

Partner Agency Retail Store Donation Program

Handbook & Training Manual



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3201 Robertson Rd. | Tyler, TX 75701 | 903.597.3663 | www.easttexasfoodbank.org

ETFB MISSION STATEMENT

To fight hunger and feed hope in East Texas

ETFB VISION STATEMENT

To end hunger in East Texas

Contents

Contents	3
Overview	5
Program Participation	6
Program Agreement	7
Pickup Equipment	7
Food Handler Certification	7
Being Good Partners	8
Retail Brand Protection	9
Picking Up from a Retail Store	9
What to Expect from Each Department	10
Pickup Procedures	12
Food Rescue Transportation	12
Agency Sorting & Storage	13
Product Arrival at Agency	13
Examine the Empty Box Used By Retailer for Donation	15
Evaluation for Signs of Cross-Contamination	15
Distinction between Non-Permeable and Permeable Containers:	15
Evaluation for Signs of Infestation	16
Food Rescue Safety Guidelines	16
Acceptable v. Unacceptable	16
Other Types of Donated Products	18
Shelf-Life Guidelines	18
Different Types of Food Date Codes	19
Shelf-Life Considerations	19
Food Safety Guidelines for Prepared Foods	20
Food Distribution	21
Distribution Guidelines:	22
Reporting	22
Reporting Pounds	22
Reporting Distribution	23
Thank You	24
Documents Referenced, Addendums, and Resources	24
East Texas Food Bank Agency Retail Pickup Guidelines	25
Retail Store Donation Program Handbook Review & Most Common Compliance Issues	27
ETFB Partner Agency Retail Store Donation Program Application	29
Partner Agency Retail Store Donation Program Contact Information	32
Partner Agency Retail Store Donation Program Donor Assignments & Pickup Schedule	33
Partner Agency Retail Store Donation Agreement	35
Partner Agency Retail Store Donation Program Equipment Agreement	39
Partner Agency Retail Store Donation Program Escalation Process	40
Use of Donated Goods Policy	42
Store Donation Pickup Report Template	43
MealConnect Reporting Categories & FAQs	44
Retail Store-Only Distribution Report	49
Retail Store Distribution Guidelines	50
Retail Pick-Up Monitoring Form	52
Temperature Record	55
Volunteer List Template	56
Dollar General Food Donation Contact Sheet Template	57

Date Codes Explained..... 58

Food Consumption & “Out-of-Date” Examples 59

Product Consumption Requirements (Meat and Dairy) 61

Name Badge Templates 62



Food donations across the country are decreasing while demand for emergency food assistance is increasing. In an effort to help fill in the gap, the East Texas Food Bank (ETFB) has expanded its East Texas Food Rescue (ETFR) program to incorporate a structured Partner Agency pickup component. This program will allow for better coverage and more donations to be rescued rather than discarded where it benefits no one.

Annually, nearly 40 million Americans rely on food pantries, soup kitchens, homeless shelters and other emergency feeding programs served by the Feeding America Network. Feeding America is the nation's largest charitable hunger-relief organization with a Network of more than 200 Member food banks and food - rescue organizations serving all 50 states, the District of Columbia, and Puerto Rico. The ETFB is one of those member food banks. ETFB is properly trained in the inspection and handling of food for safe consumption and must follow strict guidelines for record keeping, food handling, and warehousing. ETFB will use its expertise to properly train and certify qualified Partner Agencies for participation in this Retail Food Rescue Program.

Various retailers will be providing an invaluable community service through their food donations to the ETFB /Partner Agency Network. Donating unsellable, yet useable, products is a win-win situation. The Good Samaritan Food Donation Act protects businesses, volunteers and non-profit organizations from civil or criminal liability in the course of donating fit and wholesome food or grocery products for distribution to needy people.

Welcome

The ETFB welcomes you to the ETFB Partner Agency Retail Store Donation Program. Enclosed you will find information on various ETFB, IRS policies and procedures that must be followed. Your agency has been selected to Partner with ETFB in this program because of our shared mission to provide families with the nourishment and resources that will help them thrive and succeed. We look forward to working with you to feed, nurture, and empower the community.

Store Donation Definition

Store donation programs are programs in which grocery retailers agree to set aside non-perishable and perishable products, such as Deli, Dairy, Produce, Bakery, Market and Dry/Canned items for donation to the ETFB or an ETFB Partner Agency.

Why Partner Pickup?

Hundreds, or even thousands of pounds, that would otherwise be wasted can be distributed for consumption. Partner Agencies will also have the opportunity to receive more perishables, which have a higher nutrient content, for families in need. Additionally, the program will build stronger relationships with grocers and the local community.

Partner Agencies will not incur any ETFB Shared Maintenance Fees from any product received through this program.



Program Participation

To participate in the Partner Agency Retail Store Donation Program, the Partner Agency must do the following and commit to one (1) year participation:

- Complete the application to participate
- Train with East Texas Food Bank Staff
- Sign the Program Agreement & be paired with a retailer(s) – One (1) year participation minimum requirement
- Complete training with the retail store(s)
- Submit MealConnect Reports every Monday, by 12pm for the previous week's pickups; full month due by 3rd of following Month
- Practice ongoing food safety
- Remain in good standing with all requirements of the Agency Services and Finance Department.

If the Partner Agency is placed on hold by the Agency Services or Finance Departments, the Agency will not be allowed to pick up from retail stores until the hold has been lifted.

Partner Agencies must distribute food to the public frequently enough to prevent donated items from spoiling on their shelves. Agencies that are open less than once a week will not be considered for the Retail Store Donation Program, unless assigned to a retailer that only requires once-a-week pickups (e.g., Dollar General).

Participants in the Retail Store Donation Program agree to complete initial and ongoing training on the Retail Donor's specific guidelines. Partners will be monitored for compliance by the ETFB Retail Store Donation Coordinator.

The application to participate (see attachments) allows agencies to demonstrate their ability to meet food safety and logistical requirements and provides important contact information for ETFB and retail partners. The Partner Agency must notify the ETFB Retail Store Donation Coordinator and assigned retailer(s) if there is a change in their Executive Director or Food Pantry Manager.

Additionally, the Partner Agency must provide a current list of staff/volunteers authorized to pick up products from the assigned retailer and notify both ETFB and the retailer of any changes to this list.

Partner Agencies agree to attend annual training sessions provided by ETFB, which will cover all aspects of the Retail Store Donation Program and provide an opportunity to ask questions.

All participating agencies must sign a Retail Store Program Agreement (see attachments) with ETFB, designating them as an agent of the East Texas Food Bank for the program. After signing the agreement, the agency will be paired with a local retailer, and pickup days and times will be established, as reflected in the Program Agreement. A retailer may be paired with one or more Partner Agencies.

Next, a training session at the retail store will be arranged. This meeting is important for making a positive first impression and allows the store manager to share any additional requirements or procedures, which may vary between stores.

Lastly, the partner will receive instructions on proper reporting procedures (see attachments).



Program Agreement

All program participants must sign a Program Agreement, which outlines roles and responsibilities. Once signed, the Partner Agency becomes an "agent" of the Food Bank, granting them the support of the Food Bank and permission to work with Feeding America donors.

If assigned to a retailer, the agency is required to commit to a *one-year partnership* in the program. As an agent of ETFB, the agency will be held to the highest standards and expectations. Failure to comply with the terms and conditions of the Program Agreement may result in the termination of relationships with both the retailer and ETFB.

Pickup Equipment

Each agency must be equipped with the following items:

- Vehicle
- Tubs or boxes
- Scales
- Thermometers
- Temperature-control device:
 - **Approved active devices:** Refrigerated vehicles and active temperature-controlled coolers/freezers that can maintain the prescribed temperatures outlined in the Perishable Donation Handling and Storage Guidelines.
 - **Approved passive devices:** Thermal blankets and commercial-grade ice chests.

Agencies are required to record temperatures (maintain temperature logs) at the time of pickup and delivery, which necessitates the inclusion of a thermometer on the equipment list. For onsite agency freezers storing donated products, temperatures must be recorded once daily in a temperature log (see attachments). These logs must be maintained for three years and made readily available upon request. Transportation time from the store to the agency should not exceed 30 minutes.

To support the success of this program, ETFB will provide select equipment to help Partner Agencies meet food safety and reporting guidelines. This may include scales, thermal blankets, insulated totes, ice packs, thermometers, and other necessary equipment. The Partner Agency is responsible for the maintenance or replacement of any provided items.

If the partnership is terminated, all retail recovery equipment assigned to the Partner Agency must be returned by the end of the termination period. Alternatively, ETFB may coordinate with other agencies to facilitate the transfer of this equipment.

Food Handler Certification

All personnel picking up product should have a Basic Food Handler or ServSafe certification. This certification takes less than an hour to complete online and costs from \$15-\$20.



The ServSafe Food Handler Program Online Training is now available to Feeding America member agencies at a significant discount.

ETFB Partner Agencies interested in taking part in this offer should request step-by-step instructions for taking this course from Agency Relations.

Upon successful completion of the course, a Certificate of Completion will be made available to the student to print out. This certificate should then be forwarded to Agency Relations for your records.

The most beneficial part of this offer is that it will meet Partner Agency food safety agency training contractual requirements of Feeding America. Do not cut corners on food safety! Not only will you endanger your program but also you may endanger other Partner Agency's program in addition to consumers.

Being Good Partners

Store personnel prioritize moving products out the front door through sales, so programs that move products out the back door, like donations, often receive less attention. The ETFB Retail Store Donation Coordinator will conduct ongoing store visits to coach store personnel on their company's food donation guidelines and gather feedback on Partner Agency performance and compliance.

To make the program easier for store personnel and encourage them to support your efforts, remember that you represent both your organization and ETFB. Please:

- Arrive on time for your pickup.
- Call if you are running late.
- Wear your ETFB identification badge during pickups.
- Be flexible at the back door, as you may need to collect products from various departments at some retail donors.
- Accept all donations offered by each department in the store (no cherry-picking).
- Educate donors on how their contributions benefit the community.
- Build relationships and be personable.
- Provide the retail donor with ETFB's tax identification number: #75-2222686.
- Do not approach the store about rescuing food designated for the Food Bank or other Partner Agencies (e.g., picking up donations on unscheduled days).
- Communicate any issues or concerns at the store to the ETFB Store Donation Coordinator.
- Thank your contacts for their support.

