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**OREGON  
FOOD BANK  
NETWORK**

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Oregon Food Bank Network of Regional Food Banks

# **Food Safety and Handling Manual**

for Partner Agencies

# Introduction

Access to safe and healthy food is essential to human health and well-being. Keeping food safe is important in any part of the food industry, but there are a few reasons why food safety is especially important in food banking.

People experiencing hunger have statistically worse health outcomes than the population at large. They also typically have less access to healthcare, are more likely to be uninsured, and are more likely to forgo preventative care for financial reasons. Simply put, eating unsafe food can have dire results for people with chronic illness and poor healthcare access.

Food banks can help counteract the negative health outcomes associated with poverty and hunger by implementing policies and practices to ensure that the food we are sending into our communities is safe and wholesome.

This manual is one tool for you and your team, as an important part of the Oregon Food Bank (OFB) Network. If you find there is something further you need guidance on, please reach out to OFB or your local Regional Food Bank (RFB) for support.



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## Required Food Safety Training

All Partner Agencies are required to have food safety training for their staff and volunteers who handle product. These requirements include:

- At least one staff member or key volunteer at each Partner Agency (PA) must have a current ServSafe Certificate or Food Handler Card.
  - A copy of this certification must be given to the Regional Food Bank.
  - At least one staff member or volunteer certified in food safety must be present during any food handling (note: Any drivers that pick up food will need to have a food handler's certification).
  - Kitchen staff at meal sites are required to have a county Food Handler Card or equivalent.
- All staff who pick up retail and hospitality donations must have a food handler's certification.
- All other staff/volunteers must watch the OFB Food Safety Video and fill out a training log annually.

## Training Options

- **ServSafe for Food Banking:** This is an internal certification, valid for three years. Staff/volunteers should read the ServSafe manual or watch the ServSafe Companion Video, take the quiz, and submit it to the RFB. Staff and volunteers who score 75% or higher will receive a certificate of completion. ServSafe for Food Banking is not a valid certification for agencies preparing meals.
  - **County- or State-Approved Food Handler Card:** A county-issued Food Handler Card, a card issued by [efoodcard.com](https://www.efoodcard.com), or a card issued by the Oregon Restaurant and Lodging Association is required at meal sites. There is generally a nominal fee to apply for a Food Handler Card.
  - **OFB Food Safety Video:** Any regular staff member or volunteer without ServSafe training or a Food Handler Card must watch the OFB Food Safety Video annually. One-time volunteers are exempt from this requirement.
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## Training Log

Partner Agencies must maintain a log of all staff and volunteers who have received food safety training. The log should indicate which kind of training each person received and the date it took place. Your RFB representative will request a copy of the current log as part of your agency's on-site monitoring visit, and it needs to be submitted annually, regardless of whether you received a visit that year.

# Safe Handling Guidelines

## Hand Washing

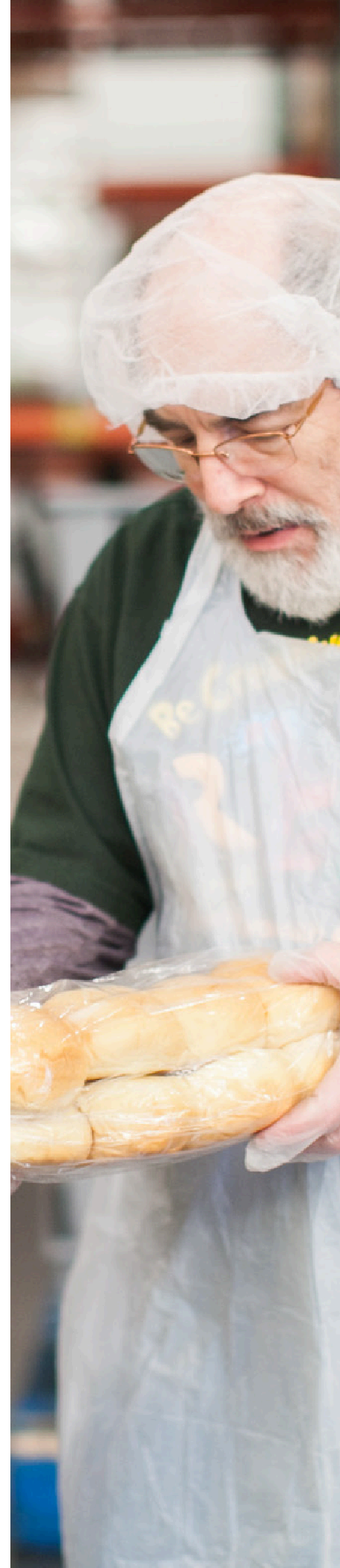
Our hands carry a lot of germs. One of the most important activities you can do to prevent food contamination is washing your hands often and correctly. **Make sure that you have hand washing signs posted by each hand washing sink. Signs can be found in the postings section “Food Safety Postings and Logs” on page 45. Hand washing sinks may not be used for any food preparation or dishwashing.**

**While handling food, you should wash your hands after:**

- Using the toilet.
- Handling raw foods.
- Eating, drinking, smoking.
- Touching dirty materials and equipment.
- Sneezing.
- Handling garbage.
- Touching your body or clothing.

**To wash your hands correctly:**

- Wet hands with clean, warm water and soap.
- Rub hands together for at least 20 seconds.
- Clean under the nails and between the fingers.
- Rinse under clean, running water.
- Dry hands with single-use towel.



## Good Personal Hygiene

### All staff and volunteers who prepare food should:

- Wear clean clothes.
- Use hair restraints.
- Leave jewelry at home.
- Keep fingernails clean and well-trimmed.
- Wash hands and forearms frequently.

## Eating at the Pantry

Distributing snacks to waiting clients at a distribution can add a welcoming feel to your program. Handing out individually wrapped items is recommended in order to adhere to food safety standards and to minimize the spread of germs during times of heightened community illness. Remember that donated food is for client consumption only; volunteers and staff may only consume food purchased for them. Please see Partner Agency Agreement for further details on donated food usage or reach out to your Regional Food Bank for more information.

If any volunteer or staff is ill, they should not work with food. Furthermore, any person who has an infected cut or boil on hands or fingers cannot work with food.



## What Type of Gloves to Use?

- ✓ Vinyl gloves
- ✓ Nitrile gloves
- ✓ Poly gloves
- ❑ Latex gloves (do not use – latex is a common allergen.)

## When to Wear Gloves

### For Pantries and Free Food Markets:

- Wear gloves when handling fresh, unpackaged produce such as lettuce, radishes, potatoes and oranges.
- Gloves don't need to be worn when handling dry goods such as boxes, cans, and bags of dry food.
  - If you do choose to wear gloves while handling dry goods, always change gloves when switching to handling fresh produce.
  - Gloves can provide a false sense of safety, so be aware that anytime you touch a non-edible surface with your gloves, they are no longer safe for handling produce.

For Meal Sites (see section **“Guidelines for Glove Usage at Agencies Preparing Meals”** on page 41).



# Storage Guidelines

## Dry Storage

- Keep floor clean of dirt and debris.
- Store food at least 4 inches off the ground.
- Maintain at least a four-inch space between the wall and food items.
- Monitor ambient temperature to ensure consistent holding temperature for dry products.
  - Keep a thermometer in the room and use the temperature log on [page 47](#) to record readings whenever staff and volunteers are on-site.
- Rotate stock when new products come in, using **FIFO (First In, First Out)** and/or **FEFO (First Expired, First Out)**.
- Keep chemicals stored on separate shelves below any food products, or on pallets.
- Maintain an ongoing system of pest control.
- Storage areas must be free of excess moisture and of adequate size for the needs of your operation.
- We recommend that all food be stored on-site.
  - If you have secondary storage locations, you are required to notify OFB and those areas will be visited as well.
- Once opened, bulk product must be kept in undamaged food-grade containers with an airtight lid.
- Evaluate conditions of cans for severe dents and rusting.

*Note: If you don't have enough storage capacity, please reach out to your Regional Food Bank for information about Network Support Funds.*



## Refrigerator

- Equip each refrigerator with an internal thermometer.
  - Do not use the external temperature display for temperature logging.
- Document temperatures of cold storage units whenever staff/volunteers are on-site. Maintain the temperature log on [page 54](#).
  - Check temperatures when a freezer is not being continuously opened and closed.
- Maintain temperatures at or below 41°F, preferably at 37°F.
- Keep refrigerators clean!
  - Wash the inside surfaces with soap and hot water, then rinse with clean water.
  - Sanitize with a solution of **1 tablespoon per gallon** of regular, unscented household bleach with a sodium hypochlorite concentration between 5% and 9% (this is the most common concentration in the U.S.).
  - Allow to air dry.
- Do not crowd refrigerators with food – airflow is necessary to keep a uniform temperature.
- Make sure door seals are tight.
- Store raw meat products and eggs **BELOW** produce, Ready-to-Eat (RTE), and prepared foods.
  - Meal sites are the only programs permitted to store meat in refrigerators.
  - Pantries must keep meat frozen at all times.
- Store allergens (dairy and egg products) below other foods.
  - Eggs and dairy products should also be stored separately as they are each an allergen.
- Label the receiving date of each item or case of item.






## Freezer

- Equip each freezer with an internal thermometer – do not use the **external** temperature display for temperature logging.
- Document temperatures of cold storage units ***whenever staff/ volunteers are on-site.***
- Check temperatures when a freezer is not being continuously opened and closed.
- Maintain temperatures at or BELOW 0°F.
- Keep freezers free of thick frost and defrost when necessary.
- Make sure door seals are tight.
- Label the receiving date of each item or case of items.
- Rotate stock at least every one to two months, especially frozen animal products (beef, chicken, salmon, turkey, venison).
- If your agency's refrigerator or freezer is not holding foods at acceptable temperatures, adjust the setting.
  - If this does not work, it will need to be serviced or replaced.

