

**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 customers. There are circumstances that may result in a cancellation or rescheduling of a mobile pantry distribution.

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

- Scheduling/Holiday Conflicts
- Food Bank of the Rockies equipment malfunction
- Using CDOT recommendations Food Bank of the Rockies transportation manager/department determine that it is unsafe for the driver to travel to the site.
- Inability to move the site indoors during inclement weather that results in unsafe conditions or insufficient volunteer and client participation. This can include impassable roads, severe lighting, excessive precipitation, and/or extreme temperatures.

In the event of inclement weather or other hazardous situations, the safety of our employees, volunteers, and clients is our top priority.

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.

- NOTE: in the current COVID environment when many schools may not be in session at all, Food Bank of the Rockies will attempt to make next day closures/delayed start decisions by 10:00pm the night before.

Our goal is to operate regularly scheduled mobile pantry distributions to the extent possible. For this reason, we attempt not to make the decision 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 Food Bank of the Rockies staff of cancellation, reschedule, or delayed start a minimum of 3 hours prior to the scheduled distribution start time. 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 cancelling or rescheduling as it is our goal to ensure those in need of food assistance are served. Therefore, we ask you to not contact volunteers or clients about a cancellation or schedule change until it has been confirmed as a collaborative decision. Upon receiving notice of a cancellation, the site coordinator should attempt to contact all volunteers. If assistance is needed, a the food bank can help make phone calls. If possible, the site coordinator will arrange for a sign to be posted at the site, notifying anyone that is unaware of the cancellation or schedule change and shows up.

Additionally, Food Bank of the Rockies will place notices on our website and social media platforms.

If a site coordinator is unsure about a distribution and no communication has been received from Food Bank of the Rockies it should be assumed that the distribution will be going on as scheduled. If there are questions, concerns, or to confirm the distribution status one may contact these personnel:

- Mobile Pantry Representative: Kate Budd, kbudd@foodbankrockies.org, 303-375-5853
- Outreach Manager: Chris Taylor, [christaylor@foodbankrockies.org](mailto:christaylor@foodbankrockies.org), (303) 375-5830

**\*We are in the process of getting a weather hotline in place with our new phone system.**