



**PARTNER AGENCY RETAIL
PICKUP PROGRAM**

**STORE DONATION AGENCY
STANDARD OPERATING
PROCEDURES &
TRAINING MANUAL**

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Feeding Southwest Virginia's Mission Statement
Nourish neighbors. Engage community partners. Develop solutions to address food insecurity.

Overview

Overview

Food donations across Southwest Virginia are decreasing while demand for emergency food assistance is increasing. In an effort to help fill in the gap, Feeding SWVA implemented the Partner Pick-Up-Program. Feeding SWVA works with multiple food donors and partner agencies across Southwest Virginia to rescue food from retail grocery stores, outlet stores, caterers, restaurants and more. This food is still perfectly safe to consume but is unsalable for our food donor partners due to factors such as day old bread, blemishes on fruit, short dated, seasonal; etc. Partner Feeding Agencies are able to pick up this product directly and take it straight to their facility food pantry/soup kitchen and distribute promptly to their neighbors in need. This program allows for better coverage and more donations of food to be rescued rather than being discarded where it benefits no one.

Annually, nearly 35 million Americans rely on food pantries, soup kitchens, homeless shelters and other emergency feeding programs.

Various retailers are providing an invaluable community service through food donations to the Food Bank/Partner Agency Network. Donating unsellable, yet useable, products is a win-win situation.

The Good Samaritan law generally protects businesses, volunteers and non-profit organizations (unless grossly negligent) from civil or criminal liability in the course of donating fit and wholesome food or grocery products for distribution to needy people.

Welcome

Feeding SWVA welcomes you to the Partner Pick Up Program. Enclosed you will find information on various Food Bank, IRS policies and procedures that must be followed. Your agency has been selected to partner with the Food Bank in this program because of our shared mission to provide families with the nourishment and resources that will help them thrive and succeed. We look forward to working with you to feed, nurture, and empower the community.

Store Donation Definition

Store donation programs are when grocery retailers agree to set aside non- perishable and perishable products, such as deli, dairy, produce, bakery and dry/canned items for donation to a Food Bank member or a member-empowered agency.

Why Partner Pickup?

Hundreds or even thousands of pounds that would otherwise be wasted can be distributed for consumption. Partner Agencies will also have the opportunity to get more perishables, which have a higher nutrient content, for families in need. Additionally, the program will build stronger relationships with grocers and the local community.

Retail Brand Protection

The Food Bank is ready to help you and your agency build strong relationships by guaranteeing the retailer that we will properly train and empower our Partner Agencies to protect the retailer's brand. A retailers brand is important and the key to their success. Therefore the Food Bank must guarantee that their retail brand is always priority and will be protected.

Partner Agencies must understand that failure to protect a retailers brand will result in termination from the pickup program and could possibly jeopardize the Partner Pick Up Program in its entirety.

So what is branding, exactly? Branding is successfully creating a brand identity that will not only make your business more appealing in comparison to your competitors, but it will also convince consumers that in a sea of prospects, your business is the only one capable of satisfying their needs. Many different components go into developing a brand, including eye-catching designs and a unique name; however, a brand encompasses more than just a logo. It's what clients take away from the experience of working with you. It's what your company stands for and is known for within your market. Coming up with a brand means coming up with what your company promises to deliver, whether that's perfectly seasoned gourmet pizzas or impeccably tailored shirts. Branding includes the overall style of your company and the meaning it has to clients. Ideally, it would motivate people to buy your products or use your services.

As you can see, branding is everything. Partner Agencies must be dedicated to protecting its own brand, that of the retailer to whom they are paired and the Food Bank. This means the Partner Agency must exercise:

- Safe food handling, transporting and storing of product
- Ability to work with multiple people within the store
- Strong customer service skills
- Ability to problem solve
- Patience

Program Participation

The process for participation in the Partner Agency Retail Pickup program is:

- Completion of application to participate
- Training with the Food Bank
- Contract & pairing with a retailer
- Training at store
- Reporting
- Ongoing food safety

The application to participate (see attachments) allows the agency to outline their ability to meet food safety and logistical requirements. Once completed the application should be sent to the Food Bank's Agency Relations department.

The Food Bank will then conduct a training with Partner Agencies. This training will cover all aspects of the program and will allow the agency to ask any additional questions.

All participating agencies will sign a Contract (see attachments) with the Food Bank which outlines that they are now an agent of the Food Bank for the program. Once the contract is signed the agency will be paired with a local retailer. Pickup day and times will be established and will be reflected on the partner contract. A retailer may be paired with one or more Partner Agencies.

Next, training at the retail store will be arranged. This meeting is important as this is your agency's chance to make a good first impression. This meeting will allow the store manager to express any additional requirements or procedures.

Finally, the partner will be instructed on proper data reporting procedures.

Contract

As stated above, all program participants will be required to sign a contract. This contract outlines roles and responsibilities. Once signed, the Partner Agency becomes an "agent" of the Food Bank. This gives the agency the backing of the Food Bank and permission to work with Feeding America donors.

