

**PROCEDURE MANUAL
EAST MOUNTAIN FOOD PANTRY**

UPDATED: July 1, 2022

TABLE OF CONTENTS

Current Information/Upcoming Notices	4
East Mountain Food Pantry	5
Clients Who Live Out of Area	6
Road Runner Food Bank Information	6
Pantry Closures	6
EMFP Board and Director Contact Information	8
Shift Coordinator Contact Information	9
Donations	10
Client Code of Conduct	11
Volunteer Code of Conduct	12
Client Code of Conduct 1st Warning	13
Client Code of Conduct Six Month Suspension	14
Volunteer Code of Conduct Violation 1st Warning	15
Volunteer Code of Conduct Violation Dismissal	16
Food Safety	17
Commodities Also Known As TEFAP	18
Training Opportunities	21
Civil Rights	22
Homebase Scheduler	22
Fire Marshal Requirements	27
Parking	27
Box Storage	27
Food Repacking	28
Produce	28
Pet Food Distribution	28
Volunteers	28
Volunteer Roles and Responsibilities	29
EMFP Frozen/Refrigerated Food Storage and Distribution Procedures	31

Refrigerated Food	33
EMFP Food Handling Guidelines for Dry/Canned Goods	35
Commodities	38
Workplace Safety	39
Volunteer Accident Insurance and Non-Owned Automobile Policies	40
Motor Vehicle Records Release/How to File a Claim	41

Current Information/Upcoming Notices

COVID Safe Practices

- Wash your hands frequently.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover and disinfect frequently touched objects and surfaces.
- Maintain a 6-foot distance from others.
- Clients and Volunteers are required to wear a facemask.

Health Inspection Recent Findings

- There should be NO personal items (including food and drinks) in the areas where we have food. All personal items should be stored behind the desk, or coats and jackets hung on the coat rack in the hallway between the bathrooms. If you are a client volunteer, you should not gather items for your box until the end of your shift.
- All refrigerators and freezers must have a metal rack on the bottom shelf. This promotes air circulation.
- No food should be taken from its original packaging and distributed. A few examples of this would be sleeves of crackers, cereals that come in large boxes with two bags inside, frozen entrees that come in multiples per package. The only exception to this is if we chose to split them up, we would then need to copy the ingredients list and tape it to the packages. This direction will come from either Cindy or Sammie.
- All volunteers are required to cooperate respectfully with the health inspector. While they are here, please comply with any requests that they may make of you. If we disagree with anything, it will be done in writing by a board member.

East Mountain Food Pantry

Our mission is to defeat hunger and define hope. The East Mountain Food Pantry provides for the hunger needs of families living in the East Mountains of Albuquerque.

You will find a lot of valuable information on our website: EastMountainFoodPantry.org - check it out sometime soon!

Who is eligible to receive food at the East Mountain Food Pantry: Clients must meet **both** criteria in order to receive a FULL BOX or a COMMODITY BOX. Commodity (items from the USDA/Feeding America program) recipients must meet the financial requirement but everyone in our area in need of food may get the grocery-food box without Commodities.

1. Must live in our Service Area (see map below) (or be hitchhiking through our area)

East to West

Moriarty to Carnuel

North to South

Golden/Galisteo to Chilili/Torreón/Estancia/McIntosh/Mountainair

2. Financial guidelines

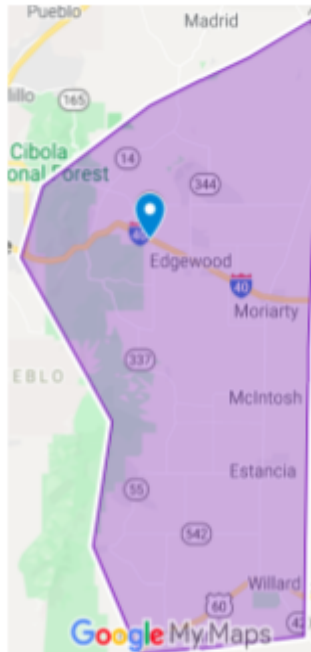
If a client receives Food Stamps they automatically qualify. If not receiving Food Stamps then combined household income must be at or below the eligibility table (updated yearly at the beginning of July).

Open 5 days a week:
Monday 2-4
Tuesday 9-3
Wednesday 1-5*
Thursday 2-4
Saturday 10-2

* During Mountain Standard Time the Pantry closes at 5:00 PM on Wednesdays.

THE AREA WE SERVE

The East Mountain Food Pantry serves families who live in the area that is bounded on the west by Carnuel and on the east by the Moriarty area. The villages of Golden and Mountainair mark the boundaries on the north and south.



2023 Income Limits

July 1, 2022 - June 30, 2023

Household Size	Monthly Income*
1 Person	2096
2 People	2823
3 People	3551
4 People	4279
5 People	5006
6 People	5734
7 People	6462
8 People	7189

For each additional person add \$728

If the client lives outside our service area refer them to:

New Mexico State Fair Grounds – Roadrunner Food Bank provides food boxes on Tuesday’s beginning at 9am. Use Expo NM Gate 3 (San Pedro/Copper).

Food Assistance – Call Roadrunner Food Bank for Help

When you call their food assistance line, they will provide contact information for several of their distribution partners in your neighborhood. Be sure to have paper and a pen ready when you call. You’ll need to use your zip code!

RR food assistance line is staffed Monday through Friday from 8 am to 5 pm.

- 505-349-5340
- 575-523-4390

You can also use their “Find Food” feature online by entering your zip code in the proper field near the map. A list of partners who supply food to in your area will appear including details about the upcoming food distributions. <https://www.rrfb.org/find-help/find-food/>

Pantry Closures:

New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

Inclement Weather and other closures will be communicated on local television channels (13 and 4) or through their respective websites

<https://www.kob.com/closings/> or <https://www.krqe.com/weather/closings/>

Closures will also be posted on Facebook and East Mountain Food Pantry (EMFP) website.

The EMFP phone recorded message will also be changed to reflect the closure.

EMFP Board & Director Contact Information

David Smith, President: 505-355-9909 President@EastMountainFoodPantry.org

Main duties: General Corporate Management, including financial reporting, state & federal taxes and reports, Board of Director management, internet services, temperature monitoring; oversight of property improvements approvals by Directors.

