



Partner
Agency

Fresh Alliance

Manual



Table of Contents

Fresh Alliance Program Overview	2
Oregon Food Bank Staff	3
Fresh Alliance Team.....	3
Regional Network Developers	3
Network Compliance Team	3
Fresh Alliance Roles and Responsibilities.....	4
Donor Relationships	5
Store Receivers.....	5
Department Managers.....	5
Store Managers/Directors.....	5
Store Protocols and Requirements	6
Being Good Partners	7
Safe Food Types and Conditions.....	8
Requirements by Food Type	9
Meat/Fish/Shellfish	9
Produce.....	9
Deli/Cooler	9
Dairy Products, Eggs and Egg Substitutes	9
Frozen.....	9
Bakery.....	10
Dry and Shelf Stable.....	10
Non-Food	10
Safe Food Handling Requirements	11
Training	11
Temperature Controls and Food Safety.....	11
Store Pickup Requirements	13
Store Assignment and Schedule.....	13
Vehicle and Facility.....	13
Equipment Checklist.....	13
Fresh Alliance Tubs.....	14
Back at Your Agency	15
Prioritize Temperature Sensitive Food.....	15
Reporting.....	15
Sorting Fresh Alliance Products	17
Thank You	18
Appendix	19

Fresh Alliance Program Overview

Fresh Alliance is the retail food recovery program of Oregon Food Bank (OFB), in partnership with the national organization Feeding America. Every day, staff and volunteers from the Oregon Food Bank Network of Regional Food Banks and Partner Agencies visit grocers and retailers across Oregon and Clark County, Washington to pick up donations of nutritious food to share with people in need. These perishable foods – such as milk, meat and produce – are nearing the date that stores can sell them, but they're still fresh enough to safely eat.

The Fresh Alliance program started at Oregon Food Bank as a regional project in 2001 with just seven Kroger and Albertsons stores, and it grew into a national program led by Feeding America in 2003. In 2006, all Fred Meyer and QFC stores became Fresh Alliance partners, followed by all Albertsons stores in 2007. Later, Target, Safeway and other local and regional grocers joined the program. By the fall of 2017, Oregon Food Bank Network partners collected donated food from over 340 retail stores throughout Oregon and Clark County, Washington.

Food from the Fresh Alliance Program complements the flow of food from other OFB Network sources, increasing dairy and adding variety in both fresh produce and shelf-stable food. For pantry participants, this increased selection allows for better meal planning and appeals to a range of cultural cooking styles.

Partner Agencies participating in the Fresh Alliance program experience the advantages of offering fresh, nutritious food to clients while creating positive relationships with the stores in their community.





Oregon Food Bank Staff

Fresh Alliance Team

Contact for store issues, program questions, schedule changes and reporting.

Marita Christiansen

Food Resource Developer

Email: mchristiansen@oregonfoodbank.org

Phone: 503-249-8899

Shawna Cain

Food Resource Developer

Email: scain@oregonfoodbank.org

Phone: 503-539-0909

Regional Network Developers

Contact for agency capacity issues and
Network Support Fund requests

Emily Balius

Clackamas County

Email: ebalius@oregonfoodbank.org

Phone: 503-419-4182

Amy Powers

Washington County

Email: apowers@oregonfoodbank.org

Phone: 971-223-3375

Courtney Wright

Multnomah County

Email: cwright@oregonfoodbank.org

Phone: 503-419-4170

Network Compliance Team

Contact for food safety questions

Daniel Faccinetti

Network Compliance Manager

Email: dfaccinetti@oregonfoodbank.org

Phone: 971-230-1655

Josh Baruch

Network Compliance Coordinator

Email: jbaruch@oregonfoodbank.org

Phone: 971-223-3371

Auzeen Rasaie

Network Compliance Coordinator

Email: arasaie@oregonfoodbank.org

Phone: 503-419-4163



Fresh Alliance Roles and Responsibilities

Oregon Food Bank

Partner Agency

Roles:

Works with donor leadership to implement a successful Fresh Alliance program. Provides training and technical assistance to Partner Agencies.

Works with store to implement a successful Fresh Alliance program. Participates in peer learning for best practices, provides impact reporting.

Responsibilities:

Corporate Level Interaction

- Develop standards & agreements
- Resolve program issues
- Ensure compliance
- Submit donation reports

Store Level Interaction

- Resolve basic issues
- Follow program standards
- Submit monthly reporting to Oregon Food Bank

Provide Resources

- Schedule Partner Agency on-boarding
- Provide store-specific stewardship and recognition materials

Provide Resources

- Schedule staff/volunteer on-boarding
- Deliver store-specific stewardship and recognition materials

Communicate with Store

- Regularly visit store locations
- Announce program changes
- Ensure compliance
- Communicate long-term changes to schedule or collecting Partner Agency

Communicate with Store

- Express gratitude to employees and leadership
- Communicate temporary changes to schedule

Communicate with Agency

- Share donation trends and patterns
- Announce program changes

Communicate with OFB Staff

- Report unresolved issues
- Provide updates on significant changes in leadership or donation trends
- Ask questions and share concerns

Donor Relationships

The success of the Fresh Alliance program starts at the store. Building a strong relationship with the store results in more food for your agency and earns a great community partner for your program.

Always approach the store with appreciation and a sense of partnership. You'll increase donations for the people you serve when you clearly explain how Fresh Alliance impacts hunger in your neighborhood, reduces waste and improves nutrition to families in need. Store employees also appreciate understanding how your agency efficiently uses volunteers and handles food safety processes.

To build relationships, it's important to understand the different positions at the store and the role they play in the program:

Store Receivers

The store receiver will be your daily contact at most stores. They control the product that comes in and out of the store, and (at most locations) they'll be the person you'll work with when picking up donations. Always respect the receiver's time and follow any directions they give you, as long as they don't conflict with guidelines outlined in this manual. They control the back room and can greatly influence the success of a donation program.

Department Managers

Most retailers have a department manager that oversees each perishable department. It is important to check in with the department managers regularly to see how the program is working for them. When product yields changes, you should ask the appropriate department manager about departmental or store changes that may have impacted donations.

