

BCT Food Pickup and Distribution Process Map

Purpose

Blue Channel Therapy (BCT) is developing a food support initiative in partnership with Food Bank of the Rockies to help increase access to food and additional resources for the children and families we serve.

The purpose of this process is to clearly separate the responsibilities managed by BCT from those completed by trained volunteers and establish a reliable system for coordinating food pickups and deliveries.

BCT's goal is to develop a **small, dependable team of trained volunteers** who can provide ongoing support based on program needs and their availability.

Volunteer assignments are **as needed**. Volunteers are not expected to be available for every opportunity. However, once a volunteer confirms and accepts an assignment, BCT will rely on that person to complete the scheduled pickup and delivery.

BCT Responsibilities

Step 1: Determine Food Needs

BCT determines the current food needs for its participating locations, including which location needs food and the amount of food needed.

Responsible: BCT Staff

Step 2: Check Volunteer Availability

Volunteers are expected to provide BCT with their current availability for food pickup and delivery assignments. BCT will use this availability when determining which trained volunteer to assign to an upcoming pickup.

Because BCT must place Food Bank of the Rockies orders **at least two days in advance**, volunteers should keep their availability current and communicate any changes to BCT as early as possible.

If a volunteer has indicated that they are available during a particular time, BCT will generally consider that volunteer available for an assignment unless the volunteer has communicated otherwise in advance.

Responsible: BCT Staff and Trained Volunteers

Step 3: Confirm Volunteer Assignment

An available volunteer confirms that they can complete the pickup and have appropriate transportation for the expected food order.

Once a volunteer accepts the assignment, BCT will rely on that volunteer to complete it. Volunteers should only accept an assignment when they are confident they can follow through because another trained volunteer may not be available on short notice.

If an emergency or unexpected situation prevents the volunteer from completing a confirmed assignment, the volunteer should notify BCT **as soon as possible**.

Responsible: BCT Staff and Assigned Volunteer

Step 4: Place and Schedule Food Bank Order

After volunteer availability is confirmed, BCT places the order with Food Bank of the Rockies and schedules the pickup.

BCT remains responsible for managing the Food Bank partnership, ordering food, determining the delivery location, and communicating the necessary information to the assigned volunteer.

The volunteer receives the pickup date and time, Food Bank location, BCT delivery location, and any special instructions.

Responsible: BCT Staff

Volunteer Responsibilities

Step 5: Pick Up Food

The assigned volunteer travels to:

Food Bank of the Rockies

20600 E. 38th Ave.
Aurora, CO 80011

The volunteer checks in for the BCT order, follows Food Bank of the Rockies pickup procedures, confirms that the correct order is received, and reports significant problems or discrepancies to BCT.

Responsible: Assigned Volunteer

Step 6: Complete Food Quality Check

During pickup and loading, the volunteer checks the food for visible quality and safety concerns.

This may include checking for:

- Damaged or open packaging
- Leaking products
- Visible spoilage or mold
- Significantly damaged cans or containers
- Other visible concerns covered during training

Questionable food should be **separated and reported to BCT rather than discarded without approval.**

Responsible: Assigned Volunteer

Step 7: Transport and Deliver Food

The volunteer safely transports the food to the BCT location identified in the assignment.

Aurora Location

14901 E. Hampden Ave., Suite 120
Aurora, CO 80014

Arvada Location

5460 Ward Rd., Suite 150
Arvada, CO 80002

Upon arrival, the volunteer helps unload the food and ensures refrigerated, frozen, and dry goods are placed in the appropriate storage areas according to BCT instructions.

Responsible: Assigned Volunteer

Step 8: Confirm Completion

After delivery, the volunteer confirms with the designated BCT staff member that the pickup and drop-off were completed.

The volunteer also reports any food quality, transportation, pickup, or delivery concerns that occurred during the assignment.

Responsible: Assigned Volunteer

Volunteer Training and Expectations

Before independently completing a food pickup, volunteers will receive training or instructions on the BCT food pickup and delivery process.

Training will cover the volunteer's responsibilities, including Food Bank pickup procedures, food quality checks, safe transportation and handling, delivery procedures, and communication with BCT staff.

Volunteers are expected to:

- Provide their availability when BCT is coordinating upcoming pickups.
- Only accept assignments they reasonably expect to complete.
- Treat an accepted assignment as a **commitment**.
- Arrive at the scheduled pickup location at the appropriate time.
- Follow BCT and Food Bank of the Rockies procedures.
- Safely transport and handle food.
- Communicate problems or concerns to BCT.
- Notify BCT as soon as possible if an emergency prevents them from completing a confirmed assignment.

BCT understands that volunteers will not be available for every food pickup. The expectation of reliability begins once a volunteer accepts a specific assignment.

Transportation Expectations

Volunteers must have reliable transportation with enough cargo space to safely transport the assigned food order.

Depending on the size of the order, larger-capacity vehicles such as an **SUV, minivan, pickup truck, cargo van, or similar vehicle** may be preferred.

BCT should consider vehicle capacity when matching volunteers with specific food orders.

Volunteer Commitment Options

Volunteers may support **Aurora, Arvada, or both locations** and can commit based on what works for their schedule, including **every other month or another consistent schedule**.

Let us know your availability and preferred location(s), and we can determine how you can best support the program. Once availability is established, please communicate any changes in advance.