

# Perishable Food Recovery

## A Step-by-Step Guide



Food Banks BC acknowledges the following food banks for their examples, documentation, information and assistance in creating this guide.

[Kamloops Food Bank](#)

[Nanaimo Loaves and Fishes Food Bank](#)

[Revelstoke Community Connections Food Bank](#)



Food Banks BC is the Provincial Association of BC's 100 member food banks. Together our vision is a hunger free future for our province and we exist to support, assist and empower food banks. Each year we facilitate the delivery of over \$4 million dollars of donated food to our food banks across the province, and this includes 'to the door' FREE delivery of food to every rural food bank in our province. As well we run the Food Banks BC Sharing Coupons – a partnership with grocery stores that gets fresh, healthy, perishable food to people at risk of hunger. The program raises close to \$1 million dollars and 100% of the donation stays with each local food bank too. Additionally, with close to half of our food banks being run solely by volunteers, our education and instruction on topics like food safety, volunteer recruitment, financial best practices, means that they have the best tools possible to assist people in their own communities. We are a proud member of Food Banks Canada.



#100 – 12761 – 16<sup>th</sup> Avenue, Surrey BC, V4A 5H7 | 604-498-1798 | [www.FoodBanksBC.com](http://www.FoodBanksBC.com)  
 Executive Director and Media Spokesperson, Laura Lansink | 778-838-0930  
 Charitable Registration Number 861331130 RR0001  
 Facebook: FoodBanksBC | Twitter: @realfoodbanksbc

## Table of Contents

2	<b>Acknowledgements</b>
5	<b>Introduction</b>
6	<b>Program Overview</b>
7	<b>Glossary</b>
8	<b>Step 1</b> Research and Decisions
9	<b>Step 2</b> Understand Safe Food Handling
10	<b>Step 3</b> Understand and Secure Resources
11	<b>Step 4</b> Begin Collection and Distribution
12	<b>Step 5</b> Promote Program in Community
14	<b>Step 6</b> Continuous Evaluation

### Appendices:

#### **A - Donor material examples**

17	1 - Donor Information Letter
18	2 - Bill 10: Food Donor Encouragement Act
19	3 - Food Donor Encouragement Act
20	4 – Food Donation Guidelines – Low/High Caution Foods
21	5 – Donor Registration Form - Sample
22	6 – Donor Agreement Form – Sample

#### **B - Agency (recipient) material examples**

24	1 - Application for Assistance – Example
25	2 - Agency Agreement - Example

#### **C - Volunteer/Staff material examples**

27	1 - Welcome letter
28	2 - Volunteer Application
29	3 - Orientation
29	4 – Volunteer Rights and Responsibilities
30	5 – Job Descriptions – 3 Examples
34	6 – Driver Instructions - Example

#### **D - Farmer’s Food Recovery material example**

36	1 - Farmer’s Food Recovery Program Agreement
----	--

#### **E - Program Structure/Set-Up material examples**

39	1 – First meeting agenda - example
----	------------------------------------

- 40 2 - Terms of Reference - example
- 41 3 - Program's Values, Goals, and Objectives - example
- 43 4 - Optional Business Plan structure – example
- 44 5 - Disclaimer Statement

#### **F - Marketing material examples**

- 45 1 - You Tube Video Channel - example
- 45 2 – Program 1- pager – example
- 46 3 – Infographic - example

#### **G - Logistics Examples**

- 47 1 - Specific Food Recovery Program Procedures
- 52 2 – Refrigeration Log
- 52 3 – Google Forms

#### **H - Safe Food Handling Information**

- 53 1 – Safe Food Handling Program – Food Banks Canada
- 53 2 – Industry Food Donations Guidelines – BC CDC
- 53 3 – Standards for the Donation of Game Meat BC CDC
- 53 4 - Guide for Handling Foods past their Best Before Date
- 53 5 – Canadian Food Inspection Agency
- 53 6 - BC FoodSafe

#### **I – Frequently Asked Questions**

- 54 1 – Frequently Asked Questions or Concerns about Perishable Food Recovery

## Introduction

Every month in BC 103,464 individuals, more than 1/3 of these children, are accessing BC's food banks. Numbers continue to rise. In fact, since 2008 food bank use in BC has risen by 32%.<sup>1</sup>

At the same time, food waste is at an all-time high. It is estimated that we waste more than \$31 billion dollar's worth of food every year in Canada, much of this being healthy, viable, nutritious food that instead of making its way to those in need, is being unnecessarily sent to landfills and dumps. As disturbing as that number is, it doesn't reflect the complete story. It is estimated that the true cost of things like energy, water, land, labour, capital investment, infrastructure, machinery and transport means that the cost of wasted food is actually closer to \$100 billion a year.<sup>2</sup>



Why is so much food being wasted in our country? It is estimated that more than 40% of all food produced in Canada is wasted. For example, 30% of fruits and vegetables are rejected by supermarkets because they aren't attractive enough for consumers. Additional waste through processing, retail, transportation and consumers all contribute to edible food never reaching those who need it in BC and the rest of Canada.

Consider as well that waste contributes to methane gas production. In fact, about 20 per cent of Canada's methane emissions come from landfills and according to Environment Canada, "Methane is 21 times more potent than carbon dioxide in terms of its global warming potential".

BC's Provincial Government took a crucial first step to end food waste in BC when it introduced the Farmers' Food Donation Tax Credit. Designed to encourage farmers and food producers to donate viable food which would otherwise be wasted, to food banks and other charitable organizations, this new tax credit took effect in 2016.

The prospect of additional perishable food for individuals at risk of hunger, highlighted an unfortunate reality in BC however. Out of Food Banks BC's 100 food bank members only 3 or 4 had sufficient refrigeration capacity to receive the surplus of perishable food that was now available.

BC's Provincial Government then took the next critical step. In 2017, the BC Provincial Government made a donation of \$10 million dollars to Food Banks BC specifically earmarked to increase refrigeration and refrigerated transportation capacity, resulting in a network-wide opportunity for every member food bank to begin recovering surplus perishable food that would have otherwise gone to waste.



<sup>1</sup> Food Banks Canada, Hunger Count Report 2016

<sup>2</sup> Value Chain Management International Inc. 2014

## Program Overview

This **Perishable Food Recovery Program Guide** is designed to assist food banks of all sizes to take advantage of viable, surplus perishable food. Accessing food that is “fit for consumption”, but not “fit for sale” can be the key to accessing new avenues of food donations.

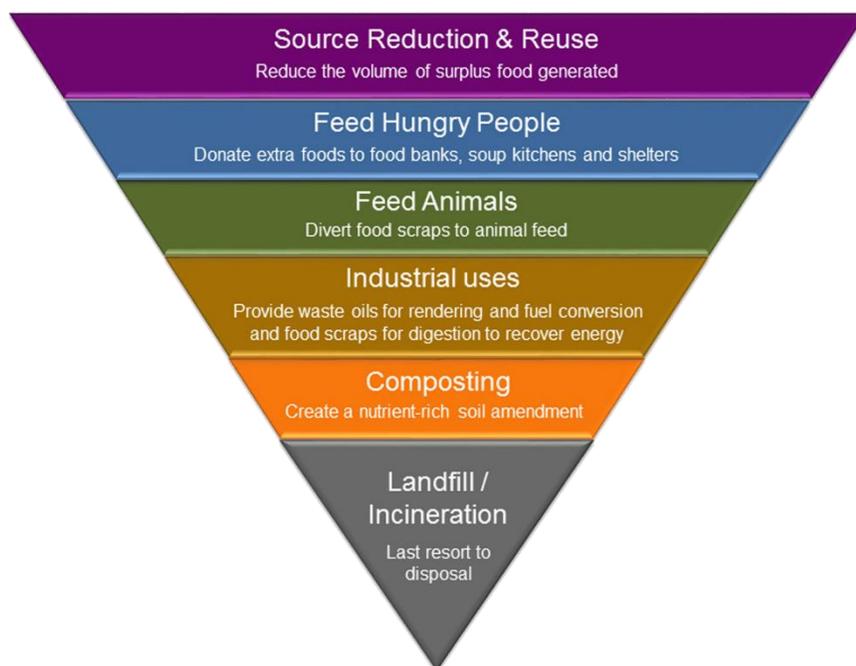
The processes and protocols contained here are experience of food banks that each went from scarcity to abundance when they moved to a complete food recovery model. Each of these have increased the variety, quantity and nutritional content of what they are able to share with their clients; each has stopped or significantly reduced their food purchases, and each contributes to a total zero waste model for their own community

**Definition: Perishable Food Recovery** is an initiative to redirect perishable food that would otherwise be wasted. Perishable Food Recovery addresses the environmental, social and economic issue of food waste by taking surplus perishable food and finding the best and most appropriate use for that food.

Surplus food fits into three categories:

- 1) fit for human consumption,
- 2) fit for animal consumption,
- 3) fit for composting.

A Perishable Food Recovery initiative partners with donors, such as wholesalers, grocery stores, food retailers, farmers, and restaurants, to access all perishable food (regardless of viability) and distribute these appropriately. Edible foods are distributed to individuals, families, and community agencies. Inedible foods are either used for animal feed, or used for compost.



## Glossary

**Agency** - any social service organization that may prepare or provide meals and/or food. For example, a soup kitchen or school lunch program.

**Best Before Date** - product manufacturer's date until which the unopened product will retain its durable life if properly stored. \* does not necessarily indicate food is unsafe or not fit for consumption.

**CFIA** - the Canadian Food Inspection Agency, is a regulatory body dedicated to the safeguarding of food, animals, and plants, which enhance the health and well-being of Canada's people, environment and economy.

**Client** – often refers to the individuals that access the services of a food bank, may also be referred to as members or recipients.

**Donor** - any individual, farmer, business or organization that has surplus food available to donate.

**Expiry Date** – the date before which the quality of a product remains acceptable for its intended use. Usually applied to drugs, infant foods and supplemented nutrition for seniors.

**Food Recovery** – collection of all surplus food and redirecting it to best and most appropriate use.

**Gleaning** – the harvest of fruit trees or gardens when surplus is identified.

**Surplus Food** – Any foods that may be close-dated, past the best-before date, overstocked, damaged packing, changed packaging, cosmetically undesirable, mislabeled, recovered from bulk packaging where only a portion is inedible, unharvested fields or orchards.