## Cross-Contamination

Cross-contamination occurs when bacteria spread between foods. Remember to separate raw meat, poultry and seafood from fruits, vegetables and cooked foods when preparing meals and storing them in the refrigerator.

See Proper Vertical Food Storage chart below:

<p>Foods must be stored separately so that cross-contamination does not occur.</p> <p>Food should be stored based upon the temperature it needs to be cooked to in order to be safe to eat.</p> <p>Items with a lower cooking temperature (such as ready-to-eat vegetables) must be stored higher than items with a high cooking temperature (such as poultry and other raw meats).</p> <p>If food is not separated like this, food can get cross-contaminated and make people sick.</p> <p>Foods must be separated by food type and should be in their own covered bins.</p> <p>**Ensure all items are property date marked when necessary**</p>	<b>TOP SHELF</b>		<p><b>PREPARED, READY-TO-EAT FOODS</b></p> <p>Baked Goods</p> <p>Fruits and Vegetables</p> <p>Fully Cooked Meats</p>	
			<p><b>FISH AND SEAFOOD</b></p> <p>Fish</p> <p>Shellfish</p> <p>Other Seafood</p> <p>Eggs</p>	<b>145° COOKING TEMPERATURE</b>
			<p><b>BEEF, PORK, VEAL &amp; LAMB</b></p> <p>Steaks</p> <p>Uncooked Hams</p> <p>Pork Chops</p> <p>Leg of Lamb</p>	<b>145° COOKING TEMPERATURE</b>
			<p><b>GROUND MEATS</b></p> <p>Raw Hamburger Meat</p> <p>Ground Pork</p> <p>Raw Sausages</p> <p>Chorizo</p>	<b>155° COOKING TEMPERATURE</b>
		<b>BOTTOM SHELF</b>		<p><b>POULTRY</b></p> <p>Chicken</p> <p>Turkey</p> <p>Duck</p> <p>Goose</p>

## Allergens

Some people are very allergic to certain foods, and we must keep those people safe. In some cases, allergies are so severe that even a tiny speck of food can trigger illness or even death.

**The most common allergens are often referred to as the Big Nine:**



**Wheat**



**Sesame**



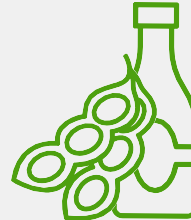
**Peanuts**



**Fish**



**Eggs**



**Soy**



**Milk or dairy products, such as cheese and butter**



**Crustacean shellfish (crab, lobster, shrimp)**



**Tree nuts (walnuts, pecans, almonds, coconuts, hazelnuts)**

## Allergen Cross-Contact

Cross-contact occurs when an allergen from one food is inadvertently transferred to a food that does not contain that allergen.

### Common examples:

- Wheat flour is often stored in leaky bags. Flour particles can get into the air or fall onto other products in your pantry. Store wheat flour on the bottom shelf or in a sealed container in your dry storage area.
- Eggs and milk products must be stored on the bottom shelf of your refrigerator. They must also be stored separately from one another because someone may have a dairy allergy but not an egg allergy, and vice versa.

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## Product Rotation

### FIFO (First In, First Out) and FEFO (First Expired, First Out)

When your agency receives a product, make sure you are rotating using the FIFO (First In, First Out) method combined with FEFO (First Expired, First Out) to ensure that the product with the nearest expiration date is placed into the rotation first. Move older stock to the fronts of shelves and put newer products at the back. Be sure to check expiration dates when rotating in a new product because you may receive a product with a closer expiration date.

FIFO/FEFO should be used in ALL storage areas: dry, refrigerated and frozen. Mark incoming product with the date of receipt to be sure the older food is going out first. Much of what we distribute through the emergency food system has already spent time on grocery or home pantry shelves and should go out to clients as soon as possible. Remember, we are running distribution centers, not storage facilities. Avoid maintaining large stores of food.



## Pest Control

It is important to regularly monitor for pests in all your food storage areas. You may maintain your own pest control program or hire a professional pest control company.

**If you have a professional pest control company inspecting your site, be sure that they are aware of the areas where food is stored and have set traps.**

### Logging Findings

If you are maintaining your own pest control program, be sure that the designated staff member or volunteer is inspecting your storage areas, checking traps, etc., **on a weekly basis** and logging findings on the Pest Control Log, found on **page 52**. If there are no issues, they still need to indicate on the log that they have completed an inspection.

### Rodents

Rodents are carriers of disease, and can cause a serious food safety hazard in food handling and storage areas. When inspecting, look for signs of rodent activity including:

- Droppings
- Gnaw Marks
- Nests and Shredded Materials
- Odor
- Tracks and Smudge Marks
- Damaged Food Packages

### Pantry Moths

Pantry Moths, also known as Indian Meal Moths, are a common pest found in grains and flours. Pantry moths can chew through plastic bags and lay eggs in grains and flours. It is important to look out for signs of pantry moths regularly and set traps as needed. Common signs in packaging are static electricity, webby material, chewed grains, eggs and larvae.

# Food Distribution

When distributing food, keep refrigerated and frozen foods in active cold storage and remove packages only when requested by clients. If your food pantry needs to have refrigerated and frozen food set on tables for distribution, take out a reasonable amount of product to distribute and replenish when necessary. No refrigerated or freezer items should sit out for more than 30 minutes. Remember, these items will spend more time in transit with the person who brings them home.

## Sharing Food with Other Agencies

**Definition: Subdistribution refers to the distribution of excess product to another partner. Subdistribution by a Partner Agency (PA) must be approved before starting. Partner Agencies are eligible to subdistribute if:**

1. No food will be distributed to a non-partner agency (including Fresh Alliance, donated food, food received from OFB or RFB). **Sharing of The Emergency Food Assistance Program (TEFAP) product is prohibited.**
2. The amount of product being subdistributed is more than what the PA will be able to distribute and needs to subdistribute to maintain quality and/or be distributed while it is safe for human consumption.
  - a. If product is being subdistributed on a regular basis, PA will consult with RFB staff to ensure resources are equitably distributed throughout the network.
3. The product is only subdistributed once, and only to other PAs in good standing and in the OFB Network.
4. They track all subdistributed product to prepare for potential recalls in accordance with the RFB recall program.
5. They take and document sample temperatures at the time of pickup and delivery for all TCS foods.
6. They don't charge fees in relation to subdistributed product.

**Note:** Subdistribution should be an infrequent practice and requires prior approval. If your agency finds itself needing to frequently subdistribute, please consult with Oregon Food Bank or Regional Food Bank for support in troubleshooting food supply issues.

7. They adhere to product integrity and food safety procedures at all times including during the transfer of product.
8. They report unsafe food handling and transportation practices to the Affiliate Food Bank.
9. Monitoring: Subdistribution activities will be reviewed as part of Agency Monitoring.

**When sharing excess food, follow these steps and track information on the subdistribution tracking log:**

1. Ensure you have approval prior to subdistributing.
2. Record the following on the subdistribution log on **page 55**:
  - a. Date of subdistribution
  - b. Name of the recipient agency
  - c. Product name
3. Follow all loading and transportation food safety guidelines.
4. Never share USDA/TEFAP products with other agencies 7 CFR 250.14(d).
5. No fee can be charged.

**When receiving product from another agency, follow these steps:**

1. Inspect the food to ensure it's safe for human consumption.
2. Document the date, name of distributing agency, product name, and poundage of the donated product on your product donation log. Record agency name and number and the number of pounds received on your monthly report.



# Fresh Produce Food Safety

This is a list of produce commonly received at Oregon Food Bank Partner Agencies with required storage temperatures. It is important to inspect produce when you receive it and again before distribution. Any produce that has signs of mold should be discarded immediately.

It is important to store produce at the correct temperature to ensure safety and prolong shelf life.

**Cut fruits and vegetables** are considered Time/Temperature Control for Safety (TCS) foods and must be kept refrigerated at or below 41°F during storage and distribution. The following cut fruits and vegetables are at particularly high risk for pathogen growth:

- Cut leafy greens, including bagged salads, lettuce, spinach, and spring mixes
- Raw bean and seed sprouts, such as alfalfa or mung sprouts
- Cut melon
- Cut tomatoes (or products containing cut tomatoes)

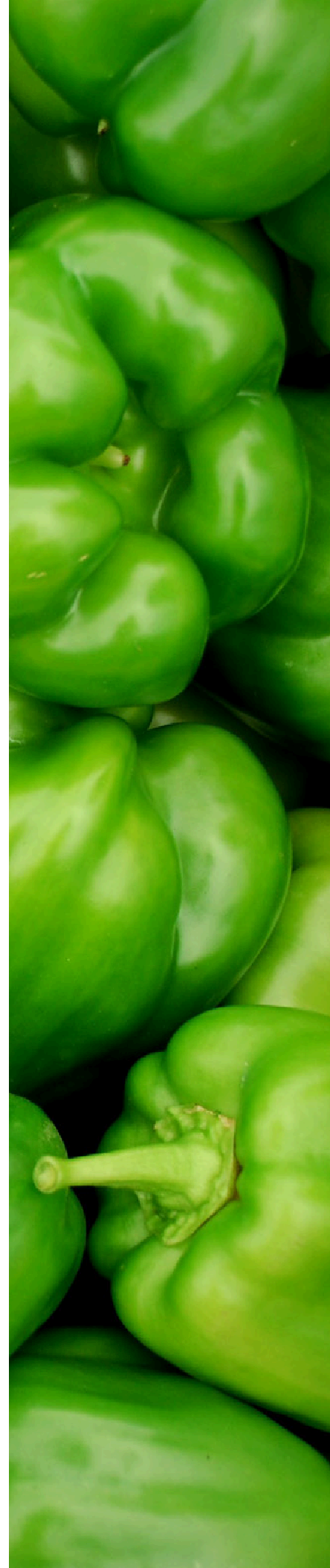
Many *whole* fresh produce products require refrigeration for *quality*, but do not carry the same risk for pathogen growth. Please see the produce storage guidelines on this and the following pages for more information.

