



## Cliff Bungalow - Mission Community Association

### Grocery Delivery Initiative Outline v1.1

23 March 2020

*Note: For this and every initiative, we are advocating and employing a short-cycle, release and reassess model of delivery to learn and adapt without delaying service. Our initiative champions have been encouraged to try, make mistakes, learn from those mistakes, try again, make better mistakes - An imperfect initiative that is online and active is better than a quest for perfection that never gets off the ground. As such, these early outline iterations will likely change and change often as we learn lessons and get better at what we're doing. - TK*

#### Objective

Fill gaps existing in current grocery delivery services to ensure at-risk or vulnerable community residents can purchase and access food.

#### Strategies

Develop partnerships with local businesses to establish food ordering, payment, picking, and delivery system; set up and train volunteers to pick up, transport, and deliver grocery items safely.

#### Tasks

1. Develop safe delivery protocols for outreach volunteers with input from HSE adviser and insurer.
2. Train outreach volunteers in safe delivery protocols.
3. Identify population at need.
  - a. Referral
  - b. Membership list
  - c. Email campaign
  - d. Website
  - e. Social Media
  - f. Advocacy groups
  - g. Retailers
4. Establish intake system.
  - a. Email
  - b. Phone
5. Establish ordering system.
  - a. Determine ordering options, either limited selection or one-size-fits-all package to narrow ordering complication.
  - b. Suggested maximum order of 20 items or 3 bags per order.
  - c. Orders taken by CBMCA then forwarded to supplier.
6. Establish strategy to allow payment from community resident to store directly using phone and credit card.
7. Develop a picking system.
  - a. Supplier or Volunteer?
8. Develop a volunteer dispatching system.
  - a. As volunteer capacity starts low, limit delivery hours to certain times and days the volunteers can accommodate, then expand as recruitment ramps up.
  - b. Delivery teams must be available for set shifts.
  - c. Try to combine groups of orders geographically.

- d. Trigger volunteer response following order delivery to supplier.
  - e. Supplier to trigger pickup.
- 9. Establish troubleshooting strategy, e.g. responding to orders not being complete.
- 10. Develop a communications strategy: Community Resident > CBMCA, CBMCA > Volunteer, CBMCA > Supplier, Volunteer > Supplier, Volunteer to Community Resident.