PALM BEACH COUNTY FOOD BANK

Groceries for Seniors Handbook

2024 - 2025

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER.

Dear Partner Agency,

Thank you for being a Palm Beach County Food Bank (PBCFB) Groceries for Seniors partner!

The Groceries for Seniors Handbook explains the roles and responsibilities of a partner agency. Partner agencies are expected to fulfill their responsibilities and adhere to the rules described in this handbook. PBCFB commits to improving the collection and distribution process to make it easier for our partner agencies, who take on the daily responsibility of serving the food insecure.

Thank you for being a partner agency and working with the Palm Beach County Food Bank.

Contact the Programs team at (561) 670-2518, ext.313, ext. 310 or ext. 304, or email (agency@pbcfoodbank.org) with your questions.

Thank you,

Palm Beach County Food Bank Programs Team

Table of Contents

Section 1: Palm Beach County Food Bank – Groceries for Seniors 4
1.1 How We Work 4
1.2 Service Recipients 4
1.3 Hours of Operation 4
1.4 Contact Information 4
1.5 Holidays 4
1.6 Emergency Closures 4
Section 2: Active Partner Agencies 5
2.1 Partner Agency Requirements and Policies 5
Section 3: Food Safety 5
3.1 Food Guidelines 6
3.2 Food Storage 6
3.3 Storage Temperatures 7
3.4 Storage Cleanliness 7
3.5 Damaged/Recalled Product 7
3.6 Pest Control 7
3.7 Food Safety Certification 7
Section 4: Receiving Food 8
4.1 Pickups from the PBCFB Warehouse 8
4.2 Safety Protocols for Agency Representatives Picking-Up 8
4.3 Food Deliveries 9
Section 5: Communication 9
5.1 Methods of Communication 9
5.2 Point of Contact 10
5.3 Other Correspondence 10
Section 6: Agency Compliance and Suspension 10
6.1 Failure to Submit Reports/Late Reports 10
6.2 Suspended Agencies 11
Section 7: Agency Compliance and Inactivity 11
7.1 Grievances Against Partner Agencies 11
7.2 Grievances Against PBCFB 12
Section 8: Appendices 13

Section 1: Palm Beach County Food Bank – Groceries for Seniors

1.1 How We Work

The *Groceries for Seniors Program* partners with senior-centric organizations to provide low-income seniors 55+ with a grocery bag of shelf-stable items on a biweekly schedule to supplement their nutrition.

1.2 Service Recipients

- Age 55+
- Low income
- Residents of Palm Beach County

1.3 Hours of Operation

Administrative Office: Monday - Friday 8:00 a.m. to 5:00 p.m.
Programs Team: Monday – Friday 8:00 a.m. to 5:00 p.m.
Warehouse: Monday – Friday 8:00 a.m. to 3:00 p.m.
The warehouse is closed daily for lunch from 12:00 p.m. – 12:30 p.m.

1.4 Contact Information

PBCFB can be reached by email, telephone, or in person during administrative office hours:
Programs Team: (561) 670-2518 ext. 313, 310 or 304
Address: 701 Boutwell Rd. A-2, Lake Worth, FL 33461
Email: Agency@pbcfoodbank.org
Website: www.pbcfoodbank.org

1.5 Holidays

PBCFB will be closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day (third Monday in January)
- Memorial Day (last Monday in May)
- Independence Day (4th of July)
- Labor Day (first Monday in September)
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day
- Day after Christmas Day

1.6 Emergency Closures

If PBCFB is closed for an emergency or inclement weather, the Programs team will inform partner agencies of the closure and alert agencies when PBCFB reopens. Partner agencies will be alerted via mass email; we ask that you check your email as frequently as possible.

Although PBCFB is not associated with the County government, PBCFB follows the County's closure policy for safety reasons. If Palm Beach County public schools and government offices

are closed due to an emergency or inclement weather, PBCFB will also be closed. Please pay close attention to closures, which are often broadcasted on the news and radio.