**Stakeholder** – Anyone that would be affected by the food recovery program. For example, food bank, donor, client, grocery, farmer, municipal government, waste management company.

**Waste** – Any product that is redirected to the landfill.

## Step 1 – Research and Decisions

The following questions and research may be helpful to your food bank if it is considering implementing a perishable food recovery initiative.

- 1. Is a food recovery program missing in your community?**
  - a. Create a list of existing programs and services such as:
    - Any existing perishable food recovery programs,
    - Food hamper, meals or other emergency food relief services in your community,
    - Other ways that food may reach people at risk of hunger (ie: meals on wheels,
    - Any local municipal support or assistance.
  
- 2. Who is the best person/organization in your community to lead and initiate this project?**
  - a. Is there someone who already has a relationship with food retailers?
  - b. Is there a person who feels passionate about waste-reduction, or nutrition/food security?
  - c. Who has existing infrastructure that could support food recovery, ie: warehouse, cold storage area?
  
- 3. How will food be safely transported?**
  - a. Do you need a refrigerated vehicle?
  - b. Do you need freezer blankets?
  - c. Do you need bins, icepacks or coolers?
  - d. Can you make it from pick up to cooler/freezer in less than 2 hours?
  - e. How will you track food received, ie: weights, volume, counting?
  
- 4. Where will food be safely stored?**
  - a. Do you have building or access to a building that can accommodate the food recovery operation?
    - Dolly and pallet friendly (consider curbs and door-sills)
    - Loading bay
    - Barriers to efficient loading and operation
    - Forklift
  
- 5. How will food be safely distributed?**
  - a. Create list of local agencies/schools that provide food or meals for people. What systems are already in place? For example: food banks, Salvation Army, shelters, shelters, church groups, outreach societies

- b. Will you deliver to agencies or require them to pick-up?
- c. How will you distribute food in a time sensitive manner, ie: pick up coordinated with distribution?

**6. Who will my donors be?**

- a. Compile a contact list of stakeholders, such as:
  - Food donors: grocery/convenience stores, coffee shops, food producers, bakeries, commercial farmers/ranchers, restaurants, caterers, rod & gun clubs,
  - Associations: restaurant association, food manufacturers/producers associations, any related association with a local office/headquarters,
  - Government and other: related municipal committee (ie; social planning, solid waste management), local health authority, community nutritionist.

**7. What will I do with surplus that is not fit for human consumption?**

- a. Are there opportunities to provide surplus food for animals?
- b. Are there opportunities to provide surplus food to compost?

**8. How will our food bank finance and support the perishable food recovery program?**

- a. Create a budget and consider start-up costs.
- b. Can funds be redirected that are currently being used to purchase products?

## Step 2 – Understand Safe Food Handling

Your responsibility is to ensure that food is appropriately transported and safely stored.

Refrigerated product needs to be maintained at 4 degrees Celsius. Frozen product needs to be maintained at -18 degrees. No refrigerated or frozen product may be out of the cooler or freezer for more than 2 hours.

Your ability to meet these criteria is necessary to give assurance to donors, partners and recipients. See *Appendix H for Safe Food Handling Information*.

## Step 3 – Understand and Secure Resources

Physical, human and financial resources are all part of a perishable food recovery initiative. For anyone beginning a recovery program, it is recommended to begin small. Consider beginning with just one store or donor as you build processes and operations. This will generally involve a driver, a vehicle, a coordinator, some physical space and funding. For example:

### Physical Resources

1. **Work space** - required for receiving, storing and sorting food prior to distribution. Be prepared to grow, make it scalable. Where possible, build bigger than you imagine you will need. For example:
  - a. Warehouse,
  - b. Borrowed facilities,
  - c. Office,
  - d. Tent or portable shelter.
  
2. **Transportation** – required for pick-up of surplus food from a variety of donors. All pick-up methods need to ensure that consistent refrigeration is maintained, or travel is under 2 hours. For example:
  - a. Refrigerated vehicle, may range from small van to larger truck,
  - b. Community bike,
  - c. On foot – for near neighbour donor,
  - d. Delivered by donor,
  - e. Supplied by a community partner.
  
3. **Materials** – required for the sorting, storage and distribution of perishable food received:
  - a. Bins, totes, boxes, containers for collection and distribution to agencies, farmers, or for recycling/composting. Consider carefully the filled weight for bins, donor requirements, storage capacity restrictions, colours for easy sorting, etc.
  - b. Method to wash/sanitize bins and tables and work area, water supply, hoses, bleach
  - c. Weight Scale – bath scales, pallet scale, floor scale, commercial/industrial scale
  - d. Sorting tables – may be folding, easy to clean, standing height, plastic or stainless steel
  - e. Markers to mark off bar codes
  - f. Refrigerated/ Freezer storage
  - g. Method to move food – Volunteers, dolly, pallet jack, pallets, forklift
  - h. Method to track – clipboard, computer, spreadsheet, google form

## Human Resources

Each of these duties may be filled by one or more person which may be either a volunteer and/or staff person. *See Appendix Section C-5 for sample job descriptions.*

1. **Driver** – the driver is the "face" of your program, and will have the most interaction with your donors and recipients. Make sure your driver maintains the integrity of the program through food safety, friendliness and professionalism. A good driver is essential to the success of the program.
2. **Coordinator** – oversees all aspects of the program. For example:
  - a. Creates and builds donor relationships,
  - b. Ensures food safe practices are followed,
  - c. Conducts, and/or arranges for staff or volunteers to run the recovery operations,
  - d. Reviews, evaluates and builds program.

## Financial Resources

Consider the infrastructure investment for hardware as well as ongoing operating costs. Examples of possible funding:

1. Apply for the Food Banks BC Perishable Food Refrigeration Grant,
2. Apply for any additional available grants,
3. Consider reducing or eliminating food purchases to redirect funding to food recovery program,
4. Events/fundraising – useful for establishing your program but less effective for sustaining the program,
5. Community sponsorship – Most municipalities are interested in reducing landfill waste,
6. Corporate/Business sponsorship - corporations are interested in linking their name with a non-profit society to show community support.

## Step 4 – Begin Collection and Distribution

1. **Approach targeted store/donor** (identified during Step 1, #6)
  - a. Provide information on the food recovery program. (*See Appendix A for sample donor materials.*) For example, a donor package might consist of:
    - i. Program overview and Welcome letter, including benefits to donors in cost savings and positive marketing,
    - ii. Liability information,
    - iii. Donation guidelines,
    - iv. Materials supplied to donors for collection,

- v. Other partners involved,
  - b. Formalize any required documents or agreements,
  - c. Provide solutions to objections and concerns,
  - d. Customize procedures for each individual donor or store to their preferences. *See Appendix G – 1 for example.*
  - e. Offer as a trial or pilot project over a specific time frame,
  - f. Set pick-up schedule according to individual donor’s preferences,
  - g. Ensure you follow through with what you have promised donor.
2. **Make first pick-up**
    - a. First pick-ups from donors are generally minimal or even non-existent. These will grow with daily/regular visits from the driver.,
    - b. Express gratefulness and appreciation with each pick-up.
  3. **Follow your planned procedures/protocols** – Regardless of size of pick-up, follow your plans for the transporting, receiving, sorting, storing and distribution. Continuously evaluate and refine procedures.
  4. **Request Donor Feedback** - After the 3<sup>rd</sup> pick-up, and ongoing request feedback from the donor and other stakeholders: refine processes.
  5. **Establish donor recognition procedures** – Consult donor to determine what kind and method of recognition they prefer. For example, displaying logo on website, on pick-up vehicle, social media, anonymous, etc.

## Step 5 – Promote Program in the Community

### 1. Create a Name, Logo and Catchphrase

Your perishable food recovery program may be easier for donors and the community to remember if it has a name, as well as a logo and catchphrase. Adding these to your marketing materials make it more easily identifiable for new donors, partners and supporters.



## **2. Create Marketing Materials**

Consider creating materials that you can use to promote your program in your community. For example:

- Website
- Brochures
- Business Cards
- Videos (You Tube)
- Social Media (Facebook page)
- Signage
- Branded vehicles
- Bins, totes, collection boxes
- Staff and volunteer badges, t-shirts, hoodies, bags

## **3. Find opportunities to speak in your community**

- Services Clubs, Rotary, Lions
- Schools
- Unions
- City Council, Municipal Government
- Seniors groups
- Special events to your operations by invitation to stakeholders
- Invite community for tours
- Grocery Store meetings (invitation by store manager)
- Businesses, corporations
- Use volunteers/staff as ambassadors, fans and passionate supporters
- Radio or local TV such as Shaw

## Step 6 – Continuous Evaluation

Collecting data provides information which will be crucial to donors, the community, future grant writing, and internal tracking as to whether or not your goals are being met. Even when starting with just one store, ensuring that all food collected is recorded from the start of your operations is vital.

### Methods of Evaluation

#### 1. Food Bank Efficiency Ratio (based on food distributed to people)

This ratio can be a simple tool to evaluate the effectiveness of a perishable food recovery program as compared to a prior system that might have purchased food.

You may use this ratio to assess the improvement of any system in your overall cost efficiency.

In the two examples below, the foodbank which has spent \$2,500 instead of \$10,000 will have improved its efficiency ratio from 5, to 20:

<u>Total weight of all food distributed</u>	=	Efficiency Ratio
Total funds expended		
<u>50,000 pounds</u>	=	20
\$2,500.00		
<u>50,000 pounds</u>	=	5
\$10,000.00		

#### 2. Simple Weight of food

Establish what food you will weight that will demonstrate perishable food recovery growth. Track the additional healthy, nutritious food now being received. Consider tracking individual types of perishables.

- a. Meat
- b. Produce
- c. Dairy
- d. Bread
- e. Other perishables

### 3. Money Saved in Food Purchased

Compare either a month by month or annual savings gained from reduced food purchases.

For example this example from Nanaimo Loaves and Fishes Food Bank:

## FOOD 4U FOOD RECOVERY PROGRAM

"In August of 2012 the shelves of Loaves and Fishes were quite literally empty. The food we were distributing to clients was the food we received each day. Clients could come once a week and receive a meager hamper containing 5 nonperishable food items, a loaf of bread and 1 liter of milk. This level of service required us to spend over \$10,000 a month on food purchases.

