



Member Agency Handbook

July 1, 2021 to June 30, 2022

Guidelines and Procedures for Chester County Food Bank's Member Agencies

Welcome to Chester County Food Bank!

Thank you for being part of Chester County Food Bank's network of Member Agencies and for helping us alleviate food insecurity while ensuring access to real, healthy food in Chester County. This Handbook will guide you through the procedures and processes involved in being a Chester County Food Bank (CCFB) Member Agency.

In addition to procedural information, this Handbook will be a guide to information about CCFB, CCFB's programs, other existing resources, and form templates. CCFB's staff is available to answer questions and receive feedback from you about how we may better serve your agency. Please, note there are forms included in this handbook that must be returned to CCFB by August 1st, 2021 or 30 days upon receipt to ensure continued receipt of food and program support from CCFB.

We look forward to growing our partnership with you and working together to mobilize our community to ensure access to real, healthy food.

Sincerely,

Janet Zeis
Director of Agency and Community Partnerships
Chester County Food Bank
jzeis@chestercountyfoodbank.org
610-873-6000 ext. 105

Elyse Barletta-Sherwin
Agency Relations Coordinator
Chester County Food Bank
ebarlettasherwin@chestercountyfoodbank.org
610-873-6000 ext. 132

Contents

About Us	5
Our Mission	5
Programs	6
Agriculture Program	6
Culinary Programs	6
<i>Meals on Wheels</i>	6
<i>Simple Suppers</i>	7
<i>Culinary Job Training: workforce development</i>	7
Food Security Initiatives	8
<i>Best Choices</i>	8
<i>EatFresh</i>	8
<i>Fresh2You Mobile Market</i>	9
<i>Raised Bed Gardens</i>	9
Direct Distribution Programs	10
<i>Emergency Response</i>	10
<i>Weekend Backpack</i>	10
<i>Summer Student Food Boxes</i>	10
<i>Senior Food Boxes</i>	10
Government Programs	11
<i>State Food Purchase Program (SFPP)</i>	11
<i>The Emergency Food Assistance Program (TEFAP)</i>	11
Member Agencies	13
Food Distribution	14
Ordering Food	14
Volunteers: recruitment, management and retention	15
Member Agency Capacity Building Grant	17
Proper Food Handling	19
Dry Storage and Distribution	20
Refrigerated and Freezer Storage	20
Transporting Frozen and Refrigerated Food	20
Receiving Donations	21
Produce Handling	21
Pest Control	21
FDA Requirements for Labeling, Date & Shelf Life	21
Monitoring, Reporting & Compliance	22

On-Site Visits	22
Updating Agency Information	22
Reporting and Record Keeping	22
Civil Rights	23
USDA Nondiscrimination Statement.....	24
Appendix	25
Member Agency Agreement 2020 – 2021	26
Member Agency Information 2020 – 2021	31
Agency Information Change Form	39
Capacity Building Grant Application 2020 – 2021	41
Capacity Building Grant Agreement 2020 – 2021	42
Temperature Log Chart	43
Shelf Stable Food Products Date Extension Guide.....	44
A Quick Guide to Civil Rights	47
TEFAP & SFPP Food Distribution Participant Card	48

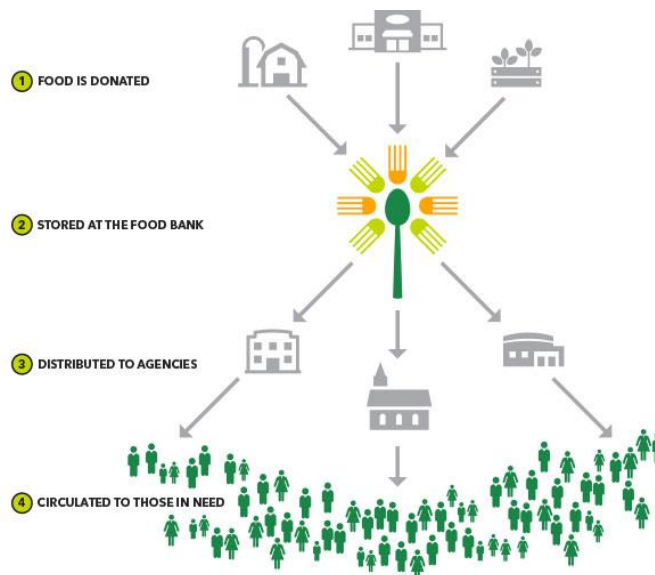
ABOUT US

Chester County Food Bank was formed in 2009 to address an escalating food insecurity problem in the county. Our primary goal was, and still is, to have a viable, sustainable organization that secures, manages, and distributes food to those in need. The Food Bank is currently housed in a 36,000-square foot facility including our 3,500-square foot commercial kitchen along with 4,250 square feet of warehouse, refrigeration and freezer space.

Chester County Food Bank serves more than 160 partner agencies in Chester County, PA and distributes over 3 million pounds of food to our neighbors with limited or uncertain access to adequate nourishment. The Food Bank, however, is more than food drives that put cans on shelves. We take a steadfast approach to provide healthy food and build support in communities through educational programs, while raising awareness and engagement within the community.

OUR MISSION

We mobilize our community to ensure access to real, healthy food.



PROGRAMS

Chester County Food Bank strives to address the root causes of hunger through innovative programs and by working to strengthen the community food systems. Below you are presented with a brief description of some of our departments and programs.

AGRICULTURE PROGRAM

The goal of the Agriculture Program is to successfully grow culturally appropriate vegetables while engaging the community through volunteer opportunities. Volunteers participate in every step of vegetable production, from seed to harvest. The Agriculture Program is comprised of two full time CCFB farmers and is supported by the Food Bank's Director of Warehouse & Logistics, Produce Manager, and Kitchen Volunteers. We grow between 150,000 and 175,000 pounds of fresh produce each year at Pete's Produce, Springton Manor County Park, and other farm partners. Fresh produce is distributed through our Partner Agencies, the Fresh2You Mobile Market, and Eat Fresh classes. Our produce is also utilized in our commercial kitchen for meal preparation.

