



**SOUP KITCHEN/HOMELESS SHELTER OBSERVATION FORM**

Findings     No Findings

**A. Foodbank Affiliation:** \_\_\_\_\_

1. Site Name: \_\_\_\_\_
2. Site Address: \_\_\_\_\_
3. City: \_\_\_\_\_
4. Person Interviewed: \_\_\_\_\_
5. DHS Observer's Name: \_\_\_\_\_ Date: \_\_\_\_\_
6. Observer's arrival time: \_\_\_\_\_ Departure time: \_\_\_\_\_

**B. General Information:**

1. At what times and on which days is this Soup Kitchen open?

	Days	Hours
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

2. How many individuals are served each month by this soup kitchen? \_\_\_\_\_

Complete questions 3 - 6 in addition if this is a homeless shelter.

3. How long do customers remain in the shelter? \_\_\_\_\_
4. Is the facility restricted to a specific service population such as elderly, children, or drug or alcohol treatment customers?  Yes  No  
 If yes, describe the population served: \_\_\_\_\_
5. How do you count the number of meals served as reported to the Foodbank? \_\_\_\_\_

6. Does the shelter receive funding from the DHS Emergency Food & Shelter Program? .....  Yes  No

**C. Food Receipt and Storage:**

1. Is food kept far enough away from walls and the floor to permit good air circulation and to allow for pest control?  Yes  No
2. Are non-food items kept separate from food? Are toxic items (e.g., soap, bleach, cleaning supplies) kept away from food items?.....  Yes  No
3. Are floors, pallets and shelving clean? .....  Yes  No
4. Are doors, windows and roofs well sealed to prevent pest entry and water damage? .....  Yes  No
5. Is a good pest control system maintained by a qualified person on staff or are they contracted with a licensed firm to handle pest control management? .....  Yes  No
6. Is the equipment well maintained? .....  Yes  No



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**C. Food Receipt and Storage: (continued)**

- 7. Are the proper temperatures for dry food storage maintained? .....  Yes  No
- 8. Are refrigerated items kept at temperatures between 35 and 40 degrees Fahrenheit? .....  Yes  No
- 9. Are frozen food items maintained at a temperature below 0 (zero) degrees? .....  Yes  No
- 10. Is the food stored in a secure location with adequate space? .....  Yes  No

If no, explain: \_\_\_\_\_

- 11. Does the site pick up donated food from the Foodbank or does the Foodbank deliver it? \_\_\_\_\_
- 12. What is the number of pickups or deliveries per month? \_\_\_\_\_

**D. Food Handling and Service:**

- 1. Does the soup kitchen use non-porous counter tops? .....  Yes  No
- 2. Does the soup kitchen disinfect all counter tops and utensils? .....  Yes  No
- 3. Does the soup kitchen use new or properly sanitized reusable food storage containers? (Plastic bags may not be reused.) .....  Yes  No
- 4. Are workers required to wash their hands after returning from the bathroom or a smoking break? .....  Yes  No
- 5. Are workers required to empty their shirt pockets and remove jewelry to prevent objects from falling into the food? .....  Yes  No
- 6. Is the preparation area free of any type of insect, dust or other foreign matter that could contaminate the food? .....  Yes  No
- 7. Is smoking prohibited in the food preparation area? .....  Yes  No
- 8. Is the eating area clean and well maintained? .....  Yes  No

**E. Commodity Information:**

- 1. Does this Soup Kitchen also operate a Food Pantry? .....  Yes  No
- 2. If yes, is the food properly separated and tracked for the two programs? .....  Yes  No

**F. Public Awareness:**

- 1. What types of public outreach and networking does the pantry use to make individuals aware of their services? (Does not apply to homeless shelters) \_\_\_\_\_
- 2. Is the "and Justice for All" poster accessible to the customers? .....  Yes  No

**G. Program Integrity:**

- 1. Are fees/donation/memberships required of the customers? .....  Yes  No
- 2. Are activities conducted that might be interpreted as requiring fees/donations/memberships? .....  Yes  No
- 3. Are other activities unrelated to TEFAP disrupting food distribution? .....  Yes  No
- 4. Do all distribution activities appear to be appropriate?  Yes  No      Comments: \_\_\_\_\_



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**H. Complaints and Problems:**

- 1. Have there been any discrimination complaints at the soup kitchen in the past year? .....  Yes  No
- 2. Do you know what to do if there is a discrimination complaint? .....  Yes  No
- 3. If there have been any discrimination complaints, have they been forwarded to the Foodbank? .....  Yes  No
- 4. If you have questions or problems, what is the name and phone number of your Foodbank contact person?

**I. Distribution Site Staff Comments:**

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**J. DHS Comments:**

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