



# **GROCERY RESCUE PROGRAM MANUAL**

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## INTRODUCTION

### PURPOSE

This manual will help your agency successfully partner with Retail and/or Foodservice donors. It includes information on food safety, procedures, and building and maintaining relationships. Please follow the Grocery Rescue program procedures outlined in this manual.

### THE ROLE OF SECOND HARVEST

Second Harvest is the Eastern Washington and Northern Idaho affiliate of Feeding America, the nation's largest domestic hunger relief organization. We partner with farms, manufacturers, distributors, grocery stores, retailers, restaurants, and other donors. We support agencies like yours in distributing millions of pounds of food to communities in need.

The Grocery Rescue team facilitates relationships between agencies and donors, including grocery retailers and foodservice businesses. We provide training and materials to donors to make sure they are aware of their corporate-approved donation guidelines. We encourage agencies and donors to develop and maintain close relationships.

Inform the Grocery Rescue team about any changes to your staff, contact information, and days or hours of operation.

For all questions, concerns, and comments, contact the Grocery Rescue team at [grocery.rescue@2-harvest.org](mailto:grocery.rescue@2-harvest.org)

## PROGRAM REQUIREMENTS

### AGREEMENTS

#### **Grocery Rescue Agency Agreement**

Agencies participating in the Grocery Rescue program must sign the Grocery Rescue program agency agreement (Appendix A). If you are a Second Harvest partner agency, there is no term limit on this contract. If you have questions about your partner standing, contact your Agency Relations representative.

If you would like to make changes to your donation schedule, notify the Grocery Rescue team immediately. Plan to continue with your current donation schedule for up to 30 days to provide the Grocery Rescue team enough time to make new arrangements.

Contact the Grocery Rescue team for copies of your signed agreement(s).

### FOOD WORKER CARD

Your agency must have a lead staff member or volunteer with a valid Washington or Idaho State food worker card on site whenever food is being handled. This includes when the agency is not open or serving clients, such as during product sorting or when receiving food donations.

Washington State food worker cards cost \$10 and are valid for two years. Visit <https://www.foodworkercard.wa.gov/> to complete the training, take the test, and print your card.

Idaho State food worker cards also cost \$10 and are available at [Idaho Food Handlers Card | StateFoodSafety](#).

Both trainings provide helpful information on food safety. We also encourage anyone picking up from donors to get a food worker card.

Please send a signed copy of your Washington or Idaho State food worker card to our Agency Relations team.

## GROCERY RESCUE TRAINING

Everyone who handles donations must be trained in Grocery Rescue procedures. Before your first pickup, new staff or volunteers must read this manual.

The **Good Samaritan Laws** (Appendix B) protect donors and agencies from liability when they provide food and other essentials to clients in need. They do not protect those who intentionally distribute food that is contaminated, decomposing, or putrid. The best guide is to use the same standards for donation as you would for sale to the public or for consumption by your family. See Appendices C and D for more details.

## BADGES

When picking up product, staff and volunteers must wear badges that identify them as agency partners in Second Harvest's Grocery Rescue program. Wearing a badge lets donor staff know that you are authorized to pick up donations and are trained in safe food handling. Some donors require badges. For more information about pickup requirements, see the "Pickup process" section on page 8.

To request Second Harvest badges for staff members and/or volunteers who have completed the Grocery Rescue training, email the Grocery Rescue team with your agency name. We will make and send you more badges.

## FOOD SAFETY & EQUIPMENT

Food safety is our top priority. Product temperature is an important part of safe handling and transportation of donations.

The range of temperatures between 40°F and 140°F is called the "danger zone" because it is where bacteria grow most rapidly. They can double in number in as little as 20 minutes, grow to dangerous levels, and cause illness. Product that is kept in the danger zone for two hours or longer must be thrown away.

Agencies picking up at stores are required to take the temperature of donations at the time of pickup and again when it arrives at the agency.

**Temperature Control Devices**

To safely transport chilled and frozen items, use a temperature control device.

Examples include:

- Thermal blanket/pallet cover
- Cooler (ice is not required if temperature guidelines are met)
- Refrigerated vehicle

**Pickup Equipment**

You will also need the following items for picking up Grocery Rescue product:

- Scale
- Thermometer
- Grocery Rescue Weekly Tracking Form (Appendix E)

These items are not provided by Second Harvest, but are essential to the Grocery Rescue program:

- Access to the internet to submit receipts online.
- Banana boxes, crates, bins, or other containers. Some donors pack their donations, while others require you to bring your own containers.
- A vehicle for transporting the product. All vehicles used in the Grocery Rescue program must have a regular (monthly or more frequent) cleaning schedule for food safety.

**Product Labeling**

Foodservice donations must be properly labeled with the name of the product and all allergens. We encourage donors to include a full ingredient list.

If any of these allergens are present, they must be stated on the label:

- Milk
- Eggs
- Fish (e.g. cod, bass, flounder)
- Shellfish (e.g. crab, lobster, shrimp)
- Tree nuts (e.g. walnuts, almonds, pecans)
- Peanuts
- Wheat
- Soybeans

## AGENCY-DONOR RELATIONSHIP

Good relationships between agencies and donation partners make strong Grocery Rescue programs. Donor staff who feel connected to an agency's mission donate more food at higher quality. We encourage you to share your mission with your donors and show appreciation for their partnership.

Before you begin a partnership, a Grocery Rescue coordinator will connect you and the donor point person. Once the Grocery Rescue coordinator connects you with the donor, you can contact them to review logistics such as when, where, and pick up procedures for all donations. We provide the donor with donation guidelines (Appendix D), pick-up schedules, and contact information for its agency partners.

## RETAIL DONOR PERSONNEL

While each retailer's staffing arrangement is different, there are roles that often work most closely with partner agencies and the Grocery Rescue team.

### Receivers

Receivers work on the dock or back room of a store and are responsible for managing deliveries and donations. At most locations, you check in and check out with the receiver when picking up donations. They should be able to answer most questions or direct you to the right people.

### Department Managers

Check in with the department managers quarterly to see how the program is working for them. If you notice the amount of donations changing significantly, contact the department manager to find out why. Stores that are centrally run (like national or regional chains) sometimes receive new operating procedures from their corporate headquarters. The more you learn about these changes, the easier it is to predict donation yields. If you learn about any changes, please let the Grocery Rescue team know.

### Store Managers

Store managers are rarely involved in the day-to-day operations of their store's donations. We recommend involving the store manager only when there is a problem with the overall program or if you are having trouble with a receiver or department manager.

### Corporate Contacts

Nationwide corporate banners have agreements with Feeding America to only donate to agencies within our network. Second Harvest works with corporate offices to develop region-wide donation guidelines and learn about any changes to the donation program. We also provide corporate contacts with summarized poundage reports every month and share feedback from our agencies.



## FOODSERVICE DONOR PERSONNEL

Each foodservice donor has a donation program lead (typically the Receiver) designated to be the mainpoint of contact between your site, the donor site, and the Grocery Rescue team. Make sure you know their contact information.

During pickups, check in and out with the donation program lead. Notify them if you are running late or unable to make a pickup. Keep friendly contact and maintain consistent pickup times.

## BUILDING PARTNERSHIPS

Although the donation program is important to the donor, their priority is to move product out the front door as sales.

