

Cancellation Policy

The Mobile Pantry Team's mission is to serve our North Texas community to the best of our abilities; unfortunately, there are instances -- which include but are not limited to those stated below -- in which we must cancel a distribution in order to protect our neighbors, staff, and volunteers.

INCLEMENT WEATHER:

Although Mobile Pantry generally operates 'Rain or Shine', there are specific instances in which NTFB must cancel/close Mobile Pantries to protect neighbors, volunteers, drivers and other members of the program. This outline serves as a guide to such closure practices and policies.

Closure Mandates:

- 1. NTFB will close for business entirely if local School District(s) shut down because of inclement weather, such as winter storm warning, watch or precipitation; frigid temperatures; or icy roads.*
- 2. NTFB will close delivery and distribution routes in select areas experiencing flooding, flood warning or flood watch; tornadoes, tornado warning or tornado watch; icy roads or winter storm warning, watch or precipitation; or thunderstorms, thunderstorm warning or thunderstorm watch.*

Closure Recommendations:

NTFB advises cancellation of Mobile Pantry distribution if: Heavy rain is present or expected at over 75% chance, with or without thunderstorm presence or RealFeel Temperature falls below 32 degrees Fahrenheit or rises to an Excessive Heat Warning above 115 degrees Fahrenheit during the distribution.

VOLUNTEERS*:

Volunteers are crucial to the operation of a safe and efficient Mobile Pantry distribution. In order to conduct a distribution that protects volunteers, neighbors, and staff:

- 1. A minimum of 10 volunteers is required per distribution*
- 2. 48 hours before the distribution, all volunteers must be signed up through Galaxy Digital or a list of names and email addresses must be provided by the host site contact*
- 3. All volunteers must be present an hour before the start of the distribution*

If these practices and policies are not followed, we reserve the right, out of the abundance of caution, to cancel the distribution.