

# Grocery Rescue Program Guide

## Site Responsibilities

### Grocery Rescue Process

- SMFB builds partnerships with local retail stores and pairs them with a nearby agency who can pick up/receive donations on a consistent schedule or one-time basis.
- SMFB offers (3) ways to participate:
  - **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).
  - **Agency Pickup:** Agency picks up donations daily or weekly, based on an agreed upon schedule with SMFB and the retailer.
  - **One-Time Pickups:** SMFB calls agency when they have a one-time pickup available.

### Reporting & Compliance

- Must have refrigerator and freezer with a temperature log to store rescued food, at a location pre-approved by SMFB.
- Donated poundage must be weighed by scale and reported on an online database, MealConnect, within 48 hrs of receipt.
- Food must be transported at a safe temperature (using a refrigerated vehicle or a vehicle with ice chests and thermal blankets).
- Agencies may only pick up designated, donated items and must accept donations as is; cannot pick and choose items.

### Staffing & Volunteers

- The individual transporting donated food must have food safety training.
- Agency must provide appropriate number of volunteers to support the volume of product being distributed.
- Staff and/or volunteers will assist with picking up rescued items, unloading product, pallet set up or shelf stocking, food distribution, client intake, cleaning, traffic control and reporting.
- Staff and volunteers must stay in compliance with annual civil rights trainings, volunteer confidentiality & food safety.

### Distribution Process

- Minimum is one time per month.
- Frequency, time frames, and dates to conduct food distributions is dependent on the site's and SMFB's truck route availability.



### ABOUT THIS PROGRAM

St. Mary's Food Bank's **Grocery Rescue Program** enables grocery, convenience and drug stores, and other retail outlets to donate their food products directly to agencies for community distribution.

This program encourages retailers to divert their food from landfills and reduce food waste.

Product type may vary but may include deli, dairy, produce, bakery, dry, meat and canned items

All agencies are eligible to participate in this program, however space is limited and based on availability.

For client safety, agencies participating in this program are subject to the requirements noted in the SMFB Agency Portal.

Have a question you still need answered?  
Contact Agency Services:

**Agency Services General:** (602) 322-7861  
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