Here are some guidelines for pickups:

- Be on time and consistent. Call if you are running late or unable to pick up donations. If your agency has scheduled closures, notify donors as soon as possible in person, by phone, with a flyer or, preferably, a combination of at least two of these methods.
- Be flexible; you may have to wait to speak with donor staff.
- If you are unsure if a product is for donation, ask donor staff. **Do not take product if you are not sure.**
- Leave the donation area in the same condition as when you arrived. Return carts after finishing the pickup.
- Build relationships with donor staff. Introduce yourself to new personnel. Remember that you represent your agency and Second Harvest.

Here are some ways to build a relationship with your donors:

- Thank donor staff for their donations each day. Send thank you cards, especially during the holidays.
- Recognize your donors. For example: present them with community recognition awards, thank them in community newsletters or social media, or invite them to appreciation events at your agency.
- Invite donor staff to your agency for tours, events, or volunteering.
- Communicate with donors about products that you might need or if you have questions about the program.
- If you have an issue with the donor, resolve it quickly and proactively. If you need help, contact the Grocery Rescue team at [grocery.rescue@2-harvest.org](mailto:grocery.rescue@2-harvest.org)

## PARTNERSHIP ISSUES

If you have an issue with a donor, work with the donation program lead, receiver, or department manager. Involve the manager if you are unable to resolve the issue with your main point of contact. If the problem isn't resolved by working directly with personnel, contact the Grocery Rescue team.

One common issue is a sudden drop in quantity of donations. It may be a result of the donor adjusting their processes, or a sign that the donor has new staff.

A common issue in grocery retail settings is poor product quality. You can decline donations if the product is ineligible according to donation guidelines. For example, produce may be moldy, rotten, or have an odor. If you repeatedly receive poor quality food, send us pictures of the product. We share the photos with donor staff or our corporate contacts to resolve the issue.

Second Harvest facilitates the partnerships between partner donors and member agencies. If the relationship becomes complicated with unresolved issues, follow the conflict resolution procedure (Appendix F).

## PICKUP PROCESS

The Grocery Rescue team manages daily pick-up schedules. Please contact us to make any changes to your schedule.

### BEFORE PICKUP

Your initial conversation with the donor should establish where to park, how to pick up, and what time to pick up. Make sure your staff and volunteers are aware of these details.

Bring all necessary equipment for pickup:

- Temperature control device (e.g. thermal blanket, cooler)
- Grocery Rescue Weekly Tracking Form (Appendix E)
- Scale (If picking up at Walmart Stores – otherwise it can be weighed back on site)
- Badge
- Boxes
- Thermometer

### DURING PICKUP

We describe below what a standard Grocery Rescue pickup process looks like. While your procedure may be slightly different, all areas covered in this section are essential.

1. Check in with your established point of contact, usually the store receiver or the donation program lead.
2. Follow the donor's pickup method. The two most common methods are:
  - a. Product is brought to you.
  - b. Department-to-department or multiple holding areas.
    - i. Donations are kept in each department or grouped by storage requirement (dry, chilled, frozen).
    - ii. Go to each department/holding area to pick up product. Most departments use Second Harvest Signage (Appendix G).
    - iii. Check in with department managers quarterly.
3. Make sure products are safe to pick up.
  - a. When picking up from Walmart stores or foodservice donors, take product temperatures for chilled and frozen items and record them on the Grocery Rescue Program Weekly Tracking Form (Appendix E) under "Department Temperature"
  - b. If you receive ineligible product (i.e. moldy produce), tell the staff you cannot accept it and ask where you can dispose of it.
  - c. Meat should be in its own box and not mixed with produce. If donations are on pallets, each category should be in its own stack.
  - d. Meat must be frozen before pickup, on or before the date on package. If not frozen, leave the product for the next pickup.
  - e. Meat from different animals can only be comingled once frozen.

- f. Always ask the donor if you are unsure if an item is for donation. **Do not take product if you are not sure.**
4. Weigh the product and fill out the weekly tracking form.
    - a. We recommend weighing the product at the donor site. Record the weight on the Grocery Rescue Program Weekly Tracking form (Appendix E). If you notice ineligible product while weighing, ask the donor where you can compost the product on site.
    - b. We understand that some agencies cannot record poundage at the donor site. If so, weigh the donations at your agency.
  5. Check out with the receiver or donation program lead.
    - a. If necessary, swap reusable food containers with clean replacements.
    - b. Agencies are required to keep their tracking forms for at least 2 years.
  6. Load the product into your vehicle.
    - a. Load chilled/frozen items first.
    - b. Separate the product by category and securely place them in the vehicle to avoid cross contamination. Use the stacking guide (Appendix H) for reference.
    - c. Use your temperature control device to keep chilled and frozen products cold.
    - d. After loading donations, return carts to donor's preferred area.
    - e. Take donated food to your agency immediately.

## AFTER PICKUP

When you arrive back to your agency, take temperatures of chilled and frozen items. Record temperatures on the Grocery Rescue Program Weekly Tracking form under "Arrival Temperature"

If you did not weigh product at the store, weigh your product at your agency. Sort and store the product. The next section covers procedures for sorting and storing donations.

## **SORTING AND STORAGE**

Product sorting and storage is critical for food safety. Many donated items are short-dated product that require further inspection before distribution to clients. When checking quality, there are several areas of the product to keep in mind:

### **Nature of the product**

Many items are donated near the “best by” date or the sell by date. Perishable items are often donated with just a few days of shelf life, while non-perishable items may be expired or about to expire.

### **Quality of the product**

Product is considered quality if it is wholesome and not punctured. Products such as bread may seem good but be stale.

### **Storage of the product**

If items cross-contaminate with those in other categories, the entire box is considered contaminated and inedible. Cold items must be kept cold.

### **Condition of the packaging**

Product should be in original packaging. Packaging should not be leaking or severely dented.

It is important to remove all items that are unsafe to eat as soon as possible. Proper sorting and storage decrease the risk of products becoming unsafe to eat.

## **WHO SHOULD INSPECT**

Inspections must be done by staff or volunteers who have read and understand this "Sorting and storage" section and are familiar with food safety practices. The first person to open a box of donations determines if the box is unsafe.

A person with a valid Washington or Idaho State Food Worker Card must be on site whenever food is handled. This person does not need to be the inspector but must be present.

## **WHEN TO INSPECT**

The best time to inspect the product is immediately after it arrives at your agency. Unload the vehicle, sort and inspect all donations, then store product.

At Second Harvest's Hunger Solution Center, we inspect all donations we receive for defects and food safety concerns. After all product is checked and sorted, we distribute the product to our network. Below, we have included product inspection guidelines created by Second Harvest and Feeding America.

## PRODUCT INSPECTION

Two of the biggest food safety concerns are cross contamination and infestation. We have included 3 guides below: "Donation box/container inspection," "Signs of cross contamination," and "Signs of infestation."