For more information about Agricultural Program contact:

Bill Shick, Agriculture Program Director

610-873-6000 ext.108

bshick@chestercountyfoodbank.org

CULINARY PROGRAMS

Our 3,500-square foot licensed commercial kitchen's primary function is the preparation of food for distribution to support our partner agencies who then serve individuals and families. Nearly 2,000 volunteer hours are donated annually to make the work in the kitchen possible. From feeding tomatoes through a processor to make sauce, to testing butternut squash recipes for Taste It, or portioning an entrée for the Meals on Wheels program. Our kitchen is a vital ingredient to the network we serve.

Meals on Wheels

Since 2014, the Food Bank has contracted with Meals on Wheels of Chester County (MOWCC) to prepare, freeze and store meals. The Food Bank delivers cases of frozen meals to MOWCC upon their request for them to distribute to their chapters throughout the county. In addition to frozen meals, the Food Bank

prepares hot meals for pick up by MOWCC volunteers to deliver on weekdays to participants in Chester County.

For more information about Meals on Wheels of Chester County call 610-430-8500.

Simple Suppers

This program is a spinoff of the Meals on Wheels program. It is a box of five frozen TV dinner style meals (containing protein, starch, fruit and vegetable) five slices of bread and butter and forty ounces of shelf stable milk. The box may be picked up at CCFB or the option to have home delivery is available. It is available to anyone who may need prepared meals. There is a small donation request to participate in the program.

For more information about Simple Suppers contact:
Claudia Rose-Muir, Direct Distribution and Procurement Manager
610-873-6000 ext. 109
crosemuir@chestercountyfoodbank.org

FRESHStart Kitchen: Culinary Workforce Development

The FRESHStart Kitchen (FSK) Program provides students with the life skills and knife skills necessary to acquire jobs in the hospitality industry. During the program, members of CCFB FSK team will work with students one-on-one to address life challenges and empower them with the necessary tools to move towards a more stable life. Throughout the duration of the 14-week program students gain hands-on experience working in a commercial kitchen with mentor chefs, while honing their professional skills in a classroom setting. In the kitchen, students will be exposed to everything from basic culinary techniques, knife skills, and high-volume food production to more advanced concepts like recipe development, seasonality and sustainability. In preparation for internships and full-time employment with our network of restaurant and hotel industry partners, students will focus on communication skills, resume building, mock interviews, and job search techniques.

For more information about Culinary Job Training contact:
Ranney Moran, *Director of Culinary Programs*
610-873-6000 ext. 126
rmoran@chestercountyfoodbank.org

FOOD SECURITY INITIATIVES PROGRAMS

The overall goal of the *Food Security Initiatives (FSI)* Department is to nurture a healthful and inclusive food environment which empowers food insecure families to grow, cook, and eat beneficial foods and to offer opportunities for food-centered education and community engagement. With the collaboration of staff, volunteers and interns, *FSI* creates an engaging educational environment to help participants acquire skills surrounding cooking and gardening in a variety of settings.

Best Choices

The Best Choices Program encourages pantry leaders to thoughtfully rethink and redesign their environment to nudge participants to choose the best options agencies have to offer: fresh fruits, fresh vegetables, and whole grains. The Best Choices Program's strategies, such as pantry rearrangement, Taste-It food demonstrations, and resources, including recipes and educational handouts, have the potential to increase participants' self-efficacy while selecting nutritious foods at CCFB's member agencies and cooking at home.

For more information about Best Choices contact:

Elyse Barletta-Sherwin, *Agency Relations Coordinator*

610.873.6000 ext. 132

ebarlettasherwin@chestercountyfoodbank.org

EatFresh

A program of the Chester County Food Bank, empowers youth and adults at risk for insecurity to make healthy choices. Through hands-on cooking classes and group discussions, held in collaboration with local partner organizations, participants learn to prepare fresh, tasty meals on a limited budget. The classes also incorporate basic nutrition education, with an emphasis on fruits and vegetables, whole grains and other pantry staples.

EatFresh Goals:

Goal 1: Encourage, facilitate, and empower a connected food community by increasing awareness of healthy cooking and eating; community resources; and opportunities for discussion and leadership growth.

Goal 2: Increase preference for produce variety and overall consumption of fresh fruits and vegetables with education and weekly produce shares.

Goal 3: Improve skills and confidence related to healthy cooking on a limited budget.

For more information about EatFresh contact:
Wendy Gaynor, *Director of Food Security Initiatives*
610-873-6000 ext. 121
wgaynor@chestercountyfoodbank.org

Fresh2You Mobile Market

Fresh2You travels throughout Chester County carrying fresh, high-quality foods from local farmers and producers. Fresh2You accepts all forms of payment, plus purchases made with SNAP/EBT, Farmers' Market Nutrition Program (FMNP) vouchers are matched with Veggie Bucks, which can be used on future purchases of fruits and vegetables. Additionally, Fresh2You's Fruit and Vegetable Prescription Program (FVRx), in partnership with various health clinics throughout Chester County, addresses the adverse effects that food insecurity has on health. The FVRx program aims to increase access and consumption of fresh fruits and vegetables and to improve the overall well-being and food security of participants by offering prescriptions, in the form of vouchers, for fruit and vegetables at Fresh2You's markets. Fresh2You Mobile Market makes real, healthy food a reality in the county's most food insecure areas.

For more information about Fresh2You Mobile Market contact:
Roberta Cosentino, *Healthy Food Access Programs Manager*
610-873-6000 ext. 113
rcosentino@chestercountyfoodbank.org

Raised Bed Gardens

The Raised Bed Garden Program aims to increase availability of fresh produce for food insecure households by supporting garden installations at partner organizations, providing community education on growing your own food and by fostering community around food and gardening. Partner gardens are located throughout Chester County at schools, food cupboards, churches and health care agencies. Partner gardens utilize the produce onsite and donate produce to their local food cupboards.

For more information about Raised Bed Gardens contact:
Klielle Glanzberg-Krainin, *Garden Program Manager*
610-873-6000 ext. 115
rainslie@chestercountyfoodbank.org

DIRECT DISTRIBUTION PROGRAMS

The CCFB has five initiatives that provide direct support in response to a specific need in our community:

Partner Agencies Food Cupboard

Direct distribution of produce and non-perishable food items occurs within the food cupboard setting established within partner agencies throughout the region. All food cupboards must maintain a Certificate of Liability Insurance form, attend quarterly food provider meetings to receive appropriate training and information, and have a staff or volunteer who is ServSafe for Food Banking Certified or has a Food Handler License. Those agencies who have decided to have a food cupboard within their agency understand the importance of providing a space that is welcoming, inclusive, and dignified for every person who comes to them for assistance.

