

Hunger Relief Partner Facility Guide



Welcome to our new distribution center, a space designed to help us do more good together. This facility represents a major step forward in our shared work to nourish communities across Colorado and Wyoming. With expanded capacity, improved efficiencies, and new opportunities for smoother ordering and pick-ups, we’re excited to create an even stronger and more reliable experience for you and the neighbors you serve. This guide will walk you through what to expect, highlight key changes, and help you feel confident in navigating the new building. We’re grateful for your partnership and look forward to continuing this work with you in a space built for the future of hunger relief across the Rockies.

The address of the new facility is **20600 E 38th Ave, Aurora, CO 80019**.

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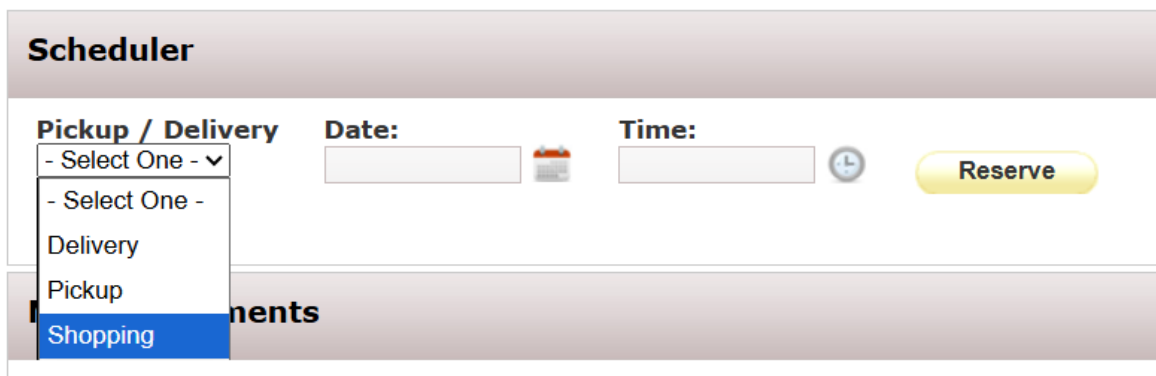
Placing an Order on Agency Express for Pick-Up

There are now 66 partner order pick-up appointment slots daily, Monday-Friday. You may place your order and schedule a pick-up appointment [before 3:00 p.m. three days in advance](#). If you are picking up an order, shopping in the Fresh Food Center will be included in your pick-up appointment; you do not need to schedule a separate shopping appointment.