In September 2012 we suspended all food purchases and launched the Food 4U Food Recovery Program. This was a difficult and fundamental change in our operations, but one that delivered dramatically better service to our community. Rather than purchasing food we now invest in wages, trucks and overhead to operate our Food 4U Food Recovery Program.

By investing our money in food recovery we are able to now supply clients with their choice almost unlimited fruits, vegetables and bread 5 days a week along with substantially more nonperishable food than ever before. We have discovered that through food recovery, food banking can be about working with abundance rather than scarcity; the results speak for themselves:"

	2012	2016
Value Food to Clients (excluding bread)	\$800,000	\$3,000,000
Monthly Food Purchased with cash	\$10,000	\$400
Value of Food provided for every \$1 in cash spent	\$1.78	\$5.98

#### Others things to evaluate for efficiency, refine and improve

1. Sorting processes
2. Warehouse procedures
3. Pick-ups from donor, schedules and procedures
4. Donor/store feedback
5. Agency pick ups
6. Volunteer involvement/feedback
7. Food and Financial donor growth or involvement

Tracking information is vital so review your progress often. When objectives are not being met, use flexibility to refine goals and processes and plans.

**Identify Growth Opportunities**

Encourage feedback from all stakeholders. For example:

- Use store comment boxes: Positive comments will encourage stores to participate,
- Gather success stories to share with stakeholders,
- Continue recruiting new donors,
- Revisit potential donors previously approached with your success stories and examples, encourage their participation,
- Continue to build infrastructure, you may need to re-invest in additional, bigger equipment as your program grows.

## Appendix A - Donor Material Examples

### 1 - Donor Information Letter

Dear Donor,

Thank you for considering supporting the *Sharing 4 All* Perishable Food Recovery Program.

Food Recovery is about redirecting surplus food that is destined for waste to more appropriate end-users. Perishable Food Recovery addresses the environmental, social and economic issue of food waste by taking food that is fit for consumption but not fit for sale and finding the best use for that food. Food waste comes in three types: fit for human consumption, fit for animal consumption and fit for composting.

Our mission at the Sharing 4 All Perishable Food Recovery Program is to partner with local farms, restaurants and food retailers to rescue food from being thrown away and delivers that food to agencies that provide meals and food for those at risk of hunger. This program exists to decrease hunger and food waste via an efficient, safe, convenient food delivery system.

Values:

- partnerships
- food security
- social responsibility
- environmental sustainability
- accessibility

Goals:

1. Provide an affordable, reliable food delivery system.
2. Secure long-term funding for a food recovery program.
3. Help donors feel secure regarding liability.
4. Lobby for policy change at the corporate level.
5. Enhance communication between stakeholders.

By signing a Donor Agreement, our Sharing 4 All Perishable Food Recovery Program team will provide pick-ups right to your location at pre-determined times. By partnering with us, all you are responsible for is sorting the food from your inventory, setting it aside, and contacting us for pick-up. We encourage your feedback for this program and welcome you to visit us at Friends 4 All Food Bank for a Perishable Food Recovery Program tour.

Sincerely,

Coordinator, Sharing 4 All Perishable Food Recovery Program

## Appendix A - Donor Material Examples

### 2 – Bill 10: Food Donor Encouragement Act

Second Session, Thirty Sixth Parliament, 46 Elizabeth II 1997, Legislative Assembly of British Columbia

#### **Bill 10: Food Donor Encouragement Act**

---

Honourable Ujjal Dosanjh, Attorney General and Minister Responsible for Multiculturalism, Human Rights and Immigration

---

In April of 1997, The Provincial Government unanimously passed the Food Donor Encouragement Act. The act is intended to protect donors from liability as they act in good faith to donate surplus perishable food, while ensuring recipients' rights are protected. The act encourages organizations to make donations of perishable food and provides a valuable source of nutrition to our recipients.

---

This Bill is intended to increase the donation of food to food banks and soup kitchens by limiting the liability of food donors, distributors and others who participate in the distribution of donated food.

The Bill provides that a person who donates food or who distributes donated food is not liable for injuries or death resulting from the consumption of the donated food unless the person intended to injure the recipients of the food or acted recklessly in donating or distributing the food.

## Appendix A - Donor Material Examples

### 3 – Food Donor Encouragement Act

#### FOOD DONOR ENCOURAGEMENT ACT

##### Section

1. Liability of donor
2. Liability of director, agent, etc.
3. Application of Act.

HER MAJESTY, by and with the advice and consent of the Legislative Assembly of the Province of British Columbia, enacts as follows:

1. Liability of donor

A person who donates food or who distributes donated food, to another person is not liable for damages resulting from injuries or death caused by consumption of the food unless a) the food was adulterated, rotten or otherwise unfit for human consumption, and b) in donating or distributing the food, the person intended to injure or to cause the death of any person who consumed the food or acted in a reckless disregard for the safety of others.

2. Liability of director, agent, etc.

A director, agent or employee of a corporation, or a volunteer who provides services or assistance to a corporation, that donates food or distributes donated food is not liable for damages resulting from injuries or death caused by consumption of the food unless a) the food was adulterated, rotten, or otherwise unfit for human consumption, and b) in donating or distributing the food, the director, agent, employee or volunteer intended to injure or to cause the death of any person who consumed the food or acted with reckless disregard for the safety of others.

3. Application of Act

This Act does not apply to a person who distributes donated food for profit.

## Appendix A - Donor Material Examples

### 4 – Food Donation Guidelines – Low/High Caution Foods

The following guidelines are for the use of the participants in the “Perishable Food Recovery Program” The program falls under the Provincial Food Premises Regulations and the local Health Authority, and their ensuing guidelines. Foods donated can range from whole produce, packaged and canned foods, to fully prepared meals. Prepared food is classified into two categories namely “low caution foods” and “high caution foods.”

#### Low Caution Foods

Consists mainly of products not requiring refrigeration or other form of temperature control. Examples are:

- Some dry-cured food items with acceptable water activity (AW) level
- Fresh fruits and vegetables
- Baked goods not containing dairy products or meat filling
- Dry packaged items and canned goods

#### High Caution Foods

Those regarded as “potentially hazardous” (highly perishable) and require strict temperature control. The appropriate temperature range should be maintained and recorded at all times to avoid spoilage and bacterial food poisoning.

Some examples are:

- Protein in rich salads (e.g. tuna, chicken, potato and egg)
- Meats and poultry – all raw or prepared meats, meat products and poultry are potentially hazardous and should be maintained at required temperatures below 4oC (40oF). If food has been cooked to an internal temperature of 74oC (165oF) it can be maintained between 60oC (140oF) and 74oC (165oF) for up to an hour.
- All dairy products (e.g. milk, cheese and yogurt)
- Egg and egg products
- Seafood and their products
- All soups
- Cooked grains or cereals and vegetables

#### Unacceptable Foods

- Foods served to patrons (i.e. leftovers) – whether opened or not
- Foods left over from self-serve salad bars or other self-serve displays
- Spoiled foods
- Home prepared foods
- Potentially hazardous foods left out for long periods without appropriate temperature controls
- Insect or rodent infested or chemically contaminated foods
- Basic ingredients that have not been stored according to manufacturer’s instructions

## Appendix A - Donor Material Examples

### 5 – Donor Registration Form - Sample

Thank you for donating to the Sharing 4 All Perishable Food Recovery Program, a program of Food 4 All Food Bank. Please help us to serve you better by completing this form.

Donor's name/Business name \_\_\_\_\_

Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Donor Contact name \_\_\_\_\_ Title \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Common surplus food (circle):

Fruit/vegetables, Soups, Dairy products, Baked goods, Entrée, Other

Donation plan (choose one):

Regular scheduled pick-up  Donor will call when food is available  Donor will deliver

Pick up times most convenient for you (circle one or more) Monday • Tuesday • Wednesday • Thursday  
• Friday • Saturday • Sunday •

May we publicize your participation with Food Recovery on our pamphlets or through the media?

Yes  No

Have you been informed about the BC Food Donor Encouragement Act?  Yes  No

\_\_\_\_\_ Donor Signature

\_\_\_\_\_ Donor Title \_\_\_\_\_ Date

FOR OFFICE USE ONLY Date of Visit: \_\_\_\_\_ Accepted as a donor?  Yes  No

Representative: \_\_\_\_\_ Donor Category:

## Appendix A - Donor Material Examples

### 6 – Donor Agreement Form – Sample

By this Agreement, entered into the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_, it is understood that the undersigned donor (the “Donor”) may donate prepared, perishable or non-perishable food (the “Food”) to Sharing 4 All Perishable Food Recovery, a project of Food 4 All Food Bank, as such food being delivered by Sharing 4 All Perishable Food Recovery to recipient agencies (the “Recipient Agencies”). Donor and Sharing 4 All Perishable Food Recovery, in consideration of valuable consideration, agree as follows:

#### 1 Obligation of Donor.

1.1 Responsible for selecting Food. Notwithstanding the fact that the Sharing 4 All Perishable Food Recovery staff/volunteers inspects the Food selected by Donor for donation to the Sharing 4 All Perishable Food Recovery program, as between Sharing 4 All Perishable Food Recovery and Donor, Donor bears the sole responsibility for deciding whether or not to provide the Food to Sharing 4 All Perishable Food Recovery, knowing that Sharing 4 All Perishable Food Recovery will deliver it to others for consumption.

#### 2 Warranties, Indemnity and Release.

2.1 Warranties of Donor. The Food donated by Donor to Sharing 4 All Perishable Food Recovery for the program shall be fit for human consumption: (i) at the time of delivery of same Sharing 4 All Perishable Food Recovery; and (ii) in accordance with the instructions for consumption of same given by Donor to Sharing 4 All Perishable Food Recovery.

2.2 Warranties of Food Recovery. As part of the Agreement and throughout Donor’s participation in the Sharing 4 All Perishable Food Recovery program, Sharing 4 All Perishable Food Recovery will have: (i) adequate refrigeration and storage to ensure the safekeeping of all Food; and (ii) staff with the necessary skills, ability and training to participate in the Sharing 4 All Perishable Food Recovery program and utilize adequate food handling procedures.