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## Garden Produce Donation Guidelines

**OFB Partner Agencies are discouraged from accepting donations of sprouts, leafy greens or fresh herbs from residential or community gardens due to their increased risk of carrying foodborne pathogens.**

Other produce items may be accepted, but they must be thoroughly inspected for quality.



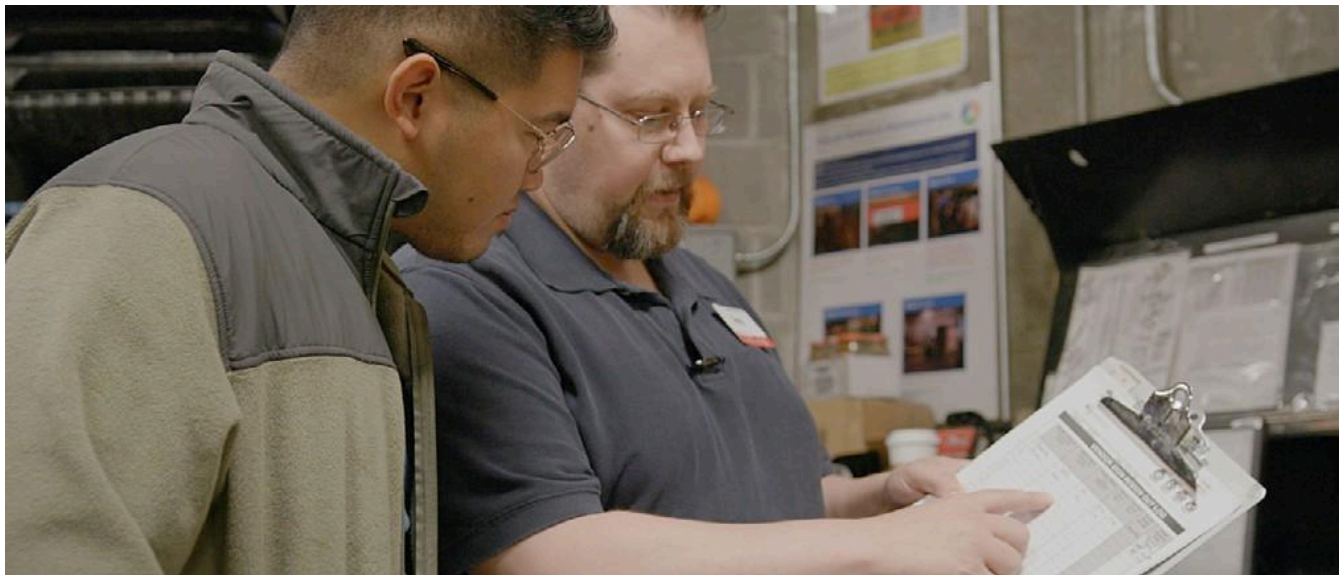
## Produce Quality Storage Guidelines

**Refrigerated Produce:** Items with an asterisk (\*) are allowed to be kept out of refrigeration if the quality is satisfactory and the storage is in a cool, dry place. If items are quite ripe, keep them in refrigeration.

Item	Temp. (°F)	Item	Temp. (°F)
*Apples	32–39	Grapes	32
Artichokes	32	Greens (spinach, kale, chard, mustard, green onion)	32
Asparagus	32–36	Herbs (parsley, cilantro, dill, etc.)	32
Beans (green and wax)	39–45	*Lemon	45–54
*Beets	32	Lettuce	32
Berries (blueberry, raspberry, blackberry, strawberry)	32	Mushrooms	32
Bok choy	32	*Oranges	36–50
Broccoli	32	*Pears	32
Brussels sprouts	32	*Peppers (bell and chili)	45–50
Cabbage	32	Radishes	32
Cantaloupe melon	36–41	*Rutabagas and turnips	32
Carrots	32	Stone fruits (cherries, plums, peaches, nectarines)	32
Cauliflower	32	*Summer squash (zucchini)	41–50
Celery	32		
Corn	32		
Cucumber	50–54		
Eggplant	46–54		
*Garlic	32		

**Dry Storage (Warm) Produce:** Dry produce storage is an important reason why **keeping a thermometer/log in your dry storage area is critical.** If your dry storage is consistently 70°F or above, it will be too hot for dry produce storage!

Item	Temperature (°F)
Avocados	41–54
Bananas	55–57
Ginger	54–57
Grapefruits	48–50
Limes	48–50
Mangoes	50–55
Onions, bulb	40–60
Potatoes	45–50
Pumpkin and squash (hard shell)	50–55
Sweet potatoes	57–59
Tomatoes	50–55
Watermelon	50–59





## Hospitality Establishment Donations

These donations include, but are not limited to, product from restaurants, caterers, hotels, retail establishments and convenience stores' ready-to-eat or hot deli sections. It does not include whole produce. If you are interested in receiving donations, please visit our [Fresh Alliance website](#) or email us at [FreshAlliance@OregonFoodBank.org](mailto:FreshAlliance@OregonFoodBank.org).

**Please note: This is a more complicated process than accepting shelf-stable manufactured goods and may require additional food safety training or certification. Please consult with Oregon Food Bank or your Regional Food Bank before accepting donations of perishable and 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 (0°F or below for frozen, 41°F or below for chilled, 135°F or higher for hot foods).
  - The person or business transporting the food must use a passive system (thermal blanket/cooler with ice packs) or visibly active temperature retention system (refrigeration unit) to maintain temperatures within the allowable limits.
  - Sample temperatures must be taken and documented at the time of pickup and delivery.
  - The log on [page 46](#) must be maintained for pickup and delivery temperatures, as well as for calibrating thermometers.
- Be 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, with 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), wheat, soybeans and/or sesame seeds.”***

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## Handling Retail 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 that require cold chain documentation. Food industry partners, such as grocery stores, convenience stores, food manufacturers, and distributors all manage their cold chain (temperature monitoring and documenting) according to local and national regulations. If someone else is hosting the food drive, you must ensure they will comply with these rules. It's best to have a meeting before the food drive to confirm all parties are aware of their responsibilities.

## Receiving Perishable Retail Food Drive Donations

Time/Temperature Control for Safety (TCS) food donations may be accepted if cold chain custody is verified and you can keep the donation under active refrigeration that holds the item at 41°F or below and frozen where applicable. Additionally, any organizations or persons holding or handling TCS food must be properly trained in food handling and have systems in place to verify that equipment is keeping the food at a safe temperature.

Frozen product must be received at 0°F or below and refrigerated product must be received at 41°F or below. Cold-holding equipment large enough to hold the donation and allow for adequate environmental circulation must be available when receiving perishable food donations (walk-in cooler/freezer, refrigerated truck, chest freezer, chest cooler).

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.

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## Rejecting Perishable Retail Food Drive Donations

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

- If product was transported in unsanitary conditions, it must be isolated and disposed of.
- 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 and 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.

# Shelf Life of Food

Partner Agencies often receive food items after the “sell-by” or “best-by” date from Oregon Food Bank and donors. The dates on food labels can be confusing, and the truth is, they often have little to do with food safety. Except for infant formula, product dating is not required by federal regulations.

Food manufacturers use different date codes to ensure that consumers receive their product at peak quality, and the dates do not predict food spoilage by microbes. Once a product is past that date, many manufacturers or retailers donate it to food banks. OFB staff evaluate this food to ensure that the quality remains good. **Follow these guidelines to exclude foods that pose any risk of illness or quality issues in shelf stable and perishable products.** You can also reference the USDA information at [FoodSafety.gov](https://www.foodsafety.gov) for more background.



## General Details about Evaluating Food with Dates

**The only food product required by law to have an expiration date is infant formula. Please note that Feeding America rules also require agencies to discard baby food, supplements, and over-the-counter medications that are past their dates.**

**Many canned and boxed products are safe to eat long after the date on the container.** After the “use-by” or “best-by” date has passed, you may start to notice gradual changes in the unopened product’s texture, color or flavor. However, so long as it has been stored properly, you can generally consume it beyond this date. The recommended storage temperature for for canned or dry food is 50–70°F

The shelf life of refrigerated and frozen foods can often be extended if they have been kept cold from the manufacturer to the consumer. These foods are Time/Temperature Control for Safety (TCS) and must be kept at 33–41°F for refrigerated products and below 0°F for frozen products.

**Microbes that cause decay and foodborne illness stop growing at temperatures below 0°F; however, freezer storage will not kill them.** Freezing can extend the storage time of safe foods indefinitely, but the quality will continue to decline.

**Immediately throw away** any package that is **open, bloating or leaking**, regardless of date.

The best way to tell if an unopened shelf-stable food is still good is to **visually examine it first**. **Always discard foods that have developed an off odor, flavor or appearance.**

***When in doubt about the history or state of a food item, throw it out!***

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## **Defining Dates on Packaging**

**Examples of commonly used phrases:**

- A "**Best if Used By/Before**" date indicates when a product will be of best flavor or quality. It is not a purchase or safety date.
- A "**Sell-By**" date tells the store how long to display the product for sale for inventory management. It is not a safety date.
- A "**Use-By**" date is the last date recommended for the use of the product while at peak quality. It is not a safety date except for when used on infant formula as described below.
- A "**Freeze-By**" date indicates when a product should be frozen to maintain peak quality. It is not a purchase or safety date.
- An **expiration date** indicates when a product must be discarded for safety. In the United States, true expiration dates are only found on infant formula.