Weekend Backpack Program

The Backpack Program helps children who are part of the Free and Reduced Lunch Program in their schools in Chester County have nutritious and easy-to-prepare food on the weekends. Each zip lock bag weighs four to five pounds and contains nonperishable food items for breakfast, lunch, dinner and snack that are easy for children to prepare and enjoy.

Summer Student Food Boxes

The Summer Student Food Boxes help school age children and their families receive nutritious, easy-to-prepare non-perishable food during the summer vacation months at their participating Member Agency or Youth Center. This box of supplemental nonperishable food is designed to be kid friendly, containing items that children should be able to prepare with little to no adult supervision. The box weighs about 10 pounds and is distributed in July and August.

Emergency Response Food Box

In the event of a weather or other emergency, the Chester County Food Bank collaborates with the Chester County Department of Emergency Services and other voluntary agencies to assist those affected in Chester County.

Senior Food Box

Senior Food Boxes meet the unique nutritional needs of seniors, focusing on fruits, vegetables, whole grains, as well as reduced sodium and sugar content. The Senior Food Box weighs approximately 20 pounds. It is distributed once a month to

recipients that are 60 or over and have an income level at 150% of the poverty level or below.

For more information about Direct Distribution Programs contact:
Claudia Rose-Muir, *Direct Distribution and Procurement Manager*
610-873-6000 ext. 109
crosemuir@chestercountyfoodbank.org

GOVERNMENT PROGRAMS

Government nutrition assistance programs exist to help people access the nutritious food they need to feed themselves or their families. We administer two government programs to deliver food to over 30 participating agencies. Typically, less than 30% of our food inventory is funded by government programs that require income qualifications. Regardless of qualification to receive government food assistance, donated food is still available through local participating food cupboards. All government food programs are equal opportunity providers.

State Food Purchase Program (SFPP)

Pennsylvania is one of a small number of states in the nation to provide state revenues for an emergency assistance food program for its low-income citizens. Hunger relief organizations like the Chester County Food Bank, use the SFPP grant dollars to purchase nutritious food at wholesale, competitively bid prices, or better. Food is then allocated and delivered to our member agency for distribution to individuals and families that qualify, free of charge to the agency and participant.

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a federal program, designed by the United States Department of Agriculture (USDA), that helps supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost. The USDA makes commodity foods available to States for distribution to low-income people through emergency food providers like the Chester County Food Bank. USDA also provides States with some funding to assist food banks with the storage and distribution costs for TEFAP commodities. The amount of food and funds a state receives is based on a formula which considers state poverty and unemployment rates. We receive retail-size frozen and dry food products through TEFAP for allocation and delivery to our agency partners for distribution to individuals and families that qualify.

Eligibility for TEFAP depends on household income and family size and completion of a Self-Declaration of Need form at your local participating food cupboard:

Total Household Income (based on 150% of Poverty)			
Household Size	Annual	Monthly	Weekly
1	\$19,320	\$1,610	\$372
2	\$26,130	\$2,178	\$503
3	\$32,940	\$2,745	\$633
4	\$39,750	\$3,313	\$764
5	\$46,560	\$3,880	\$895
6	\$53,370	\$4,448	\$1,026
7	\$60,180	\$5,015	\$1,157
8	\$66,990	\$5,583	\$1,288
<i>For each additional family member add:</i>	\$6,810	\$567	\$131

*Numbers change every year on July 1st

For more information about Direct Distribution and Government Programs contact:

Janet Zeis, Director of Agency & Community Partnerships

610.873.6000 ext. 105

jzeis@chestercountyfoodbank.org

MEMBER AGENCIES

CCFB relies on its Member Agencies to distribute food directly to the food insecure population. CCFB and its 160 Member Agencies work together and maintain a positive partnership with the mission of ensuring access to real, healthy food for Chester County's food insecure community.

CCFB's network of Member Agencies ranges from pantries and shelters to community service organizations and schools. In addition to providing each Member Agency with nutritious shelf stable, frozen and fresh foods, CCFB also hosts meetings regularly for continuing education opportunities.

CCFB internally classifies Member Agencies according to the following:

Tier 1 – All Member Agencies receiving TEFAP, SFPP, purchased, and donated food products.

Tier 2 – All Member Agencies receiving only purchased and donated food products (pantries, schools, senior sites).

Tier 3 – Organization that receives food support on an irregular basis. Total pounds are minimal compared to other tier partners.

FOOD DISTRIBUTION

CCFB relies on food and financial donors in addition to government programs to help meet the need of food insecure individuals in the community. CCFB receives and purchases food from a range of sources including food drives, good Samaritan donations, government programs (TEFAP and SFPP), farmers, retailers, and wholesalers.

CCFB goes beyond hunger to nourish the community struggling with food insecurity. CCFB's Agricultural Program is comprised of partnerships with local farms and we purchase at local produce auctions to provide Member Agencies with farm fresh food.

Volunteers help to inspect, sort, and repack food in preparation for distribution. Volunteers provide thousands of hours of support every year ranging from processing fresh produce in our kitchen, packing bags for the Backpack Program, sorting donated food in our warehouse, and working the fields at local farm partners.

Using our refrigerated box trucks, our staff of drivers make daily (weekday) deliveries to our cupboards and social service agencies throughout the 759 square miles of Chester County.

Ordering Food

Tier 1 and Tier 2 agencies **must** use the Order Form emailed out each week to place food orders via email at orderfood@chestercountyfoodbank.org. Tier 3 agencies should contact Elyse Barletta-Sherwin via phone or email to request food orders.

For more information about food orders contact:

Elyse Barletta-Sherwin, *Agency Relations Coordinator*

610.873.6000 ext. 132

ebarlettasherwin@chestercountyfoodbank.org

VOLUNTEERS: Recruitment, Management and Retention

Volunteers are an integral part of our work with the community. From individuals to corporations, each person and every volunteer hour makes an impact on our mission to alleviate food insecurity in Chester County. For this reason, building and maintaining relationships with volunteers is very important.