2.3 Indemnity. Sharing 4 All Perishable Food Recovery agree to indemnify Donor and each of the officers, directors, agents and employees (the “Indemnities”), from and against any and all claims, liabilities, causes of action, losses and damages arising out of its own willful act or gross negligence respecting the Food.

2.4 Mutual Release. Except for the right to claim for damages for breach of the warranties in Sections 2.1 and 2.2 or to claim for the indemnities set out in Section 2.3:

2.4.1 Sharing 4 All Perishable Food Recovery hereby releases Donor of and from any claims, liabilities, causes of action losses and damages whatsoever arising out of or resulting from the handling, supply or consumption of the Food;

2.4.2 In no event will the Donor be liable for damages for any incident, consequential, or special damages;

2.4.3 and if, despite the foregoing limitations, for any reason Donor becomes liable for any damages incurred in connection with the handling, supply or consumption of any of the Food, then, the aggregate liability of the Donor for damages, injury, and liability incurred shall be limited to an amount equal to the value of the Food which was related to such damage, injury or liability.

### 3 General

3.1 Amendment. This Agreement may be amended only with the written consent of all parties.

3.2 Cancellation of Donor Participation. Donor may cease delivering Food to Sharing 4 All Perishable Food Recovery at any time in Donor's sole discretion.

3.3 Entire Agreement. This agreement supersedes all previous representations, warranties, dealings, agreements, understanding and expectations of the parties regarding the subject matter hereof, and there are no other representations, warranties, understandings, conditions, agreements, or expectations except as set out in herein.

3.4 Parties not Agents. Except as otherwise expressly provided in this Agreement, neither party will act as the legal agent of the other or otherwise cause the other to incur liability in any manner whatsoever.

3.5 Law. This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia.

3.6 Severability. If any covenant or provision of this Agreement or provision of this Agreement or of a Section of this Agreement is determined by a Court of competent jurisdiction to be void or enforceable in whole or in part, then such void or unenforceable covenant or provision shall not affect or impair the enforceability or validity of the balance of the Section or any other covenant or provision.

\_\_\_\_\_ Print Name of Donor/Name of Business

\_\_\_\_\_ Authorized Signature and Title

\_\_\_\_\_ Sharing 4 All Perishable Food Recovery  
Representative Signature

## Appendix B – Agency (recipient) material examples

### 1 - Application for Agency Assistance – Example

The following information may be gathered for each agency accessing food:

1. Address of Food Program
2. Person in Charge of Food Program
3. Agency Information
  - a. Status
    - i. Incorporated Non-profit
    - ii. Unincorporated private
    - iii. Church Sponsored
    - iv. Public
  - b. Funding - funded by
    - i. Social Services
    - ii. Federal
    - iii. Provincial
    - iv. Municipal/City
    - v. Private Donations
    - vi. Other (please specify)
4. Type of Program
  - a. Emergency Meals/Soup Kitchen
  - b. Day/Vocational Program
  - c. Residential Program
  - d. Drop-in Shelter
  - e. Transitional Shelter
  - f. Self-help Group
  - g. Other (please specify)
5. Who is your target group?
6. Do you have any restrictions/guidelines/conditions a guest must meet in order to be served?
7. Do you have any fees? If yes, briefly explain fee schedule.
8. Program Operation Hours

## Appendix B – Agency (recipient) material examples

### 2 - Agency Agreement – Example

By this agreement entered into on or before the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, It is understood that the undersigned recipient agency ("Recipient Agency") may received prepared, perishable or non-perishable foods (the "Food") from Sharing 4 All Perishable Food Recovery, a project of the Food 4 All Food Bank as part of the program being carried out by Food 4 All Food Bank, such food being obtained by Sharing 4 All Perishable Food Recovery from donors (the "Donors"). Recipient Agency, in consideration of the supply of Food by Sharing 4 All Perishable Food Recovery to Recipient Agency and other valuable information, warrants and agrees as follows:

1. Obligation of Donor
  - a. Responsibility for Providing Food to Others. As between Recipient Agency and Sharing 4 All Perishable Food Recovery, Recipient Agency bears the sole responsibility for deciding whether or not to provide the Food to others for consumption.
  - b. Trained Staff to Inspect Food. Recipient Agency will ensure staff trained in the Food Safe program of the local Health Authority inspects all Food upon delivery by Sharing 4 All Perishable Food Recovery and before consumption to ensure the fitness for consumption of the Food.
  - c. Compliance with Guidelines. Recipient Agency will comply with and observe all guidelines issued to Recipient Agencies from time to time respecting the Sharing 4 All Perishable Food Recovery program by Food 4 All Food Bank or local Health Authority.
  - d. Participation in Training. Recipient Agency will participate in all training for Recipient Agencies sponsored by Sharing 4 All Perishable Food Recovery from time to time respecting the Sharing 4 All Perishable Food Recovery program.
  - e. Redistribution Restriction. Food supplied to the Recipient Agency is to be used only for the purpose defined in the Recipient Agency Profile. Redistribution to other organizations, sale or any other use not specifically defined in the Recipient Agency profit strictly prohibited.
  
2. Warranty, Disclaimer, Release and Indemnity
  - a. Warranty of Recipient Agency. As of the date of this agreement and throughout its participation in the Sharing 4 All Perishable Food Recovery program, Recipient Agency has and will have;
    - i. adequate refrigeration and storage to ensure the safekeeping of all Food;
    - ii. staff with the necessary skills, ability and training to participate in the Sharing 4 All Perishable Food Recovery program and utilize adequate food handling procedures;
    - iii. a current operating permit from the local Health Authority.
  - b. Food "As Is". All food is accepted from Sharing 4 All Perishable Food Recovery and the Donors on an "As-Is" basis and without any representations or warranties, either

expressed or implied as to quality or fitness for purpose or otherwise, in connection with the Food.

3. Release and Indemnity of Sharing 4 All Perishable Food Recovery and Donors. Recipient Agency hereby releases Sharing 4 All Perishable Food Recovery, the Donors and their respective officers, directors, agents and employees (the "indemnities") of and from any claims, liabilities, causes of action, losses and damages whatsoever arising out of or resulting from the handling, supply, or consumption of the Food, including, without limitation, claims, liabilities, causes of action, losses and damages for negligence, regardless of who suffers same, and agrees to indemnify each of the Indemnities.

## Appendix C – Volunteer/Staff material examples

### 1 – Welcome letter

Dear Volunteer:

Welcome to your volunteer experience with Sharing 4 All Perishable Food Recovery, a program of the Food 4 All Food Bank. We are so grateful that you have chosen to give your time to help those in need in our community. We hope that you find your experience here with us to be a worthwhile and enjoyable one.

In the following pages you will find a volunteer application form, volunteer orientation form and other information we hope you find of interest. We encourage you to familiarize yourself with this package and if you have any questions, please do not hesitate to ask.

Our volunteers are our most valuable resource here at Sharing 4 All Perishable Food Recovery. We are truly grateful for all that you do and we want to ensure that your time here with us is a positive experience.

Sincerely,

Coordinator, Sharing 4 All Perishable Food Recovery

## Appendix C – Volunteer/Staff material examples

### 2 – Volunteer Application

Name: \_\_\_\_\_

Phone#: \_\_\_\_\_

Address: \_\_\_\_\_

Email address: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

Health Issues (include medications taken):

\_\_\_\_\_

#### Oath of Confidentiality and Release from Liability:

I understand that the nature of Sharing 4 All Perishable Food Recovery's operation requires confidentiality and I promise under oath that I will keep confidential any and all information that may come my way in the course of my volunteer work with the program, including information about clients, staff, Board members, Sharing 4 All Perishable Food Recovery and the Food 4 All Food Bank in general. I understand that breach of confidentiality may result in termination of my volunteer work. • I hereby release and forever discharge Sharing 4 All Perishable Food Recovery, Food 4 All Food Bank and members of Food 4 All Food Bank from all claim demands, damage actions or causes of action arising from my work while on Sharing 4 All Perishable Food Recovery program premises. I further release Food 4 All Food Bank and its servants from all claims or demands whatsoever in law or in equity. I understand and acknowledge that as a volunteer, I am NOT covered under Workers Compensation.

WHEREOF I have signed as having read and understood the content of this form this

\_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_.

Volunteer's Signature: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

## Appendix C – Volunteer/Staff material examples

### 3 – Volunteer Orientation

A Volunteer Orientation List will be completed by the Sharing 4 All Perishable Food Recovery Manager with the volunteer.

The orientation will include:

- Review of basic safety rules including first aid, fire drills, etc.
- Review of guidelines for proper food safety
- Review of personal cleanliness and hand washing
- Review of proper cleaning procedures of counters, shelving and flooring
- Review of Emergency phone numbers

We would ask that you please observe the following:

We will not tolerate the use of alcohol or illegal drugs while volunteering, working for, or acting on behalf Sharing 4 All Perishable Food Recovery program or the Food 4 All Food Bank. Do not use foul or disrespectful language or behavior.

## Appendix C – Volunteer/Staff material examples

### 4 - Volunteer Rights and Responsibilities

**Rights** • To be treated with dignity and respect at all times. • To be given a worthwhile and suitable assignment. • To be well informed about the Sharing 4 All Perishable Food Recovery. • To be given adequate on-the-job orientation and training for the project. • To receive sound guidance and encouragement.

**Responsibilities** • To be committed to the job at hand. • To be dependable and sincere. • To maintain the integrity of the program and respect all confidences. • To perform duties promptly, reliably and with enthusiasm. • To be willing to learn & take part in orientation and training sessions. • To accept the direction and decisions of the manager or supervisor. • To give advance notice if unable to fulfill an assignment.

I have read and understand the Orientation, Volunteer Rights and Responsibilities of Community Connections Food Recovery Program.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Sharing 4 All Perishable Food Recovery Manager Signature: \_\_\_\_\_

## Appendix C – Volunteer/Staff material examples

### 5 – Job Descriptions – Example: Warehouse Coordinator

#### **Overall Summary:**

The Warehouse Coordinator is responsible for daily operations related to the receiving and distribution of product as well as ensuring all work is being performed in a safe and respectful manor toward all staff, volunteers and clients. The Warehouse Coordinator is responsible for supervising and delegating duties to the warehouse assistant and volunteers. These daily responsibilities will be identified and coordinated with the Operations Manager.