Sammie Hutchison, Secretary: 505-228-9593 Sammie.H@me.com

Main duties: Link2Feed Operations/Training, food rescue

William Butler: 505-228-2609 Bill@canyonbible.org

Main duties: Community Outreach

Amy Clement: 505-358-5579 amylynn2008@gmail.com

Main duties: Coordination of Food Drives, Yard Sales and Grant Writing

Cindy Hunt: 505-459-0183 cindyahunt@centurylink.net

Main duties: Inventory Control, food deliveries, food storage, and food rescue

Dorlaska Cammack: 505-250-9391 dorlaska@comcast.net

Main duties: Volunteer Coordination

Rick Moody: 505-357-7974 rmoody114@gmail.com

Main duties: Fire Safety

Thomas Kyle Campbell, III 505-286-2431 tkc3d@yahoo.com

Main duties: Grant Writing, Legal Issues

Other Support Staff:

Cheryl Smith: 505-850-6592 Treasurer@EastMountainFoodPantry.org

Main duties: Treasurer

Alexandra Szarek 480-392-3199 Manager@EastMountainFoodPantry.org

Main duties; Homebase scheduling, pantry & property management

Shift Coordinator Contact Information:

Monday:

Deliveries:

Cindy Hunt	505-459-0183	cindyahunt@centurylink.net
Thomas Kyle Campbell	505-286-2431	tkc3d@yahoo.com
Morning Inventory 12-2		
Cindy Hunt	505-459-0183	cindyahunt@centurylink.net
Afternoon Distribution 2-4		
Dorlaska Cammack	505-250-9391	dorlaska@comcast.net

Tuesday:

Repacking

Lisa Bagnoli	505-259-4842	EMTNRES@MSN.com
Morning Distribution 9-12		
Flynn Bushong	206-948-5319	flynn23@hotmail.com
Afternoon Distribution 12-3		
Marci Harris	505-281-4331	marciharris5@yahoo.com

Wednesday:

Cleaning Crew 8:30-10

Jean Payne	505-379-3171	Jean.Payne505@gmail.com
Early Distribution 1-3		
Claudia Risner	505-357-5334	cmrisner2014@gmail.com
Late Distribution 3-5		
Sammie Hutchison	505-228-9593	Sammie.H@me.com

Thursday:

Deliveries:

Cindy Hunt	505-459-0183	cindyahunt@centurylink.net
Thomas Kyle Campbell	505-286-2431	tkc3d@yahoo.com
Early Distribution 12-2		
Linda Scott	480-236-3257	lwinkscott@gmail.com
KR Scott	480-353-7814	krscott.mtp@gmail.com
Afternoon Distribution 2-4		
Amy Clements	505-358-5579	amylynne2008@gmail.com

Saturday:

Early Distribution 10-12

Cindy Hunt	505-459-0183	cindyahunt@centurylink.net
Late Distribution 12-2		
Andrea Sorenson	951-704-3996	surfermomof12@yahoo.com
Clarissa Contreras	505-238-1531	mistressclair@swcp.com

Donations:

Food/non-food Donations:

The pantry is grateful to receive donated items, however we have no control on what is donated. We will provide a Thank You letter (no receipt). We will indicate the number (#) of items received but the donor gets to put in a value. Volunteers should record the total items donated on the Donation Clipboard.

Volunteers should then examine donations for outdated food, damaged containers, etc. Ask your shift coordinator if you have questions.

Cash Donations:

All cash donations should be logged on the form located next to the desk and placed in the lock box. Please notify, by calling or text, Cheryl (505-850-6592) or David (505-355-9909) that you have put items in them. Please ask the donor for their email address which should be written on the log. This assists Cheryl in processing year-end tax requirements.

Code of Conduct:

EMFP will require both clients and volunteers to sign a code of conduct. Copies of the forms will be available. We will also have a violation/warning form that both the client and pantry manager will need to sign in the event of a violation. Copies of the forms are shown below (the official forms are on pantry letterhead).

East Mountain Food Pantry Client Code of Conduct

This document describes our code of conduct. By participating in the Pantry distribution, all EMFP Clients agree to maintain respectful behavior. Failure to do so may result in temporary or permanent removal.

A: Distribution Rules & Regulations:

As Clients of the Pantry, all individuals agree to the following:

- Each Client must maintain a respectful attitude toward all people while on the premises or accepting deliveries.
- Clients are responsible for the behavior of all people they bring with them.
- Smoking - for the comfort of our Volunteers, we ask that you not smoke while at the Pantry or accepting deliveries. This includes in your vehicle or where the delivery takes place.
- Taking unauthorized amounts of food or other products is prohibited.
- Selling Pantry provided food is prohibited.
- Clients will provide space in their vehicle for their distribution items. If vehicle space is available, the Volunteers may load the items into the vehicle or they may leave the items at the place of delivery.
- All dogs must be secured in the Client's vehicle or at the place of delivery.

B: Prohibited Behaviors & Conduct:

- Physical or verbal abuse of anyone.
- Sharing another person's private information.
- **Sexual harassment of any kind.**
- Brandishing any item in a threatening manner with the intent to intimidate or injure others.
- Refusal to follow our safety requirements: staying in vehicle, wearing masks, making sure that dogs are secured in vehicles or at the delivery location, etc.
- Knowingly providing false information.
- Client's failure to follow Volunteer instructions.

Any violation of the prohibited behaviors will result in a written warning (this will be given to the Client by the Pantry Manager or their designated representative). A second violation will result in removal from our program for six months or permanent removal.

I understand that this Code of Conduct may be modified from time-to-time. These changes will be communicated to me via handouts and I will be bound by the current Code of Conduct.

Client Signature _____

Date: _____

East Mountain Food Pantry Volunteer Code of Conduct

A: Rules & Regulations:

- Each EMFP Volunteer must maintain a respectful attitude toward all people while on the premises and while making or picking up deliveries or doing any other Pantry business.
- TEFAP and USDA Commodities distributed at this site are warranted and will be handed out in perfect condition. We are prohibited, as a TEFAP distribution site, from giving out any damaged packaging. If you see a damaged TEFAP item, please notify the Pantry Manager.
- It is the expectation that food is used for meeting EMFP client's needs. Non-Roadrunner and non-TEFAP items will be given to Volunteers only under direction of the Pantry Manager and only when there is over-abundance.

B: Prohibited Behaviors & Conduct:

- Physical or verbal abuse of anyone.
- Sharing another person's private information. EMFP Clients have an implicit right to confidentiality. Volunteers agree to not share ANY Client information or use it for personal use, this includes acknowledging that anyone particular individual is/or is not a Client.
- **Sexual harassment of any kind.**
- Brandishing any item in a threatening manner with the intent to intimidate or injure others.
- Being under the influence of drugs and/or alcohol

Any violation of the prohibited behaviors will result in a written warning (this will be given to the Volunteer by the Pantry Manager or their designated representative). A second violation will result in dismissal as a Pantry Volunteer and you will be asked not to return.

I understand that this Code of Conduct may be modified from time-to-time. These changes will be communicated to me through the regular Pantry communication channels and I will be bound by the current Code of Conduct.

Volunteer Signature _____

Date: _____ **Client**

Code of Conduct Violation-1st Warning

Client Name: _____

Client Date of Birth: _____

You are being issued a Warning for violating the Pantry's Client Code of Conduct. You are in violation of our Code of Conduct for the following reason(s):

Any further violations **within one year** will result in you being removed from our program for a period of **six months**. Please understand that we issue this warning with much consideration for your needs but we also have an obligation to ensure that our Volunteers and other Clients are treated respectfully and that our Volunteers can help provide for your needs without threat of harassment, etc.

