



GROCERY RESCUE PROGRAM MANUAL



CONTENTS

GROCERY RESCUE PROGRAM MANUAL	1
1. INTRODUCTION	1
1.1. OVERVIEW	1
Purpose of this Manual	1
Store Donation Definition	1
1.2. PROGRAM HISTORY	2
Guidelines Creation	2
Store Donation Programs Expansion	2
2. WHAT IS NEEDED TO START A PROGRAM.....	3
2.1. AGENCY CONTRACT	3
Food Lifeline Requirement	3
2.2. EQUIPMENT NEEDS.....	3
Pickup Equipment	3
2.3. FOOD HANDLER CERTIFICATION	3
Training for Compliance with Food Safety Standards	3
3. AGENCY PICKUP	4
3.1. PROGRAM RELATIONSHIPS	4
Program Relationships	4
3.2. BEING GOOD PARTNERS	5



Build Partnerships	5
3.3. PICKUP PROCESS	6
Establish Donation Holding Areas	6
Product Pickup.....	6
4. AGENCY SORTING AND STORAGE	8
4.1. WHY PROPER SORTING AND STORAGE IS IMPORTANT.....	8
4.2. PRODUCT ARRIVAL AT AGENCY	8
4.3. PERISHABLE DONATION HANDLING AND STORAGE GUIDELINES	9
4.4. NON-PERISHABLE SALVAGE SORTING GUIDELINES.....	11
Food and Non-Food Items	11
The Need to Presort.....	11
Non-Salvageable Product	11
Opening and Presorting a Box of Salvage.....	11
Removal of Contents and Sorting	11
Examining the Empty Salvage Box.....	11
4.5. EVALUATING SALVAGE.....	12
The Goal of Evaluation	12
Training.....	12
Evaluation for Signs of Cross-Contamination	12
Evaluation for Signs of Infestation	12
Evaluation of Cans	13



	Evaluation of Glass Food Containers.....	14
	Discard Jars With:	14
	Evaluation of Boxed and Dry Package Containers.....	15
	Evaluation of Bagged and Sacked Food Containers.....	16
	Discard Bags or Sacks With:	16
	Evaluation of Non-Food Items	17
5.	PRODUCT CONSUMPTION GUIDELINES	17
6.	AGENCY REPORTING	
	Reporting Overview: MealConnect.....	18
	Training.....	18
	THANK YOU!	19
7.	APPENDIXES	
8.	Grievance Resolution Procedure	20
9.	Grocery Rescue Equipment Maintenance Information	21
10.	Good Partnership Tips.....	23

GROCERY RESCUE PROGRAM TRAINING MANUAL

1. INTRODUCTION

1.1. OVERVIEW

Purpose of this Manual

The purpose of this manual is to provide your agency with some of the tools needed to successfully partner with your Grocery Rescue program store(s) to address food safety, customer service, and program procedures.

Food Lifeline is your local Feeding America member, and Feeding America is the nation's largest domestic hunger relief organization. Among other things, as a member, Food Lifeline is asked to facilitate partnerships between retail grocery stores and agencies like yours.

Food Lifeline has been working on its mission to end hunger in Western Washington by engaging communities and mobilizing resources since 1979. We work to find innovative ways to meet the diverse needs of our Western Washington network of nearly 300 member food banks, meal programs, and shelters.

This manual is intended to help Food Lifeline train its agencies in the many operational aspects associated with store donation programs. Food Lifeline works with a number of retailers that have agreements on a national level through Feeding America. Thank you for adhering to program criteria and enabling programs like Grocery Rescue to continue.

Store Donation Definition

Through store donation programs grocery retailers set aside non-perishable and perishable products, such as meat, deli, dairy, produce, bakery, dry/canned or personal care items for donation to Food Lifeline or for a partner agency like yours to pick up.

1.2. PROGRAM HISTORY

Guidelines Creation

In the late 1990s, Feeding America (FA) network members started working with retail grocery companies to recover perishable products that the retail stores identified as not marketable to customers but still useable and safe for human consumption.

Products falling into this category were typically close dated, slightly ripe, or a result of overproduction. Due to the perishable nature of the product, the industry deemed the product unsafe to donate.

In 2000, with assistance from industry food safety experts and nonprofit representatives, the Conference for Food Protection created a set of safe food handling guidelines for the recovery of perishable products from retail outlets such as restaurants, retail grocery stores, and commercial kitchens.

