

Declining Donations

Every Agency Partner performing rescue has the right to decline product offered by a donor **due to food safety**. Otherwise, all food must be taken at every pickup. Agencies are not to pick and choose product. Please review the guidance below.

► **ON-SITE INSPECTION/DECLINING**

It's advisable to conduct a general inspection of donations before loading and to leave unsafe or non-distributable products with store staff. Be courteous and informative, letting store staff know the reason for declining the product.

► **WHY DECLINE ON-SITE?**

By communicating with store staff about what is unsafe, or otherwise not within our means to distribute, we set expectations for future donations and cut down on disposal fees.

► **ADDRESSING AN ISSUE WITH STORE STAFF**

If you find that you are having an ongoing issue with a donor and have addressed unsafe donations with store staff, contact your Partnerships Coordinator and fill out the Food Rescue Request form with the donor feedback. Always provide your Coordinator with photos whenever possible.

Reasons to Decline & Follow-Up Actions

↓ REASON #1: UNSAFE FOOD HANDLING ↓	↓ REASON #2: DISTRIBUTION CAPACITY ↓
<p>Temperature Safety Zone - Refrigerated items should be ≤ 41°F, frozen items should be frozen solid.</p>	<p>Overabundance - Donation is significantly larger than normal weekly average (common after holidays) and poses challenges with transportation, storage capacity, and/or timely distribution (before expiration). Please note that this should be an extremely rare occurrence, otherwise, notify your Coordinator for a donor connection that is right-sized for your organization's capacity and needs.</p>
<p>Unlabeled Product - Food does not have a label to indicate best by date and/or ingredients.</p>	<p>Non-Food - Food is the priority. You can take non-food items if capacity allows; otherwise, you may decline.</p>
<p>Unfit for Human Consumption - Food is rotten or otherwise inedible.</p>	
<p>Follow-Up Action: Item unsafe to distribute. Advise store staff to dispose of item.</p>	<p>Follow-Up Action: Advise store staff to contact Feeding San Diego for possible rerouting of donation.</p>