Client Signature

East Mountain Food Pantry Manager Signature
(Or designated representative)

Date

Client Code of Conduct Violation-Six Month Suspension

Client Name: _____

Client Date of Birth: _____

You are being issued a Six-Month Suspension for violating the Pantry's Client Code of Conduct for the following reason(s):

You are being issued a Six-Month Suspension for repeatedly violating the Pantry's Client Code of Conduct. This is your second Violation within the past year and you will now be removed from our Pantry program for a **period of six months**. You may reapply again six months after the date shown below.

Client Signature

East Mountain Food Pantry Manager Signature
(Or designated representative)

Date

Volunteer Code of Conduct Violation-1st Warning

Volunteer Name: _____

You are being issued a Warning for violating the Pantry's Volunteer Code of Conduct. You are in violation of our Code of Conduct for the following reason(s):

Please understand that any further violations of the Volunteer Code of Conduct within one-year will result in you being dismissed and asked not to come back. Please direct any questions about this policy or your behavior to the Pantry Manager.

Volunteer Signature

Pantry Manager Signature

Date

Volunteer Code of Conduct Violation-Dismissal

Volunteer Name: _____

You are being dismissed for violating the Pantry's Volunteer Code of Conduct. You are in violation of our Code of Conduct for the following reason(s):

Due to this incident, as well as your previous Volunteer Code of Conduct Violation within the past year, you are being dismissed and we ask that you do not come back. Your volunteer services are no longer desired.

Volunteer Signature

Pantry Manager Signature

Date

Food Safety Training:

A separate food safety-training manual will be kept at the desk for reference. Due to the size, slides are not included here.

Commodities also known as TEFAP (The Emergency Food Assistance Program)

The Emergency Food Assistance Program (**TEFAP**) is a federally funded food distribution program administered through the United States Department of Agriculture's Food and Nutrition Service (USDA/FNS). TEFAP Program regulations are available at <http://www.fns.usda.gov/tefap/emergency-food-assistance-program>.

East Mountain Food Pantry is a Local Emergency Food Organization (**LEFO**) who receives our Commodities through Roadrunner Food Bank who is our Regional Emergency Food Organization (**REFO**).

Clients who receive Commodities (TEFAP) **MUST** meet the financial guidelines. If their combined income is above the TEFAP limit (185% above poverty) they may receive regular food from EMFP **BUT NOT** Commodities.

Commodities are separated from our Regular food items since EMFP by contract **MUST** follow the Federal guideline:

Commodity food items have a specified shelf life of 2 months & if we haven't distributed them in that time period **THEY MUST BE DESTROYED**. (This refers to items received directly from our REFO – this **DOES NOT** apply to items purchased or donated.)

Can LEFOs repackage USDA Foods?

No. TEFAP USDA Foods must be distributed in their original packaging to ensure food safety. Repackaging of USDA Foods by LEFOs in any form is strictly prohibited. USDA Foods are not to be opened, altered or removed from the unit containers. The only exception is to remove spoiled produce to prevent the entire bag/box from going bad.

USDA Foods must be stored in the original USDA cases until distribution for identification purposes in the event of a hold, recall or other similar situation. In particular, EMFP needs to retain the lot numbers for each shipment. Eligible recipients must be told that they are receiving USDA Foods.

Under the statutory authority of the Commodity Credit Corporation (CCC), the U.S. Department of Agriculture (USDA) is administering a second year of the Trade Mitigation Food Purchase and Distribution Program, now known as the Food Purchase Distribution Program (FPDP), to purchase up to \$1.4 billion of FPDP foods. The bulk of this food is being distributed through The Emergency Food Assistance Program (TEFAP), which is USDA's primary outlet for foods purchased through market support mechanisms. These foods are being provided to state agencies in addition to TEFAP entitlement and bonus foods.

Commodities are not automatic for all clients; client must meet income eligibility.

REFOs and LEFOs must follow good warehouse and storage practices. General Storage and Maintenance Guidelines include but are not limited to the following:

- **Refrigerated food products must be:**
 - Refrigerated at temperatures of 35-45 degrees Fahrenheit (don't adjust temperature)

- **Frozen food products must be:**
 - Stored in a freezer at 0 degrees Fahrenheit or below
- Frozen Poultry must be maintained at the appropriate frozen temperatures (0 degrees or below) temperatures through distribution,
- Keep all food 6” off floor, stored on pallets, platforms or shelves
- Keep all food away from walls.
 - This promotes air circulation and assists with pest control. “This is currently provided by AAA Pest Control on the third Monday of each month.”
 - Maintain an 18-inch clearance from ceilings and electrical equipment including HVAC units.
- Keep dry foods away from direct sunlight, when possible.
- Keep all non-food items separate from food.
 - Toxic items (soap, bleach, cleaning supplies, etc.) must be kept away from food items.
- Keep floors, pallets and shelving clean. Maintain a regular cleaning schedule.
- Keep doors, windows and roofs well sealed to prevent pest entry and water damage.
- The building, grounds and equipment should be inspected regularly for signs of fire hazard, security problems, needed repairs and pest infestation.
- Maintain equipment including regularly checking for leaky compressors in freezer and refrigeration units, hydraulic forklift leaks, etc.
- Maintain a good pest control system.
 - Have a qualified person on staff or contract with a licensed firm to handle pest control management.
- The inventory practice of first in first out (FIFO) must be followed.
 - Food must be rotated as new product arrives. The older product must be used before the newer product.
 - USDA Foods should be stored in their original cases until distribution.
- REFO warehouse and contracted storage facilities must maintain a running inventory of all USDA Foods products
 - All frozen USDA Foods must be grouped together.
 - All cooler USDA Foods must be grouped together.
 - All dry USDA Foods must be grouped together.

Staff shall routinely monitor product levels to assure that TEFAP product inventories are not excessive. In no case may the inventory level of each donated food in storage exceed a two-month supply unless sufficient justification for additional inventory has been submitted and approved by the FANS Bureau.

How long can USDA Foods be stored? LEFO coordinators will manage their inventory carefully so that USDA Foods are distributed promptly. Clearly marking cases with the month and year of receipt will help ensure food is distributed in a timely manner. All of the USDA foods are warranted and therefore must be distributed within two months of receiving it at the LEFO site

Emergency Food Organization – This is an eligible recipient agency that provides nutrition assistance to relieve situations of emergency and distress through the provision of food to needy persons, including low income and unemployed persons. Emergency feeding organizations have priority over other eligible recipient agencies in the distribution of TEFAP USDA Foods pursuant to 7 CFR § 251.4(h).

(LOCAL) – LEFO A not-for-profit food bank, pantry or shelter that has an agreement with a Regional Emergency Feeding Organization (REFO) to distribute TEFAP USDA Foods in an assigned service area.

(REGIONAL) – REFO A not-for-profit food bank that has an agreement with the FANS BUREAU to assist in administering TEFAP in accordance with applicable State and Federal laws. The REFO has an assigned service area no smaller than an established geographical county and may receive USDA Foods directly from USDA.

