

Auburn Interfaith Food Closet



Operations Handbook

Version 7

January, 2011

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Auburn Interfaith Food Closet Overview

Eighteen churches have banded together to operate the Auburn Interfaith Food Closet. The Food Closet is a demonstration of the belief that we have a moral and spiritual obligation to aid residents of our community who are hungry and in need. By providing supplemental meals to these clients, we enhance their well-being.

The Board of Directors representing the member churches governs the Auburn Interfaith Food Closet. Each church through the pastor or church council appoints two church members to serve on the Board. Individuals appointed to the Board serve a two year term, but it is up to the churches as to whether or not they are designated by the church to serve another term beyond the two years.

The Board of Directors is responsible for policy development, oversight of operations and fundraising. Much of the work of the Board is done at the monthly Board meetings and through the work of committees.

Officers (President, Vice President, Recording and Corresponding Secretaries and Treasurer) are elected annually and serve a one year term.

Client Coverage

The Food Closet serves individuals and families living in communities from Loomis to Alta, including Foresthill and Baxter. To prove eligibility, clients need to have some form of photo I.D. with their address. Clients are allowed to visit the Food Closet once every 30 days. At this visit, each client is provided with approximately three days of food.

Hours of Operation & Contact Information

The Food Closet is open Monday through Friday weekly and on the last Saturday of the month. The hours are from 10 am to 2 pm. The Food Closet is closed on the following holidays: New Year's Day, Martin Luther King's birthday, President's Day, Memorial Day, Fourth of July, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day and Friday and Christmas Eve and Christmas Day.

The Team Leader is asked to be at the Food Closet by 9:00 a.m. Volunteers are asked to arrive at 9:30 a.m. to help set up for the day's activities.

Address: 2985 Richardson Drive, Auburn, CA 95603 and P.O. Box 132, Auburn 95604.

Telephone: 530-885-1921

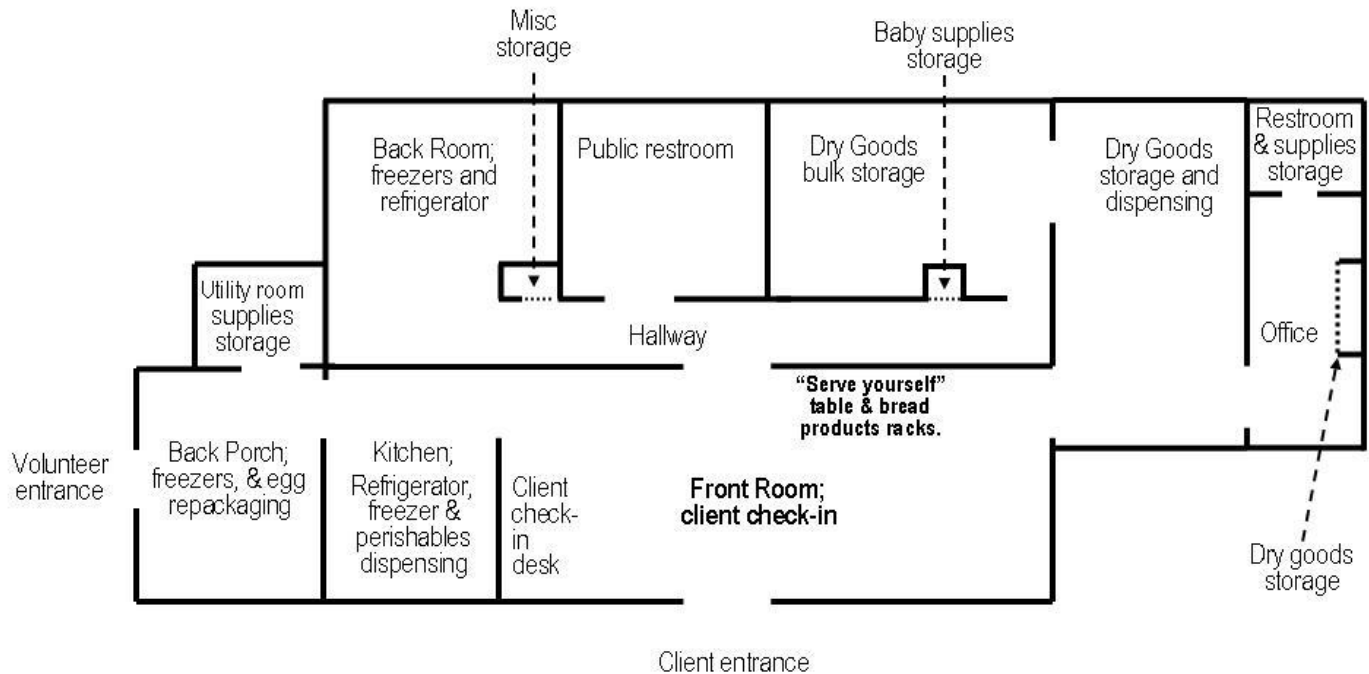
Web: www.auburninterfaith@sbcglobal.net

Contact Names

Names	Telephone #
Board President, Sandy B.	
Food Closet Facilities Manager, Bob S.	
Food Closet Operations Manager, Carol M.	
Placer County Building Maintenance, Dennis Forney	530-886-4966
Placer County Property Management (the landlord)	530-886-4900
Placer County Sheriff	911

The Sheriff's office has advised us that if we have an unruly client to dial '911' and explain the situation. They will respond. Be sure to give them the address; 2895 Richards Drive, Auburn, CA 95603, Telephone # 530-885-1921. Let the Sheriff's officers who arrive determine how best to deal with the client.

Building Layout



VOLUNTEER POSITIONS

TEAM LEADER

There is a specific individual identified as the “team leader” for each day of the week. These are experienced persons who ensure that tasks are successfully accomplished, new volunteers are trained, and that there are enough volunteers to staff the work crew. If a volunteer has scheduled him/her self to work but subsequently determines that this isn’t possible, the team leader should be contacted.

General Instructions for Team Leaders

Before you open

- Check mail box at curb for mail. If there are checks in the mail, put them in the cash box in the office. The key is in the bathroom closet. Bills are put in the “receipts” basket. If there is mail for a specific person, e.g. a daily team leader, put it in the person’s folder in the bookcase near the reception desk. Junk mail e.g. advertisements go in the trash and the remainder can be put on the desk in the office.

- Check for phone messages. Return any calls you can or refer them to the appropriate person e.g. President, Facilities Manager, Treasurer, Operations Manager. Make sure our recorded phone greeting is still on. Delete phone messages once you have handled them or transferred them to the appropriate person.
- Read **Team Leaders** notes on a clipboard on the desk for any important information.
- Walk thru building to get idea of general status. The following things should be done by team leaders or volunteers before opening:
 1. Make sure sign in sheets for today are on a clipboard at the desk.
 2. Check stock levels in the kitchen. Restock as needed. Make sure milk and eggs with the closest expiration dates are in the front of the refrigerator.
 3. Stock bread in the kitchen. Use the oldest bread first.
 4. Put out any "free bakery items" out on the racks in the main room. These may be bagels, baked goods on paper trays, donuts, and excess bread. Use the oldest first. Similar items will be delivered today. Items that need wrapping can be put on the racks or frozen for future use after wrapping.
 5. The newer items can be put on the racks or frozen for future use.
 6. Check to make sure the shelves on the grocery side are filled and ready for the day.
 7. Review EFAP status and AIFC guideline; if different than normal, discuss with volunteers.
 8. Conduct opening prayer with volunteers. Brief volunteers on things they should know.

During the Day

- Make sure all gleaned foods brought into the food closet are taken care of. Food requiring refrigeration or freezing must be put in the refrigerator or freezer with goal being within 30 minutes of time of pickup from the store. This can mean sorting and cleaning donated eggs. Rotating dairy products so items with closest expiration date are in front. Donated bread should be put in plastic bags, sealed and frozen if it is not needed today. Make sure to put a post-it note with today's date on the freezer near shelf where you have put the items. This will help us rotate items using the "first in first out principle."
- Contact Forms Coordinator for low inventory of forms we use at the desk; e.g., sign in sheets, team leaders, donation record sheet on the printer/copier. Check the file drawer for forms.

At Closing Time

- Make sure window sign is turned to CLOSED. Close all blinds throughout the house.
- Make sure both kitchen and grocery rooms are restocked for the next day.

- Sweep the floors in the kitchen, main room, grocery area and other rooms as needed. . Do not use any water based product on hardwood floor. If floor cleaner needed, use hardwood floor cleaner.
- Check bathrooms to make sure everything is okay. Replacement toilet paper and paper towels are in the closet in the volunteer bathroom.
- Empty trash from all rooms including near reception desk, and in the office and the bathrooms as needed.
- Wash kitchen and egg room floor as needed.
- Do the statistics on the top of page 1 of the sign-in sheet. Put daily sign-in sheets in Frank Sweeney's folder and EFAP sheets in Matt Randazzo's folder. Make sure each has information at top of form completed to identify organization and date. Make sure totals are done for each one. Ensure that the EFAP form has totaled the number of yes and nos as well.
- Write your entry on DAILY NOTES form.
- Put up all collapsed cardboard in dumpster.
- Take back all empty racks and crates to appropriate stores.

Specific Day Duties of Team Leaders

Before You Open:

- Monday & Wednesday & Thursday: Pick up gleaning from Flour Garden.
- Tuesday:
- Wednesday: Pick up produce order from Grocery Outlet. (Can be done during the day.) Label the produce bags with date of delivery.
- Monday: Inventory milk and eggs on hand. Calculate orders for week and call dairy distributor by 9AM.
- Wednesday & Friday: Check egg and milk status to make sure delivery has been made. Sign and date the dairy slip left by delivery person and put in white basket under copier in office.
- Friday: When the delivery comes in from Grocery Outlet, check the items against the cash register receipt. Our drivers will tell you if something ordered is not in the shipment. Note any differences in quantities or items received on the check in sheet. If there is a difference call Grocery Outlet (885-0250) and talk to John or Nancy to see when the item(s) will be available. Leave note for team leader(s) if they will need to pick up items that are available on another day. After checking delivery, sign and date the cash register receipt and put in white receipt basket under copier in the office. Leave check in slip on Grocery Outlet order clipboard in the office so Thursday team leader will know status. Label the meat, margarine, and produce bags/boxes with date of delivery.

