

## Designated Shopper Protocol

### Summary:

In anticipation of expected demand, this protocol along with a list of Designated Shoppers will apply to all shopping requests from GN members during the pandemic.

Please direct all questions to the Groton Neighbors Office Staff at (978) 272-0123

### Guidelines:

- **Shopping Requests are limited to one every other week.**
- **Only Designated Shoppers will be assigned to Shopping Requests.**
- **Tuesdays, Wednesdays, or Thursdays are designated shopping days.**
- **Office Staff will use a modified Standard Procedure to process requests including:**
  - A completed Shopping List Form
  - Volunteers limited to list of Designated Shoppers.
- **Submit request at any time to [service@grotonneighbors.org](mailto:service@grotonneighbors.org) (978) 272-0123.**
- **Designated Shopper may be asked to fill up to two shopping requests at a time.**
- **Pick-up/Drop-off and Payment exchanges will be made without direct contact.**
- **Pick-up/Drop-off spot is required and will be noted on completed Shopping List. Street address is not an acceptable Pick-up/Drop-off spot.**
- **Payment arrangements will be prearranged and noted on Shopping List Form.**
- **Payment/Reimbursement options include:**
  - **Credit Card:** Requesting Member leaves credit card for Provider at pick-up/drop-off spot. Provider then returns credit card and receipt with the groceries to the designated pick-up/drop-off spot.
  - **Cash:** Requesting Member leaves cash to cover expected cost at pick-up/drop-off spot. Provider returns receipt and change with the groceries to the designated pick-up/drop-off spot.
  - **Food Stamps:** Requesting Member leaves Food Stamp card and PIN # at pick-up/drop-off spot. Provider returns Food Stamp card and receipt with the groceries to the designated pick-up/drop-off spot.
  - **Check:** In some cases the Provider may prefer to pay for the groceries with their own credit card and be reimbursed by check via US Mail.
- **Requesting Members and Designated Shoppers are responsible for following recommended safe practices for personal protection and disinfecting.**
- **Designated Shopper will call/email Groton Neighbors office of completion providing any other helpful information.**