



Food for Lane County

PARTNER AGENCY MANUAL

*Our mission is to reduce hunger by engaging our
community to create access to food.*

United Way
of Lane County



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The most current version of this manual is available at <https://foodforlanecounty.org/agency-zone/>



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WELCOME!

Food for Lane County (FFLC) welcomes you to our food bank family. Your agency will play an important role in finding community-based solutions to hunger and we look forward to working with you in our shared mission to connect people with the food resources they need.

The purpose of this manual is to orient you to Food for Lane County. It will also be your guide to complying with Food for Lane County's policies and partnership requirements. Please make sure that all individuals who will be participating in your food distribution program familiarize themselves with the content of this manual and continue to use it as a point of reference as needed.

Food for Lane County reserves the right to change any of the policies described in this manual at any time. All agencies will have access to updated versions of the manual. Contact your Partner Agency Services team or visit our website for the most recent version.

OUR MISSION

Food for Lane County's mission is to reduce hunger by engaging our community to create access to food. We accomplish this by soliciting, collecting, rescuing, growing, preparing and packaging food for distribution through a network of social service agencies and programs, and through community engagement, outreach, and advocacy. We find creative solutions to hunger, seek to address hunger's underlying causes, and we believe a responsive food bank includes programs that help people help themselves.

OUR HISTORY

In 1984, Food for Lane County incorporated with one staff person, one volunteer and five board members. At that time, FFLC distributed almost two million pounds of mostly USDA food commodities out of a small house in Springfield. The fledgling food bank served 43,000 Lane County residents that year.

More than three decades later, Food for Lane County operates two warehouses and a commercial kitchen in west Eugene. We partner with around 150 social service agencies and programs to distribute over eight million pounds of food each year to diverse areas of Lane County. Each year, thousands of volunteers contribute their time and talents to food assistance programs that serve our neighbors in need.

GLOSSARY OF TERMS

As with many industries, food banking has its own jargon. Here are a few terms you will encounter in this manual and throughout your partnership with FFLC.

- **Feeding America-** Feeding America is the U.S.'s largest domestic hunger-relief organization and coordinates a powerful network of 200 food banks across the country, including FFLC.
- **Food bank-** A nonprofit organization that procures and distributes food and grocery products to other non-profit and faith-based partner agencies such as food pantries, shelters, and meal sites. Those partner agencies provide direct service to clients seeking food assistance.
- **Food insecurity-** The state of being without reliable access to a sufficient quantity of affordable, nutritious food. Learn more about food insecurity in Oregon at oregonfoodbank.org.
- **Food pantry-** A nonprofit or faith-based organization that distributes food for home use directly to individuals and families.
- **LEP (Limited English Proficiency)-** LEP persons are those who do not speak English as their primary language and/or have a limited ability to read, speak, write or understand English. Programs that receive USDA commodities must ensure that LEP persons have meaningful access to services.
- **Oregon Food Bank (OFB)-** Based in Portland, OFB is the hub of the Oregon Food Bank Statewide Network, a network of 21 Regional Food Banks in Oregon and southwest Washington.
- **Primarius-** Primarius is FFLC's food inventory system. Partner agencies order food through Primarius Online ("POL").
- **RFB (Regional Food Bank)-** Food for Lane County is the Regional Food Bank for your agency.
- **TEFAP (The Emergency Food Assistance Program)-** TEFAP is a federal program (through the USDA) supplementing the diets of low-income and elderly Americans, by providing them with emergency food and nutrition assistance at no cost.
- **USDA (United States Department of Agriculture)-** The USDA is the U.S. federal department responsible for developing and executing federal government policy on farming, agriculture, forestry, and food. The USDA's Food & Nutrition Services administers TEFAP.

GOOD SAMARITAN FOOD DONATION ACT

To encourage companies and organizations to donate healthy food that would otherwise go to waste, they are protected from criminal and civil liability under the Good Samaritan Food Donation Act. The Federal Bill Emerson Good Samaritan Food Donation Act, which President Clinton signed into law on October 1, 1996, encourages the donation of food and grocery products to non-profit organizations for distribution to individuals in need. All food banks and partner agencies are protected by this act.

This law protects you from liability when you donate to a non-profit organization; protects you from civil and criminal liability should the product donated in good faith later cause harm to the recipient; and standardizes donor liability exposure. For more information, visit: <https://www.feedingamerica.org/about-us/partners/become-a-product-partner/food-partners>

OUR PROGRAMS AND SERVICES

Food for Lane County has developed a variety of innovative programs to address hunger and food security in Lane County. From addressing childhood hunger to providing food assistance for seniors, people with disabilities, low-income households and those without houses, we are committed to providing programs and services to meet the needs of diverse populations.

PARTNER AGENCY NETWORK

Making food easily available to the people who need it is at the core of Food for Lane County's commitment to serve. Donated food is distributed through a network of partnering food pantries, meal sites, shelters, and other assistance programs. This county-wide network of providers—many of them run solely by volunteers—is on the front lines serving individuals and families in need.

CEREAL FOR YOUTH

Cereal for Youth provides nutritious, organic cereal to children and teens through schools and youth programs in Lane County. The program has grown steadily since its launch in 2005, thanks to support from Attune Food Solutions.

EXTRA HELPING

This prevention-oriented food distribution program provides produce and other perishable food items for residents of affordable housing facilities. Extra Helping builds community involvement by mobilizing resident volunteers to organize and administer the program.

THE DINING ROOM

Food for Lane County operates The Dining Room, a meal site in downtown Eugene. The Dining Room provides free, hot meals four days a week. In addition to offering hot meals, this innovative restaurant serves large portions of dignity in a community-oriented atmosphere.

