

GROCERY RECOVERY DONATION GUIDELINES

Food donations must be suitable for human consumption and staged indoors in food grade boxes. The guidelines below outline requirements by product category.

MEAT, POULTRY, FISH

Acceptable Conditions:

- Securely sealed in original packaging, dated appropriately, labeling intact
- Frozen on or before the date on the package
- Store at 0°F or less
- Staged in separate boxes by species and stacked accordingly (top to bottom): seafood, pork, beef, poultry

Unacceptable Conditions:

- Held above 41° F for more than 2 hrs
- Staged in non-food grade packaging or meat boxes with USDA logo
- Opened or damaged packaging resulting in leaking and/or the loss of sanitary barrier
- Missing ingredient label and/or a date on package
- Defrosted, discoloration, severe freezer burn, and/or bulging packaging
- Multiple species staged in the same box

DAIRY & EGGS

Acceptable Conditions:

- Securely sealed in its original packaging, dated appropriately, labeling intact
- Donated no later than 2 days past date on package
- If refrigerated, stored at 41°F or less
- If frozen, stored at 0°F or less

Unacceptable Conditions:

- Held above 41° F for more than 2 hrs
- Staged in non-food grade packaging or meat boxes with USDA logo
- Opened or damaged packaging resulting in leaking and/or the loss of sanitary barrier
- Bad odor, discoloration, and/or bulging packaging
- Broken eggs

PRODUCE

Acceptable Conditions:

- Stored in a cool, dry, and clean area
- Highly perishable product, such as cut produce, must be stored at 41° F or less

Unacceptable Conditions:

- Perishables held above 41° F for more than 2 hrs
- Staged in non-food grade packaging or meat boxes with USDA logo
- Opened or damaged packaging resulting in leaking and/or the loss of sanitary barrier
- Rotten, moldy, damaged, decayed, or overripe

DELI

Acceptable Conditions:

- Securely sealed in its original packaging, dated appropriately, labeling intact
- If refrigerated, stored at 41° F or less and donated no later than 2 days past date on package

Unacceptable Conditions:

- Perishables held above 41° F for more than 2 hrs
- Staged in non-food grade packaging or meat boxes with USDA logo
- Opened or damaged packaging resulting in leaking and/or the loss of sanitary barrier
- Missing ingredient label and/or a date on the package
- Rotten, moldy, damaged, decayed, or overripe

BAKERY

Acceptable Conditions:

- Securely sealed in original packaging, dated appropriately, labeling intact
- Donated no later than 3 days past date on package
- If room temp, must be stored in a cool, dry, and clean area
- If refrigerated, must be stored at 41° F or less

Unacceptable Conditions:

- Perishables held above 41° F for more than 2 hrs
- Staged in non-food grade packaging or meat boxes with USDA logo
- Opened or damaged packaging resulting in leaking and/or the loss of sanitary barrier
- Missing ingredient label and/or a date on package
- Mold, bad odor, or discoloration

DRY GROCERY

Acceptable Conditions:

- Securely sealed in original packaging, dated appropriately, labeling intact
- Compromised external packaging may only be donated if internal packaging is uncompromised
- Donated no later than 30 days past the date on the package
- Stored in a cool, dry, and clean area

Unacceptable Conditions:

- Staged in non-food grade packaging or meat boxes with USDA logo
- Opened or damaged packaging resulting in leaking and/or the loss of the sanitary barrier
- Missing ingredient label and/or a date on package
- Broken or chipped glass; Severely dented cans
- Baby formula, medications, nutritional supplements, and alcohol

NON-FOOD

Non-food items are accepted upon approval. Please contact Colin Davidson at fooddonations@refb.org.

DRIVER INFORMATION FORM | GROCERY RECOVERY PROGRAM

UPON ARRIVAL

1. Check-in with Receiving Clerk.
2. Go to the designated pick-up location/area. Check-in with department managers when possible. Note: some retailers may ask you to go to each department to pick up donations; some may have the product staged in one location.
3. Gather donated products and segregate the perishables (meat, deli, dairy, produce, and bakery) and non-perishable products. Meat must be segregated by species and **never** mix poultry with beef. Poultry should **never** be stacked on top of other boxes.
4. Ensure product meets donation requirements and log temperature for cold and frozen donations on receiving form. If the product does not meet donation requirements, notify the receiver and leave the product at the store to be dumped.



5. Place all refrigerated products in a temperature-controlled device.

IN TRANSIT

1. Ensure the trailer maintains a temperature below 41 degrees.
2. Keep donations separated by the retailer for receiving at Redwood Empire Food Bank.

AT REDWOOD EMPIRE FOOD BANK OR AT YOUR LOCATION

1. Unload donations, weigh and complete paperwork, provide poundage information to the Redwood Empire Food Bank through approved method, either Meal Connect or PWW. This should be done immediately, but no later than 24 hours after pick up.
2. Check food temps after unloading and before putting away in the fridge/freezer. If food is not at a safe temp it should be dumped.

ADDITIONAL INFORMATION

For information related to retail partnerships, donation and pick-up protocol, and inquiries from agencies interested in participating, please contact:

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