

Senior Food Shopping Client Subscription

Did you know you can get food delivered to your door even when there's bad weather, or at times when you are unable to travel to the supermarket?

Some of the shopping and delivery services that cover this area include:

McCafferey West Windsor, NJ 609 799-3555

ShopRite Spotswood: www.mywebgrocer.com/store/shoprite.html

Stop and Shop: www.peapod.com

There may be a delivery charge and a minimum order size to cover the cost of the service. Call or go online to have food delivered to your door.

Would you like to join the Home Food Shopping Club?

Monroe Township Office on Aging offers home-based food shopping with the kind cooperation of volunteers who will enter your order via the internet to be delivered by ShopRite Spotswood.

- You will be matched with a volunteer by the Office on Aging.
- The volunteer will call you once a week (or at a day and time you agree).
- You can ask the volunteer to place your order online.
- The volunteer will tell you the cost including shopping and delivery charges.
- You can choose a convenient delivery date and time.
- ShopRite will deliver your order to your door.
- You will pay ShopRite when your food is delivered.
- Coupons and ShopRite Gift Cards, as well as VISA, MasterCard and American Express are accepted for payments.

Please complete the following and deliver to Ms Bonnie Leibowitz at the Department on Aging Senior Center, 1 Municipal Plaza, Monroe Township, NJ 08831. Call with any questions: 732 521-6111.

Print Name: _____

Print Address: _____

Telephone Number: _____

Do you have any dietary restrictions? Yes ___ No ___

What is your ShopRite Price Plus Card number: _____

Emergency Contact Name: _____

Telephone Home: _____ Cell: _____

Relationship: _____

By signing below I understand that I am responsible for all purchases made on my behalf. I agree to hold harmless the Monroe Township Department of Aging, its staff and its volunteers; and I agree that I participate in the Home Food Shopping Club at my own risk.

Signature _____ Date _____

Copy for: Member ___ Office ___ Volunteer ___ (Check One)

Senior Center Office Use on a Separate Page kept private:

Name of Volunteer: _____ Date _____

ShopRite: ID Number

PAAD recipient? Yes _____ No _____

CEPED

Others

Qualifies for shopping and delivery fee rebates? yes ___ no ___

Gift cards supplied:

\$ Amount _____ Date _____

\$ Amount _____ Date _____

\$ Amount _____ Date _____

\$ Amount _____ Date _____

\$ Amount _____ Date _____

\$ Amount _____ Date _____

Case Notes:

Does this client have a file elsewhere in the office?

Prompts to identify needs:

Housing

Health

Financial

Communications

Transportation

Family Members

Senior Food Shopping Volunteer Training (draft 8-19-08)

Purpose: To offer the Homebound and Semi-Homebound population who cannot easily travel to the food store a volunteer who can go online to order food for home delivery.

Overview: Many elderly and disabled (clients) have no access to a computer. The volunteer will be matched to a client, call to identify needed items and go online to order the items for home delivery.

Payment occurs at delivery. There is no need for the volunteer to make payments, go to the store for shopping or to collect and deliver food.

The importance of the volunteer job

The Homebound population may need help but be reluctant to seek help for fear that they will be identified as incompetent and be forced to become institutionalized.

The volunteer who can make contact weekly for the purpose of food shopping may also serve as a lifeline by referring additional needs to the Senior Center.

The responsibility of the volunteer

1. Communicate with the Homebound Person weekly in order to learn if there are any food shopping needs.
2. Go online to order the food and make sure that delivery and costs are clear to the homebound person.
3. Build trust and offer an opportunity for conversation
4. If any needs for health, transportation, financial assistance, etc. are identified, refer these by e-mail or telephone call to the Senior Center for follow-up. [**e-mail**] and 732 521-6111

Where to go for help

Help with the online shopping service: Cathy Williams at ShopRite 732 251-6926

Help with services for the client: Senior Center 732 521-6111, bonnieleib@yahoo.com

Help with volunteer availability, additional volunteers or clients, etc. Bonnie Leibowitz 732 521-6111, bonnieleib@yahoo.com

How to Help Your Client Shop Online for Food

A. Some things to do before you call your Homebound Client

1. Familiarize yourself with the ShopRite home Shopping web site including the Terms and Conditions. You will not have to input any of your own personal information. But you will need to provide your client's delivery address and ShopRite Price Plus card if available.
2. Your client will have his/her own "Account" so that a record can be kept of orders. The system remembers what has been ordered before, so that repeat orders are easier.
3. In order to create an account for your client, you will need to set up an e-mail address for each client and a password, so that you can log into the correct account for your client.
4. To set up an e-mail account, go to Yahoo.com and establish a new e-mail address for your client. Suggestion: Client's First Initial.Client's Family Name, e.g., N.Millerclient@yahoo.com
5. To set up a password on the ShopRite new account form, use "Shopping"
6. The site has tabs across the top that may be useful. You can click on Sales & Circular to find promotional items and to see the current flyer for even better shopping savings.
7. Under the "Search" function will appear the "Master List" of items that have been ordered previously for this account. This can save time because many items will be repeated.
8. Don't worry if you can't find a product. Just click "Can't Find It" and ShopRite will contact the client to discuss substitutes.

B. When you contact your Homebound Client

1. Please call the client weekly. Establish a convenient day and time for your call, so that your client will expect you.
2. Be ready with pad and pencil in case you need to take notes.
3. Try to minimize errors by clarifying size, brand and price before completing the order. If errors occur, the client will be able to resolve payment and exchanges at delivery because ShopRite can credit for next order.
4. The online system will record the order, so you can repeat items that have been purchased previously. See the "Master List" link under "Search" on the ShopRite web site.
5. Bear in mind that the client may have dietary restrictions, so do not suggest items that have not already been requested by the client. You may wish to prompt the client by suggesting items that have been ordered previously, e.g., "Do you need any milk?" provided the client has already requested milk.
6. Once the order is complete, please remind the client that he/she will be required to pay for the order at delivery, inform the client of the estimated cost.
7. In the Check Out section, put the following message into the "general comments" section, "Pay on arrival." This indicates to ShopRight that payment will be made at time of delivery.
8. Please click the "Check" circle and record the order number for your records.
9. Select a delivery time and provide an estimated delivery date/time to client. Deliveries are subject to delay due to weather etc. Remind the client that he/she must be there to accept the delivery and make payment.
10. Coupons can be used at time of delivery for a credit on the next order
11. Once the food shopping order is complete, please feel free to converse with the client about unrelated subjects: interests, weather, current events, other needs. (Loneliness is a common characteristic of people who rarely leave home.)
12. Please record the time you spend volunteering and any notes about your experience or the client that may be useful to others who wish to learn about your volunteer experience.

Volunteer Feedback Form

Thank you for volunteering to help homebound people get access to the food and services they need. Your participation is an example of community service that may be critical in the lives of thousands. Your comments on the problems and the opportunities you can identify will help others to prepare for and create better services and volunteer experiences. There is no need to include your name.

Please tell us about:

Problems:

Opportunities:

Benefits:

Suggestions:

For our analysis:

How many clients do you serve in this program? ____

How much time do you spend per week? ____

How many weeks have you been providing this service? ____

Please rate your experience (5 is excellent and 1 is poor). Please circle: 1 2 3 4 5

Thank you for your help to make the Food Shopping Service to the Homebound better!