

Senior Shopper Program



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Volunteer Training Manual

Welcome!

Thank you for your interest in becoming a volunteer! As a shopper, you will help make it possible for seniors to continue living at home by providing them the support they need. We are excited to have you on board and the seniors in our communities look forward to meeting you, too.



Contact Information

Volunteer Coordinator

Natalia Black

908-725-7799 ext. 125 (office)

908-827-2223 (cell)

nataliab@jewishfamilysvc.org

Programs and Services at JFS

Career Services for individuals seeking employment we provide career counseling, resume critique and preparation, job seekers support group, job search and networking assistance, interview coaching, and assistance with other related issues

Holocaust Survivor Assistance Program is intended to assist Holocaust survivors with services such as counseling, home health care and companion services, case management, and other related issues

Expanding Horizons is a variety of programs for individuals with special needs

Programs and Services at JFS (Cont.)

Counseling Services for Individuals, couples, children, family, and groups

Senior Support Services including in-home mental health services, senior mentoring, senior shopping, caregiver support, Good Deeds Corps, as well as assistance with medication management, nutrition, and home safety

Family Mentoring provides in-home support, information, and advocacy for those feeling overwhelmed by everyday life

Who is a Senior Shopper?

Senior Shoppers are volunteers who are matched with a homebound senior. These volunteers provide shopping based on clients' needs, as well as a friendly visit to an isolated senior.

Responsibilities

- ✓ Complete all paperwork
- ✓ The Program Coordinator will call you to describe the senior, tell you where they live, and provide their phone number.
- ✓ Contact your client and discuss all the details (shopping list, shopping schedule, client's preferences etc.)
- ✓ Please reconfirm 24 hours in advance and arrive at your scheduled time
- ✓ Shop weekly/biweekly

Responsibilities (Cont.)

- ✓ If you are only dropping off the groceries, make sure to place them in a spot that is accessible for the client
- ✓ Assist with unpacking groceries based on clients' needs
- ✓ Track all time related to shopping including:
 - ✓ Travel time to grocery store
 - ✓ Time spent shopping
 - ✓ Time getting the list
 - ✓ Time delivering groceries

Responsibilities (Cont.)

- ✓ Log your hours and submit a monthly Shopping Notes form
- ✓ Promptly report any functional status changes of the senior to JFS program staff (Changes in emotional wellbeing, physical activity, etc.)
- ✓ Try not to accept more responsibility than you're capable of handling
- ✓ Promptly report any changes affecting your ability to shop for your client
- ✓ If at any point you can't continue in your role, we will find a replacement
- ✓ Maintain confidentiality

Friendly Visits and Gifts

Volunteers and seniors may feel comfortable having friendly visits such as chatting over a cup of coffee after you've delivered their groceries. JFS does discourage the acceptance of gifts, but if you have established a friendly relationship with the senior and feel comfortable accepting a small treat you are permitted to do so.*

What should I do if a client offers me money?

If a client offers you money for any reason, such as a tip for your service, please do **not** accept. You may tell the client that you cannot accept the money unless it is used to make a donation in the senior's name.

***Due to Covid-19, volunteers do not currently participate in friendly visits in-person or accept gifts.**

Nuturing Relationships

A friendly visitor is a person who feels a sense of responsibility to those who are vulnerable living in the community and wants to do something constructive about it. On the right, we have listed tips good listeners use to build positive relationships with clients.

Things to do:

- The key to the visit is being a good listener, including being aware of verbal and nonverbal cues.
- Skills that will ensure the highest quality relationship are: showing genuine interest in the client, having patience, being responsive to the client's needs and desires, giving support in a non-judgmental manner, having respect, showing empathy, building trust, and maintaining reliability and flexibility.
- Give thought to the visit prior to going.
- Should the client ask a question that you cannot answer, offer to research the information.

Things NOT to do:

- Do not discuss your own illnesses or problems, or compare the client's problems with those of others.
- Do not administer medication or give advice as to when it should/shouldn't be taken. Do not give medical advice about any condition.
- Do not write checks or handle the client's financial matters.
- Do not give advice or contradict the client—this is a sure way to shut down communication.
- Do not take sides in a problem. Try to remain objective.
- Do not pass judgment while listening to the client. Encourage them to work out their own solution to the problem. Acknowledge the client's feelings about the problem.
- Do not try to stimulate interest by jumping into a conversation gap too quickly—silences are okay.
- Do not rush your visit. Visit when you have adequate time to spend. However, don't visit too long either—consider the person's capacity in determining the length of your visit.

