



Policy Name <b>RECEIVING A GROCERY DELIVERY OR DONATED FOOD ITEM</b>	Policy Number: <b>2323</b>
	Effective Date: <b>July 18, 2012</b>
Approved By: Executive Committee	Date Revised: <b>October 11, 2018</b>
Classification: Dietary and Kitchen	Page No: <b>Page 1 of 5</b>

## **POLICY**

It is the policy of The Salvation Army Agapé Hospice to maintain the highest level of standard in food hygiene and sanitation. For staff, Resident & visitor safety, Dietary Employees of Agapé Hospice will ensure all food items received in the kitchen meet Health Canada's guidelines for safe food handling and storage.

## **PROCEDURE**

It is the responsibility of the Cook on shift or designate to receive all Grocery deliveries or any food donated to the Hospice.

When receiving the grocery products the cook or designate must check expiration dates, temperatures of both refrigerated and frozen products, and ensure that all products are damage/spoilage free.

1. Instruct the delivery person where products are to be placed in order to have the least amount of movement.
  - Dairy products are to be placed directly into the walk in cooler;
  - Produce are to be placed outside the refrigerator;
  - Frozen products are to be place directly in the freezer;
  - Housekeeping and Laundry supplies are to be placed in the dining room;
  - All other dry goods are to be placed in the kitchen computer room.
2. For all steps it is important when putting new stock away to use the First In, First Out (FIFO) method. Which means any old stock will be moved to the front of the line and any new stock will be stored behind existing stock. Ensuring that old stock is always used first!

For receiving **Refrigerated** items the following steps apply:

1. Check the temperature of the refrigerated products using the mini infra-red thermometer, temperatures should be less than 5°C at the time of delivery. If the temperature is higher than 5°C send the item back with the driver and obtain a credit slip.
2. Check the expiry date of the dairy products; expiration dates must be at least one week after the delivery date. If the expiry date is less than one week from the delivery date send the item back and obtain a credit slip from the driver.
3. Check the quality of produce. Open all produce boxes and bags and check each item for mold, mushy, brown and/or aging spots. If the produce is not of an acceptable quality send it back with the driver and obtain a credit slip.

Once the above steps are complete, place the items in their appropriate places in the walk-in cooler.



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For receiving **Frozen** items the following steps apply:

1. Check the temperature of the frozen products using the mini infra-red thermometer, the temperature should be less than  $-14^{\circ}\text{C}$  at the time of delivery. If the temperature is not low enough then send the item back with the driver and obtain a credit slip.
2. Check all boxes and containers for damage and expiry date. If the box or container is damaged ensure the interior contents are intact and damage free. If the contents are intact and the expiration date is more than one month from the date of delivery place the item in its appropriate spot in the walk-in freezer. If the item is damaged or expiration date is not acceptable send the item back with the driver and obtain a credit slip.

For receiving **Dry Storage** items the following steps apply:

1. Check all packaging for expiration dates, the expiration date must be more than one month from the date of delivery.
2. Check the packaging for signs of damage, if damage has occurred, check the interior contents of the package. If the product is acceptable store the item in its appropriate space, if the item is not acceptable return it to the driver and obtain a credit slip.
3. Items listed on the Inventory Control Board are to be taken to the basement storage room. All other items can be placed in the dry storage room or the back storage room.

Once all the steps are taken, and all the items on the manifest have been delivered, sign the manifest and any credit slips for the driver.

Retain a copy of the manifest, any credit slips for returned / not delivered items and credit notes for returning 20 liter milk carriers.

The copies need to be taken to the Fax room and placed in the mailbox for the ER, Payroll & Benefits Administrator.

When we have requests to donate products to Agapé Hospice and the product is not appropriate for the hospice use please inform the individual dropping the item off that we cannot accept the item and they can either take it back or we can dispose of it appropriately.

## **ATTACHMENT**

Receiving Log

Procedure – Receiving a grocery delivery or donated food item

## **CROSS REFERENCE**

[Policy #2303](#) - Receiving of Food Items Purchased or Donated

## **REFERENCE**

The Salvation Army [H & S Manual 2018](#)



# The Salvation Army

Alberta & Northern Territories Division

## Agapé Hospice



[www.SalvationArmy.ca](http://www.SalvationArmy.ca)

## Attachment A

### Procedure - Receiving a grocery delivery or donated food items

It is the responsibility of the Cook on shift or designate to receive the grocery delivery, or any food donated to Agapé Hospice. When receiving the product, the Cook or designate must check expiration dates, temperatures of both refrigerated and frozen product, and ensure that all products are damage/spoilage free.

Instruct the delivery person where delivered products are to be placed in order to have the least amount of movement.

- Dairy products are to be placed directly into the walk in cooler,
- Produce is to be placed outside the refrigerator,
- Frozen products are to be placed directly in the freezer,
- Housekeeping and laundry supplies are to be placed in the dining room.
- All other dry goods are to be placed in the kitchen office.

For all steps it is important when putting new stock away to use the First-In First-Out (FIFO) method. Which means old stock is to be moved to the front of the line and new stock is to be stored behind existing stock.

**Ensure that old stock is always used first!**

#### Receiving Refrigerated items the following steps apply:

1. Check the temperature of the refrigerated products using the mini infra-red thermometer. The temperature must **not be more than 5°C** at the time of delivery. If the temperature is too high the item must be returned to the supplier with the delivery person (receive a credit slip).
2. Check the expiry date of the dairy products; the expiration date **must be a minimum of 1 week past** the delivery date. If the expiry date is not a minimum of 1 week past the delivery date, the item must be returned to the supplier with the delivery person (receive a credit slip).
3. Check the quality of produce. All boxes and bags of produce must be opened and each item must be checked for mold, mushy spots, brown or aging spots. If the produce is not of an acceptable quality the item must be returned to the supplier with the delivery person (receive a credit slip).

Once the above steps are complete, place all the items in their appropriate places in the walk in cooler.



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# The Salvation Army

Alberta & Northern Territories  
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### Receiving Frozen items the following steps apply:

1. Check the temperature of the frozen products using the mini infra-red thermometer. The temperature must **not be higher than -14°C** at the time of delivery. If the temperature is not low enough the item must be returned to the supplier with the delivery person (receive a credit slip).
2. Check all boxes and containers for damage and expiration date. If a box or container is damaged ensure the interior contents are intact and damage free. If the contents are intact, damage free and the expiration date is **more than 1 month past** the date of delivery place the item in the appropriate spot in the walk-in freezer. If the item is damaged or expiration date is not acceptable the item must be returned to the supplier with the delivery person (receive a credit slip)

### Receiving Dry Storage items the following steps apply:

1. Check all packaging for expiration dates. The expiration date **must be more than 1 month past** the date of delivery.
2. Check the packaging for signs of damage. If damage has occurred, check the interior contents of the package. If the product is acceptable store the item in the appropriate space. If the item is not acceptable the item must be returned to the supplier with the delivery person (receive a credit slip).
3. Items listed on the Inventory Control Board are to be taken to the storage room located in the basement. All other items can be placed in the dry storage room or the back storage room.

Once all the steps are taken, and all the items on the manifest have been delivered, sign the manifest and any credit slips for the delivery person.

Retain a copy of the manifest, any credit notes for returned / not delivered items and credit notes for returning 20L milk carriers.

The copies are to be placed in the Finance Directors mailbox located in the Fax/printer room.

### Receiving donated food items:

When the Kitchen receives a request regarding the donation of product to Agapé Hospice, refer the request to the Food Services Coordinator or designate. (Policy #2303 - Receiving of Donated Meals, Food)

