



Heineberg Community Senior Center
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For schedules, updates, community resources and more, visit our
volunteer web page: heinebergcsc.org/sb

Please check often for updates and meal/pre-bagged grocery schedules. Thank you!

COVID-19 Protocol for all Support Buddies volunteers.

All Support Buddies home delivery volunteers must agree with the following statements...

- I have **NOT** felt uncomfortable or unwell in the last few days... especially with respiratory symptoms (**cough, fever, shortness of breath, difficulty breathing**)
- I have **NOT** traveled to Vermont from one of the affected countries or regions. (*China, Italy, South Korea or Iran. An updated listed can be found at healthvermont.gov/covid-19*)
- I have **NOT** been in contact with a coronavirus/ COVID-19 infected person.
- I have **NOT** been to a health care facility (hospital, walk-in clinic, emergency room) where people infected with novel coronavirus/ COVID-19 are treated.

Thank you for your time and compassion! Every volunteer is significant to our program and the seniors we support! Know that we greatly appreciate you!

NOTE: Volunteers are finding recipient buddies need and want to talk during this uncertain time. If you feel your buddy would benefit from an exclusive "phone buddy" as well, please let us know. We have plenty of volunteers who are not leaving their homes and would love to chat!



Delivery procedures for all volunteers

Initial contact for all deliveries

- **Upon referral, reach out to initiate contact with recipient buddy.** Indicate you are a volunteer with the **Support Buddies Program**. *(If they are unsure, please add it's the program they signed up for, offered through Heineberg Community Senior Center and HANDS VT).*
 - **During this call, establish:**
 - How and when you will stay in touch (e.g. phone, email, text, etc) and exchange any contact information that will be necessary.
 - Confirm which programs your buddy needs support with: groceries, packaged meals, donated bagged groceries, and/or prescriptions. Phone check-ins will automatically be part of delivery services.
- Discuss where to park, which door to drop delivery off at, and who will pick delivery up **outside** at determined time. **Volunteers are not to enter any home or residential building.**

REVIEW DETAILS FOR EACH OF THE FOLLOWING DESIRED SERVICE

- **Groceries:** **Stores in this program:** Jake's Market (*Old North End*), Hannaford, or Price Chopper. Ask about dietary restrictions, brand preferences, and what to do about substitutions. Grocery lists should be obtained over the phone or email. Volunteers do not purchase alcohol, cigarettes, or nonessential beauty items. **As much as possible, please try to limit weekly spending to \$50 per individual and \$80 for couples.** Given limited funds, we are asking volunteers to encourage recipient to go with what is really needed and nutritional. Volunteers can use recipient's **SNAP Cards** for purchases, ask your buddy to put cards in an envelope to be picked-up outside the front door at a predetermined time. Make sure you get the PIN as and simply swipe the cards before paying the balance.
- **Frozen Packaged Meals*:** Frozen meals are provided by Age Well and Lindley Food Service, they are not able to provide a menus at this time as they are trying to get out as many meals as possible. Donations from recipients for meals are appreciated but not at all expected. We'll include envelopes with meals when and if a recipient would like to mail in a donations. **Pick-up and delivery days for meals are Tuesday OR Thursday 9:00 – 11:00 am** *(Recipients can order multiple meals for each delivery. If a recipient is receiving pre-bagged groceries, their delivery day is automatically Thursday for meals as well)*
- **Bagged Donated Groceries*:** A variety of donated items from Hannaford. Quantity and availability will vary. **Delivery day for pre- bagged groceries is Thursday 9:00 – 11:00 am**

***ALL meal and assorted pre-bagged grocery requests need to go through Adele (every week) at Heineberg's front desk 863-3982 Ext 1.** Orders can be placed by volunteers or recipient. Quantities and situations change, orders need to be called in weekly. Adele will keep an updated document online indicating meal and pre-bagged grocery orders and delivery days.

A link is available on our Support Buddies webpage: heinebergcsc.org/sb

- **Prescriptions:** Recipient buddy will need to pay for their prescription in advance and give pharmacy permission for you to pick-up prescription. **If online payment isn't allowed at their pharmacy, we cannot offer this service.** Many pharmacies are offering drive-thru pick-up and delivery. We'll keep you posted on details as we know them.

Day of Delivery

- Check in with recipient at predetermined time, ideally within an hour or two of delivery so recipient knows roughly when to expect you.
- Review which items will be delivered that day: groceries, prescriptions, prepackaged meals and/or prebagged groceries.
- **Volunteers will wash their hands according to CDC Guidelines:** Lather the backs of your hands, between your fingers, and under your nails. Scrub your hands for at least 20 seconds.
- **Individual Service Procedures:**
 - **Groceries:** When cashing out, please ask for a duplicate receipt. Keep one receipt and place the second in the provided self-addressed stamped envelope to include in the grocery bag for the recipient. Please drop duplicate receipts off regularly at the Heineberg Center. If you forget a duplicate, take a photo of the recipient's receipt and email to adele@heinebergcsc.org. To pay for groceries: for **Hannaford or Price Chopper**, use gift cards provided. For **Jake's Market**, show your volunteer badge and put groceries on HANDS' account. Preparing bags of groceries for delivery: Place addressed envelopes with provided note and receipt inside grocery bag. Recipients will mail back reimbursement for groceries, if they are able. Or they can call Adele at Heineberg Community Senior Center with a credit card payments 863-3982 Ext 1
 - **Frozen Packaged Meals:** Meals are picked up at Heineberg Community Senior Center (14 Heineberg Rd, Burlington) **Tuesdays OR Thursdays between 9:00 – 11:00am**. If recipient is also receiving bagged groceries their delivery day is Thursday. Meals need to be ordered ahead of time. If there is an urgent last-minute need, please check with Adele as we may have extras. We'll include donation envelopes with meals for recipients to mail in donations when and if that is a comfortable option for them.
 - **Donated Prebagged Groceries:** Quantity and selection varies week to week. Prebagged groceries are picked up at Heineberg Community Senior Center (14 Heineberg Rd, Burlington) **Thursdays 9:00 – 11:00am**.
 - **Prescriptions:** No special instructions. Day/time TBD between buddies.

At the recipient's residence

Volunteers will sanitize their hands according to CDC guidelines before bringing items to recipients. Please keep recommended sanitizer (alcohol-based with at least 60% alcohol) in your car. Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Be sure to have your "Volunteer" badge and wear it at recipient's residence. **At no time are volunteers to enter recipient's residence or residential building, even if invited.**

- **Senior Living Facilities:** Place bags outside the door at a predetermined location and time. Step back at least 6', if you know someone is coming out please wait to wave hello.
- **Private homes:** Knock or ring bell, leave groceries as door and then stand 6' back.

We encourage you to engage with each recipient as much as possible, you may be the only person this recipient sees or talks with all day, or week.