Section 2: Active Partner Agencies

2.1 Partner Agency Requirements and Policies

Agencies must agree to certain requirements to become a partner agency and remain an agency in good standing. Partner agencies must:

- Serve a 55+ population who would benefit from participating in the program.
- Have and maintain a non-profit 501(c)(3) status.
- DR-14 tax exempt from the state of Florida.
- Help contact and keep track of client participation.
- Maintain a regular pest control system (see section 3.7)
- Maintain an up-to-date food safety certificate (see section 3.8)
- Submit monthly report (appendix 2).
- Notify PBCFB representatives of scheduled pickups/deliveries changes and authorized pickup representatives.
- Update contact information as changes occur.
- Maintain appropriate conduct during pickup, deliveries, site visits, and/or other interactions with PBCFB team members.
- Signed handbook agreement form (appendix 1).

Food received from PBCFB is intended only for agencies hosting the Groceries for Seniors program. Food provided by PBCFB may not be sold, traded, bartered, or given in exchange for donations or compensation in any circumstance. While we understand that county lines do not bind hunger and agencies cannot control where clients come from; food provided to PBCFB partner agencies is intended for Palm Beach County residents and may not be distributed outside Palm Beach County. Failure to comply with these requirements will result in the Program's discontinuation.

Sub-distributing food, selling or attempting to return food provided by PBCFB to a donor in exchange for monetary or other compensation will result in immediate termination as a partner agency.

Section 3: Food Safety

All PBCFB partner agencies are required to have at least one staff member or key volunteer that is food safety certified, (please see Section 3.8 about food safety certification), but it is also good to have a list of basic food safety rules to refer to.

Please note that these safety tips do not replace the need for a partner agency to complete food safety certification requirements.

3.1 Food Guidelines

Agencies should practice 'first in, first out' (FIFO), meaning food with the oldest receiving date is distributed before the newer product. This ensures that older products are used before newer products and helps eliminate food waste.

Agencies should not maintain food stockpiles for longer than two months. For example, in August, agencies should not have products with a receiving date older than June.

PBCFB follows USDA guidelines for food safety about 'best by/sell by' dates, which do not indicate food safety, just food quality. For example, canned goods are safe to consume two years past the date marked.

Agencies share the responsibility to check food dates and factor these dates into their distribution process. For more specific information about food labeling and dating, please see the United States Department of Agriculture (USDA) website: https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/food-product-dating

Food Keeper App: This resource, available as a smartphone app or at this link https://www.foodsafety.gov/keep/foodkeeperapp/index.html provides guidelines about the safe consumption of many food products in terms of how long food can be stored and eaten safely.

3.2 Food Storage

Once food is at a partner agency's location, it should be stored in a secure, locked location at the appropriate temperatures.

All doors, windows, and roofs of storage areas should be well sealed to prevent pests from entering and any water damage from inclement weather.

Food should be stored at least six inches off the ground, six inches away from the ceiling, and two inches away from walls. Storing food off the ground helps prevent pests from getting into food and water from contaminating food in the event of flooding. Storing food away from walls also helps prevent pests from getting into food and facilitates proper air flow and circulation in storage areas. Food may be stacked to effectively use available storage space; however, stacks should not be taller than the majority of an agency's employees or volunteers.

Heavier products should be stacked at the bottom and lighter products should be stacked at the top to avoid food being crushed and becoming unusable.

Food storage should have aisles wide enough to be easily accessible for the inspection of and pulling of products.

Non-food items, such as cleaning supplies, should be stored separately from food, if possible. If non-food items must be stored in the same area as food, they should be stored on a bottom shelf below food products to avoid contamination. See Appendix 8.3 for more information.

3.3 Storage Temperatures

Dry storage areas should be between 50°-75°F. If a dry storage area is not air-conditioned, there should be a thermometer present to record temperatures.

3.4 Storage Cleanliness

All storage surfaces, including floors, shelves, and pallets, should be cleaned regularly. Cleaning may involve sweeping, dusting, or mopping. Cleaning regularly helps prevent cross-contamination due to spills or leaks and removes food scraps or crumbs that may attract pests.

3.5 Damaged/Recalled Product

Partner agencies must review the product while it is being loaded/delivered so that any issues can be resolved in a timely manner.

Partner agencies are strongly encouraged to sign up for food recall alerts from FoodSafety.gov. Food recalls can occur when a product is mislabeled or when a product is unsafe. PBCFB receives alerts about food that has been recalled, and if it is a product that has been distributed through our warehouse, we will alert partner agencies about the recall. However, PBCFB cannot track every product that comes through the warehouse; therefore, PBCFB highly recommends that agencies sign up for alert recalls. Food that is recalled should not be eaten or given to pets. If your agency has food that has been recalled, please dispose of it immediately. To sign up for recalled food alerts and view past recalls, please visit www.foodsafety.gov and the USDA website: https://www.fsis.usda.gov/.

