
Serving in a Bishops' Storehouse

**A Guide for Church-Service Missionaries
Called to Manage a Bishops' Storehouse**

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CONTENTS

1	INTRODUCTION	6
1.1	Purpose of This Guide	6
1.2	Purposes of Bishops' Storehouses	6
1.3	Directing Church Welfare Activities	6
1.4	Your Field Manager	7
1.5	Others Who Can Help	7
2	SERVE ON THE AGENT STAKE OPERATING COMMITTEE	8
2.1	Introduction	8
2.2	Agent Stake Operating Committee	8
2.3	Your Committee Responsibilities	9
2.4	Agent Stake Operating Committee Meetings	9
3	COORDINATE SERVICE AND WORK OPPORTUNITIES	10
3.1	Introduction	10
3.2	Arrange for Storehouse Workers	10
3.3	Encourage Service	11
3.4	Assign Tasks to Workers	11
3.5	Train Church-Service Missionaries	12
3.6	Use This Guide in Training Workers	13
4	SERVE STOREHOUSE PATRONS	15
4.1	Introduction	15
4.2	Serve Patrons in a Caring Way	15
4.3	Assist an Upset Patron or Volunteer	15
4.4	Answer Telephones	16
5	MANAGE DAILY OPERATIONS	18
5.1	Introduction	18

5.2	Open the Storehouse	18
5.3	Help Patrons to Fill Bishop's Orders	19
5.4	Deliver Bishop's Orders (if authorized).....	20
5.5	Close the Storehouse	22
6	MANAGE STOREHOUSE INVENTORIES	23
6.1	Introduction	23
6.2	Order and Receive Products from a Bishops' Central Storehouse (BCS)	23
6.3	Purchase and Receive Products from Local Vendors.....	24
6.4	Manage Product Donations	25
6.5	Store Products	25
6.6	Stock Storehouse Shelves	26
6.7	Understand Product Codes	26
6.8	Prepare Fresh Produce for Distribution.....	27
6.9	Manage Products Used within the Storehouse	27
6.10	Dispose of Damaged and Spoiled Items	28
6.11	Count and Reconcile Inventory	28
6.12	Manage Fuel Storage (if applicable)	29
6.13	Manage Grain Storage (if applicable).....	31
7	HANDLE PAPERWORK.....	32
7.1	Introduction.....	32
7.2	Process Bishop's Order Forms.....	32
7.3	Approve Invoices or Bills for Payment.....	32
7.4	Approve Internal Record of Purchases (IROP) for Payment.....	33
7.5	Handle Purchasing Card Documentation	33
7.6	Using and Reconciling Petty Cash	33
7.7	Reimburse Personal Expenses	34
7.8	Report Donated Labor	34
7.9	Retain Documents for the Proper Time.....	34

7.10	Summary of Paperwork Sent to Field Managers	35
8	SUPERVISE THE SAFETY PROGRAM	36
8.1	Introduction	36
8.2	Be Constantly Vigilant	36
8.3	Conduct Safety Orientations.....	36
8.4	Keep the Storehouse Clean and Orderly	36
8.5	Conduct a Monthly Safety Meeting.....	36
8.6	Conduct a Monthly Safety Inspection	37
8.7	Report Safety Incidents and Property Damage.....	37
8.8	Plan for Emergency Situations	37
8.9	Use Personal Protective Equipment.....	38
9	OPERATE EQUIPMENT SAFELY	39
9.1	Operate a Forklift.....	39
9.2	Drive a Truck (if applicable).....	39
9.3	Conduct Truck Inspections (if applicable)	40
9.4	Prepare and Submit Truck Reports (if applicable)	40
9.5	Handle a Vehicle Accident (if applicable)	41
10	MAINTAIN THE FACILITY AND EQUIPMENT	42
10.1	Introduction	42
10.2	Coordinate Cleaning of the Facility	42
10.3	Maintain Facility and Equipment	42
10.4	Control Pests	43
10.5	Maintain Vehicles (if applicable).....	44
11	DEAL WITH EMERGENCIES IN THE STOREHOUSE	46
11.1	Introduction	46
11.2	Medical Emergency	46
11.3	Hazardous Material Release	46
11.4	Utility Outage	46

11.5	Severe Weather.....	47
11.6	Fire.....	47
11.7	Earthquake	47
11.8	Bomb Threat.....	48
11.9	Civil Disturbance.....	48
12	RESPOND TO HUMANITARIAN AND EMERGENCY NEEDS	49
12.1	Introduction.....	49
12.2	Make Humanitarian Donations	49
12.3	Manage Emergency Communications	49
12.4	Operate a Satellite Telephone.....	50
13	FREQUENTLY ASKED QUESTIONS.....	52
13.1	What should I do if someone calls the storehouse for welfare assistance?....	52
13.2	What should be the storehouse's operating hours?	52
13.3	How should storehouse personnel respond to requests from the media?	52
13.4	Am I authorized to accept service of legal papers?	52
13.5	What are operational reviews, safety reviews, and financial reviews?	52
13.6	How do we get a computer for the storehouse?.....	53
14	CALENDAR, FILES, AND ADDITIONAL TRAINING RESOURCES	54
14.1	Calendar of Activities.....	54
14.2	Storehouse Files.....	55
14.3	Additional Training Resources	55
15	FORMS.....	56
15.1	List of Forms.....	56

1 Introduction

1.1 Purpose of This Guide

Congratulations on your calling to manage a bishops' storehouse. This guide has been prepared to help you understand your responsibilities. Please read this guide carefully, and refer to it as questions arise. For your convenience, included in the appendix is a calendar of activities, a list of files to be maintained, a list of additional training resources for your consideration, and copies of the forms you will need.

1.2 Purposes of Bishops' Storehouses

Through the Prophet Joseph Smith, the Lord revealed that the leaders of His Church should organize themselves and establish a storehouse for the poor of His people (see D&C 78:3). In accordance with the Lord's command, bishops' storehouses are established by the Church to help bishops care for those in need. The role of a storehouse is outlined in the Doctrine and Covenants:

"And inasmuch as ye impart of your substance unto the poor, ye will do it unto me; and they shall be laid before the bishop of my church and his counselors" (D&C 42:31).

"And again, let the bishop appoint a storehouse unto this church; and let all things both in money and in meat, which are more than is needful for the wants of this people, be kept in the hands of the bishop" (D&C 51:13).

As outlined in these scriptures, bishops are responsible to provide welfare assistance to those in need. Bishops' storehouses are a resource that bishops can use to provide food and other necessities to the needy. Bishops use a Bishop's Order for Commodities form (referred to as a bishop's order) to refer members to a storehouse for food and other commodities. Those called to serve in a bishops' storehouse help bishops to care for those in need by filling bishop's orders as they are written.

In addition to filling bishop's orders, a storehouse provides work opportunities to those receiving assistance from a bishop. The storehouse also provides service opportunities to Church-service missionaries, youth, families, and others.

Bishops' storehouses should be filled with a spirit of love and compassion. All those who serve in a storehouse should strive to "succor the weak, lift up the hands which hang down, and strengthen the feeble knees" (D&C 81:5).

1.3 Directing Church Welfare Activities

Your bishops' storehouse operates under the direction of an agent stake president, who is assigned by a member of the Presidency of the Seventy or the Area Presidency. The agent stake president serves as a steward over the storehouse and is the chairman of the agent stake operating committee that oversees storehouse operations (see section 2.2, "Agent Stake Operating Committee").

The agent stake president reports storehouse activities to a coordinating council, and he seeks counsel and support from the leaders of this council. (see section 1.5, "Others Who Can Help").

1.4 Your Field Manager

A field manager is assigned to your storehouse to provide technical assistance, help with training, and answer questions about the management of the operation. Please contact your field manager anytime you need additional help or direction.

1.5 Others Who Can Help

There are also others who can help you manage the storehouse. They are the members of the coordinating council, the director for temporal affairs, and the area welfare manager.

- Coordinating council

Stakes within each area of the Church are assigned to a coordinating council to receive training and coordinate Church programs, including welfare operations. A coordinating council consists of an Area Seventy and all the stake presidents in the council. The council meets at least twice each year. The purpose of these meetings is to instruct stake presidents, mission presidents, and others as invited. Instruction on welfare matters are be included in these meetings as needed, which may include balancing donated labor assignments among stakes, planning responses to emergencies, and reviewing the services of Church welfare operations, such as your bishops' storehouse.

- Director for temporal affairs

The director for temporal affairs assists the Presidency of the Seventy or Area Presidency and local priesthood leaders in administering the temporal affairs of the Church, which includes handling welfare matters and supervising welfare operations in his assigned area.

- Area welfare manager

The area welfare manager serves under the direction of the director for temporal affairs. This manager assists local priesthood leaders in the Church's welfare matters. As directed by the director for temporal affairs, the area welfare manager provides instruction to area level councils, coordinating councils, and agent stakes for welfare operations (see section 2, "Serve on the Agent Stake Operating Committee"). The area welfare manager also supervises your field manager.

2 Serve on the Agent Stake Operating Committee

2.1 Introduction

As the manager of the bishops' storehouse, you serve on the agent stake operating committee. The information in this section will help you understand the role of the agent stake operating committee and your responsibilities in serving the committee.

2.2 Agent Stake Operating Committee

A bishops' storehouse operates under the direction of an agent stake president and agent stake operating committee.

- The committee is composed of:
 - The agent stake president.
 - The chairman of the stake bishops' welfare council.
 - The stake Relief Society president.
 - You, the manager of the storehouse.
 - Other specialists, such as emergency communications specialists, as needed.
- The committee is responsible to:
 - Provide priesthood guidance and support to the storehouse.
 - Ensure that the storehouse serves needy members appropriately.
 - Be familiar with all operations of the storehouse.
 - Arrange for Church-service missionaries to serve in the storehouse. The operating committee works with members of the coordinating council and leaders of stakes in the service area to call these missionaries.
 - Recognize the service given by Church-service missionaries and others at least annually in a special meeting, fireside, devotional, luncheon, or other appropriate event.
 - Arrange for needed volunteer labor. The operating committee works with the coordinating council to provide the volunteer labor needed in the storehouse.
 - Ensure that the facility is clean, orderly, and free of safety hazards. Members of the operating committee visit the storehouse regularly to help assess safety and maintenance needs, including care of the grounds.
 - Review with your field manager any needs for repairs and improvements in the storehouse that are identified (see section 10.3, "Maintain Facility and Equipment").
 - Represent the operation in coordinating council meetings. During these meetings, the agent stake president may discuss services that the storehouse can provide, the need for volunteer labor in the storehouse, and the storehouse's emergency response plans.
 - Help Church leaders understand how to use the storehouse effectively. The agent stake operating committee may be asked to host regular new leader welfare training to instruct recently called leaders about the storehouse and its services.

2.3 Your Committee Responsibilities

As a member of the agent stake operating committee, you have the following responsibilities:

- Suggest possible agenda items for the operating committee meetings, and offer to prepare the agenda.
- Offer to establish a time and location for the meeting and let members of the committee know about the meeting.
- Offer to take minutes of the meetings and to follow up on assignments.
- Provide the committee periodic reports of the storehouse activities.
- Give the committee estimates of the need for missionaries, volunteers, and labor assignments in the storehouse (see section 3.2, “Arrange for Storehouse Workers”).

2.4 Agent Stake Operating Committee Meetings

The agent stake operating committee should meet regularly, preferably quarterly. Agenda items for the meetings could include the following:

- Operational issues
 - Review of storehouse activities
 - Operating hours
 - Operating budget
 - Reports on operational reviews, safety reviews, and audits
 - New policies and procedures
 - Success stories
 - Staffing and volunteer issues
 - Status of the fulfillment of labor assignments for wards and stakes
 - Status of the fulfillment of missionary and volunteer assignments for stakes
 - Future volunteer labor needs
 - Training
 - Facility issues and assessments
 - Safety
 - Maintenance
 - Review of approved repair and minor construction projects
 - Time and location of the next operating committee meeting
-

3 Coordinate Service and Work Opportunities

3.1 Introduction

As you serve in the storehouse, you will find that there are many tasks to be performed. As the manager of the storehouse, work with the agent stake operating committee to ensure that you have enough help at the storehouse each day to get the work done. This section will provide information about who can serve in the storehouse and the tasks they can be assigned. The sections that follow describe the operation of the storehouse.

3.2 Arrange for Storehouse Workers

Bishops' storehouses are staffed by Church-service missionaries, volunteers, and recipients of Church welfare assistance. Service groups may also provide help from time to time. Service opportunities should not be limited only to active Church members.

In some storehouses, you and your spouse may be able to accomplish the necessary work. If you require additional help, these are the people who can help you:

- Church-service missionaries

Depending on the number of days your storehouse is open each week, you may need help from other Church-service missionaries. Church-service missionaries serve from 8 to 32 hours per week for up to 30 months. These missionaries help with the day-to-day operations of the storehouse. They return week after week to provide support to storehouse activities.

Contact your agent stake president about having additional missionaries called to your storehouse if needed. Such missionaries are called by their stake presidents and set apart by their bishops. The form Recommendation for Part-Time Church-Service Missionary (35813) should be used to recommend and call new missionaries (see section 15, "Forms").

In addition to those missionaries who serve 8 to 32 hours per week, others could be called by their bishops or stake presidents to serve in your facility and receive the blessings of such service. For example, young adults or senior couples who are unable to serve full-time or Church-service missions could be called to serve as volunteers.

- Volunteers

As you review the needs of the storehouse and identify tasks to be accomplished, you may want to work with your agent stake to provide work assignments to the wards and stakes being served by the storehouse. For example, quorum and Relief Society groups could be asked to provide a certain number of volunteers to come to the storehouse at a certain time to assist patrons, stock shelves, and fulfill other assignments.

- Service groups

Service groups—including groups of young men, young women, or others—may contact the storehouse to schedule a service project. You should assign appropriate tasks to these groups.

- Recipients of Church welfare assistance

Bishops may ask those individuals receiving Church welfare assistance to help at the storehouse. As they come to serve at the storehouse, seek for ways to provide them with a meaningful experience. As appropriate, you may also consider inviting other patrons to help at the storehouse. However, since it is the responsibility of the bishop to give recipients work opportunities, you should only invite, and not require service.

- Others

Occasionally, an individual under court order to perform community service may seek service hours at your facility. Work with your field manager to determine if it is appropriate for that individual to work at the storehouse. Obtain the following information from the individual:

- Name of the supervising agency
- Point of contact (name and phone number) with the agency
- Nature of the charge or offense
- Number of hours of community service required

You should contact the agency to report the hours that the individual has worked and to discuss any concerns. In some cases, the nature of the offense may require that the individual not be involved with certain activities at the storehouse.

3.3 Encourage Service

When you need additional help in your storehouse, there is much you can do to encourage individuals and couples to serve:

- Help your missionaries have a rewarding experience working in the storehouse. Often they will recruit their own replacements.
- Encourage missionaries currently serving in the storehouse to share their experiences with friends and ward members and invite them to serve. Information shared by word of mouth is an effective way to recruit missionaries.
- Have Church-service mission application forms on hand. When people express interest in serving at the storehouse, give them an application and encourage them to submit it to their bishop.
- Ask patrons if they would like to help in the facility for a short while if you are short of help on a particular day. They will feel the joy of serving others. Ask them to sign the Record of Donated Labor sign-in sheet.
- Inform the agent stake operating committee of labor needs. The agent stake president should review these labor needs with the coordinating council.

3.4 Assign Tasks to Workers

Many people will come to the storehouse seeking opportunities to serve. You should identify and plan tasks that will be meaningful for volunteers, service groups, and patrons. Keep a list of these tasks and any special tools or materials needed to perform them. As people come to the storehouse to serve, assign them tasks that are suitable for their abilities and the time they have available. Assignments may include stocking shelves, assisting patrons in filling their bishop's orders, and preparing produce for distribution.