Please understand that as an agent of the Food Bank, you will be held to the highest of standards and expectations. Failure to abide by the terms and conditions in the Partner Pick Up Agency contract can lead to termination of the relationships with both retailer and the Food Bank.

Pickup Equipment

Each agency needs to be equipped with the following:

- Vehicle
- Tubs or boxes
- Scales
- Thermometers
- A temperature-control device
- Approved active devices include active temperature controlled (refrigerated) vehicles, and active temperature controlled coolers and freezers that are able to maintain the prescribed temperatures contained in the Perishable Donation Handling and Storage Guidelines.
- Approved passive devices include thermal blankets and commercial grade ice chests.
Note: You will be required to record temperature (maintain temperature logs) at the time of pickup and delivery, requiring the addition of a thermometer to the equipment list.

Food Handler Certification

All personnel picking up product should have a Food Handler or ServSafe certification. This certification takes less than an hour to complete online and costs from \$8-15.

The ServSafe Food Handler Program Online Training is now available to Feeding America member agencies at a significant discount.

Food Bank Partner Agencies interested in taking part in this offer should request step-by-step instructions for taking this course from Agency Relations.

Upon successful completion of the course, a Certificate of Completion will be made available to the student to print out. This certificate should then be forwarded to Agency Relations for your records.

The most beneficial part of this offer is that it will meet Partner Agency food safety agency training contractual requirements of Feeding America.

Don't cut corners on food safety! Not only will you endanger your program but you may endanger other Partner Agency's program in addition to consumers.

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.

It is up to us to make the program easy for the store personnel so that they can help you obtain more products, and be a champion of your program. You are the ambassador for your organization as well as the Food Bank. Please:

- Be on time for your pickup.
- Call if you are running late.
- Be flexible at the back door: you may have to go to each department to collect the product at some retail donors.
- Educate the donors on how their donations help their community.
- Build relationships and be personable.
- Thank your contacts.

Pickup Process

Each store must follow corporate guidelines. Depending on the store you are paired may determine the type of product you will receive. Example: Partner Pick Up Donor A will only allow Partner Agency pickup of breads and packaged perishables while another store may allow all food items to be picked up. You will be instructed on what you are able to receive at each store.

Establish Donation Holding Areas

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

- Appropriate signage should be displayed identifying each holding area.

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 times, the smoother your program will run.

Again, most store donation programs recover all or some product from the following departments. Below are general details about what you can expect to find in each department.

Remember that ALL meat must be frozen before pickup. Frozen is herein defined as in a “solidly frozen state”.

MEAT DEPARTMENT - WHAT TO EXPECT

The meat department usually includes random weight meats, prepackaged meats and hanging meats. At some grocery chains the meat department may include seafood and specialty (gourmet cuts) meats.

- Random Weight Meats: beef, chicken and pork packaged fresh either at a plant or in the store. Retailers with specialty meat departments may also include product wrapped in butcher paper. This product is only acceptable if a label is attached identifying the contents and the sell-by date.
- Hanging Meats (also known as hard pack): lunchmeats, prepackaged bacon, sausages, and hot dogs; and vacuumed packaged ham and turkey breast are the most common items in this category. Many products in this category will be merchandised on pegs, thus the term hanging meats. Packages are also often hard plastic, which is where the term “hard pack” comes from. These products are generally part of the meat department and should not be confused with random weight meats that are more commonly found in the deli department.
- Frozen Meats: beef, chicken and pork that are shipped, stored and merchandised in a frozen state. These products may be ready to serve, may contain prep work such as breading, or may have spices already added.

PRODUCE DEPARTMENT - WHAT TO EXPECT

This department is pretty straight forward; fresh fruits and vegetables. Produce departments carry bulk and prepackaged product. Some produce departments will carry dried fruits and gourmet salad dressings as well.

- Product: slightly bruised, ripe and close dated fruits and vegetables.

DELI DEPARTMENT - WHAT TO EXPECT

Deli departments tend to vary substantially. One retail chain may have extensive prepared food offerings and another may concentrate only on sliced-to-order meats and cheeses. The Food Bank will instruct donor stores to freeze meat for pickup. Remember that all meat must be frozen.

- Bulk Meats and Cheeses: product is sliced to order, which provides limited opportunity for donations. Close-dated product is rarely available. Many delis have even learned to use the end pieces in pre-made sandwiches or as ingredients in prepared meals. Delis that choose to donate ends should wrap and label the product.
- Prepackaged Deli Meats and Cheeses: prepackaged high grade cuts of meat and cheeses. The product is generally vacuum-packed.
- Prepackaged Side Dishes: side dishes such as potato salad, pork & beans and salsas that have been prepackaged at a plant.

DAIRY DEPARTMENT - WHAT TO EXPECT

There are two categories of products found in the dairy department. The first category consists of milk and milk byproducts that generally come from a local, or company owned, dairy. The second category is generally branded cooler products warehoused and distributed by the retailer.

- Dairy: milk and milk byproducts such as cottage cheese, whipping creams, half & half and eggs. These products generally come from a local or regional dairy and egg-producing farm.
- Cooler: prepackaged cheeses, yogurts, juices, dips, egg substitutes and refrigerated bread and cookie dough. This product often is branded and covered by a reclamation policy. With the exception of yogurt and dips, most of this product will go through a reclamation process.