3.6 Pest Control

Partner agencies must maintain a regular pest control system (i.e. monthly/bi-monthly). Agencies cannot use pest control methods that use poison, as this can pose the possibility of cross-contamination with food and would make food unsafe to eat. Whether agencies choose to have a licensed pest control firm or to handle pest control internally, records must be kept of the dates of pest control, the methods used, and the name of the person in charge of the pest control.

3.7 Food Safety Certification

At least one representative (main staff person or key volunteer leading the food Distribution) from each partner agency must complete a food safety certificate. It is the responsibility of the certified agency representative to educate other agency employees and volunteers about proper food safety techniques. There are two main types of food safety certifications:

Food Handler Certification: Food handler certifications provide basic food safety techniques and education, including food storage, food handling, and some food preparation and serving components. Food handler certification courses must be renewed every one to three years. Food handler certifications are acceptable food safety certifications for any of PBCFB's partner agencies. The Florida Department of Health (FLDOH) has approved several online test providers:

- National Registry of Food Safety Professionals: https://www.usfoodhandler.com/
- 360 Training: https://www.360training.com/learn2serve/food-handler/Florida

PBCFB will accept a passing food handler certification from either of the FLDOH-approved providers, as well as other reputable food safety test providers.

Section 4: Receiving Food

4.1 Pickups from the PBCFB Warehouse

Partner agencies who pick up from PBCFB are assigned a pickup day based on the availability listed on their application. Please inform the Program Coordinator of pickup day changes at least a week in advance. The PBCFB must approve any changes to the pickup schedule before the change takes effect.

Pickup times are available Monday through Friday from 8:00 a.m. to 3:00 p.m. The Warehouse is closed for lunch daily 12:00 p.m. – 12:30 p.m.

All partner agencies must check in at the booth desk in the warehouse before receiving food. The check-in process is below:

Park the agency vehicle by the warehouse in the back of the building. If you arrive in a truck, you will be guided to park on the receiving dock. If you are arriving in a small vehicle, the warehouse staff will inform you of where to park while they retrieve your pallet. Open vehicles (such as pickup trucks) must have a tarp to cover food.

The warehouse will bring the agency's order to the vehicle. Agencies are responsible for checking products received against the packing list and for loading products into the agency's vehicle. Once the partner agency leaves PBCFB's premises, they are responsible for the product.

Agency representatives should budget up to 15 minutes of time to receive their food from the warehouse after their assigned pickup time. If there are delays in the warehouse, agency representatives will be informed in a timely manner.

PBCFB tries to avoid discarding food as much as possible, so if food is in the dumpster at PBCFB, it is for a good reason and should not be consumed. Partner agencies should not go through the dumpster and remove food from it, nor should partner agencies be using the dumpster to throw away products.

4.2 Safety Protocols for Agency Representatives Picking-Up

Palm Beach County Food Bank cannot be held liable for agency representatives not following safety protocol, resulting in injury. We ask that visiting agency representatives follow the following safety rules for their safety and the safety of all other visiting partner agency representatives and Palm Beach County Food Bank staff. Safety protocol includes, but is not limited to:

- Agency representatives are not allowed to enter the Palm Beach County Food Bank warehouses unless accompanied by a Palm Beach County Food Bank staff member.
- Listen for the warning noises of the forklifts as they deliver pallets of food to the agencies.
- Be careful of wooden pallets and other debris left in the parking lot as part of the distribution process.

- Be mindful of moving vehicles in the parking lot where distribution to agencies takes place.

4.3 Food Deliveries

PBCFB delivers the Grocery bags directly to the *Groceries for Senior* Partner site. **The driver must have the phone numbers and the contact information of the person in charge to receive the delivery**. The partner site must have space for the PBCFB truck or van to park and drop off the food.