### Donation Box/Container Inspection

As mentioned before, the first person to open the box can determine if the product is unsafe:

When Examining Boxes / Containers
<b>Exterior Signs of contamination or infestation</b> <ul style="list-style-type: none"> <li>• Rips</li> <li>• Tears</li> <li>• Dry or liquid spills</li> <li>• Gnaw marks, etc.</li> </ul>
<b>Interior Signs of contamination or infestation</b> <ul style="list-style-type: none"> <li>• Toxic substances or any chemicals that might be harmful or fatal if swallowed (e.g. poison, paint, charcoal, lighter fluid, pesticides, oven cleaner, drain cleaner, cologne, hair spray)</li> <li>• Open pet foods</li> <li>• Rodent droppings and urine (use a black light to help identify urine)</li> <li>• Insects: active or carcasses</li> <li>• Mold</li> <li>• Broken glass</li> <li>• Sour or rotten odors (evidence of bacteriological spoilage)</li> <li>• Spilled cleaning products</li> <li>• Stains caused by contaminants or other hazards, such as cooking oil, tomato juice, sauces, etc.</li> </ul>
<p>If any of these signs are found, it is likely that the <b><u>entire box and contents should be discarded.</u></b></p> <p>Clean and sanitize the box. If the box cannot be cleaned (cardboard material) dispose of the box in an outside trash container immediately.</p> <p>See the following sections on "Signs of cross contamination" and "Signs of infestation" to determine if product can be cleaned.</p>

Discard Sorting Process	
<p>The following packages may be sanitized:</p> <ul style="list-style-type: none"> <li>• Canned goods</li> <li>• Aseptic packages</li> <li>• Retort pouches</li> <li>• Some plastic-wrapped items</li> </ul> <p>Check seals for:</p> <ul style="list-style-type: none"> <li>• Bagged or boxed products</li> <li>• Products in cardboard containers</li> </ul>	
Item	Action
<b>Toxic Materials</b>	<p>Discard any toxic product that is leaking, or has a puncture, broken seal, or missing cap.</p> <p>The presorting storage area for toxins must be at least eight feet from food storage.</p>
<b>Cleaning Products</b>	Discard any leaking liquid products.
<b>Pet Foods</b>	<p>Discard any pet foods that may be contaminated. Place open bags in tightly covered containers to discard.</p> <p><i>Note: Pet foods are harbors of infestation that can quickly and easily spread to food products.</i></p>
<b>Food Items</b>	Discard obviously contaminated products and place in pre-selected areas by types and condition.
<b>Miscellaneous Products</b> (paper products, personal care items, and food service items)	<p>Set aside for proper evaluation.</p> <p>These items should be examined as if they are food.</p>

## Signs of Cross Contamination

Cross contamination is the transfer of harmful bacteria to food from other foods, cutting boards, utensils, etc., if they are not handled properly. This can occur at any time and it is important to look for the signs:

Potential Signs of Cross Contamination			
<ul style="list-style-type: none"> <li>• Product is improperly stored (meat product stored above produce)</li> <li>• Food product is stored in areas with household items and cleaners</li> <li>• Product has a wet or greasy appearance</li> <li>• Product has granules on surface</li> <li>• Product surface shows signs of toxic substances</li> </ul>			
Product Container Type	Definition	Examples	Action
Not in a container	Product has no manufactured protective barrier	Fresh produce	Discard if showing any sign of contamination (including stains)
Permeable	Any composition that allows a substance to pass from one side to the other	Paper sacks Cardboard boxes Most light plastic wraps	
Non-Permeable	Any composition that does not allow a substance to pass from one side to the other	Cans Retort pouches Semi-rigid containers (i.e. nylon, polyester film, coated aluminum)	In many cases, the container can be cleaned
		Glass jars	If a glass jar has any signs of cross contamination, discard it. Contaminants can lodge under the lid and get inside when the jar is opened.



## Signs of Infestation

Rodents, insects, and other creatures can find their way into donation containers:

Potential Signs of Infestation			
<ul style="list-style-type: none"> <li>• Rat or mouse droppings and urine. Use a black light to identify dried urine. Dispose of the product if you are unsure</li> <li>• Insects, active or carcasses</li> <li>• Gnaw marks</li> <li>• Pin-sized holes are signs of insect bores. Flour, grains, and pastas are especially susceptible to infestation</li> <li>• Due to the nature of a salvage/reclamation program, product may be infested if they have been stored above 70°F for more than 30 days. Carefully inspect any such product</li> </ul>			
Product Container Type	Definition	Examples	Action
Not in a container	Product has no manufactured protective barrier	Fresh produce	Discard
Permeable	Any composition that allows a substance to pass from one side to the other	Paper sacks Cardboard boxes Most light plastic wraps	
Non-Permeable	Any composition that does not allow a substance to pass from one side to the other	Cans Retort pouches Semi-rigid containers (i.e. nylon, polyester film, coated aluminum)	Discard or sanitize as appropriate
		Glass jars	If a glass jar has any signs of cross contamination, discard it. Contaminants can lodge under the lid and get inside when the jar is opened.

## Perishable Sorting and Storage Guidelines

Perishable products are those likely to spoil or decay. This is especially true with products that require certain temperatures. Below are our guidelines for the sorting and handling of perishable products:

Type	Acceptable Condition	Handling and Storage	Non-Acceptable Condition
Meat & Seafood	<p>In original packaging and frozen solid</p> <p>Only in contact with food grade packaging</p> <p>Appropriately labeled and dated</p>	<p>Freeze on or before the expiration date</p> <p>Store at 0°F or below</p> <p>Under no circumstances can the product be stored above 40°F</p>	<p>Kept in the danger zone more than two hours</p> <p>In direct contact with non food grade packaging</p> <p>Damaged or compromised packaging – can cause discolored or contaminated product</p> <p>Defrosted or has severe freezer burn</p>
Dairy	<p>In original packaging</p> <p>Only in contact with food grade packaging</p>	<p>Store refrigerated product at 40°F or below</p> <p>Store frozen product at 0°F or below</p>	<p>Damaged or compromised packaging – can cause the loss of protective sanitary barrier</p> <p>Egg cartons must not be reused</p>
Fresh Produce	<p>In original packaging or repacked into food grade packaging (produce boxes)</p> <p>Cut produce must be securely closed in food grade packaging with each vegetable or fruit packaged separately</p>	<p>Store in a cool, dry, clean area</p> <p>Whole produce may be stored at room temperature</p> <p>Store cut produce at 40°F or below</p>	<p>Signs of decay, mold, fungus, or rot</p> <p>Less than 80% edible</p>
Baked Goods	<p>Fresh or day-old bread, bagels, and other bakery items</p> <p>Only in direct contact with securely closed food grade packaging</p>	<p>Store in a cool, dry, clean area</p> <p>Store refrigerated baked goods (cream pies and pastries) at 40°F or below</p>	<p>Moldy or stale</p> <p>Damaged or compromised packaging – can cause the loss of protective sanitary barrier</p> <p>In direct contact with non food grade packaging</p>


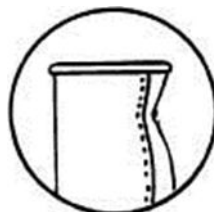

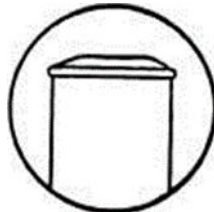


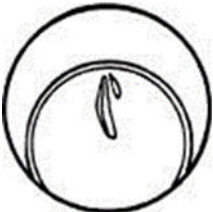
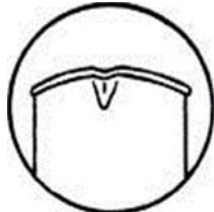
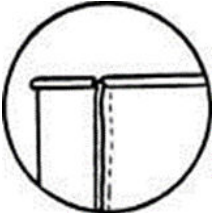
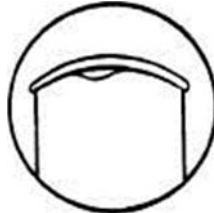
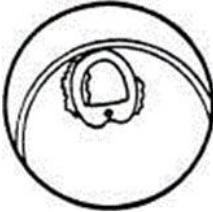

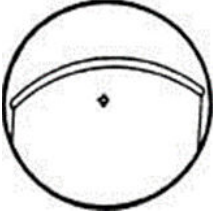
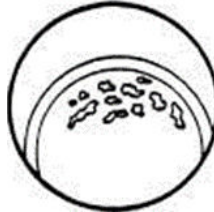
## Non-Perishable Sorting and Storage Guidelines

Non-perishable food products have a much longer shelf life and don't require refrigeration. However, the product is only as good as its container. Below are our guidelines for the safe sorting and handling of non-perishable products. We have also included a few guides on how to determine if a non-perishable container is safe.