During The Day

- On the first Monday of the month, check all baby food, baby cereal and formula in the hall closet for expired expiration dates. With a black marker, put the expiration date on the top of the container. If an item will expire this month, put it on the free table in the main room so we can use it will be used this month. Discard any baby food past its expiration date. After finishing the inventory, sign and date the inventory record sheet that is on the inside left door. Check the client bulletin board to see if items are outdated, or need additional copies (e.g., Gathering Inn).
- Monday & Wednesday: Inventory apple, carrots, potatoes and onions; determine how much of each we will need for Wednesday and Friday pickup. Call Grocery Outlet with order before 11 AM.
- Tuesday: Advise driver going to Placer Co. Food Bank those foods from the day's offering that we want. Do Placer Food Bank order for the next week.
- Thursday: Inventory canned, dry goods, potatoes and onions that we buy from Grocery Outlet. This includes what we have in Food Closet and in our storage unit(s). Develop weekly order. Call in order before 11 AM. Also before 11 AM compare dairy on hand with amount to be delivered on Friday. If you feel dairy order should be changed called Francis Distributing to make changes.
- Friday: If shortages in Grocery Outlet order, determine if items need to be purchased before they can be received from Grocery Outlet. If so, procure the items needed.

At Closing Time

- Friday: Take trash cans out to the curb for pickup on Monday morning.

DAILY CREW OVERVIEW

The typical work crew consists of eight volunteer workers plus the volunteer Team Leader. The Team Leader fills one of the job assignments.

Team Leader: Arrives approximately 60 minutes before the scheduled opening time. Reads notes left by previous shift's team leader and reacts accordingly. Picks up phone messages and deals with issues. Puts out bakery products in the kitchen and on the 'serve yourself' table to give them time to thaw. Reviews overall status of restocking so that arriving volunteers can be given restocking guidance. Oversees operations during the shift; may rebalance workload, answer questions, give directions, & solve problems. Completes team leader's note to notify next day's volunteers of anything of importance. May work one of the positions described below. Make sure that end-of-day activities are completed.

Receptionist (Two workers): Sit at the front desk. Check in clients, verify eligibility including EFAP requirements, and ensure that the proper paperwork is completed. Help new clients fill out client cards, inform them of the 30-day limit, ask about special needs, and explain “free items” on racks and tables in the front room. Inform the distribution workers of the size and composition of the family so they know what type of product and appropriate quantities to dispense. Update client’s computer record. Answer the phone and comply census data at the end of the shift. Add in new client records in computer database. Prepare sign in sheets for next day. See page 9 for receptionist’s procedures.

Dry goods distribution (Two workers): Issue the appropriate amount of canned and boxed goods, potatoes, and onions based on either AIFC or EFAP guidelines. Prepare the pre-loaded EFAP bags to meet the day’s needs and an additional 20 bags for the next day. On a time permitting basis, repackage selected bulk dry goods into distribution-sized quantities. See page 14 for repackaging procedures. Before the end of daily operation, restock the dry goods where needed.

Refrigerated goods distribution (Two workers): Issue the appropriate amount of milk, bread and bakery products, eggs, butter, meat, and carrots on either AIFC or EFAP guidelines. Also issue any “extra” items such as juices, beverages, and fresh donated produce. On a time permitting basis, repackage selected bulk refrigerated goods into distribution-sized quantities. Serve as quality control for donated produce; inspect to ensure usability and discard spoiled and/or defective fruits and vegetables. Before the end of daily operation, restocks the refrigerated goods where needed.

Everybody helps with cleaning, garbage removal, and other similar tasks. A daily cleaning schedule is posted in the kitchen.

PROCEDURES FOR VOLUNTEER ASSIGNMENTS

Distribution of Food

The amount of food given to each client is intended to provide three days of well-balanced nourishment. These guidelines should be evaluated whenever there are changes in the USDA Food Pyramid.

In September, 2008, the Food Closet implemented USDA’s Emergency Food Assistance Program (EFAP). This program is managed in Placer County by the Placer County Food Bank. EFAP food is delivered once a month. For those households that meet the EFAP income guidelines, they receive a 3-day food supply consisting of EFAP items and food provided by the Food Closet. If a household is ineligible for EFAP they will still receive a 3-day food supply using the AIFC guidelines. The guidelines, both AIFC and EFAP, are prominently displayed on charts in the Dry Goods Distribution room and in the Kitchen.



Procedure for Approval of Invoices

1. The volunteer who receives goods or services on the Food Closet's behalf needs to sign the invoice or receipt to verify acceptance of the goods or services.
2. When the goods or services are brought to the Food Closet, the invoice or receipt must then be signed by an elected officer of the Board, the operations manager, or a daily team leader for approval of payment. No person may approve their own expenditure.
3. Following approval the signed invoice or receipt will be placed in the designated plastic bin in the Food Closet office.
4. The Treasurer or Assistant Treasurer will match the invoices to the signed receipts and pay only those invoices that have been approved.
5. The Treasurer or Assistant Treasurer is authorized to pay recurring expenses such as rent, utilities, telephone, and the Post Office Box without secondary approval.

Procedure for Handling Monetary Donations Received During Open Hours

Team Leader or President

If the cash donation is \$25 or more, make out a deposit slip and take to the bank to deposit that day, if possible. Deposit slips are located in the locked file cabinet in the office bathroom, 3rd drawer.

1. Deposit slips are printed in triplicate, and are located in the book labeled "Deposit Tickets," which is in the black binder front pocket. Remove one of the deposit slips and use a firm hand when writing it out. These slips are not numbered so if you make a mistake just shred it.
2. Enter cash under "currency" and total in TWO places, under TOTAL and GRAND TOTAL. Also list number of items bills) in TOTAL ITEMS.
3. Make two printer copies of the cash * and the envelope in which you found the cash" the WHITE copy goes with the cash to the bank, the YELLOW and PINK copies are attached separately to the printer copies. The bank deposit receipt will be attached to the PINK copy. Leave the Pink and Yellow copies with the bank deposit receipt in the Treasurer's folder behind the front desk so that the proper entry can be made in the ledge by the Treasurer.

*If there are more than 5 pieces of paper money, note on the outside of an envelope the following: (sample)

$$\begin{array}{r} \$20 - 5 = \$100 \\ 10 - 2 = 20 \\ 5 - 4 = 20 \\ 1 - 6 = 6 \\ \hline \$146 \end{array}$$

counted by _____

verified by _____

Make 2 copies of the envelope and proceed as in #3 above.

Front Desk Procedures (Receptionist)

1. Place the chairs away from the desk with the exception of one directly in front of the desk.
2. Greet people as they come in the door. Have them take a number and be seated. Invite clients to the desk chair one family at a time.
3. Ask for their names and if they have ever been in before. If they have not come before, give them a form to fill out and take the next family while they are doing this. If they have come before, find their information on the computer and review the data with them to be sure it is still correct. Pay special attention to the listing of family members, address and city (to see if they are eligible). If they are out of service area, provide them with the list of food closets in their area.
4. Be sure the waiver on the card is signed and at least 30 days have elapsed since their last visit. If they are within a couple of days of the 30-day requirement, team leaders should use their discretion. On the next available line at the bottom of the card, list the date, number of persons, and total number of meals given. To obtain the number of meals, multiply the number of persons by 9. Determine if there are any special needs (e.g., no cooking facilities or person in family is diabetic). Mark top of card in RED of special needs. Notify kitchen and canned goods person of family size and any special needs.
5. Each new family should receive the page listing resources and any other printed matter made available for giving to clients.
6. Take the time necessary for each family. Any others can wait their turn. Don't be pushed by anyone. Do be aware of indicators of any problem a person has or might cause. Do not hesitate to call 911 if you ever feel you or someone else is in danger. It is not necessary to say anything, just dial the number and put the phone down in a way you haven't hung it up so any interchange can be heard.
7. Persons picking up for another person must present the authorization form each month (using the EFAP authorization form for this). Store the authorization form in the EFAP folder whether or not the person is receiving EFAP.

Front Desk Procedure for Serving the Homeless

Homeless person (HUD's definition): Those individuals living on the streets, in their cars, in emergency shelters, and transitional housing. It does not include those living in overcrowded conditions or *couch surfing* – temporarily staying with relatives or friends.

1. When a homeless person signs in, let them know that we now have a more flexible system for giving them food. If they do not have refrigeration, storage or cook facilities, they now can choose either of two options for food:

A. They can get a 3-day food supply and come back in 30 days for another 3 day supply of food.

OR

B. They can get enough food for 1 day and can come back next week for another bag containing 1 day's food and the third week for their final 1 day food supply for the month. Thus the total they receive in the month is still 3 days worth of food.

2. If they choose the weekly distribution, remember to mark 3 meals provided on the card and also attach a note to the front of the client's record card with today's date and indicate that client has requested one day of food. This note is important so that the individual is not denied food for the two subsequent weeks this month.

3. After the person has checked the food distribution forms for preferences, please mark "**homeless**" and whether they want a **1 day or a 3 day** food supply on each form so that volunteer will follow the appropriate food guide. They may only receive EFAP one time during the month. Homeless clients in transitional housing are usually able to use our regular bags and do not require only non-perishable items.

4. We are attempting to keep track of the number of homeless people visiting the Food Closet. Knowing this will help us apply for grants and food donations. Please ask people who may be homeless if they are. This should be noted on the yellow client card, but not all are properly filled out. Please make a check mark in the column. This will allow us to separate them when the statistics are done. Count them as usual in the daily totals at the top of Page 1.

5. Make sure the homeless are aware of the Gathering Inn. Notice is on the bulletin board.

EFAP Procedures - Quick Look

- Clients are to sign in on the AIFC Summary Sheet
- Receptionist Explains EFAP
- Clients are to look at the **Income Guidelines** displayed on the desk
- Clients tells you if they are income qualified
- Qualified clients should sign and complete the line on the **EFA-7** form-Check for completeness
- Clients may decline EFAP and still get AIFC food
- Ask all clients including EFAP recipients to show their ID
- Out of Area Clients may receive EFAP food, but advise them of a site in their own area
- Homeless Clients- address can be listed as the nearest cross street to where they are sleeping, or "homeless."
- Client Preference Form—for clients receiving EFAP, the EFAP box in the upper right corner must be circled.
- Children 10 and over count as adults.

- Picking Up Food For Someone Else-Each month the alternate must bring a newly completed **Alternate Pick-up Request Form** or a note with:
 - Date and a statement authorizing the pickup of EFAP food by Alternate
 - The alternate's name
 - A statement that the recipient is income eligible
 - The recipient's signature, address, and household size
 - The person picking up the food must sign the AIFC sign in sheet and the **EFA-7 form** listing the recipients' name, followed by the word "by" then sign their own name.
 - Potential recipients without a form or a note, can receive AIFC food only if they qualify in their own right.
 - Store all authorization slips for another person picking up food in the EFAP folder (even if not getting EFAP).

