Food Rescue Requirements

A guide to help you through the requirements of participating in Food Rescue
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At Feeding San Diego, we strive to connect every person facing hunger in San Diego with healthy food. So how can we achieve this goal? It’s simple – through food rescue.

More than 38% of food produced in the U.S. goes to waste every year. Feeding San Diego rescues high-quality, nutritious, surplus food from all types of food donors, such as farms and grocery stores. Then, we work with agency partners who distribute the food to people in their community.

Introduction to Food Rescue
General Requirements

**Cold Storage Capacity**
Refrigerator and freezer units are required in order to properly store cold/frozen rescued food.

**Dry Storage Capacity**
Dry Storage such as shelves or racks are required to safely store dry good at least 6 inches off the ground.

**Vehicle Capacity**
Must have access to reliable transportation. For large quantity food rescue pick-ups, a van or truck might be needed. If picking up from a location more than 30 minutes away, a refrigerated vehicle is required.

**Volunteer/Staff Support**
To support with pick-ups, sorting, and weighing products.

**Technology**
A mobile device or computer is needed to submit receipts on MealConnect.

**Distribution Frequency**
Decide which distribution frequency is best for your agency and community (Weekly, bi-weekly, etc).
Onboarding Checklist

These are action items to be completed in order to participate in Food Rescue:

- Food Rescue Training Videos
- Food Rescue Quiz
- Set up MealConnect Account
- Receiving food rescue equipment from your Partnership Coordinator
- Attend first roll-out meeting
- Submit donated pounds receipt on MealConnect
<table>
<thead>
<tr>
<th>EXPECTATIONS</th>
<th>WHAT TO DO</th>
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| **PICK-UPS** | • Arrive on time  
• Bring food safety equipment (freezer blanket and therma-pen)  
• Be respectful with store personnel |
| **RECEIPTING** | • Weigh donations from each individual pickup  
• Report pounds on MealConnect within 7 days  
• If you had a last minute missed pick up, still submit a receipt as "pick up not attempted" |
| **COVERAGE** | • If you are unable to take all donations due to transportation capacity, call your Partnerships Coordinator  
• If you need coverage for a pick-up, submit a Temporary Coverage Request under the Food Rescue Request Form |
| **FOOD SAFETY** | • Ensure product is transported within food safe temperatures  
• Report any food safety concerns or feedback immediately to your Partnerships Coordinator |
## RealTime vs. Recurring pick-ups

<table>
<thead>
<tr>
<th>REALTIME</th>
<th>RECURRING</th>
</tr>
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<tbody>
<tr>
<td>One time temporary pickup</td>
<td>Same pickup every week</td>
</tr>
<tr>
<td>Accept opportunity on MealConnect</td>
<td>Pre-established, recurring schedule</td>
</tr>
<tr>
<td>Submit receipt within 2 days</td>
<td>Submit receipt within 7 days</td>
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HOW TO RECEIPT

CLICK HERE FOR A STEP BY STEP GUIDE ON HOW TO SUBMIT RECEIPTS ON MEALCONNECT

You may come across different types of pickups; the following slide will differentiate between the four different situations.
**RECURRING PICKUP RECEIPT**

- Submit receipt within **7 days** of pickup
- Store connection is saved in MealConnect
- Receipt includes the day of pickup, the specific store, the donation categories, weight, and temperature of refrigerated items
- Every pickup needs its **own** receipt; i.e., if you pick up from the same store two times a week, you’ll need to post two separate receipts

**REAL-TIME RECEIPT**

- Submit receipt within **2 days** of pickups
- Receipt includes the day of pickup, the specific store, the donation categories, weight, and temperature of refrigerated items
- Accepted Real-Time posts **estimate** total weight only, submitted receipts need to include accurate weights collected from the scale

**REPORTING NO PICKUP**

- If you were unable to pick up for any reason (vacation/agency closure, experienced vehicle issues, your driver called out sick, etc.) please contact your coordinator as soon as possible.
- You will still need to report a receipt for the pick up, check the box “Scheduled Pick Up Not Attempted” and type the reason why the pick up was skipped by typing it into the box.

**REPORTING NO DONATIONS**

- Unfortunately, there may be times when stores have zero donations available. If this is the case, please reach out to your coordinator and report it on MealConnect by clicking the box, “No Pounds.”
- This will alert our food rescue team to reach out to the donor to figure out why there were no donations.
Agency receives food rescue equipment (freezer blanket, therma-pen, and scale) from Partnership Coordinator.

Conduct first pick-up with Food Rescue Coordinator.

Create and submit the donation receipt on MealConnect.

Timeline Overview

1. Verify Storage and Vehicle Capacity
2. Agency completes Food Rescue Training and passes the Food Rescue Quiz. Read and Signed the Food Rescue Resource Guide.
3. Confirm Food Rescue connection with Partnerships Coordinator
4. Agency receives food rescue equipment (freezer blanket, therma-pen, and scale) from Partnership Coordinator.
5. Conduct first pick-up with Food Rescue Coordinator
6. Create and submit the donation receipt on MealConnect.
Free Resources

Visit our Partner Portal for more resources and Partnership Coordinator contact information!

https://feedingsandiego.org/partner-portal/

QR Code to Partner Portal
Looking forward to working with you,

Agency Partner!