Store Managers/Directors

Most store managers/directors are not involved in day-to-day operations of the back room. While it is important to have a relationship, issues should first be addressed with the store receiver or department managers. If the issue can't be resolved, see the *Fresh Alliance Grievance Resolution Process, Appendix*.

Store Protocols and Requirements

- Show up on time for your pick up; call if you are running late.
- If you have a schedule interruption, tell the receiver in person as soon as possible and leave a note listing the expected schedule change. For emergency absences, call the store and alert the receiver before the scheduled pickup time.
 - See *Schedule Interruption Half-sheet, Appendix*.
- Wear your ID badge so all store staff know you are representing your agency and the Oregon Food Bank Network.

Agency ID Badge



- Follow back room safety requirements: No children or animals (including service animals) are allowed in the back room; wear close-toed shoes.
- Follow the instructions given by receiving staff, unless they conflict with specific instructions given by the OFB Fresh Alliance team.
- If issues arise that can't be resolved at the store, follow the Fresh Alliance Grievance Procedure.
 - See *Fresh Alliance Program Grievance Process, Appendix*.

Being Good Partners

Store staff are busy trying to sell products, so programs like Fresh Alliance may be lower on the priority list. Make the program easy for store staff so they become a champion for your agency. You are the ambassador for your organization as well as Oregon Food Bank.

- Be flexible. For example, at some stores you may need to go to each department to collect product.
- No cherry-picking. All categories of food must be accepted, as long as the food is in safe condition.
- When necessary, refuse graciously. Food that does not meet donation standards, such as out-of-range temperatures or food not fit for human consumption, may be refused at the store. OFB staff will always support you in rejecting food that is unsafe. Thank the store for setting aside the product and politely explain why you can't accept it.
- Educate store staff on how their donations help their community. Build relationships with your contacts, and connect with them based on their interests.
- Always be courteous and respectful of store staff, and thank them. Acknowledge those who go the extra mile to help. A hand-written card or an invitation to your agency are some ways you can show your thanks.



Safe Food Types and Conditions

- All donated product must be in original sealed packaging, fully labeled with ingredients. If doubly-packaged (i.e. inner bag and outer carton), the inner bag must be sealed and the outer package must have a readable label. (Whole produce does not need to be labeled.)
 - Fully labeled means:
 - ✓ Name of product
 - ✓ Name and place of business of the manufacturer, packer or distributor
 - ✓ Net quantity of contents
 - ✓ Common or usual name of ingredients in descending order of prominence
 - ✓ Allergen statement when appropriate
- Product must be stored and transported at temperature appropriate for the item.
 - See *Requirements by Food Type* on page 7.
- Some stores' corporate donation manuals have additional restrictions that must be followed. The OFB Fresh Alliance team will supply you with specific rules about the store you're servicing.



Requirements by Food Type

Meat/Fish/Shellfish

- Must be frozen solid and 32 degrees Fahrenheit or below when picked up.
- Must have been frozen on or before “Sell by” or “Use by” date.
- Only fish and shellfish commercially packaged before being shipped to the store is acceptable.
 - DO NOT ACCEPT fish or shellfish that was in the store case.

Produce

- Whole produce:
 - In good condition, not moldy or decayed
 - Must be whole items, not separate leaves or scraps
- Bagged salads and cut produce:
 - Not moldy, decayed or slimy
 - Must be 41 degrees or lower when picked up
 - Not more than one day past “Sell by” date

Deli/Cooler

- Must be 41 degrees or lower when picked up.
- No more than one day past “Sell by” or “Use by” date.
- DO NOT ACCEPT food previously served in the deli case.

Dairy Products, Eggs and Egg Substitutes

- Must be 41 degrees or lower when picked up.
- No more than one day past “Sell by” or “Use by” date.
- A single item of a multi-pack is acceptable if the individual item contains ingredient list and allergen label (i.e. single yogurt from a 4-pack).

Frozen

- Must be frozen solid and 32 degrees or below when picked up.
- Must have been frozen on or before “Sell by” or “Use by” date.

Bakery

- Bread must be in closed bags, ensuring bread is completely covered.
- Bulk items are only acceptable if in food grade packaging that includes a label with ingredient list and allergens.
- Product should be in good condition, not smashed or moldy.

Dry and Shelf Stable

- Cans must contain labels. They cannot be rusty, bulging, leaking, or have sharp creases or dents on the rims.
- Glass containers must not be cracked or chipped; lid must be sealed.
- Packages cannot be torn or open unless there is a sealed inner package.

Non-Food

- Must be clean and dry.
- Household cleaning chemicals should be carried separate from each other and away from other products.
- Pesticides or other hazardous chemicals cannot be accepted.



Safe Food Handling Requirements

Training

- Staff and volunteers picking up and delivering Fresh Alliance product must receive food safety training like ServSafe Food Handler for Food Banking, developed by Feeding America and the National Restaurant Association, or must carry a county food handler's card.
- When trained staff or volunteers leave your agency, food safety training must be provided as soon as possible to the new representatives.
- Your agency must document training on the *Food Safety Training Log, Appendix*.

Temperature Controls and Food Safety

For more information see *Fresh Alliance Product Temperature Check, Appendix*.

- Product must be received, transported and stored at proper temperatures.
- Meat and seafood must be completely frozen at 32 degrees before it's picked up.
 - If it is not frozen, leave in the store freezer until the next pickup and notify the receiver.
 - See *Meat Donation Left half-sheet, Appendix*.
- Always use a thermal blanket or cooler with ice packs to maintain proper temperatures, unless using a refrigerated truck.
- Transportation time should not exceed 30 minutes unless a refrigerated truck is used to pick up the product.
- Sample temperatures must be taken and documented at the time of pickup and delivery. Thermometers must be calibrated regularly. You must maintain records for temperature pickup and delivery as well as thermometer calibration; these logs will be viewed at your annual compliance visit. See the following appendix documents:
 - *Fresh Alliance Product Temperature Check*
 - *Fresh Alliance Temp Log*
 - *Correct Way to Calibrate Thermometer*
 - *Thermometer Calibration Log*



- Product must be sorted by type at the store. Meat, dairy and produce must be kept separate to avoid cross-contamination.
- Product that does not meet food safety standards at the store should not be picked up. Speak with the receiver and explain the issue, and leave a written description of the issue with the food that's not taken.
 - See *Donation Left half-sheet, Appendix*.
- Product not meeting food safety standards when arriving at the agency must be discarded.