Partner agencies are expected to have at least one volunteer and/or staff member available at their facility during an agency's designated window of delivery time to receive and unload food. The volunteer and/or staff member must sign for their allocation (this person must be authorized). Partner agencies are responsible for unloading pallets and putting food away in appropriate storage areas. If there is no volunteer and/or staff member at a partner agency upon PBCFB's arrival, and it is within the designated timeframe, the PBCFB driver will call the partner agency as a courtesy reminder and will wait up to 15 minutes for the partner agency representative to arrive. The driver cannot wait longer than 15 minutes due to other deliveries that need to be fulfilled. Partner agencies who miss their delivery and do not respond to phone calls from PBCFB's driver will forfeit their allocation for the week. Upon arrival, PBCFB's driver will unload a partner agency's pallet and bring it as close to the front door of the agency as possible. **PBCFB's driver will not bring pallets inside the building.**

Agencies who need to make changes to their delivery (including canceling a delivery) must call or email the Programs team by 10:00 a.m. two business days before their delivery (ex. Friday by 10 a.m. to make changes for a Tuesday delivery).

Should the agreed-upon delivery day no longer agree with your schedule, contact the Program Coordinator to coordinate a new day.

The PBCFB cannot guarantee an alternative delivery day for any cancelled or rescheduled deliveries. If the requested day is not available, the agency must arrange for order pickup, or they will forfeit their order. The agency is responsible for picking up orders scheduled outside the agreed-upon delivery day that was not previously communicated to the Programs Team.

Section 5: Communication

5.1 Methods of Communication

Please ensure the Programs Team has the most up-to-date contact information, including phone numbers, mailing addresses, and email addresses, and that these methods of communication are checked regularly for messages and mail. It is especially important that agencies check their email regularly.

5.2 Point of Contact

The Program Coordinator is the point of contact at PBCFB for the Food Senior program. **Any questions or concerns about food distribution, mandatory documents, or scheduling should be addressed with the Program Coordinator.** Partner agencies should not ask the PBCFB warehouse team or driver team to communicate changes or feedback to PBCFB; *Groceries for Seniors* partner agencies are responsible for reaching out to their designated contact about any questions or concerns they may have.

Significant changes, such as scheduling and contact information changes, must be communicated to the Programs team by submitting an updated Agency Contact Form. Information about how to contact the Program Coordinator can be found under Section 1.4.

5.3 Other Correspondence

Occasionally, the Programs team will send out correspondence that is not directly related to the work of PBCFB. Unless otherwise noted, these communications are for informational purposes only. Agencies should contact the organization that the email is being sent on behalf of for more information.

Partner agencies with events or news they would like to share may forward the information via email to the Programs Team. A staff member will send the information to all partner agencies if appropriate.

Section 6: Agency Compliance and Suspension

6.1 Failure to Submit Reports/Late Reports

Monthly reports (Sign-in Sheets) are submitted through the Groceries for Seniors survey link: https://survey.alchemer.com/s3/7691443/GFS-Monthly-Reports by the 1st of every month. Agencies have a five (5) calendar day grace period to submit their report, at which point agencies that failed to submit their report will be suspended and prevented from receiving their next order.

The agency must ensure that all received meal bags are distributed to their clients. Additionally, each meal bag received should be accurately documented in the Sign-in Sheets. **Agencies must ensure that all the information on the Groceries for Seniors Sign-in Sheets is collected for each client receiving the meal bags.**

Agencies that fail to submit timely reports for four (4) consecutive months will be suspended for two (2) consecutive PBCFB distributions after the month's late reports are entered, and the agency will not be able to receive their Groceries for Seniors bags. Agencies will be issued a warning when they turn in late reports for three (3) consecutive months.

A monthly report is considered late after the five-day grace period. Submitting an incomplete monthly report (i.e. missing Sign-in Sheet for one distribution) by the deadline is considered late.

Falsifying sign-in Sheets or submitting duplicate signatures for different distributions is considered a serious matter. These actions will result in the immediate termination of the partnership with the agency.

6.2 Suspended Agencies

Partner agencies may be placed on the suspended list for voluntary reasons (for example, the office is closed for the summer) or for involuntary reasons (failure to have proper paperwork or failure to submit reports/late reports).

Suspended agencies will not receive their bi-weekly order until the late report/missing paperwork is submitted.