Instructions for Volunteers Bagging Food

1. Find out the number of adults and the number and ages of children in the family. You should know the number of adults and the number of children making up the total. (Children age 10 and above count as adults).
2. Follow the chart on the wall to choose items which fit the categories. We want to be sure there are 9 adequate meals provided but not much more. Children eat less so portions provided can be smaller.
3. Add extras as indicated on the chart. This includes candy, snacks, something from the top shelf where odd items are placed, toothbrush, toothpaste, toilet paper, other personal items etc. as available.
4. If there is a baby in the family, provide items from the closet in the hallway where baby items are kept.
5. Take the bag to the client designated to receive it. If the person(s) needs help in getting it to their vehicle, volunteer to help them or be sure another volunteer will help. Grocery carts should be accompanied by a volunteer as we have lost a couple that never came back.

Perishable Items

If bagging the perishable items, generally follow the above guide but the extras will be different depending on what has been delivered. Some days you will have more than others. Since it is perishable, it needs to be given out. However some things can be held more days than others. Consult with whoever is the team leader as to what needs to be distributed that day.

Procedure for Receiving and Storing Food

Food products arrive at the Closet by two methods.

- The majority of the deliveries are by the volunteer drivers who pick up the products at various stores and bring them to the Closet.
- Occasionally, community members will bring items to the Closet. These can include garden produce, fruit, grocery bags, empty egg cartons, and similar items. The daily crew accepts these donations, gives the contributor a receipt, and stores the goods in an appropriate location.
- Produce donations from the community must be received by a volunteer and the donor must enter their information on the log form in the kitchen. Unlogged donations (produce left on the porch cannot be utilized per Placer County Environmental Health.

The drivers stack the products wherever there is room. The daily crew puts the material into storage when time permits.

Guidelines for Free Table

Items that are placed on the free table should meet the following criteria:

- not something we give out
- not a food item (e.g., books, magazines)
- not an item that is or could be provided as an "extra"
- not an item that is provided to "homeless" (e.g., sample hygiene items)
- canned food that does not have a label
- food that only small segment of population would eat (like ethnic, exotic, or specialty foods (e.g., caviar, coconut milk, rice or soy milk)
- baby food that is within a month of its expiration date (but has not expired)
- fresh food that is oversize (e.g., large squash that only certain families would eat)
- fresh food that would spoil if not given out

Birthday Bags

If a client has a child under 10 years who is having a birthday, birthday bags are available in the office.

FOOD SAFETY

Procedure for Receiving Donated Produce

We have been notified by the County Environmental Health Division that we CAN NOT accept donations of fruits and vegetables from home gardens.

California Food Code Article 4, Section 114035 states that we can only accept such food from farms that are certified by the County Agricultural Commission.

Any volunteer who accepts donated produce at AIFC must complete these steps in order for us to distribute the donated food.

1. Complete “**Donated Produce Log**” which is on a clipboard in the kitchen area.
2. Give the donor an acknowledgement receipt if they want one. These forms are at the front desk.
3. Inspect the donated produce. Discard any item that has:
 - *evidence of pests (example – worms, holes)
 - *soft spots
 - *mold
 - *split or torn flesh/skin
4. Volunteer accepting donated produce must sign on the donation form that they received it.

Food Protection

Baked goods, produce, and any other food that could be eaten by rodents are to be protected at the end of each day. **FOOD SHOULD NEVER BE STORED ON THE FLOOR.**

- Place in positions well above the floor such as on tables or on shelves: onions, potatoes, and similar produce.
- Place in covered plastic containers that are robust enough to thwart night visitors: baked goods, snacks, oatmeal, rice, and similar goods.
- Remove any bread or pastry items on the free table and restore or discard depending on status.

Perishable Foods Repackaging

- Bread in paper bags should be placed in plastic bags and sealed before putting in freezer.
- Carrots are purchased in bulk and are repacked into distribution sized plastic bags as needed.
- Cucumbers, peaches, lemons, tomatoes, and other similar vegetables are sometimes donated in bulk and are to be repacked into distribution sized plastic bags as needed.
- All eggs, purchased and donated, are checked and repackaged according to the procedure.

Instructions for Repackaging Bulk Dry Food Products

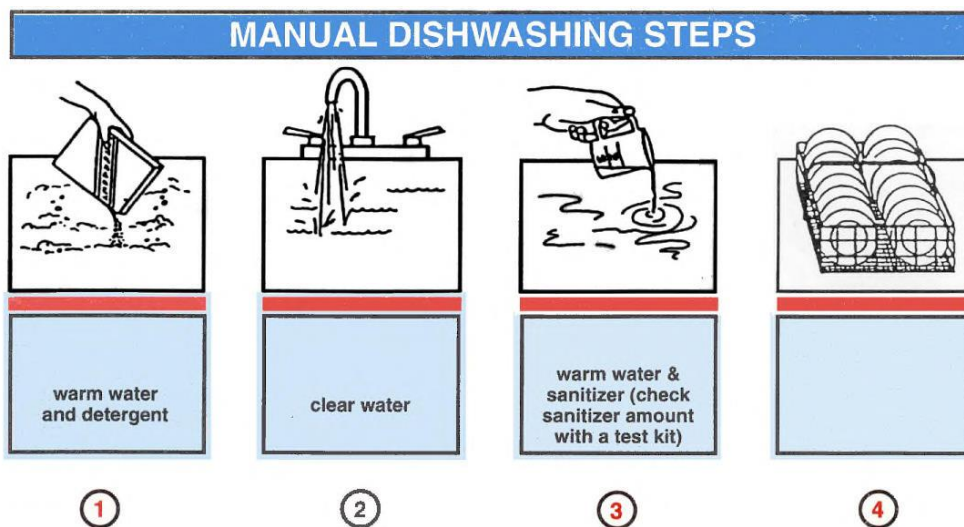
The following are guidelines provided by the Environmental Health Division, Placer County Health and Services for repackaging any food. These guidelines are current as of July 2009.

Sanitizing

This procedure must be followed whenever dry foods are repackaged.

1. Sanitized dispensing equipment and work table according to the procedure for manual dish washing (see below). Washing trays, instructions, bleach, and test strips are in the kitchen cabinet.
2. Open a sack of dried food such as oatmeal, rice, dry beans, etc in the dispensing area.
3. Wash hands in soap and warm water in the kitchen sink. Dry with a clean paper towel. WEAR GLOVES.
4. Using sanitized and dry dispensing equipment, place approximately 3 cups of dried food in a clear plastic bag.
5. Tie bag and store in a clean plastic tub until needed. Repeat step 4 as required.
6. If the bag of bulk food is not emptied, close it securely and tape as needed to maintain closure. Store bag in a clean tub or at least six inches off the floor.

Chlorine test strips may be ordered from: indigo.com/test-strips/chlorine-test/chlorine-test-strips.html .



Labeling

When repackaging foods into smaller units for distribution you must put a label containing the following information on each new package of food.

1. Product name (e.g. oatmeal or instant oatmeal)

2. Brand Name (e.g. brand name....Quaker Oats)

3. Ingredients (listed as on the original package)

This is important so that the person receiving the food can be aware of any potential allergens. An example of a common food allergy is peanuts.

Example:

a. If you are repackaging Quaker rolled oats, the original package label lists whole grain rolled oats as the sole ingredient.

b. If you are repackaging Quaker original instant oatmeal, the ingredients listed on the original package are: whole grain rolled oats, oat bran, oat flour, calcium carbonate, salt, guar gum, caramel color, reduced iron, vitamin A palmitate, niacinamide, pyridoxine hydrochloride, riboflavin, thiamin mononitrate, folic acid.

4. Portion - amount in cups, ounces, lbs. or units (e.g. 3 cups) – The portion size is optional but recommended.

Egg Repackaging Procedure

Note: If gleaned egg cartons do not have a hand written date or "OK" on them, assume they are not sorted and repackaged.

Purpose

To establish a safe process for repackaging donated eggs from cartons that may contain cracked or broken eggs and from bulk cartons. It is important to follow this procedure to ensure that eggs are properly dated so that the oldest eggs are given away first and that eggs are not contaminated.

General

Eggs are given in quantities of 6, 12 and 18 each. Check to see what quantity of each is needed or ask the daily team leader. **WEAR GLOVES.**

Equipment Required

Empty egg cartons (one dozen and 1 ½ dozen size)

Cold water solution

Cold rinse water

Paper towels

Pen or marker

Garbage bags

Procedure

1. Repackage eggs when they are received, if possible. If this is not possible, place donated egg in the refrigerator immediately. Watch for leaking cartons. DO NOT PUT LEAKING CARTONS IN THE REFRIGERATOR. These must be repackaged before refrigerating.

2. If ½ dozen egg cartons are needed, use one-dozen cartons and cut them in half before repackaging as required.

3. Look at the dates on the outside of each carton and work from the oldest dates first, (i.e. January 1, 2006 is older than January 15, 2006).
4. Open one carton at a time. Remove undamaged, uncontaminated eggs and place them in an empty carton.
 - a. If none of the eggs are cracked or broken, they do not need to be repackaged. Mark the end with "OK" and leave the printed date intact.
 - b. If eggs have been contaminated because of broken, adjacent eggs, wash contaminated eggs with water, rinse and dry with a paper towel before repackaging.
5. When the repackaged carton is full; close it, mark out the printed date on the carton and write the date of the oldest egg repackaged on the carton end using a pen or marker.
6. Place broken eggs, contaminated cartons and used paper towels into the garbage bag.
7. Repeat until all eggs have been repackaged.
8. Return packaged eggs to a refrigerator as soon as practical. Stack cartons on the refrigerator shelf with the date visible and with the oldest dates in front.
9. Close the garbage bag and try to expel as much air as possible before sealing the bag. Place the sealed bag in an outside garbage bin.
10. Clean up the work area.

Food Waste Disposal

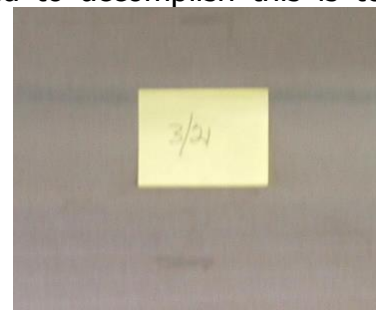
Please put food waste in a plastic garbage bag and tie it before placing in the garbage. The plastic garbage bags are in the janitor closet.

Examples of things that need to be packaged before disposal are: eggs, dairy products and pastries. Canned goods and bread do not need to be packaged.

When in doubt—bag it.

Inventory Control

The key to ensuring that our clients receive healthful food is to rotate the inventory. This means that the items we receive first are distributed first. The method used to accomplish this is to always put the freshest items in the back of the shelf, refrigerator, or freezer and the oldest items in the front so that they are distributed "next". The receipt dates of the items should be written on the carton or case of the product. Where items are stored in the refrigerator or freezer, the receipt date should be written on a sticky note and placed on the outside of the unit in line with the shelf upon which the item is stored. Volunteers pulling items to distribute should also select the oldest.



