



**MAUI FOOD BANK**

*Helping the Hungry*

**MEMBER AGENCY ORIENTATION PACKET**

## **MANDATORY TRAININGS**

### **Trainings:**

Food Safety: It is required that at least one person-in-charge obtain their Food Handlers certification, and who is required to be present for all food service programs. Food Handler Certifications are valid for 3 years.

Annual Civil Rights Training is required for all agency frontline staff and volunteers who provide direct service to consumers, especially with distribution of federal USDA commodities, (full or limited training) depending on the level of interaction with applicants and/or participants or handling of personal information. Non-compliance with training will revoke agency eligibility to participate in federal USDA food assistance programs: TEFAP and CSFP.

**Please go to the Agency Portal for all Agency Forms, Resources and Training Materials.**  
<https://mauifoodbank.org/agency-portal/>

## **REPORTING & MONITORING REQUIREMENTS**

### **Monthly Reporting:**

Each agency is responsible for submitting a monthly agency report to MFB. Data collected through reports help MFB to evaluate its effectiveness in meeting the needs in the community and are necessary to meet requirements for Feeding America, and for funding. It is important that your agency submit its report by the 5th of the following month. All data fields on the Monthly Agency Report must be filled in completely for accurate evaluation.

Note: If your agency did not distribute food to anyone during any given month, you are still responsible to turn in a monthly report. You must indicate that zero clients were served on the report form for that month. If an agency report is not received on time or is incomplete, then the agency's shopping privileges are immediately suspended.

### **Monitoring:**

As part of Maui Food Bank Agency Membership each agency agrees to permit periodic on-site monitoring inspections by a MFB representative, with or without notice, to allow a mutual evaluation of the partnership and use of food items. And, to permit onsite inspection/monitoring by food donors or government agencies with or without notice.

Please keep neat and organized records of people served, completed trainings, monthly reports, and MFB invoices. Anytime, with or without notice, MFB or state monitors may conduct an onsite inspection and request to view agency food program records.

## **SCHEDULING NEW SHOPPER ORIENTATIONS**

To schedule new shopper orientations, first the agency director or food programs manager must provide verbal or written notice to the MFB Agency Department authorizing the new shopper by name. Then, MFB will provide the new authorized shopper with the MFB Orientation video to view before coming in for the warehouse portion of the orientation. In-person warehouse orientations range from 30-45 minutes. Close-toed shoes are required.

## **AUTHORIZED SHOPPER CARD**

Each authorized shopper will be issued a Maui Food Bank Shopping card during orientation. The Shopping Card indicates the authorized shopper, the name of the agency, the membership number of the agency. Please check to make sure that you have your Shopping Card with you before you come to the warehouse to shop. Persons who do not have their Shopping Cards will not be allowed to shop.

Authorized shoppers are allowed to bring up to two other individuals to help them shop, for a maximum of three shoppers per agency. The first Shopping Card issued is free of charge.

Replacement cards are \$5.00, payable in cash.

## **SHOPPING GUIDELINES**

- No Pets, Smoking, Eating or Drinking is allowed inside the warehouse.
- No food testing/tasting is allowed inside the warehouse.
- No children under the age of 13 are allowed inside the warehouse. Women over 6 months pregnant are not allowed to shop in the warehouse.
- All shoppers must wear proper attire and close-toed shoes.
- Do not open case lot items – USDA and Purchase items.
- For your safety, lift items with your legs bent, not with back hunched over.
- Limit cell phone use. Be aware of your surroundings at all times. This is a working warehouse.
- Practice food safety awareness:
  - Do not place food directly on floor or scale.
  - Shop for chill/frozen items last, or keep chilled.
  - Bring coolers with ice for transporting chill/frozen items.
- As a courtesy, please call to cancel appointments you cannot make.
- Be punctual and prompt with your shopping time.

## SHOPPING PROCEDURES

1. Schedule an appointment with the warehouse office by calling 264-8219. All shoppers must make an appointment. All appointments are for 60 minutes. If your representative is late - time slot remains the same; if more than 15 minutes late - the appointment will be considered cancelled and must be rescheduled. Max 3 shoppers per agency, at least one must be an authorized shopper with an MFB Shopper Card.
2. Bring your own bags, boxes, crates, and coolers if you plan to shop for loose items.
3. Check-in by placing your Authorized Shopper Card on the clerk's desk.
4. Review the warehouse/item signage for limits and special shared maintenance contribution (SMC) fees before you begin shopping. Note: Setting limits on certain products allows us to give all shoppers an opportunity to receive high-demand items for their food programs.
5. Handcarts are available for use by shoppers while shopping at the food bank.
6. Keep items separated by category (produce, grocery, beverage, non-food, etc.) and cost (VAP or No SMC). When in doubt, ask a warehouse staff for assistance.
7. Check out by taking your shopping cart to the scales to be weighed. Please wait for warehouse staff to assist you.
8. The customer invoice/receipt is an official billing document. The shoppers name and agency appear on the invoice. The billing statement is mailed out each month, please wait to receive and pay on the billing statement, NOT the invoice. SHOPPERS ARE RESPONSIBLE FOR SUBMITTING INVOICES TO THEIR AGENCY BOOKKEEPER.