Store Pickup Requirements

Store Assignment and Schedule

- Oregon Food Bank will assign your agency to a store. An agency should not approach a store directly about partnership. If the store approaches you, refer them to the OFB Fresh Alliance team.
- A regular schedule is key to having a smooth program and keeping a store engaged with the relationship. The day of week will be agreed upon by the store, agency and OFB. The time of day can be negotiated between the store and agency. There may be more than one agency servicing a store, so it's important that changes to pick up days are approved by the OFB Fresh Alliance team ahead of time.
- If your agency needs to stop picking up at a store, please give the OFB Fresh Alliance team at least 30 days' notice to give time to find a new agency.

Vehicle and Facility

- The vehicle used to collect Fresh Alliance donations must have the carrying capacity to transport the donation in one trip. All product must be picked up each scheduled day.
- Vehicles used to collect Fresh Alliance donations must be maintained and insured, and have a regular cleaning schedule.
- Your site must have enough cooler and freezer space to store all temperature-sensitive products right away.

Equipment Checklist

The following equipment is required for transporting Fresh Alliance donations:

- OFB-issued Agency ID badge
- Approved thermometer
- Temperature log sheets
- Thermal blanket or coolers with ice packs, unless a refrigerated vehicle is used
- Clean Fresh Alliance tubs

Fresh Alliance Tubs

- Oregon Food Bank will provide a set of gray Fresh Alliance branded tubs for picking up product at all national banners and some local stores. The tubs are property of Oregon Food Bank and must only be used for Fresh Alliance pickups, not for any other uses. Misuse or theft of Fresh Alliance tubs may lead to removal from the Fresh Alliance program.
- A clean, sanitized set of tubs must be taken and left at the store at each pickup, ensuring the store can use them for the next set of donations. Tubs should be used to transport donations, then emptied, cleaned, sanitized and finally stored **UNUSED** until the next store pickup.
- Tubs should ideally be cleaned in a 3-compartment sink using a 4-step process:
 - Wash in the first compartment
 - Rinse in the second compartment
 - Sanitize in the third compartment
 - Air dry
- In the absence of a 3-compartment sink, use this process:
 - Wash thoroughly so tub is completely clean
 - Rinse
 - Spray with a bleach solution to sanitize
 - Air dry

Fresh Alliance Tub Stickers



Back at Your Agency

Prioritize Temperature Sensitive Food

If a product comes out of a cooler or freezer, it needs to go back into refrigeration as soon as possible.

1. Get refrigerated and frozen products back into refrigeration.
2. Once under refrigeration, take and record a temperature.
 - For full instruction see *Fresh Alliance Product Temperature Check, Appendix*.
3. Unload bread, dry and other non-temperature sensitive products.

Reporting

Upon arrival at your agency, product must be separated into these categories and weighed separately for each store from which it was collected:

- Bread (include all buns, pastries, etc. from bread department)
- Produce (whole and packaged)
- Cooler (all refrigerated products in deli department)
- Milk (liquid cow's milk, all flavors)
- Dairy (include alternative milks, eggs, and all products in dairy department except milk)
- Frozen (all frozen products, except meat)
- Meat
- Salvage (non-food, dry food and anything not included above)

To keep food at a safe temperature, a good order of operation is:

1. On arrival, store refrigerated and frozen products in agency coolers and freezers.
2. Separate and weigh bread/pastries, and dry and non-food products. Record weights for these product categories.
3. Pull refrigerated product from the cooler to weigh product, and then immediately return to cooler. Record weights for these categories.
4. Pull frozen product from freezer to weigh product, and then immediately return to freezer. Record weights for these categories.

- If using Fresh Alliance receipt forms, fill in the date and store information on the form and record the weight received in each category on the form. If the store wants a receipt, return the top copy to the store on the next pickup and file the second copy to use when completing your monthly Fresh Alliance report.
 - NOTE: If none of your stores want paper receipts, use of the Fresh Alliance receipt forms is optional. However, pounds must be recorded by category by pickup date for each store for use when creating the monthly report.
- You must complete a monthly Fresh Alliance report. The completed report should be emailed to RetailDonationData@oregonfoodbank.org by the 5th of each month.
 - See *Fresh Alliance Reporting Instructions and Fresh Alliance Reporting Template Example, Appendix.*
- Your submitted Fresh Alliance reports must be kept in either paper or electronic form for at least 2 years past the pickup date.
- To get more Fresh Alliance receipt forms, contact Marita Christiansen at mchristiansen@oregonfoodbank.org. Include the location and day you receive your order from OFB and if you pick up or get delivery. If there's enough time, a batch of forms can be included with your next order.



Sorting Fresh Alliance Products

Helping your store contacts understand Fresh Alliance donation guidelines will reduce the amount of food your agency has to throw out. Regardless, no matter how thorough the store's inspection may be, your agency will need to inspect all food once it gets back to your site. Below are steps to guide your inspection.

- Inspect all packaging for tears, holes or contamination. Product with damaged packaging must be thrown out.
- Inspect frozen product to make sure that packaging is intact, product is completely frozen, and product is not unusually discolored (black or green). “Ballooning” packaging may be a sign of inadequate or irregular refrigeration. Any suspicious product should be discarded.
- Visually inspect fruits and vegetables, and throw out spoiled product.
- Check expiration dates on refrigerated product. Use the Fresh Alliance Products Posters to see how many days past the code date the product is still good to use. Product that fails the dating guidelines must be thrown out.
- Product must be fully labeled including name of product; name and place of business of the manufacturer, packer or distributor; net quantity of contents; ingredient list. Unlabeled product cannot be distributed.
- Fresh Alliance product cannot be repacked.
- Excess Fresh Alliance product can be shared with other Oregon Food Bank Partners. Please see Appendix documents *Product Re-Distribution SOP* and *Product Re-Distribution Log* for complete instructions on re-distributing food. If your organization regularly receives more product than it can safely distribute, please contact the food resource development team for help.