Expiration Dates

With the exception of infant formula and some baby food, product dating is not required by Federal regulations. There is no "safety date" to help us know when a food is no longer safe.

There are several types of "dates" that are used on food products.

- "Sell-By" date tells the store how long to display the product for sale for retailer inventory control purposes.

- “Best if Used By (or before)” date is recommended for best flavor or quality. It is not a safety date.
- “Use-By” date is the last date recommended for the use of the product while at peak quality. It is not a safety date. The date has been determined by the manufacturer of the product.
- “Closed or coded date” are packing numbers for use by the manufacturer.

Except for “use-by” dates, product dates don’t always refer to optimal storage and use after purchase. Even when the date expires during storage, the product should be safe, wholesome and of good quality if handled properly.

The following sections are guidelines for the safety of food products.

Baby Food Inventory

Inventory should be done on the first Monday of every month.

1. Check each baby food item (jars of food, cans of formula and boxes of cereal) to make sure its expiration date has not been reached. If an expiration date has been reached, discard the food item.
2. Rotate the items so the food with the shortest time before expiring is in the front of the other similar items.
3. Discard any open or leaking food containers.
4. Discard any jars or cans with tops that have broken seals or are swollen.

Other Food Products

Baby formula (powder or liquid) & boxes or jars of baby food	Must be discarded on the ‘use before’ or ‘expiration’ date stamped or printed on the container. Baby food is inventoried monthly to ensure no out-of-date products.
Milk	Generally good for 7 days after “sell-by” date on container.
Eggs	Good for 4-6 weeks <u>after the date of purchase.</u>
Low acid canned foods such as meat, poultry, fish and most vegetables	Safe to keep for 2-5 years if the can remains in good condition and has been stored in a cool, clean, dry place. If can leaks, is bulging or has dried residue from previous leakage, discard.
High acid canned foods such as tomatoes, pineapple, grapefruit	Can be stored on shelf for 12-18 months. If can leaks, is bulging or has dried residue from previous leakage, discard.
Frozen foods	Once perishable foods are frozen, it does not matter if the date expires because food kept frozen continuously is safe beyond recommended storage time. However, if container is open or has been allowed to thaw, use immediately or discard.

OPERATIONAL INFORMATION

Pickup and Delivery Schedules

On a daily basis volunteer drivers pick up purchased or gleaned items for the Food Closet. Milk and eggs are ordered on Mondays and delivered to the Food Closet on Wednesday and Friday. Weekly we purchase dry and canned goods, produce and meats from Grocery Outlet. Every day we go to specific local grocery stores, bakeries and food bank to glean.

Gleaning

Go to the Food Closet and pick up empty boxes. Go to the front of the store and look or ask for a manager to open the back door. Let the manager know that you are from the Auburn Interfaith Food Closet to pick up bakery donations and anything else. Wear your AIFC Volunteer Badge if you have one. At the Food Closet, put any bread that is in an open package or a paper bag in either a long plastic bag or in the vegetable bags. Put bread products in the freezers (use those that are labeled F1 or F2 in the back room or F4 in the room near the kitchen). Place a small paper note with the days date on the outside of the freezer approximately where the shelf would be. Eggs should be refrigerated. If a carton is leaking, either repackage or throw it away. If you cannot drive on your assigned day, please contact another driver on the schedule and see if you can switch.

The White Board

A dry erase white board is mounted on the wall in the kitchen. Shift workers can leave notes on the board for other shifts to alert them about issues. For example, notes have included,

“Five cases of oranges dropped off by contributor; distribute quickly before they spoil”

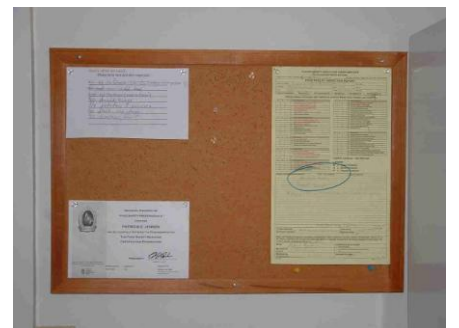
“Three frozen turkeys in kitchen freezer; distribute each to any large family that checks in”

Another dry erase white board is located in the Dry Goods Dispensing area. Instructions for adjusting distribution guidelines depending on the availability of specific foods are found here.



The Bulletin Board

A bulletin board is also mounted on the wall in the kitchen. It has notices posted that are required by law. These include the latest Environmental Health inspection results and the latest Food Safety Manager certification. The Closet is inspected at least annually by the Environmental Health Program of the Placer County Health Department to insure safe food handling and sanitation practices. The Closet is required to have one of its volunteers certified in food safe by the National Registry of Food Safety Professions. The training and testing is in cooperation with the County Health Department. A certification is valid for 5 years from the date of issue. The daily cleaning schedule is posted on the bulletin board.



Cleaning Schedule

- Every day
 - 1) Sweep all floors and the front porch.
 - 2) Damp mop kitchen floor.
 - 3) Wipe counter, clean sink.
 - 4) Wipe refrigerator and freezer doors.
 - 5) Break down boxes.

- Weekly

Monday	Return garbage containers next to side entrance. Dust furniture.
Tuesday	Clean back office restroom.
Wednesday	Clean public restroom; damp mop floor, clean toilet and sink. Defrost freezers as required in kitchen and pantry.
Thursday	Vacuum lobby and pantry floors. Do not wet mop.
Friday	Set out garbage containers next to curb.

Deep Cleaning (Saturday)

These cleanings are done twice a month and complement the daily cleaning. Additionally, the Facilities Manager arranges these cleanings on other dates on an as-needed basis. Any volunteer can be part of the "cleaning team." The following items are cleaned and maintained during this cleaning: windows, wiping out or defrosting freezers if needed, cleaning portable fans, etc. A more specific list of the items to be deep cleaned is on the white board in the kitchen. The Facilities Manager will also periodically make arrangements to clean the refrigerators and freezers coils.

Rodent Sanitation and Control Guidelines

(Source: Placer County Environmental Health Services)

1. Remove and discard all rodent droppings.
2. Clean and sanitize areas with rodent droppings using self-protective gear to prevent spread of potential diseases.
3. Check for new droppings daily.
4. Sanitize all food preparation areas with the proper concentration of sanitizer at the beginning of each day.
5. Discard rodent damaged containers with food and food items(i.e. cups, straws, napkins) or suspected contaminated food and food items due to possible adulteration.
6. All food and food items not stored in containers of metal, glass or hard plastic must be stored in rodent-proof containers (containers with tight fitting lids) once the food or food item container is opened.

7. Obtain the service of a certified pest control operator prior to the next reinspection (see date on inspection report). Proof of inspection by a certified PCO and regular service will be required.
8. Poisons not approved for use in a food facility are prohibited.
9. Seal/cover all holes inside and outside, in walls, floors and ceilings greater than one-quarter inch.
10. Remove/discard all dead or trapped rodents from the facility on a daily basis using proper self-protective equipment.
11. Store all food and food items a minimum of six inches above the floor.
12. All exterior door shall be self-closing/self-latching and have no gaps around the door larger than one-quarter inch.

Cardboard Recycling

Cardboard is flattened during the day as boxes become excess or are in poor condition. At the end of the shift, one of the volunteers puts the material into the cardboard recycling dumpster outside of our building.

Equipment

Circuit Breakers

- Circuit breakers; There are two breaker boxes. One is located inside the utility room and the other is outside of the side door.



Inside the utility room:
Grey box has circuit breakers for all heaters.
Red box is circuit breaker for swamp cooler.



Outside: Circuit breakers for freezers #1 & #2 are located under the PG&E meter.

Freezers

When a freezer is empty, **DO NOT** turn it off. Place containers of water in the empty freezer until it is filled with products.

Heaters

There are two types of heaters in the building: (1) wall heaters and (2) portable heaters. **DO NOT USE ANY WALL HEATER IN THE HOUSE.** They are unreliable or do not work. Portable heaters can be used in any room however the use of too many portable heaters can cause a circuit breaker to turn off.

Swamp coolers

- Upon opening the building
 - If the swamp cooler is needed, turn it on the first thing in the morning so that it can cool down the building before the heat of the day arrives. The switch is located in the Utility Room by the kitchen/back door.
 - Open kitchen and bagging room windows 2-3 inches to draw in cool air there.
 - Use smaller swamp coolers when necessary.
- Upon closing up the building
 - Turn off the swamp cooler.
 - Close any open windows.
 - Leave swamp cooler running when outside temperatures exceed 94 degrees F.

Air Conditioner

The air conditioner located in the back freezer room maintains a constant room temperature of 75 degrees. Only the Facilities Manager is authorized to adjust the settings. **DO NOT** change the setting or turn it off.

First aid and accidents

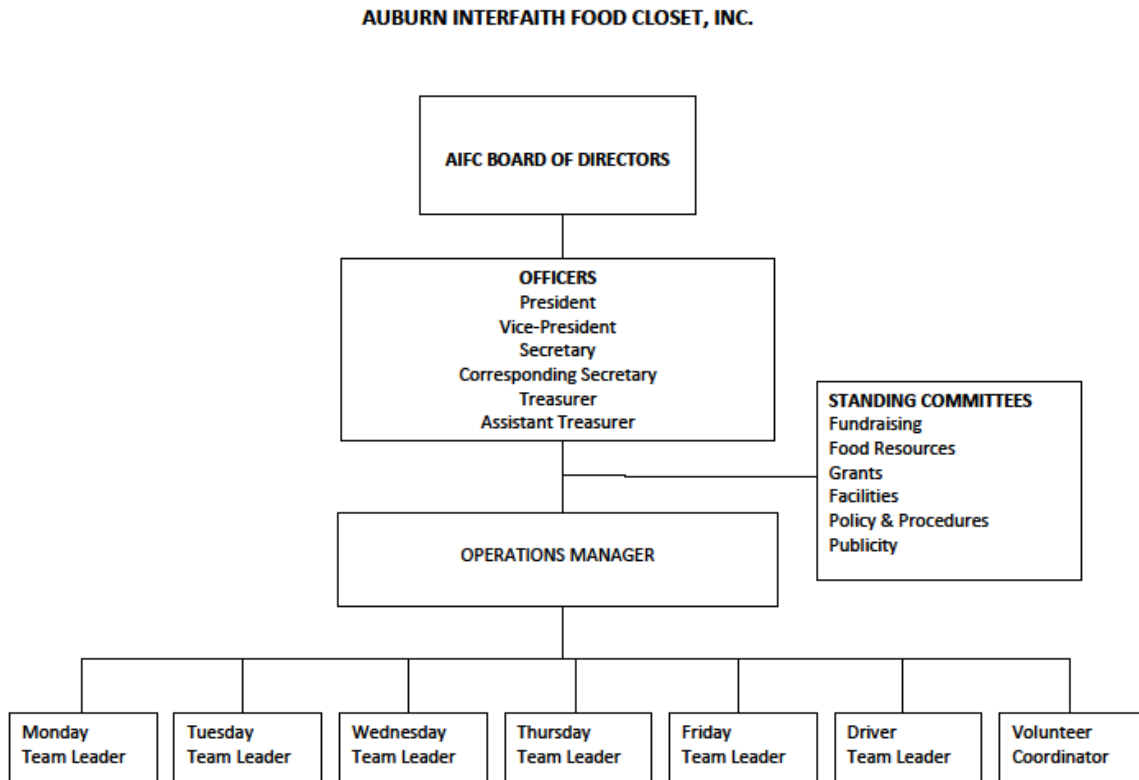
- A first aid kit for minor injuries is kept on a shelf in the office.
- If a client or volunteer is injured, an incident report must be completed. A copy of the incident form and procedure are in the appendix.