The agency will be suspended until they are able to:

- Correct the violation and show appropriate proof of the correction.
- Implement and show proof of an appropriate procedure for monthly reporting.
- PBCFB will make every effort to get in touch with partner agencies regarding out-of-date documents, missing reports, and any other requirements that may impact the partner agency's ability to receive their senior meal bags. However, it is the responsibility of each partner agency to provide PBCFB with updated contact information, and to reply to emails, phone calls, letters, etc. If PBCFB is unable to get in touch with a partner agency after repeated attempts, the agency will be placed on the suspension list, and they will not be able to receive the senior meal bags.
- Agencies that are placed on the suspended list multiple times for not submitting monthly documentation or for fraudulent activities may be permanently removed from our system and no longer permitted to receive food from the PBCFB. As a result, the agency may not be able to reapply for membership as a partner agency.
- Agencies moving from the suspended list back to the active list for voluntary reasons must provide the Programs team with at least a 15-day notice of when the agency plans to become active again and pass a site visit, if necessary. Please note that additional documentation may be required.

Agencies that are suspended for over six months, whether for voluntary or involuntary reasons, will become inactive and will need to reapply to become a partner agency.

Section 7: Agency Compliance and Inactivity

7.1 Grievances Against Partner Agencies

A client who participates in PBCFB's *Groceries for Seniors* program and would like to lodge a grievance may call the Programs Team to inform PBCFB of their grievance. PBCFB partner agency must supply clients with information about how to contact the Programs Coordinator and PBCFB if it is requested. When a client contacts the Program Coordinator, they must alert PBCFB to the nature of their grievance. The Programs Coordinator will communicate with the partner agency within two weeks of the initial filing of the complaint. The client who filed the grievance may request follow-up after the Programs Coordinator's inquiry.

7.2 Grievances Against PBCFB

Partner agencies may also lodge a grievance against PBCFB if the agency believes that PBCFB has not treated them justly. A grievance against PBCFB must be submitted using the Partner Agency Grievance Form (appendix 8.4). PBCFB's steps to resolve grievances are outlined below.

1. All completed grievance forms submitted by partner agencies will be reviewed by the Programs Coordinator. The team will then develop a Plan of Action and Resolution to remedy the grievance. If the grievance is regarding the Programs Coordinator, the grievance should be submitted to the Programs Manager, who will review the complaint. The Plan of Action and Resolution will be proposed to the Site Coordinator within two weeks of receiving the form and they will be given two weeks to either sign off on the plan or choose to move to Step 2 of the process.
2. If the Site Coordinator is unsatisfied with the resolution proposed in Step 1, they may request a meeting be set up with the Programs Coordinator and Programs Manager in writing. The meeting request should include the reasons for not accepting the resolution proposed in Step 1. This meeting would allow for discussion of the grievance, with the goal of coming up with a resolution together and signed off on by both parties at the conclusion of the meeting.
3. If the two parties do not come to an agreement upon conclusion by the end of the meeting, a meeting with the PBCFB's Executive Director will be set within the next three weeks. Additional staff members involved in the Grievance Process may be invited to this meeting. The Executive Director will issue a written letter communicating the decision to the agency within two weeks of the conclusion of this meeting to the Site Coordinator. This decision is final, and the grievance process is complete.

An agency will not be discriminated against, harassed, or suffer any reprisals as a result of filing a grievance.

Section 8: Appendices

Page intentionally left blank.

Appendix 8.1

Palm Beach County Food Bank – Groceries for Seniors

Partner Agency Handbook Acknowledgment Form

As a partner agency of the Palm Beach County Food Bank, I understand that our agency, _____, must adhere to the rules and guidelines of being a partner agency. The rules and guidelines are outlined in the Partner Agency Handbook, which I certify that I have read and understood. I understand if I have questions about any aspect of being a Palm Beach County Food Bank Partner agency, I should contact the Programs team.

I, _____, acknowledge that I have read the Handbook Acknowledgment form on behalf of my agency, _____, in order to participate as a partner agency with the Palm Beach County Food Bank. I commit to sharing the information with the appropriate staff members and/or volunteers at my agency.

_____ _____

Signature Date

Appendix 8.2

Palm Beach County Food Bank
Groceries for Seniors

Agency Name: _____

Distribution Date: _____

	Name	Date of Birth	Gender	Race/Ethnicity	City	Zip Code	Signature
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							
18.							
19.							
20.							
21.							
22.							
23.							
24.							
25.							

Appendix 8.3

PALM BEACH COUNTY FOOD BANK

Is it still safe to eat?

Expiration Dates

Information verified by the US Department of Agriculture

You can also use the FoodKeeper App or visit foodsafety.gov for additional information

What do they really mean?

"Sell By", "Best By", "Expiration", and "Use By" dates are not indicators of food safety. Those dates simply indicate the manufacturer's guarantee of best quality, not if the product is safe to consume.

