

# Shop-by-Phone

## ERRORS IN YOUR ORDER

Please check your order carefully as you put your groceries away.

If you have problems with your grocery order or there are errors on your bill, please call:  
**Shop by Phone at: 250-860-7787**

Customer service will make note of the error and it will be rectified the following week.

**Please keep your receipt**

If possible, call the same day as you receive your order.

If you have problems with your service or have any change in your personal information, please call **Volunteer Services at: 250-980-1558.**



*Remember – Someone must be home on Tuesdays to accept the delivery of your order.*

# Shop-by-Phone



*A Program of  
Hospital and Community Integrated  
Services: Volunteer Services*



Interior Health

**250-980-1558**

## WHO CAN PARTICIPATE?

The Shop-by-Phone program assists clients of Community Care who are unable to grocery shop on their own.

Referrals to Community Care can be made by Health Care Professionals, family or clients. Please contact 250-469-7070

### How It Works

**Each Monday** a Volunteer will phone between **9:00am and 12:00 noon to take your order.** On **Tuesday** a Volunteer will shop for you at Save-On-Foods-Mission location. You must also be available to answer your phone on **Tuesdays from 9am-12pm** to answer any questions about your order.

A Courier Delivery Service will deliver your order **Tuesdays between 9:00 am and 3:00 pm.** You must be home during this time to accept the delivery. A \$9.00 delivery charge will be included in your grocery bill. The delivery charge is waived if you use the pharmacy at Save on Foods-Mission location.

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## PLACING ORDERS

To assist the volunteers, please keep these considerations in mind:

1. Have your grocery order prepared in advanced of being called.
2. Prepare your list according to the order form provided.
3. Tell your volunteer the size and brand name of each item you order.
4. Give your volunteer a second choice if your first choice is not in stock. Notify the volunteer which items you will allow the volunteer to substitute an item for if your choices are not in available.
5. Tell your volunteer which items you will **not** accept a substitute for. An item most suitable in price will be selected if you do not specify this.



## AWAITING DELIVERY

**Please remember the following:**

1. **Keep your phone free on Tuesday mornings (8am-11pm)** so that the Volunteer Shopper can notify you about any changes in your order and your total owing.
2. **Be home Tuesdays between 9am-3pm to accept your delivery.** Someone *must* be home to accept your delivery. The Delivery driver will not re-deliver your order.
3. The delivery charge of \$9.00 will be added to your grocery bill.
4. If you have trouble hearing your bell, *please* give your Volunteer phoner the apartment number of a neighbour who can let the delivery person into the building.

