

This work is part of *Live Well San Diego*: Healthy Works and is implemented by UC San Diego Altman Clinical and Translational Research Institute, Center for Community Health. Funded by USDA SNAP, an equal opportunity provider and employer. This work supports *Live Well San Diego*, the County's vision for a region that is Building Better Health, Living Safely, and Thriving. For more information, visit [www.LiveWellSD.org](http://www.LiveWellSD.org). Visit [www.CalFreshHealthyLiving.org](http://www.CalFreshHealthyLiving.org) for healthy tips.



# SEE HOW WE'VE HELPED FOOD PANTRIES IN SAN DIEGO COUNTY

## NUTRITION PANTRY PROGRAM





# CLIENT FEEDBACK

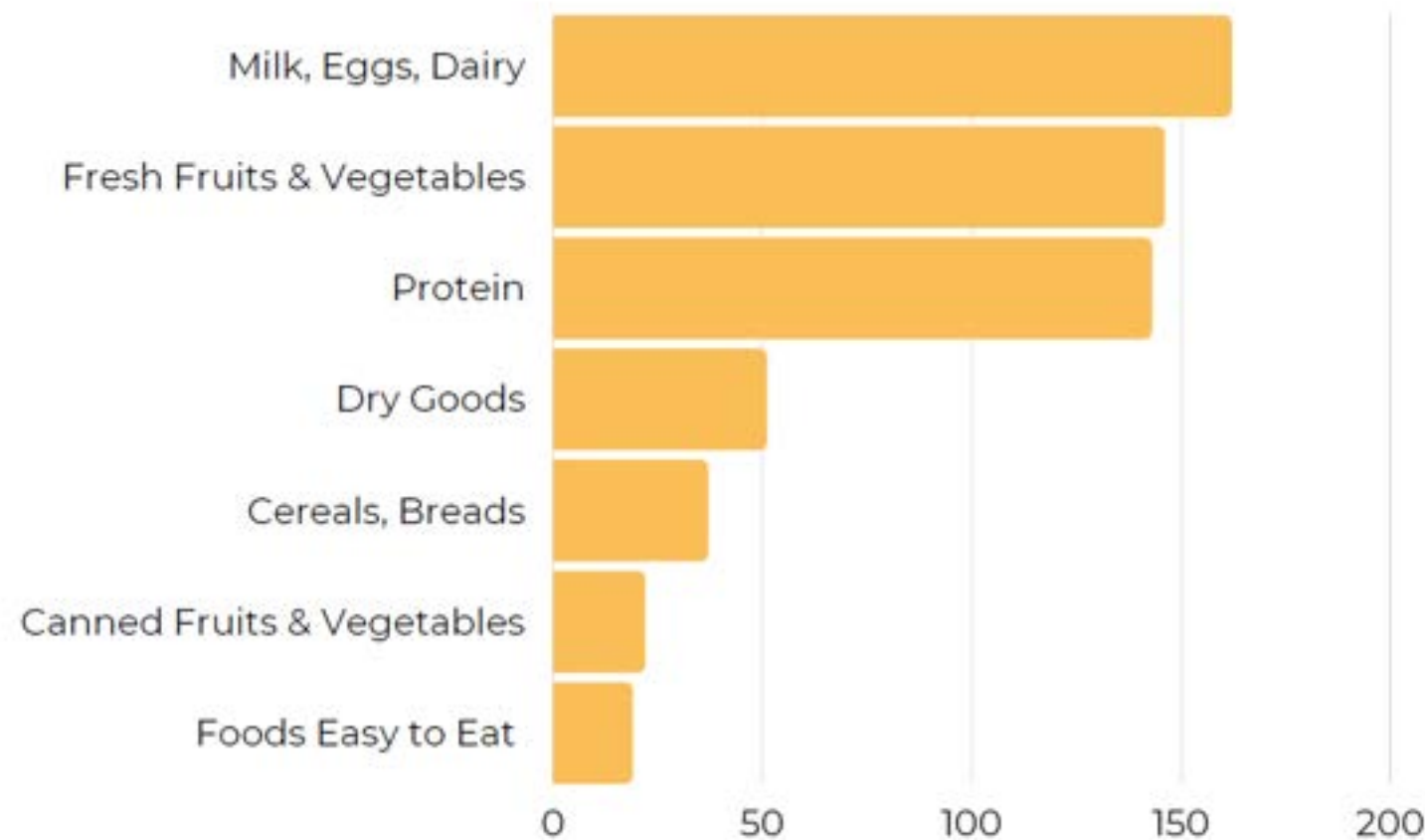
Client feedback is regularly gathered and used to make decisions and improvements.



