Food Safety & Donation Pickups
Points of Discussion:

1. Food Safety
   • Training & Certifications
   • Items to Bring
   • Transportation
   • Product Integrity Check
   • Prepared Foods

2. Donation Pickups
   • Types of Donors
   • Setting up a Donor Connection
   • Tips for a Successful Pickup
   • Feedback & Communication
Food Safety: Training & Certifications

- **ServSafe**: At least one staff member or volunteer is required to hold a current ServSafe certification.

- Certified staff are expected to train other staff members and volunteers on a regular basis.
Food Safety

It is imperative to keep the food and our community safe. Your team is expected to:

- Check temperatures
- Transport food safely
- Glean prior to distribution
Food Safety: Items to Bring

• Must bring to EACH pickup:
  o Freezer blanket
  o Thermapen (probe thermometer)
  o Temperature logs

• Temperature Logs: Different from your cold storage temp logs. See example

• For details & instructions on equipment, please refer to: How to Use Equipment module
Food Safety: Transportation

• **Travel Time:** Should **not** exceed 30 minutes

• Back-to-back pickups without a refrigerated vehicle are not allowed

• **Exception:** Travel over 30 minutes and back-to-back pickups are permissible **only** if using a refrigerated vehicle
Food Safety: Product Integrity Check

• **Sorting & Gleaning**: All donated product must be sorted & gleaned prior to distribution

• **Additional Resources**: Use Feeding San Diego’s Product Integrity and Sorting Guidelines, found in the Agency Resource Guide
# Food Safety: Prepared Foods

<table>
<thead>
<tr>
<th>Level of Food Preparation</th>
<th>Registration Required</th>
<th>Health Permit Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating (and reheating for hot holding), portioning, or assembly of small volume</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>commercially prepared foods, whole, uncut produce</td>
<td></td>
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<tr>
<td>• <strong>Example</strong>: Your organization rescues a catering tray of cooked vegetables and you wish to re-portion into smaller packaging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food preparation beyond heating, portioning or assembling of small volume</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>prepared foods</td>
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<tr>
<td>• <strong>Example</strong>: Your organization wishes to prepare a meal from scratch (lasagna)</td>
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</tbody>
</table>

[https://www.sandiegocounty.gov/content/sdc/deh/fhd/food/charitablefeedings.html](https://www.sandiegocounty.gov/content/sdc/deh/fhd/food/charitablefeedings.html)
Donation Pickups
Donation Pickups: Types of Donors
Setting Up a Donor Connection

- **Work with your Coordinator:** Share availability, preferences, capacity, etc.

- **Consistency is Key:** Expectation is to pick up at least once a week

- **Check FSD Partner Portal:** Opportunities posted weekly

- **First come, first served:** Opportunities are not 100% guaranteed

- **Store or day not listed?** Feel free to ask!

- **Rollout Meeting = Confirmation:** Must wait to receive a calendar invite from FSD team member; do **NOT** pick up on your own unless directed otherwise
Donation Pickups:
Tips for a Successful Pickup

• **Call ahead of pickup:** Gives donor time to gather donations; may save gas & time if no donations are available

• **Check In:** Always check in with the donor contact at the start of your pickup

• **Ask for help:** If no one answers receiving/back door, go to the front and ask for a manager’s assistance!

• **Please be patient:** You may need to wait up to 25 minutes to be helped with donations

• **Unsure if item is intended for donation?** Please ask, do NOT assume!

• **Share feedback with donor on the spot**

• **Check Out:** Allow donor to do a final check of donations before you leave
Donation Pickups: Feedback & Communication

- **Schedule Changes:** Contact your Coordinator *prior* to making changes to your pickup schedule; helps prevent confusion
- **Excess Donations:** If there are more donations available than you are able to safely handle & store, notify your Coordinator immediately
- **Feedback:** Please use the Food Rescue Request form to share pictures & feedback on donation quality, donor relationships, etc.
- **Pickup not working out?** Please notify your Coordinator and allow two (2) weeks to be disconnected
THANK YOU!