**Please refer to the Fresh Alliance Poster on [page 57](#) for information on how long particular items can be kept safely. Please reach out to your Regional Food Bank if you need posters in other languages.**



# Transportation

## Picking Up Food at the Food Bank

Our warehouses practice strict controls for safe food storage. You do not need to check the temperature of food you receive from our warehouse as it has already been documented.

The time between picking up and putting away Time/Temperature Control for Safety (TCS) food should be 30 minutes or less. If your drive is longer than this, please contact the Oregon Food Bank or Regional Food Bank staff to create a safety plan.

For TCS product, passive cooling equipment such as insulating blankets, coolers and ice packs must be used during all transport. Of course, active refrigeration during transport should be used whenever possible.

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## Picking Up from Grocery Stores, Product Distributors and Retail Outlets

See “Fresh Alliance and Retail Donations” on page 28

# Recalls & Holds

Oregon Food Bank will occasionally place a product on hold while they investigate a potential quality or safety issue. Hold information is communicated to each agency's designated recall contact. In the event that a safety issue is confirmed, the product hold could turn into a recall.

Each Partner Agency is responsible for appointing a Recall Coordinator and sending their contact information to OFB or your Regional Food Bank. In the event of a hold or recall notification, OFB will send the Recall Coordinator instructions, which need to be acknowledged as soon as possible but no later than 24 hours after receiving them.

Upon receiving a hold or recall notification, it is the PA Recall Coordinator's responsibility to ensure that product is consolidated, tagged and isolated in a designated location and then wait for further instructions from OFB or their RFB.

If a food safety issue is confirmed or suspected, OFB may provide the Recall Coordinator with flyers or other public communication tools to disseminate at their agency and throughout the community.

**When product is recalled or withdrawn from distribution**, all affected product must be returned to OFB or your RFB. In general, PAs will not be assigned or authorized to destroy or dispose of recalled product themselves.

**If a product has been determined to be safe and released from hold**, it may be returned to shelves for general distribution.

## Other recalls

OFB regularly posts USDA and FDA recall notices on our Portals site for foods that may have been sold in Oregon or Washington. These are typically products that OFB doesn't source directly, but that could have come in through Fresh Alliance or food drive donations. These products can also show up in the boxes of salvage product OFB distributes (e.g., Pantry Staples, Snacks, Minimal Prep). It is essential that you review these recall notices regularly and cross-check them against your inventory.

# Fresh Alliance and Retail Donations

Many national and local distribution centers, groceries and convenience stores have programs to donate food to Feeding America partner agencies. Oregon Food Bank and Regional Food Banks coordinate pickup of these donations and provide training to our partners for safe handling and distribution. Please refer to your RFB or OFB webpages for full program training materials.

## Donation Collection: Preparation

Any time food is handled (donation collection, transportation, sorting, distribution), there must be someone present with a ServSafe certification or Food Handler Card. Please arrive at the store with a clean space in your vehicle to store the food during transport. Use clean and sanitized Fresh Alliance (FA) tubs to hold food. You will want to clean and sanitize at your agency in a three-compartment sink or wipe thoroughly twice with food surface sanitizing wipes. Bring empty Fresh Alliance tubs with you to the donor; these can replace the full ones there. The store should keep products separated to prevent contamination: raw meat, produce, bread and bakery, cooler, etc. Make sure that every department has enough tubs to ensure proper storage. Contact your RFB if you need more tubs.

Any TCS food should be returned to active refrigeration within 30 minutes. During transport, you must use passive refrigeration like coolers, ice packs and thermal blankets to help cold food stay cold. Bring these items with you. Remember to clean and sanitize any coolers or reusable ice packs before each use.

Every week, verify that your thermometer for temping food is still in calibration. Do this by taking the temperature of ice water (more ice than water) and recording the temperature on your log. Do this for every thermometer used to verify that food is at a safe temperature.



## Donation Collection: Picking Up the Donation

Find and observe shelf-stable donations first. These are not temperature sensitive. Briefly look for items that are open or damaged so much that the food product is not safe to consume and leave these at the donor if you are able. Pack the donation to go.

### When you reach the donated foods in the cold storage, complete the following tasks:

- **Have a quick look around:** Does the space seem clean and are they storing the correct foods? Any bad smells? This informs you about the food handling practices of the donor. Make notes and ask questions if something seems off.
- **Check the temperature:** Select one representative item in each cooler or freezer and record these temps on your log.
- **Is it raw?** Raw meat should always be frozen at the donor on or before the best-by date.
- **Pack the donation to go:** Keep allergens and raw meat separate from ready-to-eat items to avoid cross-contact or cross-contamination.
- **Return to your agency:** Place the TCS foods under active refrigeration. Get a quick temperature as you are putting the food items away and add this to your log. Once all TCS food is under active refrigeration, unload the rest of the donation.
- **Weigh all donated items by category:** Start with any shelf-stable items. Finish with the refrigerated and frozen TCS foods.
- **Sort the donation:** Check the FA poster for sell-by extensions and toss any items that are past the date extension period or have damaged packaging that might cause a risk of foodborne illness. Throw out any produce that is bad. Use your informed guess for date extensions on food items not listed on the poster. Refer to the donation sorting guide for other exclusions and rules for when to throw it out. See our guide on an explanation of date codes ([page 25 of this manual](#)).
- **Don't take product that is contaminated!** Remember, the store has guidelines about what they can and cannot donate. Don't take trash or produce clippings. Nicely explain to the receiver what the problem is and why you can't take the product and then leave it at the store.

## Donation Distribution

Distribute frequently and thoroughly. Remember that these items have likely already been held out of active refrigeration at the store and consequently might be on their way to spoiling. Please recheck donated TCS items for spoilage just before distributing to clients. Distribute these items freely and often to minimize waste. If you cannot distribute Fresh Alliance TCS items before the extension date, please consider redistributing them to neighboring partner agencies that are trained in evaluating Fresh Alliance donations. Note this on your redistribution log. Product can only be redistributed one time. Only the agency that picks up the food should send in a Fresh Alliance pounds report.

---

## Food Tub Cleaning Protocol

**Tubs need to be cleaned and sanitized between pickups, and there are two ways to do this:**

### **With a three-compartment sink**

First, wash in hot soapy water; second, rinse in fresh clean water; third, sanitize with chemical sanitizer or bleach (1 Tbsp to 1 gal of water); finally, air-dry.

### **With food contact surface sanitizing wipes**

Using a wet wipe, wipe over all surfaces. Spend extra time removing all visible soils and stains. With a fresh wet wipe, wipe all surfaces again as a sanitizing step. Leave to air dry for five minutes.



# Product Labeling and Repacking

Every product distributed through a food pantry **must** have a label with the full list of ingredients. If you find food that is not labeled, discard it immediately. Mystery cans and unknown ingredients may be a serious danger to a client with allergies.

Repacking food carries significant risk, and most agencies are simply not equipped to repack food safely. Agencies that do choose to repack food on-site are limited to bulk, dry, non-TCS/non-potentially hazardous foods, and must conduct their repack activities in a carefully controlled environment. These guidelines must be followed whenever you are repacking:

- ❑ **Don't** repack food from USDA.
- ❑ **Don't** repack food that was already repacked at Oregon Food Bank (e.g., rice, beans, frozen carrots). This product may not be repacked into smaller portions.
- ❑ **Don't** repack refrigerated or frozen foods.
- ❑ **Don't** repack allergens, due to the high risk of cross-contact with other foods in your facility.
- ✓ **Do** repack food in an isolated area away from other foods.
- ✓ **Do** use non-porous surfaces, such as stainless steel for repacking food.
- ✓ **Do** repack with staff or volunteers who have ServSafe training or food handlers cards.
- ✓ **Do** use unused, food-grade packaging (not previously used packaging).
- ✓ **Do** label repacked food with ingredient labels attached to every package.

**NOTE: Processing of food of any form is also prohibited. Common examples of processing at food pantries include cutting items like fruit and cheese into smaller portions and separating out frozen foods into smaller portions.**

## Repack product labels must contain the following information:

- Common name of the product (e.g., Pinto Beans, Baking Mix, etc.)
- Name and city/state of the repacking agency
- List of all ingredients, in descending order of predominance
- Statement of allergens, if applicable
- Statement of net weight (*see label examples below*)

## Label Examples

**Dry Batter Blend/Mezcla de Masa Seca**

Ingredients: Rice Flour, Panko Style Crumbs (Rice Flour, Pea Protein, Dextrose, Sodium Bicarbonate), Baking Powder (Sodium Acid Pyrophosphate, Sodium Bicarbonate, Corn Starch, Monocalcium Phosphate), Corn Starch, Garlic, Onion, Sea Salt, Paprika, Cane Sugar.

Ingredientes: Harina de Arroz, Migas Estilo Panko (Harina de Arroz, Proteína de Guisante, Dextrosa, Bicarbonato de Sodio), Polvo de hornear (pirofosfato ácido de sodio, bicarbonato de sodio, almidón de maíz, Fosfato Monocálcico), Almidón de Maíz, Ajo, Cebolla, Sal Marina, Pimentón, Azúcar de Caña.

Distributed by Oregon Food Bank. Portland OR. 97211. Net Wt. 3lbs. (1.4kg)

Heat oven to 400 degrees F. Moisten chicken with water. Shake the chicken, 1 piece at a time, with the dry batter blend in a bag. Discard bag and any used dry batter blend. Bake on an ungreased baking sheet until done (165 degrees F). Do not cover or turn meat while baking.

Caliente el horno a 400 grados F. Humedezca el pollo con agua. Agite el pollo, 1 pieza a la vez, con la mezcla de masa seca en una bolsa. Deseche la bolsa y cualquier mezcla de masa seca usada. Hornee en una bandeja para hornear sin engrasar hasta que esté listo (165 grados F). No cubra ni voltee la carne mientras la hornea.