FREX (FOOD RESCUE EXPRESS)

Food for Lane County's Food Rescue Express (FREX) program recovers food from hospitals, schools and restaurants that has been prepared but not served. Volunteers in Food for Lane County's commercial kitchen repackage this "rescued" food into frozen, family-sized portions. The food is then distributed to food pantries, shelters, and meal sites.



GARDENS

Food for Lane County's two gardens—the GrassRoots Garden and the Youth Farm— provide on-site gardening opportunities and workshops while growing fresh, organically- grown produce for distribution through the Food for Lane County network. County residents may also access fresh produce by purchasing it at the youth-run farm stand and through a community-supported agriculture program, or CSA.

NUTRITION EDUCATION

In addition to collaborating with Oregon State University Lane County Extension to provide samples and nutritious recipes at food pantries, FFLC offers nutrition education through cooking classes, grocery store tours, and outreach events. The goal is help people prepare healthy, low-cost meals.

SENIOR GROCERY

The Senior Grocery Program is a monthly food delivery to low-income seniors. Each delivery provides nutritious staple foods necessary for a balanced diet. The program is currently serving more than 400 seniors. The food comes to FFLC through a federal program known as the Commodity Supplemental Food Program and is supplemental with fresh produce and bread.

SNACK PACK

Children's Weekend Snack Pack program provides a gallon-size bag of kid-friendly food for elementary-school-aged children to take home on the weekends and vacations, when they may not have access to other food resources through school.

SUMMER FOOD PROGRAM

Food for Lane County operates the largest Summer Food Program in Oregon and provides nutritious meals five days a week to children who may miss a meal when school is not in session. Staff and volunteers serve meals at schools, parks, and community centers located throughout Lane County during the summer months.

TRILLIUM PRODUCE PLUS

Trillium Produce Plus, sponsored by Trillium Community Health Plan, brings fresh fruits and vegetables to people in need at clinics and social services offices.

OUR NETWORK

Food for Lane County is a Partner Distribution Organization of Oregon Food Bank, a member of Feeding America, the nation's food bank network. Feeding America connects over 200 food banks in all 50 states, the District of Columbia, and Puerto Rico. The Feeding America network secures and distributes more than 2.5 billion pounds of donated food and grocery products annually.



Food for Lane County is also a member of the Oregon Food Bank (OFB) Statewide Network. OFB recovers food from farmers, manufacturers, wholesalers, retailers, individuals and government sources. It then distributes that food to 21 regional food banks across Oregon, including FFLC.

THE RELATIONSHIP BETWEEN OREGON FOOD BANK, FOOD FOR LANE COUNTY, AND PARTNER AGENCIES

As a Regional Food Bank of OFB, Food for Lane County establishes and maintains relationships with local social service agencies and programs to distribute food. These agencies, such as yours, are called Partner Agencies. To become a Partner Agency, you must apply, meet certain criteria, and maintain regulatory standards and requirements. Food for Lane County establishes a contract, called the Partner Agency Agreement, which allows you to receive the food that flows through the system, as outlined below. The Partner Agency Agreement is updated periodically.

THE FLOW OF FOOD

Food for Lane County receives food from local food wholesalers and retailers, farms, community food drives, and individual donations. FFLC has access to food through its memberships in the Oregon Food Bank Network and The Emergency Food Assistance Program (TEFAP), through the USDA. All the food that FFLC sources is provided to people experiencing hunger in Lane County through FFLC's own programs and services, or through the food distribution efforts of FFLC's Partner Agencies.

FFLC PARTNER AGENCY ELIGIBILITY

All FFLC Partner Agencies must be non-profit organizations under section 501(c)3 of the Internal Revenue Code or a recognized religious entity, except for Extra Helping and Trillium Produce Plus programs. If you do not have a 501(c)3 letter of exemption, your group may be sponsored by an organization that holds a 501(c)3 letter of exemption. Most importantly, the main function of the agency must be to provide services and resources to low-income people, or to the care of the ill, needy, or infants (minor children under the age of 18), without a fee of any kind charged to them for the food. Food may never be sold. All food accessed from Food for Lane County must be used in conjunction with such a mission.

Aside from the distribution of food, potential Partner Agencies must agree to meet all IRS requirements including maintaining records of donated products received and distributed; must adhere to policies regarding the receipt, storage, and distribution of donated foods; and allow affiliate representatives to conduct on-site monitoring visits to ensure compliance with these policies. For details about compliance, please review your Partner Agency Agreement.

OPEN ACCESS

FFLC believes in making food assistance available to all people, regardless of race, color, national origin, sex, age or disability, or any other distinguishing characteristic. *This philosophy of open access guides our service ethic of treating all people with dignity and respect. All agencies must engage in this same ethic, by ensuring that food assistance programs are open, welcoming, and sensitive to the needs of diverse clients.* An agency's commitment to this ethic will be evaluated as part of the application process and on an ongoing basis. The Partner Agency Services team will work with you to ensure open access to all individuals.

FFLC PARTNER AGENCY APPLICATION PROCESS

The first step to becoming a Partner Agency of FFLC is to complete a Partner Agency Application. Applications are available from the Partner Agency Services team. Complete all parts of the application and include a copy of your agency's 501(c)3 letter of exemption from the IRS. Applications are evaluated based on the agency's capacity to handle food and serve people, whether the agency's activities will fill an identified gap in the service network, whether the agency's activities will enhance or duplicate other agencies' efforts, and FFLC's inventory supply. The Partner Agency Services team will perform a site evaluation to help determine any of these criteria. From time to time, FFLC may suspend accepting new applications due to low inventory, logistical challenges, or other reasons.

The Partner Agency Services team will contact all applicants to apprise them of the status of their application. All applications are also sent to Oregon Food Bank for approval. Upon approval, you will be asked to sign agreements with Food for Lane County and Oregon Food Bank, which describe the policies, procedures, and responsibilities of your agency and Food for Lane County regarding your food distribution program. You will also work with the Partner Agency Services team to establish a regular pick-up or delivery schedule for your food products. Being part of a regular delivery route depends on driver and truck availability and a delivery fee will be applied.

