

Hunger. Food Waste. Climate Change. Together We Can Fight All Three.



Food Runners' food recovery operations in San Francisco will now be managed by ExtraFood. Together ExtraFood and Food Runners can build on the foundation laid by Mary Risley, her team, and the Food Runner volunteers. By partnering together we will be able to serve more people, recover more healthy, nutritious food, and create greater equity for our community.

ExtraFood's mission:

We rescue excess fresh food from any business, school, garden or farm and immediately deliver it to vulnerable people in our community.

Introduction:

We pick up excess fresh food and planned donations from grocery stores, farmers' markets, hospitals, schools and restaurants, and immediately delivers the food to nonprofits that serve the hungry in our community. You will be preventing healthy, fresh food from being wasted, reducing the food waste in our landfills, and delivering food to those who need it. We operate 365 days per year, free of charge.



About ExtraFood

ExtraFood began operating our free countywide food recovery program in December 2013. As of this writing, we have recovered over 6.5 million pounds of food for 151 nonprofits serving our community's most vulnerable children, adults and families. We reach more than 10,000 people per week with the food we deliver. ExtraFood is a nonprofit, 501(c)(3) organization with Tax ID 46-4025887.

Food Rescues

When we match a food donation to a recipient, we call it a *food rescue*. Many of the food donations we receive are regular, eg. every day, twice a week, once a week. Many of those donations have the same recipients every time, creating *regular rescues*. Some of our regular donations have different recipients from week to week.

Donations are also offered to us spontaneously at times. We match those with a recipient to create a *spontaneous food rescue*.

Food rescues have three components:

1. A donor, including organization name, address, onsite contact, and phone number. Sometimes additional directions or instructions are included.
2. A recipient, including organization name, address, onsite contact, and phone number.
3. A day and time range for the pickup.

Time ranges are influenced by two factors: (a) the earliest and latest times the donor says we can arrive, and (b) the earliest and latest times the recipient says we can arrive. For example, if a trip has a time range of 3:00-5:00, this means that you can pick up the donation anytime between 3:00 and 5:00. You can be sure that the recipient can accept the donation anytime 3:15-5:45, to account for a minimum amount of time to load and deliver the donation, and to account for our maximum travel time of 30 minutes. To make it most likely for us to have volunteers available for rescues, we work to create the longest time ranges possible.

Signing up for Food Rescues

Volunteer Portal

<https://volunteer.extrafood.org/>

You can sign up for food rescues in any or all of the following ways:

1. *Sign up to "own" a regular food rescue.* This makes things simple: sign up once, and then do the same rescue each week. If you are ill, out of town, etc., we open your rescue up to other volunteers. You can sign up for as many regular food rescues as you like. Available regular food rescues are emailed out periodically. You can also contact Food Runners staff to ask which regular rescues are available.

2. *Sign up online for available food rescues.* These are posted on Sundays in our Volunteer Portal, and cover the 7 days for the following Monday through Sunday. You can sign up for as many rescues as you like. For detailed instructions, see the [Volunteer Portal ~ User Guide](#).

3. *Respond to an email or text from the Food Runners team that offers a spontaneous food rescue or an unfilled food rescue.* You will see the donor contact info, the recipient contact info, and the time range in which you can pick up the donation. The first volunteer to respond, after receiving confirmation, takes the rescue. Texting can be opt-out if needed. It is not necessary to reply to these texts or emails unless you are able to help out with the rescue.