These guidelines opened the door for perishable product recovery from retail grocery stores (store donation programs) resulting in millions of pounds of additional product for agencies.

Store Donation Programs Expansion

Once the guidelines were published, FA members started to acquire the proper equipment to recover the product and began working with retailers to pilot programs.

Food Lifeline's Grocery Rescue program started in 2002 because nationally, many retailers were looking for a way to address their concerns about food safety and liability, and there was a concern that donations would be limited to nonperishables. Kroger contacted Feeding America and asked them to build a program that would remove the food safety and liability risks. Food Lifeline partnered with the local Kroger retail company QFC and started picking up donations directly at a small number of stores.

Today, the program continues to grow and is on track to have more than 200 of Food Lifeline's member agencies picking up at more than 400 stores in Western Washington.

- **WHAT IS NEEDED TO START A PROGRAM**

2.1. AGENCY CONTRACT

Food Lifeline Requirement

Food Lifeline requires that Grocery Rescue partner agencies sign a contract that outlines your responsibilities. If you are the director of a food bank that is starting the Grocery Rescue program for the first time, please make arrangements with a Grocery Rescue program staff member to receive an Orientation Call and or obtain and sign a contract.

2.2. EQUIPMENT NEEDS

Pickup Equipment

Food Lifeline equips all partner agencies with:

A scale

A thermometer (Wal-Mart only due to Wal-Mart requirement)

A passive temperature control thermal blanket

Carbon copy receipts

Computer access with internet to complete weekly receipts online using MealConnect (see section 6.0)

Refrigerated vehicles can also be used to pick up product at stores.

Important: When using a passive device like the thermal blanket, unless the product is delivered to the agency location within 30 minutes of product pickup, all perishable products must be disposed of.

Note: As of 2010, Wal-Mart Supercenters require agencies to record temperature at the time of pickup and delivery for one freezer and one cooler item. Contact Food Lifeline to obtain a copy of the temperature log.

2.3. FOOD HANDLER CERTIFICATION

Training for Compliance with Food Safety Standards

Food Lifeline requires that your agency's lead Grocery Rescue program person has a valid WA State Food Worker's Card. All others picking up food at stores are strongly encouraged to obtain this certification but are not required to. Please contact Food Lifeline for more information.

Note: These cards cost \$10 each and are valid for 2 years. Visit www.foodworkercard.wa.gov to complete the training, take the test and print your new card.

- **AGENCY PICKUP**

The strength of the store donation program is at the retail level. With a strong relationship with the stores, donation yield will increase and the program will generate more food.

Food Lifeline encourages your agency to conduct your pickup with donor appreciation in mind. By building strong program relationships with store staff and educating new staff about your agency's needs, you'll help create support for your cause and increase donations for the people you serve.

Program Relationships

3.1. PROGRAM RELATIONSHIPS

Typically relationships that are facilitated between member agencies and stores through the Grocery Rescue program begin with a store launch meeting. At this meeting, Food Lifeline staff will introduce you to the Store Manager or Store Director, each participating Department Manager, and the Receiving Clerk. The donation handling guidelines will be reviewed at this time with store personnel, as will be the daily logistics of donation pickups. Lastly, the **Store Receiver** will be provided information that includes agency pickup days, times, and phone numbers.

Department Managers: Most retailers have a department manager that oversees each perishable department. It is important to check in with the department managers periodically to see how the program is working for them. When product yields change you should contact the appropriate department managers to inquire about changes.

Store Manager/Directors: Store managers/directors tend to have a big picture view of store donation programs. They sometimes don't have time to involve themselves in day-to-day operations. It is only when overall programs begin to falter that the store manager needs to be contacted.

While it is important to have a top level relationship, consider addressing issues first with the Store Receiver or Department Managers. and when all else fails the store manager/director. If the issue isn't resolved after contacting the store manager/director, at that point please contact a Grocery Rescue program staff member.

The Grocery Rescue program staff member may wish to approach our contacts in the retailer's division or corporate Contact at the store to resolve the issue. 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 Food Lifeline Grocery Rescue program contract states that an agency must provide 30 days' notice prior to ending a partnership with a store. Please contact Food Lifeline for more information about the Grievance Resolution Procedure.