Please do not attempt to solicit the following partners unless you are assigned to their specific store:

- Aldi
- Brookshire's Corporation (Retail Stores and Distribution Center)
- Big Lots



- Dollar General
- H-E-B
- Kroger
- Natural Grocers
- Sam's Club
- Sprouts
- Target (Retail Stores and Distribution Center)
- Walmart

Retail Brand Protection

ETFB is committed to helping your agency build strong relationships by ensuring that our Partner Agencies are properly trained and empowered to protect the retailer's brand. A retailer's brand is crucial to their success, and ETFB guarantees that their brand will always be prioritized and safeguarded.

Partner Agencies must understand that failing to protect a retailer's brand may result in termination from the pickup program and could jeopardize the ETFB Retail Store Donation Program as a whole.

So, what is branding? Branding involves creating a distinct brand identity that makes your business more appealing compared to competitors and convinces consumers that your business is uniquely qualified to meet their needs. Developing a brand involves various components, such as eye-catching designs and a memorable name, but it extends beyond just a logo. It reflects what clients take away from their experience with you and embodies what your company stands for in the market. A brand represents your company's promises, whether that's delivering perfectly seasoned gourmet pizzas or impeccably tailored shirts. It includes your overall style and the meaning your company has for clients, ideally motivating them to choose your products or services.

Partner Agencies must be dedicated to protecting their own brand, as well as those of the retailers they work with and ETFB. This dedication requires the following:

- Safe food handling, transportation, and storage, including the proper disposal of any recalled products
- The ability to collaborate with multiple people within the store
- Strong customer service skills
- Problem-solving abilities
- Patience

Picking Up from a Retail Store

Partner Agencies are required to pick up products on the assigned day(s) and time(s) set by the ETFB Retail Store Donation Coordinator. Partners may not change this schedule without ETFB approval. If a regularly scheduled pickup is missed for any reason (such as staff illness, vehicle issues, or holiday closures), the Partner must notify both the assigned retailer(s) and the ETFB Retail Store Donation Coordinator.

Sharing a Store

In some cases, multiple Partner Agencies may "share" a retail store to meet pickup frequency expectations. Please do not pick up food designated for another Partner Agency sharing your store.

Extended Closures

If a Partner Agency experiences an extended closure (more than one missed pickup day), they must notify



the ETFB Retail Store Donation Coordinator at least six (6) weeks prior to the closure. The only exception to this rule is during November and December, when all holiday closures, including Thanksgiving, Christmas, and New Year's, must be reported by the second week of October. This advance notice is essential for establishing a holiday schedule and ensuring all donors receive their expected pickup service.

If the closure lasts a week or more, the Partner is expected to continue fulfilling their retail pickup commitment for at least two (2) days per week during the extended closure. ETFB will attempt to assign a substitute Partner Agency during the closure, if possible.

Pickup Process

Each store must follow corporate guidelines, which may influence the type of products available for pickup. For example, Walmart does not allow Partners to pick up non-food items. You will be instructed on what you can receive at each store.

Product

Partner Agencies should accept all donations offered by the donor. If your agency is unable to pick up all donations, please contact the ETFB Retail Store Donation Coordinator. Additionally, reach out to ETFB if you receive more product than you can distribute or store.

Establish Donation Holding Areas

After meeting your store contact(s), establish donation holding areas in each department and display appropriate signage to identify each area.

Product Pickup

Most retailers will allow for a pickup window, understanding that times may vary due to traffic and the number of vendors at their docks. The more consistent your pickup times, the smoother your program will run. Most store donation programs recover all or some products from the following departments, and below are general details about what you can expect to find in each:

Temperature Logs

Partner Agencies are required to log temperatures for frozen and refrigerated products at the time of pickup and delivery to storage. These temperature logs must be maintained in either paper or digital format for three (3) years. Any products that fall outside of temperature guidelines or are recalled must be destroyed.

What to Expect from Each Department

Meat Department

The meat department typically includes random weight meats, prepackaged meats, and hanging meats. In some grocery chains, this department may also encompass seafood and specialty gourmet cuts.

- **Random Weight Meats:** These include fresh beef, chicken, and pork, packaged either at a processing plant or in the store. Retailers with specialty meat departments may also offer products wrapped in butcher paper, which is acceptable only if a label is attached identifying the contents and the sell-by date.
- **Hanging Meats (also known as hard pack):** This category includes lunch meats, prepackaged



bacon, sausages, hot dogs, and vacuum-packaged ham and turkey breast. Many of these products are merchandised on pegs, giving rise to the term "hanging meats." Packages are often hard plastic, hence the term "hard pack." These products belong to the meat department and should not be confused with random weight meats, which are more commonly found in the deli department.

- **Frozen Meats:** This includes beef, chicken, and pork that are shipped, stored, and merchandised in a frozen state. These products may be ready to serve, may require prep work such as breading, or already have spices added.
- **Note:** ALL meat must be frozen before pickup.

Produce Department

The produce department generally includes fresh fruits and vegetables and may carry both bulk and prepackaged products. Some produce departments also offer dried fruits and gourmet salad dressings.

- **Produce:** Acceptable items include slightly bruised, ripe, and close-dated fruits and vegetables.

Deli Department

Deli departments can vary significantly between retail chains. Some may offer extensive prepared food options, while others focus solely on sliced-to-order meats and cheeses. ETFB will instruct donor stores to freeze meat for pickup; remember that all meat must be frozen.

- **Bulk Meats and Cheeses:** These products are sliced to order, providing limited opportunities for donations. Close-dated items are rarely available, as many stores use end pieces in pre-made sandwiches or as ingredients in prepared meals. If donating these items, they should be wrapped and labeled properly.
- **Prepackaged Deli Meats and Cheeses:** This category includes high-grade cuts of meat and cheeses, generally vacuum-packed.
- **Prepackaged Side Dishes:** These are side dishes such as potato salad, pork and beans, and salsas that have been prepackaged at a plant.

Dairy Department

The Dairy department consists of two categories of products. The first includes milk and milk byproducts, typically sourced from a local or company-owned dairy. The second category consists of branded cooler products warehoused and distributed by the retailer.

- **Dairy:** This includes milk and milk byproducts such as cottage cheese, whipping cream, half-and-half, and eggs, which generally come from local or regional dairy and egg-producing farms.
- **Cooler Products:** This category encompasses prepackaged cheeses, yogurts, juices, dips, egg substitutes, and refrigerated bread and cookie dough. Most of these products are branded and subject to a reclamation policy. With the exception of yogurt and dips, most items will undergo a reclamation process.

Bakery Department

Most Bakery departments offer items produced by the retailer (either on-site or at their plant) as well as products delivered directly by vendors.

- **Bakery Products:** This typically includes dated pastries and private label breads. Most branded products, such as Orowheat, are delivered through direct store delivery (DSD). Vendors remove these items when they reach the sell-by date and donate them from their warehouse or plant



location.

Important Note

No donation can be turned down, except in cases where the donor is offering spoiled products or items that do not meet safety standards; in such cases, donations may be refused.

Pickup Procedures

Pickup Procedure

Step 1: Upon arrival, check in with the receiving clerk.

Step 2: Proceed to the designated pickup location and check in with department managers when possible. Note that some retailers may require you to visit each department for donations, while others may stage products in one location.

Always take only products designated as donations.

Step 3: Collect products from all perishable departments (Meat, Deli, Dairy, Produce, and Bakery) and separate perishable items from non-perishable products. This segregation is necessary for compliance, particularly regarding meat, and will facilitate unloading at your agency. If you're unsure whether a perishable item should be donated, consult someone in the department. If you cannot find assistance, do NOT take the product.

For non-perishable items, categorize them by type, ensuring that poultry and beef are never mixed, and avoid stacking poultry boxes on beef boxes. Products will require additional inspection upon arrival at the agency facility.

Step 4: Clear the collected products with the receiving clerk, who should sign off on your paperwork. If the donated products meet the donor's guidelines, the clerk will authorize the donation and sign your paperwork. Retain a copy for submission to ETFB and the national reporting system. If the products do not meet the guidelines, the clerk will not approve the donation.

Step 5: Measure and record the temperature of all cold and frozen products.

Step 6: Place all refrigerated products in a temperature-controlled device.

Food Rescue Transportation

Donated meat, deli, frozen, and dairy products should be transported using a visible, active temperature retention system, such as a refrigerated vehicle, or with precautionary devices. Approved devices include soft or hard-sided insulated coolers or equivalent insulating devices that can fully contain all donated products. All vehicles used for transporting donated products must be clean and sanitary, and all personnel handling donated food must wear clean, appropriate clothing. Additionally, many grocery stores enforce a strict closed-toe shoe policy in storage areas. Agencies are required to follow the donation handling and storage guidelines outlined in this manual, with no exceptions.



Agency Sorting & Storage

ETFB will review donation guidelines with store contacts during the startup of the program and then periodically but regardless, participating agencies need to inspect all products at the agency's facility.

Product Arrival at Agency

Step 1: Unload product and segregate by product category. If loaded by category at the store this process should be quick and easy.

Step 2: Inspect all perishables products based on the Perishable Donation Handling and Storage Guidelines.

Step 3: Store all perishable product based on the Perishable Donation Handling and Storage Guidelines.

Step 4: Inspect all non-perishable products based on the Non-Perishable Salvage Sorting Guidelines.

Step 5: Weigh product and record weights by category; meat, deli, dairy, produce, bakery, prepared perishables, non-food and non-perishables.

Sorting Product

The initial sorting of products at the agency's location is critically important for the success of a pickup program. Agency staff and volunteers must be fully aware of the material contained in this section of the manual. As much as 41% to 50% of the products received by your agency may not be able to be redistributed for several reasons: the nature of the products themselves, the condition of the products or their containers, contamination, potential contamination, infestation, or damage.

- Examine the exterior of a box.
 - Look for any signs of contamination or infestation, such as:
 - o Rips
 - o Tears
 - o Dry or liquid spills
 - o Gnaw marks, etc.
- If any of these signs of contamination are present, it is possible that the entire box and contents should be discarded. At the very least, it is probable that only canned goods, some pouches, waterproof plastic containers, and aseptic packages might be salvaged. All other materials and containers, including sacks, paper bags, boxes, jars, and plastic-wrapped goods, shall be discarded.
 - Open the box; check the lid for signs of contamination or infestation.
 - Examine the content for the following:
 - o Toxic substances or any chemicals that might be harmful or fatal if swallowed (i.e., poisons, paints, charcoal, lighter fluid, pesticides, oven cleaner, drain cleaners, colognes, hair sprays, etc.).
 - o Open pet foods.
 - o Rodent droppings and urine (the use of a black light will help identify urine tracks).



