



## **COVID-19 Response Efforts: Help with Groceries**

Version April 8, 2020

During these uncertain times of COVID-19, we know that some people will have a harder time to get groceries than others. We will work together to make sure your needs are met, especially if you are home-bound or are at high-risk.

We encourage you to first ask your family to help you with your groceries. If this is not possible, then please also consider these two options:

1. If you have a credit card and are able to buy your groceries **online** for pick up, let us know in advance. That way, we can have someone pick up your online order (that you have pre-paid) and deliver it to your home.
2. If you do not have access to online grocery shopping or are unsure of how it works, we can help you access this service from a distance over the phone.

### **Guidelines**

- Each individual or family is limited to having their groceries done once a week.
- There may be up to a 48-hour delay between the time you give us your list and the time we can deliver your groceries.
- Be sure to think ahead and double check your list before sharing it with us. No last-minute changes.
- We will do one-stop-shopping and only at stores that we have chosen (unless we are picking up an order you have already made online from a particular store).
- Be aware that you may pay more than what you may have seen in sale flyers.
- We will do our best to get what you have asked for, but we may be limited in the choice, selection or availability of certain items.
- We will ring your doorbell or call you on the phone when we leave your order at the front door of your home (house or apartment) or at the reception of your building (if there is one).
- We will call you each week to see how you are doing and to arrange for other help with groceries if needed.

## **Payment methods**

We will leave you the original receipt with your order (we will take a photo of the receipt). You can pay by one of the following options:

1. Credit card over the phone. Another member of our staff will call you after the delivery to get your credit card information.
2. A cheque that you will leave in an envelope at a place outside your front door, to be determined in advance.
3. If neither of the above options is possible, by exception only, we will send you an invoice for later payment.

If you feel you need other support, please call 418-684-5333, ext. 1580. Leave your name and number, and someone will call you back as soon as possible.

We encourage you to stay home and continue to follow the measures in place for everyone's safety and well-being. We're all in this together!

## ***Your Wellness Centre Team***

The community Wellness Centre is co-managed by Jeffery Hale Community Partners,  
Jeffery Hale – Saint Brigid's and Voice of English-speaking Québec