St. Mary's Food Bank®

Is this delivery a **PAIN**? You can **HELP!**

Our goal is to send you the best food possible, in the right quantities, that is useful and appropriate for your distribution. Did you receive product that is problematic for your community?

Use the **PAIN Assessment** tool below to **HELP** us improve our processes!
We immediately share your reports with our warehouse (or logistics) teams to help us improve our quality control processes and food donor relationships.

PAIN Assessment

P - Pests Present

→ Are bugs or other infestations visible?

→ Are there marks where animals have chewed?

→ Are animal droppings present?

A - Not Appropriate

→ Is the product you received not appropriate?

→ Did your senior facility receive kid's meals?

→ Did you receive single-serving sized or a gallon of mustard instead of the household sized portions you needed?

I - Not Intact

→ Is the product damaged from pallet stacking?

→ Is there cross contamination?

→ Was bread stacked under raw meat?

→ Did ice cream melt and ruin other product?

N - Not Nutritious

→ Is the product you received not edible?

→ Is mold evident on 50% of the product?

→ Did a pallet of bread arrive completely crushed?

→ Even if the date on the package has passed, it does not necessarily mean product is spoiled. Please refer to the agency toolkit for more information about food expirations or best-by dating .

HELP Reporting

H - Hold Accountable

→ You have the right to **inspect and reject** product that is not appropriate or acceptable.

E - Evaluate

→ Use the **PAIN Assessment** and include this in the description to your representative.

L- Let us know!

→ **Inform your representative!** Please let us know as soon as you are able about any issues with your delivery.

→ Explain in your reporting why the product was not appropriate or acceptable.

→ Tell us your story about how bad deliveries impact your community.

P - Pictures

→ **Take Pictures**, a picture is worth 1000 words! Even if you are returning the pallet, please take pictures and share them with us.