# LIFE CHRISTIAN CENTER

## LIFE ACTS CHULA VISTA

Types of Food Clients Would Like to Receive:



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!"

# ELDERHELP HOTEL SANDFORD



11/17 have access to  
a microwave.



7/17 have access to  
a toaster.



6/17 have access to  
a cutting board  
and knife.



4/17 have access to  
a freezer.



15/17 have access to  
a mini fridge.



- 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.



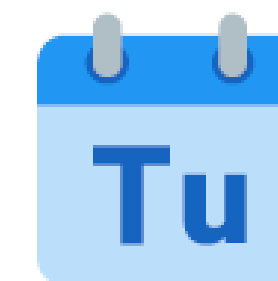
Ideas for other other services:

- 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:

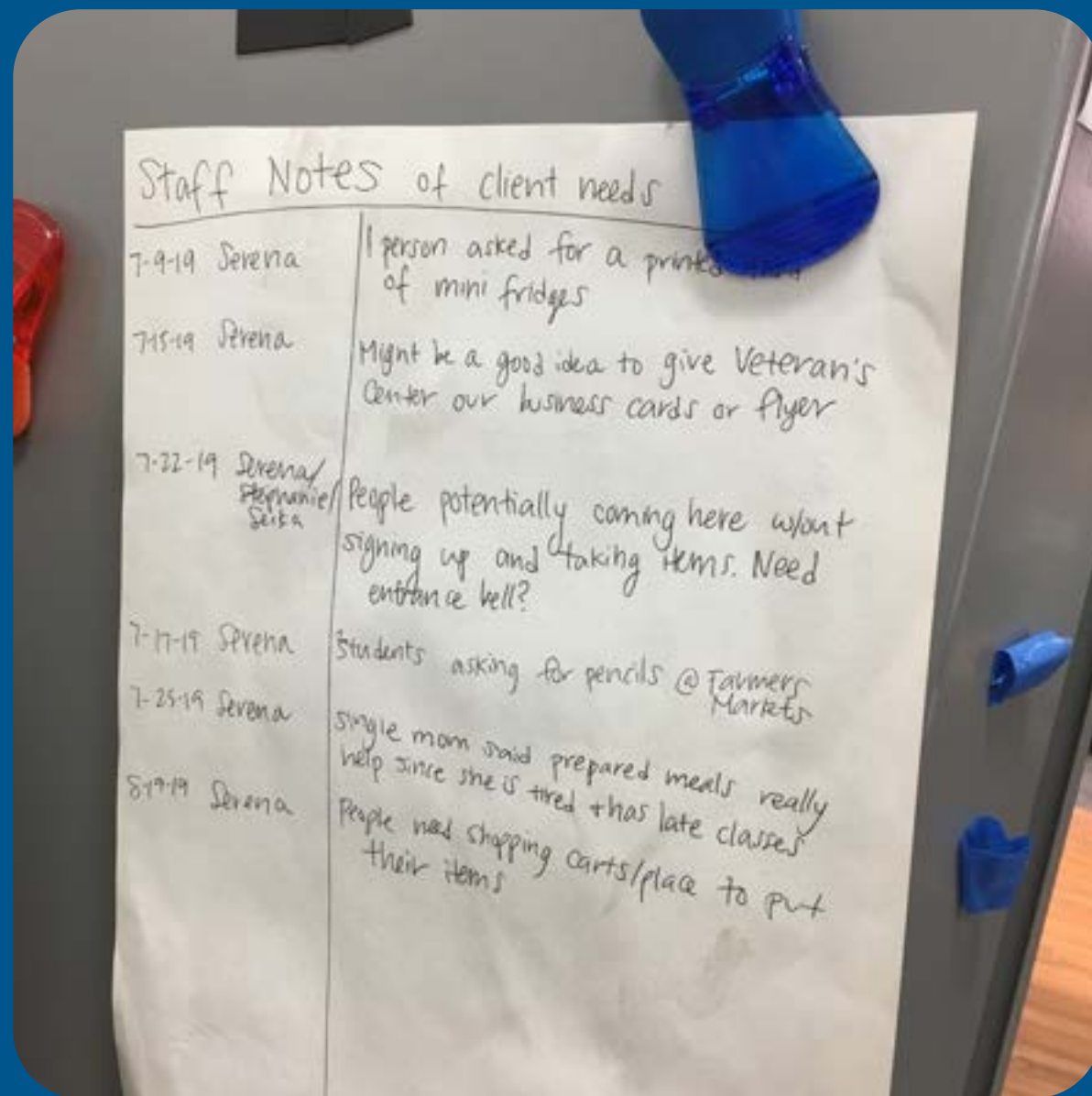


Food Pick-Up Availability



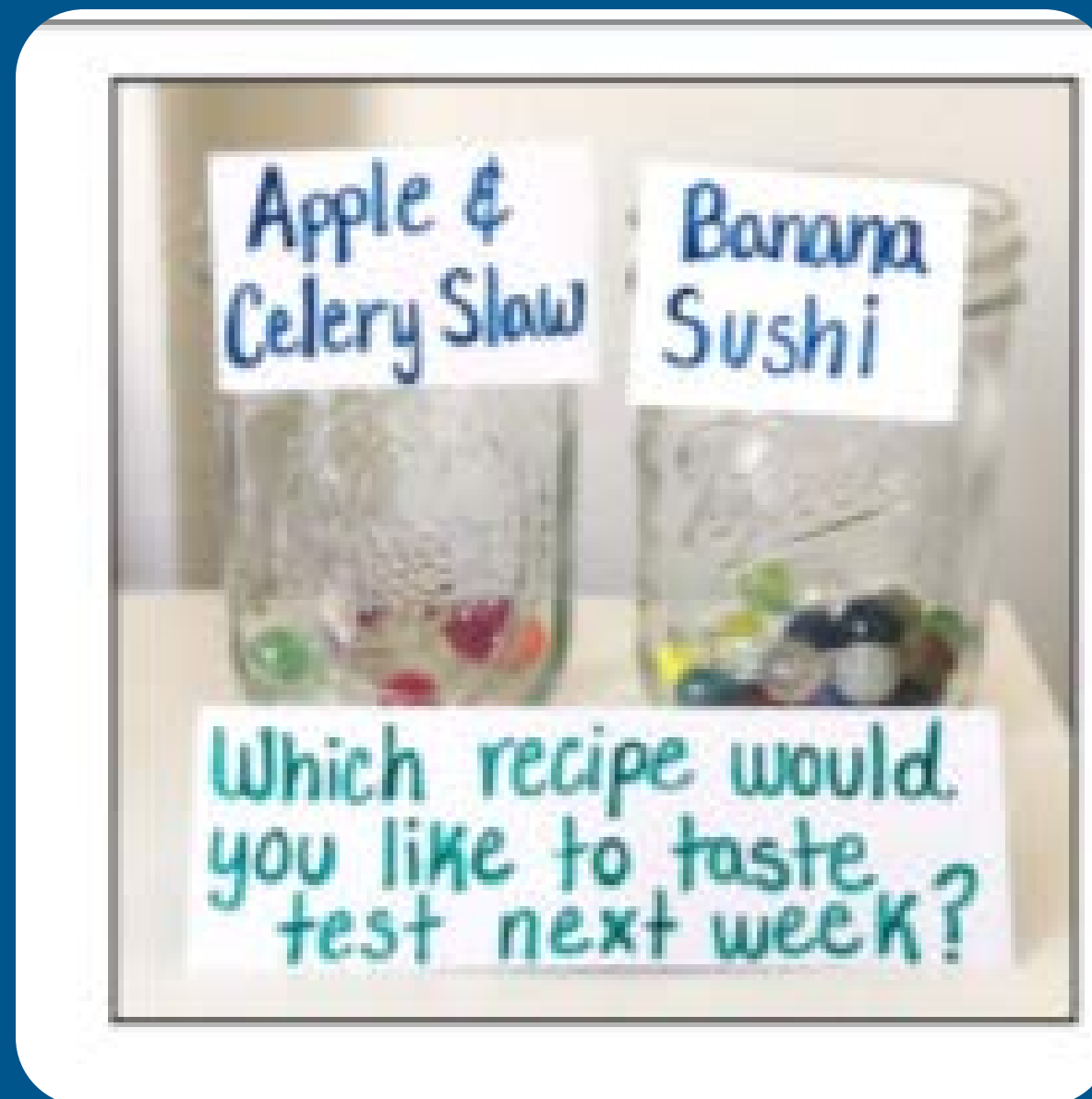
**8:00 AM -  
4:00 PM**

10/17 can pick up food at this time.  
1/17 cannot pick up food at this time.  
6/17 need food delivery.



## Informal Feedback Tracking

# Creative Feedback Mechanisms



## Informal Client Feedback





# NUTRITION EDUCATION

Clients, volunteers, and staff  
