

[Company] Donation Program

[DONATION PARTNER] RESCUE OPERATIONS GUIDE

This [Company] Donation program guide is an approved process that encourages local donations to an affiliated [Donation Partner] Bank and/or partner. Food Banks, please record all donations under [Company]'s national number.

If you have questions, please contact [Contact] at [Donation Partner] at [Contact Email].

Operations Details

Pickup Frequency:	
Items to be Donated:	
Transportation:	
Reporting	

COLLECTION OF FOODS AT [COMPANY] OPCO

Keeping foods out of the temperature danger zone, the temperature range between **41°F – 135°F**, will prevent temperature abuse. Holding, transporting and distributing foods in the temperature zone allows harmful bacteria to grow and cause the food to become unsafe. **Foods should only be rescued if cooled to 41°F or below.**

Temperature abuse of foods, having foods out of the cooler or freezer too long, can cause them to become unsafe in short periods of time. It is very important that you have the correct tools to ensure food is kept cold during pick-up and transportation, which include:

- **Calibrated thermometer; sufficient thermal blankets to cover all of the cold foods; or coolers with ice packs.**

Food that is not at a safe temperature can be an indication that it may not be safe to eat, so it is essential that you have an accurate thermometer with you when making pick-ups allowing you to take and record the refrigerated food temperatures. Record the product temperature taken on the accepting log (see Appendix #1), so you have records for your Food Bank/Agency. If you are not sure about the safety of a food item then it should not be accepted at pick up.

Rescued non-frozen prepared foods picked up at 33°F-41°F should be offered no more than 72 hours from donation.

Sharing of product to other agencies is only allowable if the agency assigned to pick up product delivers the product directly to an alternate food bank partner agency immediately after pickup or end of route. The receiving agency must have the ability to consume or distribute all product within the allowable 72 hour window. Product is prohibited from being further distributed to any other entity – food bank partner or otherwise.

SAFE TRANSPORTATION OF PRODUCT TO AGENCY OR FOOD BANK

When transporting foods from donors, and distributing to Clients, the food needs to be kept at 41F or below.

Rescuing Frozen food is preferred, temperatures of refrigerated foods **must be taken** when the food reaches the Food Bank/Agency and recorded on the Receiving Form (see Appendix #2).

FROZEN PRODUCTS

- Covered with thermal blankets or in coolers with ice packs at all times.

REFRIGERATED PRODUCTS

- Covered with thermal blankets unless the vehicle has a refrigeration unit capable of keeping the vehicle below 41F at all times.
- Do not store allergens (Milk, eggs, etc.) over other products.
- Do not store raw products (fish, meat, poultry, shell eggs) over the top of ready-to-eat products.

SHELF STABLE PRODUCTS

- No temperature requirements. Do not store allergens over other products. (Peanuts, tree nuts, flour, dry milk, etc.)

NON FOOD PRODUCTS

- No temperature requirements.
- Do not store chemicals with food products.

[Date]

ACCEPT/REJECT CONDITIONS

Prepared Un-Frozen Foods at Donor:



ACCEPTABLE

- Completely wrapped in approved food grade packaging.
- List of ingredients provided or allergen disclaimer statement.
- Cooled quickly if previously held hot.
- At 41°F or below.



UNACCEPTABLE

- Not completely wrapped or in approved food grade packaging.
- Unlabeled and no ingredient statement or allergen disclaimer statement provided as required.
Over 41°F.
- Not cooled down to 41F if previously held hot.

Prepared Frozen Foods at Donor:



ACCEPTABLE

- List of ingredients provided or allergen disclaimer statement.
- Dated so you can trace later if needed.
- Wrapped well in approved packaging materials to prevent freezer burn.
- Product looks good - no mold, no bad odor, etc.
- No signs of freezer burn.



UNACCEPTABLE

- Unlabeled or cannot read the label.
- Packaging is damage.
- Not packaged in approved food contact packaging.
- Product appearance is not good.
- Product shows signs of freezer burn (thawing and re-freezing).

Produce (Whole)



ACCEPTABLE

- In good condition not moldy or decayed.



UNACCEPTABLE

- Moldy.
- Decayed.

