



**Feed My People**  
FOOD BANK

# Food Safety Manual

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[fmpfoodbank.org](http://fmpfoodbank.org)

# Food Safety

Food Safety describes handling, preparing, and storing food in ways that prevent foodborne illness. This includes several guidelines to be followed to avoid potentially severe health hazards. Compliance with these expectations will be reviewed at each site visit.

Anyone can get sick from eating contaminated and improperly handled foods. Feed My People Food Bank (FMP) is committed to providing support and resources for our Partners regarding food safety.

## Food Safety Training Requirements

In order to protect you, our partners, our donors, our food, and our guests, FMP requires that at least one person must be trained in a food safety course and train your teams in safe food handling practices.

### Food Safety Certification Requirements

- Food Handler Certification
  - This certification is required for all food distribution programs identified as a food pantry, backpack program, snack program, or mobile distribution.
  - Please watch the Food Safety Video on FMP's website.
    - Go to the Network Partners Page.
    - Scroll down until you see Agency Info along the right side of the webpage.
    - Click the + located to the right of Food Safety, which is written in green, on the right side of the webpage, and choose Food Safety Video.
  - Once you have finished watching the Food Safety Video, please complete the Food Certification Form on the Network Partners main page.
    - From the main Network Partners Page, choose Food Safety Certification Form, which is orange and in the middle of the webpage.
- Food Manager Certification
  - This certification is required for all meal site distributions.
  - The lead food service staff/volunteer for a meal program is required to meet WI Department of Health and local commercial food safety standards by completing an approved Food Manager Course.
    - Must be a Managerial Level ANSI-CFP Accredited Certification Ex. ServSafe
  - Partners must show proof of required certification.
- Your Food Handler and/or Food Manager is responsible to share and implement food safety protocols for the approved site.

## Safe Storage

Safe Storage is a requirement for all product received through FMP and FMP Food Rescue Relationships.

- All products may only be stored and distributed in locations disclosed to, inspected by, and approved by Feed My People.
  - Storage in locations which have not been approved (even temporarily) is not allowed.

- Storage in private homes is never allowed.
- New locations or programs must be pre-authorized before Feed My People's products can be used.
- All products must be stored safely.
  - May not be under leaking pipes or stairs.
  - May not be in mechanical or utility rooms.
  - May not be in bathrooms.
  - May not be in garbage rooms.
  - May not be anywhere that moisture, chemical, or physical contaminants are present.
- For a copy/poster of storage requirements, please visit the Network Partners page.
  - Click the + located to the right of Food Safety, which is written in green, on the right side of the webpage, and choose Storage Guidelines.
- First In, First Out (FIFO)
  - Please use this method to ensure that older inventory is used before new inventory is used.
    - New food items should be placed below or behind older items.

## Dry Storage

### Dry Storage

- All product must be stored at least:
  - 6 inches from the floor.
  - 4 inches from the walls.
  - 2 feet from the ceiling.
- Shelving must be sealed from spills (not raw wood).

### Temperatures

- Dry storage spaces must be well-ventilated and stay between 41°F and 70°F.

### Non-Food Products

- Non-food products must be stored separately from food items, ideally on a separate shelf unit, but never above or in contact with food items.

## Cooler and Freezer Storage

### Coolers and Freezers

- All coolers and freezers must have visible **internal** thermometers.
- FMP requires Partners to use temperature logs to record temperatures for each cooler and freezer unit used for food storage.
- Temperatures should be logged each day the facility is open, or at least once a week, whichever is more frequent.
- Temperature logs should be kept and available for review for at least two years.
- Safe food storage levels must be followed.
  - Always store ready-to-eat foods on the top shelf to prevent possible cross-contamination of bacteria from raw foods.

- Arrange other shelves by cooking temperatures with the highest cooking temperature on the bottom.
  - These food storage levels are only a **requirement for cooler** and just best practice for freezer.

#### Temperatures

- Refrigerated temperatures must be 40°F or below.
- Freezer temperatures must be 0°F or below.

## Food Labeling

#### Labeling Requirements

- Labels must be present on all products. Unlabeled products must not be distributed.
- Labels must include a listing of the contents, ingredients (in order of inclusion), net weight, distributor, and distributor's address.
  - If a label is not present on an individual item, you may make copies of the label, **from the original packaging**, and attach them to the product for distribution.

## Food Dating

#### Product Dating

- The code dates on packages are for store use to indicate how long the package should be displayed by retailers on retailers' shelves.
- These dates have little to do with the safety of the food for consumption.
- For many types of products, here are two websites to help you find information about product dating, safety, and quality.
  - [stilltasty.com](http://stilltasty.com)
  - [foodsafety.gov](http://foodsafety.gov)
    - You can also find "Food Dating Guide" and "Keep or Toss" documents on our website, under Network Partners, Agency Info, FOOD SAFETY.
- Always follow your gut when a food item is in question.
  - When in doubt, throw it out.