PARTNER AGENCY SERVICE CATEGORIES

Oregon Food Bank Board has established a priority system that describes two broad designations for agencies – Primary Hunger Relief and Non-Emergency Agencies. Primary Hunger Relief agencies provide emergency services and Non-Emergency Agencies generally provide food to low-income individuals, but not on an emergency basis. There are several sub-categories of each priority status.

PRIORITY 1 (P1): FOOD BOX PROGRAMS & CONGREGATE MEAL SITES (CMS)

Food Box Programs:

These programs are public or private non-profit organizations that distribute food to low-income households. They use all available food streams—including USDA commodities—to create nutritional interventions relevant to communities served. All food must be provided to income-eligible persons free of charge.

Congregate Meal Site (CMS) Programs:

These programs maintain an established feeding operation to provide food to needy or homeless persons on a regular basis. Examples include dining halls serving free meals, and shelters for women, children, or people experiencing homelessness.

PRIORITY 2: SUPPLEMENTAL PROGRAMS (ALSO REFERRED TO AS “ P 2” S)

2-A: Programs providing nutritionally balanced complete meals to low-income individuals on an ongoing basis, such as senior meal sites, residential treatment centers, and foster care homes.

2-B: Programs providing supplemental food on-site as part of their broader program focus, such as daycare or after-school programs.

2-C: Programs providing supplemental food or hunger relief foods for household use, such as gleaning groups or other supplemental food programs.

2-D: Programs directly managed by Food for Lane County, such as the Summer Food Program, Extra Helping, Produce Plus, Senior Grocery, Cereal for Youth, and the Gardens Program.



ORIENTATION, TRAINING, MEETINGS, AND COMMUNICATION

AGENCY ORIENTATION

We require Partner Agency orientation sessions for all new and existing Partner Agencies whose staff or volunteers are new to utilizing FFLC's services. *These are required for any volunteer or agency employee who distributes food, intakes clients, or prepares monthly reports.* Periodic attendance is also encouraged and may be required of agencies that may benefit from a "refresher course" such as when staff or volunteers turn over. Orientation sessions are held on an as-needed basis.

REQUIRED MEETINGS

FOODNet meetings are held bimonthly for Priority 1 (P1) USDA pantries. These meetings are a chance to share information related to Food for Lane County's inventory, other community resources, and updates to forms and policies. **Quarterly meetings** are held for all other types of agencies. Training topics are incorporated into the meetings to share expertise and ideas among the agency representatives. These meetings are mandatory, to ensure that agencies are well informed on their relationship with the food bank.

COMMUNICATION

FFLC Partner Agencies are required to have the capacity to communicate by email. Partner Agency Services staff rely on email communication to let partners know about recalls, holiday closures, or other information that needs to be disbursed widely. Partner Agency Services staff work to return emails and phone calls within one business day, but please note that they are required to be away from the office at site visits and other FFLC businesses that may not allow rapid response.

ORDERING AND ACCESSING FFLC PRODUCTS

USDA COMMODITIES/ TEFAP

USDA commodity food is government surplus food provided through The Emergency Food Assistance Program (TEFAP). It is intended for distribution to agencies that serve those with emergency food needs. There are federal regulations regarding its handling, use, and reporting. Generally, only Priority 1 (P1) Food Box Programs and Congregate Meal Sites have access to USDA/TEFAP commodities. They are distributed proportionately to agencies, based on the number of people the agency serves each year. The USDA/TEFAP commodities have specific ordering and handling requirements. Please be familiar with them by reading the USDA/TEFAP manual.

ONLINE ORDERING

Each week, FFLC makes the food list available online through the FFLC Partner Agency Portal on the FFLC website. There are separate lists for Food Pantries, Meal Sites/Shelters, and Supplemental Food Programs. The list you have access to shows the current inventory that is available to you. Please complete your order by indicating how many of each product you can use and submitting it by the scheduled deadline. You may not receive exactly what you order, as it may be adjusted due to supply or other factors. At this time, Extra Helping and Produce Plus sites do not order food online. Each partner agency is assigned a one-half-hour window in which to pick up its order. Your Partner Agency Services Coordinator will work with you to determine the time and day. If you cannot make your scheduled time and day, you must reschedule in advance with your Partner Agency Services Coordinator.

COOLER SHOPPING

The large cooler area in the warehouse is available for “cooler shopping.” The cooler holds perishable products –produce, dairy, and deli items. Each partner agency is assigned a one-half-hour window in which to cooler shop. The Partner Agency Services team will work with you to determine the time and day. If you cannot make your scheduled time and day, you must reschedule in advance with your Partner Agency Services Coordinator. Once you have signed in at the warehouse, you may enter the cooler and select products that you can use. The cooler area works on an honor system; you are welcome to take what you think you will be able to distribute. Please be sure to have a warehouse assistant weigh the items and give you a receipt.

FOOD AVAILABLE TO EXTRA HELPING

Extra Helping was designed to help get surplus perishable products to people in need. Extra Helping sites do not order from the FFLC food list. If you have any questions about what is available to you, please ask a warehouse assistant or the Partner Agency Services Coordinator.

INACTIVE STATUS

If you do not access food for a 6-month period, FFLC will consider you inactive. You will also receive a letter notifying you of this status. To regain your access to food products, please contact the Partner Agency Services Coordinator.

WAREHOUSE RULES AND GUIDELINES

PICK- UP AND SHOPPING HOURS:

Monday - Friday

8:30 AM - 4:00 PM

The warehouse is a busy place! When you are at Food for Lane County, we ask that you please abide by the following rules and guidelines.