have access to nutrition and  
culinary education.



# RESOURCES AND CLASSES



**fresh.org** Save Recipes On Your Budget #eatfresh

Ready In 45 min.

### Sweet Potato and Apple Soup

**Ingredients**

1 tablespoon butter	¼ teaspoon ginger powder
1 small onion, chopped	¼ teaspoon black pepper
1 garlic clove, minced	¼ teaspoon cayenne pepper (optional)
1 Granny Smith apple, cored and chopped	1½ cups vegetable broth
1 large sweet potato, washed and cut into ½-inch pieces	1½ cups water
	Salt, to taste

**Directions**

Heat oil or melt butter in a large stockpot over medium heat. Add onion and garlic and cook until golden. Add apples, sweet potatoes, cayenne pepper, black pepper, and water. Bring to a boil. Reduce heat to low and simmer until the sweet potatoes are tender, about 20 minutes.



**fresh.org** Save Recipes On Your Budget #eatfresh

Ready In 15 min.

### Watermelon Salsa

A mouthwatering combination of sweet and zesty.

**Ingredients**

- 3 cups watermelon, seeded and chopped
- ½ medium onion, chopped
- ½ red bell pepper, chopped
- 1 jalapeño pepper, seeded and chopped
- 2 tablespoons fresh cilantro, chopped
- 2 tablespoons lime juice
- 1 teaspoon vegetable oil

**Directions**

In a medium bowl, mix all ingredients. Serve immediately or cover and refrigerate for up to one hour. Allow flavors to blend.



**Take the EatFresh.org Mini Course to live a healthier life!**

Learn how to:

- Eat for health
- Save money on groceries
- Make easy, tasty meals

Use referral code: **SAMPLE**

Completed in 3 easy steps:  
[eatfresh.org/minicourse](https://www.eatfresh.org/minicourse)



**fresh.org** Save Recipes On Your Budget #eatfresh

Ready In 20 min.

### Ground Chicken Lettuce Wraps

Any kind of ground meat works, but chicken is the leanest.

