

## ELIGIBILITY GUIDELINES FOR GROCERY SHOPPING PROGRAM

(Conditions of need and requirements for service)

### CLIENT ELIGIBILITY

Berks County residents 60+ must meet the following guidelines for the Grocery Shopping Program. Adults under the age of 60 that request this service due to handicap and/or functional disability must also meet the following guidelines:

- Complete a Grocery Shopping Registered Client Application. Submit Application **plus \$5.00\* Application Fee** to: Grocery Shopping Coordinator, Berks Encore, 40 N. 9<sup>th</sup> Street, Reading, PA 19601. **\*NOTE: \$5.00 application fee credited toward the \$5.00 handling fee for the first shopping order.**
- Must be able to pay for groceries at the time the groceries are delivered
- Client **must not** have other regular options to acquire groceries.

### CLIENT RESPONSIBILITIES

We make every effort to accommodate the needs of all clients. We ask that all clients abide by the following set of responsibilities so we can serve everyone.

- Please let us know if this service is needed on a temporary basis or an ongoing basis.
- Take advantage of a volunteer's assistance on a consistent basis, to the best of your ability. If an order is not placed at least once each month, we will not be able to dedicate a volunteer for your shopping needs and cannot guarantee there will be someone available to take care of your order when requested.
- **If a grocery order is not placed within three (3) months of receipt of application** – you will be removed from the program and **forfeit the \$5.00 application fee**. A new application plus \$5.00 application fee is required to register for the program once removed from the program.
- Be specific when placing your grocery order, and let the volunteer know when it is okay to substitute.
- Provide full payment for the grocery purchase plus a \$5.00 handling fee by writing a check payable to Berks Encore. The volunteer will give you a receipt for the grocery purchase.
- Limit your grocery order to 25 items or less each week.

### ADDITIONAL INFORMATION

The grocery shoppers are volunteers for Berks Encore. Please do not take advantage of their time and service by asking them to run additional errands for you. Volunteers are not authorized to shop for alcohol or comply with any request that could potentially put you, our client, at risk.