When individuals or groups arrive at the storehouse to serve, you have the following responsibilities:

- Welcome the individual or group to the facility, and explain what is done in the facility.
- Give a brief tour of the facility. As appropriate, identify areas such as the restrooms, the warehouse, the product and produce preparation areas, and the shopping area.
- If necessary, divide a group into work teams.

- Identify the assigned tasks for the individual or work teams. Demonstrate the tasks. Review any safety precautions necessary for the tasks—for example, proper lifting, use of box cutters, use of pallet jacks, or no unlicensed operators on forklifts. Remember the following guidelines when assigning tasks:
 - No one under 16 years of age may operate equipment or machinery.
 - Only those who are 18 and older and have appropriate certification may operate motor vehicles, including forklifts.
 - Children of any age may come into the storehouse shopping area if they are properly supervised.
- Periodically monitor the work of the individual or teams. Answer any questions. Make corrections to unsafe behaviors or incorrect procedures as needed. Relocate workers based on the progress of tasks.
- Treat all those who donate labor with gratitude and respect. Praise good work, and express appreciation to each worker.
- Ask the individual or group to clean up at the end of the work session. The work areas should be as clean or cleaner than when the work began. Tools and equipment should be returned to proper storage locations.
- Conclude the work session. Thank the volunteers for their service. Explain how their efforts contributed to the purposes and services of the storehouse.
- Ensure that all workers record the hours they worked on the Donated Labor Sign-In Sheet.
- Invite them to come again, and bear testimony of the divinity of the welfare plan and the work of the facility.

3.5 Train Church-Service Missionaries

When Church-service missionaries are assigned to your storehouse, you should ensure that they are carefully trained in their responsibilities. Such missionaries should be able to perform most of the tasks necessary in the operation of the storehouse. You may choose to train new missionaries, or you can assign someone familiar with the storehouse to do the training. When new missionaries arrive, you have the following responsibilities:

- Order name tags for the missionaries. Contact your field manager to order name tags for new missionaries.
- Orient the missionaries to their assignments, including welfare principles.
- Begin training the missionaries (see section 3.6, “Use This Guide in Training Workers”).

As you train new missionaries in the many tasks of the storehouse, consider the following approach:

- *Explain.* Identify the task to be learned, and explain it to the missionaries. Review with the missionaries the section of this guide that provides instructions for the task.
- *Demonstrate.* Demonstrate how to perform the task.
- *Coach.* Allow the missionaries to perform the task while you provide coaching throughout the process.
- *Practice.* Ask the missionaries to perform the task again. This time they should explain all aspects of the task as they perform it. You should not coach them, but you should provide immediate feedback when they finish. People learn more quickly and remember more when they both perform and explain the task. Remember that just telling someone how to do

something is not good training. The trainer must explain how to do something and show the learner how to do it, then have the learner do the task to really learn it.

- Summarize the training by asking the missionaries:
 - If they have any questions.
 - If they feel confident in performing the task.
 - If they would like additional practice or follow-up training.

After the training sessions, allow the new missionaries to continue to learn by performing their assigned tasks. Use this guide as a continuing source of training. (See section 3.6, “Workers, “for further information.)

3.6 Use This Guide in Training Workers

When training workers in the storehouse, particularly Church-service missionaries who perform many tasks as part of the storehouse operation, use the sections of this guide as training material. You may choose to train workers, or you can assign someone familiar with the storehouse to do the training. The following training sequence should be used in the training.

- First day

Help missionaries to become familiar with their assignments, including helping them to understand welfare principles.

- Give them a tour of the facility and teach them the purposes of serving in a bishops' storehouse.
- Work with the missionaries to complete the Supervisor's Orientation Checklist for New Employees and Church-Service Missionaries (see section 15, “Forms”). Please keep in mind that the general instructions on the form are applicable for storehouses located within or outside of the United States. Discuss with the new missionaries the appropriate clothing for serving in the storehouse.
- Ensure that the missionaries receive a safety orientation. Have them complete the Safety Orientation Checklist (see section 8.3, “Conduct Safety Orientations”). Also do the following:
 - Explain that they should observe all safety and health rules as outlined by department management.
 - Explain how they should report unsafe conditions or practices.
 - Explain how they should report an injury.
 - Explain emergency evacuation and first-aid procedures.
 - Explain that they are to have their own health insurance and that the Church Activity Insurance is secondary to their primary health insurance. The missionaries are not covered by Workers' Compensation Insurance.
- Provide on-the-job training using section 5.3, “Help Patrons to Fill Bishop's Orders.”

- First week

Provide on-the job training using the following sections of this guide.

All workers

- 4.2, “Serve Patrons in a Caring Way”
- 6.6, “Stock Storehouse Shelves”

- 6.7, "Understand Product Codes"

Warehouse workers

- 6.2, "Order and Receive Products from a Bishops' Central Storehouse (BCS)"
- 6.3, "Purchase and Receive Products from Local Vendors"
- 6.5, "Store Products"
- 6.8, "Prepare Fresh Produce for Distribution"
- 8.9, "Use Personal Protective Equipment"

Patron assistance workers

- 3.4, "Assign Tasks to Workers"
- 4.4, "Answer Telephones"

Administrative or office workers

- 3.4, "Assign Tasks to Workers"
- 4.4, "Answer Telephones"
- Other administrative tasks of section 6, "Manage Storehouse Inventories," and section 7, "Handle Paperwork," as needed for their assignment

Truck delivery workers (if applicable)

- 5.4, "Deliver Bishop's Orders (if authorized)"
- 9.2, "Drive a Truck (if applicable)"
- 9.3, "Conduct Truck Inspections (if applicable)"

- First Month

Complete the on-the-job training on the following sections of this guide as required for the worker's assignments.

- 4.3, "Assist an Upset Patron or Volunteer"
- 6.10, "Dispose of Damaged and Spoiled Items"
- 6.11, "Count and Reconcile Inventory"
- 9.1, "Operate a Forklift"
- 11, "Deal with Emergencies in the Storehouse"



4 Serve Storehouse Patrons

4.1 Introduction

Those who serve in bishops' storehouses are to follow the Lord's charge to succor, lift, and strengthen those they serve (see D&C 81:5). Whether it's a friendly greeting, a helpful answer, or a listening ear, you should find ways to show that you care about those you serve.

4.2 Serve Patrons in a Caring Way

When patrons come to the storehouse, you can help them to have a rewarding experience. Use the following guidelines to help you assist patrons in a kind and loving way.

- Greet patrons warmly.

As soon as you see a patron, you should greet him or her with a smile that says, "I'm here to serve you!" Immediately establish eye contact with the patron. Be genuine and communicate a kind and loving attitude.

- Determine the needs of the patron.

To find out what the patron needs, you could use phrases such as, "Welcome to the bishops' storehouse. How can we help you?" and "Have you ever been here before?" Let patrons know you are there to serve them, and answer any questions they may have.

As patrons talk to you, listen carefully so that you can understand their needs, which are often more than just filling the bishop's order.

Give patrons your undivided attention and respect. Remember that listening requires total concentration. Try to understand thoughts and feelings as you listen; you may want to paraphrase what the patron has said to make sure you understand. Working together with patrons benefits everyone.

Do not make comments about the size of order. Your responsibility is to assist patrons in filling their orders as requested.

- Create a memorable moment.

Do something special for every patron to help them feel valued. It could be as simple as helping patrons find a needed item, helping patrons take their orders to the car, or staying a little after hours to fill a bishop's order.

- If appropriate, refer patrons to an employment resource center.

If you feel it is appropriate, you may ask patrons if they have any employment needs. If they do, you may offer to introduce them to the employment center staff if the center is located in your facility or to provide the address and telephone number of the nearest employment resource center.

4.3 Assist an Upset Patron or Volunteer

Sometimes patrons or volunteers who come to the storehouse may be upset. If this happens, use the following guidelines:

- Remain calm.
- Find a place that provides some privacy.

Invite the individual to a place within the facility that provides a measure of privacy. Do not corner yourself in a room where you cannot get out if the situation becomes violent. Ensure that another missionary is with you as you visit with the individual. If possible, the other missionary should be of the same gender as the individual.

- Listen politely.

Listen politely to the individual's concerns and respond with kindness. Listening carefully is the most important skill in dealing with a frustrated or angry person. If someone who is upset sees that you care enough to listen to his or her problem, the anger often dissipates and the person is able to move toward a solution.

Seek to understand the person's feelings. Remember that feelings are never right or wrong. They are just feelings. As you speak to the person, use phrases such as, "I'm disappointed that we haven't been able to help you," "Thanks for bringing this to our attention," "I want you to have a better feeling about us, and I want to provide you with the best service we can," and "Thank you for your patience in helping us find a solution."

Remember that responding in an angry manner to a difficult patron's anger or frustration will create a win-lose situation, in which someone loses and someone wins. You want to achieve a win-win solution. Strive to help the person understand that you desire to help him or her and that you want to find a solution to any concerns or problems.

- Take necessary steps to protect patrons and workers.

If the individual becomes very disturbed or violent, you should politely ask him or her to leave. If the person refuses to leave, call 911 and ask for police assistance. If police become involved, contact your field manager and agent stake president once the situation has calmed down.

4.4 Answer Telephones

People will call the storehouse with many kinds of questions. The following guidelines will help you assist these callers.

- Greet the caller.

When you answer the telephone, greet the caller warmly. Then identify your storehouse and state your name.

Speak slowly and clearly. Smile when you speak. The caller will be able to "hear" the smile. Be genuine, and convey a kind and loving attitude to the caller.

- Determine needs.

Ask, "How can I help you?" If the person's answer is vague, explore the purpose for the call. Help the person to feel comfortable. A patron may feel anxious when contacting a storehouse for the first time.

- Meet needs.

Answer the person's question with a caring attitude. If you cannot answer the question, ask the person if he or she would mind being placed on hold while you find someone who might help.

If no one present can answer the question, take the person's name and telephone number and say you will return the call as soon as possible. Research the answer and return the call.

Try to create a memorable moment during the telephone call by going the extra mile in answering the person's question or by helping the person feel that you care about him and want to help him.

- Check results.

End the call by asking, "Is there anything else I can help you with?" and saying, "Thank you for calling."

Telephone calls should be answered within two or three rings, if possible. If the storehouse is closed, an answering machine should answer any calls. The message on the answering machine should inform the caller that the storehouse is closed and give the normal hours of operation.

5 Manage Daily Operations

5.1 Introduction

Some tasks need to be handled every day for the storehouse to function properly. The following instructions will help you manage these daily activities. At least two workers should be present in the storehouse when it is open. Work with your field manager to determine the need for missionaries and volunteers to work in your storehouse. Suggestions for obtaining needed missionaries and volunteers are found in section 3, "Coordinate Service and Work Opportunities."

Each storehouse should establish operating hours that best meet the needs of the patrons in the area. Work with the agent stake operating committee to determine the operating hours. The committee should consult with the coordinating council as needed.

In many locations, having the storehouse open at least one evening a week and a few hours on Saturday has been appreciated by patrons and Church leaders.

Once the storehouse schedule is established or if the schedule is changed, the agent stake president should send a letter containing this information to all priesthood leaders in the area served by the storehouse. You should offer to prepare the letter and then send it once the stake president signs it.

5.2 Open the Storehouse

Make sure the following tasks are performed as you open the storehouse each day.

- Inspect the building.

Each day as you enter the building for the first time, check to see if the building has been broken into or if there has been any damage to the building, such as broken water pipes. If the building has an alarm system, disarm the system by entering the security code into the keypad or flipping the switch. Turn on any needed lights.

- Check freezer and cooler temperatures.

Check the temperatures of the freezers and coolers to see if they are within the acceptable range. If they are not, notify your field manager and then call a service technician immediately. (For complete information about monitoring freezer and cooler temperatures, see section 6.5, "Store Products.")

- Have a daily prayer with workers.

You should have a prayer with workers before opening the storehouse each day. In addition, each week you should hold a 15-minute devotional. The devotional may include a thought, a Church hymn, and a prayer. Ideas for welfare messages may be found by visiting www.providentliving.org.

- Assign missionaries and volunteers to tasks.

Prepare the Donated Labor Sign-in Sheet for the day (see section 15, "Forms"). As missionaries and volunteers arrive, assign them to responsibilities in the storehouse. As you consider assignments for volunteers, think about their available hours and their capabilities and interests. When individuals are new to the storehouse or have disabilities, you may want to assign them to work with those who can encourage and train them.

- Clean the facility, if this was not done at the end of the previous day's operation.

Sweep and mop floors as needed. Do this early enough to allow floors to dry before the area is in use for the day. Clean bathroom fixtures and restock paper products as needed. Wash windows as needed.

Organize the lobby, office, warehouse, and patron shopping areas. Ensure that aisles, doorways, and storage areas are free of trash and obstructions.

- Stock shelves, coolers, and freezers.

Each morning you should make sure that the shelves, coolers, and freezers are filled and ready for patrons. You will also need to receive fresh produce and other perishable items, prepare these items for distribution, and place them in the coolers or on shelves. (For complete information about stocking products in the storehouse, see section 6.6, "Stock Storehouse Shelves.")

- Prepare the shopping carts.

Use antiseptic wipes to clean the handles of the shopping carts. Restock shopping bags on carts if applicable. Make sure that the seat belts on the shopping carts are in place and functional.

5.3 Help Patrons to Fill Bishop's Orders

The following guidelines will help you assist patrons in filling their orders.

- Review the bishop's order.

Check the bishop's order brought by the patron for the following: family name, ward name and ward ID number, stake name, and bishop's signature. If any information is missing, help the patron complete it.

Do not comment on the size of orders. Your assignment is to help patrons as needed.

Complete the sequential number in the reference number block on the order form. To do this, enter the number 1 in the first bishop's order form filled during the year and then assign sequential numbers to the remaining forms that are filled during the year. Start over with the number 1 each year. This sequential number is used to ensure that all orders received by the storehouse are accounted for each month.

If there are questions about the order, you may want to visit with the bishop (or Relief Society president if the bishop is not available). To avoid possible embarrassment, allow the patron to begin to fill orders while you call the bishop. It may be helpful to have a photocopy of the bishop's order available when you visit with the bishop. Calls to bishops should be the rare exception.

- Meet the patron's needs.

Allow the patron to fill the order, and help as needed. You should offer to help them find items, but it's not necessary to walk by them and mark off every item as they shop. You can do that when they check out.

Be willing to assist the patron through the entire process of filling the order, which may include helping him or her out to the car. Continue to show a kind and loving attitude throughout the time you are helping the patron.

Allow the patron to make substitutions within categories on the order form. For example, beef chunks may be substituted for beef stew or any other item in the "Canned Meats" category.

If a patron requests additions to the order, explain that additions must be authorized by the bishop.

Special items for Thanksgiving and Christmas—such as cranberry sauce, canned yams, canned pumpkin, and black olives—may be ordered from your bishops' central storehouse. Contact your field manager for instructions.

As you work in the storehouse, follow the promptings of the Spirit to know how to assist patrons. Avoid confrontations with patrons, and serve in a spirit of love and compassion.

- Check results.

After patrons have filled their orders, check the items received to ensure that the order has been filled properly. Make sure that all the patron's needs have been met by asking a question such as, "Is there anything else we can do for you?"

When you are sure that the patron's order has been filled completely, ask the patron to sign the "Received by" block on the order form. You should then sign the "Filled by" block.

File the completed form in a folder labeled "For CUS Input" until it is sent to your field manager. CUS stands for Commodity Usage System—a system used to track the quantity of products distributed by the Church using bishop's orders.

- Maintain confidentiality.

To maintain confidentiality, information about assistance provided should be given only to the bishop or branch president who signed the bishop's order form. Do not give this information to anyone else.