Type	Acceptable Condition	Handling and Storage	Non-Acceptable Condition
Jarred/Canned Products	In original packaging with label intact	Store in cool, dry, and clean area  Store off the ground at least 6 inches away from walls	Not in original sealed packaging with label intact  Damaged or compromised packaging
Dry Goods, Shelf Stable	In original (internal) packaging with label intact		Not in original sealed packaging with label intact  Damaged or compromised (internal) packaging
Shelf Stable Non-Dairy Beverages			Discoloration or questionable odor  Swollen or bulging container
Baby Food and Formula	In original packaging with label intact  <b><u>Must be donated before date on package</u></b>		Not in original sealed packaging with label intact  Damaged or compromised packaging  <b><u>Expired product</u></b>

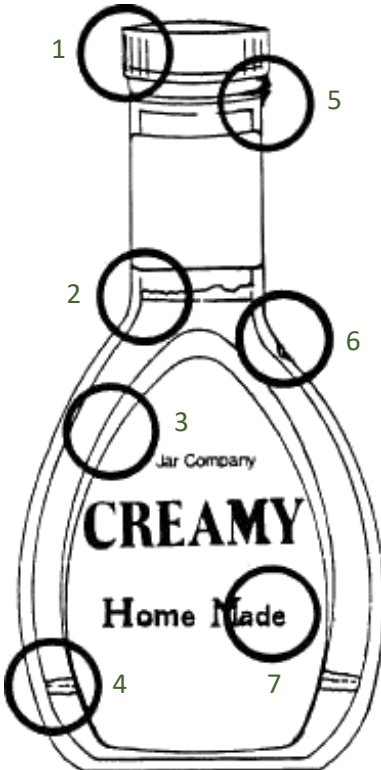
## Can Guidelines

Discard items with the following:

Severe dents on side seams	1			8	Leaks
Sharp dents parallel to rim	2			9	Bulges or puffed ends
Sharp dents in the sides that prevent stacking	3			10	Ends that give or flip and bulge on the other end when pushed
Buckled or pinched tops and bottoms	4			11	Bent rims or severe dents on the rims or seams
Side seams incomplete, blown out, or defective	5			12	Cuts or defective rims and loose tops
Dirt under pull tabs	6			13	No labels
Pits or pinholes	7			14	Rust that won't rub off

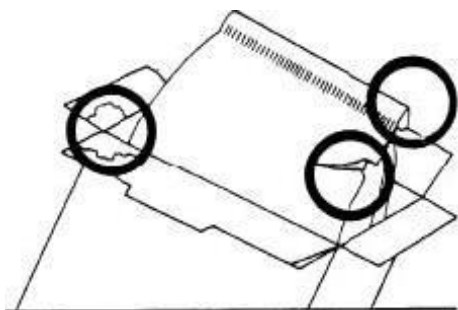
## Glass Guidelines

Discard items with the following:

Loose caps or bulged safety seals	1		5	Dirt, webs, insect skins, or evidence of submersion or leaks on screws	
Foreign objects or unusual product separation	2				
Incomplete, missing, or illegible labels	3			6	Cracks or chips
Mold (can be long, stringy, clumpy, or ropy; is often white or dark)	4			7	Home canned goods
Examine		Discard if			
Product Exterior		Jars have chips, cracks, or missing tops Jars with signs of leakage			
Under All Lids		There are signs of dirt, mold, or contamination			
The Cap		Cap is loose and seal is missing Cap is bulging, swollen, rusted, dented, or crooked			

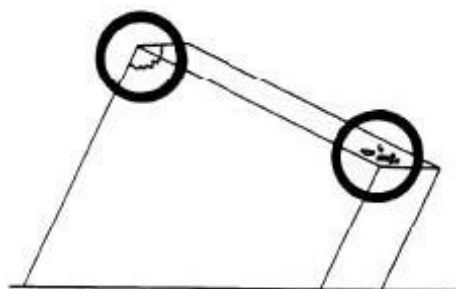
*Note: It is okay to wipe down the outside of a jar that has food from another container spilled on it. However, do not submerge glass jars to clean them. There is a risk that contaminated liquid can seep under the lid.*

## Boxed and Dry Packaged Guidelines



### Boxes with Inner Bag

- Look for contaminants on box
- Look at inner bag and discard if:
  - It is torn, leaking, or contaminated
  - It has imperfect or leaking seals
  - It has moldy or foreign objects inside
- To save good inner bags of food from a damaged box, place the inner bags into a plastic bag and label them.



### Boxes without Inner Bag

- Do not use if opened
- Look for contaminants on box
- Discard if there are signs of insects, insect skins, webs, chaff, or moving pieces

## Bagged and Sacked Guidelines

Discard items with the following:

Rips, tears, punctures or holes	1		4	Rodent gnaw marks
Rodent droppings or urine stains (use black light)	2		5	Spills or stains from any unknown source or any contaminant
Insect damage: <ul style="list-style-type: none"> <li>• Bugs in seams</li> <li>• Bore holes</li> <li>• Movement or spots in products</li> <li>• Insect skins or chaff in bottom of container</li> </ul>	3		6	Missing or illegible label

## Non-Food Items Guidelines

You may receive non-food items in your donations. Although they are not food, safe practices should be maintained. Below are guidelines for non-food items:

Paper Goods and Food Service Items: Examine
Paper products may generally be redistributed, but rules on contamination and infestation apply to them as well. A broken container can allow dirt in or provide harborage. <b>Examine carefully.</b> Tape all breaks and store away from food products.
Cleaning Supplies: Discard When Appropriate
Soaps and other cleaning supplies are important necessities for agencies. However, cleaning products are primary sources of cross contamination due to their toxic, abrasive, or liquid nature.  <b>Discard:</b> <ul style="list-style-type: none"> <li>Leaking or broken containers of liquid soaps and other cleaning supplies.</li> <li>Torn containers of dry or powdered soap that cannot be taped.</li> </ul>
Personal Care and Other Non-Food Items: Discard When Appropriate
Great care should be taken in evaluating these items.  <b>Discard torn or broken containers of:</b> <ul style="list-style-type: none"> <li>Diapers</li> <li>Feminine hygiene products</li> <li>Toothpaste and mouthwash</li> <li>Aerosol cans or other containers that are pump-operated or pressurized, and are missing the outer cap.</li> </ul>
Prescription Drugs, Alcohol, Pesticides, & Other Toxins
These items are never acceptable through the Grocery Rescue program.

