

A Guide for Kitchen Coalition Production Partners

Welcome to Kitchen Coalition, we are so happy to have you here with us and we appreciate that you have chosen to dedicate time and energy to helping us. Our mission is to provide a nutritious and culturally relevant meal for our neighbors who face barriers to cooking for themselves and this guide should answer all of your questions about how to best accomplish this mission. We will cover Ordering and Sourcing, What Constitutes a Meal, Basic Compliance, and Logistics.

ORDERING AND SOURCING

- Once you become a Kitchen Coalition Partner, you will receive log-in credentials for our online ordering portal, Heartland Hub.
- We will agree on a delivery day(s) and time, and you will provide detailed delivery instructions, as well as a day of delivery site contact.
- Second Harvest Heartland delivery drivers need someone on-site to receive any order they deliver; they will not leave your food unattended. The delivery guidelines also stipulate that deliveries are 'dock-to-dock,' meaning they are not US Foods, they won't be stacking items in your coolers and freezers.
- If you have any Heartland Hub questions, please reference the training materials link on your home screen (User Guide), or email the SHH orders team (orders@2harvest.org please copy Joe Kunitz at jkunitz@2harvest.org)
- Please remember to doublecheck an items pack size when you order and when you receive your order confirmation. We sell some items by the pallet and most kitchens cannot take a whole pallet of 1 item and the return creates more work for the warehouse and transportation teams, as well as potentially wasting the product.
- Order you packaging through Heartland Hub! We always stock both 1-serving plastic containers and 4-serving aluminum containers and lids. If you want to purchase specific packaging for a specific menu (like soup) please check with Joe first.
- Remember, your order deadline is 2:30 PM 2 **business** days before your delivery day. Please pay attention to SHH closure notices. These will be emailed to you and posted on Heartland Hub along with alternate delivery days if you are affected, it may also change your order deadline.

USING DONATED PRODUCT

- Prioritize using donated product available on Heartland Hub vs purchased; when building your order, filter by donated first. We may not have everything you need, but every donated item you order helps keep our costs down so we can produce more meals!
- Please do not order halal proteins or bison unless you specifically need it to serve a cultural community. We know you don't see any costs on Heartland Hub, but these items are very expensive for us to purchase. If there are no other protein options available (unlikely), then we would prefer you order from an outside vendor and bill us on your next invoice.
- Using donated products is not always easy, but we appreciate your skills and creativity in rising to this challenge!

- Be on the lookout for messages about food rescue opportunities! These are unpredictable but can be a great addition to your inventory.

WHAT CONSTITUTES A MEAL?

- A meal from Kitchen Coalition should always contain a serving of protein, a vegetable, and a starch/carbohydrate.
 - Roughly 5-6 oz protein, 5-6 oz vegetables, 4-5 ounces starch/carb. A completed 1-serving meal is then 15 oz.
 - Same goes for the larger 4-serving family pans (about 60 oz, same breakdown)
- If you make a sandwich meal, be sure to include an extra side or make it a hearty sandwich with lots of toppings; we want to avoid any meal looking too small (like a single sandwich and small side). While that would technically meet the requirement of protein, vegetable, and carb, it does not feel like a whole meal.
 - Same rules for salads, make sure they include a protein and plenty of extra veggies and toppings so that they feel like a whole meal
- Try to change your menu week to week with a fairly long rotation before repeating meals. Many of our neighbors will take these meals every week, so it's important to provide them with variety!





BASIC COMPLIANCE

- For detailed compliance information, please refer to our compliance page [here](#)
- Please use the provided meal count verification sheet for all Kitchen Coalition meals leaving your kitchen
- Count all servings, verify meal size, vegetable content, label, and safe temperature (cold meals under 41° F) then sign and countersign
- An SHH Compliance Specialist will occasionally make unannounced visits to verify this information
- Meal count verification sheet must be submitted with invoices to confirm meal counts and receive payment
- If distributing hot meals, please remember the 4 hour time window from when the meals are packed to when they are eaten to maintain a food safe environment
- Ingredients from SHH must be kept labeled and separate from regular goods to ensure none of our product is used in a commercial capacity

LOGISTICS

- Weekly production schedules are communicated to kitchens by Joe Kunitz, please direct schedule questions to him.

- Please do not make any changes to meal counts without first consulting Joe Kunitz at Kitchen Coalition.
- We try to allow a minimum of 2 weeks' notice for meal cancellations, if the cancellation is under 2 weeks from the production date, we will try to stop, but understand if orders were placed, staff scheduled, etc. and will find the meals a good home.
- All meal count changes should come through Kitchen Coalition, not directly from your partners. If a partner asks you for more or less meals, please direct them to us.
- Kitchen Coalition will provide collapsible crates for meal transport and can assist with insulated carriers for hot or cold distributions as needed.
- Most meals will be delivered using one of the Kitchen Coalition trucks, otherwise the kitchen will deliver (we will pay a delivery fee) or the distribution partner will pick-up.

LABELING

These are basic instructions for creating labels on your new DateCode Genie label machine. This will show you how to print the basic Kitchen Coalition label that all of our kitchens use.

In Web portal:

- Add Category
 - Create categories for your menus/recipes
 - You can choose to have 1 catch-all category (like "Meals") or several more specific categories ("Chicken" "Pasta" "Vegetarian") your organization level is up to you
 - Assign "2x2 Kitchen Coalition Standard Label" as the default printer profile until you receive your new 3x3 labels, then switch to "3x3 Kitchen Coalition Standard Label"
 - Assign an icon to the category
- Add Menu Item
 - Name your menu item under "Food Name"
 - Add reheat instructions under the section "Custom Menu Item Field"
 - These can be very basic ("Microwave 1:30 on high until hot" or "Place in 350 oven uncovered for 20 minutes or until hot" or "Do not heat, meant to be eaten cold")
 - Assign the menu item to your location
 - Add any major allergens that are present
 - Milk, eggs, nuts, fish, crustaceans, shellfish, wheat, soy, sesame
 - Enter ingredients in the "Ingredients" box under Nutritional Information
 - Please list the main ingredients, focusing on anything that could be an allergy issue
 - Return to the top of the page and click the "Add Item" button

In Device:

- Open the DateCode Genie App on the device and download updates (Be sure you are connected to Wifi!)
 - Your new category should appear on your home screen and contain any menu items you assign to it
 - Click on the menu item to see a sample of the label before printing

- Please make sure that the date printed on the label is the date the food was prepared

If you have any further questions, please contact:

Joe Kunitz, Program Manager, Kitchen Coalition

jkunitz@2harvest.org

763-412-9732