BAKERY DEPARTMENT - WHAT TO EXPECT

Most bakery departments contain bakery items produced by the retailer (either on site or at their plant) and product delivered directly to the store by a vendor.

- Bakery: mostly dated pastries and private label breads.

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

	Action:
1	Upon arrival, check in with the receiving clerk.
2	Go to the designated pickup location. Check in with the department managers when possible. Note: Some retailers may ask you to go to each department to pick up donations; some may have the product staged in one location.
If there is any question as to whether product was meant to be donated, you must ask someone within the department. If you cannot locate someone <u>do not</u> take any product that you are unsure of.	

3	Gather product from all of the perishable departments and segregate the perishables (meat, deli, dairy, produce, and bakery) and non-perishable product. (Besides the need for compliance in terms of segregating the meat, this process will make it easier to unload the product at your agency.)		
	For ...	If ...	Then ...
	Perishables	Not sure whether product should be donated	Ask someone within the department. Important: If you cannot locate someone, do NOT take the product.
		Meat	Segregate by species and <i>never</i> mix poultry with beef. Poultry boxes should <i>never</i> be stacked on beef boxes.
	Non-perishables		Product will need to go through additional inspection upon arrival at the agency facility.
4	Weigh product and record weights by category; meat, deli, dairy, produce, bakery and non-perishables.		
5	Clear product with the receiving clerk. S/he should sign off on your paperwork.		
	If donated product ...		Then receiving clerk ...
	Fits the donor's guidelines		Clears the product to be donated and signs off on your paper work. Keep a copy your paperwork to share with your FA member food bank so that this information can be submitted to the national reporting system.
	Does not fit the donor's guidelines		Does not clear the product to be donated and therefore does not sign off on your paper work.
6	Place all refrigerated products in a temperature controlled device.		

Food Rescue Transportation

Donated meat, deli, frozen and dairy products should be transported using a visible, active temperature retention system such as a refrigerated vehicle or with precautionary devices. Approved devices include a soft or hard-sided insulated cooler or equivalent insulating device that can fully contain all donated product. All vehicles used for transportation of donated products must be clean and sanitary. All personnel handling donated food must be dressed in clean, appropriate clothing. Also, keep in mind many grocery stores adhere to a strict closed-toe shoe policy in the storage areas. Agencies are required to adhere to the donation handling and storage guidelines found in this manual, no exceptions.

Agency Sorting & Storage

The Food Bank will review donation guidelines with store contacts during the startup of the program and then periodically but regardless, participating agencies need to inspect all products at the agency's facility.

Product Arrival at Agency

Step:	Action:
1.	Unload product and segregate by product category. If loaded by category at the store this process should be quick and easy.
2.	Inspect all perishables products based on the Perishable Donation Handling and Storage Guidelines. Mark off all barcodes while inspecting.
3.	Store all perishable product based on the Perishable Donation Handling and Storage Guidelines.
4.	Inspect all non-perishable products based on the Non-Perishable Salvage Sorting Guidelines.

Perishable Donation Handling and Storage Guidelines

Follow the guidelines listed below for perishable donation handling and storage guidelines.

Meat, Poultry,		
Acceptable condition:	Handling and storage:	Non-acceptable condition:
<ul style="list-style-type: none">• Frozen product only.• Product should be in original packaging.• Food grade packaging in direct contact with food.• Securely closed and separated by category (e.g., beef, pork, poultry) to avoid cross contamination.• Labeled and dated as appropriate.	<ul style="list-style-type: none">• Product must be frozen on or before the expiration date.• Product should be stored at 0° F or less while awaiting pickup. Under no circumstances can the product be stored in excess of 41° F.	<ul style="list-style-type: none">• Food kept in the danger zone more than two hours.• Non-food grade packaging in direct contact with food.• Damaged or compromised packaging resulting in discoloration of product.• Thawed product or product with severe freezer burn.
Dairy		
Acceptable condition:	Handling and storage:	Non-acceptable condition:
<ul style="list-style-type: none">• Product should be in original packaging.• Food grade packaging in direct contact with food.	<ul style="list-style-type: none">• Refrigerated product must be stored at 41° F or less while awaiting pickup.• If frozen, product should be stored at 0° F or less while awaiting pickup. Under no circumstances can the product be stored in excess of 41° F.	Damaged or compromised packaging resulting in the loss of sanitary barrier protection.
Fresh Produce		

<ul style="list-style-type: none"> • Product should be in original packaging and bags or food grade packaging (produce boxes) for all repacked product. • Cut produce should be securely closed in food grade packaging with each vegetable or fruit packaged separately. 	<ul style="list-style-type: none"> • Store in a cool, dry, clean area. • Whole produce can be stored at room temperature. • Cut produce must be stored at 41° F or less. 	Signs of decay
Baked		
<ul style="list-style-type: none"> • Fresh, day-old bread, bagels, and other bakery items. • Food grade packaging in direct contact with food securely closed. • Bread product separately 	Store in a cool, dry, clean area.	<ul style="list-style-type: none"> • Mold, damaged or compromised packaging resulting in loss of the sanitary barrier protection. • Product not in food grade packaging.

