

NEIGHBOR TO NEIGHBOR SHOPPING GUIDELINES

Thank you for volunteering to shop for a neighbor or friend. The Yarmouth Coronavirus Task Force (YCTF) has created this modified version of our Shop-Gap Volunteer shopping guidelines to share with you. We are all in this together and know how much the folks you are helping will appreciate the kindness you are showing them. This “How To” list has been designed to help you feel comfortable and well prepared to help your friends and neighbors in need while at the same time keeping yourself safe. The program can most easily be divided into three phases: Getting the Order, Shopping, and Delivering the Goods. Here’s what we suggest you do when you find out that someone needs help getting groceries:

Taking an Order

1. Contact your friend or neighbor and ask them how they are doing, how that is impacting their ability to shop for themselves and what you can do to help them with their shopping.
2. Use the Neighbor to Neighbor Getting Started Form as a guide to ask all the important questions and gather the information you will need to shop, deliver and get reimbursed.
3. Use the Neighbor to Neighbor Shopping List to organize their shopping list by Hannaford aisles (assuming that’s where you’ll be shopping) getting as much detail as you can so you can grab and go rather than having to guess at what they really want (e.g., If there’s a brand preference, it’s good to know it and whether they will accept a substitute. If there’s a specific size requested, will they accept buying a larger one or two smaller ones if Hannafords doesn’t have the size they are looking for.).
4. You can now pick up prescriptions at both Hannafords and Walgreens following the guidance below.
5. Determine how you will get paid back for the groceries you purchase. Here are a few ways to do it:
 - a. Cash or check – they could give you either before you go to the store or pay you when you deliver the groceries.
 - b. Electronic transfer – if the two of you are set up for it, you could arrange for the payment through a service like Venmo (see general instructions at the end of these guidelines)

Shopping

1. Shop at the Yarmouth Hannaford during off hours (to minimize crowding around you) utilizing the Shopping List you generated with your friend/neighbor.
 - a. Substitutions – are often a challenge and some people are rather particular.
2. The Shopping List is laid out by Hannaford shopping aisle so that, with few exceptions, you should be able to walk a circuit through the store and get everything on the list that’s available. This takes a bit more time than you’d expect because you’re going to be looking for items you normally don’t buy. Don’t hesitate to ask a Hannaford employee. They are especially helpful when you explain you are shopping for someone who cannot do it themselves. And you will get to know the store better than you ever imagined.
3. Here is some general guidance when faced with “multiple choices” when you pick items off the shelf:
 - a. Produce - pick up prepackaged to avoid touching produce and only buy organic if it is specifically requested.

- b. 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.
 - c. Buy the brand specified for each item. If no brand is specified, or a named brand is not available, get the generic brand or lowest cost brand.
 - d. 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).
4. Check items off the list as you grab them **AND** make a note on any items that are out-of-stock and have no available substitute. We suggest that you give your friend/neighbor the list when you deliver so they can see what happened with substitutions or missing items.
 5. Don't judge - you are going to see Shopping Lists that do not line up with your personal shopping/dietary preferences (sometimes you may cringe). You are there to help; understand people's preferences may differ. Take it as a learning experience and understand that what you are doing will go a long way towards reducing your neighbor's stress and anxiety levels.
 6. Here are some common sense tips/precautions you should take while shopping:
 - a. Wash/Sanitize/Repeat – Contact with surfaces is inevitable as you shop, therefore washing/sanitizing your hands and cleaning the contact surfaces of your shopping cart are key to remaining safe. You may want to wrap a sanitized paper towel or wipe around the handle of your shopping cart. You can use the restrooms at the front of the store to wash your hands when you enter and leave the store.
 - b. Wear a Mask in the store and when delivering – The YCTF can provide you with a mask (made by volunteer stitchers here in Yarmouth) and instructions for wearing and caring.
 - c. Gloves may make you feel safer – but the reality is that the transmission occurs when you touch your face (mouth, nose, eyes) rather than from absorption from the skin. This is a big reason why you don't see the cashiers wearing gloves and instead using lots of hand sanitizer. So whether you choose to wear gloves or not pay attention to "d." below.
 - d. Avoid touching your face! – Your eyes, nose and mouth are the primary points of entry for the virus, so "keep your hands to yourself and away from your face". This is true all the time but even more important in the store.
 - e. Only touch what you're going to buy – Especially in the produce section where people still touch/feel products before choosing. You can always use one of the produce bags as a mitt to grab fruits and vegetables.
 - f. Keep your distance from other shoppers – This is often challenging so do the best you can. ***Don't shop at the deli, meat or seafood counters.*** We only buy prepackaged meats, seafood and deli items. At the checkout maintain your distance from the shopper in front of you.
 - g. Model good social distancing – Set an example for other shoppers to follow. Be friendly, stay calm and avoid contact with others as you work your way through the store.
 - h. Model good hygiene – Wash/sanitize your hands, cough/sneeze into your sleeve or a Kleenex, don't touch your face, don't touch anything you don't need to.
 - i. Keep bags light – Make it easy on yourself and your neighbor to handle the groceries. No one needs a sore back at the end of the day.
 7. When paying, it is up to you how you pay, but **ask for two receipts** so you can give one to your friend/neighbor and keep one for your records.