**Ingredients**

1 pound ground chicken	1 carrot, grated
½ onion, chopped	¼ cup sesame salad dressing or teriyaki sauce
Salt and black pepper, to taste	12 large outer lettuce leaves, rinsed and patted dry
2 garlic cloves, minced, or 1 tsp. garlic powder	1 teaspoon red chili powder or chili flakes (optional)
1" ginger, peeled and minced, or ½ tsp. ginger powder	½ c. chopped peanuts (optional)
1 cup celery, chopped	

**Directions**

**Stove Top:** Heat one tablespoon of oil in the bottom of a skillet. Add onion and cook for three minutes. Add garlic, ginger, celery, and ground chicken. Sauté until chicken is cooked through. Add dressing or sauce, and optional chili flakes. Cook for 5 minutes. Roll ½ cup filling into each lettuce leaf. Top with peanuts.





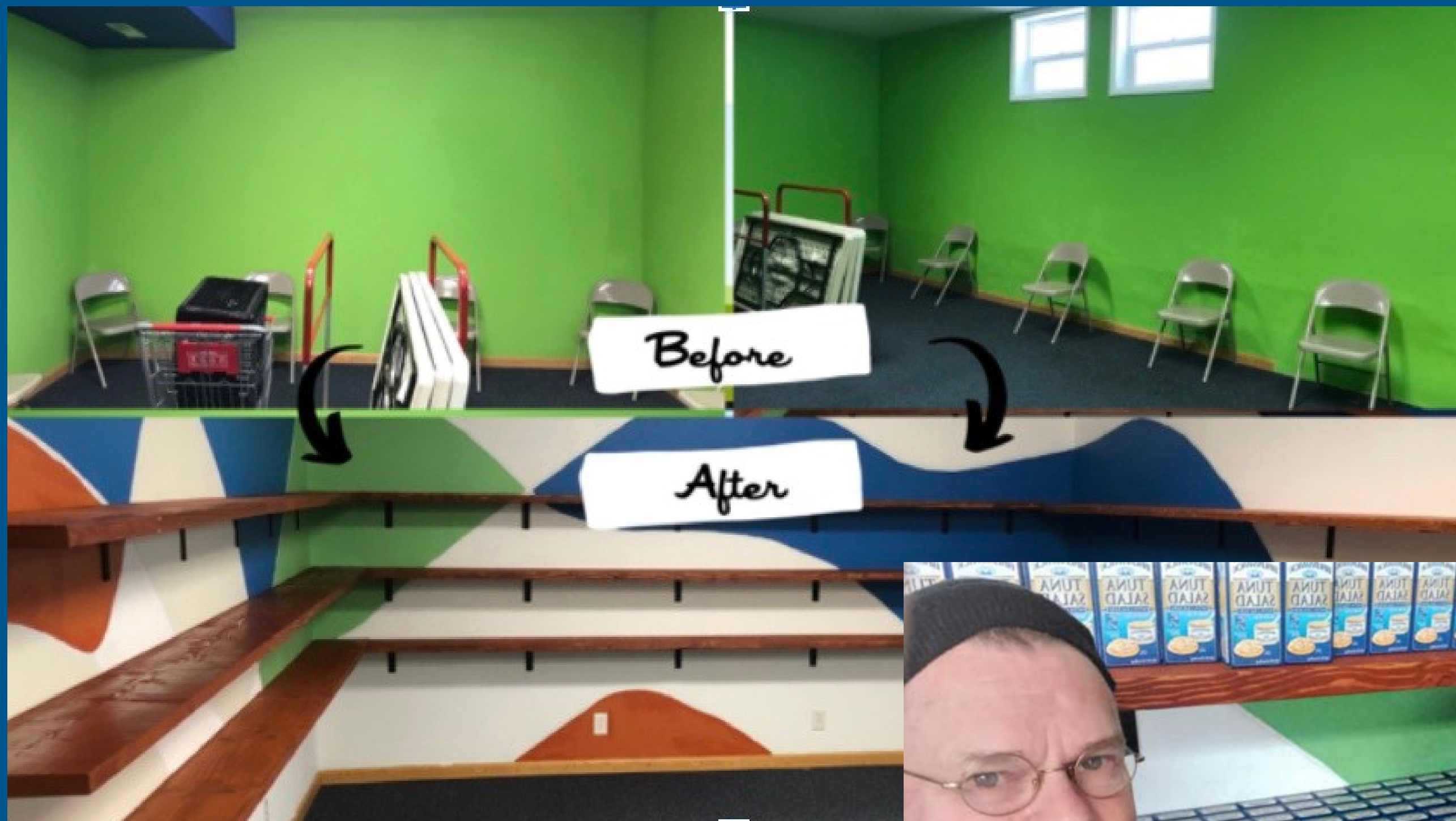


# ENVIRONMENT

Clients are warmly welcomed and healthy options are easy to access.



# IMPERIAL BEACH NEIGHBORHOOD CENTER





# IMPERIAL BEACH NEIGHBORHOOD CENTER











Increased  
Community  
Visibility



Volunteer  
Resources &  
Appreciation



Accessible  
Healthy  
Items





# CULTURAL & DIETARY ACCOMMODATIONS

People of different backgrounds have access to food and information that fits their preferences and health needs.



## Haitian Food Preferences

### FOOD PANTRY TIP SHEET

#### Description of Cuisine

Haitian cuisine has Spanish, French, and African influences. It includes bold and spicy flavors that are strengthened with peppers and herbs. A common meal includes rice, beans, and meat served with a side of fried plantains.

#### Considerations

Focus group participants identified that dried beans are preferred over canned, when available.



### FOODS THIS GROUP WILL LIKELY ENJOY

**Bold, green text** indicates items that are likely to be offered at food pantries.

Fresh vegetables and herbs, especially:

- » Beets (red)
- » Carrots
- » Celery
- » Chayote (pear fruit)
- » Corn (yellow)
- » Eggplant
- » Habanero peppers
- » Potatoes
- » Red peppers/chile peppers
- » Spinach

Pantry items:

- » Coconut oil
- » Harina (corn meal)
- » Pasta (spaghetti)
- » Vegetable oil

Fresh fruit, especially:

- » Apples
