



Inclement Weather Policy For Food Pantries and Distribution Sites

Harvesters has a large service area where varying weather conditions may be experienced by our partner agencies. We would encourage agencies to take into consideration the safety and wellbeing of the families you serve as well as the volunteers that serve with you at your site during times of severe weather.

HARVESTERS ACTIONS:

Impacted agencies will be notified via email as soon as the decision is made to close. Additionally, a message may appear on Harvesters Express and/or local news media. Harvesters could experience multiple levels of closure during inclement weather.

Closed for Deliveries:

If the roads are determined to be too bad for our trucks to safely operate, we will stop all deliveries. Please note that the delivery tracking system may still show the truck is delivering to you but we will not be making deliveries that day. We will be in touch with rescheduled delivery dates.

Closed for Pickup:

Either the Kansas City or Topeka or both facilities are closed for agency pick-up. Because of very low staffing or for safety reasons, it is important for you to not come to Harvesters on this day. Please email Customer Care at customercare@harvesters.org and let us know what day and time you intend to come pick up your order.

Building Closure:

One or both buildings may be closed due to weather. In this instance, all pick-ups and deliveries will be cancelled.

- Delivery Agencies: We will be in touch with rescheduled delivery dates.
- Pick-up Agencies: Please email Customer Care at customercare@harvesters.org and let us know what day and time you intend to come pick up your order.

Please note that in a total building closure pick-up and delivery orders will be impacted for at least 1 extra day to allow for picking of the order.

AGENCY ACTIONS:

If you choose to cancel due to the weather please contact Harvesters via Customer Care to inform us of your decision to cancel as soon as possible. Ideally communication with Harvesters would take place 24-48 hours prior to the scheduled distribution.

Harvesters would prefer you not cancel your distribution due to simple rain showers or forecasted lite snow. You should however exercise caution if you choose to operate your distribution during severe thunderstorms, hail, blizzards, freezing rain, etc.

Things to consider when your agency is making a weather related cancellation decision;

Walk through and drive through families may be impacted differently.

- Is your parking lot clear of ice or snow or debris (this is required for Harvesters to deliver)?
- Is there a plan in place to communicate cancellations with the community?
- Will the extreme heat and cold cause extra stress or safety concerns for families?

Recommended best practices

- Many agencies choose to follow the cancellations of their local school district, if the schools are not in session families will know the agency is also closed. This can be communicated in the fall before severe winter weather.
- Contact local media outlets in advance to get signed up to be listed on their Weather Related Closures list.