

When to Press Pause: Creating Closure Policies That Work for Your Team & Distribution Partners

WITH GUEST SPEAKERS FROM



A few reminders:

Drop your questions in the Q&A as we go!

Yes, this is being recorded!

A recording of this presentation will be emailed within the next few days.

Links provided at the end of the webinar:

- Request a follow-up meeting
- Next webinar



If there is food to be rescued, it's hard to say no.

**What is the thought process/rationale
behind the decision to close ops?**



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To close or not to close?



- 8 major federal holidays
(Closed 100% 3/8 -
Thanksgiving, Christmas,
New Years Day)



Holiday Schedule

- 13 Days off/closed
- 100% full closure for all 13 days
- Meets staff and NPP needs

Don't be afraid to revise!

What does “close” mean?

Full closure – no rescues happening at all?

Partial – based on status of donors and nonprofits?

Partial – based on volunteers?

Other?



What does “close” mean?

- About a week or so prior to the holiday, we gauge partners' availability
 - ◆ If all sites are open – proceed like normal
 - ◆ If NP is closed – reroute (after confirming with volunteer)
 - ◆ If Donor is closed – usually cancel
 - ◆ If both Donor and NP are closed – Cancel



How do you shut down operations?



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How do you shut down operations?



- Closure communication done one week prior to closure
 - ◆ Conducted on the same weekday as the closure
- SOP and checklist completed by Relationships (Nonprofit & Donor) and Dispatch (Volunteers)
- Size of staff (amount of rescues) influence who does what

How do you shut down operations?



- Initial holiday meeting with FR staff (2-3 weeks prior) to determine open/close status based on multiple criteria
 - ◆ Staffing
 - ◆ Sites closed
 - ◆ Volunteer availability
- Dispatcher notifies volunteers with copy/paste messages and then cancels all instances in web app (open or closed all volunteers receive a message)
- Partnerships manager emails/calls NP 2 weeks in advance and Donors 3-5 days in advance to ensure schedule changes



Holiday Closure Messages



Dispatch Holiday Closing Messages

New Year's Eve/Day:

ATTN: Food Rescue Operations Closed for New Years Eve & New Years Day - Hello Food Rescue Heroes! All Food Rescue operations will be CLOSED [day and date] & [day and date] in observance of the New Year Holiday, so we will NOT be conducting rescues those days. The normal rescue schedule will resume [day and date]. All rescues will be cancelled in the app, and you will receive a notification. Thank you so much for all you do and have a happy new year! - Chloe

Memorial Day:

ATTN: Food Rescue Operations Closed for Memorial Day - Hello Food Rescue Heroes! All Food Rescue operations will be CLOSED [day and date] for Memorial Day, so we will NOT be conducting rescues that day. The normal rescue schedule will resume [day and date]. All rescues will be cancelled in the app, and you will receive a notification. Thank you so much for all you do! - Chloe

Independence Day:

ATTN: Hunger Network and Food Rescue Operations Closed - Hello Food Rescue Heroes! In observance of Independence Day, all Food Rescue operations will be CLOSED [day and date], so we will NOT be conducting rescues that day. All [day of the week] rescues will be cancelled in the app, and you will receive a notification. The normal rescue schedule will resume [day and date]. Thank you so much for all you do and have a great holiday! - Chloe

Labor Day:

ATTN: Food Rescue Operations Closed for Labor Day - Hello Food Rescue Heroes! All Food Rescue operations will be CLOSED [day and date] for Labor Day, so we will NOT be conducting rescues that day. The normal rescue schedule will resume [day and date]. All rescues will be cancelled in the app, and you will receive a notification. Thank you so much for all you do and have a great Labor Day! - Chloe



Thanksgiving:

ATTN: Food Rescue Operations Closed for Thanksgiving - Hello Food Rescue Heroes! All Food Rescue operations will be CLOSED [day and date] and [day and date] for Thanksgiving, so we will NOT be conducting rescues those days. The normal rescue schedule will resume [day and date]. All rescues will be cancelled in the app, and you will receive a notification. Thank you so much for all you do and enjoy your Thanksgiving! - Chloe

Christmas:

ATTN: Food Rescue Operations Closed for Christmas - Hello Food Rescue Heroes! All Food Rescue operations will be CLOSED [day and date], [day and date], and [day and date] for Christmas, so we will NOT be conducting rescues those days. The normal rescue schedule will resume [day and date]. All rescues will be cancelled in the app, and you will receive a notification. Thank you so much for all you do and Happy Holidays! - Chloe



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Holiday Re-routes

for holidays that we remain operational

Partnerships manager reaches out about 2-3 weeks prior to find out if donors/NP sites will be open