Volunteer Recruitment

Volunteer recruitment can be a daunting and overwhelming process. A few strategies to make it easier:

1. Identify all the work at-hand where volunteers would be beneficial.
2. Break down the work into specific categories and roles.
3. Write detailed job descriptions for the volunteers you want to recruit (ie: Assisting with filling out paperwork, tracking information, filing, assisting with food distribution, picking up donations from the community, being on your board of directors or agency committee, etc).

Volunteers like to know exactly what is expected of them and what they in turn can expect from you. Once you have a clear internal picture, recruitment becomes a more simple and straightforward process.

There are many people who care about your cause and they're excited to donate their time - they just need help finding you! Think outside of the box – some volunteers might live down the street while others are willing to travel. Consider whether you want to work with court ordered volunteers and students from local schools and universities who need community service hours. You can also submit your projects (for one-time group volunteers) and general needs to larger nonprofits like the United Way of Chester County and the CCFB.

Online resources to connect you with volunteers:

Volunteer Match - <https://www.volunteermatch.org>

Idealist - <https://www.idealist.org>

Volunteer Management

Once your volunteers are in the door it is important they know how valuable their time is. Whether it is a one-time project or an ongoing job it is best to have

everything set before they arrive and give them a general plan for the shift. It is also important to reiterate your expectations, guidelines and goals before the shift begins.

If it is their first time be sure to show them around, introduce them to other volunteers and staff and give them the history and mission of your organization.

People respond to responsibility - don't be afraid to give volunteers important jobs! It is also beneficial to meet people where they are and see if they have any interests or skills they want to share and be mindful if they have any limitations.

Recognizing that every volunteer is an individual with unique talents is beneficial for everyone!

Volunteer Retention

You've recruited them, you've managed them – now the most important part is keeping them! If you have a volunteer that is a great fit make sure you do everything you can to bring them back. A few tips on keeping your volunteers:

- Collect contact information (phone, email and mailing address) and find out their preferred method of communication
- Have a template “Thank you” to send out and include the ways they can continue to be involved
- Keep projects at a consistent date and time – with a set schedule, your volunteers can better plan around it
- Value their time and keep them busy whenever they're volunteering

For more information about Volunteers contact:

Lauren Van Dyk, *Volunteer Manager*

610-873-6000 ext. 122

lvandyk@chestercountyfoodbank.org

MEMBER AGENCY CAPACITY BUILDING GRANT

What does your agency need to better serve your community and increase the consumption of real, healthy food? CCFB is pleased to announce the Capacity Building Grant which is a grant process that awards equipment or supplies to partner agencies, allowing for the expansion of programming and services in an effort to increase access and distribution of real, healthy food. A detailed explanation is required on how any awarded equipment or supply will be used to expand capacity and distribution of real, healthy food to be considered for this grant opportunity. The Capacity Building Grant provides an opportunity for Member Agencies to request funding to obtain capital assets (e.g. shelving, pallet jacks, coolers or freezers, etc.).

Eligible Applicants:

- Member Agency must be active and in good standing by demonstrating full compliance in all CCFB's policies and procedures, quarterly reporting, food safety, and Civil Rights Training.

Application Information:

- Application period: Ongoing as resources allow.
- An email confirmation will be provided upon receipt of application.
- Grant applications will be evaluated based on the strength of the capacity building proposal as detailed in the application and agency's needs.
- Your Program Manager must be available if the review committee has follow-up questions regarding your application or needs to schedule a site visit.

If awarded the grant, Member Agencies must adhere to the following:

- Member Agency will agree to, and comply with, the Grant Agreement.
- Member Agency will agree to submit reporting that documents the effectiveness and expansion of programs and services related to the awarded grant equipment or supplies.
- If the Grant Agreement is not received 30 days after the grant is awarded, the award will be considered unclaimed. Unclaimed awards will be given to other qualifying applicants.

How to Apply:

- Complete the Grant Application (found in the Appendix on page 41). Typed applications are preferred. Handwritten applications will be accepted if they are neat and easy to read.
- Applications may be emailed to jzeis@chestercountyfoodbank.org and ebarlettasherwin@chestercountyfoodbank.org with the completed Capacity Building Grant Application file attached and the email subject line: “Your Agency Name - Member Agency Capacity Building Grant Application”
- Grant applications also may be mailed or delivered to:

Chester County Food Bank
Attention: Capacity Building Grant, Janet Zeis
650 Pennsylvania Dr., Exton, PA 19341.

Questions regarding this application may be directed to Janet Zeis or Elyse Barletta-Sherwin.

PROPER FOOD HANDLING & STORAGE

Listed below are basic guidelines for safe receiving, transportation, product evaluation, rotation, storage, and distribution of food products.

Dry storage and distribution

- Store all food products in a cool, dry environment where there is air circulation.
- Temperature should be maintained between 50 and 70 degrees – higher temperatures will spoil food more rapidly.
- Food must be stored and distributed at least 6 inches from the floor and 6 inches away from walls.
- Surplus boxes cannot be stored on the floor. We recommend storing extra boxes on top of a pallet.
- Store and distribute your stock using the First In, First Out (FIFO) system. Distribute food with the closest container dates first.
- Keep food and paper products on separate shelves or pallets.
- All food received from CCFB that is not immediately distributed should be stored in a secure location.
- Chemicals such as bleach, floor cleaner, shampoo, or laundry detergent should be stored in a separate room or on a separate shelving unit to protect food from cross contamination.

Refrigerated and Freezer Storage

- The safe temperature range at which refrigerated units should be set and maintained is 35 to 40 degrees. The appropriate range for a freezer unit is 0 to -10 degrees.
- Cooked food should be packaged in clean, labeled containers in the refrigerator. Labels should contain the name of the food and the date it was prepared or packaged.
- When stocking product into the refrigerator or freezer, leave space between cases and packages to allow cold air to circulate. Store poultry and other meats on the lower shelves of your refrigerator to avoid cross contamination in case of drippings.
- Each refrigerator and freezer should contain an internal thermometer.
- Freezer and refrigeration logs must be maintained (See appendix for temperature log).
- Check freezers and refrigerators for proper temperatures daily or every day your agency is open. These should be logged.

Transporting Frozen or Refrigerated Food

- Member agencies picking up refrigerated and/or frozen items such as meat, produce, dairy, and deli products are required to use coolers or insulated blankets to ensure food products are safely stored and transported. This is a year-round requirement. If such precautions are not taken, you will not be allowed to take the refrigerated and/or frozen products.