Closing the building

- Lock all doors and windows.
- Close all blinds.
- Make sure "closed" sign is displayed in front window.
- Turn off and unplug any portable electric heaters if on.
- Turn off the swamp cooler if on.
- Leave exhaust fan in back room running
- Make sure door to back room is open.
- Turn off all lights.
- Front desk computer is to be left on. Close the Client Database.

APPENDIX

Organization at a Glance



12/29/10

OPERATIONS MANAGER DUTY STATEMENT

The general responsibility of the Operations Manager is to ensure daily operations (procurement, handling and dispersion of food to clients) are done in compliance with policies and procedures written in the AIFC by-laws as well as compliance with regulatory guidelines. The Operations Manager is the liaison between the team leaders (M-F and Driver Supervisor), the buyer, the Volunteer Coordinator and the board of directors. The Operations Manager works closely with the Volunteer Coordinator to ensure that volunteers are placed and utilized.

Specific functions entail:

- Monitors inventories and the procurement of all purchased items.
- Monitors or is knowledgeable of the cost of each purchased item.
- Is knowledgeable of all points of purchase/donation locations and driver pick-up schedules associated with each.
- Coordinates alternatives to deal with inventory/procurement shortages or driver/volunteer availability.

- Coordinates monthly team leader meetings to review issues specific to daily operations.
- Coordinates changes to existing policy resulting from board decisions.
- Maintains the operations handbook so it reflects current policies and procedures.
- Strives to keep communications flowing by using established means of E-mail, chalkboard, supervisors log, telephone, direct contact, etc.

GENERAL DUTIES OF TEAM LEADER - CHECK LIST

Before Opening

- Check mail box
- Take care of any phone messages
- Read DAILY NOTES
- Walk thru building for readiness

During the Day

- Take care of gleaned food
- Make copy of needed during day

At Closing

- CLOSED sign shows
- Restock kitchen and grocery room
- Rotate dairy products
- Sweep all floors
- Check bathrooms
- Empty trash
- Wash kitchen and egg room floors
- Put completed sign-in sheets in appropriate folders
- Write your DAILY NOTE
- Make sure all cardboard is in dumpster
- Take back empty rack and crates to stores

TEAM LEADERS

Day	Name	Phone number
Monday	Patricia J.	
Tuesday	Carol M.	
Wednesday	Frank S.	
Thursday	Fred C.	
Friday	Bonnie D., Carol M., Sandy B. and Beth D.	BD (1/5) CM (3) SB (4), BD (2)
Last Sat of month	The Saturday responsibility is rotated among the churches on the Interfaith Board of Directors. Each supplies the 'team leader' and the work crew.	

VOLUNTEER JOB DESCRIPTION

Welcome to your volunteer position at the Auburn Interfaith Food Closet. Most days are busy and fast paced, but rewarding. The Food Closet is the mission of 18 local churches.

We ask that you come with an attitude of humility and service. Any of us could at some time in our lives need a helping hand. We strive to treat all clients the way we would wish to be treated, without regard to circumstances in life, age, ethnicity, language, gender, or gender preference.

- Volunteers should arrive at the food closet by 9:30. Please check in with the team leader. Plan to stay until ½ hour following the end of the shift, to help clean up, pick up and put away.
- Bring a lunch—you can put food in the kitchen refrigerator. Placer Environmental health requires that drinks and lunches be kept out of the bagging areas.
- Temperatures in the Food Closet can vary and may be cold in the winter and hot in the summer. In the cooler months it may help to dress in layers. Keep in mind that we sometimes get our clothes soiled.
- If you have physical limitations, such as restriction on lifting or standing, let your team leader know. They may be able to give you an assignment that fits your restrictions.
- You are responsible for reading and learning the procedures for your work area. Some are written procedures, some you will learn from your trainer.

FRONT DESK PROCEDURES

- Read and follow the front desk procedures, including EFAP and computer procedures.
- When you arrive for your shift, turn on the computer if needed.
- Clean or straighten the desk and work area if needed. You are responsible for managing the reception room as well.
- Stock forms you will need for the day.
- If sign in sheets are not on clipboards, and dated, prepare them for the day.
- Set out the container of numbers for the client numbering system. Call clients in order of their numbers.
- Do not take any clients who live out of our service area, give them a list of food closets in their area of residence. Do not register clients who are earlier than 30 days. Both categories of clients can have items from the free shelves and table.
- Open the front door and turn the closed sign to open at promptly 10:00AM.
- At 2:00PM, turn the Open sign to the Closed side, and after all clients leave, lock the front door.
- At the end of the day do the tallies on both sign in sheets. The team leader will give you the number of volunteer hours. Give the completed sheets to your team leader.
- Sweep the reception room and the porch.

KITCHEN DUTIES

- When you arrive, please check the refrigerator for needed products and refill as available: Refill refrigerator with milk, eggs, margarine and carrots from the storage refrigerator.
- Refill bread stock from the back room freezers.
- Always check the date on all dated items, and use the oldest date first.
- Fill orders using the guidelines posted on the refrigerator doors. Check to see if the client is an EFAP recipient.
- Do not give clients more basic food than the guidelines provide. We need to be able to provide food to all our eligible clients. Check with your team leader on what kind and amount of extras you can give out.
- At the end of your shift wipe down counters and shelves, and any food spills. Sweep and wash the kitchen and egg sorting room floors.
- You are also responsible for leaving the egg room clean and clutter free including removing empty boxes.

GROCERY DUTIES

- Get your workspace organized, which may include putting food away, filling shelves and even sweeping the floor if it is dirty.
- Decide among the workers, who is doing what task.
- Put out extra food on the free table in the reception room. Follow the guidelines posted under the white board.
- Check shelves of empty spaces and refill from stock room.
- Let team leader know if we are out of items.
- Fill all grocery orders following the distribution lists. Put client's first name on their bags, and distribute to the clients in the reception room.
- Do not give clients more food than the guidelines provide. We need to be able to provide food to all our eligible clients.
- Do not mix EFAP food with AIFC food on shelves or in bags.
- Straighten room and refill refrigerator shelves before leaving.
- Make sure that all food is put away and especially that all bins of food have the lids replaced tightly.
- Sweep floor/clean up.

EFAP DUTIES

- The person assigned to EFAP is responsible for filling all EFAP orders.
- Do not mix EFAP food with AIFC food on shelves or in bags.
- After filling, EFAP bags are placed on the low shelves under the windows in the grocery room, under the assembly table and the grocery closet.
- Keep your area clean and tidy.

- Go to the storage room to bring up more EFAP food.
- At the end of your shift, make sure that all food is put away and especially that all bins of food have the lids replaced tightly.
- Leave at least 20 EFAP bags made up for the next day.
- Sweep floor/clean up.

BUYER POSITION DUTY STATEMENT

The Buyer position will help us find the best products for the lowest prices and ensure that we have sufficient supplies on hand each week. Ideally, there should be an Assistant Buyer as well.

The Buyer will:

- Work with the AIFC Operations Manager to ensure sufficient supplies are on hand to meet the weekly need.
- Coordinate buying with "Orderers".
- Attend monthly team leader's meetings (first Tuesday of month).
- Set Stock levels (with input).
- Develop relationships with vendors.
- Identify "bargains" and arrange for purchases.
- Keep a list of food costs (prices being paid for each product) and monitor so we get the best buy.
- Work with Food Resources Committee Chair who is in charge of food drives.
- Order Food for Families when it is available.
- Coordinate with the EFAP Administrator on EFAP food (USDA Commodities) that will be available the following month.
- Work with driver supervisor to arrange for pick up of goods that are not already scheduled for pick up.
- Pay up front for foods where they do not bill the Food Closet and get reimbursed.

Current Order Schedule

	Dairy	Surplus (Salvage)	Groceries	Food for Families	Canned Chicken	EFAP
When	Mondays	Tuesdays	Fridays	Quarterly	Semi-monthly	Monthly
Who	Trish	Carol	Fred/Bob	Jackie/Sandy	Trish/Sandy	Placer Food Bank
Vendor	Francis Distributing	Placer Food Bank	Grocery Outlet	Raleys	Costco	Placer Food Bank
Delivery	Tuesdays/Fridays	Next Tuesday	Fridays	Friday of week ordered	Same day	1st Monday following 1st Friday

Bargains: Purchased on ad hoc basis.