Build
Partnerships

.2. BEING GOOD PARTNERS

Store personnel are busy trying to move product out the front door in the form of sales. Programs that move product out the back door such as donations tend to be lower on the priority list.

Make the program easy for the store personnel so that they can help you obtain more products and be champions of your program. You are the ambassador for your organization as well as an extension of Food Lifeline and Feeding America.

Be on time for your pick-up.

Call if you are running late.

Notify the store in advance if you will not be picking up due to an agency closure or a holiday.

Be flexible at the back door: you may have to go to each department to collect the product at some retail donors.

Let the store staff know how their donations help their community when you see them—It helps!

Build relationships with your contacts, and connect with them based on their interests (do they like sports?, how long have they worked at the store?, etc.).

Always wear your nametag.

Thank your contacts. A hand-written thank you card around the holidays, certificates of appreciation and/or invitations to your site for an event are all positive steps you can take to build relationships with the stores.

Communicate with your Grocery Rescue Representative what you're seeing from a store both good and bad: we're here to support you!

.3. PICKUP PROCESS

Establish
Donation Holding
Areas

Once you have met your store donation contact(s), establish donation holding areas in each department.

The appropriate signage should be displayed identifying each holding area.

Review the pickup schedule.

The more consistent your pickup days and times are, the smoother your program will be. The Grocery Rescue Program manages the pickup schedule days. Please contact us to re-arrange, add or change your pickup day: 206.545.6600 or GroceryRescue@Foodlifeline.org

Product Pickup

Most retailers will allow a pickup window knowing that pickup times can vary due to traffic and the number of vendors at their dock doors at any given time. The more consistent your pickup days and times, the smoother your program will run.

Follow the steps listed below to pick up product at a store:

Prior to Partner Pickup

- Store pallet cover in a temperature safe environment.
- Load pallet cover, carbon copy receipts, and banana boxes or milk crates into the vehicle.
- Put on your Grocery Rescue nametag.
- Park in front of the store or in an area previously determined with your partnered store.

During Partner Pickup

- Upon arrival, check in with the receiving clerk.
- Look for signage and pick up product from the designated locations in the produce, meat, dairy, deli, and bakery department. Ask store staff about items you're not sure are for donation or not.
- Leave each donation area tidy and return carts and baskets to front of store.

Note: Some stores like Wal-Mart may have product staged in one location. If there is any question as to whether product was meant to be donated, ask someone within the department. If you cannot locate someone, do not take any product that you are unsure of.

- At the Meat department, Check the boxes (or other containers) containing frozen meat. Replace them with new, clean boxes/containers.
- Weigh the product with your scale and record poundages in accordance to category on the Grocery Rescue receipt.
- Load the product into your vehicle.
- Put freezer/cooler products immediately under the pallet cover.
- Find store Receiver or Manager and sign the GR receipt leaving one copy with them and retaining the other for your records.

- **Pro-Tip:** Designate a basket at your agency for all Grocery Rescue receipts to be collected by your drivers each week. That way they don't get lost! Each Friday, after your staff inputs each stores' receipts using MealConnect, they can be put into long term storage and kept for a minimum of 2 years for audit or recall purposes. *(See Section 6. Agency Reporting, pg. 18)*

After Partner Pickup

- Transport grocery product back to the facility immediately (30 minute max travel time).
- Take the temperature and record on temperature log (as required by specific retailers only).
- Put product into proper storage area immediately.
- Prior to distributing, inspect all product.

Special Meat Pickup Process Instructions

Meat donations must be separated by species while freezing. Do not remove any raw meat that has not been frozen solid. Instead, inform the Meat Manager that you will be picking up unfrozen donations the following day.

Retailers are trained by Grocery Rescue staff to use cardboard boxes to keep meat by separated while freezing. Once frozen solid, the meat can be co-mingled for transportation in banana boxes when using a pallet cover or thermal blanket.

***Best Practice:* Large high-capacity rolling coolers make transporting frozen meat easier and safer for your volunteers.

- **AGENCY SORTING AND STORAGE**

- **4.1. WHY PROPER SORTING AND STORAGE IS IMPORTANT**

- Thorough review of donation guidelines with store contacts during start up meetings and then periodic review throughout the life of the program will reduce the amount of waste generated once the product reaches the agency facility.