Picking Up and Delivering Donations

Here are the steps:

1. Ensure you have all the information for the food rescue.
2. Arrive at the donor anytime during the specified time range. Text/Call Donor 5 minutes before, they will meet you curbside. (exception is Grocers, they will just need a heads up that you are on the way)
3. Ask for your contact and let them know you are from Food Runners because some donors have other organizations picking up food from them – and that you are there for their donation. Every donor has a staff member who arranged for the donation and knows we are coming. As donors work with us over time, they educate their staff about our program.
4. Ensure that the donor has provided the donation in disposable containers, with any prepared food packaged. Please do not take containers that need to be returned, unless you had instructions to do so. The type of containers that usually need to be returned are of the plastic “milk crate” type. Be certain to check with the donor as to when the crates need to be returned. Usually you can return the crates within a week’s time. Thank them for their donation. On rare occasions they ask for a receipt. Please let them know that one will be emailed or sent to them, and ask Food Runners staff to do so.
5. Load your boxes and/or any other containers, load your vehicle, and go immediately and directly to the recipient – please no stops or detours. If for any reason the food rescue takes 30 minutes or longer, compost or dispose of the food; never give it to any

person or organization. It is handy to keep some empty boxes in your car for transporting large bakery donations. You can not depend on the donor to have boxes available.

We ask that you not consume any of the food that you pick up.

You may ask for help with loading and unloading your vehicle but please be sensitive to the employees' busyness and availability. Donors and recipients differ in their availability to help out volunteers.

6. Text or call the recipient before you leave to give them an estimated time of arrival. The recipient staff is to meet the volunteer curbside.

7. Estimate the weight of your donation and complete the Food Weight Report in the Volunteer Portal.

The food donation needs to be categorized into one or more of the following groups: Dairy, Eggs, Produce, Prepared, Bread, Sweet Bakery, Meat or Packaged with weights for each as needed. Frozen foods are categorized as packaged.

- *Example, A Whole Foods donation that consists of yogurt, milk, bread and apples would be categorized as follows: Dairy=total estimated weight of milk and yogurt, Produce=total estimated weight of apples, Bread = total estimated weight of bread.*
- NOTE: A plastic crate (which the food is often donated in from the larger grocery stores) can weigh between 5-6 pounds. Consider this when estimating your total food weight. Here are some typical weights examples:

Use this guide to help you estimate weights for commonly donated food:

[Food Weight Guide](#)

8. COMPLETING THE FOOD WEIGHT REPORT/COMMUNICATION - As noted above, we ask that you report the estimated weight of each food type in a donation, along with a couple of things that were in it (if any of the food was visible), within 24 hours of a food rescue. Your food weight report is located in the volunteer portal under "my trips" and the particular trip you signed up for.

Here's how it works:

1. Click on the link to the food weight report form.

2. You will be directed to the food weight report form, which lists your name, the date of the food rescue, the donor, the recipient, and a list of food categories (with a list of sample items for each category).
3. Enter your food weights (in whole numbers) into the appropriate categories.
4. If your rescue was canceled (i.e., there was no donation), please check the box next to "Trip Canceled." If you forgot to do the rescue, please check the box next to "Trip Missed."
5. You may leave any comments or questions regarding your rescue in the "Comments" box.
6. We love receiving photos! You can submit up to 3 photos from your food rescue. When uploading photos, please provide us with any pertinent information about the photos in the comments box (e.g., names of people in the photos). Photos will be used on social media, on our website, in newsletters, etc.
7. Hit "Submit."

Please note:

You will receive a separate report for each of your food rescues. Please submit the appropriate form for each food rescue. The same form cannot be used for multiple food rescues.

In addition, please communicate:

- any feedback received from donors and recipients that you feel ExtraFood staff needs to hear
- any issues that you experienced, and
- any ideas you have for improving the food rescue or our service

9. Use your judgment about talking with donors and recipients. On the one hand, it's critical to deliver in under 30 minutes, and donors/recipients are sometimes very busy. On the other hand, you are an ambassador for Food Runners and we appreciate you giving our work "the human touch." Plus, it can be heartwarming to get to know the work of our recipient partners and to develop relationships with our donors. **We LOVE photos of our volunteers with their deliveries.** However, do NOT take photos of anyone (donor, recipient, client, etc.) without their permission. Also, do NOT take photos of any children other than your own. You can upload these photos on your trip weight report or email them to story@extrafood.org.

