

Foodshare's Partner-enabled Retail Pick-up Program is designed to increase volume and variety of donations available to its Partner Programs, while meeting customer service and food safety expectations of our retail partners.

**AS A PARTNER-ENABLED RETAIL RESCUE PROGRAM PARTNER \_\_\_\_\_ ("PROGRAM") WILL RECEIVE DONATIONS DIRECTLY FROM A SPECIFIED RETAIL "PARTNER" STORE(S). ACTING IN THIS CAPACITY, THE PROGRAM AGREES TO THE FOLLOWING:**

### **BASIC PROGRAM REQUIREMENTS** for participation in Retail Rescue:

- Partner Program will maintain current, good standing Foodshare member contract, and will be in compliance with contract guidelines.
- Partner Program facility has adequate cooler/freezer space to immediately store temperature-sensitive product
- Partner Program will designate ONE primary contact person to oversee the program and its volunteers
- Partner Program will find and train Retail Rescue volunteers and will maintain records for each person involved in the program
- Partner Program agrees to notify Foodshare's Retail Team of program closures for holidays, events or bad weather
- Partner Program will use the equipment supplied by Foodshare only at partner retail store(s) with which they have been linked by Foodshare.

### **TRAINING REQUIREMENTS** for participation in Retail Rescue:

- Partner Program will administer training to each new volunteer. Training materials and paperwork to be provided by Foodshare
- Partner Program will ensure that each volunteer has a valid driver's license and auto insurance
- Partner Program will use supplies provided by Foodshare (scale, a thermal blanket, black sharpie marker, donor forms and meat stickers) with the expectation that they are used as intended and only for Foodshare pick-ups. If a replacement scale or blanket is needed, please contact Foodshare for pricing. Additional donor forms, meat stickers, scale batteries, and markers are available upon request.

### **PROGRAM EXPECTATIONS** for participation in Retail Rescue:

- Partner Program staff and volunteers will follow guidelines established by Foodshare and the retail store.

- Partner Program staff and volunteers will be courteous and patient toward store personnel when picking up donations.
- Partner Program staff and volunteers will be on time for scheduled donation pick up, maintaining pre-arranged schedule.
- Partner Program staff and volunteers will notify store contact and Foodshare's Retail Team in advance if unable to make a scheduled pick up. We understand that emergencies will happen from time to time but repetitive situations will have a negative impact on the relationship with the donor and may be grounds for dismissal from the program.
- Partner Program commits to completing donation poundage reports as required by Foodshare and will enter donations by category in Primarius within **two business days** of receiving the donation.
- Partner Program agrees to accept ALL donations, knowing that the quantity and product mix can vary greatly. Partner Programs may not "shop" from donations being offered. Damages and product of poor quality may be left behind.
- Partner Program agrees to keep six months of donor forms at a time.
- When Foodshare volunteers deliver retail donations, Partner Program must assist them with unloading upon their arrival

#### **SAFE FOOD HANDLING REQUIREMENTS** for participation in Retail Rescue:

- Partner Program commits to using the provided thermal blanket when transporting temperature sensitive donations
- Partner Program agrees that donated product will be thoroughly inspected at your program. Items that do not meet specified safety standards will be discarded
- Partner Program agrees to make sure that temperature-sensitive products have a store temperature and a received temperature on each donor form. Items will be immediately placed in cooler or freezer upon arrival.
- Partner Program agrees that all canned and dry product will be sorted and stored according to Feeding America guidelines.
- Partner Program agrees to cross out barcode and affix Foodshare meat stickers to all donated frozen meat that is distributed directly to clients. This is not necessary when donated meats are used in meals for clients.

#### **COMMUNICATION EXPECTATIONS** for participation in Retail Rescue:

- Partner Program will work to resolve any issues as follows:
  - All issues whether related to food quality, participating volunteers, retail staff or otherwise will be directed to the **Director of your Partner Program**.
  - A representative of the Partner Program will contact Gaye Sgamboti, Retail Program Manager for Foodshare at 860-856-4342 or [gsgamboti@foodshare.org](mailto:gsgamboti@foodshare.org) to discuss any issue related to this program. *We understand that the Partner Program has other Foodshare contacts, but all Retail Rescue issues should first be discussed with Foodshare's Retail Donations Team.*
- Foodshare's Retail Team will work with all parties involved to resolve any issues. This process can take some time. Please be patient.

- If the issue is significant and a satisfactory resolution cannot be reached, consideration will be made to discontinue the assignment.
- Partner Program will provide Foodshare with feedback about donations and other information related to the partnership.
- Partner Program may share excess food with another Foodshare partner agency in good standing with Foodshare. Partner Program must record all donations shared with another partner program in the log provided.
- This agreement may be terminated at any time by either party. Two week noticed is requested.
- Foodshare may choose to terminate this agreement if the Partner Program is found to be in violation of any of the outlined responsibilities.
- Termination of this agreement will have NO impact on any other agreements with Foodshare.

**I HAVE READ, UNDERSTOOD AND AGREE TO ACCEPT THE CONDITIONS OUTLINED IN THIS PARTNER AGENCY AGREEMENT FOR PARTICIPATION IN VOLUNTEER RETAIL PICK-UP:**

\_\_\_\_\_  
SIGNATURE OF PARTNER AGENCY REPRESENTATIVE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
PHONE

\_\_\_\_\_  
FAX

\_\_\_\_\_  
TITLE

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EMAIL ADDRESS

\_\_\_\_\_  
MAILING ADDRESS

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CITY

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STATE

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ZIP

**FOR FOODSHARE USE ONLY:**

\_\_\_\_\_  
SIGNATURE OF AUTHORIZED FOODSHARE REPRESENTATIVE

\_\_\_\_\_  
DATE

