

Grocery Shopping Procedure
effective Monday March 30, 2020

There are three staffing types:

- 3 “Shoppers”
- 3 “Delivery Drivers”
- 2 Grocery Coordinators

A designated employee from each location will send a weekly shopping list, completed on the electronic shopping list form, to the Grocery Coordinators by Thursday at 6:00 pm for the following week.

With at least one day in advance, the Grocery Coordinators will send an electronic copy of the weekly shopping lists to the shoppers for each location assigned to their shopping day.

Locations will **not** have assigned times for delivery- just the mornings of a regular weekday (for example, Rossini on Monday mornings). This will be consistent every week.

Shoppers

Before Shopping

- Shoppers will start their workday at the assigned grocery store at 7:00 am (*refer to the Detailed Grocery/ Supply Delivery Schedule*).
- Shoppers will ensure that they ahead of time, have accessed and can open the electronic copies of the shopping list as sent through by the Grocery Coordinators.
- Shoppers will ensure they have the appropriate supply of gloves, hand sanitizer, disinfect wipes and masks, if needed, when they cannot keep the social distance of 6 ft from anyone in the store.

During Shopping

- Shoppers will ensure to use hand sanitizer before and after using gloves.
- Shoppers will ensure they are putting on the gloves before touching the shopping carts.
- Shoppers will ensure to use the disinfectant wipes to wipe down the shopping cart.
- Using proper PPE and precautions, shoppers will complete an order (or possibly multiple orders depending on the size of the lists) within 60-90 minutes.
- If shoppers have any questions concerning any items on the order, the support coordinator name and support location phone number are listed on the top of each order form for the shopper to use to call for clarity.
- Shoppers will cash out each order separately. Before the cashier begins to scan the items, the shopper will notify the cashier that the order will be charged to the Community Living Windsor account. The shopper may be asked to show their proof of their employment, which will be provided to the shopper ahead of time.
- Once purchased, shoppers will record the order amount and any unavailable items on the electronic copy of the grocery list.

- Shoppers will meet the delivery driver in the parking lot, once the order is completed. When the delivery person arrives at the store, they will call the shopper and let them know that they have arrived and where they are parked.
- Shoppers will ensure gloves are taken off and discarded in a garbage receptacle after the groceries are bagged and received by the delivery driver.
- Shoppers will put a new pair of gloves on to shop for next order and repeat the process.

After Shopping

- Shoppers will record the order amount and any unavailable items on the electronic copy of the grocery list once purchased. The order form, including the total expense and unavailable items will be emailed to the support coordinator, manager and [Todd Chickee](#), Accounting Administrative Assistant. (*refer to the Detailed Grocery/ Supply Delivery Schedule for names*).

The above process will be repeated for each order.

Ensure to keep the social distance of 6 ft from anyone in the store and when not possible, ensure that appropriate PPE protective wear is used.

Delivery Drivers

Before Deliveries

- Drivers will start their day at the main administrative CLW building located at 7025 Enterprise Way at 8:00 am.
- Drivers are designated to one vehicle, bin with supplies of gloves, masks, hand sanitizers and disinfectant wipes and a bin for each order of groceries.
- Drivers will also check to see if there is any out-going supplies or interoffice mail for delivery to the support locations scheduled for delivery.
- Following safe transportation procedures, drivers will drive to their designated store.
- Upon arrival, the driver will call the shopper to notify them that they have arrived and where they are in the parking lot.

During Deliveries

- Drivers will ensure to sanitize their hands before and after putting on their gloves.
- Gloves will be used when handling any bags of groceries.
- Groceries will be handed over from the shoppers and put into the grocery bins.
- Drivers will call the respective locations for delivery to let them know that their delivery is on its way.
- Drivers will deliver the groceries to each location on the list leaving all groceries at the door of the locations.
- Drivers will drop the groceries off, ring the doorbell to alert staff that you have dropped off the groceries and wait for acknowledgement from the staff within the location.
- Drivers will ensure to keep the social distance of 6 ft from anyone who may come out after you ring the doorbell.

- Drivers will ensure gloves are taken off and discarded in a garbage receptacle after the groceries are delivered to the location.
- Once the round of deliveries is complete, the driver will return to the store and repeat the process for the next round of deliveries.

After Deliveries

- Once all grocery orders have been delivered, and back at the office, delivery drivers will ensure to wipe down the bins, steering wheel, door handles of the vehicle and key with the disinfectant wipes.
- All supplies will be stored in the PPE bin and the keys stored in the freezer bag returned to the cart in between the doors at the roadside entrance.

Grocery Coordinators

- Grocery Coordinators will communicate with homes to receive weekly groceries orders.
- Grocery Coordinators will send the electronic orders to the shoppers directly through email.
- Grocery Coordinators will set the weekly delivery schedule for the identified locations and will notify respective parties (including administrative staff and Manager, Property) of any changes of process of scheduled deliveries.
- Grocery Coordinators will be available to communicate to shoppers and delivery drivers, troubleshooting as needed.
- Grocery Coordinators will assist with billing process, as needed.
- Grocery Coordinators will act as back up delivery drivers and/or shoppers, if needed.

Staff signature

Date