Training Opportunities:

Sammie Hutchison and Cindy Hunt will administer course Training. They will notify volunteers of required training(s) and once completed volunteers should send their completed certifications either as a hard copy or e-mailed to Cindy who will upload certificates into Homebase.

Link2Feed Computer Training: Desk Client Intake volunteers who are interested in entering client eligibility/verification information. Volunteers interested should contact Sammie Hutchison.

Food Safety Course Certification Training (from Roadrunner Food Bank): Required prior to repacking food or as part of the Delivery crew.

Requests for food safety training will be submitted by the pantry manager to Kourtney Munoz at RRFB at kourtney.munoz@rrfb.org. The volunteer will receive an email from RRFB through Claromentis in order to take the training.

Civil Rights Training

Civil rights training when required will be communicated to RRFB. We will let you know if you are required to take it and will ask RRFB to send you a link for the training.

Volunteer Orientation:

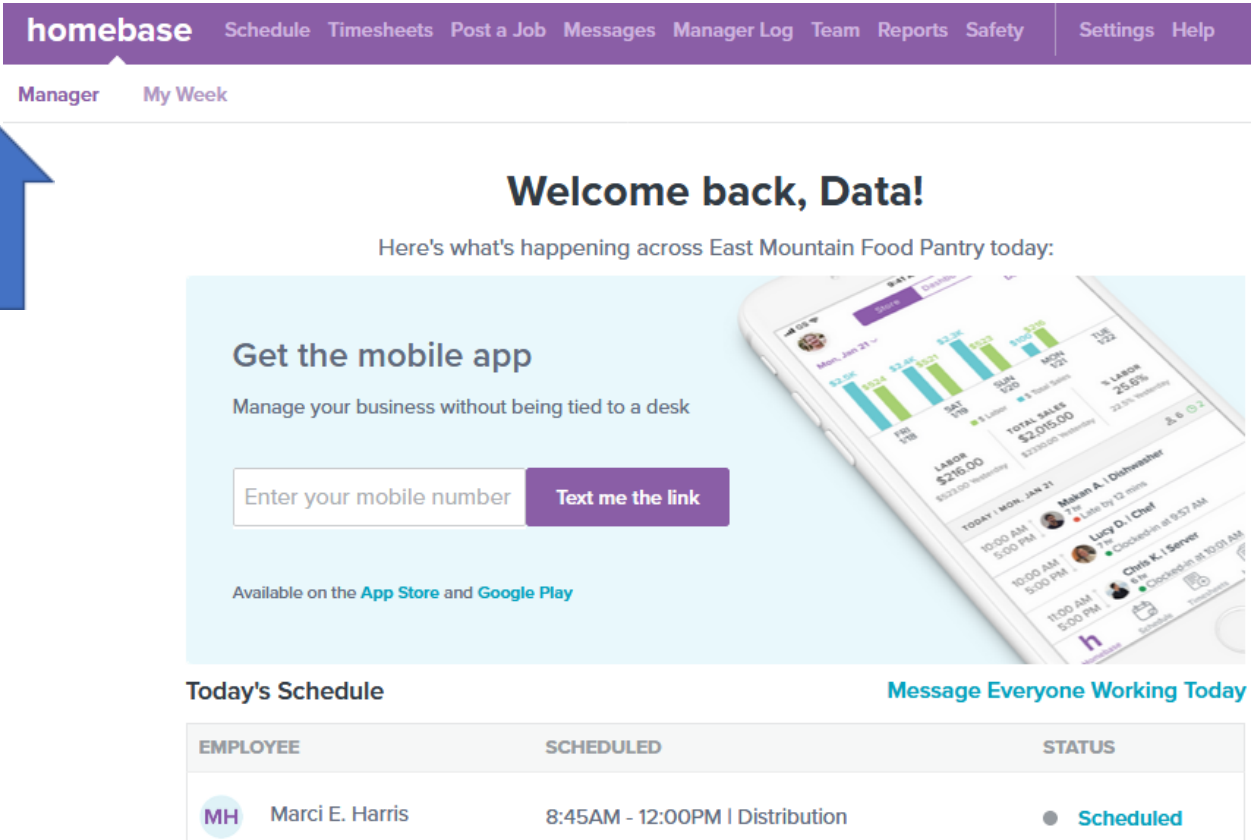
Volunteer orientation is provided to new volunteers with history, information on volunteer roles and responsibilities as well as services provided at the EMFP.

Homebase Scheduler:



Volunteers will be set up in Homebase, and if they provide an email address will be invited to join Homebase. Volunteers can provide their preferred schedule, request time off, and request coverage.

Below is the process for front desk volunteer to clock-in volunteers for their shift. The log in information is available at the front desk:

Under homebase manager it will list all volunteers scheduled for the day








The screenshot shows the Homebase Manager interface. At the top is a purple navigation bar with the Homebase logo and menu items: Schedule, Timesheets, Post a Job, Messages, Manager Log, Team, Reports, Safety, Settings, and Help. Below this is a sub-menu with 'Manager' and 'My Week'. A blue arrow points to the 'Manager' link. The main content area features a 'Welcome back, Data!' message and a summary of today's activity for East Mountain Food Pantry, including sales and labor data. A large blue arrow points to the 'Manager' link in the sub-menu. Below the summary is a 'Get the mobile app' section with a form to enter a mobile number and a 'Text me the link' button. At the bottom, there is a 'Today's Schedule' section with a table listing employees and their scheduled shifts.


EMPLOYEE	SCHEDULED	STATUS
 Marci E. Harris	8:45AM - 12:00PM Distribution	 Scheduled





Today's Schedule

[Message Everyone Working Today](#)


EMPLOYEE	SCHEDULED	STATUS
 Marci E. Harris	8:45AM - 12:00PM Distribution	● Scheduled 
 Linda Sparling	8:45AM - 12:15PM Distribution	● Scheduled
 Renee Tourville	8:45AM - 12:00PM Distribution	● Scheduled
 Linda K. Keagle	8:45AM - 12:00PM Distribution	● Scheduled

Select the volunteer you wish to clock in and click edit by clicking on Scheduled

 **Marci E. Harris**
Tuesday, Feb 16 | Distribution at East Mountain Food Pantry

CLOCK IN (8:45 AM)	CLOCK OUT (12:00 PM)	CASH TIPS / CREDIT TIPS	<i>No issues and notes for this time card</i>
No-Show	No-Show	\$0.00 / \$0.00	

TOTAL TIME	OVERTIME		<div>Add a manager-facing note to the time card...</div>
--	0m		

Select the time for the volunteer clock in or out and click save



Marci E. Harris
Tuesday, Feb 16

Distribution



CLOCK IN (8:45 AM)

09:00 AM



CLOCK OUT (12:00 PM)

--:-- --

CASH TIPS

CREDIT TIPS

No issues and notes for this time card

BREAKS

[+ Add Break](#)

TOTAL TIME

--

OVERTIME

--

Cancel

Save



Add a manager-facing note to the time card...