#### **FoodShare Program:**

The Warehouse Coordinator is responsible for the ensuring the safe quality of product being sorted for distribution to local agencies through FoodShare deliveries and distribution to clients onsite. This responsibility is carried out by assisting in the following duties:

- Ensuring all volunteers are adhering to all safe food practices
- All donated perishable and non-perishable product is processed and stored in an organized manor adhering to all food safe regulations.
- Communicating any unsafe food handling actions by volunteers or staff to Operations Manager. Ensuring corrective actions taken, are followed
- Ensuring all donated product is weighed and recorded
- Supervising to ensure the safe edible quality of food items donated to local agencies through the FoodShare program
- Ensuring all food distributed to local agencies and or Food Banks is weighed and recorded
- Collecting and recording internal temperatures on all coolers and freezers
- Ensuring recording sheets are supplied for the recording of donations received and product going to other organizations
- Evaluating Non-Perishable and perishable product quantities daily and determining what products and amounts are available for distribution to onsite clients and organizations
- Ensuring the client services area is stocked with all identified product and ready to begin processing clients by 9:00am
- Ensure all culled product for farmers is weighed and recorded
- Directing the warehouse assistant position and volunteers in an effective and efficient way in order accomplish daily required warehouse objectives as directed by Operations Manager

#### **Volunteers:**

The Warehouse Coordinator is responsible for day to day direction of volunteers by:

- Ensuring volunteers are adhering to workplace safety practices
- Ensuring volunteers create a welcoming atmosphere for clients and other volunteers
- Ensuring volunteers are following safe food handling procedures
- Recognizing changing tasks and priorities during the daily operation of the warehouse and redirecting volunteers and warehouse assistants in the most efficient way of accomplishing and completing required tasks.

## Appendix C – Volunteer/Staff material examples

### 5 – Job Descriptions – Examples: Warehouse Assistant

#### Overall Summary:

The Warehouse Assistant is responsible for assisting the Warehouse Coordinator with all aspects of the warehouse operation. This position completes aspects of the FoodShare Program, onsite food distribution and general warehouse organizing and cleaning.

#### FoodShare Program:

The Warehouse Assistant is responsible for ensuring the safety and quality of product being sorted for distribution to local agencies through FoodShare deliveries and for distribution to clients onsite. This responsibility will be supervised by the Warehouse Coordinator and Operations Manager and assigned duties may include:

- Ensuring all volunteers are adhering to all safe food practices
- Sorting and or organizing perishable and non-perishable food items
- Communicating any unsafe food handling actions by volunteers or staff to Warehouse Coordinator
- Weighing and recording donations
- Preparing FoodShare orders and ensuring the safe edible quality of food items donated to local agencies.
- Ensuring all food distributed to local agencies and or Food Banks is weighed and recorded
- Ensuring the client services area is stocked with all identified product and ready to begin processing clients by 9:00am
- Ensure all culled product for farmers is weighed and recorded

#### Volunteers:

The Warehouse Assistant is responsible assisting and supporting volunteers performing warehouse duties by:

- Ensuring volunteers are adhering to workplace safety practices
- Ensuring volunteers create a welcoming atmosphere for clients and other volunteers
- Ensuring volunteers are following safe food handling procedures
- Recognizing changing tasks and priorities during the daily operation of the warehouse and communicating changing needs in volunteer duties to the warehouse coordinator.

#### General Warehouse

The warehouse is required to be kept in a safe, clean and efficient state of operation. These requirements will be met by:

- Ensuring all persons operating in the warehouse have reviewed and signed off on safety checklist with the Warehouse Coordinator
- Identifying and communicating any unclean and non-food safe actions or areas in the warehouse to the Warehouse Coordinator
- Completing tasks assigned from the daily warehouse organizational Checklist
- Identifying and communicating any volunteer, product, safety and general warehouse operation concerns to the Warehouse Coordinator
- Performing intake duties as required
- Other duties as assigned
- Attendance at weekend and evening events as required/requested

## Appendix C – Volunteer/Staff material examples

### 5 – Job Descriptions – Examples: Driver/Warehouse Worker

#### Overview:

Loaves and Fishes (L&F) is a registered non-profit community organization dedicated to distributing food to those in need throughout Nanaimo. To do so L&F relies entirely on the generosity of local individuals and businesses. As a warehouse worker for Loaves and Fishes you will be one of the public faces of the organization in the warehouse, and out on the trucks in the community. Punctual, friendly and professional service are of utmost importance when working with volunteers, clients and donors, to encourage strong partnerships with the public. Within the past few years' hundreds of thousands of kilograms of previously wasted food has been donated because grocery store staff know we will quickly and easily take anything they have to offer, no questions asked. You have been selected for this position because we have complete faith in your understanding and ability to showcase the core values of our organization. In this position you will play a critical role in ensuring no one goes hungry in Nanaimo.

#### Position Reports to: Loaves and Fishes Operations Manager

#### Job Description:

##### Truck:

- Drive the Loaves and Fishes vehicles including: minivan, 1 ton, 3 ton and 5 ton trucks
- Load and unload the vehicles
- Ensure each load coming on and off the trucks are weighed and secured (shrink wrapped, strapped down, etc.)
- Operate company equipment (forklift, electric pallet jack, etc.)
- Must be able to lift up to 50lbs repetitively
- Refer to daily schedule on driver phone and complete all stops on time
- Be flexible to additional pickups and deliveries as required – look for efficiencies when possible
- Maintain the interior cleanliness of the vehicles
- Ensure basic maintenance, (washer fluid, clean windows, diesel etc.)
- Monitor and alert management of any mechanical or other safety concerns.

##### Warehouse:

- Setup the warehouse for each volunteer group
- Ensure the warehouse is setup for agencies each morning
- Be flexible to change in daily routine – may have different duties, volunteer groups, etc.
- Ensure pallets are ready to go out to each depot on time
- Maintain the cleanliness of the warehouse and back area
- Monitor and alert management of any structural or other safety concerns.
- Uphold the Loaves and Fishes values
- Other duties as assigned.

\*Please speak with management if any duties now, or later, become unclear.

#### L&F Specific Policies:

- 1) Upon hire, all employees must obtain a criminal record check from the local RCMP, which can be done for free online. We will provide you with the link.
- 2) Employees are entitled to a 30 minute break on any shift longer than 4 hours. Please work this out with the Operations Manager to ensure all work gets covered during this time.
- 3) Consumption, or removal of food bank food is not allowed, and is considered stealing. \*On certain occasions, managers may allow staff to take unused bread that is imminently destined for disposal.

- 4) In accordance with BC labour law a 3 month probationary period is in effect.

**Driver Specific Policies:**

On top of the basic employee guidelines, there are several policies in relation to the driver position that we would like you to be aware of, in the case you have to drive one of L&F vehicles:

- 1)
  - a) The daily schedule often includes pickups that have been arranged as time sensitive. Always follow the route exactly. It is your responsibility to familiarize yourself with the route before you set off, any inquiries can be brought up at this time.
  - b) Do not skip any scheduled stop without getting approval, as alternate arrangements will have to be made.
- 2) Fuel costs are an increasing expense we face, drivers must not make any out of route stops on company fuel without approval.
- 3) Food cannot be given out to anyone the driver encounters throughout the day, they must be directed to food bank locations.

**Ministry of Transportation Driver requirements:**

- 1) Must provide a Drivers abstract upon hire, and once per year
- 2) Must report driving violations, convictions and accident details within 15 days of occurrence.
- 3) Must complete the Truck Log book at the beginning and end of each shift, when driving the 3-ton and 5-ton vehicles.

Please sign and date below, indicating you understand the job description and will comply. Thank you.

Warehouse worker Signature

Date

\_\_\_\_\_

\_\_\_\_\_

Operations Manager Signature

Date

\_\_\_\_\_

\_\_\_\_\_

## Appendix C – Volunteer/Staff material examples

### 6 – Driver Instructions – Example

#### Materials/supplies/equipment

- Bins/Totes
- Refrigerated truck
- Dollies
- Freezer blankets
- Scale
- Electronic data tracking (Microsoft Xcel)
- Produce trays
- Sanitizing sink – 3 compartment commercial sink
- Refrigerated storage – dairy coolers or WIC
- Food safe training

#### Food Recovery:

Food recovery at the retail level needs to be focused on diverting close-dated unsaleable grocery items (perishable and non-perishable) from landfills, redistributing to at risk families, individuals, meal programs and life skill programs within the community.

For a food recovery program to be successful, it must create strong relationships with local grocery retail stores and their management teams, have strong practices in place for adhering to food safe regulations and guidelines, have a strong core of dedicated staff and volunteers, and a diverse and comprehensive community distribution strategy.

#### Approaching store manager/management

Approach your local grocery retailer not from the perspective that they are wasting food and should be giving it to you. Approach from the position that your organization can provide a service to their store, staff and community. Key points to highlight to store management are:

- lower tipping fees by diverting organic waste from landfill
- creating a partnership that highlights strong corporate social responsibility
- This program is designed to add little to no extra work/time onto employees. Be very clear that you do not want to add any extra work load or steps onto already existing processes.
- Promotes team building and positive atmosphere amongst employees. Employees that are able to donate close-dated perishable items rather than throw into the dumpster have an increased pride their employment knowing they are making a positive impact on their community.
- Bill 10 food donor encouragement act

**Keys to successful donor relations:**

- The drivers approach and interactions with all store staff should be appreciative and grateful for whatever the store has to donate
- The driver should strive to create positive and personable rapport with store staff, while being aware not to interfere or slow down any of the day to day function of the receiving or department staff.
- Quick and efficient pickup is key to success. The less you are noticed the smoother the program will be running

**Pick up logistics**

- Refrigerated vehicle pulls into receiving bay or if unavailable up to employee rear entrance
- Unloads 10-20 clean empty Rubbermaid totes ( # varies for each store)
- 1 box of Rubbermaid lids (20 lids)
- Enters receiving bay and greets receiver
- Proceeds to bakery, picks up full totes or bread trays, takes back to receiving bay
- Proceeds to produce cooler, Dairy Cooler and meat freezer picking up full totes of product and leaving empty totes and lids neatly stacked in each department.
- Driver records his refrigerated cube temperature
- Driver quickly weighs all product as it is loaded
- Driver re-connects and thanks receiver letting him know he is all done

This entire process should take between 10 – 20 minutes. It is very important that this process not create any issues or delays to the day to day operation of the grocery retailer.

