

# Volunteer Driver Tip Sheet



We want to take the guesswork out of your MealConnect experience. Here are our top 5 tips to help you be successful Food Rescue Heroes:

1

## Update your MealConnect profile

Make sure your full address, availability, and vehicle type are in your profile along with updating your availability when you are on vacation. This helps our algorithm match our donations and recipients with a nearby and available volunteer.

2

## Look at the notes section

Food donors will often tell you who to contact, where to go onsite, or what type of product you will be picking up in this section. We also make a point to let you know when a donation is too large for a sedan and that we need a volunteer with an SUV or truck. Don't miss out on this valuable information!

3

## Use the maps provided by MealConnect

To ensure you're going to the right place, we recommend you use the maps that show up when you accept your assignment. Many of our donors and agencies have multiple locations and you may end up at the wrong one if you type the company into Google/Apple/etc. mapping systems.

4

## Don't cancel your assignment!

If something goes wrong with the donation you are picking up, please don't click cancel. When volunteers cancel, the system assumes the donation is fine but the volunteer is no longer available to transport. When this happens, the system sends out text messages to find a new volunteer. If there is something wrong with a donation, please call Karina Gutierrez at 602-721-8113.

5

## Indicate when you've picked up/dropped off

To make sure our donations are on track, we will look on the back end to see if a donation has been picked up or dropped off. When you let us know the status of the donation, we can more easily identify logistics issues or answer questions from agencies and donors.

**Reminder: When stacking food, the bottom should be frozen OR prepared foods. Cut deli, dairy, and produce should then be stacked on top.**



waste not

## Step by Step Checklist!

Step #	Description	Check
1	Click on the link in the text message to "View Details and Accept/Decline".	
2	Review the donation details and if you want to do the pick-up/delivery click on "Accept". You will be directed to the "Active Pick-up" page.	
3	When you are ready to go to the pick-up, fill out the header info on the donation checklist, click on the map pin icon, and follow the driving directions to the donor location.	
4	At the donor location, introduce yourself as the Waste Not volunteer. If there is no one at the entrance, click on the phone icon to call the donor contact. If the donor does not answer, call Karina.	
5	If required, check the temperature of the food, write it on the log, and fill out/stick the labels. If not, skip to step 7.	
6	Log the departure time on the donation checklist. Ask the donor to sign the donation checklist.	
7	Secure the donation in your vehicle and wrap/cover it with the thermal blanket.	
8	Click on the "Product Picked Up" button.	
9	Click on the map pin icon and follow the directions to the agency location.	
10	At the agency location, introduce yourself as the Waste Not volunteer. If there is no one at the entrance, click on the phone icon to call the agency contact. If the agency does not answer, call Karina.	
11	If required, check the temperature of the food and update the temperature log. If not, skip to step 13.	
12	Log the delivery time on the donation checklist. Give the signed/completed donation checklist to the agency.	
13	Click on the "Product Dropped Off" button.	
14	Congratulations, you just reduced food waste and helped food insecure members of our community!	



waste not

# A FEW TIPS ON TEMPING FOOD

*Infrared guns are surface temperature readers and, therefore, are influenced by 1) barriers between the gun and the actual food product (ie cardboard box or milk container) and 2) the warmth of the air around the food. We recommend:*

- **Taking the temperatures inside the building**

It is ALWAYS best to take the temperature inside, preferably right as it comes out of the cooler. Allowing your infrared gun to sit in a hot car immediately preceding a donation will affect your reading.

- **Taking the temperatures from the center**

When taking a temp, make sure you aim for the middle of the product and not the sides. This will give you a better idea of the core temperature of the food.

- **Using your best judgement**

Generally, food is safe so long as it was last temperature controlled 4 hours ago and has been cooled down since then. However, reject any cold food over 70 degrees, any food that has been left at room temp for more than 4 hours, or any food that is visibly wilting, slimy, smelly, or just looks bad.

NOTE: Temperature controlled hot food is held at  $\geq 135$  degrees while temperature controlled cold food is held at  $<41$  degrees.

- **If you encounter an issue, call us!**

Karina Gutierrez, our lead staff over the MealConnect Program, is available for to answer questions or address concerns you may have. If there are any issues regarding the temperature of a donation at pick up, please call her at the number below.



# waste not

## food donation temperature log

date

food donor

volunteer name

recipient agency

Temperature logs must be stored at recipient agency for 3 years.  
Prepared food can be accepted above 41 degrees so long as it was last checked within the last 4 hours. Cold food must read at below 70 degrees.

<b>type of food</b> <i>ideal temperature</i>	<i>temp at departure</i>	<i>temp at arrival</i>
<b>raw meat (frozen)</b> 32 degrees or below		
<b>misc. frozen</b> 32 degrees or below		
<b>cut deli</b> 41 degrees or below		
<b>dairy</b> 41 degrees or below		
<b>cut produce</b> 41 degrees or below		
<b>prepared food or beverage</b> 41 degrees or below		
<b>bakery</b>	no temp needed	no temp needed
<b>dry/canned</b>	no temp needed	no temp needed
<b>whole produce</b>	no temp needed	no temp needed

signature of food donor representative \_\_\_\_\_

time of departure  
from donor

time of arrival at  
agency

All product should be presented with dignity and in good condition.  
Please report any concerns to Karina Gutierrez.