



FOOD DONOR INFO

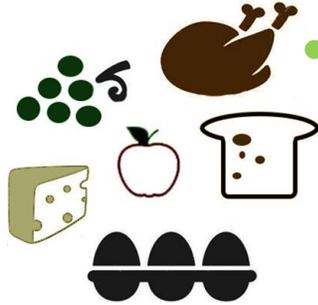
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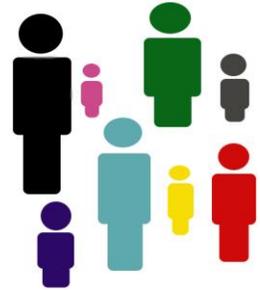
Second Harvest bridges the gap between hunger and food waste.

Established in 1985, Second Harvest was started up by two Toronto women – Ina Andre and Joan Clayton, who recognized the growing problem of hunger in Toronto and decided to address it through food rescue. With two volunteers, a hatchback and a vision – that nobody in our community need ever go hungry, Joan and Ina began rescuing food that would otherwise go to waste, and delivering it to people in need. From these humble beginnings, Second Harvest has grown to be the largest food rescue organization in Canada, providing enough food for 22,000 meals a day.

OUR MISSION: To rescue and deliver fresh, surplus food to feed people experiencing hunger.



OUR VISION: No Waste. No Hunger.



The work we do at Second Harvest is guided by **OUR VALUES:**

COMPASSION. We demonstrate compassion for our communities and each other.

RESPECT. We treat everyone with dignity, and embrace the diversity of the communities we serve.

INTEGRITY. We strive to do the right thing on behalf of all stakeholders by working honestly and with transparency.

COLLABORATION. We work collaboratively with our partners, our donors, and our communities.

COMMON SENSE. We bring a common sense approach to relieving hunger that helps our communities and protects the environment.

What We Do

We rescue excess food and bring it to the people who need it – it's that simple.

Each morning, seven refrigerated trucks leave our warehouse, setting out to rescue good food that would otherwise go to waste, and deliver it to our network of over 220 social service agencies across Toronto. The food we deliver is transformed into hot meals at shelters, children's programs, drop-in centers, seniors programs and neighborhood food banks. What makes us unique is that we deal primarily with perishable food – fruits, vegetables, dairy products, frozen foods, bread and meats. None of the food we deliver is purchased; all of it is donated by our network of over 600 food donors.



Second Harvest Food Donation Facts

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| What does Second Harvest do? | <p>We are a food rescue program that rescues fresh, surplus from over 600 food donors and distributes it to over 220 social service agencies. Thanks to the generosity of our food donors, we are able to provide enough food for more than <u>22,000 meals</u> every day to those in need.</p> |
| Why should my company donate food to Second Harvest? | <p>It's a cost-effective, environmental and socially responsible way to deal with surplus food.</p> <ul style="list-style-type: none"> • Save on disposal costs • Reduce food waste • Feed the hungry in your community |
| What about liability? | <p><u>The Ontario Donation of Food Act</u> protects all companies from any liability when donating food in good will.</p> |
| What types of food does Second Harvest accept? | <ul style="list-style-type: none"> • Fresh, frozen, prepared and raw foods including meat, produce, dairy, juice and fresh or frozen meals (raw meat must be frozen before expiry) • Non-perishable foods, canned and/or packaged • Surplus, close to code, damaged, mislabeled and discontinued products • *Past-code product only if verified by manufacturer that it is safe for consumption |
| What types of food are unacceptable? | <ul style="list-style-type: none"> • Leftover food that has been 'plated' and served • Prepared food with meat, egg or milk products that has been sitting at room temperature for over 2 hours • Expired/past code product (unless it meets the above criteria*) • Food or drinks with alcohol and/or medicinal ingredients • Open packaged or broken sealed food |
| Is there a minimum quantity of food required for pick-up? | <ul style="list-style-type: none"> • To make the best use of our trucks, a min. donation of <u>100 lbs.</u> is preferred. We have a van route that runs every Tue, Fri that can accommodate donations of <u>50- 250 lbs. in Downtown Toronto.</u> • For donations that do not meet the minimum requirements, we can make alternate arrangements to ensure the product does not go to waste. |
| How do I start donating? | <p>Pick-ups are arranged simply by phoning the office at 416.408.2594 and Dialing 1 for Dispatch. You can choose a <u>regularly scheduled</u> pick-up day(s) if you have surplus food at least once a week. Or you can choose to call on an <u>ad-hoc</u> basis. Second Harvest can often pick up food on the same day you call in, or within 24 hours.</p> |
| Does Second Harvest re-sell donated food? | <p>No, Second Harvest does NOT re-sell food. Our food donors are our partners in Hunger Relief. All food donations are distributed at no cost to the social services agencies feeding people in need.</p> |



Second Harvest Food Safety Facts

The Ontario Donation of Food Act protects all companies from any liability when donating food in good will. Beyond liability protection, safe food handling is of paramount concern to Second Harvest. We follow nationally approved food safety guidelines.