- Regardless of the thoroughness of the store's inspection, participating agencies need to inspect all products at the agency's facility before distributing to clients.

- **4.2. PRODUCT ARRIVAL AT AGENCY**

- Follow the steps listed below to inspect product that has arrived at the agency.

- Unload product and segregate by product category. If loaded by category at the store this process should be quick and easy.
 - Inspect all perishable products based on the Perishable Donation Handling and Storage Guidelines.
 - Store all perishable product based on the Perishable Donation Handling and Storage Guidelines.
 - Inspect all non-perishable products based on the Non-Perishable Salvage Sorting Guidelines.

4.3. PERISHABLE DONATION HANDLING AND STORAGE GUIDELINES

Your staff and volunteers can follow the guidelines listed below for perishable donation handling and storage guidelines to insure donations are safe for distribution.

Meat, Poultry, Fish		
Acceptable condition:	Handling and storage:	Non-acceptable condition:
<p>Product should be in original packaging and frozen solid.</p> <p>Food grade packaging in direct contact with food.</p> <p>Securely closed and separated by category (e.g., beef, pork, poultry) to avoid cross contamination.</p> <p>Labeled and dated as appropriate.</p>	<p>Product should be frozen on or before the expiration date.</p> <p>Product should be stored at 0° F or less while awaiting pickup.</p> <p>Under no circumstances can the product be stored in excess of 41° F.</p>	<p>Food kept in the danger zone more than two hours.</p> <p>Non-food grade packaging in direct contact with food.</p> <p>Damaged or compromised packaging resulting in discoloration of product.</p> <p>Defrosted product or product with severe freezer burn.</p>
Dairy Products		
Acceptable condition:	Handling and storage:	Non-acceptable condition:
<p>Product should be in original packaging.</p> <p>Food grade packaging in direct contact with food.</p>	<p>Refrigerated product must be stored at 41° F or less while awaiting pickup.</p> <p>If frozen, product should be stored at 0° F or less while awaiting pickup.</p> <p>Under no circumstances can the product be stored in excess of 41° F.</p>	<p>Damaged or compromised packaging resulting in the loss of sanitary barrier protection.</p>

Fresh Produce		
Acceptable condition:	Handling and storage:	Non-acceptable condition:
<p>Product should be in original packaging and bags or food grade packaging (produce boxes) for all repacked product.</p> <p>Cut produce should 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 can be stored at room temperature.</p> <p>Cut produce must be stored at 41° F or less.</p>	<p>Signs of decay, mold, fungus, rot</p> <p>Less than 80% edible</p>
Baked Goods		
Acceptable condition:	Handling and storage:	Non-acceptable condition:
<p>Fresh or day-old bread, bagels, and other bakery items.</p> <p>Securely closed food grade packaging in direct contact with food.</p> <p>Bread product separately packaged from other baked goods.</p>	<p>Store in a cool, dry, clean area.</p> <p>Refrigerated baked goods (cream pies and pastries) must be stored at 41°F or less.</p>	<p>Moldy, or stale product.</p> <p>Damaged or compromised packaging resulting in loss of the sanitary barrier protection.</p> <p>Product not in food grade packaging.</p>

4.4. NON-PERISHABLE SALVAGE SORTING GUIDELINES

Food and Non-Food Items	The guidelines listed below are intended for non-perishable products. These guidelines address sorting of non-food and non-perishable food items.
The Need to Presort	The initial sorting of products at the agency location is critically important for the success of a salvage program. The agency staff and volunteers must be fully aware of the material contained in this section of the manual. Salvage products received by your agency may not be safe to be redistributed for several reasons: the nature of the products themselves, the condition of the products or their containers, contamination, potential contamination, infestation, or damage.
Non-Salvageable Product	 Suggested best practice: Food Lifeline strongly recommends that each agency ask retailers to eliminate all toxic non-food products from their store donation programs. This includes pesticides and harsh cleaning products like drain or oven cleaners.
Presorting a Box of Salvage	Only the person who first opens a box of salvage will see what products and contaminants have been mixed within a box. Any item that is <i>or may be</i> contaminated should be discarded.
Removal of Contents and Sorting	The evaluator should begin to remove the contents and place them in pre-selected areas designated by type.
Examining the Empty Salvage Box	Re-examine the box now that it is empty. Look for insect tracks and carcasses, chaff, bore holes, and webs. Be especially attentive to the seams of the box. If there are any signs of infestation, the box should be immediately discarded in a closed trash container outside the facility.