5.4 Deliver Bishop's Orders (if authorized)

Your storehouse may be authorized to make deliveries. Delivery routes should be within 150 miles of the storehouse, and trucks should not be gone more than eight hours from the time of leaving the storehouse until returning. Delivery costs should be reasonable—there should be at least one order for every 20 to 25 miles driven, with a minimum of 8 to 12 orders per route. Your field manager can help you review delivery routes.

The following procedures should be followed when making approved deliveries.

- Receive and log the bishop's orders to be delivered.

Stake and ward leaders need to know when the storehouse must receive bishop's orders in order for deliveries to be made. The agent stake president should give this information to stake and ward leaders served by the storehouse. You should offer to prepare the letter.

Ward and branch leaders send bishop's orders to the storehouse by mail, e-mail attachment, or fax. If you receive a late order, contact the bishop or Relief Society president to discuss whether the order should be included in the next delivery.

- Log all orders on the Delivery Summary Sheet (see section 15, "Forms") for the route and date. Then fill the bishop's orders.

Individual order method. As you gather the items listed on a bishop's order, place them in numbered tubs. For easy handling, be careful not to load too many items in a tub. If the storehouse does not have a requested item, you should substitute another item from the same category on the bishop's order form. Write the tub numbers for each order on the Delivery Summary Sheet beside the recipient's name.

Place non-refrigerated items in bags; some items may need to be double bagged. Place fresh produce, dairy products, and meats in separate delivery tubs to avoid cross-contamination. Keep these items refrigerated.

Some products, such as dairy products and bread, may be placed in bulk on the truck and pulled for individual orders at the time of delivery. Carry extra bags on the truck for this purpose.

Verify that all items requested on the order have been placed in tubs and that the tub numbers have been written on the Delivery Summary Sheet.

File the bishop's orders in the Shipping Binder by patron name under the appropriate alphabetized tab.

Bulk method. As orders arrive, enter them in a worksheet that accumulates the total numbers of each item for each delivery location. Then load the truck with the bulk items. Load the items in reverse order of delivery—the order for the last stop should be loaded first, and within each order, the items to be delivered last should be loaded first (use the order form to determine this).

If the storehouse does not have a requested item, you should substitute another item from the same category on the bishop's order form. Place fresh produce, dairy products, and meats in separate delivery tubs to avoid cross-contamination. Keep these items refrigerated.

Prepare pre-stamped, self-addressed envelopes (use the storehouse address) for the driver to deliver to the coordinators of each location.

- Load the truck.

Prepare the truck before loading:

- Conduct a pre-trip inspection on the truck. (See section 9.3, "Conduct Truck Inspections," for complete information about conducting this inspection.)
- Set the "wheel chocks" so that the truck does not move while it is being loaded.
- Start the truck refrigeration unit 30 minutes before loading so that the truck box is cooled to 35° F (2° C).

When the truck is prepared, load it in reverse order of delivery—the items to be delivered last should be loaded first. Make sure that items are properly refrigerated while in the truck.

- Make deliveries.

Two people should make each delivery, and the driver should be certified. (See section 9.2, "Drive a Truck," for the requirements for a certified driver.) Orders should be delivered to authorized locations, usually Church meetinghouse parking lots. Orders are not delivered to members' homes.

Individual order method. Local priesthood leaders may call a delivery coordinator to help members receive their orders at each delivery location.

When patrons come to get their orders, treat them with dignity and respect, as if they were being served at the storehouse. Greet them warmly and invite them to assist in filling their own orders as much as possible. Obtain the original copy of the bishop's order from the individual picking up the order if the order was faxed or e-mailed to the storehouse.

After patrons receive their orders, ask them to sign the "Received by" block on the bishop's order form.

If no one is there to pick up an order, call the patron, the Relief Society president, or the bishop for instructions. Do not leave orders unattended to be picked up later by the patron or others.

Bulk method. Local priesthood leaders must call a delivery coordinator to help members receive their orders at each delivery location. The patrons assist the coordinator and other volunteers in unloading the truck and setting up a temporary storehouse in the cultural hall of a Church meetinghouse or other room.

Before leaving the location, the driver delivers the pre-stamped, self-addressed envelope to the coordinator. Then the patrons fill their orders as they would as if they were at a storehouse, using their original copy of the bishop's order. The coordinator mails the completed orders back to the storehouse in the envelope.

- Return to the storehouse.

Return to the storehouse with any items that you were unable to deliver. Conduct a post-trip truck inspection (see section 9.3, "Conduct Truck Inspections," for complete instructions). Place the bishop's order forms for the deliveries that have been made in the file titled "For CUS Input" until they are submitted to your field manager.

5.5 Close the Storehouse

As the end of the working day approaches, avoid turning away patrons who arrive after your closing time. When it is time to close the storehouse, make sure that all of the following tasks are completed:

- Place the produce from the product display platforms in bins or boxes. Place the bins and boxes on carts, and move the carts into the coolers. Clean the empty product display platforms as needed.
- Turn off lights in coolers and freezers and check temperatures.
- Return forklifts and pallet jacks to their storage locations. Turn off the forklift and plug in its battery if it needs to be recharged.
- Retrieve shopping carts from the parking area, and account for all carts.
- Sweep and mop the floors in the shopping area.
- Empty all trash cans.
- Clean the counters and floors in the kitchen and break room.
- Clean the restrooms, including all the fixtures. Restock the paper products, and mop floors.
- Count the amounts of fresh produce, bakery products, and dairy products in the storehouse. Estimate the additional amounts needed for the next day, and place orders with the vendors.
- Complete any required administrative paperwork.
- Turn off the office equipment, computers, and sound system (if you have one).
- Lock the interior doors, as required.
- Turn on security lights, as required.
- Walk through the building, check that everyone has left the building, and turn off the interior lights.
- Check the storehouse vehicles to ensure that the keys have been removed and the vehicles are locked.
- Activate the security alarm system, if applicable.
- Lock all exterior doors and gates whenever the building is not in use.

6 Manage Storehouse Inventories

6.1 Introduction

Storehouses should keep a three- to six-month supply of nonperishable items when possible. You are responsible to maintain these inventories within established levels and avoid running out of products, ensure that only quality products are stocked, and account for all usage of products.

6.2 Order and Receive Products from a Bishops' Central Storehouse (BCS)

Most of the products distributed by the storehouse are obtained from a bishops' central storehouse. Each month, the Storehouse Monthly Order form (see section 15, "Forms") is sent to your storehouse for review and approval. This form lists the items carried or supplied by the bishops' central storehouse and recommends the amounts that will be delivered.

Your storehouse is not charged for any items received from the bishops' central storehouse.

When you receive the Storehouse Monthly Order form, you should do the following:

- Quickly verify that the amounts of product in your storehouse are reasonably similar to the current balance on hand (Curr BOH) stated on the form. The balance on hand is determined on the third Friday of the month.
- Confirm that with the proposed shipment, you will have enough product on hand to meet needs.
- Make changes to the monthly order amounts only if you anticipate unusual changes in product usage.
- Some items such as potatoes and apples are ordered from the bishops' central storehouse but not recorded as inventory at your storehouse. The Storehouse Monthly Order form will not suggest an order amount for these items. For these items, complete the "non-inventory items—order manually" portion of the form.
- Initial and date the form.
- E-mail or fax a copy of the Storehouse Monthly Order form to your field manager within one week of receiving the document.
- File the form in a folder labeled "Monthly Orders."

When the bishops' central storehouse receives the Storehouse Monthly Order form from you, they will approve the order and then contact you to schedule delivery of the products. At the time of delivery, you have the following responsibilities:

- Assist with unloading the delivery truck, as needed.

Set the dock plates properly and then use a pallet jack or forklift to unload pallets. Make sure the forklift operator has been certified. (See section 9.1, "Operate a Forklift.")

Store products in designated places. Your field manager can help you organize the warehouse.

- Inspect the shipment.

Sign and date the bill of lading, noting any damaged cases, and file a copy of the document in the "Packing Slips/Bills of Lading" file. Give a copy to the driver.

Count the product received and record the count on the packing list. Fax the packing list page with noted discrepancies to your field manager. File a copy of the packing list in the "Packing Slips/Bills of Lading" file.

6.3 Purchase and Receive Products from Local Vendors

Products that are listed on a bishop's order but are not available from a bishops' central storehouse must be purchased from local vendors. Items available from a bishops' central storehouse should not be purchased from local vendors unless approved by your field manager. Use the following information to order these products from vendors:

- Purchasing cards should be used whenever possible. If a vendor does not accept a purchasing card payment, then petty cash may be used for small purchases (see section 7.6, "Using and Reconciling Petty Cash"). If the purchase is too large for petty cash, you will need to set up an account with the vendor and submit the invoices to your field manager for payment.

- Determine the amounts to be ordered.

You should have enough of these products to fill the orders that will come into your storehouse before you order again. To determine the amounts of these products to be ordered, make estimates based on previous orders, as shown on your records. Deduct any products on hand from your projected distribution needs.

You can also order fresh fruits and vegetables in season. Some fruits and vegetables come from the bishops' central storehouse, but you can order others in season from local vendors to better serve your patrons. Consult with your field manager if you have questions.

- Order products from a vendor.

Confirm that the vendor accepts Visa cards. If the vendor does not accept Visa cards, seek a different vendor.

When you speak to the vendor, make sure you know and agree to the quality, quantity, and price of each product. Record the details of the order, including the order date, delivery date, products, quality standards, amounts, prices, and name of the person who took the order.

- Receive the order from the vendor.

When you receive an order from a vendor, compare the packing list or delivery notice—often the original invoice is used for this—with your notes about the order. Do the following:

- Confirm that the correct amounts of product were received. Count or weigh the products.
- Confirm that the prices charged are correct.
- If the products are unsatisfactory, reject them at the time of delivery. Do not accept delivery of dairy products that are close to their expiration date.
- If the shipment does not match the order sheet, notify the supplier immediately and adjust the packing slip.

Whenever possible, the person receiving the order *should not* be the same person who placed the order.

If the product purchased is typically obtained from your bishops' central storehouse, contact your field manager for instructions for this procedure.

- Sign and file the packing slip or delivery notice.

This will be compared to the invoice when it is received.

- Make payment (see section 7.3, "Approve Invoices or Bills for Payment").

- Keep the purchasing card secure.
Keep the purchasing card in a secure location and report the loss or theft of the card to your field manager immediately.
When the card is used by others, keep a written record of who has the card and what they are purchasing.

6.4 Manage Product Donations

You may receive donations of commercial products that have not exceeded their “best by” date. However, do not accept donations of fresh produce or home-canned products.

You also may want to consider the needs of local food banks and refer these donations to them, as appropriate.

When donated items are distributed to patrons, do *not* record these items on the bishop's order form.

6.5 Store Products

Follow these general guidelines in storing products that do not need to be kept in a cooler or freezer:

- Try to keep the warehouse temperature between 50° F and 80° F (10° C and 27° C).
- When placing products in the warehouse or other places, maintain an 18-inch clearance from walls, lights, heating fixtures, water sprinklers, and electrical panels.
- Store bread at room temperature or in a freezer, not a cooler. Bread stored in a cooler tends to go stale more quickly.

Use the following guidelines for storing products in freezers and coolers:

- Store frozen meat in a freezer at 0° F (-18° C) or below.
- Store fruits, vegetables, and dairy products in a cooler between 34° F and 38° F (1° C and 3° C).

Oranges, grapefruit, and potatoes should be stored between 40° and 50° F (4.5° C and 10° C), if possible. However, they can be stored between 34° and 38° F (1° and 3° C) for short periods of time, if needed. Potatoes should not be stored in the same cooler as oranges and grapefruit if it can be avoided.

Check freezer and cooler temperatures before opening the storehouse each day. You should check to see if the temperatures are within the ranges stated above. If a freezer is too warm, check stored products to see if they are still frozen. Wait 30 minutes and recheck the temperature; the freezer may be in a defrost cycle.

Call your field manager and a service technician if the temperature of a cooler or freezer is not within the acceptable temperature range. In some locations, FM (facilities management) managers may be able to help with this matter as well.

Dispose of products affected by cooler or freezer problems as directed by your field manager.

You should record the temperature of each freezer and cooler at least weekly. Record the temperatures on the Record of Freezer and Cooler Temperatures form (see section 15, [“Forms”](#)). Recording the temperature before store hours may provide the most accurate results because the door of the freezer or cooler is not being opened repeatedly.

6.6 Stock Storehouse Shelves

Use the following guidelines for stocking products on storehouse shelves:

- At least once each day or more often as needed, determine what products need to be restocked on storehouse shelves (or roller racking, if applicable).

Walk through the storehouse, and estimate the number of cases of each product needed to refill the shelves.

- Pull stock from the warehouse.

Pull the oldest product first from the warehouse to avoid spoilage. Arrange the stock so that older products are on the floor or on lower pallet racks and can easily be pulled first.

Be careful to avoid injury when lifting heavy cases and bags. If there is not enough stock on the floor, use a forklift to move a pallet from a higher rack to the floor (only a certified forklift operator should do this).

Move empty pallets to designated areas in the warehouse or outdoors. Stacks of empty pallets should not be higher than six feet.

- Deliver products to the shopping area.

Use a cart to move cases from the warehouse to the shopping area. Place cases on or in front of the appropriate shelves.

- Open cases.

Open cases by hand or with a utility knife with a retractable blade. Your field manager can help you obtain utility knives that are safe to use.

- Place products on shelves or roller racks.

Before placing new products on shelves, check for damaged or out-of-date products that are already on the shelves. Remove these products from the shelves so that they can be disposed of properly.

Inspect new cans and packages for damage, dents, tears, poor seals, and so forth.

Place the products on the shelves with older products toward the front of the shelves so they will be used first.

Make sure that product labels face outward so that patrons can see them.

- After stocking is completed, make sure that there are no empty boxes in the aisles. Remove trash, debris, and empty boxes from the shopping area.
- For further information about understanding product codes see section 6.7, "Understand Product Codes." For further information on how to deal with damaged, spoiled, and expired items, see section 6.10, "Dispose of Damaged and Spoiled Items."

6.7 Understand Product Codes

Standards for product codes are established to convey valuable information to patrons. Items produced in welfare facilities have a two-line product code. The first line identifies the product, cannery or processing facility, production date, and batch. The second line provides a "best by" date. If you have difficulty understanding the product codes for products not produced in the Church's welfare system, contact your field manager.

Products should not be distributed after the "best by" date has been reached.

6.8 Prepare Fresh Produce for Distribution

Each day you receive fresh produce, prepare it for distribution, and place it in the coolers or on shelves. Individuals with open sores or an illness should not prepare fresh produce for distribution. Follow these guidelines:

- Prepare yourself.

Wash your hands thoroughly with soap and water. Put on an apron and plastic gloves. Avoid eating, drinking, or chewing gum while working with food.

Ensure that workers wash their hands with soap and water after using the restroom or at any other time when their hands could be contaminated.

- Prepare the produce.

Remove the produce from the cooler. Make sure that the cooler is at the correct temperature (see section 6.5, "Store Products").

Inspect the produce for freshness and acceptability. Check for spoilage, bruising, discoloring, softness, mushiness, and mold. Discard unacceptable produce, and wash any dirty produce.

- Bag produce.

You may need to bag produce such as potatoes, apples, grapefruit, and oranges. Apples, grapefruit, and oranges are usually bagged in 5-pound bags. Potatoes are usually bagged in 10-pound bags. (Consult with your agent stake operating committee to determine the local preferences for the weight of product in each bag.)

- Place produce in bins and on presentation platforms.

Inspect the bins and presentation platforms and make sure that they are clean. Wash them if necessary. Arrange the products so that they look appealing. Move the oldest products to the front of the bins or presentation platforms so they are used first.

- Clean up the preparation area.