Due to implementing the following food safety measures, Second Harvest has experienced not one food safety related incident in its 30 years of operation.

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| <p>How do you safely pick-up and transport donated food?</p> | <ul style="list-style-type: none"> • All food donations are picked up and transported in one of our nine <u>refrigerated</u> trucks or refrigerated van. • All Second Harvest drivers are trained in the operation of the refrigeration unit and proper storage temperatures. • All drivers are certified in food safety through the Toronto Public Health Safe Food Handling course. |
| <p>How do you ensure safe storage of fresh/frozen food?</p> | <ul style="list-style-type: none"> • We distribute fresh/frozen food only to agencies with adequate refrigerator/freezer storage space and conditions. • We have temperature controlled freezer and cooler space in our warehouse. • All food skids stored in the cooler/freezer are rotated and pushed out according to either best before dates (meat, dairy, prepared) or quality (produce). • We are regularly monitored and comply with Toronto Public Health Standards. |
| <p>I am concerned about brand integrity. How can you protect this?</p> | <ul style="list-style-type: none"> • Upon your request, we will gladly repackage food product or remove branded labels in our warehouse before distribution. We can also send photos of this process. |
| <p>Do your recipient agencies know how to handle food safely?</p> | <ul style="list-style-type: none"> • We ensure that at least one agency representative/chef at each recipient agency is Safe Food Handling certified. • Recipient agency kitchens are regularly audited by a Second Harvest staff member for their food safety practices. • Twice annually, we organize free workshops for staff and volunteers from our recipient agencies that include safe food handling training taught by a public health rep. |
| <p>How do you ensure that high-risk food (i.e. fresh/frozen meat) is safely prepared?</p> | <ul style="list-style-type: none"> • Uncooked fresh/frozen meat donations are <u>ONLY</u> distributed to agencies with full working kitchens, whereby the meat is safely cooked and prepared on site. • To ensure that no individuals receive uncooked fresh/frozen meat, we do <u>NOT</u> distribute meat to Food Banks. |



“Best Before” and Expiration Date Guidelines

Non-Perishables

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| Do we accept food that is past its “best before” date? | Yes, as long as the food is non-perishable and has unopened packaging. According to the Canadian Food Inspection Agency (CFIA), you can safely eat food after the “best before” date has passed. “Best before” dates are indicators of food quality, not food safety. When the date has passed, food may lose some of its freshness, flavor, texture, and/or nutritional value. |
| How many months past the “best before” date is acceptable? | No more than 6 months for all non-perishable food, provided it’s sealed and stored in a well-ventilated, climate controlled environment. Baby food is the exception. Second Harvest <u>does not</u> accept any baby food that is past “best before” date. All baby food must have at least one month before its “best before” date arrives. |

Perishables

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|---|--|----------------|-----------|--------------------------|----------|-------------------|----------|----------------------------|----------|--------------|----------|-----------------|----------|-------------------|----------|------------------------|----------|
| Do we accept food that is past its Expiration Date? | No, with the exception of certain food that is frozen before expiry (see below). According to CFIA, food should not be eaten if the expiration date has passed. Expired food should be discarded. | | | | | | | | | | | | | | | | |
| Do we accept expired food if it is frozen before expiry? | <p>Yes, within freezer storage time limits. According to the USDA, frozen foods remain safe indefinitely because freezing prevents the growth of microorganisms that cause both food spoilage and food borne illness. However, the quality of frozen food deteriorates over time.</p> <p>Second Harvest will accept frozen foods as long as they do not exceed the following <u>freezer storage times</u>:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Meat, uncooked</td> <td>12 months</td> </tr> <tr> <td>Egg whites or egg subst.</td> <td>6 months</td> </tr> <tr> <td>Veggies and fruit</td> <td>6 months</td> </tr> <tr> <td>Frozen dinners and entrees</td> <td>4 months</td> </tr> <tr> <td>Meat, cooked</td> <td>3 months</td> </tr> <tr> <td>Soups and stews</td> <td>3 months</td> </tr> <tr> <td>Bacon and sausage</td> <td>2 months</td> </tr> <tr> <td>Hotdogs and lunchmeats</td> <td>2 months</td> </tr> </table> | Meat, uncooked | 12 months | Egg whites or egg subst. | 6 months | Veggies and fruit | 6 months | Frozen dinners and entrees | 4 months | Meat, cooked | 3 months | Soups and stews | 3 months | Bacon and sausage | 2 months | Hotdogs and lunchmeats | 2 months |
| Meat, uncooked | 12 months | | | | | | | | | | | | | | | | |
| Egg whites or egg subst. | 6 months | | | | | | | | | | | | | | | | |
| Veggies and fruit | 6 months | | | | | | | | | | | | | | | | |
| Frozen dinners and entrees | 4 months | | | | | | | | | | | | | | | | |
| Meat, cooked | 3 months | | | | | | | | | | | | | | | | |
| Soups and stews | 3 months | | | | | | | | | | | | | | | | |
| Bacon and sausage | 2 months | | | | | | | | | | | | | | | | |
| Hotdogs and lunchmeats | 2 months | | | | | | | | | | | | | | | | |
| Since fruits and veggies do not always have an expiry date, what type of produce do you accept? | Edible please. No fruits or vegetables with mold, decay, discoloration, and/or off odor. | | | | | | | | | | | | | | | | |