Sorting Product

The initial sorting of products at the agency location is critically important for the success of a pickup program. The agency staff and volunteers must be fully aware of the material contained in this section of the manual. As much as 41% to 50% of the products received by your agency may not be able 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.*

Action:	First steps:	If ...
Examine the exterior of a box.	Look for any signs of contamination or infestation, such as: <ul style="list-style-type: none"> • Rips. • Tears. • Dry or liquid spills. • Gnaw marks, etc. 	If any of these signs of contamination are present; it is possible that the entire box and contents should be discarded. <i>At the very least</i> , it is probable that only canned goods, some pouches, waterproof plastic containers, and aseptic packages might be salvaged. All other materials and containers including sacks, paper bags, boxes, jars, and plastic-wrapped goods shall be discarded (see Non-Salvageable Product). Remember the adage, “When In Doubt-Throw It Out”

Open the box; check the lid for signs of contamination or infestation.	<p>Examine the content for the following:</p> <ul style="list-style-type: none"> • Toxic substances or any chemicals that might be harmful or fatal if swallowed (i.e., poisons, paints, charcoal, lighter fluid, pesticides, oven cleaner, drain cleaners, colognes, hair sprays, etc.). • Open pet foods. • Rodent droppings and urine (the use of a black light will help identify urine tracks). • Insects, active, or carcasses. • Mold. • Broken glass. • Sour or rotten odors (evidence of bacteriological spoilage). • Spilled cleaning products. • Stains caused by contaminants or other hazards, such as cooking oil, tomato juice, sauces, etc.
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Removal of Contents and Sorting

The person inspecting product should begin to remove the contents and place them in pre-selected areas with the agency designated by type as listed in this table.

Remove ...	Then...	And:
And isolate all toxic materials	Discard any toxic product that is leaking, has a puncture, broken seal, or missing cap. The presorting storage area for toxins shall be at least eight feet from	<ol style="list-style-type: none"> 1. Sanitize the following: <ul style="list-style-type: none"> ○ Canned goods ○ Aseptic packages ○ Retorted pouches ○ Some plastic-wrapped items. 2. Check seals for: <ul style="list-style-type: none"> ○ Bagged or boxed products ○ Products in cardboard containers.
And isolate all cleaning	Discard any liquid products.	
And isolate pet foods	Place open bags in tightly covered containers. Discard any pet foods that <i>may</i> be contaminated. Note: Pet foods are a primary harborage of infestation that can quickly and easily spread to	
All food items (see Evaluating	Discard obviously contaminated products and place in pre-selected areas by types and	
All miscellaneous products (paper products, personal care items, and food service items)	Set aside for proper evaluation: even in presorting, these items should be examined as if they were food).	

Examine the Empty Box Used By Retailer for Donation

Now that the box 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.

Evaluation for Signs of Cross-Contamination

Despite the fact that signs of cross-contamination should have been identified in the Presorting Step, 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:

Type:	Description:	Important to remember:	Rules:
Non-Permeable	Any composition that does not allow a substance to pass from one side to another. Examples: <ul style="list-style-type: none"> • Cans • Retorted pouches • Semi-rigid containers (composed of nylon or polyester film, or coated aluminum.) • Glass jars. 	Surface of containers might show signs of potential cross- contamination: <ul style="list-style-type: none"> • Wet or greasy appearance • Granules • Other signs of toxic substances. 	In many cases where such signs are present, the container can be cleaned (see section on Sanitizing). Exception: If a glass jar has any signs of cross-contamination, discard (it cannot be cleaned as a measure of sanitation. Any contaminant can lodge under the lid and cause contamination when the jar is opened.)
Permeable	Any composition that allows a substance to pass from one side to another. Examples: <ul style="list-style-type: none"> • Paper sacks • Cardboard boxes • Most of the light 	Especially susceptible to contamination by liquids. Other semi-liquids, pastes and granules may also pass through.	Discard if showing any sign of contamination (including stains).

Evaluation for Signs of Infestation

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

Signs of infestation	Rules	
	If in ...	Then ...
<ul style="list-style-type: none"> • Rat or mouse droppings and or urine (if there is any suspicion of rodent activity, a black light shall be used - see below). • Insects, active or carcasses. • Gnaw marks. • Pin-sized holes, which are often found in flour, grain, or pasta containers and are signs of insect bores. Flour, grain, and pastas are especially susceptible to infestation from within. It should be presumed that any such product may be infested due to the nature of a salvage/reclamation program where these products may have been stored at 70 degrees Fahrenheit or more for more than 30 days. They shall be carefully inspected. 	Permeable container	Discard.
	Non-permeable container	Discard or sanitize, as appropriate.