- o Insects, active or carcasses.
- o Mold.
- o Broken glass.
- o Sour or rotten odors (evidence of bacteriological spoilage).
- o Spilled cleaning products.
- o Stains caused by contaminants or other hazards, such as cooking oil, tomato juice, sauces, etc.

Removal of Contents and Sorting

The person inspecting product should begin to remove the contents and place them in pre-selected areas designated by type, as listed in this table.

- Remove and isolate all toxic materials. Discard any toxic product that is leaking, has a puncture, broken seal, or missing cap. The presorting storage area for toxins shall be at least eight feet from food storage.
- Isolate all cleaning products and discard any liquid products.
- Isolate pet foods and place bags in tightly covered containers. Discard any pet foods that may be contaminated.
Note: Pet foods are a primary harborage of infestation that can quickly and easily spread to food products.
- Remove all food items and discard obviously contaminated products. Place remaining items in pre-selected areas by type and condition.
- Remove all miscellaneous products (paper products, personal care items, food service items) and set aside for proper evaluation. Even in pre-sorting, these items should be examined as if they were food.
- Sanitize the following items:
 - Canned goods
 - Aseptic packages
 - Retorted pouches
 - Some plastic-wrapped items.
- Check seals on bagged or boxed products and products in cardboard containers.

Separation of Salvage, Food, and Non-Food

Proper separation of food, non-food, and salvageable products helps prevent contamination and ensures safe handling practices during the sorting process.

- While unloading and staging, agencies must maintain adequate separation — a recommended **4–6 feet** — between food and non-food items. Non-food items include pet food, cleaners, household chemicals, liquid chemicals, and petroleum products, including any toxic or corrosive materials.



- Keep clearly defined areas or containers for each category:
 - **Food items** suitable for redistribution.
 - **Non-food items** such as paper goods, cleaning products, or household items.
 - **Salvage items** that require further evaluation before redistribution.
- **Retail Donations, Food Drives, and individual donations** should all be treated as **salvage** until inspected and deemed safe for distribution. Agencies must carefully examine these products before placing them into inventory or distributing them to clients.
- All food products should be stored and handled carefully to avoid cross-contamination with non-food or chemical products.
- Out of Date Over the counter (OTC) medications and/or any products containing alcohol, tobacco, cannabidiol (CBD), tetrahydrocannabinol (THC), or other cannabinoids must be immediately removed from the sorting area and not distributed.
- Agencies should follow any/all applicable local health and safety regulations when sorting and/or re-boxing food products.

Examine the Empty Box Used By Retailer for Donation

Once the box is empty, inspect it for insect tracks, carcasses, chaff, bore holes, and webs, paying special attention to the seams. If you notice any signs of infestation, the box should be immediately discarded in a closed trash container outside the facility.

Evaluation for Signs of Cross-Contamination

While signs of cross-contamination should have been identified during the presorting step, it's crucial to remain vigilant for this hazard throughout the evaluation process.

Distinction between Non-Permeable and Permeable Containers:

Non-Permeable: These materials do not allow substances to pass from one site to another. Examples include:

- Cans
- Retorted pouches
- Semi-rigid containers (made from nylon, polyester film, or coated aluminum)
- Glass jars

Signs of potential cross-contamination on the surface of non-permeable containers may include:

- Wet or greasy appearance
- Granules
- Other indications of toxic substances

In many cases, if signs of contamination are present, the container can be cleaned (refer to the sanitizing section). However, if a glass jar shows any signs of cross-contamination, it must be discarded, as it cannot be adequately cleaned. Contaminants can become lodged under the lid and pose a risk when the jar is opened.

Permeable: These materials allow substances to pass through. Examples include:



- Paper sacks
- Cardboard boxes
- Most plastic wraps

Permeable objects are particularly susceptible to contamination from liquids, as well as semi-liquids, pastes, and granules. Discard any items showing signs of contamination, including stains.

Evaluation for Signs of Infestation

To evaluate for signs of infestation, follow these guidelines:

- Look for rat or mouse droppings and urine. If there is any suspicion of rodent activity, use a black light to assist in detection.
- Check for insects, either active or dead.
- Look for gnaw marks on containers.
- Inspect for pin-sized holes, commonly found in flour, grain, or pasta containers, as these indicate insect activity. These products are particularly susceptible to internal infestation, especially if they have been stored at temperatures of 70°F or higher for more than 30 days.
- Discard any items in permeable containers.
- For items in non-permeable containers, either discard or sanitize as appropriate.

Food Rescue Safety Guidelines

While individual donors ultimately decide what can be donated from their brand, these guidelines serve as a framework for ensuring all food donations are safe for consumption. Discarding food that does not meet the following criteria is not waste; it is a necessary step to protect the at-risk hunger community we serve.

All donated food must:

1. Be in its original packaging, maintaining a sanitary barrier.
2. Include a label that displays the product's name, a full list of ingredients, net quantity of contents, and the name and address of the manufacturer, packer, or distributor.

Most items can be donated past their sell-by, use-by, or best-by dates. Please refer to your company's guidelines to determine whether a product can be donated after its code date. For information on the guidelines the East Texas Food Bank uses for distributing food past its code date, please see the attached chart.

Acceptable v. Unacceptable

CANNED GOODS	
Acceptable	Unacceptable
Minor dents	Dents on seal
All items must have their full ingredient label	Metal touching metal/ crimped over
Safety seal must be intact	Puffy, bulging
Dented beverage cans	Rust
	Missing label



	Leaking Severely dented Home-canned items
--	---

DRY GROCERY PRODUCTS	
Acceptable	Unacceptable
Outer packaging damaged with inner seal intact Crushed top of plastic jugs (seal must be intact) Cosmetic damage Individual units taped back to original packaging, containing label	Open or ripped bag that has been taped Open box with no inner seal (i.e. pasta) Missing/no ingredient label Jars missing inner seal

MEAT/FROZEN	
Acceptable	Unacceptable
Cooked fish or seafood Outer packaging damaged with inner seal intact Lunch meat, hot dogs, other deli items, All items from frozen departments (pizzas, frozen vegetables, etc.) *ALL MEETS MUST BE FROZEN ON OR BEFORE THE USE-BY DATE*	Tripe, tripas Open or exposed packages Leaking Discolored (dark brown, green, etc.) Missing/ no ingredient label Items not frozen Freezer-burned items Loosened vacuum seal Puffy/bulging Uncooked fish or seafood



PRODUCE	
Acceptable	Unacceptable
Minor bruises	Overripe
Superficial spots	Rot
Slightly green oranges	Green potatoes (Solanine)
Small sprouts	Decay
Slightly speckling	Wilted leaves
Odd shapes	Mold
Minor spots on surfaces	Chill Damage
Some brown at base	Puffy/bulging packages

Other Types of Donated Products

Paper Products

Generally, paper products may be redistributed; however, the same rules regarding contamination and infestation apply to them as they do to food. Carefully examine all items, as broken containers can allow dirt to infiltrate or provide a hiding place for pests. Tape any breaks and store these items away from food products.

Cleaning Supplies

Soaps and other cleaning supplies are highly desired by clients. However, they are primary sources of cross-contamination due to their toxic, abrasive, or liquid nature.

- **Save:** Torn containers of dry or powdered soup (these can be taped).
- **Discard:** Containers of liquid soaps and other cleaning supplies that are leaking or broken.

Personal Care and Other Non-Food Items

Great care should be taken when evaluating these items.

- **Discard:** Certain items, such as diapers, feminine hygiene products, toothpaste, and mouthwash, if their containers are torn or broken. Also, discard aerosol cans or other pump-operated containers that are missing from the outer cap.

Over-the-Counter Drugs

ETFB prohibits Partner Agencies from receiving over-the-counter drugs.

Shelf-Life Guidelines

When inspecting donations for quality assurance, it's important to check the dates or codes on packaging. These dates are often misunderstood as “expiration dates,” which indicate when an item is no longer safe to eat. However, this is not true for most items. Many non-perishable foods remain safe



to eat long after the date on their packaging, and the shelf life of refrigerated and frozen foods can be extended with proper handling. The only items federally required to have an actual expiration date are baby food, formula, and over-the-counter medications.

Different Types of Food Date Codes

1. **Expiration Date** (e.g., “Expires 1/1/11” or “Do not use after 1/1/11”)
 - **Look for it on:** Baby food, formula, medicines, vitamins, yeast, and baking powder.
 - **What it means:** Do not distribute or consume infant formula, baby food, vitamins, or medicines after this date! While yeast and baking powder may become less effective, they are still safe to eat.
2. **Sell-By Date** (e.g., “Sell by 1/1/11” or “Pull Date”)
 - **Look for it on:** Refrigerated foods such as milk, yogurt, cottage cheese, eggs, lunchmeat, and packaged salad mixes.
 - **What it means:** This date tells the store how long to display the product for sale. If the food has been handled properly, it may still be safe to eat past this date.
3. **Use By or Quality Date** (e.g., “Best if used by 1/1/11” or “Use before 1/1/11”)
 - **Look for it on:** Crackers, cookies, cereals, canned goods, and other dry, shelf-stable foods.
 - **What it means:** This is the manufacturer’s recommendation for peak quality. The food is still safe to eat after this date, but it may begin to lose nutrients and quality.
4. **Pack Date or Coded Date** (e.g., “Packed on 1/1/11” or “A70319R 23:16”)
 - **Look for it on:** Canned food, crackers, cookies, spices, and other dry shelf-stable foods.
 - **What it means:** These dates indicate when the food was packaged or processed. They are primarily for manufacturers and retailers to manage inventory and recalls. Generally, this food remains safe to eat long past the date, as long as the packaging is intact.

Food Item	Shelf Life After Code Date
SHELF STABLE	
Canned goods (low acidity)*	3 years
Canned goods (high acidity)**	18 months
Dry beans, rice, pasta, ramen	2 years
Boxed/bagged foods- cereal, crackers, mixes,etc.	1 year
Sauces, condiments, dressings	1 year
Beverages	1 year
Chips	2 months
Mayonnaise/cream-based items	3 months
Baby food/adult formula	Discard after date
<i>Discard if rusted, bulging, sever dents, or if cans will not stack. Discard any items that are open or with broken seal.</i>	

Shelf-Life Considerations



The suggested shelf life—how long an item is considered “good” past the code date—varies significantly by product type, even among similar items. Some shelf-stable products can last 3–5 years past the date, while others may only be good for one month after. Because it’s impractical to memorize the shelf lives of hundreds of items, we’ve developed a user-friendly list of broad category shelf-life guidelines. Remember, these guidelines are just guidelines intended to ensure quality, not safety. As long as products have been properly handled and stored and show no significant damage, they should be safe. For more specific information on recommended shelf lives for individual items, please refer to The Food Keeper brochure, website, or app. This resource is valuable for training staff and volunteers who will be inspecting donations.

