

# Policies and Procedures

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## **Donor Policies and Procedures**

### **Scheduling**

Donors are encouraged to post donations to the ChowMatch system at least 24 hours before the scheduled pick-up time to allow time for volunteer and recipient sites to respond to the posting. Donations may be posted farther in advance as desired.

If no recipient or volunteer response is received within 4 hours of the scheduled pick-up, the donor site can cancel the donation or reschedule for the next day.

Donated food should be packaged and ready for loading at the time of the scheduled pickup.

### **Delays**

If a donor site is running behind schedule, they should communicate with the volunteer food runner that accepted the food run.

## **Canceling**

If a donor site needs to cancel a donation, they should cancel by canceling within the ChowMatch app as soon as they are aware of the need to cancel.

Regular cancellation of scheduled food donations may result in removal or suspension from the Flint Hills Food Recovery Network.

## **Donor Preparation**

Donors should prepare for pickup of donated food by:

- Having donated food appropriately packaged and labeled as outlined in *Safe Food Donations* at the time of the scheduled pickup
  - Maintaining proper holding temperatures of the donated food
  - Clearly listing any specific pickup instructions to the volunteer on the donor site's ChowMatch profile (pick-up location, appropriate doors/parking areas for use, how to announce their arrival, etc)
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## **Recipient Policies and Procedures**

### **Scheduling**

The recipient site should be available to receive the delivery upon the arrival of a volunteer food runner at the recipient site.

### **Delays**

If a recipient site is running behind schedule, they should communicate with the volunteer food runner that accepted the food run.

### **Canceling**

If a recipient site needs to cancel a donation, they should cancel by reaching out to the system coordinator, Dolly Gudder, 785- 261-1776 (texting preferred).

Regular cancellation of scheduled food deliveries may result in removal or suspension from the Flint Hills Food Recovery Network.

### **Recipient Preparation**

Recipient sites should prepare to receive a food delivery by:

- Being present at the recipient site during the time of the scheduled delivered
  - Assuring safe, adequate storage space for the incoming delivery
  - Following safe food handling procedures as outlined in *Safe Food Donations*
  - Clearly listing any specific delivery instructions to the volunteer on the recipient site's ChowMatch profile (delivery location, appropriate doors/parking areas for use, how to announce their arrival, etc)
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## **Volunteer Policies and Procedures**

### **Scheduling**

The volunteer should be on-time for scheduled pick-ups and deliveries of food. The volunteer should arrive at the donor location at the start of the scheduled timeframe, as listed on the scheduled pickup.

### **Delays**

If a volunteer is running behind schedule, they should communicate with Dolly Gudder, System Coordinator, 785- 261-1776 (texting preferred), the donor site, and the recipient site.

### **Canceling**

If a volunteer needs to cancel a food run, they should cancel by canceling within the ChowMatch app as soon as they are aware of the need to cancel.

Regular cancellation of scheduled food runs may result in removal or suspension from the Flint Hills Food Recovery Network.

### **Volunteer Preparation**

Volunteers should take the following steps to prepare for a food run:

- Follow personal hygiene requirements as outlined in *Safe Food Donations*
- Confirm the food run in ChowMatch
- Become familiar with the route needed to reach both the donation and recipient site
- Review any donor or recipient directions as specified in the food run posting

### **Vehicular Preparation**

Volunteers should assure appropriate vehicular readiness prior to travel to a food pickup.

Vehicular readiness includes:

- Clean vehicle meeting standards outlined in *Safe Food Donations*
- Adequate space in the vehicle for safe transport of donation food
- Absence of animals, smoking, or ill individuals

### **Delivering or Retrieving Food from the Walk-In Refrigerator/Freezer**

Some donations may need to be delivered or picked up from the walk-in refrigerator/freezer located outside of the Riley County Family and Child Resource Center. Access to the walk-in is protected by a coded lock. This code will change periodically and is provided in the delivery instructions.

- Volunteers placing food in the walk-in or retrieving food from the walk-in must:
  - Obtain the access code to gain entry to the unit
  - Turn on the unit light and slide the latch to open the door
  - Check the temperature of the thermometer *inside* the walk-in refrigerator
    - Record this temperature on the temperature tracking sheet located inside the walk-in.
  - Check the temperature of the thermometer *inside* the walk-in freezer.

- Record this temperature on the temperature tracking sheet located inside the walk-in.
- **If the walk-in refrigerator temperature is above 41°F, the walk-in is above a safe holding temperature and the donated food must be discarded.**
  - Discarded food may be placed in the Riley County Health Department dumpster but the food must first be placed in a tied garbage bag (provided inside the walk-in).
  - If any other food is being stored in the walk-in besides the active delivery when the walk-in temperature is found to be out of range, that food must also be discarded.
  - **Note:** Temperature fluctuations of the walk-in during loading/unloading are normal. If the temperature of the walk-in is at an appropriate temperature upon arrival, food may be donated even if the walk-in temperature rises above 41°F.
  - Notify Dolly Gudder, System Coordinator, 785- 261-1776 (texting preferred), of any discarded food.
- If any spills or mess occur during the delivery, the volunteer is responsible for cleaning up the resulting mess.
- Lock the walk-in and turn off the walk-in light after completing the delivery of food to the walk-in.