- Come only at your designated appointment time. If you cannot make your scheduled time and day, you must reschedule in advance with the Partner Agency Services team.
- Remain in the shopping area. Do not wander through warehouse.
- Please sign in as soon as you enter the building and sign out just prior to leaving.
- Three people maximum per agency in the warehouse, and only two people per agency in the cooler. You may have additional people out on the dock helping to load your vehicle if needed.
- No children under 16 are allowed in the warehouse.
- The warehouse is a dangerous environment. Be very alert. Never go near a moving forklift.
- Return clean, dry banana boxes, bread racks, metal crates, and milk crates each time you come. Ask where they should go and help stack them. Discard unusable banana boxes at your agency.
- Please ensure your vehicle is adequate for the order you are picking up. All vehicles that can haul cargo will have a GVW (Gross Vehicle Weight) posted in the sill or frame of the driver door.
- Time allowed to load is ½ hour.
- For large loads, bring rope, tie downs or cargo nets, and tarps for bad weather. Shrink wrap is not intended to secure your load during transport.
- Keep vehicles clean while transporting food. Do not bring pets (service animals are allowed) or store food near any potential contaminants in your vehicle.
- Bring freezer blankets or coolers to transport perishable foods in hot weather if traveling to rural areas or if you anticipate a slow unloading process (anything over ½ hour).
- When cooler shopping, organize food by groups. Keep dairy, deli, produce, and bakery goods (sweets and bread) in separate boxes. Your food will be weighed out in the distinct categories.
- If you have a spill or notice a spill in the cooler, please bring it to the attention of a FFLC staffperson.
- Select bread trays, boxes of sweets, and carts of cooler items and bring them to the scale, boxed by food type. Tell a warehouse person you are ready to checkout. An invoice will be written up with your order.
- Don't forget to check if there is any mail for you before you leave!

Please remember that your agency is part of a network of food assistance across Lane County, and that each partner agency has a similar desire to help their clients. Take only what you can distribute and be courteous to other shoppers. If you have a problem with other shoppers please let your Partner Agency Services team know about it.

MONTHLY REPORTING REQUIREMENTS

Each month, each agency is required to submit a Partner Agency Monthly Report to the Partner Agency Services Coordinator **by the 5th of the month**. This report asks for service information, including the number of people served, the number of volunteers and volunteer hours, and questions regarding the food supply. Reports are an online form, which will be sent to your primary contact in the middle of the month, and again at the end of the month as a final reminder.

The reporting of these figures is required for several reasons:

- Reporting accurate service statistics helps FFLC evaluate its programs, monitor supply and demand, and identify if there are service gaps we need to address.
- FFLC is required to collect service statistics by both the State of Oregon and the US Department of Agriculture for the TEFAP commodities program.
- The Oregon Department of Human Services also requires reporting of pounds, people, meals and volunteer hours for general funds appropriated to OFB and FFLC.
- Food donors and the general public want assurance of accountability and cooperation between FFLC and the network of agencies.

Your ability to access food may be affected if reports are not submitted on time. There are two circumstances in which late reporting would result in Food for Lane County being unable to release food to a Partner Agency.

1. If an agency turns a report in late for two consecutive months and is overdue for the third month, the agency will not be allowed to access food until their overdue report is turned in to FFLC.
2. If an agency has not turned in the previous month's report and is late on the current month's report, they will not be allowed to access food before turning in all overdue reports to FFLC.

The Partner Agency Services team will notify an agency if one of the situations described above applies to them. If one of the late report situations described above occurs for an agency more than once in a twelve-month period, the agency will be put on a corrective action plan for reporting. If the agency is unable to complete the corrective action plan, Food for Lane County may suspend the agency's access to food.

OTHER REQUESTS FOR INFORMATION

CLIENT SURVEYS

Periodically, surveys are conducted to determine the life circumstances and needs of a representative sampling of food recipients. Partner Agencies are asked to distribute the survey to their recipients, collect all surveys, and return them to FFLC in a timely manner.

OTHER SURVEYS AND REQUESTS

We rely on agencies to respond to other requests for information or for administering special surveys. These requests may be in response to changes in federal policy, such as the SNAP program or a need for a snapshot of agencies' specific resources such as volunteer or storage capacity. Information gathered can assist FFLC and OFB in decisions about resources, policy positions or new roles or tasks for the food bank.

RECORD KEEPING

According to our partnership with Oregon Food Bank, agencies need to keep certain documents on file at the agency: The following is a list of these documents, broken down by agency service categories.

PRIORITY 1 (EMERGENCY AGENCIES):

- Keep back-up documentation used to prepare all information required on Partner Agency Monthly Reports.
- Keep receipts of all foods received from FFLC going back three years
- Keep records of all foods donated to the program. A receipting process that meets the requirements of the Partner Agency Agreement should be in place for all public donations.
- Keep a log of refrigerator/freezer and dry storage temperatures and pest control inspections.
- If you are a 1A agency, have clients sign a form with their name, zip code, household size, and service date. Retain records for three years.
- Report service statistics, donations, and other required information monthly to Food for Lane County by the 5th of the following month.

2A, 2B, 2C, 2D (NON-EMERGENCY AGENCIES):

- Every month, all agencies report the number of duplicated individuals served by the 5th of the following month.
- Keep receipts of all foods received from Food for Lane County going back three years.
- Keep records of all foods donated to the program. A receipting process that meets the requirements of the Partner Agency Agreement should be in place for all public donations.
- Keep a log of refrigerator/freezer and dry storage temperatures and pest control inspections.

MONITORING

At least once per year, a member of the Partner Agency Services team will visit your site for a monitoring visit and establish agency certification for the year to come. FFLC's partnership with Oregon Food Bank and Feeding America requires that we be held to certain food industry, state, and local regulations for proper food storage, handling, and record keeping. It also allows us to familiarize ourselves with your agency's program needs. Your on-site visits may be the most important contact you have each year with FFLC. Your Partner Agency Services Coordinator will contact you in advance to schedule a mutually convenient time for an appointment. The Coordinator will also let you know what you can expect during your visit, and what documentation to have on hand. Your Partner Agency Services staff also reserve the right to visit unannounced.

