



Over the past few years, there has been an expansion of options for grocery pickup and delivery services. Chain stores have either set up the availability of this on their website or have partnered with Instacart to offer both pick up (sometimes called curbside) and home delivery options. In addition, there are pre-existing services in Monroe County which can help older adults access groceries.

In Person Shopping

There are services in Monroe County where an older adult may either get a ride to the grocery store or services which will do grocery shopping for them. Fees will vary dependent upon the services.

| Name | Contact Information | Eligibility | What they will do | Cost | How to Access |
|--|--|--|---|---|---|
| STAR – Support To Aging Residents | (585) 262-7050 www.cfcrochester.org/for-professionals/older-and-vulnerable-adult-services/star/ | * Monroe County Resident * Over 60 * Able to get in and out of vehicle | * Will grocery shop FOR or WITH clients * They also provide transportation to other needs like medical appointments. | Clients are Fee or Donation participant based on monthly income | * Clients must be enrolled in program * Contact program to get connected |

Don't Drive and Need a Way to the Grocery Store? Call the Mobility Management Program at Lifespan--(585) 244-8400 x244

The Mobility Management program at Lifespan can screen an older adult to see which of Monroe County's transportation options may be available to them based on where they live and also based on ambulation needs (e.g. if they are able to walk with assistance of cane or walker, or needs wheelchair.) Some of the transportation options in Monroe County will take older adults to grocery stores. Our Mobility Specialists can help an older adult explore the different options and affordability of them.

Prefer to Hire Someone to Do Grocery Shopping?

"Companion Care" agencies may be able to go grocery shopping for an older adult, along with other in-home services such as housekeeping, meal preparation and laundry. They also can perform other, non "hands on care" tasks. These services may range from \$22 to over \$39 an hour. For a listing of these services, please go to: <https://www.lifespan-roch.org/resource-lists> The listing is titled, *Home Support Services-Non-Medical*.



Grocery Delivery and Curbside Pick-Up Options

Many older adults may be overwhelmed with the thought of going to the grocery store, or it may be difficult to get to a grocery store and do the shopping themselves. The following options will very likely charge delivery and service fees and suggest a tip. However, it could be an affordable option for someone struggling to get to the grocery store. In addition, many of the stores also offer curbside pick up where an order can be placed either by phone or online and picked up at a designated location at the store. Ordering for curbside pickup can reduce fees. In addition, there are stores which will accept SNAP benefits.

The options below indicate chain grocery stores, local grocery stores and specialty stores.

Phone Orders

For those who do not have a smart phone or internet access, below are options in Monroe County which grocery orders can be called in for delivery or curbside pickup.

| Name | Type of Store | Curbside | Delivery | Delivery Area | Delivery Days | Minimum | Cost | Payment |
|---|---|--|----------|---------------|---------------|---------------|---------------|--|
| Flower City Produce Rochester Public Market 20-22 Public Market 280 N Union St Rochester, NY 14609 (585) 423-0994 Facebook: Flower City Produce | Food Service Distributor Offers produce, dairy meats and some grocery items. Specials are posted on Facebook page. | "Cash and Carry Out" on call in orders | No | N/A | N/A | Contact Store | Contact Store | Cash, Credit Card, SNAP |
| Highland Market 830 South Ave Rochester, NY 14620 (585) 271-8555 | Convenience Store | Yes | No | N/A | N/A | Contact store | Contact Store | Credit Card SNAP (if paying with SNAP, let store know at time of order) |
| Honeoye Falls Marketplace 166 W Main St Honeoye Falls, NY 14475 (585) 624-1560 https://shop.honeoyefallsmarketplace.com/ | Grocery Store (Can call in order or order online) | Yes | No | N/A | N/A | Contact Store | Contact Store | Credit Card SNAP (if paying with SNAP, let store know at time of order) |
| Lori's Natural Foods Genesee Regional Market 900 Jefferson Rd, Bldg 1, Suite 105 Rochester, NY 14623 (585)424-2323 Email: customerservice@lorisnatural.com | Natural Grocer (Can call in or order via email) | Yes | No | N/A | N/A | Contact Store | Contact Store | Contact Store Does accept SNAP |



| | | | | | | | | |
|---|--|----|-----|------------|--|------|---|--|
| Schwan's (888) 724-9267 https://www.schwans.com/ | Frozen Food and Meals (Order through website, call or app) | No | Yes | Nationwide | Established at order time, can be delivered to door or via UPS | None | Deliveries under \$59.99--\$3.99 Deliveries over \$59.99--\$1.75 | Credit/Debit Card SNAP (must be present at delivery) Gift Card |
|---|--|----|-----|------------|--|------|---|--|

