COVID-19 Grocery and Prescription Delivery Guidelines

Table of Contents

Directions for Coordinator

1. Create a Google form for volunteers to sign up on. The Google form should include the volunteer's:

Name
Email
Phone Number
Dates and Times Available for Delivery
Venmo Username

2. Create a delivery survey on Google forms to be sent out to the delivery participants. The survey should include:

Name
Address
Phone Number
Email (if the delivery participant does not have one, please provide a family member's email who can answer on their behalf)
Date you would like your groceries received
Time you would like your groceries received
Grocery Store/Pharmacy
Grocery or Prescription List - please indicate preferred brand names, sizes, and any other identifying information.
Are you or a family member able to pay using the Venmo app?
If your family member will be paying with Venmo on your behalf, include their name, email, and phone number.
Other important details

3. Match volunteers with delivery participants based on availability and accessibility.

4. Contact volunteers on their assignments and provide them with all of the necessary information.

5. Track participant's data and make it visible only to the coordinators to ensure privacy. The orange lines are manually tracked, and the blue lines are collected from the completed Google delivery survey.

Recipient #
Overall Status
Date Survey Received
Date Responded to Survey
Volunteer Assigned to Delivery
Delivery Completed (date and time delivered)
Name
Address
Phone Number
Email
Date and Time Requested
Grocery Store or Pharmacy Preference
Venmo User
Venmo User Information (if it differs from delivery participant's information)
Other Information

Note: A sample of each Google form or sheet mentioned above is shown in the Appendix section.

Directions for Volunteers

Sign up to volunteer for deliveries through this link: (insert link to volunteer sign-up Google form).

Once you have been assigned to a delivery, here is what will happen next:

1. You will receive details about the delivery including the address, recipient phone number, grocery list, etc. from (insert coordinator email address).

2. On the day of your grocery/pharmacy run and before you leave for the trip, call the recipient to introduce yourself. Here is a guideline for the message:

    1. **For Grocery**: "Hi, my name is (enter your name) and I am your grocery pick-up volunteer! I have your grocery list and I am about to leave for the grocery store. Please keep your phone nearby in case the store is out of a particular item. Once I text you a picture of the receipt, please Venmo pay me at (enter Venmo name)*. I will arrive at your home shortly after with your groceries! Please let me know if you have any questions.

    2. **For Pharmacy**: "Hi, my name is (enter your name) and I am your prescription pick-up volunteer! I have your prescription list and I am about to leave for the pharmacy. Do you know if your prescriptions are ready for pick-up? Once I text you a picture of the receipt, please Venmo pay me at (enter Venmo name)*. I will arrive at your home shortly after with your prescriptions! Please let me know if you have any questions.

    *If the recipient is unable to text or use Venmo, text the family member that they indicated on their survey form with the receipt picture and Venmo name.

2. If you cannot find an item, please call your participant at the end of the shopping trip with a list of the items that are unavailable (so you don't have to call them multiple times). Offer replacements suggestions if any are available, and make sure you make them aware of any price differences.

3. Text the final receipt to the recipient (or indicated family member) as well as an ETA when you will arrive at their house.

4. Leave the groceries or prescriptions at their door after you have received reimbursement. We ask that they remain indoors until we deliver the groceries or prescriptions to maintain social distance.

5. Once the delivery is completed, please email us at (insert coordinator email address) with your name, the name of the participant, the time you completed the delivery and the picture of the receipt.

Direct any questions to the (insert coordinator name and contact). They will be responsible for coordinating grocery or prescription delivery requests and organizing the deliveries.

In order to familiarize yourself with the process, you may want to read the instructions that are being sent to the recipients below. Thank you again!

Directions for Delivery Participants

1. Determine if the delivery participant is a high-risk individual per the CDC guidelines listed at this link: https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/people-at-higher-risk.html

2. If the delivery participant qualifies as a high-risk individual per the CDC guidelines, then proceed to complete the shopping survey at this link (insert link to delivery survey).

3. Once we receive your responses and match you with a volunteer, you will get a confirmation email.

4. On the date of your delivery, you will receive a call from your assigned volunteer letting you know that they are about to leave for the store. They will call you if they cannot find something on your list and consult you for a replacement if you want one. Please pay attention to your phone while we are shopping so we can get a hold of you.

5. Once your groceries or prescriptions are purchased, you will get a picture of the receipt along with an estimated time of arrival to your home.

6. Once the Venmo transaction is complete, we will leave the groceries or prescriptions at your doorstep. Please stay inside your house during this process in order to keep you safe as well as our volunteers - our aim is to have as little face-to-face contact as possible to keep you safe.

All monetary transactions are mediated through the Venmo app (available on iPhone and Android phones). It is an instant transaction service that you can link to your bank or credit card. If you need guidance downloading the app, please email us and we can provide further instruction.

