



## Delivery - Volunteer Coordinator and Volunteer Shopper

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### A. What is the Shopping and Delivery Service?

Newtown Helping Hands Shopping and Delivery Service matches at-risk Newtown residents with volunteers who shop for them and deliver their orders. Clients pay for their orders with pre-paid Newtown grocery store gift cards or cash. The shopping and delivery are free of charge or tip. Clients request services via Newtown Helping Hands, which assigns volunteers. A client may request service once every two weeks, but exceptions may be made in compelling situations if a volunteer is available.

### B. Who Receives Shopping and Delivery Service?

The service is for elderly (age 60+) and other medically vulnerable residents who can pay for their groceries but should not be out shopping and do not have local family or friends to help. (Individuals needing financial or other help, should contact FAITH food pantry (203-837-0816 or 203-426-5604) or the Newtown Department of Human Services (203-270-4330).)

Limitations of Risk: Within each service experience, the relationship between the shopper and the client is theirs and problems must be resolved between them. Helping Hands cannot mediate disagreements or payment problems. Helping Hands as an organization is not liable for any injury or damage to personal items as a result of volunteering for or receiving services from this program.

### C. Who Can Volunteer?

- Age 18-59; minors may volunteer with a parent/guardian
- No contact with any who tested positive for COVID-19 for 21 days
- No travel outside Connecticut for 14 days
- No COVID-19 symptoms upon applying and for all services (fever, cough, shortness of breath)
- Have transportation and a valid driver's license
- Have a supply of face masks, gloves and hand sanitizer
- No sexual offense record

### D. How Do Volunteers Sign Up?

Each shopping volunteer first completes an online Shopping and Delivery Volunteer Application Form (<https://forms.gle/PdPh1JrH768HDnMe6>), attaching a copy of a facial photograph and a copy of their Driver's License

The Helping Hands volunteer coordinator reviews the volunteer form, verifies information is complete and updates the volunteer log to show the volunteer is cleared or ineligible. Contacts the volunteer to resolve problems and/or report acceptance and provide further instruction.

### E. What Does the Volunteer Coordinator Do?



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The volunteer coordinator receives the request for service, finds an appropriate volunteer, notifies the client, and maintains the volunteer and service request data as follows.

1. Upon receipt of a service request, contact the requestor to:
  - a. Verify Newtown residency
  - b. Explain how the service works
  - c. Determine payment by cash or prepaid gift card (if financial support is needed direct to call FAITH food pantry 203.837.0816 or Newtown Dept of Human Services 203.270.4246)
  - d. Determine store of choice if any
  - e. Determine desired service date (If a repeat client, verify the last date of service will have been 2 weeks)
  - f. Direct client to:
    - i. Wait for a call back with the volunteer's name and contact information
    - ii. prepare a written shopping list labeled with their name and either "substitutions ok" or "NO substitutions". (If OK, advise requestor volunteer will do his/her best but sometimes the client may be disappointed),
    - iii. Put the list and payment in an envelope labeled with the amount of cash or gift card
    - iv. Wait to hear back with the name of volunteer shopper, then write shopper's name on the envelope
  - g. Give the client your name and contact information
  - h. Advise the client to make future service requests via [newtownhelpinghands@gmail.com](mailto:newtownhelpinghands@gmail.com) or 203-270-4297; volunteers should not be asked directly.
2. Using the volunteer list, find a volunteer who will shop the desired store; if a repeat client, give preference to the previous volunteer.
3. Give the volunteer the client name, address, contact information, store, and desired service date. Direct the volunteer to follow directions below; give the volunteer your name and contact info
4. Update the volunteer and the client records to reflect assigned client and volunteer, service dates, completed service dates.
5. Monitor for confirmation of service completion and receipt of the receipt photocopy. Forward photocopy of receipt to [newtownhelpinghands@gmail.com](mailto:newtownhelpinghands@gmail.com) for retention.

continued



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### G. What Does a Volunteer Shopper Do?

1. Receive a client assignment from volunteer coordinator (Repeat requests are assigned to the same volunteer when possible.)
2. Contact the client and schedule a service date, time; and contactless pickup and dropoff location. Remind the client to prepare an envelope labeled with the shopper's name and amount of enclosed payment, and to insert payment and shopping list labeled with client name and whether substitutions are ok.
3. \*Pick up the envelope from the client and check that all info in #2 above is included; if cash, count to verify it equals amount written on envelope. If not call client to resolve.
4. \*Shop at the designated store, making substitutions as possible and desired. Write substitutions and unavailable items on the client's shopping list.
5. \*Pay with the client's gift card or cash and ask for and write the remaining card balance on the printed receipt. Sign and snap a picture of the receipt.
6. Return to client's home for delivery.
7. Call client to announce delivery is underway.
8. \*Leave the items, and envelope with original shopping list marked to show unavailable items, receipt and change or gift card.
9. Report completed service to volunteer coordinator and transmit the receipt photocopy to the volunteer coordinator who contacted you.
10. If a client contacts you directly to arrange services, gently decline and explain that all service requests must be managed via 203.270.4297 or [newtownhelpinghands@gmail.com](mailto:newtownhelpinghands@gmail.com)
11. If a client requests help with other support systems, refer them to Newtown Department of Human Services, 203.270.4246

#### Notes:

- **Wear gloves and a face mask, and practice social distancing during client pickup/delivery and when shopping.**
- Find a partner to volunteer with (i.e. family member, friend) to ensure your own safety. You may take separate cars to maintain social distancing when appropriate! If you feel unsafe, do not go.
- Frequently check your temperature to verify a lack of fever before delivering to an at-risk client.
- If you are feeling ill, contact the requestor and volunteer coordinator to make another assignment
- Do not accept assignments directly from the client; always ask the client to contact Helping Hands to request service.

THANK YOU!!!!