*Food products received from the Maui Food Bank are to be used exclusively for the agency you represent to provide food for needy individuals and/or households, and NOT to be used for personal consumption, to feed staff or volunteers, for sale, fundraising, compensation, transferring or bartering of other products or services.*

## **OBSERVED HOLIDAYS AND SCHEDULED CLOSINGS**

**Holidays:** Maui Food Bank will be closed for shopping on the following holidays:

- New Year's Day
- Martin Luther King Jr Day
- Presidents' Day
- Prince Kuhio Day
- Good Friday
- Memorial Day
- Juneteenth Day
- Independence Day
- Admission Day
- Labor Day
- Discoverer's Day
- Thanksgiving Holiday (Thanksgiving & Day after)
- Christmas Holiday (Day before & Christmas)

**Inventory:** MFB is also closed once a quarter for inventory.

## **SAFE SALVAGE SHOPPING GUIDELINES**

Some loose products are donated because of damaged packaging. These donations come to us daily. With the help of volunteers, donated items are checked for food safety before being shelved on the shopping floor. It is also up to each agency shopper to be aware of food product safety. If you encounter any food items with open packaging, mold, or pest contamination, please discard in the piggy bins.

Remember, when in doubt, throw it out! Please take a few minutes to read the following specific guidelines.

### **DO NOT take any canned goods with:**

- Swollen or bulged ends. Spoilage can occur over time even if a can is not dented or is only slightly dented. Discard any cans that begin to bulge.
- Ends that can be pushed in or out. Always press firmly on the top of the can; if you can move it, throw it out.
- Severe creasing anywhere, but especially on the side or end seams
- Dents at juncture of side and end seams
- Cans are so badly bent that they can't be opened by a manual can opener, or can't be stacked.
- Excessive rust, especially around seams
- Obvious leaks or light in weight: for example, if a carbonated beverage can is soft and easy to compress, it has lost its carbonation and should be rejected.
- Cans of juice with pop-up seals that have been popped up – take it only if the seal is still intact.

### **Packaged Foods**

One layer of packaging: For packages that have only one layer of packaging, such as flour or sugar in paper bags, or pasta products in paperboard boxes (with no inner bags).

Do not take if:

- Package has a break so that the product is leaking out;
- Heavily taped repair has been made to the package; or
- There's evidence of contamination by other products (e.g. stains or odors).

Two layers of packaging: For packages that have two layers of packaging, such as boxed cereal or cake mixes. Do not take if:

- Inner packaging has any break, tear or other opening; or
- Vacuum packs if they have lost their vacuum seals.

NOTE: Take the product if the inner packaging is unbroken with an airtight inner seal.

## Bottles and Jars

- Check safety button on bottles and jars. If button is down, take it. If button is up, don't take it.
- Don't take item if the lid has been loosened, or if any of its contents are missing.
- Don't take bottles of juice where solid material is floating at the top or settled on the bottom (with the exception of 100% natural fruit juices).

***WHEN IN DOUBT, THROW IT OUT!***

## 4-Day Emergency Food Supply Example

The information in the chart below can be used as a guide for preparing emergency food boxes.

# IN HOUSEHOLD	2	4	6
<b>MILK PRODUCTS</b>	1 gallon milk	2 gallons milk	3 gallons milk
	OR a combination of milk products such as: 2 qts. milk, 8 oz. cheese & 48 oz. yogurt.	OR a combination of milk products such as: 1 gallon milk, 16 oz. cheese & 96 oz. yogurt.	OR a combination of milk products such as: 1 1/2 gallon milk, 24 oz. cheese & 144 oz. yogurt.
<b>MEAT / PROTEIN PRODUCTS</b>  NOTE: eggs/beans can be used in place of some of the above.	<ul style="list-style-type: none"> <li>•12 oz. canned or fresh meat;</li> <li>•16 oz. peanut butter; &amp;</li> <li>•6.5 oz. tuna.</li> </ul>	<ul style="list-style-type: none"> <li>•24 oz. canned or fresh meat;</li> <li>•16 oz. peanut butter; &amp;</li> <li>•13 oz. tuna.</li> </ul>	<ul style="list-style-type: none"> <li>•36 oz. canned or fresh meat;</li> <li>•30 oz. peanut butter; &amp;</li> <li>•19.5 oz. tuna.</li> </ul>
<b>BREADS/ CEREALS/ GRAINS</b>	<ul style="list-style-type: none"> <li>•2 lbs. rice;</li> <li>•1 loaf bread;</li> <li>•1 box cereal; &amp;</li> <li>•10-12 oz. of noodles.</li> </ul>	<ul style="list-style-type: none"> <li>•3 lbs. rice;</li> <li>•2 loaves bread;</li> <li>•1 - 2 boxes cereal; &amp;</li> <li>•10-12 oz. of noodles.</li> </ul>	<ul style="list-style-type: none"> <li>•4 lbs. rice;</li> <li>•3 loaves bread;</li> <li>•3 boxes cereal; &amp;</li> <li>•16-20 oz. of noodles.</li> </ul>
<b>FRUITS/ VEGETABLES</b>	<ul style="list-style-type: none"> <li>•32 oz. canned vegetables;</li> <li>•32 oz. canned fruits; &amp;</li> <li>•64 oz. juice.</li> </ul>	<ul style="list-style-type: none"> <li>•64 oz. canned vegetables;</li> <li>•64 oz. canned fruits; &amp;</li> <li>•128 oz. juice.</li> </ul>	<ul style="list-style-type: none"> <li>•96 oz. canned vegetables;</li> <li>•96 oz. canned fruits; &amp;</li> <li>•192 oz. juice.</li> </ul>