SUSPENSION, TERMINATION, AND APPEALS POLICY

FFLC's Suspension, Termination, and Appeals Policy describes what may happen if you are found to be out of compliance with the rules or policies of FFLC, OFB, or Feeding America, or you are not fully meeting the conditions of your Partner Agency Agreement. You may be asked to correct any areas that are out of compliance within 30 days. If the violation isn't corrected, or if the violation is very serious, you may be placed

on suspension for up to 90 days. During the suspension period, you will not be able to access food products. The Food for Lane County Executive Director or designee also has authority to terminate a partner agency at any time. You may appeal the decision as described in the policy, which is included as an appendix of your Partner Agency Agreement.

FOOD SOLICITATION POLICY

The following Food Solicitation Policy exists in an effort to ensure that Food for Lane County Partner Agencies have access to the food resources they need and to maintain the equitable distribution of food throughout the network.

FOOD DONORS

Partner Agencies will not solicit food donations from current Food for Lane County food donors if doing so is likely to diminish the food resources of FFLC.

FFLC will not solicit food donations from current Partner Agency donors if doing so is likely to diminish the food resources of that Partner Agency.



FFLC will keep Partner Agencies apprised of the status of these food donor relationships, working to ensure donor partnerships serve FFLC and our Partner Agencies in the most effective manner. FFLC encourages Partner Agencies to coordinate with FFLC if the Partner Agencies have any questions about the status of a potential food donor.

FOOD DRIVES

In Eugene and Springfield, Partner Agencies are welcome to plan and execute small food drives which generate up to 300 pounds, not to exceed 1,000 pounds within a fiscal year. Any food drive that is expected to generate over 300 pounds will be coordinated with the FFLC Food Resource Developer in charge of food drives in order to make sure that the food drive will not diminish FFLC's food resources or conflict with a food drive that FFLC has planned.

Rural pantries are welcome to plan and execute food drives of any size. In rural communities, Partner Agencies that are not pantries are encouraged to coordinate their food drive efforts with their local pantry to ensure that they are not competing for the same resources as the pantry.

FFLC will continue to work hard to collect food that will be distributed throughout the entire network.

REPORTING

All Partner Agencies must report donations from donors or food drives on their monthly reporting forms.

DISTRIBUTION OF DONATED FOOD TO VOLUNTEERS

The distribution of food to volunteers as a reward for their efforts and as encouragement to continue involvement as a volunteer is not allowed. This practice, whether the volunteer meets the income guidelines for eligibility for services or not, is considered compensation for the volunteers' labor and changes the status of the volunteer to employee. Compensation offered to employees must meet wage and hour guidelines and is taxable.



Rewarding volunteers with donated food violates our agreement with donors that the donated products will not be used for trade, sale or barter. The only acceptable uses of donated food in relation to volunteers is very limited tasting and testing to see if food is still palatable, or if the food might otherwise need to be discarded. The key is to ensure that this is not a regular occurrence or expected distribution for the benefit of volunteers. Additionally, volunteers at meal sites are allowed a "shift meal" if the meal is taken at the same time and in the same manner as clients. It is not allowable to set food aside for volunteers to be eaten later or taken home. *If a volunteer is eligible for the services that your agency provides, the volunteer must receive their food in the same manner and at the same time as all other clients.*

DISTRIBUTION OF DONATED FOOD TO OTHER AGENCIES

Generally, the goal is for Partner Agencies to distribute all of the food received from Food for Lane County. From time to time, there may be an occasion when you are unable to distribute all of the food you have received. With prior Food for Lane County approval, you may redistribute food to another FFLC Partner Agency. Once food has been transferred between Partner Agencies once, it may not be transferred on to another agency. Food received from Food for Lane County may never be sold. All food transfers must be tracked, logged, and kept on file.

EQUAL OPPORTUNITY PROVIDERS

Agencies must make FFLC products available to all needy individuals without regard to race, color, national origin, sex, age or disability. All Partner Agencies must operate in full compliance with all provisions of the Civil Rights Act of 1964. Posters or signs regarding this policy must be posted at all food distribution sites. Each agency must have an anti-discrimination policy in place; feel free to use ours as an example.

NON-DISCRIMINATION STATEMENT:

Long version: "In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

(continued on next page)



Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA.

The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: Program.Intake@usda.gov

Short version (text must be the same size as the rest of the document):

"Name of Agency is an equal opportunity provider."

All complaints of discrimination will be investigated by the Partner Agency Services Coordinator, and, if applicable, the Department of Human Services. If the agency's practices appear to be discriminatory, the Partner Agency Services Coordinator will report the practices to FFLC's Executive Director for review and action and to the Department of Human Services, in applicable cases.

PARTNER AGENCY GRIEVANCE POLICY

We strive to maintain good working relationships with our partner agencies and be receptive to your feedback and input. If you have a complaint about our services, we encourage you to let us know as soon as possible and we will work to find a mutually acceptable solution. If you would like to file a formal complaint, the Partner Agency Grievance Policy describes how to do so. A grievance is a perceived inconsistency in FFLC policies or practices that result in unfair or inequitable treatment and that has given rise to your complaint. Formal complaints must follow the procedure outlined in the policy, which includes a written statement submitted to the Executive Director. Please refer to the policy in your Partner Agency Agreement, or contact the Partner Agency Services Coordinator with any questions about how to proceed.