- » Bananas
- » Guanabana (soursop)
- » Limes
- » Oranges
- » Pineapple
- » Plantains (green or yellow)

Meats/proteins:

- » Beef
- » Canned chicken
- » Chicken (raw)
- » Dried beans (black, pinto, white)
- » Pork

### FOODS THIS GROUP MIGHT PASS UP

**Bold, orange text** indicates items that are likely to be offered at food pantries.

# Supporting Unhoused Clients

## Food Pantry Tip Sheet: Clients with Limited Housing

Those experiencing housing and food insecurity are at higher risk for diet-related diseases, though dietary needs can vary widely based on health status, age, and cultural and dietary preferences. As much as possible, focus on providing foods that are nutrient dense, minimally processed, easy to eat and digest, and readily accessible to the population you are serving.



Special dietary and resource considerations:

- » Health conditions—avoid foods that are highly processed. Processing often results in high amounts of added salt and sugar, which contributes to poor health.
- » Cooking equipment—raw foods that require cooking or a lot of preparation may be passed up. Microwaves and hot plates may be more readily accessible.
- » Dental care—choose soft foods easy to bite and chew.
- » Food safety & storage—choose foods that don't require immediate refrigeration.
- » Canned foods—provide canned foods with pop tops or can openers.
- » Transport—bags for carrying food may be needed; bulky/heavy items may be difficult to carry on foot.

### Foods to Promote

- » Bananas\*
- » Grapes\*
- » Oranges\*
- » Watermelon\*
- » Fresh cut fruit
- » Broccoli\*
- » Corn\*
- » Spinach
- » Avocado
- » Water
- » Low sodium/sugar canned fruit and vegetables (with pop top)
- » Instant oatmeal (unflavored)
- » Soft, whole grain breads
- » Peanut butter (natural)
- » Canned or bagged chicken or fish
- » Cooked eggs
- » Prepared meals (ex. pastas/noodles, chicken and rice with vegetables, etc)
- » Shelf stable milk and unsweetened milk alternatives

\* Items popular with Think Dignity San Diego clients, who receive healthy, delicious food in a pop-up farmer's market style setup to address food insecurity in the homeless community.