## General Storage Food Safety Practices

- Food must be transported and stored in an area that is clean and free of dirt, bacteria, pests, and other contaminants.
- The storage area should be orderly and organized for efficient distribution and product rotation.
- Agencies must practice product rotation. We recommend a system of First-In, First-Out (FIFO) or First-Expired, First-Out (FEFO).
- Household products/cleaners must be stored in a separate area from food.
- Second Harvest recommends that agencies use best judgment with food dating. **When in doubt, throw it out.**

## MEALCONNECT

MealConnect is an online tool used by food banks in the Feeding America network. Agencies use MealConnect to upload Grocery Rescue receipts directly into our database.

When an agency joins the Grocery Rescue program, the Grocery Rescue team sends an account login and password to the main point of contact. Your agency may have multiple accounts. Every account has the same administrator privilege.

## RECEIPTS

See Appendix I for instructions on how to submit receipts through MealConnect.

**Donation receipts for each month are due NO LATER than the second to last day of the month. We strongly recommend submitting receipts weekly or bi-weekly to prevent the "end of the month" chaos.**

You can combine donation receipts if they are from the same month, donor site, and donation category. Make sure to set the pickup date the same date you submit your receipts.

## REPORTS

We submit summarized poundage reports to our corporate partners every month. When poundage is not recorded, donor staff and agencies receive no credit for their work to provide for the community and minimize waste.

If you do not receive any donations from a donor during an entire month, submit a "No Pounds" receipt. A month of missing reports shows up as zero pounds donated from the donor site.

## SUPPORT

There is a Help and Resources section at the bottom of the menu on the left side of the MealConnect main screen. Please familiarize yourself with the videos and guides located there. They are very helpful for furthering your MealConnect operating skills.



## APPENDICES

### A. AGENCY GROCERY RESCUE AGREEMENT

The Grocery Rescue program is a Second Harvest program designed to increase the volume and variety of food and grocery donations received by Second Harvest and its member agencies while meeting the customer service and food safety expectations of food service and grocery retailers. As a partner agency in the Grocery Rescue program

\_\_\_\_\_ ("Agency")

will be picking up product directly from a specified retail "partner" store(s) and transporting it to

\_\_\_\_\_ ("address").

Acting in this capacity, the Agency agrees to the following:

#### 1. Agency

- a. Agency will have on file and be in compliance with both the current Second Harvest Partner Agency Agreement and the Grocery Rescue Agency Agreement.
- b. Agency has received, reviewed, and understands all program requirements as outlined in the Grocery Rescue program manual.
- c. Agency will use the Grocery Rescue program equipment and provided identification badges only at the partner store(s) with which they have been linked by Second Harvest.
- d. Agency will notify Second Harvest of any primary and/or reports contact changes.
- e. Agency acknowledges that any changes in the pickup schedule between agencies and stores will be facilitated by the Grocery Rescue staff. Agency will contact staff if changes are needed.
- f. Agency agrees to weigh all donations using a scale and record weights according to Second Harvest donation categories on the weekly tracking forms provided by Second Harvest.
- g. Agency agrees to follow Second Harvest's Temperature Guidelines and record the temperature of the product on the weekly tracking form provided by Second Harvest.
- h. Agency will submit the reports at least monthly to Second Harvest via MealConnect.org.

#### 2. Vehicle and Facility

- a. Agency commits that the vehicle(s) used to accomplish Grocery Rescue pickups is able to transport average projected donation amounts in one trip.

- b. Vehicle(s) used to accomplish Grocery Rescue donation pickups is maintained according to a regular cleaning schedule.
- c. Agency facility has been verified as having adequate cooler and freezer space to immediately store temperature-sensitive products.

### **3. Safe Food Handling**

- a. Agency agrees that staff and volunteers picking up and delivering Grocery Rescue product will have read the Grocery Rescue program manual. It is required that the agency's lead person also have a current food handler's permit.
- b. Agency staff and volunteers will wear Second Harvest issued or agency-specific identification badges when collecting donations from locations partnered through the Grocery Rescue program.
- c. Appropriate equipment (insulated pallet cover, thermal blanket, or refrigerated truck) and thermometers will be used to keep product temperature safe throughout transport.
- d. Transportation time of Grocery Rescue donated product from donor location to agency location will not exceed 30 minutes.
- e. All donated Grocery Rescue product not meeting the program's delineated food safety standards will be discarded. (Sorting and Storage guidelines can be found in the Grocery Rescue program manual.
- f. Refrigerated and frozen product will be immediately placed in freezers or refrigerators upon delivery to partner agency location.
- g. All products will be used within a safe timeframe and First in-First out (FIFO) methods will be used unless First Expired-First Out (FEFO) applies.
- h. Agency agrees to record the temperature of one freezer and one cooler product at the time of leaving the store and upon returning to the agency. A log will be kept to be reviewed by the Agency Relations and Grocery Rescue staff during agency check-ins.

### **4. Customer Service**

- a. Agency staff and volunteers will follow guidelines established by the partner store for donation pickup.
- b. Agency staff and volunteers will be courteous in picking up donations.
- c. Agency staff and volunteers will be on-time and maintain a pre-arranged schedule.

**5. Conflict Resolution**

- a. Agency will resolve any issues as outlined in the Grocery Rescue program manual Conflict Resolution Procedure.

**6. Ending the Partnership**

- a. This Agreement may be ended with 30-day notice by either party, unless any of these terms are violated, in which case the contract may, at the sole discretion of Second Harvest, be terminated immediately with written notice to agency.

**7. Partnered Store(s)**

- a. This contract replaces all previous Grocery Rescue agreements and/or contracts and applies to all existing and future retail relationships facilitated by Second Harvest. Existing relationships include:

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As a partner agency in the Grocery Rescue program, the Agency named agrees to the responsibilities outlined above.

Date: \_\_\_\_\_

By: \_\_\_\_\_  
Signature (Agency Executive Director)

By: \_\_\_\_\_  
Signature (Second Harvest Staff)

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Name

A copy of this contract will be mailed to your agency location, please print your mailing address below.

Street Address \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

## B. GOOD SAMARITAN LAWS

### GOOD SAMARITAN LAWS

#### THE GOOD NEWS ABOUT "GOODSAM" LAWS

Good Samaritan laws that protect donors, nonprofit food banks and meal programs from liability for the foods and other essentials they donate and provide are now uniform throughout the country. For many years, Washington State has given donors and nonprofit food providers great protection from liability, and The Bill Emerson Good Samaritan Food Donation Act of 1996 makes it even easier to donate. You and your company can donate without fear of liability in the unlikely event something happens to the donated product once it leaves your control.

#### THE BILL EMERSON GOOD SAMARITAN FOOD DONATION LAW:

- Protects donors from liability when donating to nonprofit organizations
- Protects donors from civil or criminal liability if the donor believes, in good faith, that the product is okay at the time it is donated
- Requires establishment of "gross negligence" or intentional misconduct before a donor is considered liable for harm caused by a donation
- Establishes a minimum standard throughout the country (no more multi-state research for companies doing business in more than one state)
- Recognizes that donation of food close to the date of recommended retail sale is not, in and of itself, grounds for finding gross negligence

#### STATE LAW ALSO COVERS:

- Non-food grocery products
- Prepared and perishable food donations

Second Harvest is prepared to handle your donation safely and efficiently under the state and federal Good Samaritan laws. In fact, our Product Recovery Center was designed and operates in compliance with standards set by the National Food Processors Association. Our prepared and perishable programs also meet federal food handling and safety regulations.