FOOD SAFETY AND STORAGE INFORMATION

GENERAL PRACTICES

- Keep all food four to six inches off the floor by storing it on pallets or shelves
- Keep food away from walls for good ventilation and pest control.
- Keep doors and windows well sealed to prevent pest entry and water damage.
- Maintain proper temperatures in dry storage areas, refrigerators, and freezers. Check temperatures of all storage areas at least weekly and keep a log of the date and temperature of each.
- Maintain good pest control systems. Check rodent traps weekly and keep a log of the date and findings at each trap.
- All foods should be inspected and assessed for fitness of consumption. When in doubt, throw it out!

FOOD STORAGE

The size and quality of your storage space can give you greater flexibility in your food orders and may even save you transportation costs and time by reducing replenishment trips. However, the nature of food banking is to use the acquired product quickly, and not store it for more than a short period of time. If possible, rapid turnover of most products should be occurring. While Food for Lane County does our best to inspect the quality of all items leaving the warehouse, it is the individual partner agency's responsibility to use this product in a timely fashion to ensure it is safe and palatable at the time it is distributed or served.

If product is remaining in your storage area longer than three months (including frozen products), you should look carefully at your ordering habits and make necessary adjustments. Are you ordering too often or bringing back too much to your program? Are you choosing too many items that are found difficult to use? Is the product unfamiliar to the persons you serve? Would recipes help clients to use the product? Does the specific size of the product make it difficult to use in a reasonable length of time? The Partner Agency Services Coordinator or the Inventory Systems Coordinator can help you on all of the above questions either at the time of your order or at the point that you need further suggestions. A basic rule for food storage is the FIFO (First in, First Out) or FEFO (First Expired, First Out) systems.

FIRST IN, FIRST OUT (FIFO) & FIRST EXPIRED, FIRST OUT (FEFO)

FIFO & FEFO is a system of food rotation that should be established at each agency. No more than a two-month supply of commodities is recommended to avoid unintentional stockpiling of resources which might lead to commodities being stored longer than is safe. Therefore, the food closest to its expiration or food received first should be used or distributed before foods with a later expiration date or received later.



ROOM TEMPERATURE OR DRY STORAGE

When you store food out of the refrigerator or freezer, it is called “room temperature storage.” Food that is low risk can be stored at room temperature between 50-70° F. The best conditions for storing low-risk dry goods include a dry, cool, well-ventilated, and clean space.

THINGS YOU NEED TO KNOW ABOUT ROOM TEMPERATURE STORAGE

- Keep the area where you store food clean and neat.
- Keep all food at least 4 inches above the floor and 4 inches away from the walls. If you are keeping the food for more than 30 days, leave at least 18 inches between each stack of food and walls.
- Keep food in clean, covered containers with a label that shows the name of the food, the date you received it, and the date by which it should be used.
- Do not store food near anything that could make the food unsafe like cleaners, poisons, sewer lines, water lines, or refrigerator lines.
- Carefully check grain, rice, nuts, seeds, spices, and similar foods for signs of infestation. Bugs may be small and hard to see.



REFRIGERATOR AND FREEZER STORAGE

- Refrigerator temperature must be kept between 33-41° F and freezer temperatures at or below 0° F.
- Keep refrigerators and freezers neat and clean.
- Keep food in clean, leak-proof, and covered containers with labels that show the name of the food, the date you received it, and the date by which it should be used.
- Wrap raw meat, poultry, seafood, cheese, baked goods, and prepared foods tightly. Store these types of foods that may leak away from and below other foods.
- Check produce often for pests, slime, mold, and rot.
- After serving food, return leftovers to the refrigerator immediately. Mark all leftovers with the day and date to verify when and/or where the item may have come from.
- Food that is frozen solid will stay safe to eat indefinitely but may lose its taste or texture.
- Do not pack food in too tightly. Cold air must be able to flow around the food.
- Have a backup power supply for your refrigerator in case you lose power.

REFRIGERATOR AND FREEZER MAINTENANCE

Refrigerators and freezers must be maintained properly in order to keep food safe to eat. The average life of a refrigerator or freezer is 14-17 years. You can extend the life of your units by following these guidelines:

- Keep the inside of the unit clean. Use bleach and water solution to sanitize regularly.
- Remove all loose pieces of paper and plastic. These can be pulled into the fans and cause problems.
- Allow adequate air circulation around stored food. Do not overstock the units, and keep air space between shelves.
- Remove food from cardboard cases whenever possible, and allow adequate air circulation around the food. The cardboard insulates the food and keeps it from reaching the temperature needed.
- Defrost freezers on a regular schedule to keep ice from building up.

- Keep the area directly in front of and under the interior cooling fans open. Allow about six inches so the air can circulate properly.
- Avoid exposing freezers or coolers to damp areas or direct sunlight. For freezers, if the unit is self-defrosting, don't let the outside temperature drop too much below 50° F. Otherwise, the oil becomes thick and causes premature compressor failure.
- Do not store items on top of units. This can interfere with proper cooling.
- Keep the filter clean by washing in warm soapy water every month.
- Vacuum the coils and keep dust and cobwebs off the coils and compressor.
- Keep a thermometer inside all cooler units and maintain the temperatures at or below 40° F at all times. Avoid going below 32° F (freezing).
- Keep a thermometer in every freezer and keep the unit below 0° F at all times, and please remember that freezers do not kill bacteria.

COMMON COOLER OR REFRIGERATOR PROBLEMS & SOLUTIONS

Problem: The inside temperature is too hot or too cold for good storage.

Solutions:

- Adjust the temperature controls to a higher or lower setting. On most commercial units the control is behind the front panel above the doors.
- Be sure doors are closing properly. Sometimes, uneven flooring will prevent the doors from closing and sealing well.

Problem: The unit seems to run constantly.

Solutions:

- Check all coils for dirt or frost buildup, and clean or defrost as necessary.
- Move unit to provide adequate clearance for proper airflow.
- Check that doors are sealing properly and the light bulb is turning off when the door is closed.
- Repair thermostat.
- Check refrigerant level.

