



## Bad weather Emergency Plan for Partner Agencies

### If a snow or ice storm occurs on a regular business day, Monday through Friday:



If your agency has a delivery scheduled or an order to be picked up at the warehouse on that day, please see NTFB's main webpage ([www.ntfb.org](http://www.ntfb.org)), NTFB's Facebook page ([www.facebook.com/feednorthtexas](https://www.facebook.com/feednorthtexas)) or call NTFB's regular business number at 214-330-1396 after 6:00 a.m. There will be a message stating whether the Food Bank will be open, closed, or delayed from normal business hours. There will also be an alert on the online shopping homepage.

### If The Food Bank is closed:



If you have an order to pick up on the day of the closure, then your order will be available on the *next* business day unless your agency contacts [aeorders@ntfb.org](mailto:aeorders@ntfb.org) to schedule an alternate day.

If your scheduled delivery occurs on one of these snow days, the Logistics team will make a determination about whether to reschedule or cancel the delivery. Affected Partner Agencies will be notified within a reasonable timeframe.

**\*NOTE\*** If we are unable to reschedule the delivery, NTFB is not able to guarantee the space to "double-up" your next scheduled delivery. That will be a real-time decision based on truck space.

For further information, please contact [aeorders@ntfb.org](mailto:aeorders@ntfb.org) to make alternate arrangements and requests, and we will do our best to accommodate. Be sure to include your agency name, number, and purchase order number when available.

When NTFB experiences an early closing, *a sign will be placed on the warehouse doors acknowledging the closing.*

### If we have a delayed opening:



If we have a delayed opening and you are scheduled to pick up, please contact [aeorders@ntfb.org](mailto:aeorders@ntfb.org) to determine if your pick up will occur as planned or if there is a need to reschedule

If you have a scheduled delivery on a delayed opening day, please expect a delay or a need to reschedule the delivery. To get further information please contact [aeorders@ntfb.org](mailto:aeorders@ntfb.org) to make those arrangements.

### If NTFB is closed more than 1 business day:

If the food bank is closed or there is a delayed opening for more than 1 consecutive business day, we are unable to guarantee your order will be processed and ready as previously scheduled. NTFB processes orders 2 business days ahead of the distribution date (delivery or pick up) and if consecutive delays in operating hours occur, the picking process of orders will be delayed. NTFB will work to alert all delivery sites of their delivery status the next open business day.

If you have a pick up scheduled, please feel free to call and clarify if your order is ready or you can check that status of your order when coming to NTFB to pick up fresh produce and other items through Pick & Weigh.