

December 13, 2022

Greetings valued Hunger Relief Partners,

Happy Holidays to you and yours!

We wanted to alert you of a new policy coming to Food Bank of the Rockies Western Slope.

As of January 1st, 2023, we will no longer be accepting multiple orders to be submitted for the same day. As we strive to do the best for everyone involved, we have found that receiving multiple orders for Agency Partners on the same day creates capacity and efficiency challenges. It significantly affects our ability to serve everyone adequately and fairly. To better serve everyone, we will make this change to our current operating protocols.

We realize this will be an adjustment for some of you and with that in mind, we will honor this practice throughout the end of December. Please be aware that starting next week, Monday 12/19, we will be sending to those who place multiple orders, a friendly reminder regarding the discontinuation of this option starting January 1st, 2023.

We understand that there will be times when things beyond our control will create the need for some flexibility to this standard and be assured, as your Partner, we will communicate and support these situations together on a case-by-case basis.

We ask that you always communicate via our Agency Help Desk phone. (970) 438-4886.

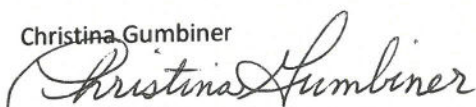
This will be your consistent go-to line of communication. Please do not call staff individually but reach out here for all your questions and concerns. If you get voicemail, we are committed to checking for messages 3 times daily: AM, Mid-day, and PM and will confirm that we have received your message.

We appreciate our relationship and encourage you to communicate at any point via the Agency Help Desk phone.

Wishing you a wonderful finish to 2022 from the Food Bank of the Rockies Western Slope Team.

Sincerely,

Christina Gumbiner



Programs Manager

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