

**Shopping & Errand Service**

**Eligibility**

* Open to Outagamie County residents, 60 years and older.
* Shopping & Errand Service provided Tue.–Thur. on an as-needed basis, based on participant’s need and optimum caregiver utilization. Participants must call to schedule the trip by 4pm on Wednesday for shopping and errands service the following week.
* Participant must not have access to other resources to shop or run errands, or be able to shop or run errands independently.
* Participant must not be on a Wisconsin Long-Term Care publicly funded program

(e.g., Family Care or IRIS).

**Service Guidelines**

* Shopping & Errand Service limited to one (1) trip per week, per household. Each trip must be completed within a two-hour maximum timeframe.
* Participant must have shopping list ready prior to caregiver’s arrival. Two-hour time limit starts when caregiver arrives at participant’s home/residence to pick up the list.
* Food-pantry pick-up is considered one (1) trip for the week.
* A limit of two (2) locations per trip allowed, with only one (1) stop for groceries.
* Each Shopping & Errand Service trip must be within an eight-mile radius between participant’s home or place of residence and destination. Participants in rural areas will have service to the grocery store within closest proximity to their homes.
* Prescription orders must be called in/placed prior to pick-up (Shopping & Errand Service representatives cannot wait more than 15 minutes for prescription pick-ups).
* Participant must provide funds for purchases prior to shopping. Funds may be in the form of cash, check, gift card or EBT card. If funds are inadequate and do not cover all items, caregiver will cancel item(s) to decrease the purchase total to be at or less than the amount of the funds provided; if possible, caregiver will make an attempt to contact the participant to help determine which item(s) to remove from the list in order to decrease the order total to be covered by available funds.
* Service does not include ready-made or takeout meal pick-up.
* Store/product returns will not be made unless purchase is caregiver’s error. Does not include if participant did not specify brand, size or cost of item.
* Substitutions will not be made for any item, unless participant has specified that he/she would accept a substitute (must indicate what item(s) may be substituted and if the substitute is available).

An envelope and survey will be left for participants to mail a voluntary donation check, payable to Home Instead. Participant donations are confidential and support the continuation of the Shopping & Errands Service. This service is supported by the Outagamie County Aging & Disability Resource Center (ADRC), with federal Older Americans Act funding.

Each Home Instead® franchise office is independently owned and operated.