

# Client Protocols and Guidelines

Welcome,

During this especially challenging time we understand the necessity of maintaining social distancing specifically for those at-risk. To mitigate the disease among these individuals and promote social distancing, we created a platform that pairs young and less vulnerable individuals with those who should avoid leaving the house at all costs. In order to ensure that each participating individual or family executes a safe, efficient, and convenient transaction, we have created the following guidelines that **ALL** potential clients must follow:

## **Initial Registration and Confirmation Process for First Time Users:**

### A. REGISTRATION

1. Go to our website: [delivertogether.org](http://delivertogether.org)
2. Fill out “registration form” - **on the menu-bar press on “Client Registration”** - with preliminary contact information, including what town you live in (Please refer to our Privacy Guidelines)
  - i. Knowing what town you live in allows us to match you with a volunteer in your area
  - ii. Specific details regarding your address shall **only** be discussed directly with volunteers after pairing to ensure your privacy and safety

### B. CONTACT

1. Using contact information given on the website, a representative will reach out and schedule a formal video call, likely zoom or facetime, to introduce the program and answer any questions you may have.
  - i. If you do not feel comfortable using these services or haven’t used them in the past, please notify the representative who contacts you. You may be eligible to be contacted over the phone
  - ii. If you were referred for the service by a local community leader you will still be contacted to introduce the organization to you
  - iii. This initial contact is to provide the client with background on the organization and ensure he/she genuinely requires the service

## C. CONFIRMATION

1. Upon confirming the client is eligible and fit for our services, the new client should receive an email, informing him/her of a successful registration. This email will come with a **4-digit security pin** that must be saved/written down.
  - i. The confirmation email will be sent to the email you provided us upon completing the registration form.
  - ii. This 4-digit pin is to be kept confidential.
  - iii. This precaution is meant to protect our volunteers.
  - iv. Once the registration is complete and a client has received his/her 4-digit pin, the client is eligible to request a delivery.

### **Request-Delivery Process for Registered Individuals:**

#### A. REQUESTING A DELIVERY AND CONNECTING YOU WITH A VOLUNTEER

1. Go to our website: [delivertogether.org](http://delivertogether.org)
2. On the home-page press on the “Request Delivery” button
3. The type of order you are placing (pick-up for delivery or entering the store to purchase groceries) will determine when you need to request a delivery \*\*\*refer to “Discussing Your Order with the Volunteer” \*\*\*
4. Fill out your name along with your unique 4-digit pin
  - i. Your name must match the 4-digit pin that was given to you upon registration
  - ii. If you did **NOT** initially register, the system will **NOT** allow you to request an order.
  - iii. If the 4-digit pin does not match your name, your order will not be submitted; if this occurs please send an email to [deliveringtogether@gmail.com](mailto:deliveringtogether@gmail.com) and contact your local **Deliver Together** town manager to resolve the issue - town managers are listed on our site
5. Once the request is successfully placed, you will receive a confirmation email that includes the name, phone number, and email address of the volunteer who will be delivering your items. **DO NOT** forward this information to anyone so as not to jeopardize our volunteers.

## B. DISCUSSING YOUR DELIVERY REQUEST WITH THE VOLUNTEER

1. On the same day you make the delivery request, the volunteer you were paired with will reach out to discuss the details of the delivery request, your home address, and any other questions you may have
  - i. The **PREFERRED CHOICE**, for safety reasons, for our services is to request a delivery with a grocery store for **PICK-UP** with a specific date and time. For this scenario, the client must enter the delivery request through our website **AT LEAST 3 DAYS IN ADVANCE** to allow volunteers to open that slot in their schedules. Clients must inform the volunteers of the location and time of the pick-up (ex. Shoprite in Morristown at 5pm) along with their own home address, so the volunteer knows where to drop off the items.

