



Procedure for Shopping for Love Living At Home Members

Member Requests

1. LLH Members may call or email the Office to request on-going help with grocery (or other) shopping.
2. On Mondays, the staff will reach out to the members, who have made such requests, to see who needs shopping that week.
3. The call will also determine whether the shopping will be contact-free or not.
4. All shopping lists are given to staff no later than 5:00 pm on Tuesday.

Volunteer Providers

1. There is a group of volunteers who have agreed to shop/run errands for LLH members. The staff will contact these people first. If none of them are available, then
2. The staff complete a Request for Service form asking volunteers to shop for the member. This will include the member's name, address, and phone number, where they shop, and whether the shopping will be contact-free or not.
3. The volunteer writes back and says whether they can or cannot take on the task.
4. The staff will select a volunteer and provide them with a "shopping list".
5. If the member wants on-going help with shopping, the staff and member will follow steps 3 and 4 shown in Member Requests above.

Selected Volunteer

Before Shopping

1. The selected volunteer calls the member, lets them know when they plan to shop, and inquires if this meets the member's needs.
2. The volunteer will read over the list with the member and ask the member if they want to add anything to the list.
3. The volunteer will confirm whether the member prefers the delivery to be contact-free or not.
 - 3a. If contact-free, the member and the volunteer will agree on the place to leave the groceries and pick-up the reimbursement.

While shopping

1. If the volunteer finds a product is not available, they call the member to let them know it is not available and asks if they would like a substitute product.
2. At checkout, the volunteer pays the bill using their own cash, check, or credit card.

After shopping is completed

1. The volunteer calls the member from the car and tells the member they are finished shopping and the amount of the bill so the member can either write a check or give the volunteer cash.
2. The location of the payment by check or cash is confirmed along with the drop-off point for the groceries.
3. The volunteer will take a picture of the receipt and send it as an email to the office. office@lovelivingathome.org to be kept on file.
4. The receipt will be placed in the grocery bag for the member's records.

Delivery:**If contact-free:**

1. The member will have left the envelope with a check payable to the volunteer or cash in the agreed upon site.
2. The volunteer will put the groceries at the agreed upon place, knock on the door, or ring the bell, take the check, and leave.

If contact allowed:

1. The volunteer will knock on the door or ring the bell, give the member their groceries, take the check or cash and leave.

Non-payment for Shopping:

1. If the volunteer does not get paid (in cash or by check) for whatever reason or if a check bounces, the volunteer will notify the Executive Director.
2. The Executive Director will contact the member regarding the non-payment. The ED will then use her/his discretion in how to proceed. This will include, but is not limited to, collecting the debt, continuing or not continuing to shop for member, discussion with designated family member.
3. Love Living at Home will make it a priority to reimburse the volunteer for the member's grocery bill.

Miscellaneous:

1. Occasionally, a member will reimburse the shopper with a check that has been rounded up to the nearest dollar. It seems to be done for the convenience of the member.
2. This amount will always be less than a dollar. Therefore, accepting and depositing such a check will not be considered a violation of the Love Living At Home "No Tipping Policy".