Prescription Pickup

The Shop-Gap program can also assist with prescription pick-up and delivery for our neighbors in need. We offer this service at both the Yarmouth Hannaford and Yarmouth Walgreens pharmacies. Here are the steps involved in the process

1. The neighbor must call either Hannaford (846-5251, ext. 0) or Walgreens (846-1222) and request a refill or have their provider call-in or electronically provide a new prescription. Generally they want you to allow 24 hours to fill most prescriptions.
2. Once the prescription is ready, the neighbor needs to call the pharmacy to: a) confirm that the prescription is ready; b) pay for the prescription/co-pay by credit card; and c) tell them that a Shop-Gap volunteer will be coming by to pick it up.
3. When the prescription is ready for pick-up, the neighbor can call YCS (846-2406) to let them know that it is ready for pick-up and delivery. They need to provide YCS with their:
 - a. Current address – for delivery and to provide to the pharmacy at pick-up; and
 - b. Date of Birth (DOB) – this is required by Hannaford and may be required by Walgreens if they do not have the current address on file.
4. We will assign a shopper for the pick-up and delivery within 24 hours.
5. To pick up the shopper can either:
 - a. Go to the counter at either pharmacy, provide the neighbor's name, address and DOB;
 - b. Hannaford Curbside Pick-up – can be done by calling Hannaford to tell them you will be coming in for a curbside pickup (846-5251, ext. 0) and then call when you pull up to the Liquor department entrance and they will bring it out.
 - c. Walgreens Drive Thru – simply pull up to the drive thru window, provide them with the neighbor's name, address and DOB and pick-up the prescription.

Note: Walgreens also offers free delivery by FedEx (1-2 days generally). This can be requested at the time of payment and will save a Shop-Gap volunteer a trip. This service may not be available for all medicines or be allowed under certain insurance plans

Delivery

1. Call your friend/neighbor as soon as you finish checking out to tell them how much the order cost and ask them to have payment ready in a clear bag or Saran wrap when you arrive.
2. Verify address and confirm where you will deliver the packages to save you time and confusion.
3. Give them the completed shopping list and grocery receipt.
4. **We recommend that you NOT go inside.** Your health and safety are just as important as the friend/neighbor you are helping. If the neighbor wants you to drop the bags just inside the door have them open the door and stand back. If there's a storm door have them open it and either fix it open or have them hold it open while you set the groceries on the floor.
5. Wash or sanitize your hands if you touch doorknobs or other surfaces during the delivery.

Supplemental Information on Electronic Transfer via Venmo Venmo is a mobile payment service owned by PayPal. Venmo account holders can transfer funds to others via a mobile phone app; both the sender and receiver have to live in the U.S.

How to Sign Up

1. Download one of our mobile apps: iOS & Android (Venmo does not have a Windows app)
2. Open the Venmo app.
3. Choose your sign up method and create a secure password (between 8 and 32 characters long).
4. Verify your phone number and email address.
5. Add and verify your bank account.

How to send money on Venmo using the app

1. Tap the **payment** icon in the upper right-hand corner. William Antonelli/Business Insider.
2. Enter the **Venmo** username of the person you want to **pay**. William Antonelli/Business Insider.
3. Enter your memo, specify how you'd like to **pay**, and then select "**Pay**" at the bottom.

To receive money:

1. Give the sender your **Venmo** user name or the email or phone number associated with your **Venmo** account.
2. Alternatively, you can also share your **Venmo** scan code from the app – or text or email the scan code to the sender.
3. The **money** will land in your **Venmo** account.
The money will be sent directly to the account.

Thank you all for your service in this time of great uncertainty!
Yarmouth Coronavirus Task Force