Your objective is to be a more effective and efficient option for your retail partner than throwing product in a compactor or dumpster. Having a strong pickup driver, approach and process within the store is extremely important to the success of any retail food recovery.

## Appendix D – Farmer’s Food Recovery material example

### 1 – Farmer’s Food Recovery Program Agreement

By this agreement entered into on or before the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, it is understood that the undersigned farmer (“Recipient Farmer”) may receive prepared, perishable or non-perishable culled product (the “Culled Product”) from the Sharing 4 All Perishable Food Recovery Program (“S4APFP”), a project of Food 4 All Food Bank, as part of the program being carried out by the S4APFP, such culled product being obtained by S4APFP from donors (the “Donors”). Recipient Farmer, in consideration of the supply of culled product by S4APFP to Recipient Farmer and other valuable information, warrants and agrees as follows:

#### Obligation of Recipient Farmer

- a. Responsibility for Providing Culled Product to Animals
  - i. As between Recipient Farmer and S4APFP, Recipient Farmer bears the sole responsibility for deciding whether or not to provide the culled product to animals for consumption.
- b. Trained Staff to Inspect Culled Product
  - i. Recipient Farmer will ensure staff are trained to inspect all culled product from S4APFP and before consumption to ensure the fitness for consumption of the culled product.
- c. Compliance with Guidelines
  - i. Recipient Farmer will comply with and observe all guidelines issued to Recipient Farmers from time to time respecting the S4APFP program or the local Health Authority.
- d. Redistribution Restriction
  - i. Culled Product supplied to the Recipient Farmer is to be used only for the purpose defined in the Recipient Farmer Agreement. Redistribution to other organizations, sale or any other use not specifically defined in the Farmer Agreement is strictly prohibited.
- e. Responsible Disposal of Food Packaging Materials
  - i. It is understood that the Recipient Farmer will make every effort to responsibly dispose of any packaging materials containing culled product, such as recycling or composting to reduce environmental impacts.
- f. Picking up Culled Product on Arranged Dates
  - i. It is the responsibility of the Recipient Farmer to pick up culled product by 5 pm at designated location on each arranged pick up day. If the Recipient Farmer is unable to pick up on their arranged day, they must make every effort to notify the S4APFP by 2 pm on that day. If the Recipient Farmer misses their arranged pick-up without notice on more than two occasions, S4APFP will terminate this agreement and make alternative arrangements with another Recipient Farmer.

## 2. Warranty, Disclaimer, Release and Indemnity

- a. Warranty of Recipient Farmer. As of the date of this agreement and throughout its participation in the S4APFP program, Recipient Farmer has and will have;
  - i. adequate transportation and storage to ensure the safekeeping of all culled product;
  - ii. staff with the necessary skills, ability and training to utilize adequate food handling procedures;
  - iii. a current agricultural licence from the Province of British Columbia where applicable.
- b. Culled Product “As Is”
  - i. All culled product is accepted from FRP and the Donors on an “As-Is” basis and without any representations or warranties, either expressed or implied as to quality or fitness for purpose or otherwise, in connection with the culled product.
- c. Release and Indemnity of Sharing 4 All Perishable Food Recovery and Donors
  - i. Recipient Farmers hereby releases S4APFP, the Donors and their respective officers, directors, agents and employees (the “indemnities”) of and from any claims, liabilities, causes of action, losses and damages whatsoever arising out of or resulting from the handling, supply, or consumption of the culled product, including, without limitation, claims, liabilities, causes of action, losses and damages for negligence, regardless of who suffers same, and agrees to indemnify each of the Indemnities from and against any and all claims, liabilities, causes of action, loses and damages by anyone arising out of or in any way attributable to:
- d. The handling, supply, or consumption of any of the culled product.
  - i. In no event will S4APFP or the Donors be liable to the Recipient Famer for damages for any incidental, consequential, or special damages, even if caused by S4APFP or the Donor’s negligence and even if S4APFP or the Donor has knowledge of the possibility of such potential loss or damage. If, despite the forgoing limitations, for any reason S4APFP or the Donors become liable to the Recipient Farmer for any damages incurred in connection with the handling, supply, or consumption of any of the culled product, then, the aggregate liability of S4APFP and the Donors for all damages, injury, and liability incurred by S4APFP or the Donors shall be limited to an amount equal to the value of the culled product which was related to such damage, injury, or liability.

## 3. General

- a. Amendment
  - i. This agreement may be amended only with the written consent of all parties.
- b. Cancellation of Recipient Farmer Participation
  - i. S4APFP may cease providing culled product to Recipient Farmer at any time at S4APFP’s sole discretion.
- c. Entire Agreement

- i. This agreement supersedes all previous representations, warranties, dealings, agreements, understandings and expectations of the parties regarding the subject matter hereof, and there are no other representations, warranties, understandings, conditions, agreements, or expectations except as set out herein.
- d. Parties not Agents
  - i. Except as otherwise expressly provided in this Agreement, neither party will act as the legal agent for the other or otherwise cause the other to incur liability in any manner whatsoever.
- e. Law
  - i. This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia.
- f. Severability
  - i. If any covenant or provision of this Agreement or of a section of this Agreement is determined by a Court of competent jurisdiction to be void or unenforceable in whole or in part, then such void or unenforceable covenant or provision shall not affect or impair the enforceability or validity of the balance of the Section or any covenant or provision.

Recipient Farmer and Farm (print)

Authorized Signature

Sharing 4 All Perishable Food Recovery Representative & Title (print)

Sharing 4 All Perishable Food Recovery Representative Signature

## Appendix E – Program Structure/Set-Up material examples

### 1 – First meeting agenda – example

#### SAMPLE FIRST MEETING AGENDA (ALLOW APPX 1.5 HRS)

1. FOOD RECOVERY DEFINITION
  - a. Some stakeholders may not be familiar with the term "food recovery". Present a definition and some examples of food recovery.
  
2. REVIEW RESEARCH
  - a. Have the group review the lists of existing programs & services and add or delete info as necessary.
  
3. DETERMINE CHALLENGES THAT ARE PREVENTING FOOD RECOVERY
  - a. This will help identify what needs to be done to encourage food recovery. Some of the challenges you may hear are:
    - i. agencies have no budget or transportation to pick up food donations
    - ii. concerns about liability
    - iii. agencies that receive donations have limited hours for receiving/distributing food
    - iv. donors don't know who to contact when they have food to donate
    - v. food bank will become a dumping ground
    - vi. too labour intensive with too many volunteers needed.
    - vii. No grocery stores or donors available
  - b. Be sure to record these challenges; they will be used to create your objectives.
  
4. VERIFY SUPPORT FOR A FOOD RECOVERY PROGRAM
  - a. Does the group generally agree that there is a need for better food recovery?
  
5. CONTACT LIST
  - a. Who is interested in helping get the program started? Some may choose to be active participants, some may prefer to just receive progress updates. Either way, keep those lines of communication open!
  
6. ACTION ITEM: DONATIONS SCHEDULE
  - a. Ask for one or more people from the group to create a schedule of donation pickups that are already happening (if any). This will be used at the next meeting to identify where and when a food recovery program would be most helpful. Have this information compiled for the next meeting.
  
7. NEXT MEETING
  - a. Set a date, time and place.

## Appendix E – Program Structure/Set-Up material examples

### 2 – Terms of Reference – example

#### Terms of Reference

Each committee should have a terms of reference for its members. Terms of reference is a small document that outlines the key elements for participating in the committee such as:

1. Name of the group
2. Purpose of group
3. Governance (who does the group report to)
4. Composition (how many people, who do they represent)
5. Meetings (frequency, duration, chair, minutes)
6. Membership (how do people become members of the committee, how to they remove themselves, under what terms can a committee member be asked to leave)

## Appendix E – Program Structure/Set-Up material examples

### 3 – Program’s Values, Goals and Objectives – example

#### Program Values

1. Partnerships
2. A Secure Local Food System
3. Social Responsibility
4. Environmental Responsibility
5. Accessibility

#### Program Goals

1. Decrease food waste in the community.
  - i. We have kept over XXX pounds of food out of the landfill including food packaging.
    1. Education provided to recipients about household food waste in order to reduce their own waste.
2. Increase the nutritional value of food bank-distributed food.
  - i. Increased fresh produce quantities for food bank clients.
  - ii. We have provided most food bank clients with meat each week since program inception.
  - iii. Support a balanced selection of food including: fruits and vegetables, meat, dairy, and grains.
3. Provide alternative schemes for food collection and distribution in addition to the food bank.
  - i. Families, seniors, clients and agencies receive food through this program.
  - ii. Food is publicly distributed to families, seniors and agencies each Wednesday.
  - iii. Food is provided to families accessing Sharing 4 All Perishable Food Recovery programs three times per week (Monday, Tuesday, and Thursday).
  - iv. Food products remaining on Thursdays are distributed on Friday at the food bank.
4. Provide employment through program operations.
  - i. Employee #1 hired to handle daily tasks of the program through the Supported Employment Program.
  - ii. Employee #2 hired to oversee the program and perform all administrative duties.
5. Decrease food costs for Sharing for All Perishable Food Recovery programs and other community agencies.

- i. Many of our programs and residential homes receive food on a regular basis, decreasing their food budgets.
- ii. We serve over XXX agencies to help with their food resources.