COMMON FREEZER PROBLEMS AND SOLUTIONS

Problem: The freezer is slowly getting warmer.

Solutions:

- Check to be sure ice isn't building up and restricting airflow.
- Vacuum the rear coils.
- Remove anything from the top of the unit.

Problem: The door isn't closing properly or sealing.

Solutions:

- Check seals for damage or interference.
- Make sure the unit is level and on even ground.

WHAT TO DO IF THE POWER GOES OUT

- Keep the refrigerators and freezers closed. Do not open the doors any more than you have to. A full freezer will stay at 0° F for about two days. A half full freezer will stay at 0° F for about one day. If the freezer is not full, put foods together so they can keep each other cold. Food in the refrigerator is safe if the power is out for no more than a few hours.
- If the power will be out for several days, add dry ice or block ice to the refrigerator and freezer. Be careful with dry ice; do not touch it or breathe in fumes.
- Put meat and poultry on the bottom shelf or on a tray so that if they begin to thaw, their juices will not drip onto other food. Be sure to throw out any food that becomes contaminated with raw meat juice.
- If possible, find another place to take your fresh foods. Your agency should have an emergency plan in case of this situation.

FOOD HANDLING

FOOD SORTING SAFETY GUIDELINES

While all product that you acquire from Food for Lane County has been evaluated, it is important that you are able to recognize basic food sorting safety guidelines. This will significantly reduce the possibility of unfortunate contamination of valuable food product, or worse. The following information is to provide a basic understanding of the food sorting process. Each agency situation is different. FFLC staff can gladly provide you with more details.

Foremost, inspect all product coming into your agency before placing anything on your shelves or into refrigeration units. Check for any obvious signs of rodent or other pest activity like droppings, gnaw marks, or insect casings. Has anything been damaged on transport to your site? Are there any signs of spills, including powders that could have contaminated other nearby items? At a minimum, items should be wiped using a sanitization solution made with one tablespoon of chlorine bleach per gallon of water.

Cans: Throw away cans with bulges at either end, pitted rust (can't be wiped off), dents that affect your ability to open it, dents shaped like a pouring pitcher, or severe dents on seams.

Bottles: Throw away bottles with any leakage, any sign of dirt or mold under the lid, loose tops, raised "button" in the center of the cap, when held up to the light any unusual separation or discoloration, or anything unusual about the cap.

Dry boxes: Throw away boxes with any rips, punctures, or splits in seams that might have led to contamination of product if the inner bag is not intact; packages with no inner bag (flour, rice, beans etc.); bags that have been taped shut; or bags that are leaking dry product.

REPACKAGING

Food for Lane County offers a Food Repack Certification for Partner Agencies who wish to repack food. Ask your Partner Agency Services Coordinator for more information about this training. Partner Agencies cannot repack USDA commodities, liquids, Fresh Alliance products (except for culling produce), meat products, or frozen product that must be chipped at or cut to break apart.

HANDLING DONATIONS FROM RETAIL AND HOSPITALITY ESTABLISHMENTS

Food for Lane County has a Partner Agency Food Solicitation Policy that aims to preserve the equitable distribution of food throughout the county and respect donor relationships. Please reference FFLC Partner Agency Agreement Appendix A for more details about the allowances and limitations of the Food Solicitation Policy. **This includes (but is not limited to) product from restaurants, caterers, hotels, retail establishments, and convenience stores.**

This is a more complicated process than accepting manufactured goods and may require additional food safety training or certification. Please consult with FFLC before accepting donations of prepared foods from these types of donors.

All donations from retail and hospitality sources must be provided by a regulated food business and must be in compliance with local food handling regulatory requirements. In addition, they must:

- Be transported, received, stored, and held at appropriate temperatures (41°F or below for chilled, 0°F or below for frozen, 135°F or higher for hot foods).
- The person or business transporting the food must use a passive (thermal blanket/cooler with icepacks) or visibly active temperature retention system (refrigeration unit) to maintain temperatures within the allowable limits.
- The agency must take sample temperatures upon delivery.
- Be protected from environmental contamination during display and/or services.
- Not include foods previously served to the public (e.g., exposed to the public on a self-service buffet or on bulk displays exposed to the public).
- Be first-generation surplus foods, i.e., not previously reheated for second-time service.
- Be packaged in first-use food-grade packaging.
- Be labeled correctly, the label to include:
 - The name and location of the agency.
 - The name and location of the donor.
 - The food description (e.g., lasagna, chicken noodle soup, etc.)
 - The date of the donation.

An allergen disclaimer statement that includes the following: “Allergen Warning: This container holds rescued food that may contain, have come into contact with, or have been produced in a facility which also produces milk, eggs, peanuts, tree nuts (walnuts, almonds, pecans, hazelnuts/filberts, pistachios, cashews, coconuts, pine nuts, macadamia nuts, and/or Brazil nuts), fish, shellfish (crab, crawfish, lobster, shrimp, mussels, and/or oysters), wheat, soybeans, and/or sesame seeds.”

HANDLING DONATIONS FROM PERISHABLE FOOD DRIVE OPERATIONS

If your agency holds or is a recipient of a food drive in which perishable items are specifically requested (e.g., turkeys, hams, milk), you must comply with applicable food safety regulations. If someone else is hosting the food drive, you must make sure that they will comply with these rules. It’s best to have a meeting before the food drive to be sure that all parties are aware of their responsibilities.

RECEIVING PERISHABLE FOOD DRIVE DONATIONS

Appropriate cold holding equipment must be available when receiving perishable food drive donations (walk-in cooler/freezer, refrigerated truck, chest freezer, chest cooler) if the perishable food drive takes place anywhere other than at your agency.

Refrigerated product must be received at 41°F or below, frozen product must be received at 0°F or below.

Random, sample temperatures of perishable food drive products must be taken and documented.