Receiving Donations

- Food and other items donated directly to an agency should be checked to ensure quality and safety of the products before shelving.
- Cans of foods that have dents along the top or bottom edge, the side seam, or have extreme dents at any other point should be discarded. Cans that show rust, leaks or bulges should be discarded.
- Boxes of food product must have their inner packaging intact. If the inner package is punctured, discard the product.
- Food stored in glass jars should show no evidence of rust around the lid, and the top of the lid should not be bulging. You should not be able to push in the pop top button. If either of these conditions exist, discard the product.
- When you dispose of spoiled food, be sure that it cannot be retrieved and eaten. We recommend you use a locking trash container.
- Never accept home canned foods or accept food that comes from suspicious containers or appears to be spoiled.

Produce Handling

- Inspect produce upon receiving. Eliminate any produce with serious defects.
- Handle produce with care. Avoid stacking containers very high and dropping or bruising items. Any dropped or severely bruised items should be thrown away.
- Be sure to keep produce off the ground and in a designated area that is clean.
- Participants should be notified of any storage produce items that have been refrigerated i.e. potatoes, onions, winter squash
- Be careful when handling fragile produce items like leafy greens. Mishandling these items can drastically decrease their shelf life and increase waste.
- Use gloves when handling produce that is ready-to-eat (i.e. apples).
- Keep the area where produce is stored clean. Stack away empty boxes, sweep frequently, and keep trash at a distance.
- After distribution, move perishable produce items to a refrigerated area as soon as possible.

Pest Control

- Member Agencies must take reasonable precautions to protect against pest infestation. Pest prevention and control programs must be maintained by a contracted source.
- Member Agency must ensure annual pest control inspection and service of the facility and storage areas, and maintain logs containing the name of the company contracted and date of the service.
- Logs of the latest pest control inspection and service containing the name of the company contracted and date of service must be held on file for site visit inspections.

FDA Requirements for Labeling, Date Information and Shelf Life

- Except for infant formula and baby food, product dating is generally not required by Federal regulations. In fact, there is no uniform or universally accepted system used for food dating in the United States at this time. Baby food and formula should not be distributed after the expiration date. Dates are determined by the manufacturer of the product. See below for types of dates on food products.
- “Sell-by” dates tell the store how long to display the product for sale. You should buy the product before the listed date.
- “Best if used by (or before)” dates are recommendations for best flavor or quality. It is not a purchase by or safety date.
- “Use by” dates are 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. These appear as a series of letters and/or numbers which might refer to the date or time of manufacture but are not meant for the consumer to interpret.

Use the following steps to review products that are stamped with a date that has passed. First, review the type of date as described above. Except for use by dates, product dates don't always refer to use after purchase. Even if the date expires during agency storage, a product should be safe, wholesome and of good quality if handled properly and kept at proper temperatures. Freezing a product before the date on the package extends the length of time a product may be used. Trust your good senses - when in doubt, throw it out! (See Compliance section for Shelf Stable Food Products Date Extension Guide)

MONITORING, REPORTING & COMPLIANCE

On-Site Visits

- CCFB is required to make an on-site visit to each partner agency at least once every year. This on-site visit is designed for better acquaintance with the agency, ensure that products are being properly handled and used for their intended purpose, stored properly, and for CCFB staff to answer any questions that you might have.
- These visits are also a time for agencies to highlight things they are doing that work well, to spotlight best practices, share exciting community partnerships, offer feedback, demonstrate need for a capital asset (ex. shelving, refrigeration) and learn about new opportunities that may exist for the organization. CCFB's visits will be scheduled ahead of time.
- A Pennsylvania Department of Agriculture or USDA representative may perform site visits periodically during the fiscal year.
- A Pennsylvania Department of Agriculture or USDA representative may visit without notice so it is best practice to ensure your agency is following the outlined necessary compliance measures listed in this handbook at all times.

Updating Agency Information

- Having the proper contacts for your agency is critical to ensure you are receiving all pertinent Food Bank information. Notify CCFB if there are changes in service hours, days of operation, contact information or changes in administration (See appendix for Information Change Form).

Reporting and Record Keeping

- Member Agency must keep accurate records of duplicated and unduplicated individuals and households served on a monthly basis. Food Pantries must provide the number of households and individuals served each month. Meal programs should report the number of meals served per month.
- Member Agency must complete the Monthly Statistics Report found on CCFB's website: <https://chestercountyfoodbank.org/community-partners/agency-zone/>
- Monthly Statistics Reports are due by the 5th of each month.
- A Member Agency representative must attend all "Quarterly Food Provider Meetings" at CCFB designated location..
- If Member Agency fails to deliver report, food deliveries will be suspended until the reports are provided to CCFB.

Civil Rights

- The purpose of Civil Rights policies and training are to promote fairness and equality of treatment for all people served. All agencies distributing TEFAP and SFPP food must complete annual Civil Rights Training and maintain updated Civil Rights folder on-site.
- In accordance with Federal Civil Rights law, Member Agencies are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity and gender expression, sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by CCFB.
- The Civil Rights Training video can be found on the following link:
<https://vimeo.com/510846870/357712d3ad>.
- The Civil Rights Training Slide Deck can be found on the following link:
<https://chestercountyfoodbank.org/wp-content/uploads/2021/03/Civil-Rights-CCFB-2020.pdf>
- Once you have finished the Civil Rights Training, please fill out the certification of completion form found on the following link:
<https://chestercountyfoodbank.org/wp-content/uploads/2021/03/Certification-of-Civil-Rights-Training-Form.docx>
- On the next page you will find the USDA's Nondiscrimination Statement. We recommend all agencies post this in plain view at your food distribution site for all to see. Tier 1 agencies are required to post this to adhere to TEFAP and SFPP rules and regulations.



USDA Nondiscrimination Statement

SNAP and FDPIR State or local agencies, and their subrecipients, must post the following 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, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may 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 complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), 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.

This institution is an equal opportunity provider.

Appendix

Appendix	25
Member Agency Agreement 2020 – 2021	26
Member Agency Information 2020 – 2021	31
Agency Information Change Form	39
Capacity Building Grant Application 2020 – 2021	41
Capacity Building Grant Agreement 2020 – 2021	42
Temperature Log Chart	43
Shelf Stable Food Products Date Extension Guide.	44
A Quick Guide to Civil Rights	47
TEFAP & SFPP Food Distribution Participant Card	48

Member Agency Agreement **July 1st, 2021 – June 30th, 2022**

In partnering with Chester County Food Bank (CCFB), the approved Member Agency then becomes part of a countywide affiliation with Chester County's only food bank. In signing this agreement, CCFB and its Member Agency agree to work together to maintain a positive partnership with the mission of ensuring access to real, healthy food.