Connecting on Social Media

When building a relationship with your Senior Shopper client, they may ask you to connect with them on social media. JFS discourages connecting with clients in this way. Similarly, volunteers should not Google or search for information about their assigned senior. If you have concerns about the client or have specific questions, please reach out to the Volunteer Coordinator.

Being Aware of Clients' Needs

There have been times when a volunteer notices that a senior could benefit from additional services. Please use the contact information at the beginning of this manual to reach out to the Volunteer Coordinator if you discover a client is troubled by issues such as:

- ✓ Navigating the home
- ✓ Lack of funds for groceries
- ✓ General anxiety or depression

The Volunteer Coordinator can reach out to the senior's emergency contacts and ensure the client receives any assistance they need.

COVID-19 Guidelines

All shopping is to be conducted on a bi-weekly basis. This limits your exposure and their exposure to the virus

Limit time with Senior

- ✓ Try your best to get the list over the phone
- ✓ Ask seniors to mail the check to you (please provide them with a stamped envelope addressed to you)

Put groceries away only if necessary

Practice good hygiene. Please use hand sanitizer after leaving the grocery store/before delivering the groceries to the Senior

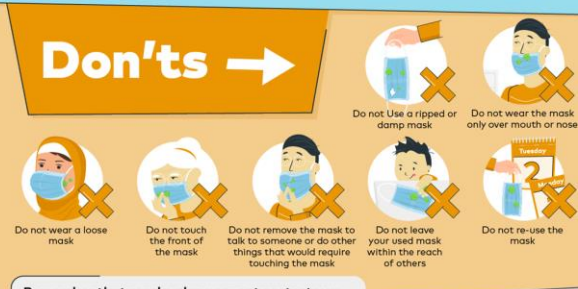
HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epl-win

Do's →



Don'ts →



Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI-WIN



Helpful Hints for Grocery Shopping

Confirm how groceries will be paid for



- If they are using food stamps, make sure you know the pin.
- Ensure they know how to spell your name if they are writing you a personal check.

Walking up and down each aisle so as not to miss something



- If you've written the list or printed it out, bring a pen to check off the items as they're purchased.

Ask Clients to be Specific



- Are they comfortable with substitutions?
- Do they want you to call them at the store if something is unavailable?
- Do they have any dietary restrictions you should be aware of (diabetic, low-sodium, etc)?
- Do they prefer the store brand?

Don't forget your mask and hand sanitizer



- A mask is required to be worn in the grocery store.
- You are also expected to wear your mask when delivering groceries.
- Maintain 6ft from your senior.

Download the ShopRite App



- You can set the app to your store preference, this can help you find items that you may not be familiar with. It will tell you what aisle the item is on.

How to Use SNAP/EBT Cards

Where can I use EBT cards?

- Most eligible stores will have a sign posted at the front door or window.
- If you are uncertain of your store's eligibility, call to ask staff or visit the service counter.

How can I check the account balance?

- If your client is unsure of their account balance, have them contact EBT customer service.
- The card balance will also be displayed on any receipts after purchasing items.

Electronic Benefits Transfer (EBT)

- SNAP benefits are delivered to EBT accounts every month.
- EBT cards are used like debit cards to access SNAP benefits.
- To purchase items, you will need to know the PIN associated with the EBT card you are trying to use.

Using an EBT card at checkout

- Swipe or insert your card at the cash register terminal or an ATM.
- Enter the PIN on the keypad.
- Be careful while entering the PIN, as four incorrect responses will lock the card until midnight.

What items are eligible for SNAP benefits?

- SNAP benefits can only be used for food and for plants and seeds that grow food.
- Sales tax cannot be charged on items bought with SNAP benefits.
- SNAP benefits cannot be used to buy pet food or household items such as cleaners, toilet paper, etc.

Tips for using a SNAP/EBT card

- Using an EBT card is similar to using a debit card.
- Follow the instructions on the right at the cash register or ATM.



To use your EBT card:

1



Swipe or insert your card

2



Enter your PIN on the keypad

- EBT cards are accepted at locations with any of these logos (left) displayed at the storefront.
- Ask an employee if the EBT card will be accepted if you do not see these logos.

- Ask for a receipt if the cashier does not provide one.
- After the purchase is complete, the remaining SNAP balance will be displayed on the receipt (right.)
- Provide the receipt to the card holder.



- ✓ Keep track of your hours.
- ✓ In the end of each month you will receive Shopping Notes Form.
- ✓ Please, fill it out, log all your hours, and send the Shopping Notes Form back

Questions?

Contact Natalia Black

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