Remove all debris. Use soap, such as a household cleaner, and water to wash and rinse the tables. Then apply a chlorine-based sanitizer (spray or wipes with 50ppm to 200ppm, such as some Clorox® or Lysol® products). Allow the cleaner to sit for at least one minute to disinfect the tables, then use a clean disposable towel to dry the tables. Discard trash and boxes. Sweep and mop the floor as necessary.

6.9 Manage Products Used within the Storehouse

As much as possible, you should use items stocked in the storehouse when you need products to assist in the storehouse operation. Such products could include restroom supplies such as toilet paper and hand soap, cleaning supplies, or other products. (When you need products that are not stocked in the storehouse, you may purchase them.)

Storehouse products may also be used, at your discretion, to provide a light meal for those who are working at the storehouse during lunchtime or dinnertime. A snack of fresh fruit or bread and jam may be provided at other appropriate times. Use the following guidelines for providing these meals or snacks:

- These simple meals should be prepared by workers, using storehouse products. Do not ask stakes or wards to provide special volunteers to prepare meals.
- The meals should be easy to prepare, avoiding complex or time-consuming recipes. Consider preparing foods that require reheating or no cooking such as soup, beef stew, pork and beans, or sandwiches. Do not use leftover food in meals.

- Those who prepare the food should follow all applicable health regulations for preparing and serving food, such as proper hand-washing and proper cleaning and sanitation of food preparation surfaces and utensils. Health regulations do not allow food that has been prepared in homes to be served during these meals.

Record all items used within the storehouse on a blank bishop's order form. Keep blank bishop's order forms in a locked cabinet or other secure location for this purpose. Write "Storehouse Use" in the space for the ward name. Generally you should add items to the form throughout the month and then send in the completed form at the end of the month. Send the white and canary copies of the form to your field manager.

When you receive the canary copy of the bishop's order from the processing storehouse, match it with your file copy, staple the copies together, and re-file them in a file labeled "Storehouse Use."

6.10 Dispose of Damaged and Spoiled Items

You may occasionally find that items within the storehouse become damaged or spoiled. Produce may become spoiled, cans may bulge or become dented, or packaging may be damaged. Notify your field manager of any concerns with product quality or safety.

You should use the following guidelines in disposing of damaged and spoiled products.

- When products are unusable, you should destroy them.
- When items are safe to use but in damaged containers, you can use them when providing light meals and snacks to workers (see the previous section). You can also donate these items to humanitarian agencies or soup kitchens (see section 12.2, "[Make Humanitarian Donations](#)"). Do not give these items to employees, missionaries, or volunteers.
- When nonperishable items are one month away from their expiration date, they can be donated to humanitarian agencies or soup kitchens. Before making any donations, discuss this matter with your field manager.

Use a blank bishop's order form to record items that are damaged or spoiled. Write "Damaged/Spoiled" in the space provided for the ward name. Generally you should add items to the form throughout the month and then send in the completed form at the end of the month. Send the white and canary copies of the form to the storehouse that processes your bishop's orders.

When you receive the canary copy of the bishop's order from the processing storehouse, match it with your file copy, staple the copies together, and re-file them in a file labeled "Damaged/Spoiled."

6.11 Count and Reconcile Inventory

Periodically, usually two times each year, you will be asked to count the storehouse inventory. Your field manager will provide you with an Inventory Count Sheet for this purpose and tell you the day on which the inventory should be scheduled. Your field manager may want to be on hand to help you with the count. Follow these guidelines:

- Arrange stock in the warehouse.

To make counting the stock easier, identify products that are being stored in more than one location. If possible, move these products to a single location.

You also may want to arrange inventory by pallet or pallet tier to make counting easier.

- Arrange for two inventory count teams.

If possible, each team should contain two people. Each person should be familiar with the products in the warehouse as well as the layout of the warehouse. Provide a copy of the Inventory Count Sheet on a clipboard to each team. Instruct each team to do a complete count of every product listed on the Inventory Count Sheet. Each team should record their counts on the count sheet.

- Compare the counts of the two teams.

Compare the counts of each product made by the two teams. If the counts are different for any product, you should recount the product and then record the proper amount.

- Record the final counts.

Record the final counts on the Inventory Count Sheet provided by your field manager. Double-check the information to ensure that it has been properly recorded. Send a signed copy of the Inventory Count Sheet to your field manager.

- File the forms.

File the copies of the Inventory Count Sheet used by the count teams and a copy of the final Inventory Count Sheet in the "Inventory" file. These documents will be used to reconcile any variances.

6.12 Manage Fuel Storage (if applicable)

A few storehouses have been equipped with fuel storage tanks for use by storehouse delivery trucks and Deseret Transportation. You may be asked to help with managing fuel storage.

Dispense and Receive Fuel

- Dispense fuel.

When a vehicle needs fuel, unlock the pump dispensing hose on the fuel tank. Do not leave the pump unattended while dispensing fuel to avoid overfilling and spilling. Do not fill the tank more than 90 percent of capacity to allow for expansion of the fuel.

After dispensing the fuel, record the fuel pump reading on the Record of Fuel Received and Dispensed form (see section 15, "Forms"). Then relock the pump dispensing hose.

- Receive fuel.

When the fuel level in a tank drops below 70 percent of rated capacity, contact your field manager, who will coordinate with Deseret Transportation to purchase additional fuel.

When fuel is delivered, record the delivery date, vendor name, gallons delivered, cost per gallon, and total cost on the Record of Fuel Received and Dispensed form.

Monthly Actions

- Inventory fuel levels.

Each month you should measure the fuel in the tank. Use the fuel tank level indicator meter, if installed, or use the measuring stick. Record the actual measurement reading on the Record of Fuel Received and Dispensed form.

Submit the form at the end of each month. Complete all of the white blocks on the form; ignore the gray blocks. Send the white copy of the completed form to Deseret Transportation, using the address on the form. Send the pink copy of the completed form to the finance office.

- Inspect fire extinguishers.

Each month you should inspect the fire extinguishers. Confirm that they are located within 50 feet of the fuel tank and are secured to a nearby structure no higher than 5 feet from the ground and no lower than 4 inches from it. The extinguishers should be unobstructed.

Confirm that the gauges on the extinguishers are in the proper operating green zone, that the security rings are intact, and that the annual inspection tags are current (within the last 12 months).

- Inspect the fuel tank.

Each month you should inspect the fuel tank and associated equipment. Ensure that placards and warning signs and labels are present and in good condition. Check for leaks at the hose connections, at the fill valves, and around or underneath the fuel tank.

- Test the emergency shutoff.

Each month you should turn on the pump and press the emergency shutoff. If the pump does not turn off, contact your field manager to arrange for repairs.

- Bill for fuel usage.

When fuel is dispensed to other Welfare operations—such as Deseret Transportation, Deseret Industries, Deseret Grain Storage, or the canneries—you should complete a sales invoice and send a copy to the appropriate unit for payment. Your field manager can assist you with this task. Also, send a copy of the sales invoice to your field manager with the other invoices and bills you send him.

Spill Cleanup

Every effort should be made to prevent fuel spills. If a spill occurs, use the following procedures, employing the spill kit that was distributed to your storehouse. Call the local fire department if there is an emergency.

- Stop the flow of fuel.

Shut off the dispensing pump, pump on the fuel truck, and so forth.

- Eliminate all ignition sources.

Shut off idling vehicles and running generators, and extinguish any nearby flames.

- Secure the site.

Cordon off the area, and prevent access by unauthorized personnel.

- Put on safety goggles, gloves, and boots.

- Confine the spill.

Confine the spill to as small an area as possible. Cover open storm drains using the plastic sheets in the spill kit. Place soil or absorbent material, such as kitty litter, on the plastic sheets to hold them in place. Use the absorbent socks, absorbent pads, or kitty litter in your spill kit to create a dike in front of the spill. Keep spilled fuel from running onto adjoining property.

- Soak up spilled fuel.

Use the absorbent socks, absorbent pads, or kitty litter in your spill kit to soak up the spill. Each sock will soak up approximately 1 1/2 gallons. Each pad will soak up about 1/3 gallon.

- Properly dispose of absorbent materials.

Use the plastic, non-sparking shovel in the spill kit to pick up absorbent materials and place them in plastic bags or plastic buckets. Keep the materials in a safe location until they can be disposed of according to local regulations.

- Report the spill to your field manager as soon as possible.

6.13 Manage Grain Storage (if applicable)

Grain storage facilities are located at some storehouses. You may be asked to assist with the management of stored grains. The purchase, rotation, and sale of grain is managed by Deseret Grain and approved at Church headquarters. Your field manager will provide you with any necessary instructions for dealing with stored grain.



7 Handle Paperwork

7.1 Introduction

Procedures have been established to ensure that Church resources are handled properly in all aspects of bishops' storehouse operations. The following is an overview of how products and services in the storehouse are obtained and paid for.

- Most of the products stocked in your storehouse will come from a bishops' central storehouse. These will be sent to you without a bill. However, you need to carefully keep track of all bishop's order forms that are filled by your storehouse and send these to your field manager weekly.
- You will need to buy some products locally, such as fresh fruits and vegetables and other products not stocked at the bishops' central storehouse. To obtain these products, you may establish accounts with local vendors or use a purchasing card. When invoices are sent to you, you should send them to your field manager weekly or more often if necessary.
- The utilities for the storehouse are handled in several ways. The physical facilities office establishes accounts for some utilities and the bills are sent directly to the field manager or finance office. You may need to establish accounts with some utility companies. You should send the bills you receive to your field manager.
- There will be some products that you will need to buy using a purchasing card (preferred) or petty cash. You will need to reconcile the accounts for the purchasing card or petty cash each month.

The following information provides details for how to handle the paperwork necessary to the operation of your storehouse.

7.2 Process Bishop's Order Forms

Each week, you should mail all completed bishop's orders (white and canary copies) that have been filled by your storehouse to your field manager. Include a note explaining any missing sequential numbers.

At month's end, which is the third Friday of each month, mail the bishops' orders to your field manager by next-day or overnight mail. All other mailings can be by regular mail. As part of the month-end mailing of bishop's orders, you should include the order forms that you have prepared and filed as "Storehouse Use," "Damaged/Spoiled," and "Donations Made."

The white copy of each bishop's order will be kept by the field manager. The canary copy will be sent to bishops each month by the field manager.

7.3 Approve Invoices or Bills for Payment

When you receive invoices from vendors for accounts you have with them, you should follow these procedures:

- Match the invoice or bill with the original order and packing slip.
- Stamp the invoice or bill you received from the vendor with the invoice approval stamp. Stamp directly on the front of the document. Make sure the top line of the paid block is visible, and be careful not to block any pertinent information on the document.

- Invoices with multiple pages should be stapled together in the top left corner. The top page should be stamped.
- Verify the invoice. One person initials and dates the "Action Receipt of Goods Verified & Reviewed for Accuracy" block on the stamp to verify that the invoice is accurate for the goods or services received. Your field manager will sign and date the authorization block on the stamp.
- Attach packing lists, delivery tickets, work orders, and so forth to the invoices. It is not necessary to stamp these documents. Only the original invoice on the top should be stamped. It is not necessary to stamp statements in most cases. Exceptions to this would be some city utility and garbage collection services that send only monthly statements.
- Mail packets of invoices to the field manager by Friday of each week. You may mail packets more often than weekly if preferred.

7.4 Approve Internal Record of Purchases (IROP) for Payment

You will receive Internal Record of Purchase/Service forms (IROPs) for services and supplies received from Church organizations. Such services and supplies could include freight charges from Deseret Transportation and items received from Church distribution centers. Use the process described in section 7.3, "Approve Invoices or Bills for Payment," to approve IROPs. Include approved IROPs with the packets of invoices that you mail to your field manager each Friday. (See section 15, "Forms," for an example of an IROP.)

7.5 Handle Purchasing Card Documentation

Send your field manager all documentation showing how your purchasing card has been used, including the original sales slips, store receipts, or invoices. Send this documentation weekly. If the purpose of the purchase is not clear from these documents, write a brief explanation on the receipt, such as "light bulb purchased for oven." Your field manager will use the receipts to code the transactions and reconcile the purchasing card statement.

7.6 Using and Reconciling Petty Cash

Purchasing cards should be used whenever possible to make purchases. If a vendor does not accept a purchasing card payment, then petty cash may be used for small purchases.

Using Petty Cash

As the manager of the storehouse, you must approve all expenditures from the petty cash fund. When such expenditures are necessary, follow these procedures:

- Issue a petty cash voucher.

You must issue a petty cash voucher each time funds are used. This will ensure that you have approved the purchase and that a record is kept of the purchase. This voucher could be as simple as a small piece of paper on which you write the date, the amount of money taken from petty cash, and the recipient of the funds. You and the person receiving the petty cash funds must both sign the voucher. Put the voucher in the petty cash box.

- Make approved purchases.

The recipient of the petty cash funds should make the purchases and return the sales slips, store receipts, invoices, and so forth to you along with any unused funds.

- Record the amount spent.
Replace the petty cash voucher with the sales slips, store receipts, invoices, and so forth, and verify that they agree with the total amount spent.
If there are no sales slips or receipts, have the recipient of the petty cash funds write a brief explanation on the voucher and sign it.
Keep the sales slip, receipt, or invoice in the petty cash box until the next time you make a request for petty cash reimbursement.
- Request a petty cash reimbursement.
Request a petty cash reimbursement when you have spent about half of the petty cash fund. Use a Storehouse, Home Storage & Cannery Petty Cash Reconciliation/Reimbursement form (see section 15, [“Forms”](#)). When you request a petty cash reimbursement, attach all receipts and supporting documents to the request. The receipt amounts plus the remaining cash should always equal the total fund amount that is authorized.

Reconciling Petty Cash

Each time the fund is reimbursed or at least once a month, you should ask a Church-service missionary serving in the storehouse to reconcile the petty cash expenditures. This person should be someone other than you because you, as the storehouse manager, approve all petty cash expenditures. Instructions on how to reconcile petty cash expenditures are found on the Storehouse, Home Storage & Cannery Petty Cash Reconciliation/Reimbursement form (see section 15, [“Forms”](#)).

- You and the person who reconciled the petty cash expenditures should sign and date the reconciliation form.
- Mail a copy of the completed reconciliation form to your field manager each month. Copies of receipts are included only when requesting reimbursement.

7.7 Reimburse Personal Expenses

Before using your personal funds to make any purchases for the storehouse or pay for any expenses related to your calling (such as traveling to meetings and training), consult with your field manager. He will provide instructions on how to proceed.

7.8 Report Donated Labor

At the end of each month, submit the donated labor report to your field manager (see section 15, [“Forms”](#)).

7.9 Retain Documents for the Proper Time

At the end of the year, place all financial documents, minutes of meetings, and correspondence in a box labeled with the year and contents. The box should be stored in a secure location. Your field manager will work with you to destroy documents that no longer need to be archived.

7.10 Summary of Paperwork Sent to Field Managers

You should send certain paperwork to your field manager on a daily, weekly, or monthly basis. Weekly documents should be mailed on the last day your storehouse is open each week. Monthly documents should be mailed on the third Friday of each month. The chart below summarizes the paperwork to be submitted to the field manager each month:

Item	Submit	Comment
Invoices and IROPS with packing slips and original orders	As received	
Purchasing card receipts	Weekly	
Completed bishop's orders	Weekly	
Bishop's orders for storehouse use	Monthly	
Bishop's orders for damaged and spoiled items	Monthly	
Vehicle operation and maintenance analysis (VOMA) report	Monthly	See section 9.4, Prepare and Submit Truck Reports (if applicable)
Record of fuel received and dispensed	Monthly	See section 6.12
Donated labor report	Monthly	
Petty cash	Monthly	
Safety inspection checklist	Monthly	See section 8.6
Safety and health committee meeting record	Monthly	See section 8.5
Inventory count	As directed	

8 Supervise the Safety Program

8.1 Introduction

The Church is concerned with providing a safe and healthful facility for everyone. Preventing injuries and illnesses is a high priority. Accomplishing this requires a conscientious effort by everyone. The elements of a good safety program are as follows.