Alternatively, the less preferred option,

- ii. A client emails/texts a specific list of items to purchase at the grocery store to the volunteer he/she was connected with. This list **CANNOT EXCEED 15 ITEMS** to ensure that volunteers do not spend too much time in grocery stores, exposing themselves to the potential risk of infection. The volunteer will be given **3-days** to complete this request, so do not expect to receive your groceries on the same day you submitted the request. We will do our best to purchase and then deliver your groceries as quickly as possible.

**There are two payment options for this type of request**

- a. Cash: On the day of the delivery, the client will share his/her address with the volunteer to pick up cash to pay for the items- **the cash must be kept in a safe location for the volunteer to retrieve and in an envelope/ziplock bag.** The money should only be placed outside for the volunteer when the volunteer is on his/her way to pick it up. This is to ensure that your money is secure. Please be aware that Deliver Together is not responsible for any lost or stolen payments.
- b. Debit/Credit card over the phone: The volunteer will go directly to the store to purchase the items. When ready to check-out, the volunteer will call the client to read the card number aloud. This payment method is not possible in all stores, so you will have to confirm with the volunteer and the grocery store if this is a viable option. **WE DO NOT RECOMMEND THIS OPTION**

### C. Delivery of Items/General Guidelines

1. A volunteer who is picking up prepaid items for delivery from a store will go directly to the store then drive to your house with the groceries
  - i. You must specify to the volunteer where to drop off the grocery items - we recommend the front porch or garage with a specific time window
2. A volunteer who is purchasing specific items - **maximum 15** - with cash will stop at your home, prior to going to the grocery, to pick up the money
  - i. After picking up the cash the volunteer will go directly to the grocery store to purchase the items requested by the client in a clear document. Once the purchase is complete the volunteer will return with the items and leftover cash to your home
  - ii. You must specify to the volunteer where he/she should leave the receipt, leftover money (if any), and grocery items - we recommend the front porch or garage with a specific time window
3. A volunteer who is purchasing items with your credit/debit card will go directly to the store and contact you when he/she is ready to complete the purchase of the items. Please make sure that the store the volunteer is purchasing items from allows payments with credit/debit card by reciting the numbers over the phone
  - i. After purchasing the items, the volunteer will drive to your home address to drop them off
  - ii. You must specify to the volunteer where to drop off the grocery items - we recommend the front porch or garage

### D. Purchasing Issues

1. If you believe you have been given an incorrect amount of change, please contact our email ([deliveringtogether@gmail.com](mailto:deliveringtogether@gmail.com)) and we will do our best to resolve the issue as swiftly as possible.
2. If the payment initially given to the volunteer is insufficient for the items listed in the order, the volunteer will reach out to you and discuss what items you would prefer to be removed. If you are unavailable to take their calls, the volunteer will choose items to be removed using his/her best judgement of essential items.

3. \*\*\*Any questions or concerns should be directed to [deliveringtogether@gmail.com](mailto:deliveringtogether@gmail.com)\*\*\*

E. Compensation for Delivery

1. Please note that the volunteers will not accept any compensation for their services. However, you should feel free to visit our gofundme page (<https://www.gofundme.com/f/delivertogether>) to donate to our cause. There is no obligation in any way to donate and any amount given will be greatly appreciated.

**Volunteer feedback or Complaints:**

A. Feedback and Complaints

1. If you have any constructive feedback regarding our operation as a whole or a specific comment about a volunteer please feel free to fill out our feedback form under the contact page of our website [delivertogether.org/contactus](http://delivertogether.org/contactus)
2. We politely ask that you do not bring up any feedback or complaints directly with our volunteers. Additionally, we request that you keep in mind the fact that our volunteers are generously giving their time to ensure your safety.

Thank you and stay safe,

**The Deliver Together Team**

Please Sign and Date Below to acknowledge these protocols and accept any and all risks associated with our platform, including but not limited to: item theft, money theft, or any damage caused.

Email a picture to [delivertogether@gmail.com](mailto:delivertogether@gmail.com)

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\* We reserve the right to not serve anyone at our sole discretion