Food Safety Guidelines for Prepared Foods

To ensure that donated products are safe for consumption, please review the guidelines below regarding acceptable and unacceptable food donations. Discarding food that does not meet these criteria is not waste; it helps protect the at-risk hunger community we serve.

Acceptable Donations:

- Completely wrapped in approved food-grade packaging.
- Includes a list of ingredients or allergen disclaimer statement.
- Cooled quickly if previously held hot.
- Maintained at 41°F or below.

Unacceptable Donations:

- Previously served or placed on a buffet table.
- Previously reheated items.
- Kept in the danger temperature zone (above 41°F) for more than 2 hours.
- Not completely wrapped.
- Not in approved food-grade packaging.
- Unlabeled, lacking an ingredient statement, or allergen disclaimer as required.
- Above 41°F.
- Not cooled to 41°F if previously held hot.



FROZEN	
All assorted meats/poultry	2 months
Fruit, vegetables	6 months
Ice cream	2 months
<i>All frozen items must be stored at or below 0 F. Discard if there is an off odor, color, open package, or freezer burn.</i>	
DAIRY/COOLER	
Juice	3 weeks
Milk (except Borden)	1 week (discard all Borden products after date)
Cheese	1 week (soft), 1 month (hard)
Eggs	3 weeks
Yogurt, sour cream, dips	2 weeks
Salsa, pesto	Discard after date
Hummus	1 week
Prepared dishes or meals	3 days
Salads	3 days
<i>Discard any items that display mold, open packages, or have an off odor</i>	
PRODUCE	
Packaged produce (bagged lettuce, etc.)	Discard after date
Cut produce	Discard after date
<i>Discard any items that show signs of mold, decay, fungus, insects, off color, or odor.</i>	
BREAD/PASTRY	
Fresh	4 days
Frozen	1 month
Containing cream	Throw away if not kept refrigerated/frozen
<i>Discard if any visible mold, or off odor.</i>	

Food Distribution

The Partner Agency agrees that all food obtained from the Partner Agency Retail Store Donation Program will be handled and distributed in accordance with their signed Partner Agency Agreement with ETFB, the ETFB Partner Agency Retail Store Donation Program policies and procedures, and the ETFB Use of Donated Goods Policy (see attachments). The Partner Agency will review these policies with all staff and volunteers involved in the pick-up or distribution of Retail Store donations.

The Partner Agency will not share food with organizations that do not have a signed Partner Agency Retail Store Donation Program Agreement. If the Partner receives more food than they can distribute, a one-time sharing of food with an approved Food Bank Partner Agency is authorized. In such cases, the Retail Partner Agency must provide the product description, date, weight, and name of the agency receiving the product to the Retail Store Donation Coordinator via email.

The purpose of the distribution guidelines outlined in this document is to ensure that the East Texas Food Bank and its Partner Agencies act as good stewards of the donated food. These guidelines will ensure that food donated through the Retail Store Donation Program is distributed equitably and promptly to maintain quality.



Distribution Guidelines:

- Agencies may choose to distribute Retail Store food in various ways:
 1. Alongside regular pantry distributions.
 2. Alongside Produce Drop Distributions (this option applies only to perishable products received from retail stores, such as produce, bread, dairy, and cooked meats like rotisserie chickens).
 3. As a special Retail Store-Only Distribution:
 - Retail Store-Only Distribution hours must be publicly posted at the distribution location and on ETFB's website.
 - Posting should include wording such as "8:00 AM – while supplies last."
 4. Alongside Senior Box Distribution.
- Agencies are encouraged to distribute retail stores and other foods using a client-choice model.
- Agencies participating in ETFB's Retail Store Program are responsible for maintaining a distribution schedule that ensures donated perishable food does not go to waste before distribution (food should be distributed within three days of pick-up from the retail store).
 1. If an agency consistently fails to distribute food donated through the Retail Store program before it spoils, they must open for public distribution on additional days.
 2. Agencies that cannot open for additional public distribution will coordinate with ETFB's Retail Store Donation Coordinator to reassign their retail store pick-up days.
- Occasionally, it is acceptable to share retail store food with other ETFB Partner Agencies. Any sharing of retail store food must be approved and reported to the ETFB Retail Store Donation Coordinator. Food donated or received through the East Texas Food Bank should never be shared with organizations that do not have signed agreements with ETFB.

In the event that a Partner must schedule an additional distribution for excess Retail Store donations or a "Retail Only Distribution," the Agency will submit a "Retail Store Only Distribution Report" (see attachments) to the Retail Store Donation Coordinator within five (5) business days of the end of the month.

Reporting

Reporting Pounds

All collected pounds must be reported through the Feeding America MealConnect Portal on a weekly basis. Failure to properly report these figures could jeopardize participation in the program and may result in the termination of the agency's partnership with ETFB.

Responsibilities of Partner Agencies:

1. **Weight Documentation:**
 - Document the weight of each direct pickup category and report it in the MealConnect portal by Monday at 12:00 PM for the previous week's pickups.
2. **Reporting Pickups:**



- Enter a MealConnect report if a scheduled pickup is not attempted on assigned pickup day(s).
 - Enter a report for any day when no donations are received (0 lbs.).
3. **Transaction Corrections:**
- Report any incorrect transactions entered in MealConnect to the ETFB Retail Store Donation Coordinator within 24 hours.
4. **Tracking Log:**
- Maintain a tracking log of information entered into MealConnect as a reference for potential audits. This log can be kept digitally or in paper format and should be retained for one year.

Consequences of Non-Compliance:

After the third offense of late reporting, the partnership will be evaluated by the ETFB Retail Store Donation Coordinator, which could result in possible termination of participation in the program.

Reporting Distribution

Agencies must record the total number of households served each month through various distribution methods:

1. **Regular Pantry Distributions:** Record household assistance in Oasis Insight when distributing Retail Store food.
2. **Produce Drop Distributions:** Document the total number of households served on the ETFB Fresh Produce Report, which can be found on the ETFB website:
<https://www.easttexasfoodbank.org/partner-agencies/etfb-report-portal/etfb-fresh-produce-report/>
3. **Senior Box Distributions:** Record the total number of households served on the Senior Box Distribution Report.
4. **Retail Store-Only Distributions:** Record the total number of households served and email the completed form to ETFB's Retail Store Donation Coordinator.

Agencies should document the total number of families receiving food on each Retail Store-only distribution day. ETFB will review the monthly report submitted by the agencies and count the highest single-day total to avoid duplicating household counts.

Retail Recovery Escalation Process

Partner Agencies that experience recurring compliance issues may be subject to a "Retail Recovery Escalation Process." Please refer to the attachments for further details.



Thank You

The East Texas Food Bank (ETFB) is thrilled to offer this program, which provides Partner Agencies with additional food sourcing through store donations. This initiative empowers Partner Agencies to serve their local communities by supplying nutritious perishable items, including dairy, deli products, bakery goods, dry grocery items, and general merchandise.

Partner Agencies will be protected under the Good Samaritan Food Donation Act, and grocery stores will also be eligible for tax deductions. The East Texas Food Bank will serve as the primary point of contact, continuing to support our Partner Agencies as they expand the store donation program.

Thank you for all you do!

Documents Referenced, Addendums, and Resources

- a) East Texas Food Bank Agency Retail Pickup Guidelines
- b) Retail Store Donation Program Handbook Review & Most Common Compliance Issues
- c) ETFB Partner Agency Retail Store Donation Application
- d) Partner Agency Retail Store Donation Contact Information
- e) Partner Agency Retail Store Donation Donor Assignments & Pickup Schedule
- f) Partner Agency Retail Store Donation Agreement
- g) Partner Agency Retail Store Donation Equipment Agreement
- h) Partner Agency Retail Store Donation Program Escalation Process
- i) Use of Donated Goods Policy
- j) Store Donation Pickup Report Template
- k) MealConnect Reporting Categories & FAQs
- l) Retail Store-Only Distribution Report
- m) Retail Store-Only Distribution Guidelines
- n) Retail Pick-Up Monitoring Form
- o) Temperature Log
- p) Volunteer List Template
- q) Dollar General Contact Sheet Template
- r) Date Codes Explained
- s) Food Consumption & “Out-of-Date” Examples
- t) Product Consumption Requirements (Meat and Dairy)
- u) Name Badge Templates



East Texas Food Bank Agency Retail Pickup Guidelines

Agency Name & Contact Information: _____

Identifying Capacity

Question: *How does ETFB identify capable agencies to become enabled and part of the Agency Retail Pick-up (ARP) Model as pick-up agents?*

Factors for identifying agency capacity:

- Number of households or people served weekly/monthly
- Pounds of food distributed weekly/monthly
- Number of hours/days per week agency is open
- Recent and justifiable increase in households served and/or distribution pounds
- Adequate cooler and freezer space
- Adequate ambient storage space
- Agency in good standing with ETFB
- Willingness to complete initial ARP training and abide by all rules/guidelines set out in training (food safety included in training)
- Fleet size or access to vehicles
- Active volunteers (to assist with store pick-ups)
- Agreement to use thermal blanket and scale provided by ETFB for keeping food at correct temperature and weighing food donations
- Proximity to retail stores
- Ability to pick up more than once a week (exceptions are made depending on store's needs)
- Willingness to pick up all donations (no cherry picking)
- Willingness to wear an ID badge
- Willingness to allow ETFB to manage the retail partnership for kudos, concerns, or any issues
- Willingness to possibly share stores with ETFB (e.g. agency picks up twice a week, ETFB once a week)
- Report donations by department (e.g. dairy, dry, frozen, etc.)
- Ability to report donations to food bank on a weekly basis

Building Capacity:

Question: *Where within the agencies can ETFB assist in building capacity?*

- Can ETFB make an initial equipment investment in order to supply thermal blankets, scales, thermometers (not currently providing), monitor forms, ID tags, etc. to agencies?
- Can ETFB supply equipment grants to agencies for items like fridges and freezers?
- Can ETFB provide initial and ongoing training (orientation to ARP, food safety training, annual monitor, onsite visits as needed, calling on stores, etc.)?
- Can ETFB initially visit stores together with the agency when establishing the store/agency relationship?



- Based on reporting, can ETFB pinpoint whether all departments are donating?

Improving and Expanding Capacity:

- Question: How might an agency acquire more ARP donations?
- Can the agency add more stores?
- Can the agency add more pick-up days?
- Is the agency in a position to acquire or rent more space?
- Is the agency willing to add or expand distribution hours if donations are plentiful and will not last until their next distribution?



