



1. Q: What foods can you accept?

A: Any fresh, frozen or non-perishable food that's still safe to consume, but for whatever reason cannot be sent to market. The most common food donations we handle are products that are close to its best before date, have damaged exterior packaging, are in excess of inventory, or do not meet specification (such as underweight, deformed, etc.). We do not accept alcohol, medication or hot prepared food.

2. Q: Where will my food end up?

A: We distribute your food to over 100 community food programs in Halton and the surrounding area. This food is provided free of charge to people in need. We strictly ensure that no donated food is sold or bartered.

3. Q: What are the benefits to donating food to you?

A: You save on disposal costs by allowing us to pick-up your surplus food at no cost. You recover 25% of the product's fair market value if you're a farmer. You help the environment by diverting good food from landfill and you contribute to feeding 38,000 people a month through Food for Life's partner food programs.

4. Q: Are you able to accept fresh or frozen food? How can you ensure it will be handled safely?

A: Yes, we actually specialize in the pick-up and distribution of fresh & frozen food. All of our trucks are temperature controlled and we have cooler and freezer storage space in our warehouse. All of our practices comply with and are regularly inspected by the Halton Region Public Health department.

5. Q: Is our company held liable for the food we donate to you?

A: No, the Ontario Donation of Food Act was established in 1994 to protect food companies from any liability when donating food in good will.

6. Q: I am concerned about my company's brand integrity. We don't want "sub-par" food with our branding visible to the public.

A: Upon request, we will re-package your food product in our warehouse to ensure that your branding is not visible. Alternatively, we can direct your food to only community kitchen programs, where the packaging is stripped in the kitchen and is never in the hands of the individual consumer.

7. Q: What is the minimum and maximum amount of food you will pick-up?

A: We never decline a food donation based on quantity. If the quantity does not warrant our truck to directly pick-up (i.e. <100 lbs.), we will act as the broker and connect you to a local food bank in the area. If you have a large donation (i.e. several pallets), our largest truck can accommodate 12 pallets of food and has a payload of 38,000 lbs. If you have an even larger donation (i.e. +13 pallets), we have access to larger trucks and can work with our network of hunger relief organizations across Ontario to ensure that all of your food is redistributed.

8. Q: How do I arrange for a pick-up of my food donation?

A: We can arrange for you a weekly scheduled pick-up or an ad-hoc pick-up, depending on your needs. To arrange a pick-up, call **Melissa Bain at (905) 635-1106 ext. 226 or email: melissa@foodforlife.ca**.

