

Grocery Rescue Policies & Procedures Manual

Please contact your Agency
Services Representative or
kwarren@stmarysfoodbank.org
with questions or concerns.



St. Mary's
Food Bank[®]

Grocery Rescue Program

Grocery Rescue is a program of Feeding America which builds partnerships with retailers to donate products such as deli, dairy, produce, bakery, and dry/canned items to partner agencies.

Refer to the “Donated” or “TEFAP” sections in the SMFB Agency Toolkit, dependent on the type of food your agency receives, to see requirements for signs, logs, forms, and reporting.

Participating in the Grocery Rescue Program

SMFB offers three ways to participate in the Grocery Rescue Program:

- Direct Delivery: SMFB drivers pick up donations and deliver directly to agency on a daily/weekly basis (only available to agencies in the Phoenix Metro area).
- Grocery Rescue Pickups: Agency picks up donations on a daily/weekly basis.
- One-Time Pickups: SMFB calls agency when they have a one-time pickup.

Participation in the Grocery Rescue Program is contingent upon the following criteria:

- Available donations from Grocery Rescue partners or SMFB driver pick-ups
- Agency has a refrigerator and freezer with a temperature log
- Agency can transport food at a safe temperature (using a refrigerated truck, coolers, or thermal blankets)
- Agency can pick up/receive donations on a consistent schedule
- Individual picking up donations has a current food safety certification
- Agency utilizes a scale to weigh donations
- Agency must report donations on MealConnect within 48 hours

Operating the Grocery Rescue Program

1. Picking Up Donations

- Agencies must pick up donations according to the schedule agreed upon with SMFB and the retailer.
 - Inform the Store Manager if you are running late or are unable to pick up for any reason. Repeated missed pick-ups could result in a reconsideration of Grocery Rescue partnership.

- Agencies may only pick up designated, donated items. Agencies must accept donations as they are; they cannot pick and choose items to take.
- Check out with the Receiving Department before you leave so that the receiver can make sure all donations are scanned and accounted for.
- Only authorized Grocery Rescue staff/volunteers should pick up donations. Wear: Your Grocery Rescue badge, close-toed shoes, and gloves. If you need a badge, contact the SMFB Grocery Rescue team.

2. Transporting Donations

- Food must be transported in a clean vehicle and in clean storage containers/coolers.
- Agencies must use ice chests with ice, freezer blankets, or a refrigerated truck to keep cold food under 40°F. Short trips are not excluded.
- Agencies must use temperature guns and record food temperatures on a log upon receiving items and during and after transport.

3. Maintaining your Partnership

- Exchange contact information with the Receiver and Store Manager.
- Maintain regular communication with donor stores and SMFB regarding any challenges to donations or pickups.
- Build a strong relationship with your donor store, sharing information about agency events and services, sending thank you cards, etc.

4. Reporting

- Reporting must be completed within 48 hours of picking up donations.
- Notify SMFB if you are going to have delays with reporting donations.
- If an agency is delinquent in reporting three or more times their Grocery Rescue partnership may be reconsidered.

Agencies must complete the following records and reports
for the **Grocery Rescue Program**:

Program:	Grocery Rescue
Reporting Information Required:	Pounds received, by product category, for each store
Reporting Location:	MealConnect website
Reporting Due Date:	Within 48 hours of receiving product