

Safe Delivery Conditions Policy



I. Policy Statement

Food Gatherers will ensure that food is safely in your building, but we will not be able to take food up or down stairs once the food is inside your facility.

Food Gatherers will not deliver product to programs if they do not have a safe and clear path to where the food is being delivered.

II. Applicability/Scope

Food Gatherers will not deliver to programs if the conditions are unsafe. Examples include, but are not limited to:

- Ice/snow that poses a safety hazard to Food Gatherers staff and volunteers delivering food to your program. Please call us at least 24 hours in advance if the conditions are hazardous, or with as much notice as possible. Your delivery will be re-scheduled once we can safely get into your facility.
- Delivery paths that are obstructed by clients, staff and/or volunteers that pose a risk of injury or a significant delay to our schedule of food deliveries.
- Any condition where Food Gatherers staff or volunteers feel threatened or unsafe.

III. Partner Agencies

If your program is going to be closed for any reason (weather, power outage, flu outbreak, etc...) you must contact Food Gatherers immediately so that we can work together to reschedule your delivery - call [734-761-2796](tel:734-761-2796).

In order to immediately address any issues with your food, food delivery or level of customer service from Food Gatherers, you should direct your inquiries to the Community Food Programs team.

Email: cfp@foodgatherers.org

Call: [734-761-2796](tel:734-761-2796).

Please do not direct service requests or complaints to Food Runners (drivers) or volunteers who help distribute food from Food Gatherers.