

Important Information

The following changes to the Seniors Services Society Grocery Shopping Program will take effect on **June 1st, 2011**:

Service Fee

Seniors Services Society will begin to charge a small service fee of \$3.50 per order. This fee is necessary in order to continue the program, and will help us to improve the service in the future (e.g. minimize errors). This fee will be **in addition to** the \$3.50 delivery charge currently being charged by Safeway. Therefore, starting June 1, the service fee for each grocery order will be \$7.00.

While the Safeway delivery charge is added to the bill each week, Seniors Services Society will send an invoice, which can be paid by cheque made payable directly to Seniors Services Society.

Grocery Program Restrictions

Seniors Services Society will **only** fill orders for food items, household supplies, personal hygiene, and basic over the counter medications sold at Safeway on McBride Blvd. As of June 1, our services **will no longer** include delivery of cigarettes, lottery tickets, and/or any items sold outside of the Safeway store (e.g. the Dollar Store, Vegetable Market, BC Liquor, VanPet, etc).

***Over the counter medications**

Seniors Services Society reserves the right to refuse to fill orders for over the counter medications if staff and/or management feel a client's health may be at risk. In the event that staff and/or management perceive a potential health risk related to over the counter medications, Seniors Services Society reserves the right to seek information from medical professionals and/or pharmacists regarding the medication(s) in question.

Returns

We hope to keep returns to minimum. Safeway will only accept **same-day** returns. Unwanted items should be sent back to Safeway with the delivery person. Safeway will record a store credit and apply the credit to your next purchase. **Only unopened items can be returned.**

Program hours

Volunteer order-takers are available to take your orders between 8:30 am and 11:30am on **Monday or Tuesday mornings only**. Orders and additions will no longer be taken outside of these hours.

Deliveries are made between 11am and 3pm. Please make arrangements to be home during this time. Neither Seniors Services Society nor Safeway are able to take special requests for delivery times.

Problems and complaints

While our volunteers do their very, very best to order and shop for the items you request, mistakes may be made from time to time. We request your understanding and patience, and ask that you **do not** call the Safeway store directly in the event of an error. Please call Seniors Services Society and we will **do our best** to help resolve the issue.

The attached questionnaire is meant to get to know you better as a client in order to minimize errors. The information will be used to create a “Customer Profile” that will help our volunteers get to know you better as a customer, thus they will be better prepared to shop on your behalf. Please fill it out to the best of your ability and return it to Seniors Services Society in the attached envelope at your earliest convenience.

Other suggestions to get the best out of our service

If you do not have a Safeway club card, please fill out an application form and return it with the delivery person. This will allow you to receive a wide variety of products at considerable savings to you. If you wish to collect Air Miles you must obtain a card and let us know the card number

Please check the Safeway sales flyer ahead of time and be specific with the volunteer order taker that you want the item on sale. The volunteer callers do have a copy of the flyer when they take your order, but it is best to be clear that you want an item on sale as advertised in the flyer. The order takers will make a note of the sale price for shoppers.

Please be **very, very specific** when placing your orders. Being very clear about this will minimize errors and help ensure you are happy with your delivery. Be sure to state the **brand, quantity, flavour, size** and/or **amount**, as well as **any other information** that will help our volunteer shoppers purchase the correct items. Please be clear about whether or not you will accept **substitutions** if the item(s) you order are not in stock (see attached questionnaire).

Safeway delivery personnel cannot take your recycling back to the store. Apparently this has been done in the past, but again for health and safety reasons, they are not allowed to transport unclean items in a vehicle that transports food. Please make other arrangements to dispose of your recycling.

The first Tuesday of every month is Customer appreciation day, with discounts on any orders over \$35.00. You may want to plan your shopping to qualify for savings.

This is a lot of information to take in so if you have ANY questions at all please feel free to call the office and ask for Krista, 604-520-6621.