Auburn Interfaith Food Closet Operations Handbook

Pickup and Delivery Schedule				
Day	What	Ordered by	Where	Pick up by
Monday	Gleaning/bakery and miscellaneous		Flower Garden & Salvation Army	Vince A.
Tuesday	Gleaning/bread Sr. Gleaning/banana boxes Produce/"specials"	Carol M. (previous Tu)	Truckee Sourdough Bread Placer Co. Food Bank, Roseville	Jimmy D. Rotating drivers (Tuesday driver list)
Wednesday	Dairy/milk and eggs Gleaning/bakery Gleaning/miscellaneous Gleaning/miscellaneous Produce	Trish J.(Monday) Fred C. (previous Thurs)	Francis Distributing Flour Garden Safeway Salvation Army Grocery Outlet	Delivered by Francis 823-9332 John A. Ray C. Frank S. Frank S.
Thursday	Gleaning/miscellaneous Gleaning/miscellaneous Baked goods		Salvation Army Safeway Grist Mill (LOP)	Fred C Fred C. Wesley V
Friday	Dairy/milk and eggs Canned, dry goods, meat and produce	Trish J. (Monday) Fred C. (Thursdays)		Delivered by Francis 823-9332 Rotating drivers (Friday driver list)
Saturday	Gleaning/miscellaneous		Bel Air	Rotating drivers (Saturday driver list)
Sunday	Gleaning/miscellaneous		Bel Air	Rotating drivers (Sunday driver list)

NEW CLIENT INFORMATION

Auburn Interfaith Food Closet
2985 Richardson Drive, Auburn, CA 95604
530-885-1921

Hours of Operation M-F 10-2, and the last Saturday of each month 10-2:00

Welcome to the Auburn Interfaith Food Closet. We are a non-profit organization that is supported by many local churches. Our mission is to provide emergency food to residents of our local service area who are in need. We want to make your visit to the Food Closet as efficient as possible, and you can help us by following the guidelines below:

Here is how the food closet works:

1. **You must reside in our service area.** If you reside in our service area, you can receive emergency food every 30 days. If you qualify you may receive from the Emergency Food Assistance Program from the US Department of Agriculture.
2. Our service area includes the following towns:

Alta	Auburn and North Auburn
Applegate	Bowman
Clipper Gap	Colfax
Dutch Flat	Foresthill
Gold Run	Loomis
Meadow Vista	Newcastle
Ophir	Penryn
Weimar	Iowa Hill
Baxter	
3. Unfortunately we cannot serve anyone who does not live in this area.
4. You will receive enough food to provide 9 meals for each resident who lives in your household.
5. You cannot get food at two households.
6. You cannot get food more than one time in each 30 days.
7. The head of household is the person who signed during the first visit, and who comes in to pick up food.
8. If you want to have someone else pick up for you, they must bring a new form signed by you each time. You can obtain the forms here.
9. You will need to present a valid ID each time you come to pick up food.
10. Your next date to pick up food is _____. Please make a note of it.

Computer Downtime, Back Up, and File Management Procedures

Computer Downtime Procedure

When for any reason, the reception computer is down, the following procedure will be followed by the receptionist:

1. Ask the client when was the last time they received food at AIFC? If it has been at least 30 days as reported by the client, the client may receive food based on the information he or she provides.
2. Carefully and legibly complete the AIFC client sign in log, verifying all client information.
3. Record the date of birth of the head of household in the right hand margin.
4. Have client complete the food distribution forms and process as usual.
5. Write "Computer Downtime" on the log sheet.

When the computer becomes operational, a volunteer trained to use the computer will enter all the "Downtime" client transactions in the computer, changing the Date of Service to reflect the day the client actually received food.

Computer Back Up Procedure

The computer client database will be backed up as follows:

1. The database will be backed up weekly by the database manager on a thumb drive which will be kept in the locked cash box.
2. The database will be backed up monthly on the office computer by the database manager.

Client File Management

1. Client registration cards will be filed numerically by the computer assigned ID number in a filing cabinet in the back office.
2. Every two years, or as indicated, a list of clients who have not been served for two years and their ID numbers will be printed. Those client files will be purged from the computer and their registration cards will be pulled and shredded.

Procedure for Entering Clients and Visits into the Computer Database

Note: The "Tab" key is used in place of the "Enter" key. The computer is password protected. You may be prompted to enter a password, if so, enter the characters "**AIFC**".

Entering a New Client

- ❖ Access the program by clicking on "**AIFC FRONT DESK CLIENT INFO**". Turn the "**Caps Lock**" on.
- ❖ Click on the "**New Applicant**" button. Enter the following client information on the form:
 - Last name, then press "tab"
 - First name then press "tab"
 - Street Address or "HOMELESS" then press "tab"
 - City then press "tab"
 - Zip Code then press "tab"
 - Date of birth then press "tab"
 - Telephone. Must be entered only in this format: 530-885-9999 then press "tab"
 - Alternate telephone then press "tab"

- Click on applicable Special Diet Needs
 - If homeless--click on facilities for cooking and refrigeration as applicable.
 - Make sure the EFAP box is correctly checked
 - Then click on "**Update**"
- ❖ The screen will now show active buttons for "**Add Resident**" and **Add Visit**, then:
- Click on "**Add Resident**" and enter:
 - Last Name then press "tab"
 - First Name then press "tab"
 - Date of Birth. If you do not have a date of birth, enter 1-1-90, 1-2-90 1-3-90, etc., as fictitious birth dates for residents, giving each resident a different date..
 - Click on "**Save**" button-that screen will clear and you can enter other residents the same way. When you have entered all the other residents, click on the close button.
 - Click on "**Add Visit**"
 - If you have entered the above information correctly, then the information displayed as to number of people, meals and EFAP bags will all be correct. Simply click on "**Save**" and you are finished.
 - Write ID number on the Enrollment Card in red ink, and place the card in the appropriate tray.
 - Click "**CLOSE**" and select your next operation.
- ❖ If you are unable to enter the new client in the computer, write "Not Entered" on the front of the card, and place in the appropriate tray.

ID Check

Check the client's ID, then in the "comments" field, type today's date and the type of ID, for example CA DL, or CA ID, SS Card. Do not write the identifying numbers.

If client does not have ID, write today's date and Need ID check.

Adding a Visit or Updating/Correcting Information for an Existing Client

- ❖ Enter the **first three letters** of the client's last name, then press "tab."
Click on the drop down arrow an a list of clients will appear.
- ❖ If two clients have exactly the last name, look for the correct date of birth,
- ❖ Scroll down until the correct name is found and click on that name.
- ❖ Press "tab" again
- ❖ Review the client's demographic information: name, address, phone number, and facilities status, **EFAP** eligibility, etc.
- ❖ Make any corrections by tabbing to the information to be changed,
- Enter the corrected information.
 - **Check client IDs at every visit** and Click on "Check ID" box and enter ID type in the comments box.
 - Make sure the **EFAP** box is appropriately checked
 - Click on the **Residents** button, then highlight the birth date of the client to be deleted and erase by pressing the delete key.
 - To add a new resident click on the "**Add Resident**" button.
 - Enter the resident's Last Name, First Name, and Date of Birth.

- When finished, click on the "**Save**" button.
- ❖ Click on "**Add Visit**" tab.
- ❖ If you have entered the above information correctly, then the information displayed as to number of people, meals and EFAP bags will all be correct. Simply click on "**update**" and you are finished.

Exit the program when you have completed your shift, by clicking on the "**Exit**" button on the top of the screen.

POLICY AND PROCEDURES FOR EFAP PROGRAM

General EFAP Guidelines:

Emergency Food Assistance Program (EFAP) is a program that enables AIFC to provide food to more clients. It is made available to all persons who are eligible. EFAP food is substituted for AIFC Food. There must be no discrimination in the distribution of USDA commodities. The poster display "**And Justice for All**" and the **EFAP Income Eligibility Chart** must be posted in clear view of clients and near the EFA-7 signature document on the right corner of the receptionist desk.

Procedures

- 1.0 Sign In:** Ask clients to sign in on the **AIFC Summary Sheet** as they enter the Reception Room. Process clients in the order of their "sign in."
- 2.0 Receptionist Explains EFAP:** Explain to each client that the EFAP is a government program that provides food to AIFC so we can serve more clients.
- 3.0 Income Guidelines:** Ask clients to look at the income guidelines in the sign on the front of the desk, to see if he/she qualifies. Clients must qualify by either monthly income or annual income, not both.
 - AIFC staff may not ask clients to supply proof of their income either in writing or verbally. The client self-certifies. AFDC payments are considered income. Exclusions to qualifying income are:
 - student aid
 - Non-cash employer or union paid benefits such as health insurance, food or rent received in lieu of wages.
 - Value of non-cash benefit programs such as Medicare, Medicaid, Food Stamps, school lunches, housing assistance, etc.
- 4.0 Income Self-Certification:**
 - Ask qualifying clients to please sign and complete the adjacent spaces on the **EFA-7** form.
 - Check to ensure the client has included the following:
 - Signing the form to certify that he/she qualifies. (If unable to sign, may sign with an "X" followed by their printed name **followed by the receptionist's initials.**)
 - address and zip code
 - total number of people in the household

- Circled Y or N to indicate whether they have received EFAP food already this month. (If the answer is Y—the client will receive food again although the program is designed to provide food once a month.
- c. If the client will receive more than one bag of EFAP food, the receptionist will write the number of bags in the margin of the EFA-7 form, and circle that number.

5.0 Declining EFAP Food: Clients who are income eligible for the EFAP program may decline to participate if they wish to do so.

6.0. Checking ID: Ask all clients including EFAP recipients to show their ID, but if they don't have ID, they will be still being provided food. Acceptable ID includes: Drivers License, State ID card, Green Card, Visa, and Passport.

7.0 Out of Area Clients

- a. Clients who live in Placer County but not in the AIFC service area may not receive EFAP food, and should be advised of a site in their own area to pick up food. Refer to the list of Placer County EFAP Sites on the Food Matrix list.
- b. Clients who do not live in Placer County will not be given food, but will be told to go to a site in their own area.

8.0 Picking Up Food for Someone Else

- a. When someone is picking up groceries for another client, for EFAP and AIFC food, each month they must bring a newly completed **Alternate Pick-Up Request Form** signed by the eligible recipient.
- b. If they do not bring the appropriate form, a note will suffice as long as it includes the following:
 - date
 - statement authorizing the pickup of commodities by the alternate
 - the alternate's name,
 - a statement that the recipient is income eligible,
 - The recipient's signature, address, and household size.
- c. The person picking up the food must sign the AIFC sign in sheet and the EFA-7 form listing the recipients' name, followed by the word "by" then sign their own name.
- d. The **Alternate Pick up Request Forms** will be placed in a folder on the desk, and at the end of the day, clipped to the **EFA-7** sign in form. (AIFC must attach the forms or notes to the EFA 7s to be submitted to the Placer Food Bank at the end of the month.)

9.0 Homeless Clients: Process Homeless Clients like other clients with the following exceptions:

- a. Their address can be listed as the nearest cross street to where they are sleeping, or they may write the word "homeless".
- b. EFAP qualified homeless clients must take all the EFAP food (no one day option) If they do not want to do so, they must receive only AIFC food.

10.0 Client Preference Forms

- a. Instruct clients to complete The **Client Preference forms** for Perishable and Grocery, and for those receiving EFAP, the EFAP box in the upper right corner must be circled. Please Note: Clients who wish to receive EFAP food must take everything in the bag. They may NOT refuse any EFAP food.
- b. When staffing permits, a runner will be assigned to take the client forms to each of the bagging areas. This will allow the receptionist to stay at the desk and concentrate on registering clients.

