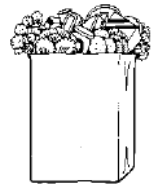


Central Iowa RSVP (Retired and Senior Volunteer Program)
Heartland Senior Services
Grocery Delivery Service Options and Policies



With online ordering, you (as the customer) will have an account set up with your credit/debit card information. A family member, friend, or volunteer could place the order for you. If it is someone other than you, he/she would need to have the User Name & Password for your account, but for security purposes would only see the last 4 digits of the credit/debit card number on file. With all online ordering platforms, substitutions can occur when items ordered are not available.

Story County Grocery Delivery Service Options

Fareway Stores – Ames, Nevada, Huxley

- Ordering takes place online and any credit card or debit card can be used. EBT will be available in the future.
- There is a \$30 minimum for online orders.
- There is a \$5 fee for online orders placed for under \$100.
- Ordering is not available by phone.
- Customers set up an account with their payment information secured in the system.
- Orders can be placed online with a field to note that the order will be picked up by someone else.
- The person picking up the groceries can park in the pick-up spaces and call the store (number publicized on signage). Groceries are delivered to the car.

Hy-Vee – Ames

- Online ordering is available and payment can be made with any credit, debit, or EBT card.
- There is a \$30 minimum for online orders.
- Wednesdays are “Call-in” and Delivery Day. Orders can be called in on or before Wednesday for pick-up or delivery on Wednesday only. If Hy-Vee delivers (Ames only) the groceries to your home, they can pick up a personal check. If orders are picked-up at the store, a credit, debit or EBT card must be used to pay over the phone.
- For call-in orders being picked up at the store, there is no minimum amount that needs to be spent.
- Groceries are picked up curbside or delivered to the car (depending on the store.)

Wal-Mart – Ames

- Online ordering is available.
- There is a \$35 minimum for online orders.
- When an order is placed, they let you know when pick up is or you can sign up for a time.
- When picking up, drivers park in one of the pick-up parking spaces and can call the store. Groceries are delivered to the car.

Aldi’s – Ames

- Online ordering through a platform called Instacart is available.
- There is no service fee for pick-up in online orders are \$35 or more.
- When an order is placed, they let you know when pick up is or you can sign up for a time.
- When picking up, drivers park in one of the pick-up parking spaces. Groceries are delivered to the car.
- Delivery of groceries by Aldi’s Instacart Personal Shoppers may be available in your location (varied delivery fees apply). Residents over 60 can contact Instacart Senior Support Service if you need help getting started or with an existing order.

Grocery Delivery Policies

Client Eligibility

- Must be a Story County resident
- Must be 60 or over and/or disabled/homebound/Meals on Wheels participant
- Must fill out a client application
- Must be willing to set up or have assistance setting up an online grocery account*
- Must be willing to request grocery delivery through RSVP

Days and Times of Service

- Requests for grocery delivery should be made directly to the Story City RSVP office for residents in Roland and Story City. All other requests will be processed through the RSVP Ames Office.

STORY CITY RSVP: 515-733-4917

AMES RSVP: 515-292-8890

- RSVP Office hours are 9am – 5pm. Offices are closed all federal holidays and Christmas Eve. Due to meetings and events, RSVP staff may not be available to answer the phone. Please leave a message. RSVP staff checks messages frequently during these circumstances and will respond to your call as soon as possible.
- Requests for grocery ordering and/or delivery services need to be made with at least 72 business hours. (business hours: for example, a Tuesday delivery request would need to be made by Thursday of the previous week). However, you are encouraged to request service with as much advance notice as possible.
- RSVP will make every attempt to fill all needed requests for service. If we are unable to find a volunteer to assist you with grocery delivery, we will let you know within at least 24 hours of the scheduled pick-up time so you will be able to cancel or reschedule your order.
- Orders should be placed with the store before contacting the RSVP Office to request delivery.

Service Conditions

- RSVP staff will monitor and assess road and weather conditions at all times. If at any time, the safety of the delivery volunteer is compromised by these or other conditions, we will cancel the scheduled delivery.
- The drop-off setting at your home or apartment must be such that there is no immediate danger to the volunteer (i.e. driveway, walkway and steps cleared of ice and snow, etc.).
- Clients should not request a future delivery from a volunteer but must go through the RSVP office.

Other Information

- Please know that with most online orders, a receipt is not provided with your groceries. Please check your order when it arrives to make sure you received everything you ordered. Your receipts will be available through your online account.
- RSVP will conduct a criminal background check on all volunteers involved with the grocery delivery service.