Appendix

Examples of the Volunteer Sign-Up, Delivery Survey, and Master Tracking as Google forms or sheets are shown below. The data fields correspond with the ones outlined on Pages 2 & 3.

Sample Volunteer Google Form

Once volunteers sign up on the Google form, the coordinator can easily create a Google sheet that records the collected data. To do this, click on the response section of the Google form (circled in yellow below). Then, click on the green icon in the top right corner of the page (circled in yellow below) and a Google spreadsheet will be created with the data received.

Sample Delivery Survey Google Form

COVID-19 Grocery and Prescription Delivery Request

Please fill out this form with your information and grocery list.

Name of Delivery Participant *

Short answer text

Address *

Long answer text

Phone Number *

Short answer text

Email (if the delivery participant does not have one, please provide one from a family member who can answer on their behalf) *

Short answer text

Date you would like your groceries delivered *

Month, day, year

Time you would like your groceries delivered *

Time

Grocery Store/ Pharmacy *

Short answer text

Grocery or Prescription List - please indicate preferred brand names, sizes, and any other identifying information. Please remember that a volunteer may call you if items are not available. *

Long answer text

Are you or a family member able to pay with the Venmo app? *

○ Yes

○ No

If your family member will be paying on Venmo on your behalf, include their name, email address, and phone number

Short answer text
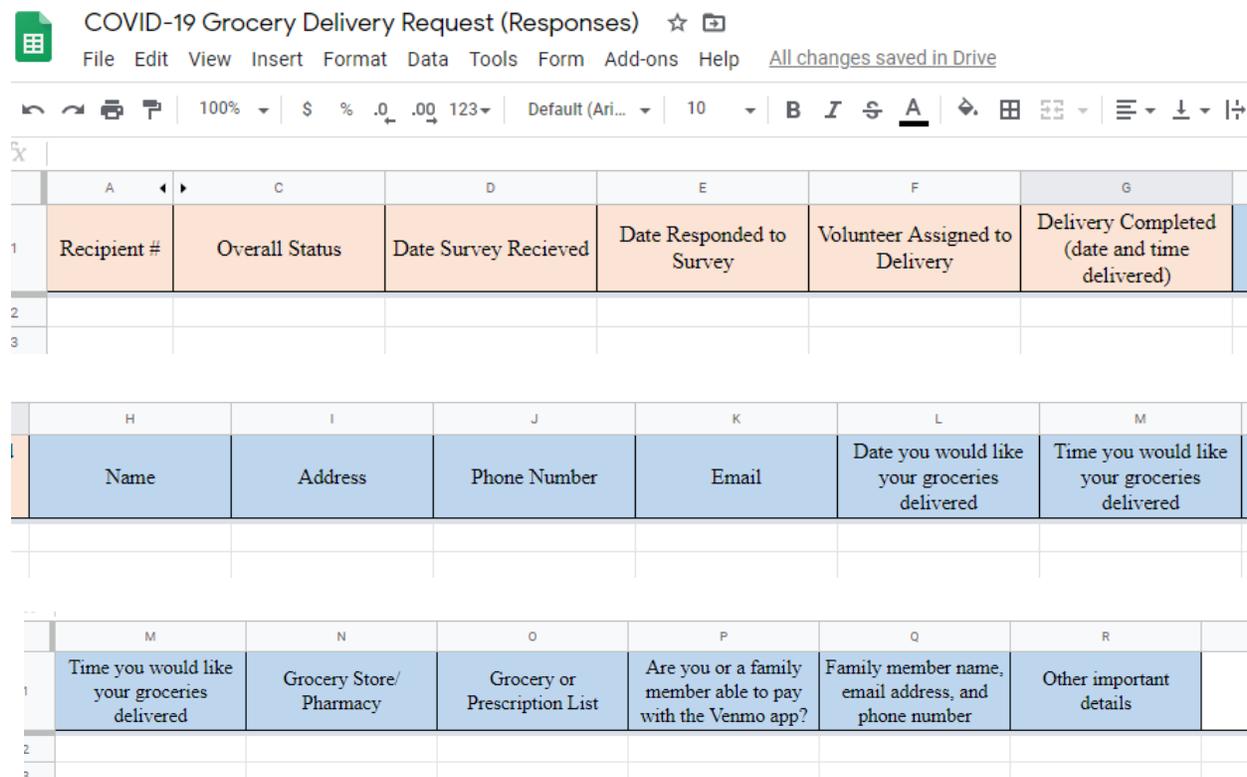
Other important details

Long answer text

Sample Master Tracking Google Sheet

First, download the responses from the Delivery Survey Google form onto a Google sheet. For instructions on how to do this see Page 6. Then, add the following fields to the sheet:

Recipient #
Overall Status
Date Survey Received
Date Responded to Survey
Volunteer Assigned to Delivery
Delivery Completed (date and time delivered)

Row one of the final Google sheet will include the following data fields: