

FREQUENTLY ASKED QUESTIONS

FOOD**RESCUE**.CA

WHAT IS FOODRESCUE.CA?

This free website makes it easy for businesses to donate surplus food directly to local social service organizations that support people experiencing food insecurity in the community.

HOW DOES IT WORK?

Food businesses register on the website to become a Food Donor member. Donations are made by entering details of surplus food available, along with the location and pickup time. Social service organizations apply to be Food Rescuers and are screened to ensure food safety practices are in place. These recipient organizations can then receive notifications of available donations in their local area and agree pick up at the time and location the Food Donor specifies.

WHAT TYPE OF BUSINESS CAN USE FOODRESCUE.CA?

Any food business can use this system: retail outlets, restaurants, bakeries, coffee houses, caterers, hotels, prepared food producers, distributors, growers. Any food business operators who have edible surplus can donate before it must be thrown away, which helps protect our environment by reducing green house gas emissions, while feeding those in need.

WHO RECEIVES THE DONATED FOOD?

Charities and not-for-profit organizations rescue food to support community initiatives, such as student nutrition programs, after-school snacks for children, drop-in meals for seniors, and food for shelters. The system sends notices depending on the food storage capabilities and proximity of the rescue organizations. The type of food offered varies from each donor, so organizations can agree to rescue donations that suit their needs.

IS RESCUED FOOD GOOD TO EAT?

Yes! Food Donors can offer perishable dairy, protein, and prepared foods, along with any other edible items, such as produce, baked goods, and fresh, frozen, or shelf-stable food products. We take food safety seriously and ask that Food Donors and Recipient Organizations comply with FoodRescue.ca's donation and recovery guidelines. All facilities need to be up-to-date with health inspections and food safe handling training. We also offer educational information to help everyone make the most effective food rescues possible.

IS ANY FOOD NOT RESCUED?

To ensure everyone's safety, we cannot rescue:

- leftover food that has been 'plated' and served, including salad bar ingredients that are exposed to public touch
- prepared food with meat, egg, or milk products that's been sitting at room temperature for over 2 hours
- food or drinks with alcohol and/or medicinal ingredients
- packaged food that's been opened or has a broken seal
- sushi

HOW CAN WE SIGN UP?

Please let us know you're interested in rescuing food by filling out the contact form on FoodRescue.ca. We are testing the system with select participants this winter. We anticipate the platform to be available for use in Ontario by summer 2018.

For additional information, please fill in the contact form on FoodRescue.ca and we'll reach out to you!