## C. FOOD SHELF LIFE AT A GLANCE



### Second Harvest Shelf-life At-A-Glance

*Distribute prior to exceeding shelf-life so consumer has time to receive, store, and/or prepare foods.*

Most canned and boxed products are safe to eat long after the date on the container, and the shelf life of refrigerated and frozen foods can be extended if they are handled properly. Additional information can be found in the Second Harvest Food Bank Products Shelf Life Guide.

Dairy and Cooler Items	Refrigerated
Cheese, Cottage & Ricotta	10-15 days (do not freeze)
Cheese, hard	6 months
Cheese, soft	1-2 weeks
Cheese, processed	3-4 weeks
Eggs, in shell	4-5 weeks (do not freeze)
Egg in carton real or substitute	7 days
Margarine	6 months
Butter	2 months
Milk, Almond Milk (not shelf stable)	1 week (distribute 7 days before best by date)
Coffee Creamer	2-3 weeks
Cream, Half & Half	3-4 days
Sour cream	2-3 weeks (do not freeze)
Yogurt	10-14 days
Pudding	1-2 days (do not freeze)
Salad dressing	3 months (do not freeze)
Dips	2 weeks (do not freeze)
Salsa/Hummus	1 week
Guacamole	3-4 days (do not freeze)
Pesto/Sauces	3 days
Tofu	7 days
Juice	3 weeks
Sandwiches/Deli meals	Sell-by or Best-by date
Macaroni/Potato Salads	3-5 days (do not freeze)
Fruit, cut	Sell-by or Best-by date (freeze to extend shelf-life)
Cookie dough, Pies, Cakes	Sell-by or Best-by date (freeze to extend shelf-life)
Meats, Raw & Processed	Frozen
Freeze meats by code date/freeze by date	Distribute and use within 9-12 months
Shelf-Stable Foods	Storage Temp 30°F - 85°F
Milk, shelf-stable	1 year
Juice, shelf-stable	9 months
Salad Dressing, shelf-stable	1 year
Sauces, shelf-stable	18 months
Canned Foods – Low acidity (soups, pastas, broths, cream sauce, gravy, vegetables)	3 years
Canned Foods – High acidity (Tomato-based, citrus, vinegar, pickled, fruit)	2 years
Peanut Butter	18 months
Flour, white	1 year
Flour, whole wheat	6 months
Pasta	2-3 years
Crackers	8 months
Cookies	4 months
Produce	Always needs to be inspected for quality
Discard if: 25% or more bruised, penetrating cuts, mushy, sprouting, gnaw marks, moldy, rancid	

I:\Business\Safety\Food Safety\Product Quality\2H Shelf life at a Glance

Revision: 7/06/2021

## D. STORE DONATION GUIDELINES



### DONATION GUIDELINES

#### Produce Department

Product	Donate	Storage	Not Acceptable for Donation
<b>Produce, Whole</b>	<ul style="list-style-type: none"> <li>Wholesome and consumable</li> </ul>	<ul style="list-style-type: none"> <li>Chill at 40° F or below (may vary depending on type of produce)</li> </ul>	<ul style="list-style-type: none"> <li>Produce with signs of decay, including mold, fungus, insects, discoloration, or off odor</li> </ul>
<b>Produce, Packaged by Manufacturer</b> (bagged fruits and vegetables, potatoes, onions, etc.)	<ul style="list-style-type: none"> <li>Wholesome and consumable</li> <li>Free of gas buildup &amp; decay breakdown</li> </ul>	<ul style="list-style-type: none"> <li>Must be in original packaging, labeled and dated as appropriate</li> <li>Keep in cool, dry, clean area</li> <li>Chill refrigerated product at 40° F or below</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor, discoloration, mold, decay, fungus, insects</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>
<b>Salad Dressings, Fruit and Vegetable Dips</b>	<ul style="list-style-type: none"> <li>Store processed Fresh Cut fruits and vegetables</li> <li>Product must be in original packaging</li> </ul>	<ul style="list-style-type: none"> <li>40 degrees F or less while waiting for pickup</li> <li>Must be picked up within 24 hours of sell-by / best-by date*</li> <li>Must be served/consumed within 24 hours of marked code date</li> </ul>	<ul style="list-style-type: none"> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>
<b>Produce</b> (Proprietary Product), bagged salads, packaged herbs and bulk greens)	<ul style="list-style-type: none"> <li>Product should still be suitable for human consumption</li> <li>Product must be in original packaging</li> <li>Product must be labeled and dated appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Chilled at 40 degrees F or less while waiting for pickup</li> <li>Must be picked up within 24 hours of sell-by / best-by date*</li> </ul>	<ul style="list-style-type: none"> <li>Molded, decayed, containing insect</li> <li>Off-color, off odor</li> <li>Off-temperature</li> <li>Missing/damaged packaging, seals, or labels</li> <li>Picked up more than 24 hours past sell-by / best-by date*</li> </ul>

Updated 02/2022

DOP = Date on Package (may be expiration, best by, use by, sell by)

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## DONATION GUIDELINES

### Meat and Seafood Departments

Product	Storage	Not Acceptable for Donation
<b>Meat</b> (beef, poultry, pork,)	<ul style="list-style-type: none"> <li>Product should be in original packaging</li> <li>Product should be labeled and dated appropriately</li> <li>Product must be pulled by the end of best-by / sell-by date and placed in the freezer</li> <li>Product must be frozen no later than 24 hours past the best-by/ sell-by date</li> <li>Package must be void of any broken trays or containers and/or wrapping film</li> </ul>	<ul style="list-style-type: none"> <li>Defrosted product</li> <li>Severe freezer burn</li> <li>Product that is not of wholesome quality</li> <li>Damaged or compromised packaging</li> <li>Product not pulled and frozen by the end of best-by/sell-by date</li> </ul>
<b>Processed Pre-packaged Meats Packaged by Manufacturer</b> (fully cooked lunch meats, and hot dogs packaged by the manufacturer)	<ul style="list-style-type: none"> <li>Product must be in original packaging</li> <li>Frozen product must be frozen no later than 24 hours past the best-by / sell-by date</li> </ul>	<ul style="list-style-type: none"> <li>Product unfrozen past the DOP</li> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>

