungry people.

Taking just a few extra moments to ensure *FIFO* will assure you of product freshness and safety. Make sure that all of your volunteers and staff are trained to always remove food from the front of shelves first. Of course, this will only be effective if you have taken the time to place the newer product to the back of your shelves. If you do this, older food is always the first to be used.

Remember: Regular and rapid turnover of food is the best way to meet the *FIFO* guideline.

**Shelf Life Reference Guide**

A Shelf Life Reference Guide is available at the Agency Resources tab for use by our member agencies by logging on to the Roadrunner Food Bank website, [www.rrfb.org](http://www.rrfb.org). The guide is intended to provide estimated shelf life for product typically donated to or purchased by Roadrunner and its agencies. These guidelines assume proper temperature controls for refrigerated, frozen, and dry storage of food products. Please do not throw away product that is “out of date” as many products have much longer shelf lives than what is noted on the item.
Section 2-
Meal Site
Additional Requirements
Meal Site Specific Requirements

Food Establishment Permit
All sites that prepare and serve food are required to have a valid and current Food Establishment Permit.

Client Information
Feeding Sites do not need to keep Pantry Logs, but need to maintain Meal Logs. For Meal Logs, the date meal is cooked and served, along with a count of how many people were served that date is needed.

Cooking Roadrunner Food
Roadrunner Member Agencies need to be approved through Roadrunner Food Bank to prepare and serve meals on site. If a Member Agency is found to be preparing and serving meals with Roadrunner food that has not been approved to prepare and serve meals, it can be grounds for termination of the partnership.
Appendix- Forms

- Pick-Up Authorization Forms
- Food Pantry Log
- Client Card
- Temperature Log
- Food Safety Handling
- Distribution Flyer
- Feedback Flyer
- Volunteer Standards
- Selecting Food for Clients
Pick-Up Authorization

I, ____________________________, hereby authorize _________________________________
(Client Name) (Printed name of Person to
pick-up box)

to pick-up my Food Box/Bag from
_______________________________________________
(Name of Agency or Organization)

and deliver it to me at my residence as I am unable to do so myself. This Authorization
shall
remain in effect until __________________________.

_________________________________________________
Client Signature Date

__________________________________________
Agency Representative Date

New Authorized Name Change Taken By Date
__________________________________________/___________________________________________/
__________________________________________/___________________________________________/
__________________________________________/___________________________________________/
__________________________________________/___________________________________________/
__________________________________________/___________________________________________/
__________________________________________/___________________________________________/
Autorización para Recoger los Alimentos

Yo, _________________________, por este medio autorizo a
______________________________                          (Nombre del cliente)
(Nombre del cliente)                          (Escriba el nombre de la persona
que recoge la caja)

para recoger mis alimentos ______________________________________________________________________
(Nombre de la Agencia u Organización)

Y me la entregan a mí en mi residencia ya que no puedo hacerlo yo mismo(a). Esta autorización se
mantendrá en efecto hasta que ____________________________.

______________________________                          Fecha

Firma del Cliente

______________________________                          Fecha

Representante de la Agencia

Nuevo Nombre Autorizado                          Cambiar por                          Fecha

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<tr>
<th>Household Name</th>
<th>Signature of Adult</th>
<th># of Adults</th>
<th># of Seniors</th>
<th># of Children Under 18</th>
<th>Phone #</th>
<th>Date</th>
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<td><strong>First Name</strong></td>
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### Household Size

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# DAILY TEMPERATURE LOG

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Food Pantry Food Handling & Safety Basics
The food distribution program at this location is **FREE** to people in need of food assistance. You will not be required to pay, put in volunteer hours, attend service or participate in an activity or asked to pay for food or to participate in an activity or have been asked to make a voluntary donation, you may do so.

If you have any questions about this policy or have been asked to pay for food or to participate in an activity or have been asked to make a voluntary donation, please contact:

Roadrunner Food Bank

505-349.5352

If you choose to make a voluntary donation, you may do so.

If you wish to receive your food:

attand service or participate in any type of program to assist people in need of food assistance.

**FREE**
Agradecemos sus comentarios y nos gustaría recibir sus cumplidos o quejas sobre este sitio.

Favor de contactarse con:

Roadrunner Food Bank:
505-349-5352
partnersupport@rrfb.org

o en la página:partner.support@rrfb.org
Code of Conduct

This document describes our code of conduct. By participating in our distribution, all community members agree to maintain respectful behavior. Failure to do so may result in temporary or permanent removal.

A. Distribution Rules & Regulations

All participating individuals agree to follow all rules. These include:

- Each community member must maintain a respectful attitude toward all people while on the premises.
- Roadrunner Food Bank, our organization and the original donor or supplier disclaim warranty of any kind of the food received.

B. Prohibited Behaviors & Conduct

Misconduct and inappropriate behavior among both participants and volunteers will not be tolerated on the premises. This includes:

- Physically or verbally harming others.
- Sharing another person’s private information.
- Sexual harassment of any kind.
- Possession of any item that can be interpreted as a weapon.
- Smoking outside of the designated smoking area.
- Any attempt to take unauthorized amounts of food or other product.
- Click or tap here to enter text.
- Click or tap here to enter text.

*Additionally, community members are responsible for the behavior of all people they bring with them.

Any removal from the program will be accompanied with a list of other food assistance locations. As volunteer or participant, you agree to all rules, regulations, and protocols described in this Code of Conduct.

Signature _____________________      Date:____________
Volunteer Standards of Conduct

1. Volunteers who qualify to receive food are permitted to go through the line at appropriate intervals as determined by the Sponsor. However, all volunteer boxes MUST be removed from the distribution site after receipt. Any volunteer found to be taking more than the allotted amount per household or perceived to be choosing more sought-after items in an inequitable fashion will be asked to leave and will not be permitted to volunteer again.

2. No volunteer or family member will be allowed to eat any of the RRFB food during the distribution. If volunteers bring food from home they must leave the distribution line while eating it.

3. Volunteers are prohibited from showing any favoritism. All clients, volunteers or not, are to be treated equally.

4. Volunteers may not accept payment or food of any form for registration or assistance from clients.

5. If Volunteers see something that strikes them as ‘wrong’, i.e., Mr. and Mrs. Romero are coming through the line and they both have a box and you know they are one household, Volunteers must inform the coordinator.

6. Volunteers must be safety aware – removing trash and boxes so people don’t trip over them. Keeping the distribution area clean, and being sure that box openers or other hazardous items are put away and not left where clients or children might grab them.

7. No sponsor or volunteer will be allowed to participate if under the influence of drugs or alcohol.

8. Volunteers must be polite, respectful, and helpful to clients, regardless of circumstance. Any volunteer found not in accordance will be asked to leave and will not be permitted to volunteer again.