4.5. EVALUATING SALVAGE

The Goal of Evaluation

The next step in a salvage operation is to evaluate the salvage that has been retained after the presorting procedures. This section is devoted to the evaluation of dry stored salvage normally received from retail stores or reclamation centers.

The evaluation of containers is one of the most technical operations in a salvage program. There are three major concerns in evaluating containers:

- Signs of cross-contamination.
- Signs of infestation.
- The integrity of the container itself.

Training

Please check with Food Lifeline to learn more about specific trainings that would help support your participation in the Grocery Rescue program.

The National Food Processors Association has published Guidelines for Evaluation and Disposition of Damaged Canned Food Containers (GEDDCFC). This publication also contains guidance for the evaluation of retorted flexible pouches, and glass and semi-rigid containers.

To request a copy of this publication available to Food Lifeline member agencies, contact:

The National Food Processors Association
1411 New York Avenue NW
Washington, DC 20005
Telephone Number: 202-639-5934.

 A primary rule in product evaluation should be, *when in doubt, throw it out!*

Evaluation for Signs of Cross-Contamination

Despite the fact that signs of cross-contamination should have been identified in the Presorting Step in a salvage operation, it is important to be attentive to signs of this hazard throughout.

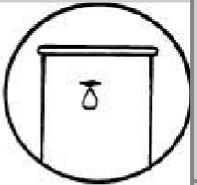
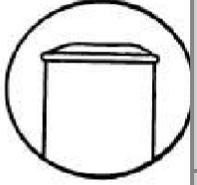
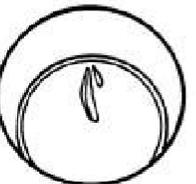
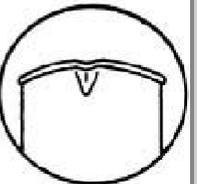
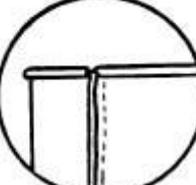
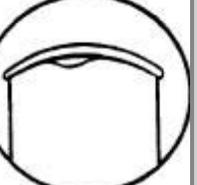
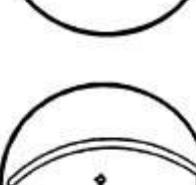
In this evaluation, it is necessary to keep a distinction in mind between non-permeable and permeable containers and follow the rules listed below.

Evaluation for Signs of Infestation

Evaluate for signs of infestation by following the rules listed below.

Evaluation of Cans

Discard Cans With:

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, seams
Side seams incomplete "blown out" or miswelded	5			12	Cuts or misformed rims and loose tops
Dirt under pull tabs	6			13	No labels
Pits or pinholes	7			14	Rust that won't rub off

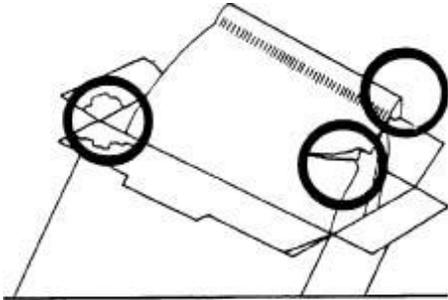
Evaluation of Glass Food Containers

Discard Jars With:

<p>Loose caps or bulged safety seals</p>	<p>1</p>		<p>5 Dirt, webs, insect skins or evidence of submersion or leaks on screws</p>
<p>Foreign objects or unusual product separation</p>	<p>2</p>		<p>6 Cracks or chips</p>
<p>Incomplete, missing or illegible labels</p>	<p>3</p>		<p>7 Home canned goods</p>
<p>Mold (which can be long, stringy, clumpy or ropy; often white or dark)</p>	<p>4</p>		<p>7</p>

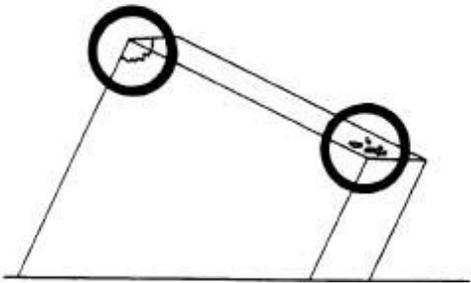
Evaluation of Boxed and Dry Package Containers

Boxes with Inner Bag



1. Look for contaminants on box
2. Look at inner bag and discard if it is:
 - Torn, leaking or contaminated
 - Has imperfect or leaking seals
 - Has moldy or foreign objects inside

To save good inner bags of food from damaged box, place inner bag into plastic bag and insert label.