To Clock in an unscheduled volunteer:

Go to timeclock

Click on the Time Clock button



Time Clock

7	8	9	10	11	12	1	2	3	4	5	6	7	8	HRS	STATUS
														2.5	
														2.5	
														2.5	
														2.5	
														2.5	
														2.5	
														2.5	

Enter Pin number of Volunteer

PIN



1

2

3

4

5

6

7

8

9

Clear

0

Del

Submit

Click on Start Unscheduled Shift

Welcome Cindy Hunt!

No shifts scheduled today

Cancel

Start Unscheduled Shift



Fire Marshal Requirements

Areas surrounding fire extinguishers (marked by yellow and black tape on floors) **must remain open**. No items are to be placed in these areas to allow for easy access to the fire extinguishers in the event of a fire.

Red fire extinguishers are certified for paper, electrical and grease fires. They are located at the doorway between the main room & produce room AND to the left of the double doors in the storeroom.

The Silver paper only fire extinguisher will not put out a grease fire. Silver fire extinguishers are **ONLY** certified for a paper fire. This extinguisher is located in the main room next to the hall door.

Fire extinguishers will be inspected on a **yearly** basis by the Fire Marshal.

Fire extinguishers need to be inspected & recorded **MONTHLY** by an on-site volunteer who will verify they are charged by writing their name/initials on the inspection tag.

There must be an eighteen (18) inch clearance between ceilings and any items on shelves or equipment. This allows firefighters room to adequately spray from the ceiling down.

There must be a minimum of two (2") inches between walls & any stored item. This allows water to be sprayed behind shelves & equipment and to allow proper ventilation / circulation.

There must be adequate space at all doorways & halls to safely exit from one room to another or to exit outside.

Smoke alarms must have batteries changed yearly & tested every three months.

Parking

The parking spaces nearest to the building should be reserved for Pantry clients **and** customers for the other businesses, with the exceptions for loading/unloading, parking before or after business hours and on weekend off hours, and the two permanently reserved handicap spaces. Occupants and their employees/volunteers should occupy a maximum of two parking spaces on the north side of the paved lot during normal business hours. All volunteers must park on the west side of the parking lot with the exception of medical need.

Box Storage

Boxes stored above two door reach-in freezer in the back room are designated for use in freezers and should not be used for other purposes.

Boxes used for clients may be stored on top of the wire shelves in main room but reserve the area at the East end for storage of cereal cases. Other boxes may be stored there if room is available. Based on the Health Inspector guidelines, boxes used to deliver food to clients should not be stored on the floor, they should be handled just like food containers, i.e. 6 inches off the floor, including in the barn.

Storage of boxes above the commodity shelves and next to those shelves is allowed. No boxes should be stored that would exceed the 18 inch from ceiling or equipment fire marshal's allowance.

Plastic Cardboard recycling bin located near the commodities section should be emptied into the large

cardboard boxes on our porch. Excess cardboard boxes need to be placed in the barn storage area.

Food Repacking

The following volunteers have been certified by RRFB as having taken and passed RRFB Food Handling & Safety training course and quiz:

Sammie Hutchison, Cindy Hunt, Lisa Bagnoli, Jean Payne, Kathy Ferris, Lisa R. Thompson and Gwen Barnhart.

Any repacking must be performed in a certified location:

Mountainside Methodist Church Tijeras – reserved time is 9-12 each Tuesday.

Volunteers who are certified may enlist the assistance of non-certified volunteers, but must ensure that all safety requirements are met. Each volunteer will wear a ball cap/hair net, apron and gloves when repacking food. Please leave the area as clean as or cleaner than when you began. EMFP has all the equipment needed to repack. **No meat or frozen items are EVER to be repacked.**

Produce

The delivery team will handle produce deliveries on Mondays and Thursdays (currently Kyle). Produce deliveries from Costco arrive Tuesday, Wednesday and Saturday. Deliveries from Restoration are currently Monday, Thursday & Saturday. Volunteers are notified when drivers are on their way.

All shifts should inspect produce and remove any molded or rotten produce, placing it in boxes and taking it out to the designated space beyond our gate for farmers to pick up. This will include any expired milk that will not be distributed to clients (**10 days** beyond expiration date). Any food including produce must be stored at least **6** inches off of the floor.

Pet Food Distribution

The EMFP has decided to concentrate its time and resources on the mission of feeding hungry people and due to space limitations we will no longer repack and distribute pet food.

Volunteers

Volunteers should show up for their shift at least 15 minutes prior to the start of their shift. This allows you time to see what inventory is available and to receive information/direction from your shift coordinator.

If you are unable to work your shift, or are on a planned leave, you **must** notify your shift coordinator through the Homebase App, by phone call or text message of your absence so that a replacement can be found. It is also helpful to write your absence on the calendar at the Pantry. If possible, you can recruit your own replacement & notify your shift coordinator.

Volunteers should also assist the front desk by answering incoming phone calls. There are three phones located at the front desk, the commodity desk, and the shelf above the hall sink. Press the TALK button and answer the phone by saying something like East Mountain Food Pantry, how may I help you?

Volunteer Roles and Responsibilities

Volunteers must refer to all charts for consistent distribution of food items – quantities may change from time to time depending on the amount of food available.

Commodity Volunteer is responsible for: Creating pre-packed Commodity boxes (designed for households of 1-4 people). Each box will contain 1 of each of the canned/boxed/bagged Commodity items. When you receive a clipboard for either a Full Box or Commodity Box for a Household of 1-4 people use one of the pre-packed Commodity boxes **and** add 1 of each of the commodity produce, refrigerated and 1-2 of the frozen food items. Households of five (5) or more should get 2 of EVERY item and Households of nine (9) or more should get 3 of every item.

Grocery Volunteer is responsible for:

Full Box - Adding bread, Regular (not Commodity) meat, requested extra items, beverages, end-cap items and individual snacks to one of the pre-packed boxes that currently consist of eighteen (18) items for a household of 1-2 people. For larger household(s) of three (3) or more additional items will be added to boxes (refer to the chart taped to the Commodity desk for the number of extra items to add). Full boxes are designed to last about 10 days. (Remember to ensure that the Commodities and Produce are taken out with each Full Box.)

Produce Volunteer is responsible for creating a bag/box with a variety of produce for the household size. Amount of Produce is designed to last 3-5 days.

Parking Lot Volunteer should watch the parking lot and as vehicles arrive place a cone number on the vehicle (preferably under the windshield wiper). Write the cone # on the Service slip as well as the client information (date of birth, name, # in the household), vehicle color/type, number in household, full or partial boxes and any extras. Food allergies and any special request are also helpful. Cindy & Sammie will strive to have a list of items to 'push'. If clients can use any of them, please include that on the clipboard.

Desk Homebase Timeclock & Client Intake Volunteer is responsible for both Homebase and Link2Feed.