The Palm Beach County Food Bank has created an easy to use expiration date guide with best practices for when food should be consumed by.

All of the information on the following pages is based on the standards and regulations set forth by the USDA.

Please join us in following this guide to ensure we are distributing safe to eat foods and helping to eliminate food waste.

*Please keep in mind that these are guidelines and you should not consume product that contains mold, has developed a bad odor, or has not been stored properly.

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER.

Expiration Date Guidelines

Printed Date

Baby Food; Shelf-Stable Milk

1-2 Weeks Past

Fresh Bread; Cottage Cheese; Yogurt; Tortillas; Pita; Pastries; Refrigerated Deli Meats

1-2 Months Past

Refrigerated Cheese; Frozen Deli Meats; Refrigerated Eggs in Shell

6 Months Past

Mayonnaise; Chocolate; Candy; Frozen Pastries; Frozen Bread; Drinks (Except Milk & Water)

9 Months Past

Frozen Meat; Frozen Poultry; Frozen Fish

1 Year Past

Dry Goods; Brown Rice; Cereals; Pasta; Sauces; Condiments; Baking Ingredients

2 Years Past

Canned Goods; Peanut Butter; Spices; White Rice; Water

PALM BEACH COUNTY FOOD BANK

Alphabetized Product List

Product	Past the Expiration Date
Applesauce	1 Year
Baby Food	0 Days
Baking Ingredients	1 Year
BBQ Sauce	1 Year
Bread	1-2 Weeks
Bread (Frozen)	6 Months
Bread Mix	1 Year
Brown Rice	1 Year
Cake Mix	1 Year
Candy	6 Months
Canned Food	2 Years
Canned Fruit	2 Years
Canned Meat	2 Years
Canned Soup	2 Years
Canned Vegetables	2 Years
Cereal	1 Year
Cheese (Refrigerated)	1-2 Months
Cheese (Hard)	6 Months
Chicken (Frozen)	9 Months
Chips (Potato/Tortilla)	1 Year
Chocolate	6 Months
Coke	6 Months
Condiments (Except Mayo)	1 Year
Crackers	1 Year
Cream of Wheat (Mix)	1 Year
Deli Meat (Refrigerated)	1-2 Weeks
Deli Meats (Frozen)	1-2 Months
Dried Fruit	1 Year
Drink Powder	1 Year
Drinks (Except Water and Milk)	6 Months
Dry Beans	1 Year
Dry Goods	1 Year
Eggs (In Shell/Refrigerated)	1-2 Months
Fish/Shellfish (Frozen)	3-6 Months
Flour	1 Year
Frosting	1 Year
Frozen Bread	6 Months
Frozen Chicken	9 Months
Frozen Deli Meats	1-2 Months
Frozen Fish/Shellfish	3-6 Months
Frozen Meat	9 Months
Frozen Pastries	6 Months
Frozen Poultry	9 Months
Gatorade	6 Months
Gelatin Cup	1 Year
Grits (Dry)	1 Year
Hard Cheese	6 Months
Honey	2 Years
Icing	1 Year
Jams	1 Year
Jellies	1 Year
Jell-O	1 Year
Juice	6 Months
Ketchup	1 Year
Mayonnaise	6 Months
Meat (Frozen)	9 Months
Milk (Shelf-Stable)	0 Days
Mustard	1 Year
Oatmeal	1 Year
Pancake Mix	1 Year
Pasta (Dry)	1 Year
Pastries (Frozen)	6 Months
Pastries (Fresh)	1-2 Weeks
Peanut Butter	2 Years
Pickles	1 Year
Pita Bread	1-2 Weeks
Popcorn (Kernels)	1 Year
Poultry (Frozen)	9 Months
Powerade	6 Months
Preserves	1 Year
Pudding Cups	6 Months
Pudding Mix	1 Year
Refrigerated Bread	1-2 Weeks
Refrigerated Cheese	1-2 Months
Refrigerated Deli Meat	1-2 Weeks
Refrigerated Pastries	1-2 Weeks
Relish	1 Year
Rice (Brown)	1 Year
Rice (White)	2 Years
Salad Dressings	1 Year
Salt	2 Years
Sauce	1 Year
Shelf-Stable Milk	0 Days
Soda	6 Months
Spaghetti Sauce	1 Year
Spices	2 Years
Sprinkles	1 Year
Stuffing (Dry)	1 Year
Sugar	2 Years
Syrup	1 Year
Tortillas	1-2 Weeks
Water	2 Years
Yogurt	1-2 Weeks