For SNAP and other food resources, call 211 or visit 211info.org  
Para SNAP y otros recursos alimentarios, marque 211 o visite 211info.org


**Pinto Dry Beans**

Ingredients: Pinto Beans

Distributed by Columbia Gorge Food Bank  
The Dalles OR. 97058

Net Wt. .75 lb. (340g)

**COLUMBIA GORGE  
FOOD BANK**


  
For SNAP and other food resources,  
call 211 or visit 211info.org  
Para SNAP y otros recursos alimentarios,  
marque 211 o visite 211info.org

**Oats/Avena**

Log Ref #876698-1

Ingredients: Oats.  
Ingredientes: Avena.

Distributed by Oregon Food Bank/Distribuido por el  
Banco de Alimentos de Oregon, Portland OR. 97211.  
Net Wt. 2lbs. (907g)

  
**OREGON  
FOOD BANK**

For SNAP and other food resources,  
call 211 or visit 211info.org  
Para SNAP y otros recursos alimentarios,  
marque 211 o visite 211info.org

Packaged in a facility that also packages wheat.  
Envasado en una instalación que también envasa trigo.

# Miscellaneous Donation Guidelines

## Evaluating Other Kinds of Packaging

Check that packaging is sealed and intact. Look for ripped/punctured inner packaging and discard if food is exposed. If the box is crushed but the inner plastic bag is intact, the product is usable.

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## Guidance for Evaluating Canned Goods

It is important to look over your canned goods to ensure the safety and quality of the product. To print the Cans Poster, see the “Food Safety Postings and Logs” on page 47.

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## Donations of Homemade Items

Food that has been canned or preserved at home must be discarded. Only distribute packaged food from commercial food manufacturers.

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## Donations of Meat and Poultry

Donated or purchased meat from amenable livestock species (cattle, pigs/swine, sheep, goats and farmed elk) must be processed in a USDA-certified facility. Most donated or purchased poultry must also be processed in a USDA facility, with certain exceptions. For more information on poultry donations, contact Oregon Food Bank or your Regional Food Bank.

Meat from *farmed* non-amenable animals (e.g., bison, rabbit) may be processed in a state-licensed facility that is not USDA inspected.

## Donations of Wild Game

Per Oregon law, donations of wild game may only be accepted from qualified employees of the Oregon Department of Fish & Wildlife or the Oregon State Police.

- Agencies **may not** accept game donations offered by private individuals due to the difficulty of ensuring safe handling.
  - Agencies in Washington State should consult with local regulators before accepting game donations.
- 

## Donations of Fish

Fish that has been cut or otherwise processed in any way must have been done so by a state licensed processor. All fish must be distributed frozen.

Whole, fresh, ungutted fish may be accepted and distributed **on ice**, but it is not recommended due to the difficulty of controlling allergens and preventing time/temperature abuse. Molluscan shellfish (clams, oysters, mussels) may only come from ODA-licensed shellfish harvesters, and shellstock tags must be retained for 90 days in case of a recall.

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## Donations of Eggs

**Non-commercial egg donations:** Oregon state law requires all eggs distributed to the public to have been candled and graded by a licensed egg handler (unless the producer themselves is delivering the eggs directly to consumers, like at a farmers market).

Therefore, **agencies may not distribute eggs from non-commercial operations such as backyard chicken coops.** (*Agencies in Washington State should consult the relevant state regulator before accepting these donations*).

**Handling bulk eggs:** Regulations require any agency or RFB repacking eggs to have a state-issued Egg Handler's License. Without such a license, eggs in bulk packaging must be distributed as-is (e.g., to a large family) or subdistributed to a meal program in the Network.

For more information about egg licensing, contact your state regulatory agency:

- Oregon Department of Agriculture Food Safety Program: **503-986-4720**
- Washington State Department of Agriculture, Southwest Region: **509-808-0324**

## Donations of Baby Food/Formula

Baby food and infant formula cannot be distributed past its “use-by” date. Do not buy, use or distribute infant formula or baby food past its “use-by” date. As with all food products that are received and distributed by members, baby food should be treated with the same care and consideration as any other product when sorted. Baby food should be evaluated for tears and other forms of damage.

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## Donations of Supplemental Dietary Beverages

Supplemental nutrition beverages must be distributed by the date shown on the package. While the product may be safe to consume after the date, the nutritional content may be compromised. Examples include Ensure, Boost, and Glucerna.

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## Over-the-Counter (OTC) and CBD Products

Over-the-counter, non-prescription products will have “Drug Facts” as part of the nutrition labeling information. These items should be discarded if received from private and retail donations. OFB and many RFBs hold a Nonprescription Drug Outlet Class E license that allows them to sort, inspect and distribute these products.

Distributing any products containing cannabidiol or CBD is strictly prohibited per Feeding America rules.



# Guidelines for Agencies Preparing Meals

Your goal is to keep food out of the **temperature danger zone (41°F-135°F)** as much as possible. Thawing, cooking and cooling food all require attention to reduce the time a food is in the temperature danger zone. The poster on **page 63** lists Time/Temperature Control for Safety (TCS) foods and additional handling information.

## Food Preparation

Foods served by meal programs must be prepared on-site. Volunteers or staff cannot prepare food in home kitchens. The only exceptions are non-potentially hazardous foods, such as cookies, breads and fruit pies. Programs must have permission (letter of intent) from the local health department to prepare these foods off-site and share that documentation with the Regional Food Bank. Meal programs may also use food from approved kitchens such as supermarkets. However, the food must be transported swiftly and safely to the site.

Safe food preparation is centered on three important principles:

- Maintaining good personal hygiene
- Avoiding cross-contamination
- Preventing time/temperature abuse of foods

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## Thawing

Some of the foods you prepare for meals, including many meats, will need to be thawed from the frozen state. There are four acceptable ways to thaw food:

- In the refrigerator, placed in a bowl or pan on a shelf **BELOW** any pre-cooked or RTE foods
- In a clean pan, submerged under cold, running water
- In a microwave, just before the cooking process
- As part of the cooking process

**Remember: Do not thaw food on the countertop or in the sink!**

## Cooking

The only way to reduce bacteria and other pathogens in food to safe levels is by cooking to proper temperatures. Be aware that foods that have previously been subject to time/ temperature abuse cannot be made safe to consume by cooking.

Food	Internal cooking temperature
Poultry, stuffing, stuffed meats	165°F for at least 15 seconds
Ground or flaked meats	160°F for at least 15 seconds
Steaks, roasts & chops of beef, pork, veal, lamb	145°F for at least 15 seconds
Shell eggs, fish	145°F for at least 15 seconds
Leftovers	165°F for at least 15 seconds

To make sure foods are cooked thoroughly, check the internal temperature with a clean instant-read, probe thermometer at the end of the cooking time.

### Here are some helpful tips:

- Take temperatures in several areas of the food.
- Always take the temperature in the center or in the thickest part of the food.
- Avoid touching bones when testing meat.
- Clean the thermometer after each use.
- Be sure to calibrate your thermometer once a week, or if dropped, to ensure accuracy.
- Use the Thermometer Calibration Log found on [page 46](#).
- See the document on [page 59](#) for types of accepted thermometers and operation instructions.



## To calibrate your thermometer:

- Fill a small container with crushed or cubed ice. Add water until the ice just floats off the bottom. There should be more ice than water in the container.
  - Stir to uniform temperature and insert thermometer.
  - If temperature does not register 32°F, adjust by turning by hand or using a wrench.
  - See [page 62](#) for our instructions for an Infrared (IR) Thermometer and a printable version for a probe thermometer on [page 59](#).
- 

## Cooling

If you have leftovers or are preparing food ahead of time, you may need to cool cooked food. As with thawing and cooking, the main goal is to keep food out of the temperature danger zone as much as possible. Before placing foods in the refrigerator, perform one or more of the following actions, as appropriate:

- Cut large pieces of meat and poultry into pieces that are 3 inches thick or less.
  - Pieces should weigh 4 pounds or less.
- Transfer thicker soups, gravies, chili, casseroles and stews to shallow pans at a depth of 2 inches or less.
- Transfer broths to shallow pans at a depth of 4 inches.
- Stir the food in a container placed in an ice-water bath.

To encourage quicker cooling, use uncovered containers while cooling in the refrigerator. Food must be cooled from 135°F to 70°F in two hours and from 70°F to 41°F in four additional hours. For larger pieces of food, you may want to take temperatures periodically to ensure that you are following this cooling schedule. Cover the food once out of the danger zone.

## Reheating Foods

Reheat previously cooked food to 165°F or above for 15 seconds. Never mix reheated leftovers with fresh foods.

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## Serving Foods

Whether your agency holds food on a service line or brings plates directly out of the kitchen, keep these principles in mind:

- Keep hot foods at 135°F or above.
  - If temperature falls below 135°F reheat food to 165°F.
  - Hold cold food at 41°F or below.
  - If you are holding food for over two hours, monitor food temperatures with a thermometer.
  - Wear hair restraints and gloves while serving.
  - Avoid bare hand contact with Ready-to-Eat (RTE) foods at all times and instead use forks or tongs.
- 

## Carrying Food Off-Site for Meal Sites

If you transport foods off-site as an approved part of your food distribution program, you must ensure that hot foods remain hot and cold foods remain cold, outside of the temperature danger zone. Product must be transported, received, stored and held at appropriate temperatures (0°F or below for frozen, 41°F or below for chilled, 135°F or higher for hot foods). Portable insulated food carriers, i.e., coolers with ice packs or thermal blankets, will help you keep food out of the temperature danger zone. **Check the temperature before serving to verify food hasn't reached the danger zone.** Always use food-safe containers.

Please consult with your Regional Food Bank for more information on the safe transportation of prepared foods.

## Cleaning and Sanitizing

Any utensil, surface or piece of equipment that comes into contact with food must be cleaned and sanitized after use.

Cutlery, dishes and food service utensils can be cleaned and sanitized in a three-compartment sink. Depending on water temperature (see below), a dishwasher may not sanitize.

### In a three-compartment sink, follow these steps:

- Scrape any food into the garbage.
- Wash with hot soapy water.
- Rinse in hot water.
- Sanitize using a chemical such as chlorine, iodine or quaternary ammonium.
  - Follow the manufacturer's instructions to ensure proper concentration.

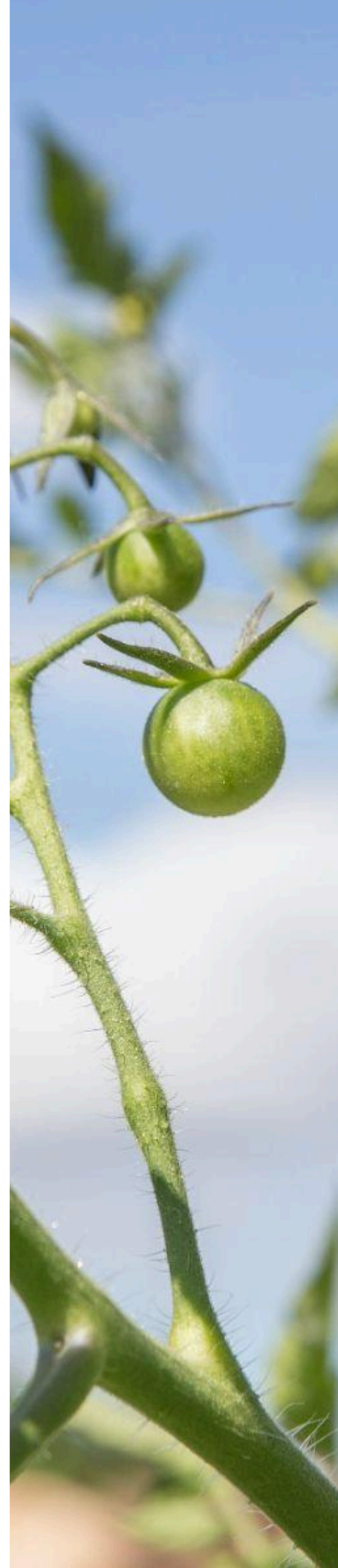
A dishwasher or sanitizer must heat water to a temperature of at least 180°F to sanitize effectively, unless chemicals are used.

Food preparation surfaces should be washed, dried and sprayed with a sanitizing solution. Allow to air dry.

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### What is the difference between cleaning (washing) and sanitizing?

There is an important distinction between cleaning and sanitizing. **Cleaning** removes food and other types of soil from a surface such as a countertop or plate. **Sanitizing** reduces the number of pathogens (harmful bacteria) on the clean surface to safe levels. Be sure you are using an appropriate sanitizing solution for the sanitation step.



# Cross-Contamination

Cross-contamination is the transfer of harmful microorganisms to already cooked or Ready-to-Eat (RTE) foods. The contamination can come from a number of sources, including:

- Raw food
- Soiled food-service equipment, such as a knife or cutting board
- Dirty, contaminated gloves, cloths or clothing
- Dirty, contaminated hands

## How to Prevent Cross-Contamination

- Keep raw foods separate from RTE foods; for example, use different cutting boards for slicing raw chicken and cutting salad ingredients.
- Wash and sanitize all utensils and equipment after preparing raw foods and before preparing cooked or RTE foods; do not use sanitizing wipes.
- Wash hands (and put on clean gloves) after handling raw foods or equipment and before handling cooked or RTE foods.
- Store food properly in your refrigerators and freezers; see [page 12](#) for a visual guide.

## Guidelines for Glove Usage at Agencies Preparing Meals:

- Wear gloves when handling RTE foods. RTE foods are foods that will not be cooked before serving, including:
  - Foods that are eaten without cooking, like salads, sandwiches and fruit.
  - Foods that have already been cooked, and are now ready to eat, like baked potatoes, cooked meat and boiled eggs.
- Gloves don't need to be worn when handling food that is going to be cooked, like when chopping raw potatoes, seasoning raw meat, or peeling carrots for soup.
- Gloves can be worn for these tasks, but remember to take them off and wash your hands as soon as you move on to something else.
- Do not go from task to task without washing hands and changing gloves.

- Gloves can provide a false sense of safety, so be aware that anytime you touch anything besides RTE food, your gloves will be contaminated and you will need to take them off, wash your hands and put on fresh gloves before returning to RTE food.
- The following things have bacteria that you don't want to spread to food, so **it's best to take off your gloves when you need to touch:**
  - refrigerator doors
  - clipboard or pen
  - your eyeglasses
  - mask
  - food storage bins
  - your phone
  - face
  - hair
  - clothes, etc.
- Always wash your hands afterward. Before you start handling RTE foods, wash your hands again and put on fresh gloves.
- Kitchen staff often find themselves doing many tasks over the course of meal preparation. You might be preparing a salad, cleaning a countertop and washing dirty dishes. During this time, you might also take a bathroom or snack break. Just like your hands, gloves can get soiled. Be sure to change your gloves:
  - After using the bathroom.
  - After smoking, coughing or sneezing.
  - After taking out the garbage.
  - In between preparing raw foods and cooked or ready-to-eat foods.
  - When changing tasks in the kitchen.

**Remember: Wash your hands thoroughly before putting on gloves.  
Wearing gloves is not a substitute for washing hands.**

# Special Dietary Needs

The best way to ensure that clients have their dietary needs met is through distribution models that have client choice. This gives agency to clients to make choices for themselves and those they may be shopping for as to what is most appropriate for their needs. If you find it helpful for your distribution to categorize some foods that fit into special dietary needs, here are some definitions to keep in mind:

**Food allergies:** for information on the **Big 9 food allergens, see page 13**

**Halal:** A dietary law derived from Islamic teaching.

- Some examples of halal foods: certified meat and poultry; seafood; nuts; eggs; peanut butter; tofu; halal deli meats; legumes; milk, yogurt, cheese, and ice cream made with bacterial culture without animal rennet; juice; frozen, fresh, canned fruits and vegetables (made without alcohol, animal fats, gelatine, bacon)

**Kosher:** Food that meets dietary requirements outlined by Jewish law or kashrut, making it acceptable for people observing those laws to eat.

- Some examples of kosher foods: certified meats and poultry; fish; milk, cheese, yogurt from a kosher certified animal; fruits; vegetables; eggs; nuts; grains

**Vegan:** A person who does not eat any food derived from animals and who typically does not use other animal products.

- Some examples of vegan items: fruits, vegetables, beans, lentils, edamame, soy, tofu, whole grains, nuts, seeds.

**Vegetarian:** A person who does not eat meat, poultry, game, fish, shellfish, or by-products of animal slaughter.

- Some examples of vegetarian items: fruits, vegetables, grains, nuts, seeds.

**Gluten-free:** A diet that excludes any foods that contain gluten, a protein found in wheat and several other grains.

- Some examples of gluten free items: vegetables, meat, eggs, food processed as gluten free.

# Food Waste

Food Banking plays an important role in intercepting and redirecting food that might have otherwise been discarded. Evaluating and ensuring that the culling of rescued food should come with the goal of ensuring that high-quality food, as well as education to the community about expiration dates, best-by dates, sell-by dates and extending the life of food that is both healthy, safe to eat, and is still fresh.

The culling of product is a necessary part of any food preparation or distribution process:

- Inspect all packaging for tears, holes or contamination. Products with damaged packaging must be thrown out.
- Inspect frozen products to make sure that packaging is intact, product is completely frozen, and product is not unusually discolored (black or green).
- “Ballooning” packaging may be a sign of inadequate or irregular refrigeration; discard.
- Any suspicious product should be discarded.
- Visually inspect fruits and vegetables and throw out spoiled products.
- Check sell-by dates on refrigerated products. Discard any that are past the extension dates provided on the Fresh Alliance Posters on **page 57**. Refer to the explanation sheet **“Shelf Life of Food” on page 24** for more.
- Product must be fully labeled, including: name of product; name and place of business of the manufacturer, packer or distributor; net quantity of contents; ingredient list. Unlabeled products cannot be distributed.

Many food programs have secondary outlets to keep food waste out of landfills as well. This includes:

- Building partnerships with local partners to do weekly pickups of discarded food.
- Creating a composting program.

# Food Safety Postings and Logs





# TEMPERATURE LOG - DISTRIBUTION OF TCS FOODS WITHOUT ACTIVE REFRIGERATION

TCS = Temperature Control for Safety.

TCS products that register above 41°F may not be distributed and must be securely discarded. See reverse side for complete instructions.

Date: \_\_\_\_\_ Agency/Program Name: \_\_\_\_\_ Temp Taker Name: \_\_\_\_\_

Describe conditions (e.g. shade, direct sun, tents, etc.): \_\_\_\_\_

Temp control (circle): Refer truck / Freezer blanket / Ice chests / No temp control / Other: \_\_\_\_\_

Sample type (circle): Probe-destructive / Probe-sandwich / Infrared / Other \_\_\_\_\_

Pallet/product name	Temp 1	Temp 2	Temp 3	Temp 4	Temp 5	Temp 6	Temp 7	Temp 8	Product discarded?
Pallet 1 Product:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Y / N
Pallet 2 Product:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Y / N
Pallet 3 Product:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Y / N
Pallet 4 Product:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Temp: Time:	Y / N

**SEE REVERSE FOR COMPLETE INSTRUCTIONS**  
**THESE RECORDS MUST BE KEPT ON FILE FOR TWO YEARS**

## HOW TO MONITOR TEMPERATURE CONTROL FOR SAFETY (TCS) FOODS HELD OUTSIDE OF ACTIVE REFRIGERATION

Temperature sensitive food must be kept cool (at or below 41°F for refrigerated product, 32°F for frozen product) during your distribution, and periodic sample temperatures must be taken and recorded to ensure product is safe for consumption. Follow these steps:

1. Keep products covered and out of direct sunlight.
2. When possible, use coolers or freezer blankets to keep products cool - and encourage clients to bring insulated bags.
3. Take periodic sample temperatures using one of the methods below. **For product held without active OR passive refrigeration (e.g. freezer blankets), a sample temperature must be taken every 15 minutes.**
4. If a TCS product reads above 41°F (32°F for frozen), it must be discarded in a secure location (such as a locking dumpster).