Evaluation of the Integrity of the Container

Canned goods should always be inspected. Cans are one of the highest donated items in a store donation program, therefore, they have the most defects and need to be examined carefully before distributing. If a can has a serious defect, discard. **Remember the adage, “when in doubt throw it out”**

Serious defects include:

- Bulged lids and ends
- Crushed cans

- Holes
- Leakage
- Metal stem cut
- Rust
- Severe dents

Partner Agencies must comply with the FDA requirements. Below are the FDA/Feeding America standards and the Association of Food and Drug Officials (AFDO) Standard when handling defective cans.

Serious Defects:	
FDA and FA standard:	AFDO standard:
Cans with bulged ends. Exception: Carbonated beverages and dry foods, such as ground coffee and powdered beverage mixes.	Cans with bulged lids due to severe dents/buckles. Exception: Dry goods such as ground coffee and powdered-beverage mixes provided that the container is intact.
Cans with holes or any visible evidence of product leakage (stained labels may indicate product	N/A
Pull-top containers with obvious fractures or dents on the lid score lines or in the rivet area.	N/A
Cans that are rusted with any pits that show a danger of imminent perforation.	N/A
Cans crushed to the point where they cannot be stacked. Exception: Carbonated beverages, ground coffee and powdered beverage mixes, and acid	Cans crushed to the point where they cannot be stacked or opened with manual can openers. Exception: Ground coffee, powdered beverage
Cans dented severely at the juncture of the side seam and the end seam.	Cans dented moderately or severely at the juncture of the side seam and the end seam.
Cans that are cut or fractured through the metal on the end seam.	N/A
Cans severely dented on the double seam or score.	Cans severely dented on any seam or score.
Cans whose ends can be flipped back and forth by pressing on them (flippers), and cans whose end can be depressed, yet spring back (springer's). Exception: Carbonated beverages, dry foods (ground coffee, powdered beverage mixes, acid food products).	Cans whose ends can be flipped back and forth by pressing on them (flippers), and cans whose end can be depressed, yet spring back (springer's). Exception: Dry foods such as ground coffee and powdered beverage mixes.
Cans with deep body dents (not affecting closure or score) where there is evidence of a	Cans with deep body dents where can may be fractured.
Cans with improperly formed seams or with seam defects (e.g., vees, droops)	N/A

Aesthetic Defects: Safe to distribute as salvaged food	
FDA and FA standard:	AFDO standard:
Cans with moderate flat rim dents on the double seam not involving the juncture of the side seam and the end seam.	Cans with moderate flat rim dents on the double seam (top seam) as long as the juncture with the side seam is not involved.)

<p>Moderate body dents which may slightly reduce the height of the can, but not severe enough to distort the can or make it unstackable.</p>	<p>N/A</p>
<p>Rust that will wipe off. The Model Food Salvage Code requires that, "Any can showing surface rust shall have labels removed so that the sides may be examined and the outer surface cleaned by buffing with a cloth, a protective coating (or mineral oil) applied where necessary, and taped back on or relabeled."</p> <p>Slight to moderate dents on or near the double seam, or slight dents involving the side seam</p> <p>Slight to moderate paneling (flattened) on sides.</p> <p>Flat rim dents on the double seam such that they do not alter the contour of the container.</p>	
<p>Label Defects: Salvage or discard as appropriate</p>	
<p>The FDA requires that a label must be legible and must include the description of product, ingredients, net weight, and distributor.</p>	
If ...	Then ...
<ul style="list-style-type: none"> The label is torn, but the FDA requirement (description of product, ingredients, net weight, and distributor) is readable. <ul style="list-style-type: none"> The absence of Nutrition Labeling shall not be considered cause for disposal. Affiliates are exempt from this regulation. Loose label can be secured to the can. A new label can be attached to the can. 	<p>Salvage.</p>
<ul style="list-style-type: none"> Missing a label from a retail stores or reclamation program. Label cannot be read due to stain(s) and/or tear 	<p>Discard.</p>

Other canned products:

<ul style="list-style-type: none"> • Cans that have signs of dirt or contamination under their opening devices. These are susceptible to inadvertent, slight openings at the score line and cannot be cleaned adequately. Examples of such cans are: <ul style="list-style-type: none"> o Pop-top o Tape-top o Pull-top o Key-top • Aerosol cans that are missing the outer top and a replacement lid that cannot be utilize (can be easily activated and contaminate other products.) • Appear to be made of metal but in reality are composed of foil laminated to cardboard or plastic. • Cardboard cans. Cardboard cans are permeable (see Evaluation for Signs of Cross Contamination 4.5.2). • Plastic cans that appear to have split sides or seams or seals. Plastic cans are usually rigid and more susceptible to permanent damage than metal cans. 		
Glass Containers:		
<ul style="list-style-type: none"> • Any obviously defective glass containers: chipped, cracked or have tops missing. • Any jar that shows signs of leakage. • Any jar that shows any sign of dirt, mold, etc. under the lid. • Any jar whose top is not tight (finger-loose or a seal is missing). Exception: Some products, such as coffee, have inner seals. If cap is loose, examine the inner seal for breakage, damage, or discoloration. If none is found, these products may be distributed. • Any jar whose cap is bulging, swollen, rusted, dented, or crooked. • Any jar whose button in the center of the top is raised. • Any glass jar which, when held to the light, indicates the presence of foreign objects, mold, discoloration, or unusual product separation. <ul style="list-style-type: none"> o Mold in fruit juice often appears as clumps or stringy, rope-like growths. Exception: Some products, such as salad dressings, contain oil that may cause normal product separation. 		
Dry Food Product Container: Discard as appropriate		
<ul style="list-style-type: none"> • Check products in a <i>single</i> container for rips, punctures, tears, split seams, etc. and discard <i>any product that has been exposed shall be discarded, including:</i> <ul style="list-style-type: none"> o Products received by an affiliate from a retail or reclamation center may have been sitting around exposed to air, contamination, or infestation for several weeks or even months. Washing or boiling will not necessarily destroy the chemicals, solvents or bacteria that may be present. o Packages of items such as rice, beans, flour, pasta or any other products that have, at any time, been torn or cut open shall not be taped closed again, or, if already taped, approved for distribution. Exception: If the evaluators tear or cut the package, in which case they may tape and distribute the product. • Products in a container with an inner seal or inner containers 		
If inner seal/ container	Then ...	
Is broken	Discard.	
Is not broken	Product may be safe to redistribute. Tape outer container to prevent further	
	If outer container	Then ...
	Is too badly damaged	Remove contents and place label and inner container in a food grade plastic bag.
	Shows evidence of cross contamination	The entire package and product shall be discarded regardless of the condition of the inner container. Rare exception: If inner container is impermeable, sanitizing may be required.

Paper Goods and Food Service items: Examine	
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. Examine carefully. Tape all breaks and store away from food products	
Cleaning Supplies: Save or discard	
Soaps and other cleaning supplies are highly desired by clients. Cleaning products are primary sources of cross-contamination due to their toxic, abrasive, or liquid nature.	
Save: Torn containers of dry or powdered soup. (they may be taped)	
Discard: Containers of liquid soaps and other cleaning supplies that are leaking or broken.	
Personal Care and other Non-Food items: Discard when appropriate	
Great care shall be taken in evaluating these items. Discard:	
<ul style="list-style-type: none"> Certain items, such as diapers, feminine hygiene products, toothpaste, and mouthwash, whose containers are torn or broken. Aerosol cans or other containers that are pump-operated or pressurized, and are missing the outer cap. 	
Over the Counter Drugs: Comply with requirements	
The Food Bank PROHIBITS Partner Agencies from receiving over the counter drugs.	
<ul style="list-style-type: none"> If accidentally received, please disregard for the safety of the client and Partner Agency personnel. 	

Product Consumption Requirements

There are cut and dried guidelines for the consumption of dated product. Manufacturers set up their own quality guidelines for each item they produce and the guidelines can change as ingredients change. The guidelines listed here are general consumption guidelines that are conservative in nature and represent the best practices within the hunger relief field. If at any time an agency or a recipient feels that a donated product is unsafe the product should be destroyed. Remember...**If in doubt, throw it out.**

Meat (all meat must be frozen on or before the expiration date)		
Product:	Requirement and expiration/code	Unacceptable condition:
<ul style="list-style-type: none">• Fresh or frozen meats.• Processed, packaged meats (fully cooked lunch meats, hotdogs, cheeses packaged by manufacturer)	<p>Must be frozen at 0 degrees F or below on or before the expiration date:</p> <p>If meat is frozen on or before its expiration date, you can consume up to 1 year past its expiration date. Do not defrost and refreeze product.</p>	<ul style="list-style-type: none">• Defrosted product• Severe freezer burn• Discolored product• Unfrozen past expiration date• Damaged or compromised packaging.
Processed fully cooked meats.	If meat is frozen on or before its expiration date, you can consume up to one year past its expiration. Defrosting and refreezing product is strictly prohibited.	
Dairy		
<ul style="list-style-type: none">• Milk• Yogurt• Sour Cream• Cottage Cheese• Eggs	Chill below 41 degrees °F.	
	Type:	Can consume ...
	Half and Half	3 days past expiration
	Whipping cream	
	Eggnog	5 days past expiration
	Whole milk	
	2% milk	6 days past expiration
<ul style="list-style-type: none">• Damaged or compromised packaging• Off odor• Off discoloration		

1% milk	7 days past expiration	
Skim milk	10 days past expiration	
Yogurt, sour cream, cottage	14 days past expiration	<ul style="list-style-type: none"> • Mold • Off color or smell
Cheese		<ul style="list-style-type: none"> • Open items • Compromised packaging
Egg	<ul style="list-style-type: none"> • In shell: 21 days • Hard cooked: 7 days • Pasteurized: 10 days • Substitute: 10 days 	<ul style="list-style-type: none"> • Damaged or compromised packaging • Off odor, taste • Discoloration.