- A. Homebase Timeclock - Clock in/out each volunteer on the shift. (Refer to pages 13-16).
- B. Link2Feed - Verify the client information on the clipboard with what is contained in the Link2feed software program. If there is a difference in the # of people in the household talk to the client to add/delete people as appropriate. Once a year beginning July 1st, every household needs to re-qualify with a physical address within our area and within the updated financial guidelines. We typically update ALL their information within each tab at that time and recertify their eligibility.
 1. On the daily sign-in clipboard record the: Cone #, DOB, Client Name, number of Adults/Seniors/Children, and the type of Service/Box they are getting (Full (TEFAP), Produce (MarketPlace), Commodities (Trade Mitigation) or Partial ***Produce is automatically included*** (Pantry).
 - a. If they are receiving more than one type of box (usually a Commodity & Partial or Commodity and Produce) enter each service on a different line so your clipboard totals will match Link2Feed. Be sure to enter the number of individuals on the 2nd line as well.

- b. If they are an Anonymous or New Client indicate that in the appropriate column.
2. Periodically throughout your shift verify that the clipboard #s match those on Link2Feed Dashboard (every 3-5 line #s). Check that the Clipboard Line # equals the # of Households Served Today and the Total # of People (last column) matches # of Individuals Served Today. *Circle those two numbers on the clipboard when they match – if they don't match, find & correct the error before circling the numbers. If you don't have time to correct right then indicate the line where you discovered you were off & at least you will know to look between that line and the previously circled line to find the error.*
 - a. If the clipboard # is HIGHER than L2F then a service visit has NOT have been entered.
 - b. If the clipboard # is LOWER than L2F then a client has been entered twice for the **same** service **OR** the 2nd service (when they get both a Commodity & Partial or Commodity & Produce boxes) wasn't written on a separate line.
 3. At the end of your shift, total the columns on the clipboard. Run the L2F Statistics report and write those totals on the line below on the clipboard (in the name column write the word L2F totals). Make sure the Total # of people (including any Anonymous), # of New Households, the 4 Types of Services/Boxes & the Total # of services (line #) match with your clipboard numbers. If clipboard # is HIGHER than L2F then a service visit may NOT have been entered – If clipboard # is LOWER than L2F a client may have been entered twice for the **same** service. When your numbers match record the data to the Daily Log spreadsheet including the number of items donated that day.
 - a. Required Statistics categories:
 - i. Age Group: Individuals (Duplicated) (*people counted for each type of box received*)
 - ii. Households: New vs. Existing (Unique) (*households counted only 1 time*)
 - iii. Visits: Program Name/Program Type (*counts every type of distribution received*)

Quality Assurance Volunteer is responsible for:

This is a new position and is designed to ensure that clients receive all the food boxes they are supposed to get rather than driving off while still missing items.

- Watch the parking lot to identify the order each vehicle arrives
- Notify the Parking Lot Order Taker as to who is next to receive a cone/have their order taken
- Marks on the clipboard as boxes are taken out (see the bottom of the order form).
- Identifies when the last box has gone out, asks that delivery person to tell the driver they are done & bring in the cone.

Shift Coordinator Volunteer is responsible for:

This volunteer can either fill one of the above positions &/or rotate ensuring everything is running smoothly. You should take the lead to organize your volunteers to fill each position. If you need additional help please call either Cindy or Sammie to help find someone or to fill in. If your shift isn't busy with clients, there are a number of tasks that need to be done regularly.

- Items for the chicken/pig box: bread that has mold or is too hard hardness; milk that is more than 10 days past date, produce that has mold or past human usability.
- Cleaning spills or debris from inside refrigerators
- Prepacking Commodity or Grocery boxes
- Organizing empty boxes -- nesting usable boxes, moving unusable boxes to either the barn or breaking them down & putting in the recycle box on the porch
- Sweeping the floors, taking out the trash (dumpster is in the back), sweeping off the porch

EMFP Frozen/Refrigerated Food Storage & Distribution Procedures

Freezers and refrigerators are identified by a number attached to the top/left of each unit.

There are three main components to our storage and distribution procedures – Food Safety, Inventory and Management to maximize taste and appearance of food; and other requirements or guidelines.

FROZEN FOOD

Safety Requirements:

- Most frozen food, and in particular, meat (beef, pork, lamb, fish, etc.) and poultry (mostly **chicken**, turkey and eggs) must be kept frozen at zero degrees Fahrenheit or lower.
- If meat or poultry begins to thaw, it should be moved to a refrigerator, and distributed within a few days. Clients should be advised to cook and eat it right away.
- Uncooked meat and poultry should be stored in separate freezers if possible. If they are stored in the same freezer, poultry **must** be placed on lower shelves than other kinds of meat, vegetables or other products. Cooked poultry can be mixed with meat and other products, but the better practice is to keep it in separate freezers or on lower shelves of freezers. **NEVER PUT UNCOOKED POULTRY ABOVE, OR ON THE SAME LEVEL, AS MEAT OR ANY OTHER PRODUCT (DUE TO CONCERNS ABOUT SPREADING SALMONELLA).**
- Pre-cooked meat and poultry dishes should be stored above uncooked meat and poultry.
- Overview bottom to top: uncooked Poultry on the bottom, then uncooked other meats, then cooked meats with vegetables, fruits, desserts, etc. on the top shelves

Storage Procedures:

The following shows the recommended storage times for frozen food in order to maintain taste and quality.

- In general, frozen meats in unopened packages should not remain in storage longer than 1 – 2 months. Cooked products can be stored a little longer.
- We attempt to use a “First In/First Out” FIFO inventory and distribution system in order to distribute all frozen meat within the FDA guidelines for quality.
- In order to implement this system, we try to have about a 7 to 10 day supply of frozen meat in the main room, and an equivalent amount in the storage room (more right after deliveries, less just before deliveries). If possible, we also have separate freezers for commodity meats and meat in big packages (whole turkeys, and hams, etc., boxes of meat that we will probably not need to open for a while, etc.)
- Make sure freezer doors are closed after frozen food is removed from the freezer or refrigerator. The vacuum seal on the commodity freezer will open after 10 seconds of being closed.

- No repacking or partial distributions of frozen food that comes in a single package, (often within a single plastic bag in a large box is allowed. We can, and do, break out and distribute smaller sealed containers of food that is packed in a single box. There is absolutely NO repackaging of meat allowed—large boxes of a single item MUST go to a single client (typically a large family).

Distribution Procedures:

- While food is being distributed, usually there will be no need to take frozen food out of the storage room. In order to maximize food quality and safety, we should distribute all frozen food from the freezers in the main room before taking anything out of storage.
- On RRFB delivery days (Mondays and Thursdays), volunteer stockers will move frozen meats from the storage room to the main room as necessary to keep the main room well-stocked, while maintaining our First In/First Out rotation system.
- DO NOT MOVE POULTRY ITEMS FROM LOWER SHELVES TO HIGHER SHELVES unless the entire freezer is poultry items.