### **Program Objectives**

1. Collect surplus food and redistribute to vulnerable citizens.
  - i. Host community meetings to present program rationale and process.
  - ii. Solicit donations from major grocery stores.
  - iii. Provide regular food distribution for vulnerable citizens.
  - iv. Connect with social agencies for distribution schemes.
  - v. Direct a significant portion of donated foods to the Food 4 All Food Bank to help feed our most vulnerable citizens.
2. Provide an affordable, reliable system for the donations of surplus food.
  - i. Contract an employee to conduct daily food pickups to donors.
  - ii. Record all weights from incoming food donations (date, location, item).
  - iii. Assess incoming food as edible or inedible to ensure Food Safe procedures are being met.
3. Help donors feel more comfortable about liability concerns.
  - i. Educate food donors about Bill 10-1997, The Food Donor Encouragement Act.
  - ii. Discuss potential concerns with donors and sign agreements.
  - iii. Educate food donors that the liability of donating food for animal consumption lies with the farmer, not the donor.
4. Ensure that the food recovery program meets all food safety regulations.
  - i. Research what municipal, provincial and federal food safety regulations are in place to ensure the program meets or exceeds the regulations.
  - ii. Consult with Interior Health for safe food handling procedures.
  - iii. Incorporate food safety training and policies into program operations.
5. Secure long-term funding for a food recovery program.
  - i. Solicit local donations through fundraising events and donation requests.
  - ii. Apply for grants to help cover program costs.

## Appendix E – Program Structure/Set-Up material examples

### 4 – Optional Business Plan structure - example

Everything that you have done to this point can now be summarized into a business plan with this outline:

1. Executive Summary
2. General Description
  - a. Introduction
  - b. Mission statement
  - c. Values
  - d. Current environment
  - e. Keys to success
  - f. Services provided
  - g. Measurable goals and objectives
  - h. Challenges
  - i. Long-term plans
3. Management & Organizational Chart
  - a. Reporting Structure
  - b. Advisory Groups
  - c. Sub-committees (if needed)
4. Operational Plan
  - a. Location
  - b. Business Hours Equipment needed
  - c. Personnel
  - d. Strategy & Implementation with Timelines
  - e. Legal considerations
  - f. Flow chart of activities
  - g. Backup Plans
  - h. Budget Administration
5. Finances
  - a. Current budget
  - b. Future budget needs
  - c. Start up funds/in-kind
  - d. Future plans for sustaining funds
  - e. Control measures

## Appendix E – Program Structure/Set-Up material examples

### 5 - Disclaimer - example

These food items have been recovered from local grocery stores. They have been deemed 'unfit for sale'.

Each item that has been recovered has been inspected and appears 'safe' for distribution by our staff and volunteers.

You will notice that dairy products may be close to or past the 'best before date'. At Sharing 4 All Perishable Food Recovery we follow Food Banks Canada's Guidelines for Distribution, which are available upon request. These guidelines allow food banks and food recovery programs to distribute items beyond their best before dates as long as the items have been inspected for defects and are unopened. These guidelines allow us to provide you with highly nutritious foods like yogurt, meat, cheese, produce and milk by allowing distribution of these items beyond the dates set by the manufacturer. In many cases, these dates have nothing to do with when an item will spoil or become unsafe to consume and have more to do with the manufacturer wanting to sell more product.

Please check the items yourself and take items that will help you and your family/agency.

Please do not hesitate to ask staff about any concerns or questions you may have.

## Appendix F – Marketing Materials examples

### 1 – You Tube Video Channel - example

<https://www.youtube.com/channel/UCgINyGcatNy19whFVOMUk4w>

## Appendix F – Marketing Materials examples

### 2 – Program 1-pager - example



**food**  **SHARE**  
saving food - feeding hope

- foodSHARE is the largest food recovery program operated by a food bank in Western Canada.
- 1.5 million pounds of close-dated perishable product was diverted from the landfill last year and delivered to 7,000 clients, 45 community agencies that make meals and 6 farmers who use expired product for animal feed. This initiative is zero waste.
- Healthy product including meat, dairy, produce and bakery items are available to our clients weekly.
  - 45% - 7,000 clients
  - 25% - 45 agencies and schools in Kamloops that provide meals
  - 30% - 6 Farmers for animal feed (typically expired when we receive it)
- We are a leader in food recovery and have welcomed food banks from across Canada to share our model and systems.

## Appendix F – Marketing Materials examples

### 3 – Infographic - example



## Appendix G – Logistics Examples

### 1 – Specific Food Recovery Program Procedures - example

(customize to each store)

#### Step 1: Pick Up from Donor(s)

1. Pick up freezer blankets and reusable bags at xxx). Drive Community Connections (CC) FRP vehicle to donor location beginning at 9 am, ensuring that you wear your Community Connections FRP nametag.
  - a. Mondays (8:30 am): Starbucks, Tim Hortons, Save-On Foods, Southside Market
  - b. Tuesdays (9:00 am): Save-On Foods, Southside Market
  - c. Wednesdays (9:00 am): Save-On Foods, Southside Market
  - d. Thursdays (8:30 am): Starbucks, Tim Horton’s, Save-On Foods, Southside Market
  - e. Fridays (9:00 am): Save-On Foods, Southside Market
  - f. Farmers Market: Winter- every 2nd Thursday (4:45 pm), Summer- every Saturday (1:45 pm)
  
2. Enter retailer location and pick up donations for the FRP.
  - a. Save-On Foods: Proceed to Deli/ Meat entrance and use one of the carts there. Visit each department addressing yourself as “with Community Connections’ Food Recovery Program” and asking if they have any donations. Wheel the cart to the vehicle and unload into vehicle. High risk items (including meat and dairy) require coverage by a thermal blanket. Return cart back to department. \* NOTE: Produce department will provide rubbermaid bins with food donations. These bins are to be returned later in the day along with milk crates.
  - b. Southside Market: Proceed through front doors and speak with Produce staff. Let them know that you are with the Community Connections’ Food Recovery Program. The store compiles all donations beforehand and the Produce staff will provide the donations. Drive vehicle around the back of the store and receive the donations from the back door from a staff member. Use permanent marker and write SS on the boxes for future source clarification.
  - c. Tim Horton’s: Proceed through front doors and head to the far side of the counter (closest to the bathrooms). Wait there until an employee is available and inform them that you are with the Community Connections’ Food Recovery Program. They will bring rubbermaid totes from the cooler for you to take to the main office. These bins get returned later that day.
  - d. Starbucks: Proceed through front doors to left-side of the counter. When staff is available, inform them that you are with CC FRP. The staff will give you rubbermaid bins from the cooler. Load the bins into the vehicle to be sorted in the FRP room. These bins will be returned later that day.
  - e. Farmers Market:
    - i. Winter- Bring rubbermaid totes from the Cooler Room to the Market. Go around to each vendor and ask if they have donations for the FRP. Load food

products into bin and store overnight following safe food storage methods for delivery to the Food Bank the following morning. Bring food to Food Bank (basement of the Legion) on Friday morning at 8:00 am.

- ii. Summer- Obtain key from FRP Manager prior to Saturday. Take empty rubbermaid containers from cooler room and load onto cart located behind CC office. Unlock cart using designated code. Wheel cart over to Farmers Market location and ask each food vendor if they would like to donate to the FRP. Load up rubbermaid bins and cart and return to CC. Lock cart to fence.
- f. Return to Community Connections' main office (314 Second Street East) and park in designated spot behind the building. Back up the vehicle into the stall to help with unloading products.

## Step 2: Process incoming food

1. Enter through backdoor to the basement or if you don't have a designated key in your possession, enter through front entrance and walk through building to backdoor to prop it open.
2. Unload all contents from the vehicle in a safe manner, one box at a time to the bottom of the stairs. A dolly is located in the cooler room, which can be placed at the bottom of the stairs to assist with transport of multiple items. Load the dolly and wheel the dolly to the FRP room.  
*\*NOTE: Use caution when approaching doorways and pick front end up of dolly to maneuver over the lip of doorway.* Unload boxes inside FRP room and continue to unload all items until the vehicle is empty.
3. Weigh all incoming food items, using the scale provided. Turn on scale and allow it to balance itself. Once it reads 0.0, begin weighing boxes, one at a time beginning with high risk foods (meat and dairy). Record weights of boxes on the FRP Capture Sheet under the designated source (Donor); followed under the appropriate category (dairy & juice, bread, protein, produce, non-perishables). Then weigh low-risk boxes and place on table for future sorting. Use a different data table for each source of donations. Leave completed sheets in blue folder in the FRP cupboard.
4. Check all fridge and freezer temperatures and record on Temperature Log. If temperatures are outside of the desired range, notify program managers.
5. Check if there are any food products in fridge. If so, check best before dates to ensure they comply with safe food distribution guidelines as per Food Bank Canada. If they are deemed inedible, pull items out of fridge and put aside for a later disposal (after all high risk items have been placed into fridge/ freezer).  
**Sequence of processing: Meat → Dairy & Juice → Cakes → Eggs → Produce → Bread**
6. Cross off all UPC symbols with a permanent marker, checking the Best Before dates to ensure foods are not too far past their dates. Begin with high-risk foods, including meat, dairy, highly

perishable fruits and vegetables- sprouts, cut foods. Use a paper towel to dry the container's UPC code before crossing off the UPC with the marker. Immediately after crossing off the UPC of high risk foods, place meat into Cooler Room chest freezer. Place remaining high risk foods into FRP fridges, unless designated to go into Cooler Room fridge for CC internal use.