Boxes without Inner Bag

1. Do not use if opened
2. Look for contaminants on box
3. Look for insects, insect skins, webs, chaff or moving pieces

Evaluation of Bagged and Sacked Food Containers

Discard Bags or Sacks With:

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

Evaluation of Non-Food Items

Paper Goods and Food Service Items: Examine
<p>Generally, paper products may be redistributed. However, rules on contamination and infestation apply to them as well as food. A broken container may have allowed dirt to infiltrate the product or provided harborage. <i>Examine carefully.</i> Tape all breaks and store away from food products.</p>
Cleaning Supplies: Salvage or discard
<p>Soaps and other cleaning supplies are highly desired by affiliates. They often arrive as salvage, the victims of a stock person's errant razor. Cleaning products are primary sources of cross-contamination due to their toxic, abrasive, or liquid nature.</p> <p>Salvage: Torn containers of dry or powdered soap. (They may be taped.)</p> <p>Discard: Containers of liquid soaps and other cleaning supplies that are leaking or broken.</p>
Personal Care and other Non-Food Items: Discard when appropriate
<p>Great care should be taken in evaluating these items.</p> <p>Discard: Certain items, such as diapers, feminine hygiene products, toothpaste, and mouthwash, whose containers are torn or broken.</p> <p>Aerosol cans or other containers that are pump-operated or pressurized, and are missing the outer cap.</p>
Over the Counter Drugs: Comply with requirements
<p>Do not accept cold/flu medicine or items containing acetaminophen as a donation. Note: vitamins and other supplements are able to be accepted for donation.</p>

- **PRODUCT CONSUMPTION GUIDELINES**

Food Lifeline’s Food Safety Committee has recommended consumption guidelines regarding how long food is considered to be safe and wholesome to eat past the date found on the package. To obtain copies of these guidelines in English or other languages, please contact a Grocery Rescue staff member. Please use your best judgment. **When in doubt, throw it out.**

- **Agency Reporting**

Reporting
Overview:
MealConnect

The Grocery Rescue Program requires your agency to submit weekly donation totals from each of your partnered stores using an online tool created by Feeding America called, **MealConnect**.

Your agency will be given an ID and Password for you, your staff or volunteers to sign in and complete these weekly submissions.

The reporting week is from Sunday to the following Saturday. Reports are due weekly the Friday following the completion of each reporting week. As an example, the receipts collected for the week ending **Saturday 01/31/18 would be submitted by Friday, 02/06/2018**.

It is extremely important that your agency has a primary point of contact for completing these reports for Grocery Rescue to communicate with directly about missing or late reports.

The poundage information your agency reports to Food Lifeline is compiled and sent to retailer's corporate offices. This information allows the retailers to receive the maximum allowable tax deduction when they file their annual corporate tax return. This tax deduction is often a significant incentive for retailers to continue to donate product.

Pro-tip: If you're going to be late on reports for any given week, send an email to GroceryRescue@foodlifeline.org to give us a heads up!

MealConnect
Training

Once signed into your agency's dashboard on MealConnect.org, the following (3) Training Videos located under the HELP RESOURCES tab in the left column of the home page need to be viewed before submitting receipts for the first time:

- Account Walkthrough
- Entering a Receipt

Please reach out to the Grocery Rescue Team with Reports Contact information especially when a new staff or volunteer member is getting started with MealConnect.

THANK YOU!

Thank you for your participation in Food Lifeline's Grocery Rescue program. Our organization appreciates the work you do to ensure that wholesome food is provided to those who need it.

If you have any questions, please feel free to contact Food Lifeline Grocery Rescue program staff at 206-545-6600. For more information about Food Lifeline, please visit our website at www.foodlifeline.org.



GRIEVANCE RESOLUTION PROCEDURE

FOOD LIFELINE facilitates and oversees the partnership between grocery stores and member agencies. This relationship can be complicated and sometimes misunderstandings or problems may arise. The following is the grievance policy to resolve these issues. Note that complaints pertaining to these issues shall be made without fear of reprisal.