10. Please pay attention to your time on parking meters, as well as red, yellow or no-parking zones. Food Runners organization is not responsible for any parking tickets that you incur while doing a food rescue. We do have a parking flier to place in your windshield, which helps alert meter maids that you are on a food rescue. However, it is not a guarantee against a parking ticket. Food Runners does not reimburse for gas, mileage or parking tickets.

11. Do not make any unauthorized deliveries of donated food, on Food Runner's behalf, without pre-approval by a Food Runners or ExtraFood staff member.

Food Rescue Backup Plan

If you have signed up for a food rescue, and you have to cancel, please give us as much notice as possible since we will need to find a replacement. If you have a regular food rescue, note it on your personal schedule so you catch any need to cancel as early as possible (eg. if you plan to be out of town).

Issues during food rescues are rare. Just in case, possible issues include:

- *The donor does not have a donation.* In that case, please call the recipient and let them know there is no donation and mark your trip on the trip report as “Trip Canceled”.
- *The recipient is closed, unavailable, or unable to accept the donation.* Call your recipient contact. If you do not reach anyone, call or text Food Runners Operations Coordinator at 415-890-5432.
- *You have a vehicle problem.* Call Food Runners at 415-890-5432, and if you do not reach anyone quickly or do not get a call back within a few minutes, call the donor and/or recipient and cancel the trip. If you already have the food, dispose of it after your vehicle is fixed.



Because food safety is our top priority, while you are transporting food, your attention to food safety, personal hygiene, personal health, and vehicle cleanliness are extremely important. Food safety is important to everyone. Please be sure to follow these requirements:

[Donation Sorting Video](#) -

- Please have clean hands, a tidy appearance and a clean and safe vehicle.
- Wash hands prior to handling food.
- No pets in car or smoking when transporting food.
- Please do not do a food rescue if you are ill. Wait 24 hours after symptoms have ended before doing a food trip.
- Do not open or touch food. When sorting produce at the farmers markets, please use disposable gloves.
- Briefly visually check out the food donation upon receipt. Do not accept open or unpackaged food, uncovered containers of prepared food, containers that are leaking, dented cans, or rotten/moldy produce. Check that all prepared food is dated and labeled with its contents. Please call the Operations Coordinator immediately if the food is not labeled and/or dated.
- Please discard any exposed food/produce that has fallen onto the ground.
- Do not leave food for the recipient if they are not available to receive the food directly from you.

*Note: TCS (Time and Temperature Control for Safety) plays a critical role in food safety. TCS is used with potentially hazardous food and refers to food that requires time-temperature control to prevent the growth of harmful bacteria and, thus, keeping it safe for consumption. To prevent time-temperature abuse, the amount of time food spends in the Temperature Danger Zone--41 to 135 degrees--must be minimized. Keep in mind that food from the donor has a history (time during cooling, time in the temperature danger zone, and storage) so Food Runners needs to minimize the time needed to transport the food to the recipient. Please remember that we ask that you go directly from donor to recipient without any stops, and always in under 30 minutes.

Please note:

- You are welcome to bring along a companion on your food rescues. However, if this person is not a certified volunteer, they are not permitted to drive your vehicle during the performance of your volunteer services. In addition, as noted in your volunteer waiver, you are responsible for any damage or injury to any person accompanying you on your food rescue.
- Please keep your paperwork updated. Every time you get a driver's license, DMV or auto insurance renewal, make a copy and send it to us. Please make it a part of your routine! Please send in your volunteer waiver form by June 19th. You can send in copies of the driving documents at the same time or if you need more time to locate them, please submit no later than August 30, 2023.
- While volunteering for Food Runners, you are an important ambassador for Food Runners within the community; how you conduct yourself on Food Runner's

behalf has a significant impact on our reputation. Please conduct yourself in a professional manner at all times and, while representing Food Runners, please do not use your access to our donors and recipients to further your own interests, causes or projects.

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Thank you!



FOOD RUNNERS
RELAYING EXCESS FOOD