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## DONATION GUIDELINES

### Dry & Canned Foods

Product	Donate	Storage	Not Acceptable for Donation
<b>Dressing/ Mayonnaise, Shelf Stable</b>		<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> </ul>	<ul style="list-style-type: none"> <li>Leaking or open jars</li> <li>Jars with broken seals</li> <li>Product with off odor or discoloration</li> </ul>
<b>Dry Goods, Shelf Stable</b> (beans, pasta, cereal, crackers)	<ul style="list-style-type: none"> <li>Product must be in original package</li> </ul>	<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> </ul>	<ul style="list-style-type: none"> <li>Product with insects or mold</li> <li>Stale products</li> </ul>
<b>Shelf-Stable, Non-Dairy Beverages</b> (rice milk, soy milk, oat milk, etc.)	<ul style="list-style-type: none"> <li>Keep container upright</li> </ul>	<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in swollen/ bulging container</li> </ul>
<b>Prepackaged Foods, Non-perishable</b>	<ul style="list-style-type: none"> <li>Product should be in original packaging</li> </ul>	<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> </ul>	<ul style="list-style-type: none"> <li>Product in damaged or compromised packaging</li> <li>Product not in original labeled cans</li> <li>Product not labeled appropriately</li> <li>Product should be in original packaging</li> <li>Product should be labeled and dated appropriately</li> </ul>
<b>Jarred Foods, Shelf-Stable</b>	<ul style="list-style-type: none"> <li>Avoid crushing</li> </ul>	<ul style="list-style-type: none"> <li>Store in cool, dry, clean area</li> </ul>	<ul style="list-style-type: none"> <li>Product with leaks, opened, punctured, bulging tops, broken seals</li> <li>Product not in original labeled jars and/or in original labeled cases as applicable</li> <li>Product not labeled appropriately</li> </ul>

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## DONATION GUIDELINES

### Deli Department

Product	Donate	Storage	Not Acceptable for Donation
<b>Processed, Pre-packaged Meats Packaged by Manufacturer</b> (fully cooked lunch meats, hot dogs, and cheese)	<ul style="list-style-type: none"> <li>Product must be in original packaging</li> <li>Product must be labeled and dated appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Freeze at 0° F or below</li> <li>Product must be frozen no later than 24 hours past the best-by / sell-by date</li> </ul>	<ul style="list-style-type: none"> <li>Product unfrozen past the DOP</li> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>
<b>Cheese</b>	<ul style="list-style-type: none"> <li>Product should be in original packaging</li> </ul>	<ul style="list-style-type: none"> <li>Frozen</li> <li>Product must be frozen no later than 24 hours past the best-by/sell-by date</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>
<b>Pre-Packaged, Prepared Foods, Packaged by the Manufacturer</b> (entrees, starches, side vegetables, chilled foods, home meal replacements)	<ul style="list-style-type: none"> <li>Product must be in original packaging</li> <li>Product must be labeled and dated appropriately</li> <li>Product must be in excess of recovery demand</li> </ul>	<ul style="list-style-type: none"> <li>Chill at 40° F or below</li> <li>Freeze at 0° F or below before DOP</li> </ul>	<ul style="list-style-type: none"> <li>Damaged or compromised packaging</li> <li>Product with off odor or discoloration</li> </ul>
<b>Prepackaged Foods, Non-perishable</b> (crackers, chips, croutons, shelf-stable dips and spreads)		<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> </ul>	<ul style="list-style-type: none"> <li>Product in damaged or compromised packaging</li> <li>Product with off odor or discoloration</li> </ul>
<b>Deli-Prepared Foods, packaged by Retailer</b>		<ul style="list-style-type: none"> <li>Do not donate opened or recovered deli items</li> <li>Unfrozen more than 24 hours</li> </ul>	<ul style="list-style-type: none"> <li>entrees, sides, whole rotisserie chicken &amp; pieces, deli sandwiches, chilled foods prepared on-site</li> </ul>

Updated 02/202 DOP = Date on Package (may be expiration, sell by, best by, use by)

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## DONATION GUIDELINES

### Dairy Department

Product	Donate	Storage	Not Acceptable for Donation
<b>Dairy – Liquid, Beverages</b> (milk, half & half, whipping cream, egg nog)	<ul style="list-style-type: none"> <li>Keep container upright while awaiting pick-up</li> </ul>	<ul style="list-style-type: none"> <li>Chill at 40° F or below</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>
<b>Dairy – Solids</b> (yogurt, sour cream, cheese, butter)	<ul style="list-style-type: none"> <li>Product must be in original packaging</li> <li>Product must be labeled and dated appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Chill at 40° F or below</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>
<b>Eggs</b>	<ul style="list-style-type: none"> <li>Product must be labeled and dated appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Chill at 40° F or below</li> <li>Eggs hard cooked, picked up within 7 days past the best-by/sell-by date</li> <li>Pasteurized eggs or substitute picked up within 7 days past the best by/sell-by date</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>
<b>Chilled Perishable Prepackaged Foods</b> (orange juice)	<ul style="list-style-type: none"> <li>Product must be labeled and dated appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Chill at 40° F or below</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> </ul>

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## DONATION GUIDELINES

### Bakery Department

Product	Donate	Storage	Not Acceptable for Donation
<b>Bread</b>	<ul style="list-style-type: none"> <li>Product must be in original packaging</li> </ul>	<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> </ul>	<ul style="list-style-type: none"> <li>Dried out/stale product</li> <li>Bulk product or breads with open-ended packaging</li> <li>Product with mold</li> <li>Product not packaged in food-grade packaging</li> </ul>
<b>Pastries</b>	<ul style="list-style-type: none"> <li>Products with non-shelf stable dairy (real whip cream, cream cheeses, etc.) should be frozen prior to pickup</li> </ul>	<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> <li>Product must be in original packaging</li> </ul>	<ul style="list-style-type: none"> <li>Dried out/stale product</li> <li>Bulk product or breads with open-ended packaging</li> <li>Product with mold</li> <li>Product not packaged in food-grade packaging</li> </ul>
<b>Baked Goods, Refrigerated</b> (cream pies, cheesecakes, etc.)		<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> <li>Product must be labeled with ingredients listed</li> </ul>	<ul style="list-style-type: none"> <li>Dried out/stale product</li> <li>Bulk product or breads with open-ended packaging</li> <li>Missing ingredient list</li> <li>Product with mold</li> <li>Product not packaged in food-grade packaging</li> </ul>

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 1234 E. Front Ave. Spokane, WA 99212 • WEB [www.2-harvest.org](http://www.2-harvest.org)





## DONATION GUIDELINES

### Alternative Dairy and Meat Products

Product	Donate	Storage	Not Acceptable for Donation
<b>Soy Products, Refrigerated</b> (refrigerated soy milk, soy yogurt)	<ul style="list-style-type: none"> <li>Product must be in original packaging</li> <li>Product must be labeled and dated appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Chilled at 40 degrees F or less while awaiting pick-up</li> <li>Product must be picked up within 5 days past t</li> </ul>	<ul style="list-style-type: none"> <li>Chilled at 40 degrees F or less while awaiting pick-up</li> <li>Product must be picked up within 5 days past t</li> </ul>
<b>Meat Substitutes, Refrigerated</b> (tofu, tempeh, seitan, etc.)	<ul style="list-style-type: none"> <li>On or before the DOP</li> </ul>	<ul style="list-style-type: none"> <li>Chill at 40° F or below</li> <li>Freeze at 0° F or below</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in damaged or compromised packaging</li> <li>Product not labeled appropriately</li> <li>Product in swollen/ bulging container</li> </ul>
<b>Non-Dairy Beverages, Shelf-Stable</b> (rice milk, soy milk, oat milk, etc.)	<ul style="list-style-type: none"> <li>Product must be in original packaging</li> <li>Product must be labeled and dated appropriately</li> </ul>	<ul style="list-style-type: none"> <li>Store in cool, dry, and clean area</li> <li>Chilled at 40 degrees F or less while awaiting pick-up Product must be picked up within 5 days past the best-by/sell by date</li> </ul>	<ul style="list-style-type: none"> <li>Product with off odor or discoloration</li> <li>Product in swollen/ bulging container</li> <li>Product not labeled appropriately</li> </ul>

Updated 02/2022

DOP = Date on Package (may be expiration date, sell by, best by, use by)

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## E. GROCERY RESCUE WEEKLY TRACKING FORM



### GROCERY RESCUE PROGRAM WEEKLY TRACKING

Week of: (Monday) \_\_\_\_\_

Pick-up Signature \_\_\_\_\_

Store Name:  
Store Address:  
Store City:  
Store State:

Email: [Grocery.Rescue@2-harvest.org](mailto:Grocery.Rescue@2-harvest.org)  
Fax: (509) 533-9454

Agency Name:

Please use whole numbers when inserting  
the pounds.