11.0 End of Day Close Out (May be performed by the Team Leader or Receptionist)

- a. Complete the EFA-7 sheet by completing the page numbers at the top right corner, totaling the number of people in the household, totaling the number of Yes and Ns, attaching the day's Alternate Pick Up Request Forms to the EFA-7.
- b. Enter the total of families on the AIFC summary sheet under the EFAP (total number of Ys and Ns equal the number of families). Enter the total number of EFAP people in the household on the AIFC summary sheet.
- c. Place the EFA-7 form and notes in the EFAP Administrator folder.
- d. Prepare the headings on the EFA-7 form for the next day.

Background Information

Unrelated Activity

EFAP recipients must not be pressured or influenced to support any religious, social or political point of view in association with receipt of USDA commodities.

Unrelated activity may be conducted as long as:

- The person conducting the activity makes it clear that the activity is not part of EFAP and is not endorsed by USDA and it is not a condition of receiving USDA commodities.
- Information not related to EFAP is not placed in or printed on EFAP distribution containers.
- The activity does not disrupt the distribution of USDA commodities.

Federal, state or local government program material may be deemed related to EFAP if it is directed toward services for the needy.

Note: This policy and procedure will be integrated with the computer procedures once the computer is implemented.

Job Descriptions for Treasurer/Assistant Treasurer

AUBURN INTERFAITH FOOD CLOSET
DUTIES OF THE TREASURER & ASSISTANT TREASURER
(Effective November 1, 2010)

SEGREGATION OF DUTIES

Segregation of duties is critical to effective internal control; it reduces the risk of both erroneous and inappropriate actions. In general, the **Asset Handling and Disposition, Booking and Recording Transactions, and Comparison or Review of Transactions** should be separated among individuals. When these functions cannot be separated, a detailed supervisory review of related activities is required as a compensating control activity. Segregation of duties is a deterrent to fraud because it requires collusion with another person to perpetrate a fraudulent act.

No one person should perform all of the following duties:

- initiate a transaction (e.g., open mail with checks) **Asset Handling and Disposition**
- approve transaction **Booking and Recording Transactions**
- record transaction **Booking and Recording Transactions**
- reconcile transaction **Booking and Recording Transactions**
- handle assets (e.g., write or deposit checks) **Asset Handling and Disposition**
- review reports **Comparison or Review of Transactions**

Examples:

- The person who requisitions the purchase of goods or services should not be the person who approves the purchase.
- The person who approves the purchase of goods or services should not be the person who reconciles the monthly financial reports.
- The person who approves the purchase of goods or services should not be able to obtain custody of the checks.
- The person who maintains and reconciles the accounting records should not be able to obtain custody of the checks.
- The person who opens the mail and prepares a listing of checks received (or makes copies of them) should not be the person who makes the deposit.
- The person who opens the mail and prepares a listing of checks received (or makes copies of them) should not be the person who maintains the accounts receivable accounting records.

ASSIGNMENT OF FUNCTIONS:

- **Asset Handling and Disposition:** Treasurer
 - Assets include cash, checks, certificates of deposit, charge cards, checkbook, ledger, and deposit slips. This function includes totaling cash and checks received and making the cash/check deposit.
- **Booking and Recording Transactions:** Assistant Treasurer and Bookkeeper
 - This includes booking and recording information on the informal ledger, and reconciling monthly bank statement. This function includes preparing the deposit slip. This function includes making corrections in the ledger, if needed. This

function includes review and approval of billing data on bills. It also includes approving adjustments to the ledger. This function includes billing adjustment issuance, including credit issuance.

- The bookkeeper enters data from the copies of the documents and informal ledger into Quickbooks and produces reports for review.
- **Comparison or Review of Transactions:** Assistant Treasurer
 - This function includes comparing cash/check deposits recorded in the general ledger to deposit amounts on the deposit slips and comparing the bills received to the checks written in the ledger.

PART I - Duties Pertaining to the Treasurer

* **Pick up mail** from AIFC Post Office Box 132 at Downtown Post Office, Harrison & High Streets, **once or twice a week**. Also watch for checks and cash donations mailed to or left at the Food Closet.

DONATIONS

***Cash donations** received at the Food Closet need to be entered on the AIFC donation log and stored in the locked cash box. Cash should be placed in an envelope and the receiving person should enter the total amount in the envelope on the outside of the envelope and that amount should be verified by another person (team leader?). Both the receiver and the second person will sign and date the envelope and indicate the amount of money on the outside of the envelope. Place a call to the Treasurer or the Assistant Treasurer to advise that cash has been placed in the cash box. (**A deposit needs to be made by the end of the next business day for security purposes.**) The call should be noted on the donation log or the envelope. The envelopes will be saved with the monthly files. The treasurer will file the donation logs with each month's financial files (with pink copies).

* **Check donations** received at the Food Closet desk should be entered on the AIFC donation log. Write "For Deposit Only" on the back of all open checks and store them in the locked cash box. Checks received from events or in the mail will not be entered on the donation log. Two photocopies of checks will serve as a verification of all checks received. (Photocopies will be bundled with the *yellow* and *pink* copies of the corresponding deposit slip.)

***Separate checks into donation categories** (Sponsor-A-Family, Corporations-Churches-Organizations-Individuals) and alphabetize them for use by the bookkeeper. **Make weekly deposit** of checks received. (more often if volume is high.) Separate deposit slips for each category in the paragraph above. Attach matching copies of checks to the appropriate pink and yellow deposit slips. Make a notation in the records of an unusual donation or expense for the bookkeeper to footnote it in the financial records. Yellow goes to the bookkeeper. Pink goes to Food Closet files. Mark deposit slips and corresponding photocopies of checks with category and date of deposit. Stamp backs of all checks with endorsement information after categorizing as soon as checks are opened. Attach bank receipts for each deposit to the corresponding yellow copy of deposit slip. File pink and yellow copies of deposits in appropriate folders in file cabinet. Enter deposit information in informal ledger and in checkbook.

Donations for a Specific Purpose: If a donation specifies the intent for which it is donated, enter that purpose on the ledger and make a note of it for the bookkeeper to keep this donation as a "restricted donation". This donation should be tracked as a separate line item indicating the purpose for which it was donated.

***Website Donations:** At least once a month, verify whether or not donations have been received through the website. Separate procedures document this process. Enter the deposit information in the ledger and checkbook according to the procedures.

BILLS

* **Write checks for AIFC's bills** as required after the Assistant Treasurer has reviewed and approved them. (Estimate about 15 checks per month.) As invoices are paid they need to be marked with our "Paid" stamp, and have the date and check number written in. Attach the duplicate check form to "Paid" bill with receipts and file in bookkeepers file. Voided checks should be retained in the monthly file.

* For purposes of segregation of duties, checks \$500 and over will have two signatures.

Authorized signatories are: President, Treasurer, Assistant Treasurer and Operations Manager. Each signer must ensure the correct amount is being paid based on the bill/receipts presented and that all receipts are present.

* **Blank check stock** will be stored in a locked file at the Food Closet and available only to the authorized check signers (President, Operations Manager, Treasurer and Assistant Treasurer).

* **Write Reimbursement checks** to those authorized to purchase food items or supplies for the Food Closet as needed after the Assistant Treasurer has reviewed and initialed them. Receipts are required for reimbursement. No person shall approve their own reimbursement or write a check to themselves. Receipts for reimbursement should be signed by the daily supervisor, the Operations Manager, or a member of the Board of Directors.

Record all deposits and checks on register and on check stubs.

OTHER

Adjustments: Review ledger and checkbook for indications of adjustment by the Assistant Treasurer. Note with your initials and date, your concurrence with the correction.

Verification of Monthly Reports: Each month as the financial report is produced by the Bookkeeper, review the report to ensure there are no "missing receipts". Bring to the Bookkeeper and Assistant Treasurer's attention any potential issues.

Verification of Balancing of Monthly Bank Statement: Each month, review the bank statement that it has been balanced and initialed by the Assistant Treasurer. Initial your review of its balancing on the document.

* Provide **copies of all financial transactions** to the AIFC volunteer bookkeeper, bundled per calendar month.

* New **"Sponsor-A-Family" agreement forms** received need to be placed in the folder for the AIFC Sponsor-A-Family chairperson, with a copy of each to the bookkeeper in order that the bookkeeper may update the Sponsor-A-Family database. If Sponsor A Family donations are new and no pledge form is attached, complete a "dummy" pledge form for the Sponsor A Family Chairperson and provide a copy of that to the Bookkeeper.

* **Dispose of any unnecessary paperwork**, that contains identity or account information, (AIFC's, donors, vendors, etc.) by shredding in a crosscut shredder.

* Be prepared to provide **substantiating financial documents for grant funds** received by AIFC.

* **Maintain files** of financial records.

*Provide copies of applicable donations received from individuals, corporations and organizations to the Corresponding Secretary **for thank you letters.**

****Attend monthly AIFC Board meetings**, and be prepared to answer questions concerning the report. (Requires about 25 copies of each page, one for each Board member.) Bookkeeper is willing to print out the required copies.

***Compare actual income and expenditures with the annual budget.** Prepare a monthly report with the comparison for the Executive Committee to review each month.

*Provide necessary information to volunteer C.P.A. for the completion of annual **Non- Profit Tax Returns for State of California and Internal Revenue Service.**

*Annually, between Jan. 1 and Jan. 31, provide **donors of \$250.00 or more**, during the previous calendar year, with a **thank you letter/statement** for them to offer as proof of their charitable giving for income tax purposes. The bookkeeper can prepare a list of donors. A sample letter is on file.

*Annually, prepare a draft Budget for the Executive Committee to review and the ultimately for the Board to adopt.

Estimated hours per month: 60 hours.

PART II - Duties of the Assistant Treasurer

Pick up mail from AIFC Post Office Box 132 at Downtown Post Office, Harrison & High Streets, in coordination with the Treasurer. Assistant Treasurer may not open mail that may include checks. Potential donation mail will be placed in the cash box for the Treasurer, unopened.

Deposits: Review checks and verify total amounts equal total of deposit slip (deposit has already been made.). Initial and date the deposit slip that has been verified.

Approve Bills: Review receipts to be sure that goods or services have actually been received. When there are multiple receipts, verify the total of the receipts match the total shown on the bill. If there is a missing receipt, obtain a copy of the missing receipt prior to paying the bill. Make sure it is clear on the receipt which account the item should be charged to for the bookkeeper. If the total of the receipts do not match the total billed, determine and document the reason for the difference. Before payments can be made, all receipts and/or invoices must be signed by a daily supervisor, the Operations Manager, or an officer of the Board of Directors indicating the item has been received. Initial that you have reviewed and approved the bill. Place the approved bills in the Bills to Be Paid folder.

