

# Food Donation Training Script

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## Agenda + Goals

- Today we want to talk about:
- Your Food Donation Program and Partners
  - Where do the food donations go?
  - Why is quality food donation important?
- Standardizing Food Donation at Your Store
  - Your store's practices
  - Standardizing food donation in each department
  - What is and isn't donatable
  - What goes where
- Along the way we want to gather Your Questions & Suggestions
  - Feedback about current practices
  - Where your store may need more assistance in the way of equipment, signage, training, etc.
  - Feedback about this training

## Food Donation Program and Partners

### Food Donation at Your Store

- The chain of food donation is filled with people - from grocery store staff to food bank workers and volunteers to moms trying to feed their children. Here's a glance at your food donation partners:

### Partner Highlights

#### VISUAL: Food bank profile slide

- You are feeding busy moms, loving grandmoms, hardworking dads, and growing babies, toddlers children, and teens. People who need nourishment to thrive at whatever their daily tasks may be.

#### VISUAL: Shelves to Stomachs

- As food travels from farm to table, there are many opportunities for it to become damaged or wasted along the way.

## On Relationship Building

### VISUAL: Food Donation Mottos Poster

- **ACTIVITIES:** Draft your own motto & dot survey voting. “Place a dot next to the mottos that resonate with you”
- You know the why – help us spread that message.
- What are your motivations for doing this work?
- What will resonate with other grocery stores and staff?
- First, draft your own motto, feel free to draft more than one.
- **Have someone collect and read the mottos.** In a bit you’ll have an opportunity to vote or +1 the mottos that your colleagues wrote.

## What Can and Can’t Be Donated

### What Can Be Donated?

- Most things! The list of what cannot be donated varies by store (and donation partner), but in general, most items can be donated.

### What Can’t Be Donated?

Think of it in two categories: Poor Quality and Type of Food

- Quality: If you wouldn’t eat it, don’t donate it.
- Quality: moldy, wilting, very bruised, stale, opened packages, things not held at food safe temps, items outside of the acceptable date window
- Type: Alcohol, kombucha, bottles that can be refunded

### VISUAL: Department-specific Donation Posters

- We have handy posters for your store – for each department
- The purpose is to reinforce what you know AND help newer staff or those who may have switched roles know what can and can’t be donated.
- Seattle Public Utilities researched guidelines and then finalized them in partnership with King County Public Health Department
- We know there’s always room for improvement.
- There will be an opportunity to provide feedback and ask questions next

### WRITE IT DOWN!

Department-specific Food Donation Posters - Review the posters briefly and then ask for feedback:

- What items are confusing to you/your teams?
- Are there additional guidelines you follow?
- Is there confusion about a certain topic or phrase used?
- Do you want more info about something that's depicted?
- Is your store's practices different from what is written?
- Are there other items you can't/don't donate that are not referenced on the poster?

## Standardizing Food Donation at Your Store

### Donation Process at Your Store

The key to a successful donation program is standardization and clear communication.

- Standardizing the food donation process makes it easier for everyone, creates efficiencies, and sets expectations for food bank employees and volunteers as well.
- Incoming staff and staff changing departments or roles can get up to speed quickly.

**Equipment:** having dedicated equipment and space for food rescue at your store increases visibility and ensure processes can be followed because there is space carved out in your department for these items.

- Push cart specifically for donations (produce)
- Dedicated shelf in the dairy department for items waiting to be scanned and items for donation
- Signage in the freezer and hanging signage for the grocery carts that hold pantry items

**Signage:** is simple but provides a powerful visual cue for staff and volunteers.

- Signage is a form of communication, which is one of the frequently missed ingredients in food rescue operations.
- Signage reconfirms your store's commitment to food donation and quite literally makes space for it within the operations.
- Hanging department donation guidelines
- Hanging signage to mark donation staging areas
- Using signage or other props to make it clear which push carts and shelves are for donation only
- For instance, creating a consistent, easily recognizable sign that can be hung on grocery carts that hold donations:
  - clearly indicates to grocery staff and food bank staff what and why that cart of food is there.
  - reduces confusion and ensures food bank staff don't inadvertently take food that is meant for sale vs. donation.
  - Simple but effective!