**\*\*Enter Usable Weights for each day a pickup is made each week.  
Write the day of the month above the day of the week.\*\***

Item Category	Date							
		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bakery								
Cooler								
Dry / Canned / Non-Food								
Meat / Frozen								
Produce								
Departure Temperature	Cooler							
	Freezer							
Arrival Temperature	Cooler							
	Freezer							

## F. CONFLICT RESOLUTION PROCEDURE

### CONFLICT RESOLUTION PROCEDURE

Second Harvest's Grocery Rescue team facilitates and oversees partnerships between grocery stores, foodservice donors, and member agencies. Misunderstandings or problems may arise in these relationships. Often, issues can be addressed by working directly with store personnel.

This conflict resolution procedure is to be followed if the issue cannot be resolved between the agency representative and the store employees. Note that complaints pertaining to these issues shall be made without fear of reprisal.

#### 1. First Step

Complaints regarding unfair service or poor food quality from the store should be directed to the director of the agency that is picking up product.

#### 2. Second Step

The director of the agency should work with the store department manager or store manager, as appropriate, to resolve the issue.

#### 3. Third Step

If the director of the agency feels the issue needs Second Harvest's assistance, the director should contact the Grocery Rescue manager at 206-545-6600.

#### 4. Fourth Step

If the Grocery Rescue manager is unable to resolve the issue, a written complaint should be submitted by the program manager to the store's corporate office.

#### 5. Final Step

If the issue is significant and a satisfactory resolution cannot be found, consideration will be made to end the relationship with the possibility of the agency being re-partnered with another store.

The final step should be taken only when there are no other options to resolve the issue. A notice of 30 days must be given to the Grocery Rescue staff prior to the dissolution of partnership and/or discontinuation of pickups from a partner store.

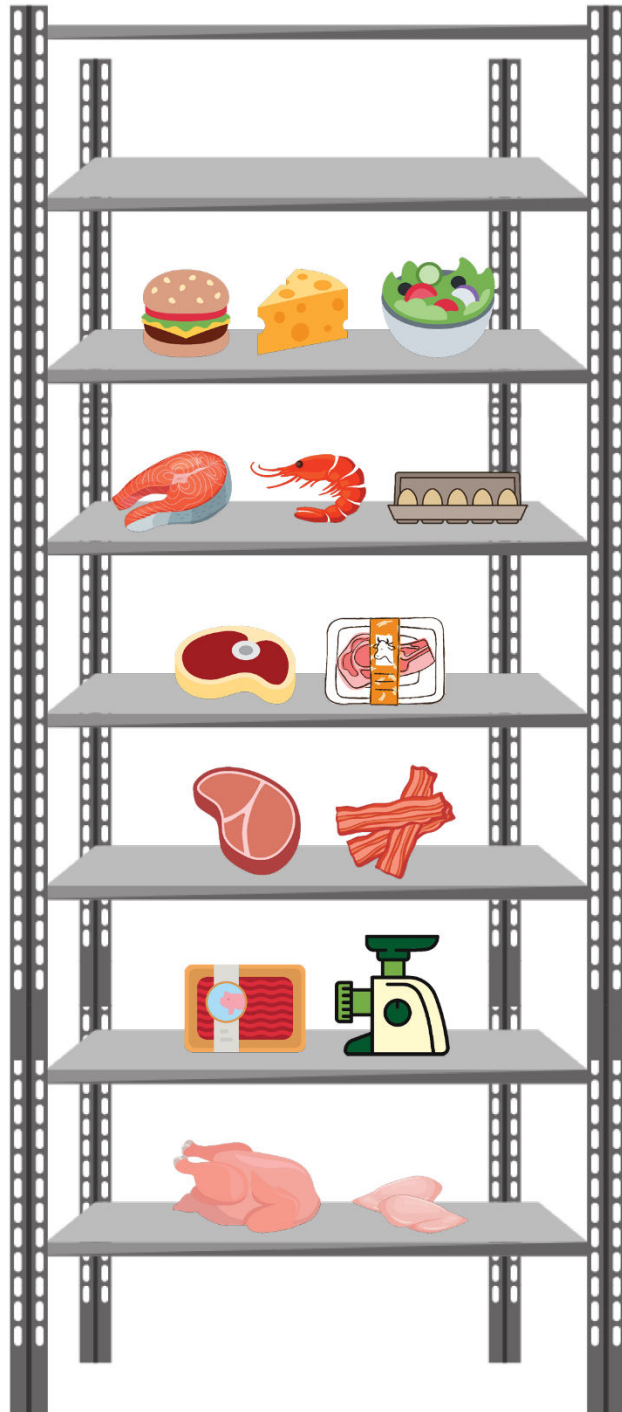
**G. PRODUCT DONATION AREA SIGN**

# DONATION AREA



## H. STACKING GUIDE

READY-TO-EAT FOODS  
FULLY COOKED FOODS



RAW SEAFOOD,  
FISH, EGGS



RAW STEAK  
(SIRLOIN, RIBEYE, T-BONE)



RAW PORK  
(BACON, PORK CHOPS)



RAW GROUND MEAT  
(HAMBURGER)



RAW POULTRY  
(CHICKEN, TURKEY, DUCK)






## I. MEALCONNECT GUIDE


1. Select New Receipt from the menu on the left side of the main page – it will take you to this screen:
2. Select the pickup date from the drop-down or type it in

RECORD NEW RECEIPTS Guided Tour

Add New Receipt

05/17/2022

Agency (Select First) 

Donor 

☐ Scheduled Pickup Not Attempted ☐ No Pounds


Category Storage Description Pounds

Category Storage Description Pounds

Add Cancel

Add Receipt and Review

3. Select your donor from the dropdown
  4. Select the category from the drop-down
  5. Select the storage requirement
  6. Enter a product description for the line item (this may be a required field in your account)
  7. Enter the poundage for the line item
  8. Hit “Add”
  9. (If applicable) Hit “Add New Line Item” and repeat steps 4 – 8 until all line items/categories are accounted for
  10. Hit “Add Receipt and Review”
- In the next screen:

 Please ensure you submit your receipt(s) after review.

### RECEIPTS READY FOR SUBMISSION

Pickup Date	Agency	Donor	Number of Items	Total Pounds	Status	
05/17/2022	Addy Rescue Mission (2006)	Safeway Stores, Inc. (385)	1	10	New	<div>Delete</div> <div>Edit</div>

Add New Receipt

Submit Receipts

11. (If applicable) Hit “Add New Receipt” and enter additional receipts for the time period
12. Hit “Submit Receipts”