Once we have a list of closures, dispatcher can go ahead and reroute



Occasionally, we have rescues where both the donor and the NP are closed



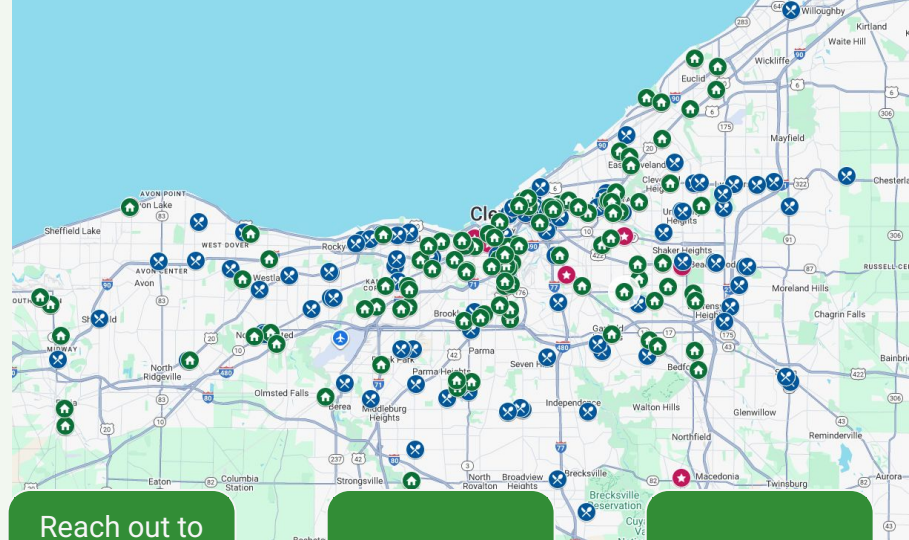
Reach out to the volunteer to let them know we have to reroute and try to be accommodating to their schedule



Re-route the rescue



Done :)



Resources:

- ➔ Google Map with all sites
- ➔ Holiday Reroute Template



What are the challenges with closing?

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- Volunteer complaints
- Contacting sites for holiday hours
- Excess donations the following day
- Staff availability



- Incorrect NPP schedules/contacts...use an opportunity to update app

What is your inclement weather policy?

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Food Rescue Winter Weather Policies

It is our top priority to keep our partners and volunteers safe during periods of inclement winter weather. We also want to ensure food continues to get to those who need it most in times of dire need.

Please see our guidelines below on how we navigate operations during this time:

Volunteers:

Please check the app to see if your rescue(s) has been canceled or the recipient location has changed. If you do not feel comfortable rescuing, you may drop your rescue—please reach out to the Food Rescue Dispatch line (216) 618-0638 to inform us you will not be completing your rescue. Contact the donor before you leave to ensure there is a donation to be picked up.

As a volunteer, understand that you are never obligated to do more driving than what you volunteer to do, which includes driving in dangerous conditions. While the need for healthy and accessible food increases in these circumstances, we never want to endanger or risk the safety of our volunteers.

Safe Driving Guidelines in Inclement Weather:

- Check your phone for alerts or messages from the FR team before leaving for your scheduled rescue
- Always plan your route ahead of time
- Use extra caution and safe driving habits
 - Drive slower than usual
 - Keep distance from other vehicles
 - Do not accelerate or stop suddenly
- Always use a familiar vehicle
- Remember, you are adding weight to your vehicle on rescues, so that may change the way your vehicle handles and reacts
- Food Rescue Heroes are to have personal auto insurance for the vehicle they use on rescues (individual plans vary – Hunger Network does not provide Auto Insurance)

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4415 Euclid Avenue, Suite 110, Cleveland, Ohio 44103
216.619.8155 | hungernetnetwork.org

- Be cautious of running water and flash flooding
 - Be aware that 12 inches of running water can carry away most average sized automobiles

Inclement Weather/Emergency Policies by Weather Type:

Wind Chill: If a Wind Chill Advisory is put into effect and/or wind chill is expected to be below -10 degrees Fahrenheit, Food Rescues will be canceled, and volunteers and recipients should be notified as soon as possible. This decision will be made by 4pm the previous day. Volunteers will be notified via text message, and rescues will be cancelled in the app.

Heavy/Lake Effect Snow: If a Winter Storm Warning is in effect with anticipated snow exceeding 6 inches, the decision for program closure for the following day will be made by 4pm and volunteers and recipients should be notified as soon as possible of rescue cancellations. Volunteers will be notified via text message, and rescues will be cancelled in the app.

Power Outages: If there are area-wide power outages, volunteers should be notified the morning of or as soon as outages are reported via text message. Program operations will not be canceled but volunteers will be notified to call donors ahead of time to ensure they are open. Operations Coordinator will reach out to NP Recipients to ensure they are open. If volunteers are unable to complete or rescues are deemed unsafe, they will be cancelled or re-routed.

Donors:

Rescues will operate as scheduled, unless otherwise notified. Should rescues be canceled due to inclement weather, a member of the Food Rescue staff will contact you.

Recipients:

Scheduled deliveries will proceed as planned. If you need to close due to the weather, please contact the Food Rescue Dispatch line (216) 618-0638 and notify a member of the staff, so donations can be redirected. Should rescues be canceled due to inclement weather, a member of the Food Rescue staff will contact you.

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Food Rescue Inclement Weather Policies

Additional: Unforeseen circumstances –
Inclement weather



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What is your inclement weather policy?



- Closures may occur if facilities close, roads unsafe, or conditions worsen.
- Decision-making: Based on forecasts, advisories & fleet safety; VP of Ops decides.
- Communication: Staff, donors, nonprofits, volunteers, and public notified via designated managers + channels.
- Contingency: Reschedule/reroute, temporary storage, partner support, or remote work.

A 🦋 FOOD RESCUE HERO™ WEBINAR SERIES

HOW TO START A FOOD RESCUE

Lesson ④: Expanding Your Nonprofit Distribution Network

Guest speaker!



NO WEBINARS IN OCTOBER!

FOOD RESCUE CONFERENCE

OCT 16 + 17

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