In many cases, such complaints can be worked out directly with store personnel. In cases where the issue cannot be resolved between the agency representative and the store employees, steps may be taken as follows:

1. First Step

Complaints regarding unfair service or poor food quality from the store the Agency is working with 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 Food Lifeline's Assistance, the Director should contact the Program Manager for Grocery Rescue, at 206-545-6600.

4. Fourth Step

If the Food Lifeline Program Manager is unable to resolve the issue, a written complaint may be submitted by the Program Manager to corporate.

5. Final Step

If the issue is significant and 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 Program staff prior to dissolution of partnership and discontinuation of pickups from a partner store.



GROCERY RESCUE EQUIPMENT MAINTENANCE INFORMATION

Caring for Your Grocery Rescue Pallet Cover

Pallet Cover Use:

- Keep the pallet cover in the vehicle during pick-up, and gather and bring product to the vehicle in boxes and crates.
- Assemble the boxes and crates in the form of a pallet. Six milk crates on the bottom works well.
- Velcro the pallet cover securely on all sides.

Pallet Cover Cleaning:

- As needed, wipe the pallet cover down with a disinfectant wipe or cloth/sponge, antibacterial soap and warm water. Do not use bleach or other corrosive cleaner on the pallet cover.

Pallet Cover Storage:

- Store pallet covers shielded from outside elements and at room temperature.
- During hot weather, do not store pallet covers in the vehicle.

Note: Hot temperatures or sun exposure will damage the pallet covers over time, and temperature-sensitive product should not be transported under a hot pallet cover.

Caring for Your Grocery Rescue Scale (if issued)

Scale Use:

- Use the scale to weigh the food at your Grocery Rescue store.

Note: Use the scale to track the poundage, write down the poundage totals on your receipt, and give the receipt to the Receiver to sign off on.

Scale Cleaning:

- Wipe surface of scale as needed with disinfecting agent. Scale is not waterproof, so do not submerge.

Scale Storage:

- Treat scale with care, meaning do not drag on the ground or drop. Please store with care at room temperature.
- Please read your user manual carefully to prevent any mishandling of the scale and potential damage. Replace 9-volt battery as needed.

Caring for Your Grocery Rescue Thermometer (for Wal-Mart Partnerships)

- Thermometer should be used to gauge and record donation temperatures at time of pick-up and time of delivery to agency. Temperature logs for Wal-Mart donations only and must be maintained by agency.
- Do not point laser at eye or indirectly off reflective surfaces.
- Thermometer should be protected from EMF (electro-magnetic fields), static electricity, thermal shocks and high temperatures.
- Do not submerge thermometer in water.
- Lens cleaning: Blow off loose particles using clean compressed air. Gently brush remaining debris away with soft brush. Carefully wipe the surface with a moist cotton swab. The swab may be moistened with water. NOTE: Do not use solvents to clean the plastic lens.

2-Ply Carbon Copy Receipts

- Receipts are provided by Food Lifeline free of charge. Note: we can only send a one year supply at a time.
- Please contact a Grocery Rescue Representative to order more receipts.



GOOD PARTNERSHIP TIPS:

RECOGNITION

- Thank store staff for their donations each day.
- Send thank you cards, especially during the holidays.
- Give the store thank you certificates.
- Recognize the stores that donate to you with community recognition awards, in community newsletters, and in your agency.

OUTREACH & RELATIONSHIP BUILDING

- Get to know the store staff. Build relationships with them—know their names, engage in conversations. Introduce yourself to new staff and familiarize them with your food bank and the donation program. Be Friendly!
- If your budget allows, hold donut or pizza parties for the store staff. Or, bring coffee to the receiver at the store. (Recommended by Oregon Food Bank).
- Invite store staff to your agency for a tour, to volunteer, or to attend an event.

COMMUNICATION

- Tell the store staff your agency's story. Share where the food is going and that the food is appreciated by clients. Be a voice for the increased need your agency may be facing.
- Communicate with store staff about events going on at your agency, products that you are in need of, or any questions you may have.
- Ask the store staff if you are unsure if something is for donation.
- Inform stores of planned closures in person, by phone, or with a flyer notice.

DEPENDABILITY

- Keep a regular and reliable pick-up schedule.