Retail Store Donation Program Handbook Review & Most Common Compliance Issues

1. Partner agency must be in good standing with all departments within the East Texas Food Bank in order to continue as a Retail Store Donation Partner. This includes, but is not limited to, reporting requirements and bill payment. (pg. 5)
2. Partner will provide updated primary program contact information to the Retail Store donor and the ETFB. (pg. 5)
3. Partners will provide a current list of staff/volunteers authorized to pick up product to the Retailer. This list will be kept updated as necessary. (pg. 5)
4. Frozen and refrigerated product must be transported using approved devices to maintain safe food temperatures. (pg. 6)
5. Partner Agencies must record temperatures at time of pick up and then arrival at agency. (pg. 6 & 9)
6. Transport time from donor location to agency should be 30 minutes or less. (pg. 6)
7. Volunteers and staff must wear their ETFB identification badges at the time of pick up. (pg. 7)
8. Partners Agencies must take all donations offered by the donor. (pg. 7)
9. Partner Agency will use the ETFB's tax identification number when picking up donations from retailer. (pg. 7)
10. In the case of retailers with pickups split between ETFB and/or other Partner Agency, your Agency will not approach the store about rescuing food designated for the Food Bank or other Partner Agency. (pg. 7-8)
11. Communicate any recurring issues/conflicts that arise with the retail partner to the ETFB Store Donation Coordinator. (pg. 7)
12. Partner Agency will pick up on the days and at the times agreed upon in a consistent manner. Please contact your assigned Donor and ETFB if you are unable to pick up on any given day. (pg. 8)
13. Partner Agencies may not change pickup days and times without ETFB approval. (pg. 8)



14. Extended Closure rules and regulations. (pg. 8)
15. The *Use of Donated Goods Policy* must be reviewed with all program staff/volunteers. (pg. 19)
16. Food may not be shared with organizations that are not partners with ETFB. (pg. 19-20)
17. Contact ETFB if you receive more food than you can distribute. (pg. 19-20)
18. How to conduct and report a *Retail Store Only* distribution. (pg. 19-20)
19. All products must be accurately reported in Meal Connect by Monday, 12:00 pm for the previous week. (pg. 5, 19 & 20)
20. 3rd offense of late reporting will prompt a review of the partnership by ETFB (pg. 21).
21. Retail Recovery Escalation Process (pg. 21)



ETFB Partner Agency Retail Store Donation Program Application

Introduction:

In an effort to donate as much useable product as possible, while maintaining the highest standards in safe food handling, certain donors have chosen to donate perishable products to Feeding America Members and their approved Partner Agencies. The Feeding America Member for East Texas is the East Texas Food Bank of Texas (ETFB).

By completing this application, the Partner Agency understands they are requesting to participate and support the East Texas Food Bank of Texas Partner Agency Retail Store Donation Program. The Partner Agency agrees that all food obtained from the store donation program will be handled and distributed in accordance with their signed Partner Agency Program Agreement and other Partner Agency agreements with ETFB and as designated by the policies and procedures of the ETFB Partner Agency Standard Operating Procedures (SOP). The agency further understands that failure to abide by program procedures will result in termination from the program and possible termination of partnership with ETFB.

Agency name: _____ ETFB Agency #: _____

Contact at agency: _____ Phone number: _____

Contact email: _____ Cell: _____

Potential store match name and number: _____

1. Check all that apply:

- a. Pantry Program _____
- b. Meal Program _____
- c. Snack Program _____

2. Days and times of pantry distribution (If meal or snack program, skip to next question):

Days and times of meals or snacks:



3. If Pantry: Average Number of Households Served Per Month: _____

If Meal: Average Number of Meals Served Per Month: _____

4. Storage capacity at location? Detail the type of storage including refrigeration and freezer space.

5. Describe type of vehicle used to transport product. Is it refrigerated? Yes or No

6. Agency agrees to be monitored and receive training from ETFB. Yes or No

7. Agency agrees to submit donation report by timeline requested: Yes or No

8. Able to fulfill mandatory daily/weekly pickups. Yes or No

a. Pick up requirements determined by respective retailer as stated in their corporate guidelines/SOP. Appropriate time of day will be determined by the individual store and communicated to Partner Agency through ETFB.

9. An important key to the success of this program is having the same trained person(s) making the pickups, how does the agency plan to accomplish this requirement? Staff or volunteer?

10. In the event an assigned retail store has multiple Partner Agencies approved to participate, the Agency agrees to work in partnership and support of all involved and will assure all staff/volunteers provide the highest level of customer service/collaboration. Yes or No



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Program Application Date: _____

ETFB Agency Training Date: _____

Date of Site Inspection: _____

ETFB Authorization: _____

Donor(s) Assigned: _____

Other Agency Assigned: Yes or No

Name of Other Agency: _____



Partner Agency Retail Store Donation Program Contact Information

Agency Name: _____ Agency # _____

AGENCY INFORMATION

Physical Address _____

City/State _____ Zip code _____

Phone () _____ Fax () _____

CONTACT INFORMATION

Executive Director _____

Phone () _____ Cell () _____

Email _____

Food Pantry Contact _____

Phone () _____ Cell () _____

Email _____

Retail Store Pick-Up Contact _____

Phone () _____ Cell () _____

Email _____



Partner Agency Retail Store Donation Program Donor Assignments & Pickup Schedule

**NOTE* Partner Agencies will pick up the days and times agreed upon. Partner Agencies may not change schedules without ETFB approval.*

AGENCY NAME:

ETFB AGENCY #:

<u>DONOR</u>	<u>STORE #</u>	<u>LOCATION</u>	<u>DATE ASSIGNED</u>	<u>SHARED STORE (Y/N)</u>



1). MealConnect Username:

MealConnect Password:

2). MealConnect Username:

MealConnect Password:



Partner Agency Retail Store Donation Agreement

1. The Partner Agency agrees that all food obtained from the Store Donation Program will be handled and distributed in accordance with their signed Partner Agency Memorandum of Understanding with ETFB and as designated by the policies and procedures of the ETFB Partner Agency Retail Store Donation Pickup Program and each Retailer's Food Donation Guidelines, including Food Safe Handling and Distribution Guidelines and will not be sold or used in house.
2. Partner Agency must be up to date with ETFB Agency Relations Department requirements in submitting timely reports required (Annual reports and monthly Oasis reports). If a Partner Agency is not in good standing with ETFB, pickup at assigned retail store donations will not be allowed until requirements are met.
3. Partner Agency will not incur any ETFB Shared Maintenance Fees from any product received through the Partner Agency Retail Store Donation Pickup Program while participating in the Program.
4. To ensure to the success of this Program, ETFB will lend equipment needed to help Partner Agency fulfill Food Safety and reporting guidelines, i.e., scales, thermal blankets, insulated totes, ice packs, thermometers and any other equipment needed. The Partner Agency will be responsible for any required maintenance or replacement of lent item(s). If at any time this contract is terminated, any and all retail recovery equipment lent to the Partner Agency must be returned by the conclusion of the termination period. ETFB may also coordinate an alternative agency to pick up the lent equipment.
5. The Partner Agency will provide a point of contact to the ETFB Retail Store Donation Coordinator as well as to store management to call for pickup, scheduling or other needs. Partner Agencies are responsible for notifying ETFB Retail Store Donation Coordinator and assigned retailer(s) when their contact information changes (Executive Director and Food Pantry Manager).
6. Partner Agencies must wear their ETFB identification badges at the time of pick up and will provide a current list of staff/volunteers authorized to pick up product to the Retailer.
7. Partner Agency will use the ETFB's tax identification number when picking up donations from retailer.
8. In the case of retailers with pickups split between ETFB and/or other Partner Agency, your Agency will not approach the store about rescuing food designated for the Food Bank or other Partner Agency nor will the Partner Agency seek to obtain proceeds from events orchestrated by the Food Bank or other such food/fund drives unless otherwise directed to do so by the Food Bank. Partner Agency will not solicit any National Donor listed below not assigned to them through the Partner Agency Retail Store Donation Pickup Program or in partnership with Feeding America or the East Texas Food Bank.
9. Partner Agencies must not attempt to solicit the following partners if you are not assigned to their specific store:
 - Aldi's
 - Brookshire's Corporation
 - Dollar General



- H-E-B
 - Kroger
 - Natural Grocers
 - Sam's Club
 - Sprouts
 - Target
 - Walmart
10. Partner Agency will pick up on the days and at the times agreed upon and may not change pickup days and times without ETFB approval. If a regularly scheduled pickup will be missed for any reason, i.e., staff/volunteers are sick, vehicle issues and holiday closures, Partner Agency must notify assigned retailer(s) and/or ETFB's Retail Store Donation Food Donation Coordinator. In the event that the closure is for an extended amount of time, see #11.
 11. An extended closure is defined as missing more than one scheduled pickup day. The Partner Agency must notify the ETFB Retail Store Donation Coordinator at least six (6) weeks prior to the closure. During the extended closure, the agency is expected to continue fulfilling at least two of their assigned pickup days per week. ETFB will work with the Partner Agency to try to assign a substitute agency during the closure, if possible. However, if no substitute can be found, the assigned agency remains responsible for ensuring coverage.
 12. Frozen and refrigerated product must be transported using approved devices to maintain safe food temperatures. These devices include temperature-controlled coolers, thermal blankets, insulated totes, ice packs, or active temperature devices (i.e. refrigerated truck/unit). Partner Agencies are required to log the temperatures on frozen and refrigerated product at the time of pickup and again at delivery to Agency storage. It is required that all staff/volunteers helping with store pickups are to be educated to follow these procedures as well as Food Safe Handling and Distribution Guidelines. Any product that falls outside of temperature guidelines must be destroyed. Temperatures must be maintained on a paper or digital log for 3 years.
 13. The Partner Agency agrees to accept all donations offered by the donor in good faith and cannot refuse any donation, except in cases where the product is spoiled or otherwise unsuitable. If the Partner Agency is unable to distribute all donations through regular pantry distribution, they are encouraged to hold a "Retail Store Only" Distribution (see #14) or contact the ETFB Retail Store Donation Coordinator.
 14. In the event that Agency holds a "Retail Only Distribution"; as permitted in the Retail Store Distribution Agency Guidelines, the Agency will submit a "Retail Store Only Distribution Report" to ETFB's Retail Store Donation Coordinator by the end of each month.
 15. The Partner Agency will not share food with organizations that do not have an ETFB signed agreement. If the Agency receives more food than they can distribute, sharing of food with a Food Bank Partner Agency is authorized. If you share food, keep track of what is shared so that recall information may be shared appropriately.
 16. Partner Agency agrees to improve and expand capacity as requested by the ETFB in their willingness to add more stores and/or days to their pickups as well as adding or expanding their distribution hours if donations are plentiful.