### Foods to Avoid

- » Produce that's hard on the teeth (celery, carrots, whole apples,
- » Toaster pastries
- » Juice that is not 100% fruit juice
- » Uncooked (dried) beans and grain

## The Hypertensive Diet

### FOOD PANTRY TIP SHEET

Hypertension or high blood pressure is a medical condition in which blood pressure, the force of the blood flowing through blood vessels, is consistently too high. Those with high blood pressure are more likely to develop heart disease or to have a stroke.

Adults with hypertension are recommended to consume a heart-healthy diet rich in fruits, vegetables, whole grains, and low-fat dairy products, and low in sodium. Sodium is an essential mineral, but too much sodium in the bloodstream can put extra strain on the heart and blood vessels. The American Heart Association recommends no more than 2,300mg of sodium (less than one teaspoon) per day for most adults, especially those with high blood pressure.



The most common sources of sodium are found in processed, prepackaged, and restaurant foods. Breads and rolls, cold cuts and cured meats, pizza, soup, sandwiches, and poultry contribute the most sodium in a typical U.S. diet.

### Foods to Promote

- » Fresh fruits
- » Dried beans
- » Whole grains
- » Fresh produce
- » Low sodium canned fruits and vegetables
- » Canned tuna or chicken
- » Unsalted peanut butter and other nut or seed butters
- » Milk and unsweetened milk substitutes
- » Plain yogurt
- » Unsweetened applesauce
- » Low sodium pasta sauce
- » Unsalted nuts
- » Brown rice
- » Oatmeal
- » Canola and olive oil
- » Unsalted popcorn
- » 100% fruit juice

### Foods to Distribute Sparingly

- » Granola bars
- » Regular pasta sauce
- » White bread
- » White pasta
- » White rice
- » Canned beans
- » Canned fruits
- » Canned vegetables
- » Canned beef
- » Cheese
- » Dried fruits
- » Sweetened yogurt

# Cultural Food Preferences

# Managing Chronic Conditions





# COMMUNITY CONNECTIONS

Pantries connect and  
collaborate with other  
community stakeholders  
and resources.



# I AM MY BROTHERS KEEPER

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# PANTRY OF HOPE

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# IMPERIAL BEACH NEIGHBORHOOD CENTER





# ENCANTO ELEMENTARY SCHOOL





# FEEDING OUR COMMUNITY







# **INVENTORY: FOOD SOURCING & WASTE REDUCTION**

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



# SAFE FOOD EXTENSION DATES

WHAT DO THOSE DATES MEAN & HOW LONG CAN I KEEP IT?

## "SELL BY DATE"

A manufacturer's suggestion to the grocery store for dates by which a product should be sold. This date does not determine quality.



**MILK**  
**1 WEEK**



**HARD CHEESE**  
**6 MONTHS**



**EGGS**  
**4-5 WEEKS**



**PLANT-BASED MILK**  
**6 MONTHS**



**BUTTER**  
**3 MONTHS**

## "BEST BY" / "USE BY"

When the product's flavor and quality will be best. After this date, the product is still safe to eat even though nutrients and quality slowly decline.