## Baby Food Distribution Guidelines

#### Baby Food Distribution Guidelines

- Per federal guideline, baby and toddler foods and formula must be distributed by the "use by" date or should be disposed of if past that date.

# Mobile Distributions

## Mobile Distribution

- Any event where food or non-food is distributed at a temporary location or site where food is not permanently stored or when food is set-up outdoors for distribution.

## Food Safety

- Delivery schedule and the time of distribution should be as close together as possible to minimize the amount of time perishable product is out of refrigeration and/or the freezer.
- All products must be off the ground or floor on pallets or by a minimum of 6 inches.
- Pallets should stay stacked or wrapped as long as possible to retain temperature and safety.
- Store raw meat separately from other perishable items.
- Additional steps must be taken to ensure all foods that need time and temperature controls for safety (TCS) are maintained at a safe temperature throughout distribution.
- If you receive food from FMP that does not have a label, call us right away at 715.835.9415 and choose option #5.
  - Do not distribute those products.
- Train all staff and volunteers on safe food handling and temperature recommendations.

## Keeping Cold Food Cold

- Freezer Blankets
  - Freezer blanket must cover food completely to be effective.
  - Tuck corners under and/or between boxes to avoid air pockets between product and blanket.
  - Only uncover food to distribute.
  - Best for pallets and/or boxes.
  - For outdoor distributions, keep all products out of direct sunlight when possible.
- Coolers and Icepacks
  - Place icepacks under and on top of food.
  - Food should be packed close together to avoid air pockets.
  - Only open coolers to distribute food.
  - The best practice is to designate a cooler for raw meat only.
  - Coolers should be washed and sanitized after the end and before each distribution.
  - For outdoor distributions, keep all products out of direct sunlight when possible.

## Monitoring Food Temperatures and Temperature Zones

- Frozen Products
  - 32°F and below
    - Food is suitable for distribution.
  - Between 32-40°F
    - Do not re-freeze the product.
    - Refrigerate and distribute the product within two days or dispose.
  - 40°F and above
    - Product can still be distributed if it exceeds 40°F, but can't be re-cooled, re-stored, returned, or sub-distributed.
- Refrigerated Products
  - 40°F and below
    - Food is suitable for distribution.
  - 40°F and above

- Product can still be distributed if it exceeds 40°F, but can't be re-cooled, re-stored, returned, or sub-distributed.

## Safe Transport of Foods

### Appropriate Precautions

- Use freezer blankets or coolers with ice packs for the safe transportation of refrigerated and frozen foods.

### Travel Time

- Appropriate precautions are allowable for refrigerated/freezer items when travel time is 30 minutes or less.
- A refrigerated vehicle is required when transporting refrigerated/freezer items for longer than 30 minutes.

## Home/Off-Site Deliveries

Home/Off-site delivery programs have become another distribution model to serve broad or specific populations who have limited access to food or transportation.

All FMP Partners should notify the Partnership Team that delivery will be a part of their distribution model and provide their plan for safe food transportation.

These practices must be considered and/or followed when:

1. A food pantry/community meal program provides delivery to guests' homes as part of a route or mobile pantry.
2. The food pantry/community meal program is in partnership with a 3<sup>rd</sup> party or home food delivery service.
3. A volunteer is making deliveries to a guest's home or other off-site location.

### Key Food Safety Factors to Consider for a Home/Off-Site Delivery Program

- Check with your local regulatory agencies to ensure there are no specific rules or requirements that are applicable for food delivery.
- Determine the type(s) of foods you will provide for delivery.
  - Time and Temperature Control for Safety (TCS) Foods
    - TCS/perishable foods need time and temperature control to limit pathogen growth.
    - Refrigerator and Freezer Products
  - Shelf-Stable Foods
    - Does not need time and temperature control for safety.
  - Both types of food.
- Determine how food will be safely transported.
  - Staff and/or volunteers using designated vehicle.
  - 3<sup>rd</sup> party food delivery service.

- Verify your operation has the capacity to maintain safe product temperatures of TCS/perishable foods throughout the delivery route.
- Ensure a system is in place for someone to be home to receive the delivered food.
  - No food may be left outside.
- Ensure a system is in place for food if the person is not home at the time of delivery.
  - Will the food be brought back to the pantry and returned to inventory?
  - Will the food be brought back to the pantry and available for delivery on a different day?