17. The Partner Agency agrees to sort and weigh product received into designated categories and will be responsible for documenting the weight of each direct pickup and reporting in the MealConnect portal by **Monday, 12pm** for the previous week's pickups; and all reports for the month must be submitted no later than the **3rd of the following Month**. Partner Agency must enter a report if a "Scheduled Pickup Not Attempted" on assigned pickup day(s) or when there are no donations received ("0 lbs."). Report incorrect transactions entered in MealConnect to ETFB Retail Store Donation Coordinator within 24 hours so that MealConnect can be contacted to make corrections necessary. After a 3rd offense of late reporting, the partnership will be evaluated which could lead to possible termination of participation. A tracking log of information entered will be used as reference in case an audit of this information is needed. The log should be kept for a period of 1 year.
18. The ETFB Retail Store Donation Coordinator will conduct on-going store visits to coach and educate store personnel on donor's Food Donation guidelines and to get feedback on Partner Agency's performance and compliance.
19. Partner Agency agrees to receive initial and on-going training for the Partner Agency Retail Store Donation Pickup Program as well as being monitored for compliance by the ETFB Retail Store Donation Coordinator. The Partner Agency will adhere to and not deviate from the Partner Agency Retail Store Donation Pickup Program and Retailer's guidelines. Partner Agency agrees help build the relationship to show their appreciation to their assigned donor by conducting a store visit once per month.
20. Partner Agencies should contact the ETFB Store Donation Coordinator regarding any issues that arise with the retail partner. The Partner Agency will be representing the Food Bank and will be responsible for all actions performed by their staff or volunteers.
21. In the event a "Retail Recovery Escalation Process" is necessary; which includes: not following pickup schedule, lack of reporting within timeline requirements, selling donated product or using inappropriately, picking up from a store on days not assigned or no longer assigned to, not taking temperatures on cold/frozen product at time of pick up and arrival at Agency location, not using passive devices for product transport (i.e., thermal blankets), not wearing ETFB name badges and/or any other guidelines listed, the Partner Agency will be notified by ETFB if any guidelines are not met and will be asked that corrective action be taken within a specific timeline.
22. Partner Agencies that agree to abide by the responsibilities outlined here should have their Executive Director complete and sign the Partner Agency Program Agreement and return to the ETFB Retail Store Donation Coordinator.
23. The mandatory minimum duration of this voluntary agreement between the East Texas Food Bank and its Partner Agency is one year. The East Texas Food Bank and Partner Agency agree to provide 30 days written notice before termination of this agreement. This agreement may also be terminated with or without cause or by reason of material breach. Partner Agency will continue pickups until the end of the termination period.
24. Once notice has been received and termination period is concluded, Partner Agency will cease any and all pickups at the store(s) assigned. The East Texas Food Bank will be solely responsible for the re-assignment of retail store(s), as is necessary.

By signing the Partner Agency Retail Store Donation Program Agreement, Partner Agency agrees to abide by all expectations and guidelines listed above.



Agency Name: _____

Agency Address : _____

Agency ETFB Number: _____

Executive Director (print): _____

Email: _____

Food Pantry Manager (print): _____

Email: _____

I have read and understand all the requirements listed above and agree to adhere to them completely.

Partner Agency Executive Director (PRINTED NAME) **Date** _____

Partner Agency Executive Director (SIGNATURE) **Date** _____

East Texas Food Bank Representative, East Texas Food Bank **Date** _____

Retail Store Donation Team Contacts:

Anita Bangle
Retail Store Donation Coordinator
abangle@easttexasfoodbank.org
(903)617-2019 Direct
(903) 952-1847 Cell

Charlie Bailey
Food Sourcing Manager
cbailey@easttexasfoodbank.org
(903)617-2022 Direct
(469) 631-8771 Cell

Andrew Ayo
Chief Operating Officer
aayo@easttexasfoodbank.org
(903) 617-2035 Direct



Partner Agency Retail Store Donation Program Equipment Agreement

Agency Name _____ Agency Number _____

Thank you for representing the East Texas Food Bank in the Partner Agency Retail Store Program. The East Texas Food Bank is excited about this great opportunity.

To ensure the success of this program, the East Texas Food Bank will donate items directly to the Partner Agency. You will be responsible for any required maintenance of any donated item (if needed). If at any time you are unable to continue store pick-up, the East Texas Food Bank may pursue recourse.

Again, thank you for your participation in this program.

Item Quantities & Cost:

Equipment _____ \$ _____

By signing below, the Agency acknowledges the terms and conditions stated above.

Agency Contact _____ Title _____

Agency Signature _____ Date _____

For any questions concerning the Retail Store Donation Program, contact:

Anita Bangle, Retail Store Coordinator: (903) 617-2019 or (903) 952-8147

Charlie Bailey, Food Sourcing Manager: (903) 617-2022 or (469) 631-8771

Andrew Ayo, Operations Leader: (903) 597-3663



Partner Agency Retail Store Donation Program Escalation Process

When an issue arises, that is the agency's responsibility, the best customer service we will provide is consistency to our policy.

Escalations needed due to violation of Retail Recovery contract examples include but are not limited to the violations listed below:

- Lack of on-time reporting (MealConnect reports are due by Monday, 12pm for the previous week)
- Selling food or using it inappropriately
- Not picking up from a store on day(s) they are assigned to pick up without prior notification
- Picking up from a store on day(s) they are not assigned or picking up from a store they are no longer assigned
- Not providing extended closure schedule by timeline requested by ETFB
- Not picking up at least two (2) day at assigned retailer(s) during extended closure, depending on assigned pickup schedule
- Not taking temperatures on product at time of store pickup and arrival at Agency
- Not using passive devices for product transport (thermal blankets, insulated totes/ice packs)
- Not wearing ETFB name badges
- Any other guidelines mentioned in Partner Agency Contract

Monitoring:

- A. If not reporting within timeline required, the ETFB Retail Store Donation Coordinator (RSDC) will send out an email reminder for Partner Agency to submit reports with a call to action of reporting timely.

Coaching:

- A. After 2 weeks, if there is still no improvement, the ETFB RSDC will engage Agency Relations for Agency Coaching & re-training. ETFB RSDC and an Agency Relations Representative will follow up with a phone call to agency - what can we do to help agency get to timely reporting?

Escalation:

- A. Based on Agency response, it will be determined if situation requires an in-person meeting.
 - a. Internally, ETFB RSDC to conduct evaluation of where it makes sense for agency to continue with Partner Agency Retail Store Donation Pickup Program.



- b. Work with Agency Relations to see if there are viable back-up agency available for pickup if need to re-assign store(s).

Probation:

- A. After 2 weeks, if there is still no improvement, agency will be notified and placed on documented probation for next 30 days with the goal of 90% compliance or better, or risk termination
- B. ETFB RSDC will notify Agency Relations and Program Services Director/Partner Agency Executive Director/Food Pantry Manager/Partner Agency Board of Directors

Program Termination:

- A. If agency does not meet goal, then the store may/will be re-assigned.



Use of Donated Goods Policy

Purpose

The purpose of this policy is to adopt, interpret and enforce the rules and regulations imposed under Internal Revenue Service Code 170(e) (3) and the Feeding America IRS Code 170(e) (3) Interpretive Guide for East Texas Food Bank and Partner Agency Operations.

Scope

This policy applies to all departments, personnel, volunteers, and agency representatives unless exclusions are specifically stated.

Policy and Procedures

Compliance with the Internal Revenue Service Code 170(e) (3) and the East Texas Food Bank's Feeding America Member Agreement are mandatory by law and essential to the performance of our mission.

General Policy

- By law, institutional uses of donated product must be "incidental to primary use in the care of the ill, needy, or infants. All partner agency staff and volunteers should be made aware of these policies and procedures. The following applies to all donated goods regardless of the source of donation.

Volunteer and Staff Policy

- Donated product may not lawfully be used to "pay" staff or volunteers.
- Donated product may not be "sold" or "traded" for any reason.
- Partner Agency volunteers may not glean through donated product before their advertised distribution to the public. Any partner agency, volunteers or staff in need of assistance must receive food (or non-food) through the same process as the general public. Preferential treatment cannot be given to these individuals.
- If a staff member or volunteer are found in breach of these guidelines, the East Texas Food Bank will request a corrective action plan from the Partner Agency.

Fundraising Events

- Donated products may not be used for the purpose of fundraising, either as prepared food (such as spaghetti dinners or bake sales) or as "prizes". ETFB or its member agencies may specifically solicit donations of product for use in raising funds, or a refreshment for volunteer participants in special events, as long as the solicitation, receipting, and use is carefully documented and conveyed to the donor that the product does not qualify under 170(e) (3).

Partner Agency & ETFB Agency Number

Date: _____

Partner Agency Staff/Volunteer Name

Date: _____

East Texas Food Bank Representative

Date: _____

Store Donation Pickup Report Template

Partner Agency Name:
Partner Agency EFTB Number:
Assigned Store Name and Number:

[illegible]

Please use this form to track and record temperatures and pounds received from your assigned store and are entered into the MealConnect portal. **Temperature on cold/frozen product should be 41 degrees or less - discard any product not meeting this temperature. Transport time from store to agency must be 30 minutes or less.** MealConnect reports are due every week by 12:00pm on Monday for the previous week's pickups. A copy (paper or digital) of this report should be kept for audit purposes for a period of one (1) year.

Issues, Contact: Anita Bangle - Retail Store Donation Coordinator - 903-952-8147 or Charlie Bailey - Food Sourcing Manager - 903-617-2022 Thank you for your assistance in providing this information in a timely manner!