7. Inspect dairy products for their best before dates (check Food Bank Guidelines), for any leaks or cracks, or if seal has been removed. Set aside for the FRP team to determine its consumption safety. *\*NOTE: Use a "First In, First Out" principle when stocking the fridge. Pull older stock to the front of the shelf and place newer stock behind. Also, display similar products together for easy viewing.* Cakes are to be frozen in back freezer until a maximum of 10 cakes. After that quota, cakes may be placed into FRP freezers. If dairy is on its last day of safe distribution and it will not be utilized that day, then milk can be placed into freezer to be utilized at a later date.
8. Check tablecloth is not soiled. Please use vinyl cover on top of table end (¼ of the table) for processing produce and eggs to contain spills.
9. Repackaging foods. Wash hands with soap and water (for at least 30 seconds) immediately before touching food. Place items that are susceptible to contamination or that can be portioned into the plastic food-grade bags provided. Use only cleaned and sanitized knives and cutting boards if required, which are located in kitchen. Repackaged items require a label stating: Source (ie. Save-On), Date repackaged, allergens contained. This does not need to be done for fruits and vegetables unless they are altered. Recycle all excess packaging in designated bins (Refer to Appendix).
  - a. Remove the mold from cheese blocks. Remove cheese from packaging and cut 2.5 cm beyond the mold. Portion the remaining cheese and rebag into clear plastic bags. Do not cut soft cheeses, only hard. Discard the moldy bits into the Compost bin (refer to Appendix B).
  - b. Repackage eggs into half cartons working on the vinyl table cover. Start by preparing soapy water in designated bucket (bucket located under kitchen sink), using 1:10 ratio of dish soap to water. Dispose of broken eggs in the Compost Bin (refer to Appendix ). Wash eggs that are contaminated with broken egg liquids, using the soapy water mix and dry with clean cloth before repackaging. Soiled cartons can be discarded into Compost Bin after sticker is removed.
  - c. Bagels and muffins received from Tim Hortons are to be divided into portions of assorted four and six bagels/ muffins per bag.
10. Sort through produce to deem it as edible or not. This requires good judgement in assessing the produce. Look for visible signs of spoilage or rot including: mold, slime, smell, soft spots, discoloration, etc. Visibly noted mold or spoiled produce can be discarded into designated bins immediately. *Use a rule of thumb- would you prepare, process and/or eat it? (ie. Sometimes an apple will have a soft spot, but the rest can be utilized).* When there is one rotten piece of fruit or veg in a package, remove the rotten food. If the container is soiled from this rotten food,

clean and repackage the remaining food. Produce should be sorted with similar items in baskets and placed into the fridge.

11. Cross off UPC's on bread products. Sort bread onto table with other similar bread products (ie. bagels with bagels), making it presentable and organized. The bread products can be spread out to fill the space for easy viewing (do not stack if avoidable). Pay attention to best before dates and condition of bread products (look for visible signs of spoilage including mold).
12. Sort through Tim Horton's and Starbucks' donations and bag bulk items. Bag 6 assorted bagels together in a bag and tie top of bag. Bag 4 muffins together in a bag and tie bag. If Starbucks donates bulk treats, portion products into smaller bags.

### Step 3: Clean Up/ Prep Before FRP Distribution

1. Pick up small Compost and Animal Feed bins from the Upstairs Office Kitchen and bring down to FRP room. Dump small bins into appropriate larger bins. Take the small bins back upstairs and wash bins using soapy water, then place back in designated spot in kitchen. Collect spoiled foods in large bins as you sort the donations.
2. Close lids and remove large Compost and Animal Feed bins out of FRP room and place in designated area, using the following chart for reference. All outgoing bins must be weighed prior to leaving on the Farmer Donations sheet.

Type of Bin Bear	Season	Non-Bear Season
Animal Feed Bin (Not Full)	Cooler Room	Cooler Room
Animal Feed Bin (FULL)	Reception	Behind CC Building
Compost Bin (Not full)	Cooler Room	Cooler Room
Compost Bin (FULL)	Reception	Behind CC Building

3. Recycle all plastic food wrap, bags, styrofoam into cooler room recycling bin and all "curbside-friendly" packaging into recycling bin under the stairwell. Ensure that all packaging is rinsed and dried before placing in bin.
4. Put away all tools and supplies back into the FRP cupboard. Wipe down vinyl sorting cover with sanitizing solution, fold up and store under trolley.
5. Dump soapy water in kitchen sink and dry out bucket. Place bucket underneath sink in kitchen.
6. Break down cardboard boxes and load into the CC vehicle to be dumped into cardboard recycling bin located behind 7-11 and Lordco (approved bin).
7. Leave a supply of six milk crates in cooler room; load the rest in CC vehicle to be returned to donor later that day.

8. Vacuum (if required).
9. Open cubby door and main door to allow recipients in.

**Step 4: Clean Up/ Prep After FRP Distribution**

1. Put all vegetables that are on table into fridge.
2. Pack up all bread into plastic totes for prevention of pest control. Leave totes on top of table.
3. Wipe down areas with sanitizing spray.
4. Vacuum (if required).
5. Check garbage for odors, capacity, and ensure no recycling ended up in garbage bin.
6. Shut off lights and close door.

## Appendix G – Logistics Examples

### 2 - Refrigeration Log

CHECK TO INDICATE

PICK UP DATE

REFRIGERATED OR NON-REFRIGERATED LOAD

VEHICLE TEMP

STORE SIGNATURE

FOODSHARE SIGNATURE

(If there are "keep refrigerated" products, store must take temperature of the pick up vehicle. Temperature must be less than 4°C (40°F), if not, do not load.)

## Appendix G – Logistics Examples

### 3 – Google Forms

<https://www.google.ca/forms/about/>

## Appendix H – Safe Food Handling Information

### 1 – Safe Food Handling Program – Food Banks Canada

[https://www.foodbankscanada.ca/getmedia/5caec99b-31b6-4ee0-9bab-aba08bb5c17d/FINAL-Safe-Food-Handling-Standards\\_Sept\\_29\\_2010.aspx](https://www.foodbankscanada.ca/getmedia/5caec99b-31b6-4ee0-9bab-aba08bb5c17d/FINAL-Safe-Food-Handling-Standards_Sept_29_2010.aspx)

### 2 – Industry Food Donations Guidelines – BC Centre for Disease Control

<http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/EH/FPS/Food/Food%20Donation%20Guidelines%20Complete.pdf>

### 3 – Standards for the donation of Game Meat – BC Centre for Disease Control

<http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/EH/FPS/Meat/StandardsfortheDonationofCulledGameMeatsFINALDec2012.pdf>

### 4 – Guide for Handling Foods past their Best Before Date – Food Banks Canada

<http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/EH/FPS/Food/FoodBanksCanadaGuidelinesforFoodShelfLife2013.pdf>

### 5 – Canadian Food Inspection Agency

<http://www.inspection.gc.ca/food/eng/1299092387033/1299093490225>

### 6 – BC FoodSafe

<http://www.foodsafe.ca/>

## Appendix I – Frequently Asked Questions or Concerns

### 1 - Concerns and questions when starting a Food Recovery Program

- **There are no available grocery stores in our community**
  - Consider what are the food sources for the community if there are no grocery stores. What is your food source for the community – this is your targeted source. For example:
    - restaurants,
    - farmers,
    - wholesalers,
    - trucking/transportation companies,
    - resorts,
    - gleaning,
    - community gardens.
  
- **Grocery stores do not cooperate, or head office has not given permission**
  - Mend any relationships by: invite to events, give opportunities to have meaningful relationship; enlist advocates for your food bank,
  - Offer a trial or a pilot project for a specific time frame
  - Invite local store and staff for tour, give them a visual, show them what you are doing.
  - Stores are trying to avoid negative media attention on waste – explain to them how they will benefit by not wasting surplus food.
  - Donating food helps the stores by saving dump fees. – Show stores how they will save money – approach from a business perspective.
  - It will take time to develop a relationship with your local grocery stores, keep trying
  
- **Liability issues and concerns**
  - Explain Bill 10 and the Food Donor Encouragement Act (Provincial)
  - Good Samaritan Act (Federal)
  - CFIA website – Best Before dates are not a safety issue.
  - Explain to them how you ensure the safety of the food you receive. Temperature control, safe transportation, storage, and distribution.
  - Brand control – bar codes crossed off (no returns)
  - Have a packet of information, in print that they can read and understand – be willing to use the donor’s agreement instead.
  
- **No staff or volunteers are available**
  - Start small - engage just one store and one day per week to begin, perfect your processes, create structure and procedures.

- Encourage the support of your community, publicize what you are doing and how it positively affects the community and environment.
  - Consider redirecting funds away from purchasing food to a paid staff member.
  - Partner with another community organization
  - Churches
  - Volunteer organizations
  - Practicum programs
  - Corporations can be encouraged to volunteer in groups as a team building initiative
- **Too expensive**
    - There are expenses, but food recovery will put additional healthy food in clients' hands per dollar spent than any other system. Be financially aware of where money is being spent.
    - Work experience grants, Food Banks Canada Capacity, Service Canada Summer student, YMCA summer student exchange, Canada World Youth, United Way funding, Community Gaming grant are worth exploring.
- **Food Bank will become a dumping ground**
    - Yes – however all food received can still be utilized in some way, food bank, animals or compost.
    - Even if half is unfit for consumption, it will be more than you would have received and as well, the other half has been diverted from a land fill.
    - Track donation history for each donor – assess the value of food received over time – if not a good fit for food bank, redirect donor to farm or compost.
- **Too labour intensive, Too much processing and handling**
    - Encourage the support of your community, publicize what you are doing and how it positively affects the community and environment.
    - Start small, one store, one day per week – grow your volunteers as you grow your program. Most communities are eager to be involved when they understand how positively the environment is affected.
    - Partner with other agencies when they realize the variety and abundance of food available.
- **Already doing food recovery**
    - Food Recovery involves every category of perishable products, meat, dairy, produce, bakery items, prepackaged meals, farm produce, gleaning projects.
    - Zero-waste is the ultimate goal as it maximizes the healthy food available to clients while reducing landfill waste, methane production.
    - 7 day or regular, dedicated collection from donors
    - Accepting all donations

- Proactively seeking new relationships for donation sources
- Goal being zero-waste
- Food recovery is making it easier and simpler for a grocery store to donate product rather than disposing of it.
  
- **No farmers to take waste – urban areas**
  - Delivery to areas where farmers are able to receive
  - Consider other options to dispose of waste product, contact local disposal company
  - Many communities have urban chickens, make daily pick up available for individuals – for example, an advertisement on “Urban Hens”
  - Contact community gardens, offer waste for composting
  - Contact SPCA or Wildlife organization that may take meat or produce for animal feed
  - Pay or partner with disposal company – factor in cost savings in food surplus against cost of disposal.
  - By starting your project on a small scale, the options for waste disposal will grow as well
  
- **It is undignified to give leftovers to people that are risk of hunger**
  - There is a tremendous amount of healthy, viable fresh product available.
  - There may be only one bad item in a bag which can be culled while saving the rest.
  - There are misconceptions around best before date. Make your community aware of how best before dates works.
  - Increase awareness in your community of what food recovery is.
  - If you have a client choice system, then clients may choose products they consider appealing.
  - Donations are carefully assessed when received, anything that is not suitable is used for other purposes.
  - Every food bank should choose the level of acceptance that they find appropriate for their food bank.