### TAKING SAMPLE TEMPERATURES



#### Destructive sample (most accurate method)

- 1: Choose a product soft enough to insert thermometer without damaging the probe.
- 2: Insert thermometer probe
- 3: Wait 20 seconds and record time and temperature.



#### Sandwich method

- 1: Place (sandwich) thermometer between two products
- 2: Wait 20 seconds and record time and temperature.

#### Infrared thermometer



1. Point the infrared thermometer at the product at the correct distance as specified by the manufacturer.
2. Pull trigger and record temperature reading.

**NOTE:** the sandwich method & infrared thermometers only provide a surface temperature reading. If your product fails (i.e. reads too high) with one of these methods, you can verify your reading by taking a destructive sample.







# PEST CONTROL LOG

Location: \_\_\_\_\_

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Enter location of evidence in day. Add detail/follow-up below or on reverse.

# Temperature Log

Actual temperatures (i.e. 55° as opposed to a checkmark) should be recorded.

Dry Storage should be 50°-70° F  
Refrigerators should be 33°-41° F  
Freezers should be at or below 0°F

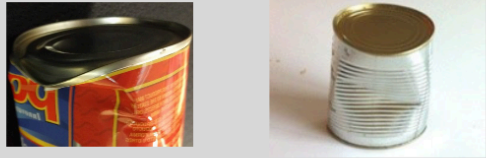

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# GUIDELINES FOR EVALUATING CANNED FOOD

*When in doubt, throw it out!*



<p><b>SEVERE DENTS ON SIDE SEAM, NEAR RIM, OR THAT PREVENT STACKING</b></p>	
<p><b>SIDE SEAM INCOMPLETE, BLOWN OUT, OR MISWELDED</b></p>	
<p><b>BULGING OR PUFFED ENDS</b></p>	
<p><b>PITS OR PINHOLES</b></p>	
<p><b>LEAKS</b></p>	
<p><b>MISSING OR ILLEGIBLE LABELS</b></p>	
<p><b>PITTED RUST</b></p>	

Store canned foods and other shelf-stable products in a cool, dry place. Never put them above the stove, under the sink, in a damp garage or basement, or any place exposed to high or low temperature extremes. For best quality, store **high-acid foods**, such as tomatoes and other fruit, up to **18 months**. **Low-acid foods**, such as meat and vegetables, can be kept **2 to 5 years**. If cans are in good condition (no dents, swelling, or rust) and have been stored in a cool, clean, dry place they are safe indefinitely.

While extremely rare, a toxin produced by *Clostridium botulinum* is the worst danger in canned foods. **NEVER USE** food from containers that show signs of botulism: leaking, bulging, rusting, or badly dented cans; cracked jars; jars with loose or bulging lids; canned food with a foul odor; or any container that spurts liquid when opening. **DO NOT TASTE THIS FOOD!** Even the tiniest amount of *botulinum* toxin can be deadly. (*USDA Food Safety Inspection Service*)

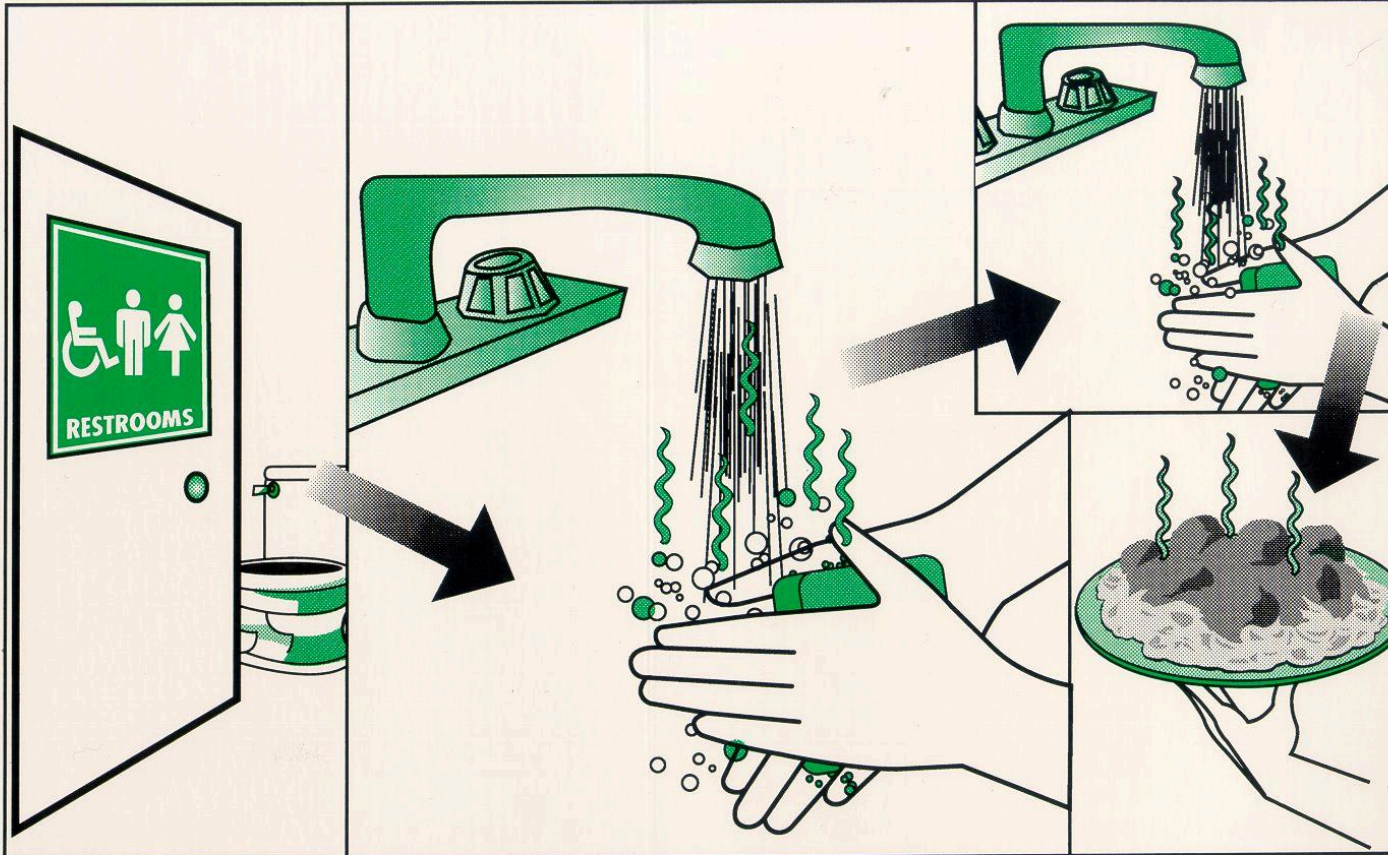
請洗手

Wash your hands

手を洗いましょう

Laver vos mains

Πλύνετε τα χέρια σας



Lavate le mani

손을 씻으십시오

ORS 624.080(2) No person who is affected with a communicable disease described in Chapter 333 or is a carrier of such a disease shall work in any restaurant, bed and breakfast facility or temporary restaurant. No restaurant, bed and breakfast facility or temporary restaurant shall employ any such person or any person suspected of being affected with any communicable disease or of being a carrier or such disease. If the restaurant, bed and breakfast facility or temporary restaurant manager suspects that an employer has contracted any disease in a communicable form or has become a carrier of such a disease, the manager shall notify the Director of Human Services immediately. A placard containing this subsection shall be posted in all toilet rooms.

**DHS**  
Oregon Department  
Of Human Services

DHS 3410 Revision 9/2003

Xin rửa tay

Lávese las manos

Помойте руки

# Fresh Alliance Products

Food items must be distributed and used within a specific number of days from their “sell by, best by, enjoy by” dates, as follows.\*

*\*Always inspect food for spoilage before consuming.*



## COOLER PRODUCTS

### DAIRY

Milk	7 days
Yogurt/Kefir	14 days
Buttermilk	14 days
Cottage Cheese	7 days
Half and Half	4 days
Egg Nog	5 days
Soy Milk (in cooler)	7 days
Whipping Cream	10 days

### CHEESE

Hard Cheese, whole or shredded	Inspect
Cream Cheese, plain or flavored	4 days
Ricotta	7 days
Velveeta or Cheese Whiz	21 days
String Cheese	Inspect
Soft cheese, whole or shredded	Inspect

### OTHERS

Pudding, Rice	2 days
Pudding, Custards	7 days
Dips Refrigerated	3 days
Egg Beaters or Egg Mixes	7 days
Hash Browns, not frozen	7 days
Juice	8 days
Lunchable or Deli Packs	3 days
Coffee Drinks	7 days
Cookie/Bread/Pizza Dough	7 days
Butter	14 days
Margarine	30 days
Eggs	28 days

Products in these categories are not recommended for freezing unless noted. Frozen product will lose some taste and texture after freezing.