CFIA: <http://www.inspection.gc.ca/english/fssa/concen/tipcon/date.shtml>

USDA: http://www.fsis.usda.gov/factsheets/focus_on_freezing/index.asp#2



Dispatch Info Required When Arranging a Pick-up

1. Preferred Pickup Date: _____
2. Time Restriction? _____
3. New Donor: Y N
4. Donor (Company) Name: _____
5. Donor Contact _____
 - a. Phone _____ ext _____
6. Pick Up Location Name/Address: _____ Floor # _____
7. Pick Up Location Contact (if diff): _____
 - a. Phone: _____ ext _____
8. Area/Cross Streets: _____
9. Appointment Required? Y N Loading dock? Y N Dolly Required? Y N
10. **Parking instructions:

11. Food description: _____
12. Storage Type: Fresh Frozen Shelf stable
13. Quantity (# skids/boxes) _____
14. Skid Type _____ Need skids replaced? Y N
15. Reason for Donation:
 - Damaged Surplus/Event Food drive Test kitchen Off spec
 - Close to Code (Date: _____) Expired (confirmed ok until: _____)



Food Donation Procedures & Guidelines for Office/Event Partners

Thank you for your interest in donating surplus food to Second Harvest. Please call 416-408-2594 and ask for Dispatch whenever you have surplus food.

It is ideal if you call us at least 24 hours in advance prior to a catered meeting/event. We understand that you may not know if there is surplus until the end of the meeting/event, but it is much easier for us to cancel a pick-up last minute, than it is to arrange a pick-up last minute. Given this, if you find that following your event/meeting there is not enough surplus to warrant a pick-up, simply contact us to cancel.

There are four pick-up services we offer depending on the quantity and timing of food available:

1. Direct:

- a. Pick-up by a Second Harvest Truck
 - Suitable if donation exceeds 100 lbs.; serves 75-100 people
 - Hours of pick-up: 8:30am – 2:00pm
- b. Pick-up by a Second Harvest Van
 - Suitable if donation is on Tue, Thu or Fri, 50lbs-300 lbs., and is located in Toronto's downtown core.
 - Hours of pick-up: 12:00pm - 5pm

2. Agency Brokered: Pick-up by a nearby community agency

- Suitable if donation is 30-75 lbs.; serves 30- 75 people
- Hours of pick-up: 9am- 5pm

3. Donor Brokered: Drop-off by donor (you) to a nearby community agency

- Suitable if donation is less than 30lbs
- Hours of drop-off: flexible

4. Volunteer Brokered: Pick-up by a Second Harvest Hunger Squad, which is a corporate/community volunteer team that goes out on foot during their lunch hour picking up surplus food and delivering it to a nearby agency

- Suitable if donation is less than 25 lbs.
- Hours of pick-up: typically lunch time (12pm- 1:30pm)

*If you have an evening event, please safely store the product overnight in a fridge/freezer. We will arrange pick-up for the following morning.

*A staff member must bring the food down to the ground floor upon our driver's arrival.



