



## SHOPPING ASSISTANCE FOR SENIOR HOMEBOUND PROGRAM

### (SASH)

The Senior Services Department for the City of Pacifica operates a shopping assistance program for homebound seniors. Our Information and Referral (I&R) Coordinator oversees the program. All shoppers are *volunteers*.

#### *Eligibility*

Pacifica homebound senior citizens (60+ years) who cannot shop due to limited mobility, lacks in-home support and/or transportation may qualify for this assistance. Staff will assess individuals for service based upon needs and availability of a SASH Volunteer.

#### *Shopping Deliveries*

- SASH volunteer will call or visit the senior (depending on need or availability) to obtain shopping list.
- Payment for groceries is given to volunteer for shopping items at point of delivery unless arrangements are made by volunteer for payment prior to point of delivery. A SASH volunteer will provide a receipt upon receiving payment.
- Clients are required to sign the SASH Receipt Form and give back to volunteer.
- Volunteers will submit SASH Receipt Form to the Information and Referral Coordinator on completion of shopping delivery.

Interested clients can contact our I&R Coordinator requesting shopping assistance. I&R Coordinator completes an application form over the phone. The application may also be mailed to the client's home. On receipt of the completed documentation our I&R Coordinator contacts a SASH volunteer and assigns him/her to the client. On the scheduled shopping day the volunteer obtains the shopping list from the client. The client will pay for the groceries and get reimbursed at point of delivery to the client. At no point of delivery should the volunteer financially support the transaction.

If the client has reusable shopping bags, the volunteer will take them and also verify that extra paper (or reusable, if the client chooses) bags will be purchased if needed.

At the market, the volunteer will make an effort to purchase the brands, sizes, and amounts the client has listed. If an item is unavailable, the volunteer will substitute, if requested, or make a note of the missing item on the Receipt Form. At checkout, the volunteer may use any coupons supplied by the client and leave behind any items that push the total beyond the total money provided by the client.