



CARE AND SHARE'S PROMISE

1. We will treat you with courtesy and kindness at all times.
2. We will have your order ready for your scheduled appointment.
3. We will review your order with you to ensure you leave with all your food and address any discrepancies.
4. We will provide a consistent flow of food and donations through a la carte when available.
5. We will keep you updated on closures and delays.

PICK-UP ETIQUETTE AND GUIDELINES AT DISTRIBUTION CENTERS

1. Hours of Operation and Appointment Time:

- Limit your appointment and shopping time to 30 minutes.
- Park in the main parking lot until your scheduled appointment time. Do not arrive to the dock more than 10 minutes prior to your appointment. If you are unable to make your appointment, contact the Agency Hotline at (719) 937-4547.

2. Number of Shoppers and Vehicles per Agency:

- **Colorado Springs Only:** Limit the number of shoppers picking items out of the totes to **2 people**.
- **Colorado Springs Only:** Limit the number of vehicles to **2** per agency backed up to the dock at a time. If you bring more than one vehicle, make sure to park next to each other on the dock to ease loading.

3. Communicate with your Shoppers:

- Bring your order receipt with the appointment time when picking up your order. This is to ensure that the pickup vehicle can accommodate the order.
- Pick up your entire order at the time of your appointment. Left behind pallets are subject to being forfeited and put out for A La Carte shopping for others (**per manager's approval**).
- ***If items are refused at time of pick-up – Non USDA/TEFAP items*** will be forfeited to A La Carte for other agencies to shop, and all **USDA/TEFAP items** will be communicated to the DC Manager and Quality Assurance for disposition. If items are spoiled, please notify a staff member for disposition.
- When you receive updates about closures or delays, please inform your shoppers.

4. A LA CARTE Etiquette:

- If you **Do Not** have an appointment, A La Carte shopping isn't available. You must have an existing order to be able to do additional A La Carte shopping.
- Be respectful of our warehouse. If a mess happens, please inform a staff or volunteer member for assistance.
- If getting bread from assorted boxes, **do not** take items out of the small boxes – **take the whole box**.
- **Colorado Springs Only:** Look for the **BLUE** signs in the cooler marked **"A LA CARTE Shopping Only."** These pallets were identified specifically for A La Carte. Do not remove items from other surrounding pallets.
- **Be respectful of the amount of donations taken – amounts should reflect the number of neighbors served.**
- To ensure all food is stored at the proper temperature, close the cooler door behind you while shopping. This keeps us in compliance and keeps the food at a safe temperature for other agencies.

5. Children and pets:

- For safety reasons, we ask that all children and pets remain with the agency vehicle and an accompanying adult at all times.

- There are forklifts and pallet jacks in use in this high traffic area, and we don't want anyone to get hurt.
- Exception for pets: as long as they are registered service animals, and on a leash, they may accompany the shopper.

6. No Firearms Allowed on site:

- No firearms are allowed on the premises for any reason.
- If you carry a firearm, leave it in your vehicle when you are on Care and Share Property.
- Shoppers who do not follow this rule will be banned from Care and Share facilities.

7. Respect:

- Please be considerate of other partner agencies present at agency pick-up
- Let's do our best to treat one another how we would like to be treated. Any unprofessional conduct can lead to suspension.

8. Please be patient:

- Thank you for being patient with us while our staff and volunteers finish up with other agencies who may have been ahead in line.

9. Tell us what you think:

- We want to hear from you.
- If you have a concern or question while picking up from our facility, let us know. Most issues are best handled at the time they come up.
- Provide feedback to your Regional Manager or call the Agency Hotline at (719) 937-4547.

THANK YOU KINDLY,

CARE AND SHARE

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