**fresh
alliance**

Thank You

Thank you for your participation in Oregon Food Bank's Fresh Alliance program. Our organization appreciates the work you do to ensure that wholesome food is provided to those who need it.

If you have any questions, please feel free to contact Oregon Food Bank Fresh Alliance program staff at 503-419-4166. For more information about Oregon Food Bank, visit our website at oregonfoodbank.org.



Appendix

- Fresh Alliance PA Agreement
- Fresh Alliance Grievance Process
- Food Safety Training Log
- Fresh Alliance Product Temperature Check
- FA Temp Log
- Correct Way to Calibrate Thermometer
- Thermometer Calibration Log
- Product Re-Distribution SOP
- Product Re-Distribution Log
- Fresh Alliance Meat Thawing instructions
- Fresh Alliance Reporting Instructions
- Fresh Alliance Reporting Template Example
- Schedule Interruption half-sheet
- Donation Left half-sheet
- Meat Donation Left half-sheet
- Thank You half-sheet
- Quick Reference Guide for Store Pickups





Partner Agency Agreement

Fresh Alliance is an Oregon Food Bank program designed to increase the volume and variety of food and grocery donations received by OFB and its member agencies while meeting the customer service and food safety expectations of grocery retailers. As a partner agency in the Fresh Alliance program,

_____ ("Agency") will be picking up product directly from a specified retail grocery "partner" store(s).

The Agency will:

A. General Provisions

1. Agency will have on file a current Partner Agency agreement, and be in good standing.
2. Agency will use Fresh Alliance equipment and printed materials only at the partner store(s) with which they have been linked by OFB.
3. Fresh Alliance is the official name of Oregon Food Bank's retail recovery program.

B. Vehicle and Facility

1. Agency commits that any vehicle used to collect Fresh Alliance donations has capacity to transport the average projected donation volume in one trip. All products offered in food safe condition must be picked up each day.
2. Agency commits that any vehicle used to collect Fresh Alliance donations is maintained and insured.
3. Agency facility has adequate cooler and freezer space to store all temperature-sensitive products straightaway.

C. Safe Food Handling

1. Agency agrees that all staff and/or volunteers picking up and delivering Fresh Alliance product will receive food safety training such as ServSafe Food Handler for Food Banking developed by Feeding America and the National Restaurant Association or have a current county food handler card. When trained representatives turn over, food safety training must be provided as soon as possible to the new representatives. The Agency will maintain a record of training and certification.
2. Agency agrees product will be transported, received, stored and held at appropriate temperatures (41°F or below for chilled, 0°F or below for frozen, 135°F or higher for hot foods). Meat must be completely frozen before it's picked up. If not frozen firm, leave in the freezer until the next pickup and notify the receiver.
3. Agency will use a passive (thermal blanket/cooler with ice packs) or visibly active temperature retention system (refrigeration unit) to maintain proper temperatures.
4. Sample temperatures must be taken and documented by the Agency at the time of pickup and delivery. Temperature probes must be calibrated to a national standard at least annually. Records for temperature pickup and deliver as well as thermometer calibration must be maintained; logs will be shared at compliance monitoring visits.

5. Agency will ensure that food is labeled completely as stipulated in the Fair Packaging and Labeling Act or add a label prior to distribution that includes the following:
 - a. The name and location of the PDO/RDO.
 - b. The name and location of the donor OR a designated donor ID number that can be tracked in the inventory system.
 - c. The food description (e.g. Lasagna, Chicken Noodle Soup etc.).
 - d. The date of the donation.
 - e. An allergen disclaimer statement that includes the following: **"Allergen Warning:** This container holds rescued food that may contain, have come into contact with, or have been produced in a facility which also produces milk, eggs, peanuts, tree nuts (walnuts, almonds, pecans, hazelnuts/filberts, pistachios, cashews, coconuts, pine nuts, macadamia nuts, and/or Brazil nuts), fish, shellfish (crab, crawfish, lobster, shrimp, mussels, and/or oysters), wheat, soybeans, and/or sesame seeds."
6. Agency agrees that all products will be used within a safe time frame and FIFO (first in first out) methods will be followed. Refer to the OFB Food Storage, Handling and Safety Practices Manual.
7. Agency staff and/or volunteers shall not consume donated Fresh Alliance product during pick-up and delivery. Agency volunteers or staff members who are eligible for services must follow the same process as all others in acquiring food assistance.
8. Prior to distribution, all products must to be sorted and checked for expired dates, unsealed packaging, and spoilage. Agency will not repack Fresh Alliance product.
9. With advance permission from the Regional Food Bank and/or Oregon Food Bank, Agency may redistribute Fresh Alliance product to other agencies when the product is in excess of normal distribution, needs to be distributed to maintain quality or be distributed while it is safe for human consumption. Products can only be sub-distributed to preapproved agencies that are in good standing and may only be re-distributed one time. All sub-distributions must be tracked accurately by the sub-distributing entity to facilitate trace and recall procedures. No fees can be charged in relation to the sub-distributions (e.g. VAP, handling, delivery, transfer, referral or any other fees paid to the sub-distributing organization).

D. Donor Relations

1. Agency staff and volunteers will be consistent, courteous and appreciative to maintain strong, collaborative relationships with their store(s). Agency staff and volunteers will be on-time, maintain a pre-arranged schedule and wear an identification badge showing association with the Regional Food Bank Fresh Alliance program.
2. If unable to pick up due to holiday or shortages of volunteers, contact the store and email the Food Resource Coordinator at the Regional food Bank and/or Oregon Food Bank.
3. Agency staff and volunteers will follow guidelines established by the store for donation pick up. Any conflict with established guidelines should be resolved quickly or addressed using the Fresh Alliance Grievance Resolution Procedure. The Agency shall not stop donation pickup without first contacting the Regional Food Bank and/or Oregon Food Bank and initiating grievance resolution.
4. Agency will weigh and record product by category and pounds on Fresh Alliance donor receipts; all product received through the Fresh Alliance partner store (does not include food drive donation bins). Agency will compile donation receipts in a monthly report to OFB. This completed report should be emailed to RetailDonationData@oregonfoodbank.org by the 5th of each month. (see sample)
5. Only as required by the store, donor receipts should be given at time of pick up or the following pickup day.

6. Agency staff are not permitted to bring pets or children to store backrooms or docks due to liability concerns.
7. Fresh Alliance Tubs must be sanitized between store visits. The agency must return the same number of clean tubs to the store that are taken each day. OFB Tubs are not to be used for any purpose other than Fresh Alliance store pickups.

The PDO and OFB will:

1. Provide orientation and technical support for initial and on-going relationship with assigned stores.
2. Provide material support including program tubs (new national donor stores only), receipt forms, operations manual and store program updates. Scales, thermometers and passive control blankets may also be provided.

Grievances

Agency will resolve any issues as outlined in the Fresh Alliance Grievance Resolution Procedure.

Ending the Partnership

This Agreement may be ended with 30-day notice by either party, unless any of these terms are violated, in which case the Agreement may be ended immediately.

Store Partners

_____ Agency is partnered with the following store(s) to pick up at the days and times listed below as agreed upon by the Agency, the store, and OFB's Fresh Alliance Coordinator:

1. **Store Name:** _____ **Store #:** _____ **Address:** _____

Days/Times: _____

2. **Store Name:** _____ **Store #:** _____ **Address:** _____

Days/Times: _____

List additional stores on back of sheet as necessary.

As a partner agency in the Fresh Alliance program, the Agency named agrees to the responsibilities outlined above.

By _____
Signature (Agency Executive Director)

Print Name

By _____
Signature (PDO representative if applicable)

Print Name

Date: _____

Date: _____

By _____
OFB Strategic Sourcing Manager

Date: _____



Grievance Resolution Process

Oregon Food Bank (OFB) facilitates and oversees the partnership between retail grocers and OFB network member agencies (the Agency). This is a dynamic relationship involving multiple personalities at the store, the agency and OFB. The following grievance process outlines steps to be taken when serious and sustained conflict can't be resolved. All communication should be approached with respect and courtesy. The complaints pertaining to these issues shall be made without fear of reprisal.

- The success of the Fresh Alliance program is ensured by maintaining strong, productive local relationships. The first steps of conflict resolution should include concerted efforts to listen and understand differing points of view. The Agency should first solicit support from staff and/or volunteers in their organizations to broker understanding and resolution.
- The Agency shall not stop donation pickup without first contacting the Regional Food Bank and/or Oregon Food Bank and initiating grievance resolution.

When agreement cannot be found

1. First Step

Agency drivers, staff and/or volunteers will immediately convey any complaint or concern regarding unfair service, poor food quality, or deteriorating donations from the store to the local agency staff responsible for oversight of the Fresh Alliance Program.

2. Second Step

The agency staff responsible for the oversight of the Fresh Alliance program will contact the store Department Manager (ideally in person) to share the concern or complaint and attempt to resolve the issue directly with the store. Agency staff will document the conversation details by sending a follow up email to the Department Manager, including names and positions of staff involved, and dates of any meetings or interactions that have taken place.

3. Third Step

If, after meeting with the appropriate people at the store, the issue is not resolved the agency staff responsible for the Fresh Alliance program will contact OFB Fresh Alliance Program Support (currently Marita Christiansen, at (503) 249-8899, or mchristiansen@oregonfoodbank.org) to inform her of the issue and all steps taken to date to bring resolution at the store level, including names and positions of staff involved and dates of any meetings or interactions that have taken place. Agency staff will provide a record of the emails sent to the store Department Manager(s).

4. Fourth Step

The OFB Fresh Alliance Program staff will work to resolve the issue by contacting appropriate regional or district managers; or when appropriate, will contact the corporate headquarters for the retail grocer. OFB staff will pursue appropriate solutions until the issue is resolved. OFB staff will document the conversation details by sending follow up emails to store contacts, including names and positions of staff involved, and dates of any meetings or interactions that have taken place. OFB staff will provide status updates to the agency staff responsible for the Fresh Alliance Program as they are available.

5. Final Step

If the issue is significant and/or a satisfactory resolution cannot be found, and it is agreed that all options have been exhausted, OFB will terminate of the Agency/Store Fresh Alliance Agreement and make best efforts to re-partner the agency with another store if available in the area.

PARTNER AGENCY FOOD SAFETY TRAINING LOG

All staff and regular volunteers who handle food must watch the ServSafe video once every three years, or the Oregon Food Bank food safety video annually. At least one key staff member or lead volunteer must pass the ServSafe quiz or acquire a county food handler card.



AGENCY NAME: _____

[illegible]

Oregon Food Bank Food Safety Videos can be found at <https://sites.google.com/site/ofbcompliance>

Fresh Alliance Product Temperature Check

Step by Step Guide

You must take and record a sample temperature of one frozen and one refrigerated product upon pick-up and delivery.

At the store:




Frozen – should be received frozen solid at or below 32°F

1. Take one sample temperature
 - Sandwich thermometer between two pieces of meat
 - Get probe as close to the product as possible.
2. Leave thermometer in sample while you load non-perishable items
3. Return and record sample temperature on **FA temp log**



Tip: you can take a destructive sample of a product soft enough to insert thermometer without damaging the probe – see below section on destructive samples.