**BREAD**  
**4 DAYS ON SHELF**  
**14 DAYS IN REFRIGERATOR**  
**3 MONTHS IN FREEZER**



**WHITE RICE**  
**BROWN RICE 1-2 YEARS**



**SPAGHETTI SAUCE**  
**18 MONTHS**



**PASTA**  
**2-3 YEARS**



**WHOLE WHEAT FLOUR**  
**6 MONTHS**



**WHITE FLOUR**  
**12 MONTHS**



**CEREAL/ OATMEAL**  
**1 YEAR**



**DRY BEANS**  
**1 YEAR**



**CANNED FRUIT/ CANNED SOUP**  
**1-2 YEARS**

**CANNED MEAT/ CANNED FISH**  
**3 YEARS**

**CANNED BEANS**  
**3 YEARS**



**PEANUT BUTTER**  
**18 MONTHS**



**CRACKERS**  
**8 MONTHS**

## "EXPIRATION DATE"



Item Bundling  
with Healthy  
Recipes

# Food Handling Resources & Training

## Food Handling Refresher Training

Nutrition Pantry Program  
June 2021

Inventory  
Systems &  
Procedures





# NUTRITION GOALS & PANTRY PLANS

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





# Healthy Food Policy

ElderHelp Eats believes a nutritious diet is essential to the well-being of the clients. We believe every individual should have access to a healthy and nutritious diet. We practice being good stewards of the funds and items donated to us and never violate the trust of our community. Most importantly, our goal is for our clients to remain self-sufficient, independent, and engaged members of the community.

## Nutrition Guidelines

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

### Fruits & Vegetables

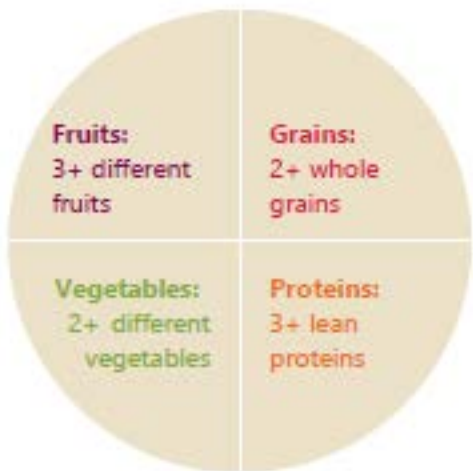
- Each person receives at least 6 pounds of fresh produce weekly
  - 3 or more different fruits
  - 2 or more different vegetables

### Whole Grains

- 2 or more whole grains
- Examples include:
  - 100% whole grains—Rolled oats, barley, bulgur, faro, millet, quinoa, brown rice, wild rice
  - Whole grain-rich bread, pasta, and tortillas—Contains whole grain as the first ingredient (100% whole wheat, whole corn, etc.)

### Proteins

- 3 or more lean proteins
- Examples include:
  - Poultry, lean beef, lean pork (fresh or frozen)
  - Fresh whole eggs
  - Canned white meats—Low sodium, canned in water when possible (ex. low sodium canned chicken)
  - Fish—Fresh, frozen, or canned in water
  - Canned/dry beans or lentils—No sugar or salt added
  - Nuts/seed butters—Unsalted, no sugar added (when possible)



# Pantry Operations Manual

OCEAN BEACH EMERGENCY FOOD INC./ LOAVES & FISHES



Loaves & Fishes  
Community, Compassion & Food

August 2020  
1984 SUNSET CLIFFS BLVD | SAN DIEGO, 92107

# 5. Respect and Dignity Policy

## Respect and Dignity Statement:

- a) A commitment to love and serve without exception
- b) A commitment to equality, respect, diversity, inclusion
- c) A commitment to providing an environment where every volunteer is treated with dignity, and where bullying or unacceptable behavior is not tolerated

## Principles:

- d) Demonstrate respect in every interaction with volunteers and clients
- e) Lead with kindness and without judgment
- f) Promote a dignified experience for all who enter the pantry
- g) Never display any behavior that a person would find disrespectful
- h) Address and resolve issues in a positive and constructive manner
- i) Encourage the reporting of any instance of disrespectful behavior or concerns with relevant pantry staff

Nutritious Food  
Policy

Operations  
Manual

Respect & Dignity  
Policy



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Lakisha McZeal, Community Food Project Manager at Imperial Beach Neighborhood Pantry and Garden Refresh

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Center for  
Community Health