**Training:** You are communicating donation practices via on-the-floor training and shadowing including:

- › Culling/Separation on the floor or back of the house
- › Packing boxes intentionally - based on fragility, weight, and storage needs to prevent cross-contamination, no meat with produce, for example
- › Storing items at the proper temperature, including cold or frozen items
- Staging items for donation back-of-house in a labeled area or on a labeled cart

**Contact Information:** Gathering contact information for the person in charge of the donation program at your partnering organization and making that information available to all staff who may need it.

- › Developed based on feedback that donation partner contact information was not commonly known by people who may need it.
- › Allows for quick and consistent communication
- › Provides options in case typical pick-up partner is unavailable
- › Decreases miscommunication or lack of communication with the HRO
- › Provides clarity on who is responsible for picking up donations each day
- › Empowers grocers to seek out a backup to pick up donations if the regular pick-up person is not able to come or provide important updates, such as changes to operations or a particularly large quantity of an item

**Pick-Up Log:** Provides a simple way to track and tally when pick-ups are happening that way at the end of a week or month, if there's a pattern, it can be spotted and talked about.

- › This log notes the timeliness because freshness of food depends on timing.
- › For instance: Packed on Tuesday and pick up is missed on Wednesday, then there's no pickup until Thursday
- › On Thursday morning grocery staff sees the box of donations, confused – check log, no one came
- › Need to recheck freshness/quality and potentially reach out to food bank to ask if their schedule changed or what happened?
- › This central document for receivers/department leads introduces an avenue for regular follow-up with donation partners in the event of miscommunication or missed pick-up
- › It also provides a mechanism for HRO staff/volunteers to provide direct feedback to grocers, in writing if that is more comfortable.
- › Requesting feedback from food bank partners to make sure your department's donations are top-notch

## Current Standardization Tools:

We want to request your feedback on these items. You are the grocery and retail professionals, we are here hoping to learn from your expertise, improve existing processes, and hopefully make your lives easier while also feeding the surrounding community.

### ACTIVITY: Self-rotation to comment at the 6 stations:

1. Food donation mottos
2. Donation here signage
3. Contact sheet
4. Pick-up log
5. Department donation guidelines
6. General feedback, comments, questions

Below are additional ways you can ask for feedback on the various tools in the food donation process. The following prompts are meant to jumpstart conversations and request feedback from your training participants.

### ACTIVITY: Mottos

- Hang up Poster on White Board
- “Place a dot next to the mottos that resonate with you”

### ACTIVITY: Donation Process Feedback

- “Document helpful equipment in place OR that you desire”
- “Document difficulties or needs you have related to food donation”
- “Feel free to include forces that seem outside of your control like time, space in the cooler, etc.”

### ACTIVITY: Donations Here Signage

- Hang signage -
- “We want to create durable, useful signage for you.”
- “Are there any other signs you may want or need? Any other languages? What are the flaws you're seeing with the signage? Pros/cons?”

### ACTIVITY: Contact sheet review and ACTIVITY: Pick Up Log Debrief

- Hang contact sheet + Pick up log
- Split down the middle w two overarching questions, one unique

- “Currently, we have a contact sheet posted near the freezer by the receiver's desk, is there another place or additional locations where you’d like this information?”
- “Is it up-to-date to your knowledge? Any new partners or changes in contacts?”
- “Does it feel helpful?”
- CONTACT “Can you contact the right people when you need to?”
- LOG “Do you have other recommendations for volunteer education, signage or tracking that can help prevent pick up errors or other miscommunication?”

### ACTIVITY: Department donation guidelines

- What items are confusing to you/your teams?
- Are there additional guidelines you follow?
- Is there confusion about a certain topic or phrase used?
- Do you want more info about something that's depicted?
- Is your store’s practices different from what is written?
- Are there other items you can’t/don’t donate that are not referenced on the poster?

### ACTIVITY: General feedback, comments, questions

## Questions? Suggestions?

- Is there any additional feedback about current practices?
- Any additional assistance in the way of equipment, signage, training, etc. that wasn’t brought up?
- Feedback about this training?

## Training Prep!

### UPDATE

- Read through the training PPT and update the slide notes to align with your store’s practices

### PRINT

- Department Specific Food Donation Posters
- Shelves to Stomachs Poster
- Food Donation Mottos Poster
- Food Bank Pick Up Here Signage
- Contact Sheet
- Pick Up Log

**SUPPLIES:**

- sticky notes
- pens
- dot stickers, cut into sections of 3
- scissors
- tape

**SITE NEEDS:**

- Board or wall to place white sticky paper
- Board or wall to hang donation posters or table to set them on