COLLABORATIVE EFFORTS WITH FOOD PANTRIES

UC SAN DIEGO NUTRITION PANTRY PROGRAM
Client feedback is regularly gathered and used to make decisions and improvements.
**Types of Food Clients Would Like to Receive:**

- Milk, Eggs, Dairy
- Fresh Fruits & Vegetables
- Protein
- Dry Goods
- Cereals, Breads
- Canned Fruits & Vegetables
- Foods Easy to Eat

- 91/135 want info on CalFresh or other food assistance
- 110/135 want info on free or low cost health clinics
- 67/135 want info on job resources

- Senior housing resources
- Waiting for COVID-19 vaccine
- People would like activities to do at home
- "Please no pre-cooked food"
- "Grateful the line is moderated so people do not cut"
- "God bless you, this helps a lot!"
9/17 surveyed clients utilize CalFresh/EBT.
6/17 surveyed clients utilize Serving Seniors.
No surveyed clients use Meals on Wheels, Jewish Family Services, or other food pantries.

Ideas for other other services:
• Food deliveries for prepared, warm meals.
• Provide COVID-19 updates and information; “What should we be looking out for?”
• Day-to-day assistance. “I need help checking my email address.”

Types of food clients would like to receive:
- Eggs, cheese, & other dairy
- Food easy to eat without a kitchen
- Protein (canned, fresh, or frozen)
- More produce
- Prepared meals
- Cereals & breads
- Canned fruits & vegetables

Food Pick-Up Availability
Tu 8:00 AM - 4:00 PM
10/17 can pick up food at this time.
1/17 cannot pick up food at this time.
6/17 need food delivery.
Creative Feedback Mechanisms

Informal Feedback Tracking

Informal Client Feedback
Clients, volunteers, and staff have access to nutrition and culinary education.
Clients are warmly welcomed and healthy options are easy to access.
Volunteer Resources & Appreciation

Accessible Healthy Items

COVID Response & Resources
CULTURAL & DIETARY ACCOMMODATIONS

People of different backgrounds have access to food and information that fits their preferences and health needs.
Pantries connect and collaborate with the community.
BEFORE

AFTER
INVENTORY: FOOD SOURCING & WASTE REDUCTION

Healthy foods are prioritized for distribution. Pantries can support a variety of waste reduction efforts.
Decoding Expiration Dates

Unopened canned and boxed foods are often safe long after the stamped date. The shelf life of refrigerated and frozen foods can be extended with proper handling.

What do those dates mean?

"Best if Used-By" or "Best Before"
- While a product's flavor and quality will be best.
- The product is still safe to eat, even though it may slowly degrade.

"Sell-by"
- On refrigerated foods such as milk, yogurt, cheese, eggs, lunch meat, and packaged salad.
- Store must sell these foods by this date even though they are still safe to eat.

**Expiration Date**
Only on baby formula, medicines, and vitamins, which should not be used after this date.

<table>
<thead>
<tr>
<th>Food Group</th>
<th>Shelf Life</th>
<th>After Use By Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canned foods</td>
<td>1-2 years</td>
<td>1 year</td>
</tr>
<tr>
<td>High acid foods (pork, tomato-based)</td>
<td>2-3 years</td>
<td>1 year</td>
</tr>
<tr>
<td>Low acid foods (vegetables, most soups)</td>
<td>2-3 years</td>
<td>1 year</td>
</tr>
<tr>
<td>Meat and fish</td>
<td>2-3 years</td>
<td>1 year</td>
</tr>
<tr>
<td>Stocks and broths</td>
<td>2-3 years</td>
<td>1 year</td>
</tr>
<tr>
<td>Ketchup, chili sauce, or chili sauce</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Mayonnaise</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Mustard</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Olive oil, vinegar, or salad dressings</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Sugar</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Soy sauce</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>White rice</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Shortening (enriched or unenriched)</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Grains</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Butter</td>
<td>1 year</td>
<td>1 year</td>
</tr>
</tbody>
</table>

Inventory Systems & Procedures

Food Handling Resources & Training

Pantry of Hope Shopping & Bag Packing Procedures
November 2020

Item Bundling with Healthy Recipes
NUTRITION GOALS & PANTRY PLANS

Policies and procedures are documented and align with a commitment to dignified, healthy distribution.
Nutritious Food Policy

Operations Manual

Respect & Dignity Policy

Healthy Food Policy

ElderHelp believe nutritious food is essential to the well-being of the clients. We believe every individual should have access to a healthy and nutritious diet. By practicing good nutrition, the food and meals donated and served to our clients, we never violate the trust of our community. Most importantly, our goal is for our clients to remain healthy, independent, and engaged members of the community.

Nutrition Guidelines

ElderHelp is committed to providing a variety of nutritious foods from every food group to all clients. We commit to providing the following at every distribution:

Fruits & Vegetables
- Each client receives at least 8 pieces of fresh produce
- 3 or more different fruits
- 2 or more different vegetables

Whole Grains
- 2 or more whole grains
- Examples include:
  - 100% whole grain bread, barley, bulgur, rice, millet, quinoa, brown rice, wild rice
  - Whole-grain: bread, pasta, and tortillas

Proteins
- 3 or more lean proteins
- Examples include:
  - Meat, fish, beans, lentils
  - Whole eggs
  - Canned white beans, low-sodium canned chicken
  - Fish, beans, or lentils

5. Respect and Dignity Policy

Respect and Dignity Statement:
- A commitment to love and serve without exception
- A commitment to equality, respect, diversity, inclusion
- A commitment to providing an environment where volunteer is treated with dignity, and where bullying is unacceptable

Principles:
- Demonstrate respect in every interaction with volunteers
- Lead with kindness and without judgment
- Promote a dignified experience for all who enter our facility
- Never display any behavior that a person would find offensive
- Address and resolve issues in a positive and constructive manner
- Encourage the reporting of any instance of disrespect or concerns with relevant pantry staff
This work supports Live Well San Diego, the County’s vision for a region that is Building Better Health, Living Safely, and Thriving. For CalFresh information, call 2-1-1. Funded by the USDA SNAP, an equal opportunity provider and employer. Visit www.calfreshhealthyliving.org for healthy tips.