Food Donation Procedures & Guidelines for Retail Partners - FIVE STEPS

1. In conjunction with the **Retail Store's Head Office**, **Second Harvest** determines the retail store locations for which they can logistically arrange pick-ups.
2. **Second Harvest** determines which day(s) of the week they can pick up from each store, ensuring the designated days work for the store as well.
 - a. Each store will have a regular weekly pick-up from Second Harvest (e.g. Store #123 scheduled for every Friday, Store #456 scheduled for every Monday and Wednesday, etc.).
 - b. If a store department cannot wait for their regularly scheduled pick-up date, they can always call Second Harvest to arrange for an ad-hoc pick-up (we can often have a driver pick up your food within 24 hours of your call).
3. The **Retail Store's Head Office** informs the store managers of the new weekly donation program and the day(s) of the week they should expect a Second Harvest driver to arrive at their store.
4. **Store Managers** with the assistance of **Second Harvest** staff (optional) inform the **Department Managers** of the weekly donation program and the day(s) they should expect a Second Harvest driver to collect their food. Please see below for instructions that the store managers/SH staff should relay to the departments.
 - a. **Meat/Seafood:**
 - i. Please collect any surplus or close-to-code product and store in a designated spot in the freezer for Second Harvest.
 - ii. Second Harvest only accepts raw/cooked meat that is frozen on or before the expiry day.
 - b. **Produce:**
 - i. Please collect any or close-to-code product and store in a designated spot for Second Harvest.
 - ii. Second Harvest only accepts produce that is good to consume.
 - c. **Bakery:**
 - i. Please collect any surplus or close-to-code product and store in a designated spot (freezer preferred) for Second Harvest.
 - ii. Second Harvest only accepts fresh bread/baked goods on or before the day of expiry. We can also accept frozen bread/baked goods as long as the product was frozen on or before the day of expiry. Bread must be plastic bags or placed in plastic lined boxes.
 - d. **Deli/ Prepared Food:**
 - i. Please collect any surplus or close-to-code product and store it in a designated spot for Second Harvest.
 - ii. Second Harvest only accepts prepared food that is dated on or before its expiry and has not been sitting at room temperature for longer than two hours.
 - e. **Grocery:**
 - i. Please collect any surplus or close-to-code product and store in a designated area for Second Harvest.
 - ii. Second Harvest will accept product up to 6 months past expiry as long as it is shelf stable and packaging properly sealed.
5. The store's **Shipper/Receiver** should also be informed of Second Harvest's pick-up day(s). All food will be received through the back loading dock area. The Shipper/Receiver will either direct the driver to the donated food or bring the donated food to the driver.



Tax Receipting for Food Donations

STEP ONE: Fair Market Value?

According to Canada Revenue Agency's regulations, we can only issue a tax receipt if the product has a definable "fair market value" (FMV). It is Second Harvest's responsibility to determine whether or not we can issue a receipt by confirming that the product is in fact "out of inventory" and "sellable", which excludes close to code, mislabeled, damaged, test kitchen product, foodservice prepared food and surplus food that the company cannot sell.

To determine that a product still has FMV, it must have the minimum number of days left on the best before/expiry as outlined by food category below:

- **Shelf stable/non-perishable product:** 90 days
- **Meat/protein:** 14 days
- **Milk:** 14 days
- **Yogurt/cheese:** 14 days
- **Produce:** Based on Quality

STEP TWO: "Write Off" Option

(A) YES, product with a FMV can receive a tax receipt:

(B) NO, product does not have a FMV and we cannot give a tax receipt:

While we cannot issue an official tax receipt, we can provide a written acknowledgement of the donation and they can write the product off (this is in fact a simpler process than a tax receipt). Pick up arrangements should then be made through the SH Operations department and a letter of acknowledgment issued.

STEP THREE: Validating the FMV

If the product has a FMV and the donor requests a tax receipt over the "write-off" option, it is now Second Harvest's responsibility to confirm the value of the donation. A tax receipt will only be issued if accompanied by proper documentation. Accepted documentation consists of published materials (in this case an itemized bill of lading or invoice) or websites listing official price lists.

Notes: Taxes cannot be receipted so the donor must separate taxes from the value. If the product is coming from a manufacturer, the dollar value should be at cost rather than retail.



Donation of Food Act, 1994

S.O. 1994, CHAPTER 19

Consolidation Period: From June 23, 1994 to the e-Laws currency date.

No amendments.

Liability of donor

1. (1) A person who donates food or who distributes donated food to another person is not liable for damages resulting from injuries or death caused by the consumption of the food unless,

(a) the food was adulterated, rotten or otherwise unfit for human consumption; and

(b) in donating or distributing the food, the person intended to injure or to cause the death of the recipient of the food or acted with reckless disregard for the safety of others. 1994, c. 19, s. 1 (1).

Liability of director, agent, etc.

(2) The director, agent, employee or volunteer of a corporation that donates food or that distributes donated food is not personally liable for any damages resulting from injuries or death caused by the consumption of the food unless,

(a) the food was adulterated, rotten or otherwise unfit for human consumption; and

(b) in donating or distributing the food, the director, agent, employee or volunteer,

(i) did not act in good faith,

(ii) acted beyond the scope of his or her role as director, agent, employee or volunteer, and

(iii) intended to injure or to cause the death of the recipient of the food or acted with reckless disregard for the safety of others. 1994, c. 19, s. 1 (2).

Non-application

2. This Act does not apply to a person who distributes donated food for profit. 1994, c. 19, s. 2.

3. Omitted (provides for coming into force of provisions of this Act). 1994, c. 19, s. 3.

4. Omitted (enacts short title of this Act). 1994, c. 19, s. 4.

Donation of Food Act, 1994, SO 1994, c 19, <<http://canlii.ca/t/1jrl>> retrieved on 2011/11/25