MealConnect Reporting Categories & FAQs

- ❖ **Bakery** – bread, pastries, cookies, cakes, pies
- ❖ **Meat** – random weight meats (beef, chicken, and pork); hanging meats (known as hard packs), lunchmeats, bacon, sausages, hot dogs. Frozen meats: beef, chicken, turkey, pork, and hams that are shipped, stored, and merchandised in a frozen state. Frozen cooked fish or seafood.
- ❖ **Produce** – fruits and vegetables (bulk or prepackaged), dried fruit and gourmet salad dressings
- ❖ **Prepared Perishables (Deli)** – Hot/Cold Prepared Foods from a Retail Deli. I.e. cold rotisserie and 8-pc. fried chicken & wings, bulk meats/cheeses (sliced to order), sandwiches, prepared high grade cuts of meats/cheeses, prepared side dishes (potato salads, pork & beans, etc.), pizzas

NOTE* PLEASE DO NOT USE FOR DOLLAR GENERAL DONATIONS

- ❖ **Dairy** – milk, cottage cheese, whipping creams, eggs, yogurts, juices, dips, egg substitutes, cookie dough, tea, orange juice
- ❖ **Grocery Dry** – canned and dry goods, chips, cookies, coffee, sugar, flour, rice, beans, sodas, water
- ❖ **Grocery Frozen** – frozen vegetables, fruits, heat & serve meals, ice cream, breads, biscuits, pizzas
- ❖ **Non-Food** – pet food, paper towels, toilet paper, detergents, dish soap, other general merchandise

Note:

Mixed Refrigerated – Please **DO NOT** use this Category. This does not capture correct categories received.

Missed pickups on assigned days – enter as ***“Scheduled Pickup Not Attempted”***, choose a reason from the drop-down box, ***example***, if ***“Other”***, then type in reason, i.e., ***“Holiday Closure”***.

Store Pickups with no donations received – enter as **“No Pounds”**, enter reason, i.e., **“None Available”**.

Reporting Guidelines:

- **Reports are due on a weekly basis – every Monday following the previous week’s pick up and all reports for the month must be submitted no later than the 3rd of the following Month** – if this information is not in the system, we cannot track how the store you are assigned is donating or not. We use this information to conduct store visits to coach and educate these donors and include their supervisors in helping us make sure that they are following their Food Donation Guidelines.
- **Enter a report every week even when the store is not donating any product**. This will be an entry of either “No Pounds” or “Pickup Not Attempted” - it will request you to enter a “reason” for either of these
- If you are assigned a *Dollar General* store – **please DO NOT use the “Prepared Perishable” category – this category is for a retailer that has a Deli department**. Dollar General does not have a Deli department therefore you will not use this category when entering reports. We know that this can be confusing especially when you are receiving donations from them such as chicken salad, Lunchables, etc. In this instance you would enter the chicken salad under the “Dairy” category and the Lunchables would be entered in the “Meat” category.
- The **“Description” box does not have to be used for perishable items**, this will save you time – **only use the box if you are receiving “Non-Food”** such as *detergent, paper towels, etc.*
- **Please Do not use the “Mixed Refrigerated” category**
- Use the “Temperature” boxes to record temperatures at time of pickup and arrival at your pantry – **Please do not use the “Description” box to enter temperatures**.

If you receive multiple items on the same day for the same category, use the “Store Donation Tracker” (or your own log) to write down the weight for that one category, then total and then enter that total. When there are multiple entries for the same category on the same day, it takes more time for you to enter reports and then we question whether it is a duplicate entry, especially when the weights are the same.

Agency FAQ's

Platform Usage

Q: How do I log in?

A: (After the initial registration process) Go to <https://mealconnect.org/login> and select from the login options. If you are using an email address to log in, it's likely you will use the "E-Mail Address" option. If your partner food bank gave you a username that begins with "FA\ ", you will use the Feeding America Network option

Q: How do I submit a receipt?

A: (A complete walkthrough can be found in the Help Resources section of your account)

1. Select New Receipt from the list on the left side of the page
2. Select the pickup date from the drop-down or type it in
3. Select your donor from the dropdown
4. Select the category from the drop-down
5. Select the storage requirement
6. Enter a product description for the line item (this may be a required field in your account)
7. Enter the poundage for the line item
8. Hit "Add"
9. (If applicable) Hit "Add New Line Item" and repeat steps 4 – 8 until all line items/categories are accounted for
10. Hit "Add Receipt"
11. (If applicable) Hit "Add New Receipt" and enter additional receipts for the time period
12. Hit "Submit Receipts"

Q: How do I correct a mistake on a submitted receipt?

A: Go to Previous Receipts. If the receipt is still within the edit period your food bank has set, the Status will show as "Submitted" and an Edit button will show in the action column for that receipt. If the receipt is *not* within the edit period, the Status will show as "Locked" and no Edit button will be available. In this case, you will need to reach out to your food bank.

Q: Can I look at the info I've submitted after a receipt is locked?

A: Yes. You can go to the Reports tab and run a variety of reports on the receipts you have submitted into MealConnect.

Q: I'd like to see the site displayed in a different language.

A: (These instructions are specific to Google Chrome)

1. Open the More Options Menu (the  button in the top right corner)
2. Select "Settings"
3. Select "Show Advanced Settings"
4. Select Under "Languages", select "Language and input settings..."
5. Select "Add"
6. From the drop-down, select your desired language
7. Under "Languages", ensure that your desired language is in the list and highlighted
8. Select "Display Google Chrome in this language"
9. Select "Done"
10. Close and relaunch Google Chrome for the changes to take effect
11. Now Chrome will ask you if it should translate webpages and you can set them to display in whatever language you'd like

Technical Concerns

Q: I don't see all the options/buttons or the buttons are not working.

A: This is usually caused by an out-of-date internet browser or a poor internet connection. Please see below for links to download the most recent versions of our supported browsers: Google Chrome:

Desktop: <https://www.google.com/chrome/browser/desktop/>

Mobile: <https://www.google.com/chrome/browser/mobile/index.html>

Internet Explorer:

Desktop: <http://windows.microsoft.com/en-us/internet-explorer/download-ie>

Firefox:

Desktop & Mobile: <https://www.mozilla.org/en-US/firefox/new/>

Safari:

Desktop: <https://support.apple.com/en-us/HT201541>

Mobile: <https://support.apple.com/en-us/HT204204>

Q: Misc. problems with unresponsive drop-downs/buttons/pages

A: Please try pressing Shift and Refresh. This clears the cache for the page and reloads. (This works on all websites, not just MealConnect).

Also:

Ctrl + Shift + R (Windows)

Ctrl + F5 (Windows)

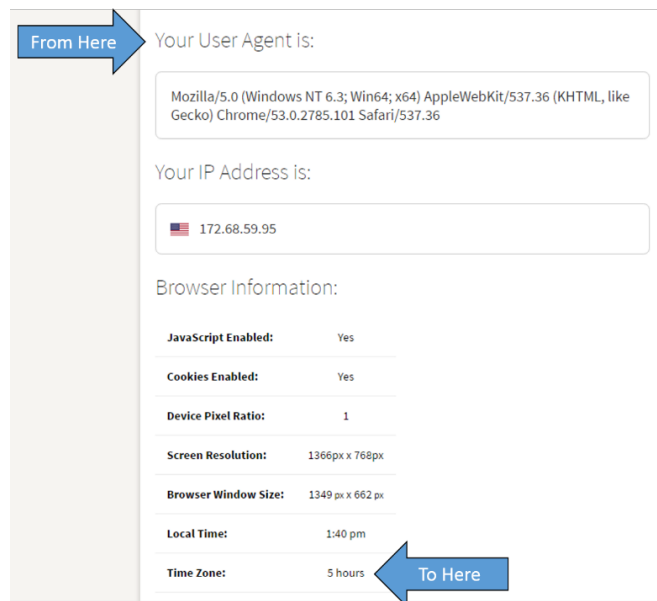
Cmd + Shift + R (Mac)

Q: I can't add a new line item/submit a receipt.

A: It's important to remember that most/all fields are required. Leaving certain fields blank may prevent you from adding a line item and/or submitting a receipt.

Q: I'm still having an issue with using the website

A: Please go to <http://www.whoishostingthis.com/tools/user-agent/> and copy the following:



From Here

Your User Agent is:

Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.101 Safari/537.36

Your IP Address is:

172.68.59.95

Browser Information:

JavaScript Enabled:	Yes
Cookies Enabled:	Yes
Device Pixel Ratio:	1
Screen Resolution:	1366px x 768px
Browser Window Size:	1349 px x 662 px
Local Time:	1:40 pm
Time Zone:	5 hours

To Here

Please then send this information along with a detailed description of the issue and a full-screen screenshot of the problem (even a cell-phone picture of the screen is helpful) to your partner food bank.



Retail Store Distribution Guidelines

The purpose of the distribution guidelines outlined in this document is to ensure that the East Texas Food Bank and its Partner Agencies are good stewards of the donated food. These guidelines will ensure that food donated through the Retail Store Pick-up Program is distributed to community members equally and in a timely manner to maintain quality.

Distribution Guidelines:

1. Agencies may choose to distribute Retail Store food in a variety of ways:
 - Alongside regular pantry distributions - No Retail reporting to ETFB's Retail Store Donation Coordinator is required.
 - Alongside Produce Drop distributions:
 - Applies only to perishable products received from Retail Stores (produce, bread, dairy, already-cooked meats such as rotisserie chickens, etc.)
 - No Retail reporting to ETFB's Retail Store Donation Coordinator is required.
 - As a special Retail Store-Only Distribution
 - Retail Store-Only Distribution hours must be publicly posted at the Agency distribution location
 - Posting should include verbiage such as "8:00am-while supplies last"
 - Reporting submitted to ETFB's Retail Store Donation Coordinator is required.
 - Along with Senior Box distributions - no Retail reporting to ETFB's Retail Store Donation Coordinator is required.
2. Agencies are always encouraged to distribute retail stores and other foods using a client-choice model
3. Agencies that participate in ETFB's Retail Store Program are responsible for maintaining a distribution schedule that ensures donated perishable food does not go to waste before it is distributed (distribute within three days of pick-up from the retail store)
 - If an agency is consistently unable to distribute food donated through the Retail Store program before it spoils, the **agency must open for public distribution on additional days**
 - Agencies that do not have the organizational capacity to open for public distribution on additional days will coordinate with ETFB's Retail Store Donation Coordinator to have one or more of their retail store pick-up days reassigned
4. On occasion, it is acceptable to share retail store food with other ETFB Partner Agencies. Sharing retail store food with another ETFB Partner must be approved and reported to ETFB's Retail Store Donation Coordinator and/or Food Sourcing Associate. Food donated or received through the East Texas Food Bank should **never** be shared with an organization that does not have signed agreements with ETFB.