8.2 Be Constantly Vigilant

Individuals are responsible for their own safety and must be alert and aware every minute. However, as a storehouse manager, you are also responsible for the safety of patrons and visitors. You should remain constantly vigilant concerning the safety of those who work in or visit the storehouse.

8.3 Conduct Safety Orientations

All new Church-service missionaries are to receive a safety orientation during their first day of service at the storehouse. A Safety Orientation Checklist (see section 15, "Forms") has been developed to aid you as the storehouse manager in completing the safety orientation.

Use the Safety Orientation Checklist as a guide for the orientation. Customize the orientation according to your storehouse's circumstances, but do not skip any items on the checklist. Check the boxes on the form as you complete the orientation.

Both you and the new missionary should sign the checklist after the orientation is complete. File the signed checklist in the individual's "Missionary Service" file for as long as he or she is actively serving at the storehouse.

Volunteers receive a less-extensive orientation, consisting of a general introduction to the facility and a more specific briefing explaining safety aspects of the tasks they will be performing. Volunteers sign in on a Record of Donated Labor form (see section 15, "Forms") and accept the following preprinted acknowledgment:

"I acknowledge that I have received safety orientation and training specific to the tasks and projects assigned. I also represent that I am physically able to perform the tasks and projects assigned."

8.4 Keep the Storehouse Clean and Orderly

When you keep the storehouse clean and orderly, you make the facility look good, eliminate trip and slip hazards, and send a message to all that the storehouse is a well-managed and safe place to be.

8.5 Conduct a Monthly Safety Meeting

You should hold a safety meeting each month with Church-service missionaries and regular volunteers who work at the storehouse. At this meeting, you should present training on safety topics from the *7 Minute Safety Trainer*, a binder containing more than 50 short safety lessons. Check with your field manager if you do not have a copy.

These meetings generally work best when held at a regularly scheduled time and place.

Document your meetings using the Safety and Health Committee Meeting Record (see section 15, "Forms").

You may want to follow the suggested agenda on the form. Have all those in attendance sign their names on the form.

8.6 Conduct a Monthly Safety Inspection

Each month, you should conduct a safety inspection of the storehouse. You should walk around the premises to identify and eliminate potential hazards. Use the Bishops' Storehouse Monthly Safety Inspection Checklist (see section 15, "Forms") to conduct the inspection. Make note of any concerns or deficiencies on the form and discuss them with your field manager. The completed inspection form should be kept in the file labeled "Safety."

8.7 Report Safety Incidents and Property Damage

Immediately report to your field manager any significant personal injuries or other medical incident. Your field manager will guide you through this process and direct your work concerning further investigation into the incident.

Also report any property damage to your field manager. If there is damage to a piece of equipment, discontinue using it and immediately contact your field manager. Unless there is an immediate danger to yourself or others, do not move the equipment.

8.8 Plan for Emergency Situations

Prepare in advance for emergency situations like injuries or fires. Chapter 11 of this document contains guidelines for responding to emergencies and may help with advance preparations. To help prepare for emergencies, use the following guidelines:

- Have well-stocked first-aid kits in the storehouse, and check their contents during the monthly safety inspection. Band-aids are the most commonly used item. Medicines, such as aspirin or other analgesics, are not to be stocked or dispensed in bishops' storehouses. You can make arrangements with local vendors to keep your first aid kits current but they tend to oversell, so be cautious what you buy.
- Make certain to have a cleanup kit for blood-borne pathogens or body fluids. Conduct training for dealing with incidents involving these things.
- Fire extinguishers must be checked as part of the monthly safety inspection. They must be re-certified annually by a licensed professional. They must also be mounted or secured to a wall or cabinet and must not be left standing loose on a floor or table.
- In the event of a fire emergency, the Church's policy is to evacuate the building and not attempt to extinguish the fire, unless it is a very small fire that can easily be extinguished with available equipment.

8.9 Use Personal Protective Equipment

Personal protective equipment (PPE) includes devices and clothing designed to place an effective barrier between you and harmful objects, substances, and conditions. This equipment includes face shields, gloves, and aprons.

Missionaries and volunteers working at the storehouse must wear specified personal protective equipment for the following tasks:

<u>Task</u>	<u>PPE</u>
Servicing forklift batteries	Face shield Rubber gloves Rubber apron
Moving wooden pallets	Leather gloves
Working in a walk-in freezer for long periods of time	Warm clothing and gloves

9 Operate Equipment Safely

9.1 Operate a Forklift

To ensure that forklifts are operated safely, use the following guidelines:

- Ensure that all forklift operators have a current forklift operator's license. Licenses are valid for three years.
 - To receive a license, a worker must complete the Coaching the Lift Truck Operator Seminar training. The worker must complete the manual, watch the operators and pedestrian video, take the video situation test, and complete the written test. (If you have questions about any of these elements, contact your field manager.)
 - New applicants also must pass a forklift driving test.
- Ensure that operators conduct a forklift safety inspection on the days when the forklift will be used. Preferably, the operators should use the P.I.T. (Forklift) Inspection Report form to complete the inspection (see section 15, "Forms").
- Ensure that operators follow correct safety procedures. Operators should always:
 - Wear a seat belt when using a forklift.
 - Wear goggles, gloves, and a face shield when servicing batteries.
 - Understand that they have the right to refuse to operate any forklift they feel is unsafe.
 - Understand that anyone who violates forklift safety rules may have their driving privileges revoked.
- Ensure that the following safety procedures are followed when trucks are loaded and unloaded:
 - Trained forklift or pallet jack operators should be in charge of loading and unloading trucks. These operators determine when it is safe to move the trucks.
 - Before a forklift is taken onto a semitrailer, the trailer's brakes should be set and the rear wheels of the trailer chocked to prevent movement during loading or unloading. The dock lock, if available, must be set.
 - The semitrailer's dock plate should be properly secured before a forklift or pallet jack is driven onto it.
 - Before loading or unloading a trailer, the floor of the trailer should be checked for weaknesses or breaks.
 - Be especially cautious when handling off-center loads with forklifts or pallet jacks.
 - As soon as loading or unloading is complete, remove the chocks from the trailer's rear wheels and the dock plate from the trailer. Make sure that the forklift or pallet jack is in a safe location before the truck is moved.

9.2 Drive a Truck (if applicable)

To ensure that trucks are driven safely, use the following guidelines:

- Bishops' storehouse trucks may not be operated when there is a concern about the safety of the vehicle or the qualifications of the driver.

- Only drivers who have a completed driver qualification file may drive storehouse trucks. Your field manager will work with you to qualify drivers and maintain the Drivers Qualification file. If a certified driver is not available, the delivery trips should be postponed. Whenever storehouse products cannot be delivered, you should immediately notify the bishops who submitted orders for delivery and the agent stake president.

9.3 Conduct Truck Inspections (if applicable)

- Conduct a pre-trip inspection.
 - Review the yellow copy of the previous Driver Inspection Report (see section 15, “Forms”). If vehicle defects were noted on the yellow copy of the previous day’s report form, review the maintenance action section of the report to verify that the repairs were made. Sign and date the form as the reviewing driver. The yellow copy remains in the inspection book.
 - Using the next blank Driver Inspection Report, enter the vehicle number and odometer reading. Then inspect the truck using the checklist. If there are no maintenance problems detected during your inspection, sign the form as the reporting driver.
 - If there are defects noted during the inspection, check the appropriate box and write a description in the remarks section. Items in bold must be repaired before operating the vehicle. Repair other items in a timely fashion.
 - The manager of the storehouse should sign the certified block at the bottom of both the white and yellow copy of the form when the repairs are completed.
- Complete a post-trip inspection.
 - After each trip, use the Driver Inspection Report and note any more defects by checking the appropriate block and writing a description in the remarks section. Sign and date the form as the reporting driver. Remove the white copy of the form and arrange for repairs.
 - If there were no maintenance problems detected during or after the trip, remove the white copy of the form and file it with the vehicle’s maintenance records. Keep the form for 90 days. Retain the yellow copy of the form in the book

Perform pre-trip and post-trip inspections for each trip, even if there is more than one trip in a day.

The same driver can be the reporting driver on one trip and the reviewing driver on the next trip. Signatures from both the reporting driver and reviewing driver are required anytime the truck is driven.

9.4 Prepare and Submit Truck Reports (if applicable)

- Prepare the Vehicle Operation and Maintenance Analysis Monthly Entry (VOMA) report (see section 15, “Forms”).
 - Complete the header information on the form. Each facility with a 10,000 lbs. to 26,000 lbs. (4,536 kg to 11,792 kg) GVW delivery truck must submit this report each month. Enter the location of your facility, location number, and the month in the appropriate blocks.
 - Complete blocks 1 through 5 and 8 for each vehicle assigned to your facility. Round entries to the nearest whole dollar, mile or kilometer, gallon or liter. Do not complete blocks 6 and 7.
 - List any changes in your assigned vehicles on the bottom portion of the form.

- Sign the form.
- Send the form to Deseret Transportation, using the address on the form. The form should be submitted by the 10th of each month.

9.5 Handle a Vehicle Accident (if applicable)

If a storehouse truck is involved in an accident, use the following guidelines:

- *Do not* move injured individuals unless absolutely necessary. If someone has serious injuries, contact emergency services.
 - Obtain the following information about other parties and witnesses: vehicle license numbers, driver's license numbers, names, addresses, and telephone numbers.
 - Advise local law enforcement agencies. Work with local law enforcement, but *do not* admit fault.
 - Immediately report the accident to your field manager and the agent stake president. Your field manager will guide you in pursuing further investigation and reporting of the accident.
 - *Do not* discuss the circumstances of the accident with anyone other than the enforcement officer assigned, the Church insurance adjuster, or your immediate supervisor. *Do not* discuss the circumstances with the other party's insurance agent or adjuster without specific instructions.
-

10 Maintain the Facility and Equipment

10.1 Introduction

You, with the help of others, should ensure that the storehouse facilities and equipment are maintained properly to support safe operations, avoid unnecessary costs, ensure sanitation, and provide a quality experience to those who come to the facility.

To help you do these things, you may consider assigning a maintenance supervisor to oversee the maintenance of the storehouse facilities and equipment. You should also work with the agent stake to see that sufficient help is provided to keep the facility and grounds clean, orderly, and well maintained.

10.2 Coordinate Cleaning of the Facility

To keep the facility clean, ensure that these guidelines are followed:

- Clean the facility regularly. Inspect refrigerators, freezers, garbage containers, tables, and floors daily to ensure they are clean. Ensure that ceilings, walls, and fixtures are cleaned as needed.
- Ensure that restrooms are clean and sanitary and that soap, toilet paper and towels are available. Use a black light to inspect the restrooms—urine will appear bright blue.
- Keep products clean and insect free. Keeping the facility clean is the most important way to control insects and rodents.
- Keep product containers in good condition, free of dust, and free of rodent urine and droppings. Inspect the warehouse at least monthly using a black light.
- Wash all food preparation utensils before and after use.
- Provide screens for window openings, and keep doors and windows closed when not in use.
- As much as possible, you should use cleaning items stocked in the storehouse to clean the facility. When you need products that are not stocked in the storehouse, you may purchase them. Purchase only cleaning supplies that can be found in a local grocery store, such as dish soap, cleanser, household bleach, floor cleaners, and window cleaners.

10.3 Maintain Facility and Equipment

Many of the maintenance services are contracted with local providers with the assistance of your local facility management office. If you have any concerns about the services provided by your local facility management office, you should discuss them with your field manager.

You should use the following guidelines to maintain the facility and equipment:

- Ensure that the facility pleases the eye and gladdens the heart (see D&C 59:18).
- Participate with your field manager and the local facility management office in an annual repairs and improvement (R&I) review of the facility. This is typically conducted in late Spring. The review will be scheduled by your field manager.
- Review major repairs, projects, and purchases with your field manager and agent stake operating committee.

- Work with your field manager to develop a preventive maintenance schedule. Follow the schedule and keep a record of the completed work.
- Ensure that freezers and coolers are properly maintained by a local refrigeration company.
- Do not use handwritten signs in the facility. Do not display any signs that are inappropriate in content or appearance.

10.4 Control Pests

There are three main reasons for controlling pests in bishops' storehouses: (1) to see that recipients and patrons receive quality products from storehouses, (2) to prevent product loss, and (3) to prevent regulatory action by the Food and Drug Administration or other agencies.

The insects that are most worrisome are those that infect grains, particularly grains that have been refined for use in cereals and flour. Insect populations all need food, warmth, and shelter to survive well and reproduce. If you eliminate food, warmth, and shelter in whole or in part, you will stress the insect population. Insects under stress do not survive well, if at all.

There are four principles that should be followed to control pests in the storehouse: housekeeping, monthly inspection, monitoring, and controlling.

- Housekeeping
 - Clean up after tasks are finished by sweeping and mopping floors, wiping off countertops and food preparation areas, and vacuuming areas where food product residue may accumulate.
 - Promptly clean up spills of food products in the warehouse, freezers and coolers, product preparation areas, and patron shopping areas. Food spills may be tracked to other areas of the storehouse where insects may be located.
 - As you restock shelves, periodically remove the remaining product packages and clean off the shelves before restocking them.
 - Every 30 to 45 days, empty large sections of the shelves and clean the shelves thoroughly. Clean under bottom shelves. Use volunteers, especially youth groups, to do this when possible.
 - Look inside product cases as you open them to stock shelves or roller racks.
- Monthly inspection
 - Each month, inspect every area of the storehouse, including the warehouse, shopping area, and produce preparation areas. You should be looking for insects, rodents, or rodent droppings. Use a black light to look for evidence of rodent urine.
 - Use a good flashlight to look among pallets, boxes of commodities, and other warm, dark places. Look between pallet plastic wrapping, slip sheets, and layers of boxes. Don't look just at eye level. Look high and low as you inspect pallets and product boxes.
 - Look along walls and doors. Examine empty pallets, floors, cracks, crevices, and windowsills.
 - Pay close attention to areas where grains and grain-based products are stored, such as pasta, rice, wheat, flour, cake mix, puddings, oats, cracked wheat, and creamy wheat.
 - Regularly use a good flashlight to inspect trailers that bring products to your storehouse. Also regularly look inside product boxes as you open them to stock shelves or roller racks.
- Monitoring

- The storehouse has a contract with a certified pest control company that will do periodic monitoring and monthly inspections. This contract is set up by your field manager. Work with him if you have concerns with the services being provided.
- The pest control company will provide insect traps and pest traps, insect pheromone traps, or simple stick traps or glue boards. These should be placed on the floor and elsewhere in the facility, particularly near grain-based products. The pest control company will put these out for you. Make sure that only live rodent traps are used inside the facility, not baited poison traps.
- Controlling
 - Each spring as warm, moist weather begins, it is recommended that you get your certified pest control company to come in and do fogging or spraying for insects. It may be necessary to have your pest control company spray and fog in your facility throughout the year, depending on the climate in your area.
 - If you discover evidence of a rodent or insect infestation in the storehouse, it will take more than just spraying chemical pesticides to eliminate the problem. Immediate action must be taken. Most important, you must discover the root cause of the problem—where the pests are located.
 - Do an in-depth inspection of the storehouse. A good place to start is with the pallets of the product to which the pests seem to be attracted. Use a good flashlight to inspect the entire pallet. Don't look just at eye level. Look high and low among pallets and product boxes. Look between pallet plastic wrapping and slip sheets. Look between layers of boxes, and go two or three levels down.
 - Open several boxes. Look inside product boxes for evidence of insects and other pests. Look around the packages for insects as well as inside.
 - Look elsewhere in the storehouse for the pests. Keep looking until you find the source of the pests.
 - Once you determine the source of the infestation, use a piece of tape to collect a specimen of any insects you find. Isolate the infested product from other products by placing it in a freezer or cooler, if possible.
 - Immediately contact your field manager and ask for his direction. He will ask you to send the specimen to either the Bishops' Storehouse Services Quality Assurance Laboratory in Salt Lake City, Utah, or to your local certified pest control company for identification.
 - Each spring you should review these guidelines for controlling insects and rodents with the missionaries and regular volunteers. This should be done as the weather begins to warm and insect activity increases.
 - Church headquarters has produced a training DVD titled *Insect Control* that is to be used in annual training. It teaches all of the principles for controlling insects outlined in this guide. Your storehouse should have a copy of the DVD. Contact your field manager for help with this training, if necessary.