#### Considerations for a 3<sup>rd</sup> Party Home/Off-Site Delivery

- A signed written agreement between FMP Partner and the 3<sup>rd</sup> Party should be in place that requires safe food handling and the agreement of safe product temperatures of TCS/perishable foods. The FMP Partner is responsible to keep this agreement on file.
- Ensure the 3<sup>rd</sup> party delivery service understands the relevant food safety risks and how to minimize those risks.
  - The agreement should clearly identify the party responsible during each stage for the flow of food from preparation, bagging, staging, and delivery.
- Ensure protocols are in place to keep products safe from contamination.
- All TCS/perishable foods must be time and temperature controlled throughout the delivery duration.
- Total delivery route time for non-refrigerated delivery of TCS/perishable foods should be limited to 30 minutes or less.
- It is recommended that the food deliverers have a knowledge of basic food safety principles through the completion of a food safety course.

#### Refrigerated Vehicles

- Refrigerated vehicles must be pre-cooled to 40°F or below prior to loading product in order to maintain the required temperatures throughout the delivery route.

#### Non-Refrigerated Vehicles

- TCS/perishable foods should be provided with adequate passive temperature devices such as thermal bags, blankets, coolers with ice packs, etc.
- Total delivery route time for non-refrigerated delivery of TCS/perishable foods should be limited to 30 minutes or less.
- Create a documentation system to record the time and products' temperatures throughout the duration of the route.
- Create a system for foods that have exceeded safe food temperatures.

#### Home Delivery Drivers

- Set them up for success.
- Required
  - Train volunteers on all safe food handling procedures.
  - Train volunteers on vehicle sanitation requirements.
    - Vehicles should be free of debris.
    - All objects should be removed from areas where food will be loaded and/or stored.
  - Adhere to personal hygiene standards.
    - Volunteers must be in good health and not experiencing any symptoms of illness.
  - Drivers must lock their vehicle when handing food to a person at home or entering a building.

- This must be followed if at any point the vehicle is not in full view of the driver or if the vehicle is not occupied by another person.
- Best Practice
  - When recruiting volunteer drivers, require them to sign your standard volunteer waiver.
  - Ensure drivers have personal identification.
    - A food pantry name tag or letter as a volunteer of your organization.
  - Train volunteers on vehicle/transportation breakdown procedures.
  - If a personal vehicle is being used, you may want to discuss insurance responsibilities.

#### Additional Resources

- <https://fyi.extension.wisc.edu/safehealthypantries/files/2015/05/policy-for-accepting-and-transporting-foods.pdf>
- <https://www.servsafe.com/access/SS/Catalog/ProductDetail/SWTPDOCSP1>
- <https://www.feedingamerica.org/ways-to-give/corporate-and-foundations/product-partner/bill-emerson>

## Repacking

Repacking is not permitted unless you have an approved clean room. The only exception is whole, uncut, uncooked produce.

## Recalls

#### Recall Procedure

- In the case of a recall, FMP staff will reach out to all Partner Agencies and any Partner Agencies who have ordered a product from FMP that has been recalled will receive a second email and phone call.

#### Your Role in a Recall

- If you have the recalled product in storage, please remove any remaining product from your shelves and follow the recall's guidelines for disposal.
- If you have distributed the recalled product, please notify your guests in whatever way is possible.
- Check your sub-distribution tracking sheet to see if you passed the recalled product to any other FMP Partner Agency. If yes, notify them immediately.

#### Recommendation

- It is recommended that Partners subscribe to the USDA's recall notice mailing list for all recalls (<https://www.fsis.usda.gov/recalls>) as food may be obtained from other sources in addition to Feed My People Food Bank.

## Foodborne Illness



Foodborne illness can be prevented by following the following food safety tips below.

1. Don't allow sick workers/volunteers to serve or prepare food for guests.
  - a. Anyone experiencing vomiting or diarrhea should be sent home/not permitted to attend the distribution in any capacity.
2. Wash Your Hands!!!
3. Do not use your bare hands to touch ready-to-eat foods.
4. Remember that home-prepared food isn't allowed.
5. Keep hot foods hot and cold foods cold.
6. Cook raw meats, poultry, seafood, and eggs to the correct temperatures.
7. Wash dishes and surfaces properly.
8. Avoid environmental contamination.
9. Avoid cross-contamination (keep foods separate, clean surfaces when switching product).

## Resources

Feed My People Website and Network Partners Page

- Main Website – [fmpfoodbank.org](http://fmpfoodbank.org)

Contact Us

- The best way to reach someone quickly is to call 715-835-9415 ext. 5, Monday - Friday between 8:00am and 4:00pm.

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