

Getting Started Shopping for a Friend or Neighbor

Here's some practical information to help you get started when you are helping a friend or neighbor with their grocery shopping. Start by giving them a call and go through this script to make sure you have all the information you need to help them.

Name: _____

Address: _____

Phone #: _____

Is there a better phone number to use? _____

Please provide an email address*, if you have one: _____

**This will be used for payment receipts. If no email address is available, the receipt will be mailed.*

Please confirm your need: **emergency** **quarantine** **sick/ill/injured** **sheltering-in-place** **other**

If you don't know, ask if they need help paying for their food needs: YES NO

If yes, have they used services from the Food Pantry and if so, they should contact the Food Pantry directly by calling Nancy Gorden at 207-420-1880 or ycan@ycan.info.

Just to let you know:

- We recommend only delivering to the door, and suggest you NOT be brought inside the home.
- We suggest you shop at Hannaford in Yarmouth, unless you're doing own shopping elsewhere. The Shopping List we developed follows the aisles at the Yarmouth Hannaford to streamline your shopping.
- We suggest taking payment by check to minimize contact handling. If necessary, by cash.
 - Place check (or cash) in a plastic/clear bag of sorts.
 - Alternatively, you can arrange for an electronic transfer of funds if you and you friend/neighbor have that capability.
- We suggest they order enough for a 7-day supply to minimize the number of trips someone needs to make for them.
- To streamline your shopping trip, use the Shopping List we developed and ask them what they need from each section. This will save you from doubling back to pick up items.
- If they want to fill-out the list themselves, make sure you can read their writing. We would still encourage them to use the Shopping List to streamline your trip through the store. If they are computer literate, email them the form to fill-out on-line and then they can email it back to you.
- In taking the order, try to get them to be as specific as possible. It will save you a lot of time when you shop and have to pick between brands. Here are some things you might ask about when making the list:
 - Produce - pick up prepackaged to avoid touching produce and only buy organic if it is specifically requested.
 - Baked goods – remember there is the Hannaford baked goods section near the Deli and the separate bread/baked goods aisle near frozen foods. Check to be sure you know what they want.
 - Buy the brand specified for each item. If no brand is specified, or named brand is not available, get the generic brand or lowest cost brand.

- Dairy/cheese products - buy from cases in back and far side of store unless imported versions are requested (which are located along the wall next to produce section).
- Pharmacy – you can pick up prescriptions for your neighbor. We recommend that they call in the prescription/refill and then when it is ready, call the pharmacy to pay by credit card and tell them a neighbor/friend is picking it up for them. You will need their address and date of birth to pick it up. At Hannaford, you can do a curbside pickup so you don't have to go into the store if that is all you are picking up. At Walgreens you can go through the drive through to pick up or go inside.
- We recommend you **NOT** wait at the deli, meat, or fish counters, or scoop from the self-serve stations. Goods from the prepacked deli, meat and seafood departments are a safer bet all the way around.
- Hannaford will NOT take returns anymore, so make sure your friend/neighbor is aware.

If an item is not available, would you like the shopper to make a reasonable SUBSTITUTION? Try to get as much clarity as you can (e.g., is fettuccine okay if linguine is not available).

*If YES, as a reminder, we cannot make any returns. YES NO

Before your delivery, we suggest you call the friend/neighbor to confirm the:

- AMOUNT: _____
This will ensure they have a check (or cash) ready when you arrive with the groceries.
- Where would you like the food placed? _____

4/27/20