# **BEST PRACTICES FOR FOOD PANTRIES & DISTRIBUTIONS**

## **WE ENCOURAGE:**

- Partner agencies to adopt a **nutrition policy** to allow clients access to more nutritious and healthy food options, whenever available. Learn more on the [Agency Portal](#).
- **Client-choice** food distributions, rather than pre-made food boxes, whenever possible, which allows clients to choose the foods they would like to eat and it reduces waste.

## **DO MAKE SURE:**

### DRY STORAGE

- Ceilings, walls, and floors are clean, in good condition and free of debris
- Food is stored in a secured area (locked or limited access)
- Food is stored in a clean, organized and sanitary condition
- Food is at least 6 in. off the floor and away from walls
- Toxic/cleaning items are stored separate and far from food items
- Inventory is rotated using the first in, first out (FIFO) method
- Adequate numbers of garbage containers are provided & have plastic liners
- Dry storage area is well ventilated
- Dry storage has thermometers & temperatures are logged regularly

### COLD STORAGE

- Freezers/Refrigerators are kept clean
- Adequate space is available for air circulation
- Incoming frozen/cold food is put into freezer/refrigerator promptly
- Inventory is rotated using the first in, first out (FIFO) method
- Freezer/Refrigerator units each contain a thermometer
- Freezer/Refrigerator temperatures are logged regularly

### PEST CONTROL

- All incoming food is inspected for insects upon arrival
- Facility is regularly inspected for signs of rodents/pests
- Exterminators are contacted when there is evidence of infestation

## **DO NOT:**

- Store/place food directly on the floor
- Store food or operate food programs from residential homes, garages, apartments, etc.
- Leave frozen/cold food out at room temperature for over 2 hours
- Misuse, sell, trade, or charge for MFB food, and/or violate any MFB policies and procedures set forth in the Agency Membership Agreement

## **GRIEVANCE AGAINST A PARTNER AGENCY**

Membership extended by the Maui Food Bank (MFB) is on an annual basis and is terminable at the will of the Food Bank. When a serious infraction of Food Bank policy, rule or regulation by law occurs, the following steps will be taken:

1. In the event a complaint is made concerning a MFB member agency, an MFB representative will follow-up with a phone call to the agency to discuss the complaint. The staff member will then make a decision on whether or not to further investigate the complaint.
2. All serious complaints that are in writing and signed, will be followed up by a phone call to the agency and a letter sent to the agency Director/ Pastor (hereinafter "Director") stating the nature of the complaint. All letters will be reviewed and signed by the Maui Food Bank Agency Director or by MFB Leadership.
3. Depending on the seriousness of the complaint, MFB may place an agency on "Hold" status pending the outcome of the investigation.
4. After the agency has been notified of the complaint, the Partner Agency's Director will be responsible for responding to the Maui Food Bank within 10 days. In some cases, the Director will be requested to attend a meeting with the Maui Food Bank Agency Director or by MFB Leadership to discuss the complaint.
5. In the event the agency has not responded to the complaint or is found to be in violation of Foodbank guidelines/policies, the agency may be Suspended or Terminated.
6. The decision arrived at by the staff and/or Maui Food Bank Leadership is binding. (See Grievance Procedure.) A letter detailing the decision will be sent to the agency and a copy filed in the agency member's folder.

***NOTE: A SERIOUS COMPLAINT OR INFRACTION INCLUDES, BUT IS NOT LIMITED, TO:***

- Selling of Foodbank products, or any misuse of product for personal or financial gain
- Falsification of reports or documents
- Failure to submit required reports or documents
- Failure to allow required site monitoring
- Infraction of IRS or State Department of Health rules and regulations
- Repeated unresponsiveness to legitimate requests from the Foodbank staff
- Inappropriate behavior or speech on Foodbank premises

## **GRIEVANCE AGAINST MAUI FOOD BANK**

1. A partner agency may submit a written statement of grievance addressed to the Maui Food Bank Agency Director. The statement must include the reasons for the grievance, pertinent facts, and what the agency believes would be an acceptable solution to the problem.
2. The Maui Food Bank Agency Director along with MFB leadership, will determine the plan of action and decision on the grievance within ten working days of receiving the grievance letter. The Agency will be notified in writing of the decision.
3. The Partner Agency may appeal the decision to the Maui Food Bank leadership. The decision will be rendered 30 days after receipt of appeal.
4. An Agency will not be discriminated against, harassed or suffer any retaliation by Maui Food Bank staff as a result of filing a grievance.