Produce (cut or sliced): salads, diced tomatoes, coleslaws, fruit salads, etc.



ACCEPTABLE

- Under 41°F.
- In good condition not moldy or decayed or having bad odor.



UNACCEPTABLE

- Moldy or decayed.
- Over 41°F.
- If used in salad bars.
- More than 1 day passed "sell by" date.

LOADING AND TRANSPORTING FOOD SAFELY IN UNREFRIGERATED VEHICLES

Best practices to keep food at safe temperatures when not using refrigerated vehicles.

1. Cover cold food with thermal blankets or use coolers with ice packs
2. Keep drive times to 30 minutes or less
3. Check food temperatures after arriving at the destination
4. Don't store raw food over ready-to-eat food
5. Don't store allergens over other products
6. Don't store chemicals with food products

TOP 8 ALLERGENS

- Milk
- Eggs
- Fish
- Shellfish
- Wheat
- Soy
- Peanuts
- Tree nuts (i.e., almonds, walnuts, and pecans)

WHEN USING THERMOMETERS

- Wash, rinse & sanitize thermometers before and after use
- Ensure proper calibration
- Temp can be taken by placing probe between two items OR by inserting into thickest part of product.
 - If probe is inserted in food, product tested must be discarded
- Wait for thermometer reading to steady before recording temp
 - **Bacteria grow rapidly between 41°F and 135°F (5°C and 57°C)**
If product is temped above 41°F discard it

HOW TO WASH YOUR HANDS

1. Wet your hands – Use running water as hot as you can comfortably stand
2. Apply Soap – Apply enough to build up a good lather
3. Scrub your hands and arms vigorously for 10 to 15 seconds – clean under fingernails and between fingers
4. Rinse your hands and arms thoroughly – use running warm water
5. Dry your hands and arms – use a single-use paper towel or hand dryer

[Company] Donation Program

Thank you for all of your hard work in helping us to reduce waste and help our neighbors in need!

Contact Information – [COMPANY] OPCO:

Donation Lead 1

Name: _____

Phone: _____

Email: _____

Donation Lead 2

Name: _____

Phone: _____

Email: _____

Donation Lead 3

Name: _____

Phone: _____

Email: _____

Contact Information – Food Bank

Food Bank Product Sourcing Contact

Name: _____

Phone: _____

Email: _____

Food Bank Operations Contact

Name: _____

Phone: _____

Email: _____

Appendix 1

PRODUCT TEMPERATURE LOG AND REJECTION LOG

Donor Name & Location: _____ Date & Time: _____

PRODUCT At Pick-up at Donor (Take refrigerated product temperatures only)	Pounds Received	Temp at Pick-up	Temp Taken by	PRODUCTS NOT PICKED UP a. Temperatures over 41F. b. No label, allergen declaration. c. Packaging damaged. d. Product did not look or smell good. e. Other (Explain)

1. Take product temperatures at random, not all products need to have their temperature taken.
2. Use an Infrared thermometer or place a digital thermometer probe between 2 packages.
3. “Temp. Taken by” use the initials of the person taking the temperatures.
4. Use codes **a, b, c, d** for products you do not pick up; if using **e** then give an explanation.
5. Information on unaccepted products at pick-up needs to be discussed with the donor by the Agency not by the Volunteers at pick up.
6. Separate sheet should be used for each donor.
7. Keep these records for 2 years.

Appendix 2

FOOD BANK/AGENCY RECEIVING & TEMPERATURE LOG

Donor Name & Location: _____ Date: _____

NAME OF PRODUCT	Temp at Delivery (<41F)	Temp Taken by	PRODUCTS NOT ACCEPTET a. Temperatures over 41F. b. No label, allergen declaration. c. Packaging damaged. d. Product did not look or smell good. e. Other (Explain)

1. Take product temperatures at random, not all products need to have their temperature taken.
2. Use an Infrared thermometer or place a digital thermometer probe between 2 packages.
3. "Temp. Taken by" use the initials of the person taking the temperatures.
4. Use codes **a, b, c, d** for products you do not pick up; if using **e** then give an explanation.
5. Information on unaccepted products at pick-up needs to be discussed with the donor by the Agency not by the Volunteers at pick up.
6. Separate sheet should be used for each donor.