Primary Purpose of Each Freezer:

- Freezers #3 and #5 are to be used for commodity frozen items **only**.
- Freezers #6 (also used for larger packages of meat such as turkey or ham) and #7 are used for overflow and should rarely be used for distribution.
- The Two Door Reach-In Freezer on the east end of the wall dividing the produce room and main room (#8) used primarily for non-commodity poultry distribution. Raw chicken and other poultry products are **always** stored on lower shelves. Any Costco prepared meals containing chicken or other poultry will be stored on the top shelves.
- The other Two Door Reach-In Freezer (#9) is used primarily for non-poultry meats. Any Costco prepared meals that do not contain poultry are stored on upper shelves.
- Freezer #11 is used for any prepared meals, frozen vegetables and other pre-cooked meals.
- The Two Door Reach-In freezers in the storage room (#12 and #13) are used for food that is newer than the food in the main room (mostly in unopened boxes that the delivery volunteers will move from the storage room to the main room as space becomes available).
- ALL cases are to be marked with the date received on the length-wise and width-wise sides of the box. If they are Commodities they will also be marked with the letter C.
- If we have more frozen or refrigerator space than we need, we will turn off one or more units to reduce electricity costs. Please notify either Alex, Cindy or Sammie of any units that need to be shut off. We will shut them off & notify David so that they are not monitored while they are off.

Refrigerated Food

Safety Requirements:

- Note: eggs must be stored below any other items and nothing else can be on a shelf with eggs.
- Most refrigerated food must be kept at 33 to 40 degrees (a little higher for some produce).
- In general, most refrigerated food in unopened packages must be stored no more than about 5 – 7 days past the use by date. Please refer to the chart hanging by the 3 door refrigerator for recommended expiration dates.

Refrigerator Locations:

- All of our refrigerators are located in the main room with the exception of a “2-door” refrigerator in the produce room. The Three-Door Reach-In refrigerator #10 in the main room is our primary refrigerator. There is also a separate refrigerator for commodities #4 in the main room.
- There is also an 8’ x 8’ walk-in cooler #1 in the front/produce area.

Distribution Procedures:

- Look for use by dates on some of the refrigerated items (in particular, eggs and milk), and distribute the earliest dates first. There is a chart next to the 3-door refrigerator to assist you.

Primary Purpose of Each Cooler and Refrigerator:

- The **Walk-In Cooler in the produce room (#1)** is used primarily for produce, although if necessary, we will use it for overflow produce, storage of any Refrigerated Commodity boxes and if there is a need to put other products in that space. The cooler is set 40 degrees Fahrenheit, but it is a little colder near the air conditioning unit, and a little warmer further away from that unit, so we have a little bit of flexibility to store products closer to their ideal storage temperatures. Please note the list of produce that should NOT be refrigerated either in the walk-in or refrigerators. It is posted on the outside of the walk-in cooler.
- The **Produce Display Refrigerator in the produce area (#2)** is used to display available produce – thereby limiting the need to enter the Walk-In Cooler. As it runs low, distribution volunteers can refill it with food from the Walk-In Cooler.
- The **Three-Door Refrigerator in the main room (#10)** can be used for whatever non-commodity refrigerated foods need refrigeration. If overflow Commodity items need to be stored they will be clearly marked on 2 sides with the arrival date and the letter “C”.
- The **One Door Refrigerator in the commodity area (#5)** is used for refrigerated commodity foods.
- **Exceptions:** If we run low on storage space, we may put any refrigerated foods in the units that are designated primarily for another product. Commodities should be marked as such.

Other Requirements and Guidelines

- **Bread and Other Bakery Products.** Bread products, desserts, etc. will be placed in any available space in freezers, refrigerators or on shelves as appropriate.
- **Adjustments:** Adjustments to the storage plan will be made as necessary.
- We will disconnect empty freezers and refrigerators in order to reduce electricity costs if they are not needed. They should be disconnected by turning off the appropriate circuit breaker on the control panel (make sure that you don't turn off a circuit that is used for other electric appliances).
- **Insulation Blanket:** The insulating blanket should be placed over the glass top of the chest freezer at the end of each distribution.
- **Surge Protectors:** Do not use surge protectors for any freezer or refrigerator (they sometimes switch off when units go through their defrost cycle).
- **NEVER PLACE UNCOOKED POULTRY OR EGGS ABOVE OR ON THE SAME LEVEL AS ANYTHING ELSE.**

EMFP Food Handling Guidelines for Dry/Canned Goods

There are no federal regulations in place for dry/canned goods with the exception of baby formula and some baby foods. There are currently three date categories for foods:

- Best if used by/before: guarantees product quality or flavor. It does not refer to safety
- Sell by: date used by manufacturers to tell retailers when to remove products from shelves. The goal is to ensure products are at their best quality, which can still be good quality several days to several weeks after the date, depending on the item. Milk products should last five to seven days past the sell-by date.
- Use by: This is the last date that guarantees the best quality of a product. This is also **not** a safety date, with the exception of infant formula.

USDA APP for recommended shelf life:

Available for both Android and Apple devices the US Government has released an APP where specific items can be searched to determine shelf life of dry/canned goods products. The APP is found under foodsafety.gov.

A general rule of thumb is that canned goods are good for 2-5 years from dates indicated. The exception is for high acid foods (tomato products, canned juices, pickles, pineapple), which is 18 months.

We should always check for dates on items for incoming food, paying particular attention to donated items (people will clean out their pantries and donate expired food to us). The main room shelves should have plenty of stock, if items are available.

Place cans on the Give Away cart when they are slightly dented or between 5-6 years old. Discard cans that have large dents (one you can lay your finger into), rust that can't be easily wiped off with a paper towel or are more than 5 years past the date.

Loose donated items in good shape and less than 5 years past the best buy date should be placed on main room shelves if space is available, with the exception of cases of items, which will go in the storeroom. If no space is available, the individual items should be left in the back room with a note saying when they were received and whether they have been counted, whom they came from and logged on our donation sheet. Our stocking crew will place them appropriately on the shelves. Volunteers should always take cases from the back room using FIFO method. All cases are dated with their arrival date.

Based on what we currently stock, the following chart should help all of us ensure that we are distributing quality food. Remember that dates don't indicate "**safety**".

Item	Recommended Shelf Life
Canned tomato products	18 months
Canned vegetables & beans	2-5 years
Canned meats	2-5 years
Soups (no tomato content)	2-5 years
Canned pasta	18 months
Canned fruit (not pineapple)	2-5 years
Canned pineapple	18 months
Canned Applesauce	12-18 months
Cereal	6-12 months
Dried Pasta	2 years
White Rice	2 years
Brown Rice	1 year
dried beans	1-2 years
dried lentils	1 year
dried split peas	1 year
crackers	8 months
Dry stuffing mix	9-12 months
Baking Goods:	
Baking soda	2-3 years
Baking Powder	6-18 months
Flour white	6-12 months
Flour whole wheat	6-8 months
Cake, brownie & bread mixes	12-18 months
Biscuit or Pancake mixes	9 months
Cornmeal	6-12 months
Frosting	10-12 months
Gelatin	10-12 months
Sugar granulated	Indefinitely (best if used within 2 years)
Sugar brown	Indefinitely (best if used 18-24 months)

Sugar confectioners	Indefinitely (best if used 18-24 months)
Beverages:	
Fruit Juices, drinks and punch in cartons	3 weeks
Fruit Juices bottled or canned	18 months
Bottled Water	Indefinitely
Coffee ground	2 years
Coffee Instant	1 year
Tea Bags	18-36 months
Snack items:	
Cookies	8-12 months
granola bars	6-12 months
Microwave popcorn	6-12 months

Commodities

Because of strict state guidelines concerning the handling of commodities, they should not be mixed in with our regular food items (frozen, refrigerated, dry goods or cans). The current regulation states that commodity foods must be distributed within 90 days of receipt. However, the RRFB announcement page states that this has been currently waived. This waiver will remain in effect until the USDA Trade Mitigation Food Offerings have been completed.