Once the perishable food drive has been completed, all donations received must be stored appropriately.

REJECTING PERISHABLE FOOD DRIVE DONATIONS

Remember to use the same standards for a targeted perishable food drive that you would use for any other donation:

- If perishable food drive products do not arrive at your agency at appropriate temperatures, they must be promptly isolated and discarded.
- If a frozen food drive product is provided and no longer frozen, the item cannot be refrozen. It must be promptly isolated and discarded.
- If any perishable meat, pork or poultry food drive product is not frozen by its sell-by date, it must be promptly isolated and discarded.
- If any perishable product shows signs of time/temperature abuse, such as large ice crystals inside the packaging, it must be promptly isolated and discarded.

PROPER RECALL PROCEDURES

1. Each Partner Agency (PA) is responsible for appointing a Recall Coordinator.
2. Upon receipt of a recall notification, PAs in coordination with FFLC will issue recall notification flyers and posters for their recipients/ volunteers as soon as possible but no later than 24 hours after receiving the recall notification. The PA's Recall Coordinator will disseminate the recall notification. The recall notification will include:
 - Product name, affected lot #, and any other product information necessary;
 - If the media is used to contact recipients, PAs will use the press information forwarded by OFB.
3. PA Recall Coordinator will see to it that product is consolidated, tagged, and isolated in a designated location.
4. PA Recall Coordinator will wait for further instructions by FFLC.
 - If product is to be destroyed it can be destroyed at the agency's site or returned to FFLC to destroy.
 - In some instances, FFLC will request the product is returned to the food bank.

DISTRESSED CANNED FOOD GUIDE

Distressed canned foods may be potentially hazardous to consumers. In almost every case, laboratory analysis is required to determine the safety of the food. This is not practical for most agency situations. This guide is intended to assist partner agencies in determining the safety of distressed canned foods without laboratory testing.

Outdated or obsolete canned goods are acceptable for donation and can be distributed several years after the “sell-by” date. Although color or texture may be affected due to age, the product is still safe.

Unopened shelf-stable dressings and sauces that are up to three months past the “sell-by” date are acceptable. Also acceptable for donation are unopened, out-of-code, or obsolete dry food products. The outer package may be torn but internal packaging **MUST** be intact (e.g. cake mix box is torn but the plastic bag containing the cake mix is **NOT**).

Discard Cans With These Defects



Severe dent in seam



Deep dents in can body



Missing or unreadable labels



Swollen or bulging ends



Holes or signs of leaking



Rust that cannot be wiped off



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IN THE EVENT OF A DISASTER

PARTNER AGENCY EXPECTATIONS

In the event of a disaster, FFLC's Emergency Response Plan dictates that we focus on continuing service to our Partner Agencies to get food where it is needed. Our goal is to help your agency get food out to hungry people in our community. FFLC will decide, based on the situation, whether we have the capacity to provide direct service to clients in addition to maintaining food distribution to Partner Agencies. You can expect the following from us:

- As possible, we will work to maintain an adequate food supply so that we can continue to provide food to your agency.
- As possible, the Partner Agency Services team will communicate with you about how to get food to your agency. This may be by phone, internet, personal visits, or whatever means we can identify depending on the circumstances.
- As possible, we will compile lists of which agencies are providing services, and make this available to your agency and the community at large.
- If FFLC experiences an influx of volunteers beyond our capacity to put to work, we will determine which of our partners have the most critical need for volunteers, and route them appropriately.

Your Partner Agency will be called on to serve your clients and the additional service seekers that require assistance during a disaster. It is important for you to:

- Be prepared! Have a plan in place to ensure that you can continue providing services to those in need.
- Communicate proactively with FFLC.

PROGRAM PRIORITIES DURING DISASTERS

In a disaster situation, FFLC may need to focus resources. This “tier” system has been established ahead of time to outline the priority of our efforts. The first priority is Tier One, with the subsequent tiers operating only as resources allow.

Tier 1 – Align with our disaster mission statement

We will focus resources to provide food to partner agencies to get food where it is needed.

- 1 – Emergency food pantries (OFB Agency Service Category 1A)
- 2 – Meal sites and shelters (OFB Agency Service Category 1B)

Tier 2 – Emergency food to vulnerable populations

We will strive to get these operations functioning as quickly as possible after Tier 1 is met.

- FFLC Dining Room
- Meals on Wheels

Tier 3 – Supplemental food programs

These programs most likely will not function temporarily. We will only continue these if there are abundant physical and human resources available. Staff will likely be reassigned to other areas during the disaster recovery phase.

- Food distribution to OFB Agency Service Category P2 agencies
- Food Rescue Express (FREX)
- Summer Food Program
- Senior Grocery Program
- Extra Helping
- Produce Plus
- Cereal for Youth
- Snack Pack

Tier 4 – Educational programs

Educational programs that are non-emergency in nature. These programs most likely will not function for a longer period. We will only continue these if there are abundant physical and human resources available. Staff will likely be reassigned to other areas during the disaster recovery phase.

- Gardens
- Nutrition Education
- Community Health Programs and Outreach

SAMPLE FORMS

You can find copies of these forms on the [Partner Agency Zone](#) on our website.

TEMPERATURE LOG

Temperature readings should be taken for ALL UNITS and STORAGE AREAS first thing on any day your agency is open to serve clients. Record actual temperatures (34° as opposed to a checkmark).

- Freezers should be below 0° Fahrenheit
- Coolers should be between 33° - 41° Fahrenheit
- Storage areas should be between 50° - 70° Fahrenheit
- Product should be stored 4 inches from walls and off ground to allow proper air circulation and cooling

Unit: _____ Year: _____

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PEST CONTROL LOG

Check for pests as often as your program is open, no more than weekly.
Initial in the appropriate box for the date if there is no sign of pests. Note incidences of pests below.

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Please note any incidences below.												