Cooler – Three possible methods

		
Destructive sample <ol style="list-style-type: none">1. Choose a product soft enough to insert thermometer without damaging the probe, <i>look for a previously damaged product</i>2. Insert thermometer probe3. Wait 20 seconds4. Record temperature	Sandwich method <ol style="list-style-type: none">1. Place thermometer between products (sandwiched)2. Wait 20 seconds3. Record temperature	Fold over method <ol style="list-style-type: none">1. Place thermometer in the middle of bagged product and fold2. Wait 20 seconds3. Record temperature

Additional tips for taking temperatures:

- Read the external temperature of the refrigerator or freezer before entering.
 - If the temp is above 38° or 10° respectively, the door may have been open recently, which could affect product temps.



Rejecting product at the store:

- Do not accept product outside of safe temperature range
- Reject all cooler product above 41°F
- Leave all frozen product between 32° F and 40° F to continue freezing.
- If product is continually out of temperature upon pick-up, contact the Oregon Food Bank Food Resource Development Team at **503.419.4166**
- Leave rejected product donation slip at store

Transportation:

Use either active (refrigerated truck) or passive (freezer blanket, coolers, etc.) refrigeration when transporting food from store to delivery point.

- Schedule transport time for the coolest part of the day (in summer)
- Keep transport time to 30 mins or less
 - Product under passive refrigeration climbs 4° - 8° per hour on average.
- Product must be received at your facility within safe temperature ranges.
- Frozen product should be frozen solid - at or below 32°F
- Cooler products must remain at or below 41°F at all times

Tip - the colder it is when you pick it up, the colder it will be when it gets to your agency

Receiving product at your agency:

1. Get products in the cooler and freezer (quickly and safely)
2. Temp products using the same methods as shown above – allowing time for accurate readings
3. Discard any product not frozen solid - at or below 32°F
4. Discard any cooler product above 41° F

Revision Date 8/13/18

[illegible]

The Correct Way to Calibrate a Thermometer

1. Fill a large container with crushed ice and tap water.



2. Put the thermometer stem or probe into the ice water.
 - *Make sure the sensing area is under water.
 - ***DO NOT** let the probe touch the container.
 - *Wait 30 seconds or until the indicator stops.



3. Adjust the thermometer so it reads 32°F (0°C).
 - *Hold the calibration nut with a wrench or other tool.
 - *Rotate the thermometer head until it reads 32°F (0°C).



Fresh Alliance Program Weekly Thermometer Calibration log:

Agency Name: _____

Quick tips:

- Thermometers must be calibrated weekly and can be adjusted.
- Instructions for calibrating thermometers can be found in the Fresh Alliance handbook or <https://sites.google.com/site/complianceofb/>
- A new thermometer must be used every year.

[illegible]

SHARING FOOD WITH OTHER AGENCIES

The following is a simple step-by-step guide to sharing excess OFB product between OFB agencies. Our hope is that proper food sharing between agencies will be a catalyst for increased connectivity and collaboration. OFB thanks you for your dedication to the safe handling of food and adherence to this process.

Proper documentation allows OFB to ensure food safety, track recalled product and ensure that food is going to those in need.

When sharing excess food, follow these steps, and track information on the re-distribution tracking log:

1. Notify Compliance Team to verify that the recipient agency is an OFB affiliated agency.
2. Record the following on the re-distribution tracking log:
 - a. Date of re-distribution
 - b. Name of the recipient agency
 - c. Product name
3. Follow all loading and transportation food safety guidelines
4. Never share USDA products with other agencies
5. No fee can be charged

When receiving product from another agency, follow these steps:

1. Inspect the food to ensure it's safe for human consumption.
 - a. See food safety and handling manual for complete instructions
2. Document the date, name of distributing agency, product name, and poundage of the donated product on your product donation log. Record pounds on your monthly report as follows:
 - a. 1A pantries and 1B meal sites, record agency name and number and the number of pounds received under other in section 3 of your monthly report.
 - b. 2a 2b 2c agencies, add the agency name number and number of pounds under other in section 1 of your monthly report.

Please be advised that product may only be re-distributed one time.

RE-DISTRIBUTION TRACKING LOG

When sharing excess product with OFB-affiliated agencies, please indicate the date of redistribution, name of recipient agency, and product name below.

[illegible]

This product is from the FRESH ALLIANCE PROGRAM



The product was frozen on or before the “sell by” date and is safe and wholesome for at least 90 days of the date, if kept frozen.

- Thaw the product in the **refrigerator** on the bottom shelf in a pan or defrost in the microwave and cook immediately. Do not thaw meat by leaving it out at room temperature!
- Cook the meat **thoroughly**—there must not be any pink/red color left in the center. (Meat and any leftovers should be cooked to an internal temperature of 165 degrees).
- Leftovers must be refrigerated and eaten within 2 days or frozen immediately for later use.

This product is from the FRESH ALLIANCE PROGRAM



The product was frozen on or before the “sell by” date and is safe and wholesome for at least 90 days of the date, if kept frozen.

- Thaw the product in the **refrigerator** on the bottom shelf in a pan or defrost in the microwave and cook immediately. Do not thaw meat by leaving it out at room temperature!
- Cook the meat **thoroughly**—there must not be any pink/red color left in the center. (Meat and any leftovers should be cooked to an internal temperature of 165 degrees).
- Leftovers must be refrigerated and eaten within 2 days or frozen immediately for later use.

Este producto es del PROGRAMA FRESH ALLIANCE



El producto se congeló en la fecha de caducidad o antes y es seguro y saludable durante al menos 90 días a partir de dicha fecha, si se mantiene congelado.

- Descongele el producto en la repisa inferior del **refrigerador**, dentro de una olla, o descongélalo en el microondas y cocínelo inmediatamente. No descongele carne dejándola a temperatura ambiente.
- Cocine la carne **completamente**, no debe haber puntos rosados o rojos en el centro. (La carne o cualquier sobra deben cocinarse a una temperatura interna de 165 grados).
- Las sobras se deben refrigerar y comer dentro de 2 días o se deben congelar inmediatamente para uso posterior.

Este producto es del PROGRAMA FRESH ALLIANCE



El producto se congeló en la fecha de caducidad o antes y es seguro y saludable durante al menos 90 días a partir de dicha fecha, si se mantiene congelado.

