



Food Bank of the Rockies

Mobile Pantry Weather and Cancellation Procedures

Food Bank of the Rockies is dedicated to being open every business day to serve our clients. Some circumstances may result in canceling or rescheduling a mobile pantry distribution.

A mobile pantry may be rescheduled or canceled for reasons including, but not limited to:

1. Scheduling/Holiday Conflict
2. Food Bank of the Rockies equipment malfunction
3. Using CDOT recommendations Food Bank of the Rockies transportation manager/department determines that it is unsafe for the driver to travel to a site.
 - a. For rural sites, determination for driver safety only comes after the site itself has confirmed if it will happen or not.
4. Inability to move the site indoors during inclement weather, that results in unsafe conditions or insufficient volunteer and neighbor participation. This can include impassable roads: harsh lighting, excessive precipitation, and extreme temperatures.

In inclement weather or other hazardous situations, our top priority is the safety of our employees, volunteers, and neighbors. Site coordinators can reach out to collaborate with the mobile pantry team to cancel a distribution if they feel the conditions are too hazardous or unreasonable to conduct a distribution in.

Rural Sites: If inclement weather conditions are anticipated on the day(s) our rural sites run, both Transportation and the Mobile Pantry Team will monitor weather. MP reps are to reach out to coordinators to confirm if the distribution will occur. If the answer is yes, transportation will move to assess the driver's safety while attempting the trip. If safe, the distribution will occur. If not, Transportation is to notify MP and MP will cancel the site with the site coordinator.

Temp: There is no uniform standard for cancelling based on temperature conditions across the entire organization. Case by case basis for cancellations on grounds of temperature alone.

Automatic Closure: If **ALL** of the following school districts are closed, the Food Bank of the Rockies is closed, and we will not have mobile pantry distributions. Adams, Aurora, Cherry Creek, Denver, Douglas, and Jefferson.

Food Bank of the Rockies will attempt to make next-day closures/delayed start decisions by 10:00 pm the night before. We aim to operate regularly scheduled mobile pantry distributions to the extent possible. For this reason, we wait to decide to cancel, delay or reschedule until the day of the distribution when we have a clear idea of the landscape.

The volunteer site coordinator will receive notice from the Food Bank of the Rockies staff of cancellation, rescheduling, or delayed start a minimum of 3 hours before the scheduled distribution begins. The decision will be made with the intent of providing ample time for communication while attempting to allow adverse conditions to clear.

We wish to explore all opportunities with our site coordinators before canceling, or rescheduling, as our goal is to ensure that those in need of food assistance are served. If the distribution runs twice a month, a reschedule will not be pursued. If the distribution runs once a month, a reschedule will be pursued and heavily encouraged.

If a Site Coordinator is unsure about a distribution and no communication has yet to come from Food Bank of the Rockies, it should be assumed that the distribution will go as scheduled. If there are questions or concerns or to confirm the distribution status, please get in touch with the following people:

1. Kaila Green, kagreen@foodbankrockies.org, 720-588-9946
2. Chris Taylor, christaylor@foodbankrockies.org, 303-375-5830

Site Cancellation (Reschedule)/Change Check-List:

For sites unable to hold their distribution

- If rescheduling, confirm the reschedule date works with transportation.
- Update Vivify.
- Email FBR MP Weather Distribution List with the change.
- Email FBR Approved Affiliates with the change.
- Notify restocks and cancellations Teams chat if an order need restocked or long-term storage.
- Notify Vol Rel team with as much notice as possible to inform volunteers of a closure.
- Update MP yearly calendar. Update the yearly tab. Update the monthly tab by adding a note and moving/removing the MP off the month.
- Create a marketing ticket or reach out to MarComm directly to update FBR website.

Impacted Teams & roles who should be included in the FBR MP Weather Distribution List:

Transportation

- Transportation Supervisor(s)
- Transportation Manager
- Director of Fleet and Transportation
- Mobile Pantry Driver(s)

Marketing

- Social Media Manager
- Manager of Press Relations
- Senior Marketing Director
- Chief Marketing Officer

Volunteer Relations

- Volunteer Manager
- Corporate Sponsorships Manager
- Lead Volunteer Coordinator
- Volunteer Coordinator
- volunteer@foodbankrockies.org

Community Data

- Community Data Supervisor

Volunteer Operations

- Volunteer Operations Manager
- Volunteer Operations Program Lead

Programs

- Community Outreach Senior Manger
- SNAP Outreach Representative(s)
- Government Programs Manager
- TEFAP Manager
- Government Programs Lead
- Government Programs Representative
- Partner Support Manager
- Mobile Pantry Representative(s)
- Direct Services Supervisor
- Director of Programs
- Culturally Responsive Representative(s)
- Food For Kid's Manager
- Food For Kid's Representative(s)
- Food for Kids Supervisor
- Partner Support Lead
- Partner Support Representative
- ffk@foodbankrockies.org
- tefap@foodbankrockies.org
- partnersupport@foodbankrockies.org
- everydayeats@foodbankrockies.org
- frontdesk@foodbankrockies.org

Operations

- Operations Manager(s)
- Distribution Supervisor
- Operations Coordinator
- USDA Warehouse Supervisor
- Distribution Specialist

People & Culture

- Receptionist(s)
- Frontdesk@foodbankrockies.org

Inventory

- Inventory Supervisor

Affiliates

- Email participating affiliates of cancellation/reschedule separately from this group.

Keep the below list updated often. Utilize Outlooks .CSV import/export functionality to easily create contact groups or update existing contact groups.

Contact Group Name: FBR MP Weather Distribution List

Members:

Adam Burnison aburnison@foodbankrockies.org
 Aditi Desai adesai@foodbankrockies.org
 Adriana Payan apayan@foodbankrockies.org
 Anthony Salazar asalazar@foodbankrockies.org
 Ashley Newell anewell@foodbankrockies.org
 Avery Guerra aguerra@foodbankrockies.org
 Brian Lacey blacey@foodbankrockies.org
 Britni Stupin bstupin@foodbankrockies.org
 Bryan Sachtleben bsachtleben@foodbankrockies.org
 Charlene Moser cmoser@foodbankrockies.org
 Charly Watts cwatts@foodbankrockies.org
 Chris Silberman csilberman@foodbankrockies.org
 Chris Taylor christaylor@foodbankrockies.org
 Christian Garcia cgarcia@foodbankrockies.org
 Cristina Herrada cherrada@foodbankrockies.org
 Dayana Sanchez-Silva dSanchez-silva@foodbankrockies.org
 DEN Front Desk frontdesk@foodbankrockies.org
 DEN Everyday Eats everydayeats@foodbankrockies.org
 DEN Partner Support partnersupport@foodbankrockies.org
 DEN TEFAP tefap@foodbankrockies.org
 DEN Food for Kids ffk@foodbankrockies.org
 DEN Volunteer Email volunteer@foodbankrockies.org
 Elena Ravelo eravelo@foodbankrockies.org
 Elizabeth Brethen ebrethen@foodbankrockies.org
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