Chester County Food Bank and the Member Agency:

_____ [Member Agency Name], agrees to the following terms and conditions by which CCFB will provide food, inspected under strict guidelines, to the above-noted member agency which, in turn, will use the food in programs serving food-insecure community members.

Organization Criteria

1. Only authorized agencies may qualify to be a Member Agency with CCFB. Authorized Member Agencies include but are not limited to churches, social service organizations, licensed non-profits, senior centers, group homes, shelters, schools, and soup kitchens.
2. Member Agency must be an organization or agency serving those in Chester County experiencing food insecurity. Feeding programs, soup kitchens, and meal sites must ensure that a majority (more than 51%) of its participants are food insecure.
3. 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 public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.
4. A Member Agency of Chester County Food Bank, not participating in USDA funded programs, are also 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 public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity.

5. All agencies distributing TEFAP and SFPP food must complete annual civil rights training and maintain updated civil rights folder on-site at all times.
6. Member Agency must not require participants to attend a religious meeting nor require participants to make statements of faith, nor perform a service to receive food assistance.
7. Member Agency must report monthly all people served with Chester County Food Bank, using appropriate Monthly Statistics Report Forms found on CCFB's website under Agency Zone.

Member Agency Requirements

1. Member Agency (a) serves food directly to its participants as meals consumed on-site, (b) provides supplemental food, and/or (c) offers a food distribution program.
2. Member Agency must not sell, barter, or exchange food product directly or gain a profit by a charge for meals. Food must be given to participants free of charge, with absolutely no conditions levied or implied.
3. Member Agency must comply with the CCFB's guidelines included in the CCFB's "Member Agency Handbook".
4. Member Agency representative must attend all "Food Provider Quarterly Meetings". If lead representative is unavailable a surrogate must attend.
5. Food pantries and soup kitchens must have a sign, listing days and hours of the food program operation, posted outside of the building, visible to participants and the community.
6. Member Agencies must have appropriate participant information and program guidelines posted.
7. Although CCFB does not determine the hours of operation of its Member Agencies, CCFB expects that the agency will open a minimum of once a month.
8. Member Agency must notify CCFB if the program changes physical location, main personnel or undergoes any significant changes in the nature and/or character of its services. Information must be reported using the Agency Information Change Form, found in CCFB's "Member Agency Handbook".
9. Member Agency must prioritize the distribution of real, healthy food.
10. Member Agency must maintain current liability insurance naming "Chester County Food Bank, its officers, boards, agents, employees, and volunteers and Chester County Department of Human Services as additionally named insureds" documented

through a Certificate of Insurance on file with Chester County Food Bank and Chester County Department of Human Services.

11. Member Agency agrees to indemnify and hold harmless the Lead Agency, the County Commissioners, the Chester County Food Bank, the Pennsylvania Department of Agriculture, their respective officers and agents against all suits and judgments for damages from improper distribution, personal injury, death or damage to real or tangible personal property arising out of or connected with activities performed under this agreement and caused by Agency's negligent or wrongful acts.

Reporting and Record Keeping

1. Member Agency must keep copies of food distribution sign-in sheets with the day of distribution indicated.
2. Member Agency must keep a copy of CCFB Member Agency Handbook and Agreement on-site at all times.
3. Member Agency must keep a copy of Grocers Against Hunger manual and agreement on-site at all times when applicable.
4. Member Agency must keep accurate records of duplicated and unduplicated individuals served on a monthly basis. Food Pantries must provide the number of households and individuals served each month. Meal programs (soup kitchens and shelters) should report the number of meals served per month.
5. CCFB Monthly Statistics Reports are due by the 5th of each month. If a Member Agency fails in reporting monthly data by the 5th of each month, food will be withheld until report is delivered.

Monitoring and Inspection

1. Member Agency must allow a CCFB representative to monitor the program, check records, and inspect the facility with or without prior notification at least once per year. If an agency refuses to allow a CCFB representative to monitor the program, food will be withheld until the visit is complete. CCFB will work with agencies to visit during convenient times for pantry personnel during each fiscal year, but if there is a reason for an unannounced visit (i.e. client complaint, health department complaint), CCFB has the right to inspect an agency without prior notification.
2. Member Agency must allow a USDA and or PDA representative to monitor the program, check records, and inspect the facility with or without prior notification.

Food Safety Guidelines

1. The Member Agency must meet safe food storage and handling standards based on CCFB recommendations and requirements of the local Health Department. Regular compliance visits will be conducted by CCFB Staff.
2. Member Agency must have adequate refrigeration and storage space for the service it provides.
3. Freezer and refrigeration logs must be maintained on-site at all times.
4. Food must be stored and distributed at least 6 inches from the floor, 4 inches away from walls, and 12 inches from the ceiling.
5. Member Agency must agree to safe and proper handling of donated goods, which conforms to the compliance standards of CCFB, State, and Federal regulations.
6. Member Agency must be licensed as a food service establishment according to the service it provides.
7. If a meal program, the facility must be inspected by the local Health Department with a passing grade.
8. At least one person at the agency must hold a current food manager/food handler license or ServSafe Training for Food Banking certificate.
9. The area where product is stored must be free of pests and standing water.
10. Member Agency must provide CCFB with name of pest control inspection company and date of last treatment visit.
11. Member Agency representative must take and pass the ServSafe Food Handler Training for Food Banking certification or provide a current food manager/food handler license to CCFB.

Fiscal Management and Accountability

1. Member Agency must establish an Emergency Contingency Plan for operations should the agency need to close.
2. Member Agency is encouraged to establish a Succession Plan of operations should the lead personnel no longer be able to fulfill their duties.

Member Agency Program Requirements

1. Member Agency is encouraged to move to a participant choice model and will be supported by CCFB staff to implement the appropriate participant choice model.
2. Member Agency is encouraged to display recipes and other nutrition education materials during food distributions which can be accessed through Chester County Food Bank’s website and recipe page.
3. Member Agency is encouraged to promote and distribute more fresh produce and whole grains and will be supported by CCFB in this effort through Capacity Building Grant opportunities.
4. Member Agency is encouraged to host food preparation demonstrations during food distribution hours to highlight real, healthy foods and encourage participants to take home the highlighted foods.