- Descongele el producto en la repisa inferior del **refrigerador**, dentro de una olla, o descongélalo en el microondas y cocínelo inmediatamente. No descongele carne dejándola a temperatura ambiente.
- Cocine la carne **completamente**, no debe haber puntos rosados o rojos en el centro. (La carne o cualquier sobra deben cocinarse a una temperatura interna de 165 grados).
- Las sobras se deben refrigerar y comer dentro de 2 días o se deben congelar inmediatamente para uso posterior.

Этот продукт предоставлен программой
FRESH ALLIANCE PROGRAM



Этот продукт был заморожен до или в тот самый день, который указан как дата конечного срока продажи ("sell by"). Этот продукт является безопасным для употребления и полезным в течение по крайней мере 90 дней, начиная с этой даты, при условии его хранения в замороженном состоянии.

- Размораживайте продукт в **холодильнике** на нижней полке в кастрюле или в микроволновой печи и немедленно приступайте к его приготовлению. Не размораживайте мясо, оставляя его при комнатной температуре!
- **Тщательно** доведите мясо до готовности и — в центре куска не должно быть розовых или красных участков. (Мясо и любые остатки еды следует готовить до достижения внутренней температуры 165 градусов).
- Остатки еды необходимо поместить в холодильник и съесть в течение 2 дней или немедленно заморозить для использования в будущем.

Этот продукт предоставлен программой
FRESH ALLIANCE PROGRAM



Этот продукт был заморожен до или в тот самый день, который указан как дата конечного срока продажи ("sell by"). Этот продукт является безопасным для употребления и полезным в течение по крайней мере 90 дней, начиная с этой даты, при условии его хранения в замороженном состоянии.

- Размораживайте продукт в **холодильнике** на нижней полке в кастрюле или в микроволновой печи и немедленно приступайте к его приготовлению. Не размораживайте мясо, оставляя его при комнатной температуре!
- **Тщательно** доведите мясо до готовности и — в центре куска не должно быть розовых или красных участков. (Мясо и любые остатки еды следует готовить до достижения внутренней температуры 165 градусов).
- Остатки еды необходимо поместить в холодильник и съесть в течение 2 дней или немедленно заморозить для использования в будущем.

該產品是由新鮮聯盟計劃提供
FRESH ALLIANCE PROGRAM



該產品於“應售出日期”之前置於冷凍處，如果冷凍保存，可以保持安全衛生至少 90 天。

- 解凍時，可放在平底鍋裡並放置於**冰箱/雪櫃**的下層架上，或是放入微波爐解凍，然後立刻烹煮。不要放置常溫下解凍！
- 肉要**徹底**煮熟--肉的中間不應有任何的粉紅色或紅色。（肉和任何剩餘的肉應煮到內部溫度達 165 度）。
- 剩餘的肉或未吃完的肉必須冷藏，必須於 2 天內食用或立刻冷凍以備以後使用。

該產品是由新鮮聯盟計劃提供
FRESH ALLIANCE PROGRAM .



該產品於“應售出日期”之前置於冷凍處，如果冷凍保存，可以保持安全衛生至少 90 天。

- 解凍時，可放在平底鍋裡並放置於**冰箱/雪櫃**的下層架上，或是放入微波爐解凍，然後立刻烹煮。不要放置常溫下解凍！
- 肉要**徹底**煮熟--肉的中間不應有任何的粉紅色或紅色。（肉和任何剩餘的肉應煮到內部溫度達 165 度）。
- 剩餘的肉或未吃完的肉必須冷藏，必須於 2 天內食用或立刻冷凍以備以後使用。

Tento produkt pochází z **FRESH ALLIANCE PROGRAM**



- Výrobek byl zmražen těsně před vypršením doporučeného data prodeje nebo dříve a bude-li uchován zmražený, zůstane bezpečný a zdravý nejméně dalších 90 dnů od daného data.
- • Rozmrazte v lednici v pánvi na spodní polici nebo v mikrovlnné troubě a ihned tepelně zpracujte. Nerozmrazujte maso v pokojové teplotě místnosti!
- • Důkladně maso uvařte – barva masa nesmí uvnitř zůstat růžová ani červená. (Maso a ostatní zbytky by měly být zpracovány při vnitřní teplotě 165°C).
- • Zbytky je třeba uložit v lednici a spotřebovat do dvou dnů nebo musí být okamžitě zmraženy pro pozdější využití.

Tento produkt pochází z **FRESH ALLIANCE PROGRAM**



- Výrobek byl zmražen těsně před vypršením doporučeného data prodeje nebo dříve a bude-li uchován zmražený, zůstane bezpečný a zdravý nejméně dalších 90 dnů od daného data.
- • Rozmrazte v lednici v pánvi na spodní polici nebo v mikrovlnné troubě a ihned tepelně zpracujte. Nerozmrazujte maso v pokojové teplotě místnosti!
- • Důkladně maso uvařte – barva masa nesmí uvnitř zůstat růžová ani červená. (Maso a ostatní zbytky by měly být zpracovány při vnitřní teplotě 165°C).
- • Zbytky je třeba uložit v lednici a spotřebovat do dvou dnů nebo musí být okamžitě zmraženy pro pozdější využití.

Sản phẩm này là từ FRESH ALLIANCE PROGRAM



Sản phẩm đã được đông lạnh ngay hoặc trước ngày "hạn bán" và an toàn và lành mạnh đến ít nhất là 90 ngày kể từ ngày hạn, nếu giữ đông lạnh.

- Rã đông sản phẩm ở kệ dưới cùng trong *tủ lạnh* trong một cái thau hay rã đông trong lò vi sóng và nấu ngay lập tức. Đừng rã đông thịt bằng cách để nó ra ngoài ở trong phòng nhiệt độ!
- Nấu thịt *chín đều* - phải là không có bất kỳ màu đỏ/hồng còn lại bên trong. (Thịt và các thức ăn còn dư nên được nấu đến nhiệt độ 165 độ ở bên trong).
- Thức ăn còn dư phải được cho vào trong tủ lạnh và ăn trong vòng 2 ngày hoặc đông lạnh ngay để sử dụng sau.