Reporting:

5. Agencies must record the total number of households served throughout each month



- 1) When Retail Store food is distributed during regular pantry distributions, the agency will record household assistance records in Oasis Insight
- 2) When Retail Store food is distributed as a special Retail Store-only distribution, the agency will record the total number of households serviced on the Retail-Store Distribution Report and email report to ETFB's Retail Store Donation Coordinator at the end of each month.
 - Agencies will record the total number of families that receive food on each Retail Store-only distribution day. ETFB will review the monthly report submitted by the agencies and count a one-day high, in an effort not to count duplicated households.
- 3) When distributing alongside Senior Box Distributions:
 - Agencies will record the total number of households served on their Senior Box Distribution Report



Retail Pick-Up Monitoring Form

Agency Name: _____ Contact Name: _____

Agency Number: _____ Phone Number: _____ E-mail: _____

1. Days & Times of Food Distribution: _____

2. Retail Pickup Schedule: _____

3. Proximity to Store: _____

4. Agency Storage Capacity (Dry Storage, Refrigeration/Freezer Space): _____

5. Transport Vehicle (Vehicle Type, Trailer, Refrigerated, etc.): _____

6. Does the Agency have Staff or Volunteers doing pickups? ☐ Staff ☐ Volunteers

7. Please explain the retail process at the store: _____

8. Please explain the retail pick-up process at the pantry: _____

9. Is the agency reporting any changes to a scheduled pick-up to the retailer(s) and ETFB?

☐ Yes ☐ No

○ Corrective Action Plan Needed: _____



10. Is the agency consistently receiving product outside of the donor's quality standards?

☐ Yes ☐ No

- If yes, please explain: _____

11. Is the Agency contacting ETFB Food Sourcing Department regarding any store level concerns?

☐ Yes ☐ No

- Corrective Action Plan Needed: _____

12. Is the Agency reporting correct poundage and temperatures for food items?

☐ Yes ☐ No

- Corrective Action Plan Needed: _____

13. Is the Agency submitting reports before weekly deadlines?

☐ Yes ☐ No

- Corrective Action Plan Needed: _____

14. What categories/specific foods are consistently not being donated? _____

15. Has the Agency faced difficulties rescuing all products from the retail donor(s)?

☐ Yes ☐ No

- Corrective Action Plan Needed: _____

16. Has the Agency shared retail pick-up food with other agencies?

☐ Yes ☐ No

- Corrective Action Plan Needed: _____



-
-
17. Has the Agency received a scale and thermal blanket? ☐ Yes ☐ No
If yes, has agency signed donation form? ☐ Yes ☐ No
If not, does agency need these items? ☐ Yes ☐ No

Agency Signature: _____ Date: _____

Partner Specialist Signature: _____ Date: _____

Store Signature: _____ Date: _____

Retail Store Donation Coordinator Signature: _____ Date: _____

Temperature Record

Organization Name	Telephone No.
Location of Freezer(s)/Cooler(s)	

DAY OF MONTH	FREEZERS			COOLERS			SIGNATURE
	1	2	3	1	2	3	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							



Feeding America & East Texas Food Bank Agency Retail Store Donation Program Contact Sheet



East Texas Food Bank Tax ID: #75-2222686

Assigned Agency Name:						
Contact Name:						
Contact Email:						
Phone Number:						
Volunteer List						
Volunteer Names	Phone Number					
Pick up Schedule for Store:						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

For any issues or concerns with the Agency assigned or with Store Donation Guidelines, Please Contact:

Anita Bangle, Retail Store Donation Coordinator, or Charlie Bailey, Food Sourcing Manager

903-952-8147 or 903-617-2022



**Dollar General Food Donation Contact Sheet
For
Feeding America - East Texas Food Bank**

For any issues or concerns with the Agency assigned or with Store Donation Guidelines, Please Contact:

Anita Bangle
Retail Store Donation Coordinator
abangle@easttexasfoodbank.org
(903) 617-2019
(903) 952-8147

Charlie Bailey
Food Sourcing Manager
cbailey@easttexasfoodbank.org
(903) 617-2022
(469) 631-8771

Assigned Agency Name:	
Contact Name:	
Phone Number:	

Date Codes Explained

	<u>"Expiration"</u>	<u>"Sell By"</u>	<u>"Use By"/"Best By"</u>	<u>"Packed On"/ Coded Date</u>
What It Means:	Product should not be consumed after this date	Stores should not sell product after this date	Quality lessens after this date	Food was processed on this date
	Food should not be distributed or consumed after this date	Last date that temperature sensitive food should be sold. If handled properly, it may still be safe to consume after this date.	Manufacturer's recommendation for how long shelf stable products will be at peak quality. After this date, the food is still safe to consume, but begins to slowly lose nutrients and quality lessens.	Used by manufacturers and retailers to track inventory, rotate food on shelves, and locate items in inventory
Safe to Donate?	No	Yes*	Yes*	Yes*
Examples:	Baby food and formula, medicines, vitamins, yeast, baking powder.	Refrigerated foods such as milk, yogurt, cottage cheese, eggs, lunch meat, packaged salad mixes.	Crackers, cookies, cereals, canned goods, and other dry, shelf stable foods.	Canned food, crackers, cookies, spices, and other dry shelf-stable foods.
Audience:	Retailers / Consumers	Retailers	Consumers	Manufacturers / Retailers
*If the food has been handled properly, it may still be safe to consume past this date.				



EAST TEXAS FOOD BANK

Food Consumption & “Out-of-Date” Examples

Not sure if you can distribute food that’s “Out-of-Date”? Don’t worry — this handy cheat sheet has you covered. Use it to extend shelf life and ensure your clients stay safe.



Bread & Baked Goods



Baking Soda
1 Year



Non-Perishable Canned Items
5 Years



Cereals & Breakfast Items
1 Year



Condiments
1 Year



Dried Beans, Rice & Pasta
2 Years



Drinks (Not Water)
6 Months



Frozen Products
1 Year



Healthy Snacks: Crackers, Nuts & Granola Bars



Milk
3 Months if Frozen



Peanut Butter
2 Years



Processed Refrigerated Food
1 Month



Refrigerated Dairy
2 Weeks - 3 Months if Frozen



Other Snacks: Potato Chips, Popcorn, Etc.
6 Months



Ramen, Soup & Broths
2 Years



Water (Including Sparkling & Flavored)
2 Years



Medical Products
No Grace Period



Baby Products
No Grace Period

Information Sources:

<https://www.foodsafety.gov/food-safety-charts/cold-food-storage-charts>

<https://www.fda.gov/media/101389/download>: Food Facts How to Cut Food Waste and Maintain Food Safety

<https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/food-product-dating>



EAST TEXAS FOOD BANK

Food Consumption & “Out-of-Date” Examples

Types of Dates

“Best if Used By/Before”: Indicates when a product will be of best flavor or quality. It is not a purchase or safety date.

“Sell-By”: tells the store how long to display the product for sale for the purpose of inventory management. It is not a safety date.

“Freeze-By”: Indicates when a product should be frozen to maintain peak quality. It is not a purchase or safety date.

“Packed On/Coded Date”: Food was processed on this date – this is NOT an Expiration date.

Safe Minimal Internal Temperatures

Beef, pork, veal and lamb	145 °F Allow for a three minute “rest time” after removal from the heat source.
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Ground meats	155 °F
--------------	--------

Poultry (whole, parts or ground)	165 °F
----------------------------------	--------

Eggs and egg dishes	160 °F Cook eggs until yolk and white are both firm. Scrambled eggs should not be runny.
---------------------	--

Leftovers and casseroles	165 °F
--------------------------	--------

Fin fish	165 °F
----------	--------

Shrimp, lobster and crab	Cook until flesh is pearly or white, and opaque.
--------------------------	--

Power Outage Tips

- Should the power go off, a full freezer will stay frozen for about two days, a half-full freezer about one day.
- Keep the freezer door closed. Pack foods tightly together.
- Foods thawed and held above 40°F for more than two hours should be discarded.
- Refrigerated foods should be edible as long as power is out no more than four hours.
- Discard any perishable foods that have been above 40°F for two hours or more and any foods that have an usual odor, color, texture, or feel warm to the touch

Information Sources:

<https://www.foodsafety.gov/food-safety-charts/cold-food-storage-charts>

<https://www.fda.gov/media/101389/download>: Food Facts How to Cut Food Waste and Maintain Food Safety

<https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/food-product-dating>

Product Consumption Requirements (Meat and Dairy)

Meat (all meat must be frozen on or before the sell-by or use-by date)		
Product:	Requirement and sell-by or use-by /code dates:	Non- acceptable condition:
Fresh or frozen meats, processed, packaged meats	Freeze at 0° F or below on/before sell-by or use-by date. If frozen on/before sell-by date, can be consumed up to 1 year past sell or use-by date	Defrosted product Severe freezer burn Discolored product Unfrozen past expiration date Damaged or compromised packaging
Processed fully cooked meats	Defrosting/refreezing is strictly prohibited. If frozen on/before sell-by or use-by date, can be consumed up to one year past sell or use-by date.	
DAIRY		
Product:	Requirement and sell-by or use-by/code dates:	Non- acceptable condition:
	Chill below 41 degrees °F	Damaged or compromised packaging, off odor, discoloration
Half and Half	3 days past sell-by or use-by date	
Whipping cream		
Egg Nog	5 days past sell-by or use-by date	
Whole milk		
2% milk	6 days past sell-by or use-by date	
1% milk	7 days past sell-by or use-by date	
Skim milk	10 days past sell-by or use-by date	
Yogurt, sour cream, cottage cheese		Mold, off color or smell
Cheese	14 days past sell-by or use-by date	Opened items, compromised packaging
Egg	In shell: 21 days Hard cooked: 7 days Pasteurized: 10 days Substitute: 10 days	Damaged or compromised packaging, off odor, taste, discoloration
Alternative Dairy and Meat Overview		
Product:	Requirement:	Non- acceptable condition:
Soy yogurt and milk	Refrigerate below 41 degrees °F.	Damaged/compromised packaging, off odor, discoloration
	Soy ...	
	Milk	
	Yogurt	
Meat substitutes such as, Tofu, Tempeh and Seitan	Must be frozen at 0 degrees °F or below on/before sell-by or use-by date. All other substitutes must be refrigerated below 41 degrees °F	Damaged/compromised packaging, un-frozen past expiration date, swollen/bulging container
	If ...	
	Refrigerated	
	Frozen on/before sell-by or use-by date.	
Non-Dairy Beverages (rice, soy, oat milk)	Consume up to ...	Damaged/compromised packaging, off odor, discoloration, bulging container
	1 year past sell/use-by date	
	If stored properly, can be consumed up to 6 months past sell/use by date. Store in cool, dry, clean area	

Contact:

Anita Bangle (903) 952-8147
 Charlie Bailey (469) 631-8771
 Andrew Ayo (903) 597-3663





Agency: _____



Agency: _____



Agency: _____



Agency: _____



Agency: _____



Agency: _____



Agency: _____



Agency: _____