

## Guidelines for Grocery Shopping & Prescription pick up

Thank you for volunteering to deliver meals, groceries, and other essential needs! Your safety and the safety of the people you are assisting is our number one priority. When you are volunteering, please adhere to the following terms and conditions.

### Arranging for the shopping trip

- Ask if the member can email you the shopping list, review together and talk about when substitutions are appropriate. Arrange to be in contact via text or phone while shopping.
- We suggest that members keep their lists to 10 -15 items.
- When bagging items, keep bags light so that members can manage them easily.
- If appropriate, call member with the amount of the order after the shopping is done so they can have the payment ready for you.
- Please wear gloves and face covering during the shopping trip, especially for the drop off.
- **Stay home if you feel unwell.** If you are feeling sick or displaying any symptoms, please do not go on any scheduled errand runs and let us know as soon as possible. When in doubt, please err on the side of caution.

### Payment options

- For payment there are a few options. Arrange in advance how the member will be paying for the groceries.
  - Ask if they have Venmo, Paypal etc.
  - Many members will pay by check.
  - It's better not to exchange cash, but if necessary, please have small change ready.
  - Some members will have arranged for payment to occur directly through the app. You'll then be reimbursed via Paypal after completing the delivery and submitting a photo of the receipt via the Mon Ami app. You will need to supply your Paypal email in your volunteer profile.
  - Please note that San Francisco Village will reimburse volunteers for any funds they were not able to recoup from member for any reason.

### Safe Cash/Check Payment Exchange

Arrange in advance how you will exchange cash/check payments. Here are a few suggestions:

- Member slips payment under the door when volunteer rings bell. Volunteer leaves delivery at door.
- Volunteer rings bell and steps back, member opens door and leaves payment on the ground or a table and everyone maintains 6 feet of distance.
- Member leaves payment in envelope under doormat or in mailbox as arranged in advance.

### **Grocery/Prescription Delivery to home**

- Avoid direct handoff.
- If possible, deliver to the member's doorstep without any contact.
- If the SFV member is unable to lift grocery bags and the volunteer brings groceries into the member's home, please remain 6 feet apart at all times and sanitize any surfaces or handles you may have touched in the process. *Please wear gloves and face covering.*
- Optional: be creative and add a special touch to the delivery. It may be a handpicked flower, a card, or anything you think may brighten the person's day :)

### **While Grocery Shopping, if possible**

- Stand six feet away from others. Wear gloves and a face covering.
- Use sanitizing wipes to wipe down the grocery cart or basket that you will use inside the store. Throw away the wipe after use.
- Open fridge doors using a sanitizing wipe and avoid touching any handles
- Try a virtual payment system (Google Pay, Apple Pay, etc) to avoid contact with surfaces.
- Use hand sanitizer after leaving the store and don't forget to sanitize your phone.
- Carefully wash your hands with water and soap for 20 seconds after shopping.
- Avoid touching your face at all times.

### **Comply with local laws**

Volunteers must comply with local laws and guidelines, including health and safety requirements. Check with your local public health officials.

We can only get through this together. Reach out to us with questions anytime at [jill@sfvillage.org](mailto:jill@sfvillage.org)