Sản phẩm này là từ FRESH ALLIANCE PROGRAM



Sản phẩm đã được đông lạnh ngay hoặc trước ngày "hạn bán" và an toàn và lành mạnh đến ít nhất là 90 ngày kể từ ngày hạn, nếu giữ đông lạnh.

- Rã đông sản phẩm ở kệ dưới cùng trong *tủ lạnh* trong một cái thau hay rã đông trong lò vi sóng và nấu ngay lập tức. Đừng rã đông thịt bằng cách để nó ra ngoài ở trong phòng nhiệt độ!
- Nấu thịt *chín đều* - phải là không có bất kỳ màu đỏ/hồng còn lại bên trong. (Thịt và các thức ăn còn dư nên được nấu đến nhiệt độ 165 độ ở bên trong).
- Thức ăn còn dư phải được cho vào trong tủ lạnh và ăn trong vòng 2 ngày hoặc đông lạnh ngay để sử dụng sau.

Fresh Alliance Reporting Instructions

1. Open the reporting template in Microsoft Excel or Open Office Sheets. If you don't have a computer at your agency it can be filled in manually, but we strongly prefer the spreadsheet be completed electronically and emailed as an attachment.
2. Enter the name of your agency on the first line, after "RFB/PA:"
3. Enter the month and year that the report is for on the second line, after "Month:"
4. Enter the name and number of the store where these pounds were picked up.
5. On each line, enter the date that the food was picked up from the store. Please don't enter dates for days when you didn't pick up.
6. **On each line**, enter the OFB store number for the store. If you don't know the OFB store number, contact Marita Christiansen at mchristiansen@oregonfoodbank.org and she will provide you with your Store Number. Please enter it exactly as given.
7. On each line, enter the number of pounds received for each category for that date. Non-food, dry food and salvage should be entered in the Salvage column, along with any other product that doesn't fit in the other categories.
8. Save the spreadsheet.
9. Email it as an attachment to RetailDonationData@oregonfoodbank.org by the 5th of each month.

**fresh
alliance**

Store #

Reports are due the 5th of every month

[illegible]



_____ will be

closed on _____ due to _____

and will not be able to pick up donations.

Regular collections will resume on _____.

Please call _____ at (____) ____-____ with questions.



_____ will be

closed on _____ due to _____

and will not be able to pick up donations.

Regular collections will resume on _____.

Please call _____ at (____) ____-____ with questions.



Notice: Donation Left

This food donation was left behind due to an out-of-range temperature or other food safety issue described here:

We sincerely appreciate your participation in the Fresh Alliance program and we want to ensure that we uphold food safety and quality.

Please call 503.419.4166 with any questions.



Notice: Donation Left

This food donation was left behind due to an out-of-range temperature or other food safety issue described here:

We sincerely appreciate your participation in the Fresh Alliance program and we want to ensure that we uphold food safety and quality.

Please call 503.419.4166 with any questions.



Notice: Meat Donation left – We'll be back to collect!

We are leaving this meat to ensure it freezes completely. We will collect on our next pickup day.

We sincerely appreciate your participation in the Fresh Alliance program and we want to ensure that we uphold food safety and quality.

Please call 503.419.4166 with any questions.



Notice: Meat Donation left – We'll be back to collect!

We are leaving this meat to ensure it freezes completely. We will collect on our next pickup day.

We sincerely appreciate your participation in the Fresh Alliance program and we want to ensure that we uphold food safety and quality.

Please call 503.419.4166 with any questions.



THANK YOU!

We sincerely appreciate your participation in the Fresh Alliance program. Your donations provide nutritious meals for our neighbors who are facing food insecurity. We wanted to take this opportunity to say thank you for your donations!

Sincerely, _____



THANK YOU!

We sincerely appreciate your participation in the Fresh Alliance program. Your donations provide nutritious meals for our neighbors who are facing food insecurity. We wanted to take this opportunity to say thank you for your donations!

Sincerely, _____

Fresh Alliance Pickup Quick Reference Guide

Required Equipment:

- ✓ OFB-issued Partner Agency ID badge
- ✓ Approved thermometer and temperature log sheets
- ✓ Freezer blankets or coolers (if not using refrigerated truck)
- ✓ Clean Fresh Alliance tubs

Store Procedure:

- Go to the back of the store and check in with the store receiver. Sign in if necessary and find out and where the donations are stored. Each store has its own method - you may need to visit several areas including coolers and freezers to pick up donations from different departments.
- Product must be sorted by type at the store. Meat, dairy and produce must be kept separate during transportation to avoid cross-contamination.
- Temp refrigerated and frozen food following the ***Fresh Alliance Product Temperature Check*** guide before removing food from the cooler or freezer.
 - Meat and seafood must be completely frozen at 32° Fahrenheit or below before it's picked up. If it is not frozen, leave in the store freezer until the next pickup and notify the receiver using the *Meat Donation Left half sheet*.
 - Refrigerated product that is above 41° Fahrenheit should not be picked up. Speak with the receiver and explain the issue, and leave a written description of the issue with the food that's not taken using the *Donation Left half sheet*.
- Leave the same number of empty sanitized Fresh Alliance tubs in each area as you take away full.
- Be sure the receiver has completed their checkout procedure before removing food from the store and thank them as you leave.
- Always use a thermal blanket or cooler with ice packs to maintain proper temperatures during transport unless using a refrigerated truck.
- Transportation time must not exceed 30 minutes unless a refrigerated truck is used to pick up the product.
- Temp products again when arriving at agency. Product not meeting food safety standards when arriving at the agency must be discarded.

Store Pickup Schedule

1. Store Name: _____

Address: _____

Days/Times: _____

Receiver Name: _____

2. Store Name: _____

Address: _____

Days/Times: _____

Receiver Name: _____

3. Store Name: _____

Address: _____

Days/Times: _____

Receiver Name: _____

4. Store Name: _____

Address: _____

Days/Times: _____

Receiver Name: _____