Checks: Review all checks written and verify that checks correspond with bills received and that receipts match bills. Verify that all receipts have a signature of "receipt" of goods purchased, even reimbursement receipts. Initial and date informal ledger where verification has concluded. Co-sign checks, if needed.

* **Review Requests for Reimbursement:** Receipts are required for reimbursement. No person shall approve their own reimbursement or write a check to themselves. Receipts for reimbursement should be signed by the daily supervisor, the Operations Manager, or a member of the Board of Directors. Initial that you have reviewed and approved the bill.

Adjustments: If adjustments are needed, including adjustments to bills or issuance of credit, contact the company or bank to make the correct adjustment. Make a note of the correction in the ledger/checkbook for the Treasurer to see.

Reconciliation of Bank Statement: Monthly reconcile the bank statement. Initial and date the bank statement indicating it has been reconciled. This includes verifying deposits related to the website (paypal) have been received.

Verification of Monthly Reports: Each month as the financial report is produced by the Bookkeeper, review the report to determine the income and expenditure amounts match what has been recorded in the ledger and deposit records. Ensure there are no "missing receipts". Bring to the Bookkeeper and Treasurer's attention any potential issues.

*Perform **other appropriate duties** assigned by the Treasurer keeping in mind the required segregation of duties.

Estimated hours per month: 40

PART III - Backing Up the Treasurer/Assistant Treasurer

When the either the Treasurer or Assistant Treasurer are away, a substitute person will perform the duties of the away Treasurer or Assistant Treasurer.

PART IV - Addendum

Charge accounts current (as of September 18, 2010):

Grocery Outlet
Francis Distributing Company (dairy products)
Smart & Final
Placer Food Bank.

Routine Bills

- Placer County (rent)
- PG & E
- AT & T (phone and internet)
- Recology (garbage)
- Wilson's Storage
- Insurance
- Chase Bank (for website maintenance charge)

Location of items related to finances:

Bank bag, deposit stamp, paid stamp, deposit slips, checkbook, check registry, blank check stock are in the third drawer of the locked file cabinet.

Current Financial Files are in the second drawer of the file cabinet.

Donation cash box, bin for receipts and bills are on the shelf under the copy machine table.

Cross cut shredder is in the Food Closet office.

The current volunteer Certified Public Accountant is:

Sue Hullen, CPA
Hullen Accountancy
2404 Professional Dr.
Roseville CA 95661

The current volunteer Bookkeeper is:

Amelia Erum
P. O. Box 4083
Auburn, CA 95604
530-305-8800
amyeldkerum@yahoo.com

OTHER INFORMATION

Insurance: AIFC carries two types of insurance Property Casualty Insurance and Professional Liability Insurance for the Board of Directors. Insurance policies are in the top drawer of the file cabinet.

Taxes: As a non-profit corporation, AIFC does not pay any Federal or State taxes. However, the Food Closet is required to file an annual return for both Federal and State governments. The State of California requires a \$10 filing fee. The Federal Government is no fee. The annual deadline for filing is May 15 but filing extensions can be applied for. We also need to file a Biennial Non-profit Information form with the State Attorney General that requires a \$20 filing fee. This form is required in even numbered years in November.

PROCEDURES FOR STATISTICS FOR SPONSOR A FAMILY (SAF) January 2009

Treasurer

Treasurer will need a list of current participants in the SAF program from the bookkeeper each month.

Treasurer will identify the donation as a **new** contribution to the SAF program for the bookkeeper and place the completed pledge form in the SAF Chairperson's folder (Bob Simon). If the donor did not complete a pledge form and the donation is in the amounts of an SAF donation (i.e., \$12, \$23, \$25, or \$144, \$276, or \$300 or multiples thereof), the Treasurer will complete a dummy pledge form with all the information available from the check (name, address, phone, and church if available). If the church is not designated, that will be left blank. The dummy pledge form will be placed in the SAF Chairperson's folder. Only churches that sponsor the AIFC will be tracked. All others will be considered as SAF- Others.

Cash, anonymous gifts, or gifts from churches are not Sponsor A Family. They are individual, organizational or church donations.

SAF Chairperson

At the end of the month, the SAF chairperson will provide the number of new participants for each church to Frank Sweeney for the statistical report. The report will match our fiscal year (January through December). In January each year, everyone contributing to SAF will be counted as new. In the following months, only new participants will be counted. Money contributed will come from the bookkeeper on the Treasurer's report.

The SAF Chairperson will create and maintain an alphabetical list of SAF participants and provide that list to the Treasurer monthly.

Statistical Reports

At the end of each month, the number of new participants in the SAF will be recorded on the statistical report by church. The statistical report will capture the total number SAF by church and overall total.

Policy for Corresponding Secretary AIFC Thank You Letters

The corresponding secretary will write thank you letters to the following donors:

Donations Received at the Reception Desk

- Donations that equal or exceed \$250.00 and are outside the sponsor a family program.
- Individuals who contribute items such as birthday bags, paper goods, books, gift cards, etc. (If front desk provides receipt/thank you at time of donation, an additional letter is not required.)
- Donations from various community groups: Scouts, local schools, etc.
- Corporate donations.
- Any business or individual that sponsors an event that benefits the AIFC.
- Any individual or group that provides time and effort on behalf of the AIFC.
- Students and or community members who provide community service.
- Individuals or businesses that provide services such as advertising, storage,
- Individuals who make regular or irregular payroll contributions through their place of employment will receive an end of year thank you. A general thank you with an acknowledgement of the individuals who have agreed to make ongoing donations may be sent to the employer/business upon request.
- Year-end thank you letters will be written to contributing churches.
- Letters may be requested for any other individual or business for special recognition as requested by any AIFC officer, board member, general member or volunteer.

Non- Sponsor A Family Donations Received Through the Mail

The Treasurer will make a copy of all non-Sponsor a Family donations received through the mail, and will put copy in the Corresponding Secretary's file.

The Corresponding Secretary will send a thank you letter to all the above donors.

The acknowledgement must state whether or not the donor provided any goods or services in consideration for the contribution.

Flu Precautions*

Personal:

Volunteers are encouraged to get seasonal flu vaccine.

Ask for your personal physician for the H1N1 vaccine when it is available.

If volunteer is a higher risk for severe illness from the H1N1 flu, s/he may choose to not volunteer at the Food Closet during this flu season.

When working at the Food Closet, wash your hands frequently with soap and water.

Avoid touching your eyes, nose and mouth.

If you need to cough, do so "into your elbow."

Don't shake hands but rather pat someone on the back as a friendly gesture.

Food Closet:

Post signs about flu prevention on the front door and in the reception area.

Have hand sanitizer at front desk for use by clients.

At the beginning of the day, sanitize (using Clorox wipes) phones, front desk area, handle on grocery carts & all work surfaces in grocery area & kitchen.

*Based on guidance from Placer County Health Dept and US Centers for Disease Control and Prevention
10/29/2009

Incident Report Procedure

1. An Incident Report will be prepared by the AIFC team leader to document any unusual occurrences such as injury or property damage involving AIFC Volunteers or AIFC property. Any incident involving the general public including but not limited to AIFC clients, or Placer County owned property must also be reported to Placer County Risk Management at 886-2600. Placer County Risk Management Department, 145 Fulweiler Avenue, Suite 100, Auburn, CA 95603.
2. The team leader will complete the Incident Report during the same day of the occurrence or as soon as possible after the incident happens, while details are easily remembered.
3. The location of the incident should be specific. Example: "the reception area of the food closet building", rather than just "in the food closet".

4. If more than one person was actively involved in the incident, attach a second piece of paper with the second person's name, address and phone number.
5. If the incident was witnessed, the description of the incident will be written in as much detail as possible. Example: "The man was standing in front of the door when the door opened, striking him in the head. After the door hit him I saw blood running down his face."
6. If other people saw the incident happen, two of those people will be listed as witnesses. They will be listed with their addresses and phone numbers in the "Witnesses" section. This is important in case further investigation of the incident becomes necessary.
7. After the incident occurs, and the situation is stable, in the team leader section of the form the team leader will list steps he/she has taken to avoid similar incidents. For example "I placed a sign on the inside of the front door warning people not to stand in front of the door" or "I unplugged and removed the extension cord that caused the woman to trip."
8. If the injured person was given any first aid, referred to his/her physician, or 911 was called, document it on the medical assistance line. If police were called that should be documented on this line.
9. The team leader will sign and date the form, and check the appropriate box in the "Action" section. A call should be placed to the Operations Manager advising him/her of the incident and the form placed in his/her folder at reception. A call to Placer County should be placed (see 1.0) by the team leader if there is damage to any County owned property or a member of the general public including but not limited to AIFC clients.
10. Actions by Operations Manager: The Operations Manager is responsible for completing the top half of side two of the form, and should notify the President as soon as possible. The Operations Manager is responsible for implementing any further actions to prevent a further recurrence of the incident. It must be documented in detail. This may include notification to all team leaders and/or inservice training of all applicable volunteers.
11. The President will complete the last section of the report, taking any further indicated actions including but not limited to filing the report with the AIFC insurance company.
12. After all processing is completed, the forms will be filed in the Incident Reports file in the top drawer of the filing cabinet.

2985 Richardson Drive
P. O. Box 132
Auburn, CA 95604
530-885-1921



AUBURN INTERFAITH FOOD CLOSET, Inc.

INCIDENT REPORT

This form should be prepared by the AIFC team leader to document any incident, injury, or property damage involving AIFC volunteers, or AIFC property. Any incident involving the general public on County owned property must also be reported to Placer County Risk Management Department at (530) 886-2600.

Date of Incident: _____	Location of Incident: _____
Name of Person Involved _____	Home Address _____
Phone Number _____	City, State, Zip _____
Description of Incident:	

WITNESSES:	
Name _____	Home Address _____
Phone Number _____	City, State, Zip _____
Name _____	Home Address _____
Phone Number _____	City, State, Zip _____

Team Leader:	
What steps have been taken to prevent a similar occurrence in the future? _____	

What medical assistance was rendered, if any? _____	

Signature of Team Leader _____	Date _____

Action:
<input type="checkbox"/> Original to Operations Manager (see reverse side)
<input type="checkbox"/> Call County if involves General Public , Volunteers, or Damage to County Owned Property

Actions by Operations Manager (check all that apply):

- Notified President of incident by telephone.
- Discussed incident with team leaders
- Report referred to President
- The following actions were taken to prevent a further recurrence of incident:

Signature of Operations Manager

Date

Actions by President (check all that apply):

- Copy of Report sent to County. Placer County Risk Management Dept., 145 Fulweiler Ave. Suite 100, Auburn, CA 95603
- Loss Claim filed with insurer
- Report Filed
- The following actions were taken to prevent a further recurrence of incident:

Signature of President

Date