



## WHAT STAFF NEED TO KNOW ABOUT FOOD DONATIONS

### WHAT STAFF NEED TO KNOW ABOUT... HOW TO IDENTIFY FOODS FOR DONATION

Staff training is a key part of your food donation plan. It is your staff who will ensure food safety, interact with recipient organizations, and look after day to day operations.

#### WHAT STAFF NEED TO KNOW ABOUT... HOW TO IDENTIFY FOODS FOR DONATION

WHAT, WHEN, WHERE	FOOD SAFETY & BBD
<ul style="list-style-type: none"> <li>• What type of foods can be donated</li> <li>• When to pull foods for donation (2 days before BBD, on BBD, etc.)</li> <li>• Where in your operations to look (stock, prep area, coolers, retail floor, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Safe food handling practices</li> <li>• Temperature control at all stages</li> <li>• Date stamp interpretation and application*</li> <li>• Labelling perishable donations</li> <li>• Pick up &amp; drop off checklists</li> </ul>
DONATION SCHEDULES	INTERNAL POLICIES
<ul style="list-style-type: none"> <li>• Standing donations – schedules, recipients, contents of donation</li> <li>• One-time donations – when &amp; how to make arrangements with recipients</li> <li>• Pick up &amp; drop off – schedules and contact information</li> </ul>	<ul style="list-style-type: none"> <li>• Standard operating practices about what, why, when, where, and how to donate</li> <li>• Paperwork, labelling, and tracking requirements when foods are pulled</li> <li>• Processes for interacting with recipients and drivers about donations</li> </ul>

\*See Date Stamps & Labels Fact Sheet

## WHAT STAFF NEED TO KNOW ABOUT... HOW TO PREPARE FOODS FOR DONATION

STORAGE	IDENTIFICATION	RECORD KEEPING	TEMPLATES
<b>Know how, why, where:</b>	<b>Label products or batches:</b>	<b>Set up tracking spreadsheets or forms:</b>	<b>Create templates for repeat paperwork:</b>
<ul style="list-style-type: none"> <li>• Where to store refrigerated, frozen, and shelf stable donations</li> <li>• How to package donations for pickup or delivery</li> <li>• How long each item can be stored to ensure safety and freshness</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly identify what is for donation vs sale vs waste</li> <li>• Label boxes, pallets, shelves, etc. with contents and intended recipient</li> <li>• Allergy info, lot codes, production &amp; donation dates, storage instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Inventory flow tracking (prep, pull, and usage)</li> <li>• Fair market value of donations</li> <li>• Tax receipt info</li> <li>• Waste diverted by donating (weight, volume, or count)</li> <li>• Wasted food that could be donated in future</li> </ul>	<ul style="list-style-type: none"> <li>• Product labels</li> <li>• Pallet and shelf labels</li> <li>• Memoranda of Understanding or donation agreements</li> <li>• Timelines and procedures for pulling foods</li> <li>• Schedules for pick up or drop off</li> </ul>

### WORKING WITH STAFF AND VOLUNTEERS FROM RECEIVING ORGANIZATIONS

#### USE LIAISONS TO COMMUNICATE

- Build respectful relationships and learn about donor-recipient concerns
- Simplify the process with “go to” contacts

#### MATCH DONATIONS WITH RECIPIENT NEEDS AND CAPACITY

- Find organizations that need the type of foods you are able to donate
- Consult with recipients before including new items in a donation

#### SCHEDULE AND PLAN FOR DELIVERY OR PICK UP

- Ensure temperature sensitive donations are transported in a refrigerated truck and have appropriate cold storage upon receipt
- Give as much advance notice as possible

#### WORK EFFECTIVELY WITH VOLUNTEERS

- Know that they may have less training than your employees
- Minimize opportunities for mistakes or misunderstandings

### ELEMENTS TO INCLUDE IN MEMORANDA OF UNDERSTANDING, AGREEMENTS, OR CONTRACTS

#### CONTACT INFO

- Donor name & address
- Recipient name & address
- Liaison names & contacts
- Program run by recipient

#### DONATION DETAILS

- Acceptable food types
- Min/max donation size
- Pick up/delivery schedules

#### POLICIES & PROCESSES

- Standard paperwork
- BBD policies
- Receipt requirements

Download templates for labels and MOUs and sample clauses for donation agreements from the BC Centre for Disease Control: <http://www.bccdc.ca/health-info/food-your-health/healthy-food-access-food-security#Donation--guidelines>