I have read, understand, and agree with the terms outlined in this agreement.

Member Agency Representative

Printed Name: _____

Signature: _____

Title: _____

Date: _____

CCFB Representative

Printed Name: _____

Signature: _____

Title: _____

Date: _____

**Member Agency Information
July 1st, 2021 – June 30th, 2022**

Agency Contact Information

Agency Name:

Agency EIN: _____

Agency Contact Name:

Host Site Name (if not the same):

Agency Phone Number: (_____) _____ - _____

Agency Physical Address:

Agency Mailing Address:

City: _____ Zip Code:

Agency Website:

Agency Email:

Agency Social Media Pages:

Facebook: www.facebook.com/ _____

Instagram: @ _____

Twitter: @ _____

Allow above information to be shared with the public? Yes _____ No _____

Food Provider Contact Information

Lead Food Provider Contact Name:

Food Provider Contact Phone Number: (_____) _____ - _____

Food Provider Contact Cell Phone: (_____) _____ - _____

Food Provider Contact email:

Food Safety

Is anyone on your staff certified in safe food handling (ex: ServSafe)? Yes _____

No _____

If yes, please, list names, date certificates expire, and attach a copy of the certificates.

Name:

Certificate Expiration Date: ___ / ___ / ___

Name:

Certificate Expiration Date: ___ / ___ / ___

Is anyone on your staff certified in ServSafe for Food Banks? Yes _____ No _____

If yes, please, list name and training date

Name:

Training Date: ___ / ___ / ___

Pest Control Services

Date of last service: Month _____ Day _____ Year _____

Name of Company that performed the service:

Please, attach a copy of Pest Control Service receipt or invoice.

Program Operation

Please, list the names, cell phone number, and email address of individuals who can place and pick-up orders for your program

Name:

Cell Phone: (_____) _____ - _____ Email:

Name:

Cell Phone: (_____) _____ - _____ Email:

Food Distribution Sites (Pantries, Schools, Youth Programs, and Senior Sites only)

Which best describes how food is offered to people receiving services at your agency?

___ Choice Pantry

___ Backpack

___ Pre-packed Box/Bag Pantry

___ Summer Food Box

___ Senior Box and Produce

___ Produce

Days and hours of distribution:

Zip Codes served:

Eligibility Requirements:

How many days of food per household are provided at each food distribution?

How often are people able to receive food or a meal from your agency?

Average number of unduplicated households served each month:

Average number of unduplicated individuals served each month:

Average number of duplicated individuals served each month:



Meal Sites Only

Meals served:

___ Breakfast

___ Dinner

___ Lunch

___ Snack

Days and hours of meals:

How often are meals offered?

Average number of people served per meal: _____

Average number of people served per month: _____



All Member Agencies

Please, list all the possible days and hours your program is available to receive CCFB deliveries:

Monday: *hours*

Tuesday: *hours*

Wednesday: *hours*

Thursday: *hours*

Friday: *hours*



What days and time is your program available to pick up food at CCFB in Exton?

Monday: *hours*



Tuesday: *hours*



Wednesday: *hours*



Thursday: *hours*



Friday: *hours*



Does your Agency have a strategic plan? Yes _____ No _____

Does your Agency have a succession plan for your food provider? Yes _____ No _____

Does your Agency have access to a computer and internet connection? Yes _____ No _____

How many paid staff does your Agency have? _____

How many volunteers does your Agency have? _____

Does your agency have a healthy food policy? Yes _____ No _____

Would you like to have a healthy food policy? Yes _____ No _____

Does your Agency have enough space to display and store fresh produce? Yes _____ No _____



Does your Agency need the following:

___ Shelving

___ Produce Baskets

___ Freezer

___ Refrigerator

___ Computer

___ Internet Access

___ Other:

What types of additional support does your Agency offer?

Agency Information Change Form

Use this form in case you have change in personnel, site location or another important program information

Organization Name:

Email:

Mailing address:

City: _____ Zip Code: _____

Agency Contact Name:

Agency Contact Phone Number: (_____)_____ - _____

Agency Contact Cell Phone: (_____)_____ - _____

Agency Contact email:

Allow above contact info to be shared with the public? Yes _____ No _____

Address for Delivery:

City: _____ Zip Code: _____

Contact Name for Delivery:

Phone Number: (_____)_____ - _____

Delivery Contact Email Address:

Program Operation

Please, list the names, phone numbers, and email address of individuals who can place and pick-up orders for your program

Name:

Phone:

Email:

Name:

Phone:

Email:

Capacity Building Grant Application 2021 - 2022

Agency Name:

Agency Contact Name:

Phone Number: (_____) _____ - _____

Agency Physical Address:

City: _____ Zip Code: _____

Agency Mailing Address:

City: _____ Zip Code: _____

Please provide a brief explanation of why your agency is applying for the Capacity Building Grant. Specifically state the need, what equipment is being requested or repaired, how many people will benefit from the grant (number of participants served), and how the award will increase your Agency's capacity to distribute real, healthy food.

All grant applications must be signed by the Executive Director (or main volunteer) of the agency.

Member Agency Representative

Signature: _____

Name: _____

Title: _____

Date: _____

*Make a copy of your Agency's application for your records.

Capacity Building Grant Agreement 2021 – 2022

This Agreement and the responsibilities as outlined hereunder are not transferable without the written approval of Chester County Food Bank (CCFB). By executing this Agreement, the partner agency agrees to comply with the terms set forth below:

The Member Agency understands and agrees that the capital equipment listed above must be surrendered to CCFB if the equipment is no longer needed, or if the Partner Agency is no longer a food provider, or if CCFB requests it.

The Member Agency understands and agrees that CCFB may take physical custody of the equipment and remove it if it finds the equipment is being used for purposes other than food distribution. The CCFB may issue a written warning in lieu of taking physical custody of the equipment.

The Member Agency shall be responsible for the proper use and deployment of the Equipment.

The Member Agency agrees to use the Equipment for food distribution use only, and not for any commercial use or application.

Title to the Equipment, the subject of this Agreement, shall remain with CCFB. The Member Agency shall be responsible for the safe packaging, proper import, export, shipping, and receiving of the Equipment.