PALM BEACH COUNTY FOOD BANK

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER

Product Date Guidelines

In general, these products may last this long past their printed date:

Printed Date
Baby Food; Shelf-Stable Milk

1-2 Weeks Past
Fresh Bread; Cottage Cheese; Yogurt; Tortillas; Pita; Pastries; Refrigerated Deli Meats

1-2 Months Past
Refrigerated Cheese; Frozen Deli Meats; Refrigerated Eggs in Shell

6 Months Past
Mayonnaise; Chocolate; Candy; Frozen Pastries; Frozen Bread; Drinks (Except Milk & Water)

9 Months Past
Frozen Meat; Frozen Poultry; Frozen Fish

1 Year Past
Dry Goods; Brown Rice; Cereals; Pasta; Sauces; Condiments; Baking Ingredients

2 Years Past
Canned Goods; Peanut Butter; Spices; White Rice; Water

PALM BEACH COUNTY FOOD BANK
CELEBRATING 10 YEARS

THE FOOD BANK FOR CENTRAL & NORTHEAST MISSOURI

sight

If you see signs of mold or decay, the food is no longer safe to consume. Check to see if the texture has changed. If so, it might be time to toss.

SMELL

One of the easiest ways to tell if a food has gone bad is its odor. If the smell seems different, sour or just plain bad, then it probably isn't safe to eat.

taste

If you still aren't sure if a food is still good, you can check to see if the flavor has changed. Don't eat it if it tastes sour or off.

When in doubt, always use your senses to assess the safety of your food. Most importantly, has it been stored properly?

Check out the FoodKeeper app for more food safety information

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER.

Food Product Dates

THE FOOD BANK FOR CENTRAL & NORTHEAST MISSOURI

What do they REALLY mean?

Did you know?

The listed dates are voluntary dates. Their purpose is to manage food quality and the store's inventory.

They are not:

- **an indicator of safety**
- **required or regulated by federal law**

Infant formula is the ONLY required food product that needs a food safety date by federal regulations.

