



NTFB Inclement Weather Guide & Toolbox

Inclement Weather

- Delays
 - Weather or Equipment Related
 - NTFB Transportation team will contact individual pantries if we need to delay a single truck route.
 - If the entire fleet is affected, we will follow our Inclement Weather process to notify agencies of the delay.
- Closures
 - Predictable Closures
 - If we know that weather (or other) issues are going to cause a closure, we will notify all agencies as soon as we can.
 - We will provide options for agencies on how they want to handle current orders that have been submitted and will provide a deadline for the response. We will provide in the messaging what the default action will be if no response is received by the deadline.
 - Non-Predicted Closures
 - We will provide closure details as soon as we have them.
 - We will provide options and ask for responses.

Agency Partner Guide for Inclement Weather January 2025

- **Announcements:**

- NTFB will notify agencies of delays or closures via the Agency Express pop-up message, which will also be displayed on the main page, and will receive a direct message from the Community Partner Relations Team email no later than **6 AM** on the day of the closure.

- **Action Items for Agency Partners:**

- If delays or closures occur on your scheduled pickup/delivery day, please submit a ticket to the Agency Service Desk no later than **10 AM** on the day of the closure/delay. This will allow us to schedule a redelivery or cancel your existing order. Any associated fees may be waived.
 - **Please Note:** Request for a redelivery will move your existing order to the following standing appointment date. Special delivery requests outside of your next available delivery/pickup window will be subject to approval by the transportation team.
- If we do not receive a service desk ticket by **10 AM** on the day of your delivery/pickup, your order will be subject to cancellation.

Fees and Upcoming Orders 1/9 - 1/10

- **Fees:**

- No cancellation or restock fees will be applied if you request redelivery or cancellation due to the inclement weather by the deadlines mentioned above.
- No cancellation or restock fees will be applied if NTFB cancels your order due to inclement weather.

- **Upcoming Thursday (1/9) and Friday (1/10) Orders:**

- If your agency has determined they will be closed on Thursday or Friday, please submit a ticket to the agency service desk no later than 1 PM Wednesday to cancel existing orders. Fees will be waived.

Inclement Weather

Does not mean not working

You should expect us to be
communicating with you.

We will get through it together.

If you are not hearing from us, please contact the Agency Service Desk.

How to get more prepared for a disaster

• **Have a Business Continuity Plan**

- Who can make decisions?
 - If they can't be reached, who is next?
- Contact numbers and important information
 - Plumber / Electrician / Oncor (and your account information)
- Who do you need to notify if you have a closure?
 - NTFB
 - Staff / Volunteers
 - Do you post it on a website or Facebook?
 - Do you change a voice message?

**If you don't have a plan, start with the basics and then build on it.
Don't wait to have all the answers before starting.**



Contact Information Example Cont.

CRITICAL PARTNER NUMBERS

NAME	NUMBER
ELECTRICIAN	
PLUMBER	
RESTORATION SERVICE	
CONSTRUCTION / HANDYMAN	

VOLUNTEER CONTACTS

NAME	NUMBER