The Equipment shall be returned to:

Chester County Food Bank
650 Pennsylvania Drive | Exton, PA 19341

In witness whereof, the parties have executed this Agreement effective as of the date of the last party to sign this Agreement below.

Member Agency Representative

CCFB Representative

Signature: _____

Signature: _____

Name: _____

Name: _____



Title: _____





Title: _____





Date: _____

Date: _____

Shelf Stable Food Products Date Extension Guide

Food Group	Product	Date Extension
Grains 	Rice (white, brown) Rice, flavored Pasta/noodles Cornmeal and cornmeal baking mixes Crackers Couscous Canned pasta (spaghetti, ravioli) Polenta Macaroni and cheese Pasta mixes (hamburger helper) Bread, tortilla, pita Stuffing Popcorn (microwave)	2 years 6 months 2 years 6 – 12 months 8 months 2 years 2 – 3 years 6 – 12 months 1 year 18 months 3 months (frozen) 6 months 2 years
Breakfast Items	Cold cereal Hot cereal (oatmeal, grits, farina) Pancake/waffle/biscuit mixes	6 – 12 months 6 months 6 – 9 months
Vegetables 	Low-acid canned veggies (ie: potatoes, green beans, corn, carrots, spinach, peas, pumpkin, beets) High-acid canned veggies (ie: tomatoes, pickles, sauerkraut, food treated with vinegar based sauces) 100% vegetable juices Dehydrated, dried veggies	2 – 3 years 12 – 18 months 12 – 18 months 1 year
Tomato Products	Tomatoes, canned (diced/whole/crushed) Tomato sauce Pasta sauce Salsa	12 – 18 months 12 – 18 months 12 – 18 months 12 – 18 months

<p>Fruits</p> 	<p>Canned fruits (in juice or light syrup) Dried fruits 100% fruit juices</p>	<p>12 – 18 months 6 months 12 – 18 months</p>
<p>Dairy</p> 	<p>Dry milk packets Shelf stable milk (soy, almond, rice) Canned, evaporated or condensed Parmesan cheese</p>	<p>6 months Best if used by date 9 months 10 months</p>
<p>Protein</p> 	<p>Beans, peas, lentils (canned) Beans, peas, lentils (dried) Peanut butter Nuts (canned, shelled) Canned meat, poultry and fish (tuna, salmon, etc) Canned ham Meat or poultry in retort pouches Hard/dry sausage Seafood in retort pouches Canned stews (chicken, beef) Dried beef (jerky) Meat substitutes/textured protein (ie: bacon bits)</p>	<p>2 – 3 years 12 months 9 – 12 months 4 months 2 – 3 years 2 years Consume by date on package 6 weeks 18 months 2 – 3 years 12 months 4 months</p>
<p>Soups</p>	<p>Canned (except tomato based soups) Canned tomato based soups Mixes Chili</p>	<p>2 years 12 – 18 months 12 months 2 – 3 years</p>
<p>Beverages</p> 	<p>Coffee Tea (bags) Tea (instant) Water Hot chocolate mixes</p>	<p>2 years 18 months 3 years Indefinitely Indefinitely</p>
<p>Snacks & Desserts</p>	<p>Biscuit mix Brownie and cake mix Chips</p>	<p>15 months 9 months 2 months</p>

	<p>Chocolate Cookies Crackers Frosting Gelatin mixes Granola, cereal bars Pie filling Pudding mixes Toaster pastries</p>	<p>18 months 2 months 8 months 10 months 18 months 2 months 10 – 12 months 1 year 6 months</p>
<p>Condiments & Baking Items</p>   	<p>Baking powder Baking soda Bread crumbs Bread mix Broth Ketchup Cheese sauce Chocolate flavored syrup Cornstarch Cornmeal Condensed milk Croutons Flour, white Flour, whole wheat Sauces and gravy (jar or mixes) Spices Honey Jam and jelly Pancake syrup Mayonnaise Mustard Olives Cooking oils Pickles Salad dressing Sauerkraut Shortening Sugar (brown) Sugar (granulated) Sugar (powdered) Taco kits (shells) Vinegar</p>	<p>6 months 2 years 9 months 9 months 2 – 3 years 12 months 9 months 2 years 18 months 1 year 9 months 2 months 6 – 12 months 3 months 1 year 2 – 3 years 3 years 18 months 1 year 2 – 3 months 1 year 1 year 6 months 1 year 10 – 12 months 12 – 18 months 8 months 4 months 2 years 18 months 2 months 2 years</p>

A Quick Guide to Civil Rights

To ensure equal access to our programs, participating entities **MUST**:

- 1. Let people know how to apply for the TEFAP/CSFP and how to file a Civil Rights Complaint:**
 - Place the “And Justice for All” poster where it can easily be seen;
 - Use the Nondiscrimination Statement on all materials and websites that mention FNS Programs;
 - Notify community groups that the program is available;
 - Provide information when an individual or group requests it;
 - Schedule hours of operation according to the needs of the community
- 2. Identify and accommodate Language needs:**
 - Find out what languages are spoken in your service area;
 - Make sure that *everyone* knows what to do when a Limited English Proficient participant needs help;
 - Provide translated material if there are many people who speak another language;
 - Hire bilingual staff when possible; otherwise, use certified interpreters or contract services (i.e. Language lines)
 - Do not ask participants to bring their own interpreters
- 3. Accommodate Persons with Disabilities:**
 - Accommodate persons with disabilities by allowing them to use pre-designated proxies to pick up food packages
 - Provide participant with hearing and vision impairments the accommodations that they need.
- 4. Data on race and ethnicity *must* be collected (ONLY FOR CSFP)**
 - Explain to participants that collecting the data is required by law; it will not affect their eligibility, and will help to prevent discrimination;
 - Remember that you **MUST** ask participants to self-identify their race and ethnicity;
 - Participants may identify more than one race
- 5. If a participant states that s/he has been treated different because of race, color, national origin, age, sex or disability:**
 - Try to resolve issues as quickly as possible;
 - Refer the participant to the Civil Rights contact, or to the address provided on the poster; and
 - Offer the participant a civil rights complaint form (available in English and Spanish)



For more information, see FNS Instruction 113 or contact FNS MARO OCR at (610) 259-5062/5123