10.5 Maintain Vehicles (if applicable)

- Keep the registration forms for the vehicle, or copies of them, depending on state requirements, in the vehicle. Copies of these forms should also be kept in the office file.
- Verify that all safety equipment is present in the vehicle (fire extinguisher, warning triangles, first-aid kit, fuses, and disposable camera).
- Keep the insurance verification card and accident information packet in the vehicle.

- Ensure the vehicle is well-maintained, including oil changes and lubrication as specified in the VOMA report for your vehicle.
- Complete a Vehicle Operations and Maintenance Analysis Monthly Entry form each month.



11 Deal with Emergencies in the Storehouse

11.1 Introduction

If an emergency occurs that involves the storehouse or those within it, use the following guidelines to help you respond quickly and effectively. Make sure that emergency telephone numbers are posted in a conspicuous place. In addition, dealing with emergencies should be discussed regularly in monthly safety meetings.

11.2 Medical Emergency

If there is a medical emergency at the storehouse, follow these procedures:

- Do not move a seriously injured person, unless the person is in eminent, life threatening danger.
- Administer first aid, isolate the victim, and provide comfort.
- Call local emergency medical services by dialing 911 (or the local emergency number). Direct emergency medical personnel to the victim.
- Notify your field manager and agent stake president.

11.3 Hazardous Material Release

A hazardous material release may include such things as a gas leak or a chemical spill. If there is such an event inside the building, follow these procedures:

- If possible, isolate the area of the leak or spill. Do not attempt to clean up the hazardous material.
- Follow evacuation procedures to evacuate the building.
- Call local emergency services by dialing 911 (or the local emergency number).
- Do not reenter the building except as directed by emergency services personnel.
- Notify your field manager and agent stake president.

If there is a hazardous material release outside the building, follow these procedures:

- Ensure that no one leaves the building until instructed to do so by local emergency services personnel.
- Shut all doors and windows, and turn off all ventilating systems.
- Call local emergency services by dialing 911 (or the local emergency number).
- Notify your field manager and agent stake president.

11.4 Utility Outage

If there is a utility outage at the storehouse, follow these procedures:

- Secure the building and other assets.

- Make contact with the utility company.
- Place missionaries and volunteers at the exits to assist patrons and others.
- Avoid opening refrigeration units and freezers to prevent products from warming or defrosting.
- Notify your field manager and agent stake president if the outage lasts longer than a few minutes.

11.5 Severe Weather

If there is a severe weather warning or watch, follow these procedures:

- Monitor weather reports.
- Move to the safest place available, such as the interior of the building.
- Stay away from windows and open doors.
- Stay at the safest location until the weather emergency has passed or you are instructed to return to your work site.
- Notify your field manager and agent stake president if appropriate.

11.6 Fire

If fire or smoke is detected at the storehouse, follow these procedures:

- Pull the fire alarm or verbally notify everyone in the building.
- Call local emergency services by dialing 911 (or the local emergency number).
- Evacuate to the designated assembly point outside of the building.
- Ensure that everyone has left the building and account for all missionaries, volunteers, and patrons.
- Do not reenter the building until instructed to do so by emergency service personnel.
- Notify your field manager and agent stake president.

11.7 Earthquake

During an earthquake, follow these procedures, and ensure that others follow them as well:

- Stay inside the building. Take cover under a solid object, such as a desk or table, or stand braced inside a door frame or against an inside wall or closed door.
- Stay in place until the quake stops.
- Stay away from glass, outside walls, and stairways.
- Do not run through the building. The greatest danger comes from falling objects.
- Remain calm—there is nothing you can do during the quake.
- If you are outside, stay outside. Go to an open area away from the building and away from utility lines, glass, trees, and slopes.

When the earthquake stops, follow these procedures:

- Make an immediate check for all persons. Report any injuries to management, and administer first aid to those in need.
- If necessary, remove people from dangerous areas.
- Call emergency medical services if needed.
- Check the facility for fires, doors that will not open, electricity failures, and ruptured gas or water lines.
- If necessary, evacuate the building and make sure that it is secure.
- Notify your field manager and agent stake president, and report the condition of the facility and personnel.

11.8 Bomb Threat

If there is a bomb threat in your building, follow these procedures:

- Do not touch or move suspicious objects.
- Contact local emergency services by dialing 911 (or the local emergency number).
- Notify your field manager and agent stake president.
- Wait for emergency services personnel to come and begin searching for the possible bomb.

If you receive a bomb threat by telephone, remain calm and write down as much of the following information as possible:

- When will the bomb go off?
- Where is the bomb?
- What is the type and size of the bomb?
- Why was it placed in the building?
- What are some characteristics of the caller's voice?
- How old is the caller (in your judgment)?

11.9 Civil Disturbance

If there is a civil disturbance, such as a demonstration or riot, near the storehouse, follow these procedures:

- Contact local emergency services by dialing 911 (or the local number).
- Stay calm; do not provoke a confrontation.
- Avoid verbal exchanges or arguments.
- Approach groups in pairs, do not use physical force, and do not physically confront intruders.
- Resume normal operations only after representatives of your management and law enforcement officials have taken appropriate action.
- Notify your field manager and agent stake president once the disturbance has been quieted.
- Notify your field manager and agent stake president of any threats to safety.

12 Respond to Humanitarian and Emergency Needs

12.1 Introduction

Bishops' storehouses have food, supplies, and communication equipment that may be used to serve humanitarian needs in the community and to assist members and others at times of emergency. The use of these resources is directed by local priesthood leaders or by Church headquarters.

The following guidelines will help you understand and manage the resources of the storehouse in responding to humanitarian and emergency needs.

12.2 Make Humanitarian Donations

To build goodwill in the community and help a greater number of poor and needy outside the Church, the agent stake president is authorized to donate storehouse commodities to reputable charitable agencies in his region. The charitable agency should request the donations by writing a letter, on the agency's letterhead, to the agent stake president, and provide a contact person and telephone number.

If the agency is located in another stake, the president of that stake should review the request and indicate his approval on the letter before forwarding it to the agent stake president.

The agent stake president may approve the donation of up to \$500 of commodities per year for each selected agency by signing the letter. If the agency requests a larger donation, obtain the approval of the agent stake president, as well as your field manager, who can assist you in obtaining approval from Church headquarters.

Representatives from Church headquarters may coordinate and approve humanitarian donations when humanitarian needs are widespread in an area. In these circumstances, you will receive direction from Church headquarters, instructing you to make specific donations.

Report all such donations to the agent stake operating committee.

Record humanitarian donations on a bishop's order form. Enter the quantities provided in the "Filled" column of the form. For donations under \$500, enter "Local Authorization" in the name field, and have the agent stake president sign the form. For donations over \$500, enter "Headquarters Authorized" in the name field. Enter a project number, provided by your field manager, in the ward unit number box. Have a representative from the agency sign in the "Received by" block, and then you should sign the "Filled by" block.

Send the white and canary copies of the bishop's order form to your field manager. File the pink copy of the bishop's order, along with a copy of the request, in a file labeled "Donations Made."

When you receive the canary copy of the bishop's order from your field manager, match it with your file copy, staple the copies together, and file them in the "Donations Made" file.

12.3 Manage Emergency Communications

During an emergency, it is extremely important for local Church leaders to be able to communicate with each other and with Church headquarters. The Church has established emergency communications networks throughout the United States and Canada for use when other forms of communication are not available. These networks include both amateur radio and satellite telephones.

Each storehouse is equipped with a satellite telephone for use when other forms of communication with Church headquarters or local Church leaders are not available. Also, selected storehouses should have an emergency communications specialist, who oversees the emergency communications capabilities of the storehouse.

Check with your field manager to see if the following instructions apply to your bishops' storehouse:

- Call an emergency communications specialist.

The agent stake president should call a Church-service missionary or volunteer to serve as the emergency communications specialist at the storehouse. Whenever possible, the specialist should be a licensed amateur radio operator with at least a general class license.

This individual may serve as both the stake emergency communications specialist and the storehouse emergency communications specialist.

- Maintain communications equipment.

The emergency communications specialist should maintain the communications equipment in the storehouse in accordance with manufacturer recommendations. Such equipment could include a satellite telephone and an amateur radio system.

- Conduct communications exercises.

The emergency communications specialist works with stake emergency communications specialists within the storehouse's service area. Together they conduct communications exercises using their amateur radios. These exercises should be held regularly and should be organized and conducted by the storehouse specialist.

Either you or an emergency communications specialist participates in regular satellite telephone exercises with the storehouse's field manager.

12.4 Operate a Satellite Telephone

Each storehouse is equipped with a satellite telephone for use when other forms of communication with Church headquarters or local Church leaders are not available. To use a satellite telephone:

- Go outside to an open area away from tall buildings. The telephone must have an unobstructed view of the sky in order to receive the signal from the satellites.
- Extend the antenna, and hold the telephone in a vertical position. Unlike a cell phone, a satellite telephone's antenna must remain vertical to receive the satellite signal. Do not walk around while talking, as the satellite signal may be lost.
- Turn the telephone on. Allow the telephone to register with the satellite as indicated on the telephone's screen. Some telephones will prompt you to enter a PIN. If so, enter 1111 and push the "OK" button. Once the telephone is registered, you may make a call.
- Make a call to another satellite telephone or to a cell telephone. Depending on the model of satellite telephone you are using, press zero twice (00) or hold the zero (0) for two seconds until a "+" appears. Enter the phone number, including the area code for cell phones. Press send.
- Make a call to a regular landline telephone. Press zero twice (00). Enter 1, the area code, and the telephone number. Press send.
- When the call is completed, press the power off key.

- To obtain assistance, refer to the satellite telephone's troubleshooting guide, contact your field manager, or call a Church operator at 800-453-3860 and ask for satellite telephone assistance.
 - You should test the telephone each month by calling your field manager.
-

13 Frequently Asked Questions

13.1 What should I do if someone calls the storehouse for welfare assistance?

When someone calls the storehouse requesting Church welfare assistance, refer the person to his or her bishop. If the person does not know who his or her bishop is, ask the person to call the Church membership and records office at 1-801-240-3500.

13.2 What should be the storehouse's operating hours?

Storehouse hours should be based on patron needs. They are established by the agent stake operating committee. In many locations, being open at least one evening and few hours on Saturday has been appreciated by patrons and Church leaders. Work with the agent stake operating committee to establish operating hours that meet patron needs. The committee should consult with the coordinating council as needed.

Once the storehouse schedule is established, the agent stake president should send a letter containing this information to all priesthood leaders in the area served by the storehouse. You should offer to prepare the letter and then send it once the stake president signs it.

13.3 How should storehouse personnel respond to requests from the media?

Occasionally, the media may request information about the bishops' storehouse or other Church services. In all cases, you should refer members of the media to the Church's Web sites—www.lds.org and www.providentliving.org. Any request by the media for an interview or for information that is not found on the Web sites should be referred to the field manager.

13.4 Am I authorized to accept service of legal papers?

Bishops' storehouse managers are not authorized to accept service of legal papers, such as subpoenas, summons and complaints, garnishments, or child support orders. If a process server arrives at the storehouse, politely refer him or her to the proper agent for service of process:

- In Utah, refer the process server to Van Keetch at Kirton & McConkie.
- Outside of Utah, refer the process server to Corporation Service Company, which has offices in every state in the United States. The process server will be familiar with the company and can find the address in the applicable state.

13.5 What are operational reviews, safety reviews, and financial reviews?

Operational reviews, safety reviews, and financial reviews are conducted periodically to ensure that the storehouse is operated in accordance with established guidelines. Your field manager will coordinate with you on the timing of all reviews. These visits will provide you with an opportunity to learn ways to improve the operation of the storehouse.

13.6 How do we get a computer for the storehouse?

Work closely with you field manager to determine your computer needs and to make a request for a Church-owned computer to be provided to the storehouse if the need is justified.



14 Calendar, Files, and Additional Training Resources

14.1 Calendar of Activities

Daily

Conduct a daily prayer meeting.

Check freezer and cooler temperatures. Record temperatures weekly.

File completed bishop's order forms in the "For CUS Input" file.

Purchase and receive products from local vendors.

Process invoices.

Clean the facility.

Weekly

Submit your bishop's orders to the field manager.

Conduct a devotional.

Record freezer and cooler temperatures.

Send purchasing card documentation, IROPS, and invoices to your field manager.

Monthly

Submit your Storehouse Monthly Order and receive products from your bishops' central storehouse.

Send documents and reports to your field manager and others (see section 7.10, "Summary of Paperwork Sent to Field Managers"). Note: some documents should be submitted weekly.

Conduct a monthly pest inspection.

Empty a large section of product display shelves and clean them thoroughly to help control pests.

Conduct a monthly safety meeting.

Conduct a monthly safety inspection.

Follow the preventive maintenance schedule.

Conduct a satellite telephone test.

Quarterly

Meet with the agent stake operating committee.

Semiannually

Count and reconcile inventory.

Annually

Participate with your field manager and the local facility management office in the annual repairs and improvements (R&I) review of the facility each spring.

Review the guidelines in this guide for controlling insects and rodents and view the DVD *Insect Control* with the missionaries and regular volunteers each spring as the weather begins to warm and insect activity increases.

14.2 Storehouse Files

The following files should be kept in a secure cabinet at the storehouse. The items to be placed in each file are described in this guide:

- For CUS Input
- Bishop's Orders (blank forms)
- Monthly Orders
- Packing Slips/Bills of Lading
- Storehouse Use
- Damaged/Spoiled
- Inventory
- Donations Made
- Safety
- Vehicle Maintenance (one file for each vehicle)
- Missionary Service (one file for each missionary)

14.3 Additional Training Resources

In addition to this guide, the following materials may help you in your calling. Contact your field manager if you need copies of any of these materials.

- *7-Minute Safety Trainer Lessons*
- *Coaching the Straight Truck Driver*
- *Coaching the Lift Truck Operator*
- *Federal Motor Carrier Safety Pocket Book*
- *Grain Storage Operating Guide*
- *Providing in the Lord's Way: A Leader's Guide to Welfare* (available on www.providentliving.org)
- *Safety, Health, and Environmental Manual*
- *Welfare Resources in the United States and Canada*
- *Insect Control DVD*

15 Forms

15.1 List of Forms

- Bishop's Order for Commodities—Food Supplies (United States)
- Delivery Summary Sheet
- Record of Freezer and Cooler Temperatures
- Storehouse Monthly Order
- Welfare Services—Bishops' Storehouses, Canneries and Home Storage Centers—Record of Donated Labor Hours
- Storehouse, Home Storage & Cannery Petty Cash Reconciliation/Reimbursement
- This Equipment Is Locked Out
- Safety Action Request
- Safety and Health Committee Meeting Record
- Bishops' Storehouse Monthly Safety Inspection Checklist
- Recommendation for Part-Time Church-Service Missionary
- Safety Orientation Checklist
- Internal Record of Purchase/Service
- Church Property Damage—Loss Report
- P.I.T. (Forklift) Inspection Report
- Monthly Report of Miles Traveled per State and Fuel Purchased
- Vehicle Operation and Maintenance Analysis Monthly Entry (VOMA)
- Record of Fuel Received and Dispensed

Serving in a Bishops' Storehouse

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Bishop's Order for Commodities—Food and Supplies (United States)

Family name	Number in family	Delivery address	<input type="checkbox"/> Deliver <input type="checkbox"/> Will call	Ref. no. (storehouse)
Ward name	Ward unit no.	Stake name	Stake unit no.	Date

See instructions on reverse side.