# Fresh Alliance Products

Food items must be distributed and used within a specific number of days from their “sell by, best by, enjoy by” dates, as follows.\*

*\*Always inspect food for spoilage before consuming.*



## MEAT, DELI, & PRODUCE

### SERVICE AND HANGING DELI FROZEN

**Please note you should work with your store to freeze at store level**

Ready-to-Eat Meals, Meat	90 days (keep frozen)
Ready-to-Eat Sides, Starches	90 days (keep frozen)
Ready-to-Eat Combo Meals	90 days (keep frozen)
Commercially Packaged Soups	90 frozen; 5 days unfrozen
Lunch Meats	90 days (keep frozen)
Breakfast Meats	90 days (keep frozen)
Butcher Meats from Meat Case	90 days (keep frozen)
Frozen Foods	90 days (keep frozen)

### SERVICE AND HANGING DELI COOLER

Pesto/Sauces	3 days
Pasta, Fresh	2 days
Salsa, Fresh	2 days
Guacamole	3 days
Hummus (Commercial, pasteurized, with preservatives)	30 days
Hummus (Traditional, not pasteurized, no preservatives)	7 days
Olives Fresh or Marinated	12 days
Tofu, Tempeh	7 days
Tortillas Fresh	Inspect
Sandwiches/Grab and Go Foods	3 days

### PRODUCE

Bagged Salad and Spinach	Inspect
Salad Kits with Protein or Dressing	1 day
Produce Trays no dip	Inspect
Produce trays with dip	3 days
Loose Produce	Inspect
Sprouts	Discard
Fresh Herbs	Inspect
Tube Herbs in paste	7 days



**Meat must be frozen on or before use by freeze by date!**

**Meat will be distributed and used within the 90-day period set from the freeze by date.**

# Measuring Product Temperature for Retail Donations

OFB Fresh Alliance Program Step by Step Guide - updated October 2023

Temperature controlled for safety (TCS) food donation requirements: Measure and record a sample temperature of one frozen and one refrigerated product at donation pick-up and agency delivery. You will need to take additional representative measurements for product stored by the donor in every cooler.

Tools: Thermometer (probe or IR); Fresh Alliance Temp Log; pen; donation food

## Donation Collection

Frozen Product – Receive frozen solid at or below 32°F	
Probe or Stem Thermometer	Infrared (IR) Thermometer
Take one sample temperature <ol style="list-style-type: none"> <li>1. Sandwich thermometer between two pieces of meat</li> <li>2. Get probe as close to the product as possible.</li> </ol>	Select a frozen item that has very thin and transparent packaging covering tightly over the product. Meat is often a good choice.
Allow the thermometer time to reach product temp. (It can take up to one minute for an accurate reading)	Aim the IR thermometer at the product, holding them 2-6 inches apart. Readings are accurate within the first few seconds.
Record sample temperature on FA temp log	If the reading is in range, record on the FA temp log. If the reading is out of range, choose an item with thick packaging that touches the product, and is not reflective.
For frozen product out of spec (above 32°F) after repeat testing: <ul style="list-style-type: none"> <li>- If the item was previously held below 41°F, verify the sell by date is today or in the future. Otherwise, the product will need to be discarded.</li> <li>- If the item is intended to always be stored frozen, it has been mishandled. Set aside for destruction. Evaluate the condition and temperature of all other items for donation.</li> </ul>	



*Tip: you can use the sandwich method for refrigerated product also!*



## Cooler or Refrigerated Product – Receive between 32 - 41°F



### Destructive sample (Probe)

1. Choose a product soft enough to insert thermometer without damaging the probe, look *(previously damaged product are great for this)*
2. Insert thermometer probe
3. Wait 20 seconds
4. Record temperature on log.
5. Measure and record temp again after unloading products at destination.

### Fold over method

- (Probe) 1. Place thermometer against the center of bagged product and fold around the probe.
2. Wait 20 seconds
3. Record temperature on log
4. Measure and record temp again after unloading products at destination.

Note: Sandwich method an option, packaging dependent.

### Surface Temp (IR)

1. Choose a product with packaging that is a good match for IR temping (see IR User Guide for details).
2. Aim IR laser at product, 2- 6" away from surface.
3. Re-temp at another place on package if out of spec.
4. Record temperature on log.
5. Measure and record temp again after unloading products at destination.

## Additional tips for taking temperatures

- Before entering, read the external temperature gage of the cooler or freezer.
  - If the temp is above 38° or 10° respectively, the door may have been open recently, which could affect product temps.

## Rejecting product at the store

- Do not accept product outside of safe temperature range 32° F – 41° F
- Reject all cooler product above 41°F
- Leave all frozen product between 32° F and 40° F to continue freezing.
- If product is continually out of temperature upon pick-up, contact the Oregon Food Bank Food Fresh Alliance team by email: [FreshAlliance@OregonFoodBank.org](mailto:FreshAlliance@OregonFoodBank.org)

- Leave rejected product donation slip at store (copies in the FA manual).
- Occasionally, rejecting product at some donors may be seen as unwelcome behavior. Please send us an email about these relationship challenges ([FreshAlliance@OregonFoodBank.org](mailto:FreshAlliance@OregonFoodBank.org)).

## Transportation

Use either active (refrigerated truck) or passive (freezer blanket, coolers, etc.) refrigeration when transporting food from donor to delivery point.

- Keep transport time to 30 mins or less

Tip - the colder it is

○ Product under passive refrigeration climbs 4° - 8° per hour on average.

when you pick it up, the colder it will be when it gets to your agency

- Product must be received at your facility within safe temperature ranges.
- Frozen product should be frozen solid - at or below 32°F
- Cooler products must remain at or below 41°F at all times

## Receiving product at your agency

1. Prioritize adding products to the cooler and freezer (quickly and safely).
2. Measure the temperature of representative products using the same methods as when the donation was collected (shown above).
3. Discard any product not frozen solid - at or below 32°F.
  - a. Exception: meat on or before the sell by date can be accepted for donation within refrigerated temperature guidelines, and provided it was segregated during transport to prevent cross contamination.
4. Discard any cooler product above 41° F.
5. Verify all thermometers used for product temping have their calibration checked weekly. Keep a record of this.

**Find FA temp and calibration logs and other related resources on our webpage:**

[https://ofbportals.oregonfoodbank.org/home/partner\\_support/partner\\_support/fresh\\_alli](https://ofbportals.oregonfoodbank.org/home/partner_support/partner_support/fresh_alli)

[ance](#) Revision Date 10/5/2023

# IR Thermometer User Guide

## Tools Needed

- Infrared Thermometer
- Digital thermometer log or paper log and pen
- Probe thermometer



## Basic Steps

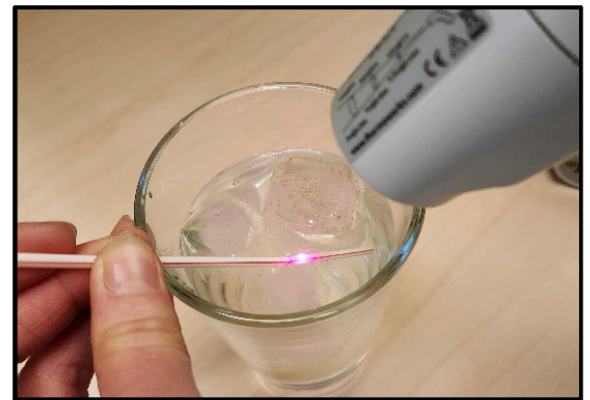
1. Turn on and verify working (if battery indicating low, change battery).
2. Hold IR thermometer close to the cold item (2" – 6" away).
3. Aim at a thick part of the food item, pull trigger, and hold for 5 – 8 seconds.
4. Read the temp (threshold for Cooler/Freezer)
  - a. If under 41°F/32°F, record on log.
  - b. If over 41°F/32°F, check 2 more items within the same bin/cooler area or use a probe thermometer to verify.
5. Reject the donation when >5 items measure over 41°F/32°F because the food is unsafe to eat.
6. Repeat IR temping of food item back at agency, and record.

## Verify calibration by measuring ice water weekly

Get an accurate temp by aiming at a straw or similar object just under the surface of the ice water.

**Calibrated = 32°F ± 2°F**

Replace out of calibration IR thermometers.



## Food Safety Considerations

Verify Calibration Weekly

Signs of Danger Zone:

>41°F or

Soft frozen food

Next steps: Recheck multiple items, or use stem thermometer.

## Tips

- Precision will vary by instrument, generally readings will be plus or minus 2°F (Ice water can be 30°F - 34°F ).
- Never hold the item you are measuring with your warm hand
- Highly reflective surfaces (foil) and cardboard wrappers will give bad numbers. Instead temp on bottom of yogurt cup.
- Good surfaces: bottom of yogurt cup, food in clear plastic bags, eggs, milk carton, or frozen meat wrapped in clear plastic.
- When in doubt, double check with a probe thermometer; cold conditions only slow food spoilage if kept cold enough.

## Science behind IR: Emissivity and Infrared

Temperature is a measure of heat energy of an object. That energy is given off as infrared radiation (IR), similar to light energy. An IR thermometer measures IR waves that are emitted (emissivity) and convert it to the Fahrenheit scale. Some surfaces reflect more IR than they emit, which cannot be accounted for with our instrument. If we avoid taking IR temps from very reflective surfaces, and less dense packaging like cardboard, our measurements will be reproducible and accurate.

# Time/Temperature Control for Safety (TCS) Foods

Also known as Potentially Hazardous Foods, or PHFs



StateFoodSafety  
Food Safety Training & Certification™

## TO GROW, BACTERIA NEED:



FOOD



WARMTH



MOISTURE

## TO STOP BACTERIA FROM GROWING:



- Control food temperature
- Control the amount of time food spends in the Temperature Danger Zone (41°F-135°F)