SELL BY

USE BY

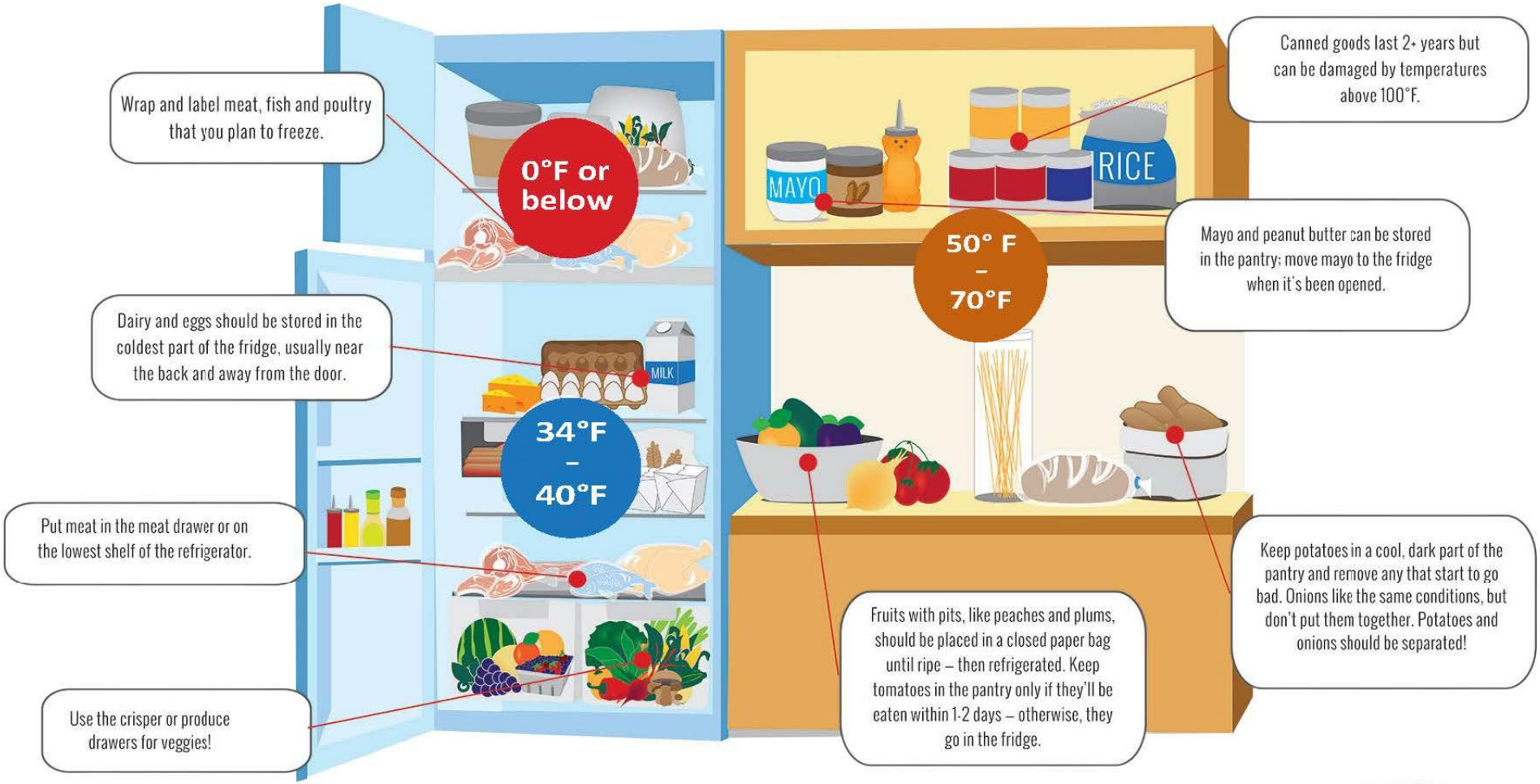
BEST BY

freeze BY

These common product labels refer to food quality and sale date, not safety.

Source: Foodsafety.gov

Proper storage of food items is necessary to ensure food safety and food quality. A product should still be safe and wholesome if handled properly until the time of spoilage. Keep food out of the danger zone of *41 F-135 F.*



THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER.

source: eat right® Academy of Nutrition and Dietetics

Appendix 8.4

Partner Agency Grievance Form

Contact Information

Agency Name: _____ **Agency Number:** _____

Name of Person Filing Grievance: _____

Agency Mailing Address: _____

City: _____ **Zip Code:** _____

Phone #: _____ **Email:** _____

Explanation of Grievance

Date of Occurrence: _____

Nature of Complaint and Relevant Details: _____

_____

_____

_____

_____

_____

_____

_____

_____

Proposed Resolution: _____

_____

_____

_____

_____

_____

_____

_____

_____

Signature of Person Filing Grievance _____ **Date** _____

Please submit this form to the PBCFB Programs Department by emailing it to agency@pbcfoodbank.org or mailing it to: ATTN: Agency Relations, Palm Beach County Food Bank, 701 Boutwell Road, Suite A2, Lake Worth Beach, FL 33461

THIS INSTITUTION IS AN EQUAL OPPORTUNITY

For PBCFB Staff Use Only

_____ _____

Signature of Staff Member Receiving Grievance **Date Received**

Follow Up Procedure Notes: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Plan of Action and Resolution (see attached letter): _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____ _____

Signature of Programs Team Member **Date**

_____ _____

Signature of Sr. Program Manager **Date**

THIS INSTITUTION IS AN EQUAL OPPORTUNITY

Appendix 8.5

Photo / Video Release Form

I, _____, hereby authorize the Palm Beach County Food Bank, and all of its officers, employees, and agents, to use, reproduce, and publish photographs and/ or video that may pertain to me. This includes my image, likeness, and voice without compensation. I fully understand that this material may be used in various publications including but not limited to, the organizations website, annual report, and social media pages. By signing this document, I hereby grant, transfer, and convey to PBCFB, its assigns, licensees, and legal representatives, all of my rights, title and interest in and to all photographic images, video or audio recordings, in all form and manner. Such right, title and interest include, without limitation, the right to any royalties, proceeds or other benefits derived from the reproductions of my image.

Printed Name: _____

Signed Name: _____

Date:_____

If under the age of 18, a parent or guardian's signature is required.

Parent/Guardian

Printed Name: _____

Signed Name: _____

Minors Name: _____

Date:_____

THIS INSTITUTION IS AN EQUAL OPPORTUNITY