CANNED MEATS	Quantity ordered	Quantity filled	DESSERTS	Quantity ordered	Quantity filled	JAMS AND CONDIMENTS	Quantity ordered	Quantity filled	DAIRY PRODUCTS	Quantity ordered	Quantity filled	BABY PRODUCTS	Quantity ordered	Quantity filled
Beef chunks	14 oz		Lime gelatin	6 oz		Honey	1 lb		Butter	1 lb		Baby cereal	16 oz	
Beef stew	14 oz		Orange gelatin	6 oz		Pancake syrup	24 fl oz		Margarine	1 lb		Baby formula	14 oz	
Chili	14 oz		Raspberry gelatin	6 oz		Peanut butter	27 oz		Cheese	1 lb		Diapers 8-14 lb	pkg of 56	
Pork and beans	14 oz		Strawberry gelatin	6 oz		Peach jam	17 oz		Cottage cheese	1 lb		Diapers 16-28 lb	pkg of 40	
Tuna	6 oz		Choc. pudding	6 oz	6 serves	Raspberry jam	19 oz		Sour cream	1 lb		Diapers 22-37 lb	pkg of 34	
Turkey chunks	14 oz		Van. pudding	6 oz	6 serves	Strawberry jam	19 oz		FRESH VEGETABLES			HOUSEHOLD PRODUCTS		
CANNED SOUPS			Choc. cake mix	18.2 oz		Catsup	27 oz		Cabbage	head		Aluminum foil	roll	
Chicken noodle	14 oz		Yellow cake mix	18.2 oz		Mustard	10 oz		Carrots	lb		Bleach, liquid	60 oz	
Cream of chicken	11 oz		SEASONINGS			Salad dressing	1 qt		Lettuce	head		Bowl cleaner	31 oz	
Tomato	15 oz		Black pepper	2 oz		Salsa	16 oz		Onions	lb		Broom		
Vegetable	15 oz		Chili powder	2 oz		SUGAR AND FLOUR			Potatoes	lb		Cleanser	14 oz	
CANNED FRUITS			Cinnamon	2 oz		Brown sugar	2 lb		Tomatoes	lb		Dish detergent	22 oz	
Applesauce	26 oz		Salt	26 oz		Granulated sugar	5 lb		Vegtbls. in season	lb		Dishwshr. detergent	75 oz	
Apricots	29 oz		Vanilla extract	4 oz		Powdered sugar	2 lb		FRESH FRUITS			Laundry detergent	4 lb	
Peaches	29 oz		BEANS, RICE AND POTATOES			Pancake flour	4 lb		Apples	lb		Lightbulbs (52W)	box of 4	
Pears	29 oz		Black beans	1 lb		Wheat flour	10 lb		Bananas	lb		Lightbulbs (90W)	box of 4	
CANNED VEGETABLES			Pinto beans	1 lb		White flour	10 lb		Grapefruit	lb		Plastic wrap	roll	
Corn	14 oz		White beans	1 lb		PASTA			Oranges	lb		Recipe book		
Green beans	14 oz		Soup mix (dry)	1 lb		Lasagna	1 lb		Fruit in season	lb		PERSONAL PRODUCTS		
Peas	14 oz		Rice	1 lb		Macaroni	1 lb		MEATS (order by each, not by lb)			Deodorant (men's)		
Spaghetti sauce	25 oz		Instant potatoes	26 oz		Mac. & cheese	7 oz		Bologna	1 lb (ea)		Deodorant (women's)		
Tomato sauce	14 oz		COOKING PRODUCTS			Noodles	1 lb		Franks	1 lb (ea)		Disposable razors	pkg of 5	
Whole tomatoes	26 oz		Baking powder	10 oz		Spaghetti	1 lb		Ground beef	1 lb (ea)		Hand soap	5.5 oz bar	
DRINKS			Baking soda	1 lb		CEREALS			Hmbrgr. patties	1 lb (ea)		Sanitary napkins	box of 24	
Tomato juice	27 fl oz		Brown gravy mix	12 oz	6 serves	Cold cereal	12 oz		Sausage	1 lb (ea)		Shampoo	16 oz	
Fruit juice mix	44 svngs		Cornstarch	12 oz		Cracked wheat	2 lb		Stewing beef	1 lb (ea)		Shaving cream	11 oz	
Hot cocoa mix	30 svngs		Milk (canned)	12 oz		Creamy wheat	2 lb		MEATS, OTHER (order by each, not by lb)			Tampons (regular)	box of 20	
Milk (dry)	31 svngs		Raisins	15 oz		Granola	2 lb		Beef roast	approx 4 lb (ea)		Tampons (super)	box of 20	
BREADS			Shortening	3 lb		Rolled oats	2 lb		Chicken	approx 3 lb (ea)		Toilet paper	1 roll	
Bread	loaf		Vegetable oil	24 oz		MILK AND EGGS			Ham	approx 4 lb (ea)		Toothbrush (adult)		
Flour tortillas	pkg of 10		Vinegar	1 qt		Milk	1 gal		Pork roast	approx 4 lb (ea)		Toothbrush (child)		
			Yeast	strip of 3		Eggs	1 doz		Turkey roast	approx 4 lb (ea)		Toothpaste	4 oz	

Additional Items See list on reverse side.

Thanksgiving and Christmas Items

												Whole turkey	ea	
												Candy	lb	
												Mixed nuts	lb	
												Peanuts	lb	

1. Prepared by	2. Bishop's signature	3. Received by	Filled by	\$
Preparer's telephone with area code	Bishop's telephone with area code	Family's telephone with area code		

WHITE and CANARY—Storehouse PINK—Bishop

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Record of Freezer and Cooler Temperatures

Week	Freezer	Cooler # 1	Cooler # 2	Week	Freezer	Cooler # 1	Cooler # 2
1				27			
2				28			
3				29			
4				30			
5				31			
6				32			
7				33			
8				34			
9				35			
10				36			
11				37			
12				38			
13				39			
14				40			
15				41			
16				42			
17				43			
18				44			
19				45			
20				46			
21				47			
22				48			
23				49			
24				50			
25				51			
26				52			

07/09/08		STOREHOUSE MONTHLY ORDER					
Page 1		DAS CARROLLTON TX STOREHOUSE		AS OF END OF JUNE		FOR DELIVERY IN	
AUGUST							

MAIL OR FAX TO BCS TO							
Change							
ARRIVE BY 07/10/08							
Sugg							

Order		Min	Average				
Item Description	UM	Qty	# MO	BOH	JUL Delivery	Target Level	AUG Order
To							

0003 BEEF CHUNKS	CS	60	24 (24)	129		142	
0006 BEEF STEW	CS	60	29 (24)	131		176	60
0009 CHILI	CS	60	26 (24)	124		155	60
0012 PORK & BEANS	CS	60	20 (24)	113		118	
0018 TUNA FISH	CS	84	30 (24)	147		178	
0021 TURKEY CHUNKS	CS	60	17 (24)	55		97	60
0024 CORN	CS	60	53 (24)	279		316	60
0027 GREEN BEANS	CS	60	47 (24)	242		282	60
0030 PEAS	CS	60	26 (24)	158		156	
0034 INSTANT POTATOE	CS	36	27 (24)	125		160	36
0037 TOMATOES 12PK	CS	80	39 (24)	160		235	80
0039 TOMATO SAUCE 24	CS	60	25 (24)	154		149	
0042 SOUP CHKN NOODL	CS	60	28 (24)	142		166	
0045 SOUP CHKN CREAM	CS	60	24 (24)	125		144	
0048 SOUP TOMATO	CS	60	16 (24)	61		96	60
0051 SOUP VEGETABLE	CS	60	17 (24)	77		103	
0055 APPLESAUCE, JAR	CS	70	50 (24)	244		299	70
0058 APRICOTS 12PK	CS	80	22 (24)	91		130	
0061 PEACHES 12PK	CS	80	65 (24)	319		388	80
0064 PEARS 12PK	CS	80	53 (24)	293		319	



THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Safety Action Request

1. Print legibly or type.
2. Immediately record any potential hazard in section 1 of this form.
3. Give the form to your supervisor or manager.
4. The supervisor or manager completes section 2 of this form.

Date hazard was reported

Reported by

1. Describe the nature and location of the potential hazard

Date hazard was observed

Signature of employee who observed hazard (optional)

2. Describe the action to be taken

Date action was completed

Supervisor's signature

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Serving in a Bishops' Storehouse

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Safety and Health Committee Meeting Record

1. Use additional pages, if necessary, to describe events fully.
2. Keep minutes on file for one year plus the current year.
3. Print legibly or type.

Meeting date	Location	Chairperson
--------------	----------	-------------

Persons Present (Designation: E=Employee M=Management) Use the back of this form if more are present.

Persons Absent

Agenda (Suggested items)

1. Invocation
2. Read, approve, and correct minutes from previous meeting
3. Monthly safety lesson (attach lesson materials)
4. Old business (report progress on items discussed from previous meetings)
5. New business (list each hazard or item to discuss, and assign someone to research or follow up)
6. Review accident and inspection reports (if applicable)
7. Other business (describe)
8. Items referred to management (if applicable)

Comments

Date and time of next meeting	Place of next meeting
-------------------------------	-----------------------

Minutes approved (chairperson's signature)

Bishops' Storehouse Monthly Safety Inspection Checklist

Use this checklist to conduct your monthly safety inspection. Place a check mark in the box as each item is inspected. Quickly remedy any faults noted during your inspection. Share the results of the inspection during your next monthly safety meeting. File the completed checklist with your safety committee meeting documents. Contact your field technical manager if you have problems or questions.

Inspector's Name _____ Date of inspection _____

Warehouse Area	
Fire extinguishers	<input type="checkbox"/> Fire extinguishers are in their designated location. <input type="checkbox"/> Gauges are in the proper operating green zone. <input type="checkbox"/> Security ring is intact. <input type="checkbox"/> Annual inspection tag is current (within last 12 months). <input type="checkbox"/> Extinguishers are secured to wall, racks, or cabinet no higher than 5' and no lower than 4" from floor. <input type="checkbox"/> Access to the extinguisher is unobstructed.
Product stacks and empty pallets	<input type="checkbox"/> Stacks of products stored on pallets are stable. <input type="checkbox"/> No pallets are doubled-stacked on pallet racks or stored closer than an 18" from walls. <input type="checkbox"/> If fire sprinklers are present, there is an 18" clearance. <input type="checkbox"/> Minimize empty pallet storage, where possible, by returning them to the bishops' central storehouse. <input type="checkbox"/> Empty pallets are not stacked higher than 6' and in their designated location (inside or outside the building). If stored outside, store away from the building.
Pallet racks	<input type="checkbox"/> Racks are secured to floors. <input type="checkbox"/> Check for dents, damage, metal fatigue, or tears on upright and crossbar members. <input type="checkbox"/> Racks are free of trash (behind racks if against walls).

<p>Forklift and pallet stacker</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Look for leaks on the floor underneath the machine. <input type="checkbox"/> Machines are kept charged and operable. <input type="checkbox"/> Forklifts are parked in their designated area near their charging equipment. <input type="checkbox"/> Forklifts are inspected and operated properly and safely (see forklift training modules). <input type="checkbox"/> Check to see if pre-operation inspections are being performed.
<p>Pallet jacks</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Pallet jacks are stored out of the aisles in their designated places when not in use. <input type="checkbox"/> They are in good working condition.
<p>Aisles and stairways, if present</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Aisles and stairways are clean and free from hazards that may cause slips, trips, or falls. <input type="checkbox"/> Spills are promptly cleaned up. <input type="checkbox"/> Hand railings on stairs are in good condition and present per local safety codes.
<p>Fire sprinkler system</p>	<ul style="list-style-type: none"> <input type="checkbox"/> There is a 3' safety clearance in front of the standpipe. <input type="checkbox"/> The system's pressure gauges are within operating range. <input type="checkbox"/> Valves are secured with chain and break-away lock. <input type="checkbox"/> Wrench and replacement heads are readily available. <input type="checkbox"/> Sprinkler heads are clean and clear within 3'. <input type="checkbox"/> The system is flow-tested quarterly by a fire protection contractor.
<p>Ladders</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ladders are properly stored when not in use, where they cannot be accidentally knocked over. <input type="checkbox"/> Ladders are in good condition.
<p>Loading dock</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Loading dock is clean and uncluttered. <input type="checkbox"/> There is no long-term product storage in the dock area. <input type="checkbox"/> Dock plates are operated and maintained properly (professionally serviced at least annually). <input type="checkbox"/> The dock locks are functional and maintained properly (professionally serviced at least annually). <input type="checkbox"/> Dock warning lights are functional. <input type="checkbox"/> Wheel chocks are available, in good condition, and used when trucks are loaded and unloaded. <input type="checkbox"/> Safety railing and chains are present and in good condition.

Chemicals and cleaning materials	<input type="checkbox"/> A Chemical Inventory List is maintained. <input type="checkbox"/> Material Safety Data Sheets (MSDS) are conspicuously displayed and current. <input type="checkbox"/> Liquid chemicals and other materials are stored in their original or identified containers. <input type="checkbox"/> Gasoline is stored in a container that is designed and approved for fuel storage and the container is stored in a safety storage cabinet.
Doors and exits	<input type="checkbox"/> Keep doors functional and free from obstruction (roll up doors, etc.). <input type="checkbox"/> They are functional. <input type="checkbox"/> They remain unlocked during business hours.
Cardboard compactors/bailers (if applicable)	<input type="checkbox"/> Cardboard compactors/bailers are locked when not in use. <input type="checkbox"/> All machine guards are in place and functioning as designed. <input type="checkbox"/> Only trained operators use the machine. <input type="checkbox"/> Proper lockout tags are readily available and used when the machine is being repaired or serviced.
Floor cleaning equipment/machines	<input type="checkbox"/> Floor cleaning equipment/machines are functioning properly. <input type="checkbox"/> They are in good condition (machine and electrical cords) and are properly maintained and serviced. <input type="checkbox"/> They are operated only by properly instructed workers.
Lighting	<input type="checkbox"/> Lighting is adequate and functioning properly.
Thermostats	<input type="checkbox"/> Thermostats are free of obstruction.
Ceiling heating and air conditioning units	<input type="checkbox"/> Ceiling heating and air conditioning units are secured and functioning properly. <input type="checkbox"/> The immediate area is clean and free of boxes and clutter.
Plumbed eye-washing stations, if applicable	<input type="checkbox"/> Eye-wash stations are clearly identified. <input type="checkbox"/> They have been turned on weekly to make sure they function. <input type="checkbox"/> They are free of obstruction.
Electrical panels	<input type="checkbox"/> Electrical panels are not blocked. The area within 3' of the panel should be clear and with unobstructed access.