Alternative Dairy and Meat			
Product:	Requirement:		Unacceptable condition:
Soy yogurt and milk	Must be refrigerated below 41 degrees		<ul style="list-style-type: none">• Damaged or compromised packaging• Off odor• Discoloration.
	Soy	Can consume ...	
	Milk	7 days past	
	Yogurt	14 days past	
Meat substitutes such as, Tofu, Tempeh and Seitan	Must be frozen at 0 degrees °F or below on or before the expiration date. All other meat substitutes must be refrigerated below 41 degrees °F.		<ul style="list-style-type: none">• Damaged or compromised packaging• Un-frozen past expiration date• Swollen or bulging container
	If meat is ...	Consume up to	
	Refrigerated	Expiration date.	
	Frozen on or before expiration	1 year past	
Non-Dairy Beverages such as rice milk, soy milk, oat milk	If stored properly, non-dairy products can be consumed up to 6 months past its expiration date. Stored in cool, dry and clean area.		<ul style="list-style-type: none">• Damaged or compromised packaging• Off odor• Discoloration• Swollen or bulging container.
B a k			
Bread	To ensure safe consumption, all bakery items should be consumed fresh or up to 1 day past its expiration. Stored in a cool, dry and clean area. <ul style="list-style-type: none">• Package bread into banana boxes.• Separate bread packages from		<ul style="list-style-type: none">• Dried out or stale products• Molded products• Hard bread items, such as old baguettes.
Pastries	Store in a cool, dry and clean area. Packaged bread should be stored into banana boxes.		<ul style="list-style-type: none">• Dried out or stale products.• Molded products.
Non-Shelf Stable Bakery	Non-shelf stables such as cream pies must be kept below 41		<ul style="list-style-type: none">• Product left out of refrigeration• Items in open containers.

Dry and Canned Good			
Product:	Requirement:		Unacceptable condition:
<ul style="list-style-type: none"> • Cereal • Crackers • Dried Beans • Pasta • Pre-packaged Foods (non-perishable) • Mayonnaise • Refrigerated Dressing • Shelf Stable Jarred Foods 	Product: Cereal	Requirement: Must contain a label with the following information: <ul style="list-style-type: none"> • Description of item • Ingredients • Net weight • Distributor 	<ul style="list-style-type: none"> • Insects • Mold • Stale product • Damaged or compromised packaging. • Not packaged in food grade packaging.
	Crackers	All product must be labeled and contain the following information: <ul style="list-style-type: none"> • Description of item • Ingredients • Net weight 	
	Dried beans	Must be stored in a well-ventilated and climate controlled area. Can be consumed up to 3 years past its expiration date. All product must be labeled and contain the following information: <ul style="list-style-type: none"> • Description of item • Ingredients • Net weight • Distributor 	
	Pasta	Must be stored in cool, dry area. Can be consumed up to 3 years past expiration date. All product must be labeled and contain the following information: <ul style="list-style-type: none"> • Common name of food • Manufacturer Information • Qty. of food (Net weight) • Ingredients statement • Allergen statement 	For pasta: pasta not packaged in food grade packaging.
	Mayonnaise (shelf-stable)	Product should be stored in a well-ventilated and climate controlled area. Discard if discolored or has an off odor Shelf -stable mayonnaise can be stored up to 3 years past expiration date.	<ul style="list-style-type: none"> • Leaking jars • Open • Broken seal • Discolored • Off odor
	Refrigerated dressing/ mayonnaise	Store in a well-ventilated and climate controlled area. Discard product if discolored or has an off odor. If stored correctly, Refrigerated Dressing and Mayonnaise can be stored up to 3 months past	

	Shelf-stable jarred foods	Store in a cool, dry, clean area. Labels on original jars and/or cases should be fully intact. Labels must include: <ul style="list-style-type: none"> • Description of item • Ingredients • Net weight • Distributor 	<ul style="list-style-type: none"> • Opened, punctured, or bulging jar top. • Broken seal (button indicator identifies break in seal). • Visible signs of leakage or spoilage. • Broken or chipped glass.
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Reporting

Collected pounds must be reported into Meal Connect (by Category) on a weekly basis.

- Failure to properly report pounds would jeopardize participation in the Partner Pick-Up Program could terminate the Partner Pick Up contract.

Conclusion

The Food Bank is excited at the opportunity to implement this program allowing Partner Agencies additional food sourcing through store donations. This program empowers Partner Agencies with their local community while they receive nutritious perishable items (dairy, service deli, bakery, dry grocery and general merchandize). Partner Agencies will be protected under the Good Samaritan Law and even grocery stores can receive tax deductions. Feeding SWVA will remain the primary point-of-contact and will continue to support our Partner Agencies as they grow the store donation program.

THANK YOU FOR ALL YOU DO!