Scheduling a Fresh Food Center Shopping Appointment

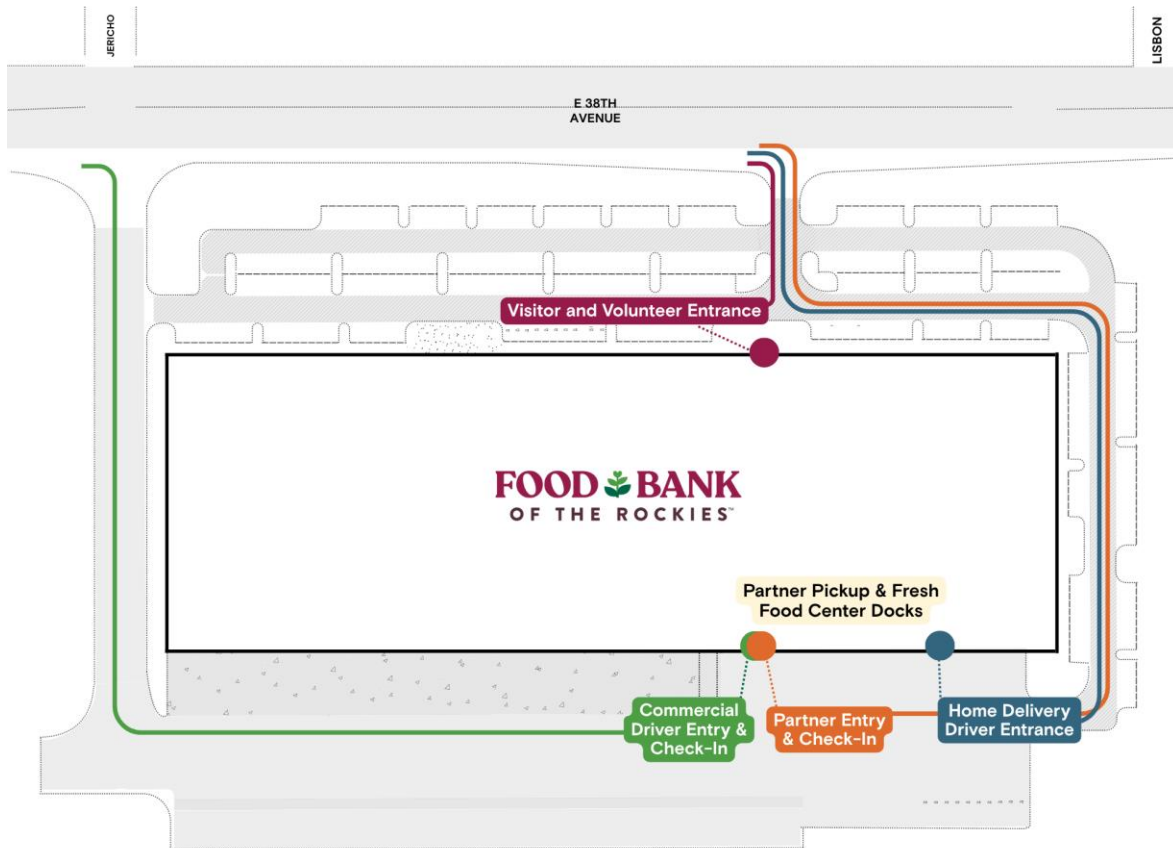
If you would like to shop in the Fresh Food Center when you are not picking up an order, there are now 21 dedicated Fresh Food Center shopping appointments per day available to schedule on Agency Express. If you do not yet have an Agency Express login, contact partnersolutions@foodbankrockies.org to get set up and attend an orientation.

To schedule your appointment on Agency Express, select “Scheduler” and then, on the drop-down menu for “Pick Up/ Delivery,” select “Shopping.” Then select your date and time and click “Reserve.” You will see your appointment on the scheduler page immediately.



Arrive at the distribution center 10-15 minutes prior to your appointment if you are [shopping the Fresh Food Center](#). If you are picking up an order, Fresh Food Center shopping will be included in your pick-up appointment; you do not need to schedule a separate shopping appointment.

New Facility Map



Google Maps

The address of the new facility is **20600 E 38th Ave, Aurora, CO 80019**.

You may notice a note on Google Maps that says “No onsite food pickup” when searching for Food Bank of the Rockies. This message is not directed at Hunger Relief Partners. It is intended to help neighbors connect with the Hunger Relief Partner closest to them for food assistance. All Hunger Relief Partner pickups at our facility continue as scheduled. Our new facility will include a small community pantry opening in the spring. Until then, our Google listing will continue to display this note for neighbors seeking food assistance.

Picking Up Your Order or Allocation and Shopping the Fresh Food Center

This applies to any order you've placed on Agency Express or for TEFAP or Totes of Hope®. The pick-up window is open Monday-Friday, 8:30 a.m.-11:30 a.m. and 12:30 p.m.-3:30 p.m.

1. Please arrive 10-15 minutes ahead of your pick-up appointment. If you arrive earlier, please wait until it is no more than 15 minutes prior to your scheduled appointment, then pull into the south side of the building.
 - a. Pull into the distribution center and drive around via the east side of the building to the Hunger Relief Partner Parking on the south side of the building.
 - b. Park in a Hunger Relief Partner parking spot .
 - i. NOTE: Box truck parking spots are available on the west side of the Hunger Relief Partner lot.
2. Exit your vehicle and walk into the Check-in Office.
 - a. A Partner Solutions Representative will provide you with your dock door assignments for order pick-up (A-C) and Fresh Food Center shopping (D-I).
 - b. You will receive your invoice and confirm it is correct.
 - c. Complete payment.
3. Return to your vehicle and back into your assigned dock door (A-C) .
 - a. A volunteer will assist you with parking directions.
 - b. Staff and volunteers will help load your order into your vehicle.
 - c. Check your order for accuracy.
 - d. You will have 15 minutes for your order to be loaded and to transition to your assigned Fresh Food Center door.
4. Move your vehicle from your order pick-up dock door to your assigned Fresh Food Center dock door (D-I).
 - a. You may shop the Fresh Food Center for 15 minutes.
 - b. You will then have an additional 15 minutes to check out and load your vehicle.
 - c. Volunteers will be available to assist with loading.
5. Depart Food Bank of the Rockies to go nourish your neighbors!