GFCI electrical outlets	<input type="checkbox"/> GFCI electrical outlets are installed near water sources. <input type="checkbox"/> The outlets are functional and in good condition—face plates are in place and are unbroken, no evidence of burning or scorching, the test button trips the circuit when pressed.
Electrical outlets	<input type="checkbox"/> Electrical outlets are in good condition—face plates are in place and are unbroken, no evidence of burning or scorching.
First-aid kits/equipment	<input type="checkbox"/> First-aid kits are complete. <input type="checkbox"/> All supplies are within current dates. <input type="checkbox"/> Storage boxes are unlocked, clearly marked, and unobstructed.
Second-level mezzanines and storage areas, if applicable	<input type="checkbox"/> Floor-load rating is posted and not exceeded. <input type="checkbox"/> Safety railings are present and in good condition. <input type="checkbox"/> Lighting is adequate. <input type="checkbox"/> Fire extinguishers are readily available (see “Fire extinguishers” above). <input type="checkbox"/> Products are safely and securely stacked (see “Product stacks and empty pallets” above).
Office Area	
GFCI electrical outlets	<input type="checkbox"/> GFCI electrical outlets are installed near water sources. <input type="checkbox"/> They are functional and in good condition—face plates are in place and are unbroken, no evidence of burning or scorching, the test button trips the circuit when pressed.
Electrical outlets	<input type="checkbox"/> Electrical outlets are in good condition—face plates are in place and are unbroken, no evidence of burning or scorching.
Floor areas	<input type="checkbox"/> Floor areas are clean and free from hazards that may cause slips and trips. <input type="checkbox"/> Spills are promptly cleaned up.
Bookcases and shelves	<input type="checkbox"/> Storage is orderly. Shelves are secured to the wall if the building is located in an active seismic zone.
Office equipment and computers	<input type="checkbox"/> Office equipment and computers’ electrical cords are in good condition—no exposed wires, cuts or frays in insulation covering. <input type="checkbox"/> Equipment is functional and properly positioned so that it can be easily and comfortably operated.

Patron Shopping Area	
Fire extinguishers	<input type="checkbox"/> Fire extinguishers are in their designated location. <input type="checkbox"/> Gauges are in the proper operating green zone. <input type="checkbox"/> Security ring is intact. <input type="checkbox"/> Annual inspection tag is current (within last 12 months). <input type="checkbox"/> Extinguishers are secured to wall, racks, or cabinet no higher than 5' and no lower than 4" feet from floor. <input type="checkbox"/> Access to the extinguisher is unobstructed.
First-aid kits/equipment	<input type="checkbox"/> First-aid kits are complete. <input type="checkbox"/> All supplies are within current dates. <input type="checkbox"/> Storage boxes are unlocked, clearly marked, and unobstructed.
Aisles and stairways	<input type="checkbox"/> Aisles and stairways are clean and free from hazards that may cause slips, trips, or falls. <input type="checkbox"/> Spills are promptly cleaned up.
Product shelves or roller racks	<input type="checkbox"/> Product shelves or roller racks are placed (shelves) or secured (roller racks) on the floor in a manner that they will not tip. <input type="checkbox"/> They are functional and clean. <input type="checkbox"/> Rollers are functional and roll freely.
GFCI electrical outlets	<input type="checkbox"/> GFCI electrical outlets are installed near water sources. <input type="checkbox"/> They are functional and in good condition—face plates are in place and are unbroken, no evidence of burning or scorching, the test button trips the circuit when pressed.
Electrical outlets	<input type="checkbox"/> Electrical outlets are in good condition—face plates are in place and are unbroken, no evidence of burning or scorching.
Doors and exits	<input type="checkbox"/> Exit doors are free from obstruction. <input type="checkbox"/> They are functional. <input type="checkbox"/> They remain unlocked during business hours.

Serving in a Bishops' Storehouse

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Recommendation for Part-Time Church-Service Missionary

Send Save

Church-service Missionary Office
50 E North Temple St Rm 152
Salt Lake City, UT 84150-4060
Phone: 1-801-240-4914
Fax: 1-801-240-1726

The prospective missionary completes this form after clarifying the need for and duties of the assignment with the supervisor of the department where he or she would like to serve. Please clearly print the information requested, obtain the required signatures, and mail or fax the completed form to the appropriate Church-service missionary coordinators. Phone 1-801-240-4914 with any questions.

Personal Information

Name (last, first, middle) _____ Referred by _____
Home address (street and number, city, state or province, postal code) _____

Birth date (month/day/year) _____ Sex Male Female Marital status Married Single Age(s) of dependent(s) living at home _____

Home phone (with area code) _____ Work phone (with area code) _____ Cellular phone (with area code) _____ E-mail _____

Explain any work, travel, or family conditions that might affect your commitment to part-time missionary service

Name of person to notify in case of emergency _____ Relationship _____ Home phone (with area code) _____

Assignment Requested The information for this section should be obtained from the department supervisor.

Name of department supervisor contacted _____ Name of organization _____

Position number (required) _____ Job title _____

Start date _____ Length of service 6 months 12 months 18 months 24 months 30 months Other: _____

Availability Minimum of eight hours per week.

Hours	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 a.m.–12:00 noon							
12:00 noon–4:00 p.m.							
4:00 p.m.–8:00 p.m.							
Other hours							

Education and Skills

Education High school College Field of study _____ Degree(s) received _____ Foreign language(s) _____

	Speak			Read			Write		
	Good	Fair	Poor	Good	Fair	Poor	Good	Fair	Poor
Typing skills <input type="checkbox"/> Yes <input type="checkbox"/> No WPM: _____									
Computer experience <input type="checkbox"/> Yes <input type="checkbox"/> No Type of experience: _____									
Willing to learn computer skills <input type="checkbox"/> Yes <input type="checkbox"/> No									

Areas of interest, professional skills, abilities, hobbies _____

Employment History List employers and positions held.

Church Information

Ward or branch _____ Bishop or branch president _____

Stake or mission _____ Stake or mission president _____

Church positions held _____

Present Church calling(s) _____ Membership record number _____

Returned missionary Yes No Dates of mission From _____ to _____ Name of mission _____

Continued on page 2

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Recommendation for Part-Time Church-Service Missionary

Health Information

General health <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	Eyesight <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	Currently covered by medical insurance <input type="checkbox"/> Yes <input type="checkbox"/> No
---	---	--

Do you now have or have you ever had any of the following:

- | | | | |
|--|--|---|--|
| 1. Back injury or back problems | <input type="checkbox"/> Yes <input type="checkbox"/> No | 7. Currently taking medication of any type | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 2. Heart disease or heart trouble | <input type="checkbox"/> Yes <input type="checkbox"/> No | 8. Visited a doctor in the last five years | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 3. Epileptic seizures, convulsions, or paralysis | <input type="checkbox"/> Yes <input type="checkbox"/> No | 9. Physical or medical impairments or disabilities that should be considered in reviewing your qualifications for an assignment with the Church | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 4. Dizziness or fainting spells | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| 5. Hernia | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| 6. Deformity, amputation, or physical disability | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |

If the answer is "Yes" to any of the above, give the details of each in the "Comments" section below (use an additional sheet of paper if necessary)

Comments

Agreements and Signature of Prospective Church-Service Missionary

I understand that, if called, I will not be a Church employee. Therefore, I will not be covered by workers' compensation insurance. I must provide my own medical insurance for any type of illness or injury, including those that may occur during my service. I authorize the Church-Service Missionary Office to share the above medical information with the management of the department where I will serve.

Signature	Date
-----------	------

Bishop or Branch President's Recommendation and Signature By signing this form, you are certifying that the candidate is worthy to hold a temple recommend and is capable and qualified to serve as a Church-service missionary.

Comments

Signature of bishop or branch president	Ward or branch unit number	Date
---	----------------------------	------

Home address (street and number, city, state or province, postal code)

Home phone (with area code)	Work phone (with area code)	Cellular phone (with area code)	E-mail
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Stake or Mission President's Recommendation and Signature By signing this form, you are certifying that the candidate is worthy to hold a temple recommend and is capable and qualified to serve as a Church-service missionary.

Comments

Signature of stake or mission president	Stake or mission unit number	Date
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Home address (street and number, city, state or province, postal code)

Home phone (with area code)	Work phone (with area code)	Cellular phone (with area code)	E-mail
-----------------------------	-----------------------------	---------------------------------	--------

**THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS**

Safety Orientation Checklist

Name (please print)	Title or role
Division or department	Hire, transfer, or start date

Status

Employee
 Church-service missionary
 Volunteer
 Other: _____

Instructions

- Supervisors use this checklist as a guide for conducting safety orientations for people who are new to employment by or service for Church-affiliated entities or who have recently transferred into the department.
- After the orientation, both the supervisor and the new person should sign this checklist.
- The supervisor should keep the signed checklist in the individual's personnel file or service file for as long as this person is active. The signed checklist shows that the orientation has taken place.

Orientation Checklist

- 1. Explain the safety program, including the following:
 - On-the-job training
 - Safety meetings
 - Safety and Health Committee
- 2. Train this person in the use of any required PPE (personal protective equipment).
- 3. Explain the line of communication and responsibility for reporting all hazards and incidents, including:
 - How to report unsafe conditions and practices
 - When to report an injury
 - How to report an injury
 - Whom to report an injury to
 - How to file incident reports and workers' compensation forms
- 4. Give a general overview of the operations, procedures, methods, and hazards related to this person's job and duties, such as:
 - Hazard Communication Program
 - Lock-out/Tag-out Program
 - Confined space entry
- 5. Explain pertinent safety rules, including local, state, and federal safety and health codes.
- 6. Discuss first-aid supplies, equipment, and training, including:
 - Getting treatment
 - Location of first-aid facilities
 - Location and names of first-aid providers
 - Blood-borne pathogen standards (as applicable)
- 7. Explain the emergency plan, including:
 - Pointing out exit locations and evacuation routes
 - Using fire-fighting equipment (extinguishers)
 - Specific emergency procedures (medical, chemical, fire, earthquake)
- 8. Review motor vehicle safety guidelines.
- 9. Discuss the following work habits as they apply to safety on the job:
 - Proper lifting techniques
 - Avoiding horseplay and fighting
 - Good housekeeping practices
- 10. Review the safety and health information on the back of this form.
- 11. This person has received a copy of the Employee Safety Guidelines. Yes No

Signatures

The signatures below indicate that all of the above elements have been discussed to the satisfaction of both the person named above and the supervisor and that both accept responsibility for maintaining a safe and healthful work environment.

Signature of person named above	Date
Signature of supervisor	Date



Internal Record of Purchase/Service

IROP # 6531388

11/12/08

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Supplier 100: DESERET DAIRY	Phone 801-240-7359
Church Order # 638	Invoice Number 00000442
Invoice Date 11/10/08	Invoice Amount [USD] 356.45

Questions regarding this purchase/service should be directed to the supplier.

Customer # 3305988	Name of Requestor	Order Date 11/07/08	Summary GL Entry
WELFARE SQUARE WELFARE BISHOPS' STOREHOU HECTOR P. GRIFFIN 430 W 400 N SALT LAKE CITY, UT 84106 UNITED STATES		Mail Code 000	Org Type 189
		Ship to: HUMANITARIAN KITCHEN - DI UNIT SALT LAKE CITY, UT 84127	
Customer PO #	Special Instructions	Ship Via DT	

Item Number	Description	Unit of Issue	Quantity Ordered	Quantity Shipped	Back Ordered	Unit Price	Extended Price [USD]
	2% MILK, 5 GAL BYU		6	6		18.64	111.84
	CHOC MILK, 5 GAL BYU		7	7		24.81	173.67
	CHOC MILK, 12 OZ BYU		1	1		13.44	13.44
	ORANGE JUICE 12 OZ BYU		1	1		11.00	11.00
	COTTAGE CHEESE 5 LB - BC		1	1		28.11	28.11
	SOUR CREAM 5 LB BC		1	1		18.39	18.39
Account Number Charged [Applies to all detail lines except those that list valid, item-specific GL codes]							Total [USD]
019-034-0003306003-0							356.45

Do not pay this record of purchase/service!
Your Church Unit Checking Account or General Ledger Account has already been electronically charged in your local currency.

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Church Property Damage—Loss Report

Fax this report to:
Church Property Loss Team
Risk Management Division
Fax Number 1-801-240-1728
Telephone 1-800-453-3860 ext. 2-3239

For use in the United States and Canada.

General Information

Church unit damaged (Complete name of stake and ward(s) or department)		CFIS Business Unit, Dept ID, & Account	
Complete address of unit		Property number (Complete CFIS Project ID)	
Name and title of contact person (FM group name if applicable)		Date of loss	Time of loss
Complete work address of contact person	Telephone Number	Fax Number	E-mail address
Name and title of investigating police officer (Req. for all crime losses)	Case or file number	Date reported to Risk Management	

Summary of Loss

Contents (Items should be listed in the Purchasing Requisition Guide) Include Information Systems Order Form if loss includes damage to computers.	Contents replacement cost (itemized from page 2)	Currency	Amount
Facility	Structural repair cost (itemized from page 2)	Currency	Amount

Provide a summary of facts and circumstances. Attach photographs when appropriate.

Forcibly Entry (Describe how access was gained.)

- Yes
 No

Preventive Action (NOTE: This section must be completed.)

What measures have been taken to prevent a recurrence?

Authorization Signatures verify that all costs are directly related to the loss without improvement or enhancement.

Signature of facility manager or department manager (All losses)	Manager Telephone (with area code)
Signature of regional manager or department controller (Losses greater than \$25,000)	Date
Signature of DTA or department managing director (Losses of \$100,000 and greater)	Date

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Church Property Damage—Loss Report

Church unit damaged:

Date of Loss:

	Contents (List by item, and enclose purchase requisitions)	PRG item number	Quantity	Account	Category	Replacement cost
				CFIS accounting codes		
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
Contents total						

	Structural damage List by major types of work, provide copies of bid(s) or estimate(s) One bid if U.S. \$2,000—4,999; two bids if U.S. \$5,000—100,000	Estimated payment date	Account	Category	Bid amount
			CFIS accounting codes		
A					
B					
C					
D					
E					
F					
G					
Structural repair total					
Contents and structural repair total					

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P.I.T. (Forklift) Inspection Report

Month/Year: _____ Unit Name: _____

Day of Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Back-up Alarm																																	
Battery																																	
Clutch/Creeper Control																																	
Coolant Leak																																	
Coolant Level																																	
Flashing or rotating																																	
Fuel Leak																																	
Horn																																	
Hour Meter & Gauges																																	
Hydraulic System																																	
Lights & Alarms																																	
Mirrors																																	
Name Plate																																	
Oil Leak																																	
Parking Brakes																																	
Seat Belt																																	
Steering																																	
Tires																																	
Water Level																																	
Wheels/Rims/Lugs																																	
Inspector's Initials																																	

Noted Hazards: Check for defects only. Put a "X" in the box if anything is faulty. Write specific comments below whenever there is a concern and record the action taken before using the lift truck.

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Vehicle Operation and Maintenance Analysis Monthly Entry (VOMA)

Deseret Transportation P.O. Box 27928 Salt Lake City, Utah 84127 Telephone: (801) 240-4136	Location	Location number	Area name	For month of
	Maintenance manager's signature	Unit manger's signature	Date	

Complete and submit to arrive by the 5th of each month for prior month's reporting. Reorder this form from Church Distribution.
New vehicles must be reported to Assets Management for assigned vehicle number
New, sold, or transferred vehicles, list required information below.

Monthly Statistics Round entries to nearest dollar or mile (kilometer & liter)								Commuting vehicles		Changes and new vehicles only			
Welfare assigned vehicle number (1)	Odometer reading at end of month (2)	Odometer reading at last service (3)	Miles run (column 2 minus previous month's) (4)	Gallons of fuel (retail & bulk tank) (5)	Fuel cost (including fuel tax) (6)	Service & repair costs (7)	Comments (describe major repairs) (8)	For tax purposes, list name (last, first) of each driver commuting (9)	No. of days (10)	Odometer reading at prior-to-last service (11)	Service interval (filter, tube, oil) (example: 3000 miles) (12)	License/Tax and insurance per year (13)	Purchase cost (list description below) (14)
(a)													
(b)													
(c)													
(d)													
(e)													
(f)													
(g)													
(h)													
(i)													

List Changes Identify all vehicles by welfare assigned number

New vehicles--list all available information, i.e. purchase date, cost, year, make, body type, serial number, fuel type, license number, and truck gross weight

Sold vehicles--list date, sale price, buyer and odometer reading

Transferred vehicles--list from and to location and date of transfer

e-mail address MoosmanV@dschurch.org