GLOSSARY OF TERMS

Best if used by date – product should be used by this date to experience the highest quality

Branded product – products produced and marketed to consumers under a given name, consumers come to expect a certain level of quality and integrity from items that are part of the given brand name

Closed dated – an expiration date that is displayed and legible to consumers

Cooler – refers to a category of products typically merchandised with or close to the dairy department. Cooler items are warehouse and distributed through the retailer warehousing system as opposed to coming from a dairy

Dairy – a plant that produces milk and milk byproducts

DC – Distribution Center, a warehouse that distributes product to retail stores

Expiration date – date at which a perishable product should no longer be consumed

Hanging Meats – prepackaged meats and cheeses that are vacuumed packed and merchandised on metal pegs in the meat or deli departments, may also be known as hard packs

Open dated – products that are either not dated or date in a code that is legible only to some able to read the manufacturers coding system

Milk by-products – products other than milk that contain milk as one of the primary ingredients, examples: cottage cheese and sour cream

Random weight – refers to meat and cheeses that arrive at stores as large pieces and are cut/sliced to order

Sell by date – the date a product should be sold by

Shelf Stable – a product that can be store and merchandised without the need of refrigeration

Shelf Life Guidelines

The suggested shelf life (how long an item is considered “good” past the code date) varies drastically from product to product, even between similar types of items. For example, some shelf-stable items can be kept from 3-5 years past the date, while others may be good for only 1 month after the date. Because it is impractical to memorize hundreds of different items’ shelf lives, we have created a more user-friendly list of broad shelf life guidelines. It is important to remember that these guidelines are in fact just that-guidelines! They are primarily intended to ensure quality, not safety. The product should be safe as long as the product has been properly handled and stored and does not have significant damage. The following should be used for training staff and volunteers who will be inspecting donations. Please refer to the Food Keeper brochure, website available for more specific items’ recommended shelf life. Always remember:

Always remember: WHEN IN DOUBT-THROW IT OUT

Food Item	Shelf Life After Code
SHELF STABLE	
canned goods (low acidity)*	3 years
canned goods (high acidity)**	18 months
dry beans, rice, pasta, ramen	2 years
boxed/bagged goods-cereal, crackers, etc.	1 year
saucers, condiments, dressings	1 year
beverages	1 year
chips	2 months
mayonnaise, cream based items	3 months
baby food/formula	discard after date
FROZEN	
all assorted meats/poultry	2 months
fruit/vegetables	6 months
Ice cream	2 months
DAIRY/COOLER	
juice	3 weeks
milk (except Borden)	1 week (discard all Borden product after date)
cheese	1 week (soft) 1 month (hard)
eggs	3 weeks
yogurt, sour cream, dips	2 weeks
salsa, pesto	discard after date
hummus,	1 week
prepared dishes or meals	3 days
salads	3 days
PRODUCE	
Produce (checking produce for defects) There are many ways that produce will show signs of spoilage. You should be able to recognize the produce for obvious signs as well as those that indicate the produce will spoil quickly.	Signs of defects <ul style="list-style-type: none"> • Mold, decay, rot, bad odors • Signs of insects (live insects, insect bodies, or insect eggs) • Severe bruises, skin not intact-Bruises provide a way for pathogens to get inside produce
Cut produce –Do Not Distribute IF:	<ul style="list-style-type: none"> • Cut produce is not at 41 F (5 C) or lower • No code dates
BREAD/PASTRY	
fresh	4 days
frozen	1 month
containing cream	throw away if not kept refrigerated or frozen

Shelf Life Guidelines

While inspecting donations for quality assurance, it is important to check the codes or the dates on the packaging. These dates are commonly misunderstood as “expiration dates” a date that signifies that the item is no longer good to eat. This is in fact not true for most items. Many non-perishable items are safe to eat long after the date on the packaging, and the shelf life of refrigerated and frozen foods can be extended if they are handled properly. Baby food and formula and over-the-counter medications are the only items that are required by federal law to have an actual expiration date. **Special Note: Never distribute donated medications of any kind.**

Here are explanations of different code dating you may see on food packages.

Expiration Date: (Expires 1/1/11, “Do not use after 1/1/11”)

- Look for it on: Baby food and formula, yeast, and baking powder
- What it means: Do not distribute or consume infant formula or baby food past expiration date. Yeast and baking powder work less effectively after expiration but are still safe to eat.

Sell By Date-(“Sell by 01/01/11, also called “Pull Date”

- Look for it on: Refrigerated foods such as milk, yogurt, cottage cheese, eggs, lunch meat, packaged salad mixes.
- What it means: This tells the store how long to display the product for sale, if the food has been handled properly it may still be safe to consume past this date.

Use By or Quality Date-(“Best if used by 01/01/11 or Use before 01/01/11”)

- Look for it on: Crackers, cookies, cereals, canned goods and other dry, shelf stable foods.
- What it means: This date is the manufacturer’s recommendation for how long the food will be a peak quality. After the quality date, the food is still safe to eat, but slowly begins to lose nutrients and the quality begins to lessen.

Packed Date or Coded Date-(“Packed on 01/01/11”, “A70319R 23:16”)

- Look for it on: Canned food, crackers, cookies, spices, and other dry shelf stable foods.
- What it means: These dates represent the date on which the food was packaged or processed for sale. They are not intended for consumers but rather are used by manufacturers and retailers to track inventory, rotate food on shelves, and locate items in case of a recall. Since dates are printed at the manufacturer’s discretion, their meanings may be different for each product line, and therefore be difficult to decipher. Usually the food is safe to eat for a long time past the date, as long as the packaging is not damaged.