Shopping the Fresh Food Center Only

We invite you to schedule your Fresh Food Center Shopping ahead of time on Agency Express ([see instructions above](#)).

1. Please arrive at least 10 minutes ahead of your pick-up appointment. If you arrive earlier, please wait until it is 10 minutes prior to your scheduled appointment, then pull into the south side of the building.

- a. Pull into the distribution center and drive around via the east side of the building to the Hunger Relief Partner Parking on the south side of the building.
 - b. Park in a Hunger Relief Partner Parking spot. Box truck parking spots are available on the west side of the Hunger Relief Partner lot.
2. Exit your vehicle and walk into the Check-in Office
 - a. If you have an appointment, the Partner Solutions Representative will provide you with your dock door assignments for Fresh Food Center shopping (D-I) .
3. If you do not have an appointment, you will be assigned an available time slot if one is available. If an appointment is not available within 30 minutes, we will request that you move your vehicle to the front of the building or leave and come back. You are welcome to wait in the front main lobby.
4. At your Fresh Food Center appointment time, return to your vehicle and back into your assigned dock door (D-I) .
 - a. A volunteer will assist with partner parking .
 - b. You may shop the Fresh Food Center for 15 minutes.
 - c. You will then have an additional 15 minutes to check out and load your vehicle .
 - d. Volunteers will be available to assist with loading.
5. Depart Food Bank of the Rockies to go nourish your neighbors!

Partner Dock Conduct and Safety Policies

Food Bank of the Rockies is fully committed to providing a safe working environment for all employees, volunteers, and partners, and ensuring that everyone goes home safe each day. We will achieve a culture of safety excellence with active participation of all employees, volunteers, Hunger Relief Partners, and visitors in upholding our safety standards, having open communication, and striving for zero accidents through continuous improvement.

The partner dock is a high-traffic area of our distribution center. Partners must stay outside of the pick-up dock (docks A-C) when loading their vehicles. Please use caution when shopping and loading vehicles. It is all of our responsibility to ensure a safe working environment.

- No cellphone use is allowed in the warehouse. Please leave the building if you need to make a call or use your phone .
- No headphones are allowed in the warehouse.

- Do not distract equipment operators. This includes asking staff members questions. Please wait until they have stopped operating any equipment if you have a question.
- Closed-toe shoes must be worn at all times.
- Hoods should not be worn in the Fresh Food Center or on the dock.
- Watch for debris, wet surfaces, and tripping hazards when walking in the Fresh Food Center.
- Carts must be controlled at all times. Please do not shove carts.
- Climbing in or on the racks, pallets, crates, wire bins, gaylords, or boxes is strictly prohibited .
- Consumption of food, drink, and chewing gum is prohibited in the warehouse .
- No running in the warehouse.
- Children under the age of 15 are not permitted to take part in vehicle loading or be in the Fresh Food Center; children aged 16-17 must be accompanied by an adult.
- Partners must enter only through regular doors, never open dock doors. Entering through open dock doors can cause accidents if there is active loading.
- Shopping times are strictly enforced. Partners are allotted 15 minutes to shop in the Fresh Food Center. Please exit the Fresh Food Center when shopping time is up and wait to be checked out.
- All Hunger Relief Partner representatives are expected to conduct themselves professionally and in a respectful manner when interacting with Food Bank of the Rockies staff, volunteers, and other partners.

Partners who do not follow these guidelines will be asked to leave.

Repeated failure to follow conduct and safety guidelines may result in limited access to the Fresh Food Center or termination of an organization's Hunger Relief Partnership agreement.

For any questions regarding placing or picking up your order or shopping the Fresh Food Center, please reach out to partnersolutions@foodbankrockies.org or call 303-375-5867.

Community Spaces

We're excited to have more community space to host training sessions and events, and to make these rooms available to our Hunger Relief Partners for your own events. These spaces will become available for booking starting in Spring 2026. More details will be forthcoming.