



# SECOND HARVEST HEARTLAND

## **Food Rescue Partner Agency Certification Process**

Each Food Rescue Partner Agency will complete the following certification process:

### **1. Application Process**

- Each interested Partner Agency will receive an application packet, which includes information on the Food Rescue Criteria and Standards. Please review and return the application to: Second Harvest Heartland, Food Rescue Manager, 1140 Gervais AVE, Saint Paul, MN. 55109-2020.

### **2. Contracting**

- Each agency will sign a partner agency agreement covering vehicle and facility, safe food handling, donor relations, reporting, and grievance resolution.

### **3. Training**

- Once the application is completed and the agency meets the Criteria and Standards, all staff and volunteers that will pick up and be responsible for donations will receive a training packet. This packet will include instructions on how to introduce your agency to your store, store contacts, signage for your store, donation logs, and reporting instructions. Agency Zone will include additional training manuals.

### **4. Transitioning**

- A staff member of SHH will work with the grocery store(s) and the agency to introduce key staff to one another, develop a pick up schedule, walk through the first pick-ups, and ensure that all safe food handling and customer service protocols are in place.

### **5. Monitoring**

- Follow up calls will be made to Partner Agencies by SHH staff to ensure that procedures are in place and to see if any questions or concerns need to be addressed.

**Please feel free to contact the Food Rescue Manager at any time with questions- 651.209.7921**