In addition, we must either keep ALL the Commodities in their original cases or retain the shipping label (in order to identify the lot numbers in case of a recall). For frozen or refrigerated food, that label will be retained by storing the item in the shipping box in which it arrived, or the top or bottom of that box with the shipping label. If it is necessary to take individual packages out of the boxes in order to fit them into the freezers, we should cut the label off the delivery box, and place it with the individual packages. If it is necessary to store frozen commodity meat in the same freezers as other frozen items, it is especially important to prominently mark the boxes with "commodity" or "com" or "C" (along with other required information) so we can separate commodity frozen meat from non-commodity) when we distribute it to clients, or move it to the commodity freezers as more space becomes available.

Any boxes that contained commodity foods that are empty can be used for food distribution, but we must black out the USDA stamp on the box so that there is no confusion for clients thinking that their non-commodity foods are also covered by USDA and to prevent unauthorized individuals from packing food in a USDA box and selling it as such.

Workplace Safety:

Volunteer Safety, as well as all safety issues, is very important to the Pantry. If you see an unsafe condition at the Pantry please notify your shift supervisor or Sammie or Cindy. If for some reason the situation is not resolved to your satisfaction or you feel uncomfortable talking to the above-mentioned individuals about an issue, please contact the Pantry President, David Smith (President@EastMountainFoodPantry.org or 505-355-9909). If requested the President will keep the reporter's name confidential to the extent possible. Obviously if someone is doing something dangerous then this will have to be dealt with, but generally the reporter's identity will be restricted to those with a legitimate need-to-know.

In the event of an injury at the pantry, the shift coordinator should have the volunteer who has been injured complete an Accident Incident Report. These forms are located in the file cabinet. The form should include a brief description of the accident that caused injury and signed by the volunteer. The completed form should be left in either Sammie or Cindy's in box located behind the desk. The shift coordinator should also notify Sammie or Cindy of the accident ASAP through call/text or email. After the form has been signed by Sammie or Cindy it will be forwarded to the President for filing with the insurance carrier.

Things we can do to prevent accidents:

- Keep walkways clear of carts, boxes and crates.
- Keep empty boxes off of the floor. Boxes should always be stored on top of shelves or on the crates placed between the refrigerator/freezer in commodities.
- Break down collapsing crates when empty. These should be stored in the back room under the wooden shelves.
- Keep sidewalks and walking areas in parking lot sanded during winter months to prevent slipping on black ice (please do NOT use salt or kitty litter).
- Keep floors swept/mopped of any debris to prevent slipping.
- Be aware of dogs in cars when dealing with clients. This includes dogs in vehicles that may seem hyperactive. Dogs are trying to protect their owners. If there is a dog in the vehicles that seems agitated, please ask client to restrain dog.
- If a client's car is filled with trash do not hesitate to ask them to clear space for boxes to be placed in vehicle.
- If you are the only person at the pantry, lock the door behind you for your safety.
- Let Sammie or Cindy know if supplies in the first aid box are running low.

Volunteer Accident Insurance and Non-Owned Automobile Policies:

EMFP has acquired accident injury insurance for any volunteer injured while volunteering on behalf of the food pantry and Non-Owned Automobile Coverage for those driving personal cars while driving on behalf of EMFP. This would include anyone injured at the food pantry, or while doing business for the food pantry while picking up, or delivering items to the pantry. Any volunteer who is driving while making pickups/deliveries will need to complete a Motor Vehicle Records Release form. The completed forms should be sent to President@EastMountainFoodPantry.org for insurance processing. Any coverage would be denied if the injured party was:

Intoxicated
Using illegal drugs
Using prescribed drugs not in conformance with prescription

Claims must be filed with 31 days.

Claimant must cooperate with insurance company or claim will be terminated.

Accidental Injury Claims:

Volunteers should complete the following forms:

Notice of Injury form
How to File a Claim
Accident Claim Form

The individual fills out their personal information, signs the form at the bottom and gives the form to either Sammie or Cindy. Sammie and/or Cindy will review the form and give to David, as President, for submittal to the insurance company. These forms contain volunteer's social security number and will be kept in strictest confidence.

Motor Vehicle Records Release:

Any volunteer who is driving on business for the EMFP will need to agree to submit a Motor Vehicle Records Release form. Only the volunteer's name and driver's license ID number is required. There is no need to fill in the vehicle information. The completed form should be given to either Sammie or Cindy for review and then submitted to David. The form will be submitted to our insurance carrier but will not be submitted to the MVD.

How to File a Claim

Accidents happen. Our goal is to provide you with a timely and accurately processed claim. Please take a moment to read through the instructions below. They provide information on how to initiate a claim and the documentation required.

All claims should be filed with your primary health insurance first. This policy provides full excess coverage, which means that the plan pays for medical expenses not covered or collectible from your primary health insurance provider.

To start a claim, please submit the following three pieces of information:

1. Completed and Signed Claim Form
2. All Itemized Bills
3. Explanation of Benefits from your Primary Insurance Carrier

The above documents should be mailed or emailed as directed below.

A-G Administrators, Inc.
Claims Department
P.O. Box 979
Valley Forge, PA 19483

accident.brotherhood@agadm.com

1. The Claim Form enables us to open a claim for the treatment of your injury. To avoid delays in claim processing, make sure to complete the "other insurance" portion of the claim form. An authorized representative of the policyholder, currently the President, David Smith, must sign the claim form.
2. Itemized Bills: Please include copies of all medical bills, showing the name and address of the provider of service, date of service, type of service and the charges. Account statements or 'balance due' statements are helpful, but do not contain the necessary information needed to process the charges.
3. Explanation of Benefits: If you have other medical insurance, all medical bills must be first submitted to that carrier for the determination of eligibility. If the charges are not paid in full by the other medical insurance carrier we will need to see a copy of the "Explanation of Benefits" from that carrier prior to issuing benefits from this office. If you do not have primary medical insurance, an "Explanation of Benefits" will not be applicable to your claim.

We want to extend our wishes for a speedy and complete recovery! If you have any questions regarding filing this claim or you need to use fax as a delivery method, please contact us at 800-876-4994 or by email to accident@brotherhoodmutual.com. For questions regarding the status of an existing claim, please call our claims administrator for assistance at 800-634-8628.