Internet/App Grocery Access:

Over the past few years, the availability of being able to order groceries online has considerably grown. Many of the services/stores listed offer delivery and at store pick up for all items in their store (including groceries, household goods.) Many grocery stores in our area also allow customers to use their SNAP benefits for delivery or pick up. Orders are placed through shopping online or through the app, and customers can choose their delivery or pick up time. There may be Service/Delivery Fees and tips may be encouraged. There also may be fees for Pick Up orders. A payment mechanism (usually credit or debit card) is kept on file.

| | |
|---|---|
| Instacart Webpage: https://www.instacart.com/store | |
| Grocery and other stores partner with Instacart, which allows people to shop online or via an app (for smart phone or tablet) and arrange for delivery or to pick up themselves at a dedicated location at the preferred store. Instacart shoppers will communicate with customer when they start shopping and inquire about any substitutions for unavailable items. In addition, if an item is forgotten, customers can add to order up until shopping begins for the order. Customers will get a text when groceries are out for delivery or available for pick up at store. | |
| In addition to grocery stores, there are also options for drug stores, home improvement and other specialty stores through Instacart. | |
| Delivery Fees | Start at \$3.99 for same day orders over \$35, a minimum order must be at least \$10 for delivery. |
| Service Fees | Helps support the Instacart Platform and covers a range of operating costs. No service fees are charged for pick up orders, however, certain retailers may have a pickup fee. |
| Payment | SNAP (if store allows) Credit, Debit or Instacart Gift Card. Instacart also works with Klarna for “buy now, pay later” where payments are divided into 4 payments taken out of credit or debit card in two-week installments. |
| SNAP Recipients | <ul style="list-style-type: none"> • Instacart also will require the EBT Card AND a debit or credit card for Service and Delivery Fees, Tips and deposits to be on file. • In Monroe County, SNAP recipients can use their EBT benefits on Instacart to shop for groceries at: Wegman's, Tops, Aldi and Price Rite. |
| Instacart+ | Is a \$9.99/mo fee for joiners, in which a person gets unlimited free delivery on orders over \$35 and lower service fees. (Don't need to join to use the service but will be charged delivery fee.) |
| Senior Support Service (844) 981-3433 | Instacart has a dedicated line for older adults if they need help getting started with an account or help with an existing order. |

GROCERY OPTIONS

Walmart

Webpage: <https://www.walmart.com/>

Walmart allows customers to order groceries and goods to be delivered or via curbside pickup at designated locations at the preferred store. Customers can choose the time they want to have items delivered or picked up. Forgotten items can be added to order up to designated time in order confirmation email. Substitutions are communicated and the customer has the option to accept or decline.

For pickup or delivery, the customer is notified via email order is completed, and for delivery, when to expect arrival. If going to the store to pickup, the customer will park in designated area and call store with parking spot number. (Phone number is posted on the sign at each spot.)

| | |
|------------------------------|---|
| Delivery/Pick Up Fees | <ul style="list-style-type: none"> • Delivery: Range from \$7.95 to \$9.95 depending on location. There is also an option to tip the driver. (Walmart does not charge and additional service fee) • Curbside Pickup: None (and won't accept tips) |
| Service Fees | None |
| Payment | SNAP, Debit Card, Credit Card, Walmart Gift Card, PayPal, Affirm (If using PayPal or Affirm, cannot save to "wallet.") |
| SNAP Recipients | Walmart does accept EBT benefits for online/app shopping as well. An alternate card (debit or credit) will also likely be needed for delivery fees and non-SNAP eligible items. |
| Walmart+ | \$12.95 a month. Joiners will get \$0 delivery fees for minimum \$35 orders. |

Wegman's

Webpage: <https://www.wegmans.com/>

Wegman's also allows customers to order groceries to be delivered or picked up curbside. Their online prices are about 15% above in store (includes cost of shopping order.) Orders can be completed via Wegman's website or Instacart. Customers can choose the time they want to have items delivered or picked up. Forgotten items can be added to order up to designated time in order confirmation email. Substitutions are communicated and customer has option to accept or decline. Instacart + memberships can be linked to Wegman's account.

For pickup or delivery, the customer is notified via text order is completed, and for delivery, when to expect arrival. If going to the store to pick up, customer will park in designated area and check in through the app or via text link.

| | |
|------------------------------|--|
| Delivery/Pick Up Fees | <ul style="list-style-type: none"> • \$10 minimum for pick up, \$35 minimum for delivery • No charge for or tip for curbside pick up • Instacart fees for delivery |
| Service Fees | Service fees may vary by location |
| Payment | Visa, Mastercard, Discover, American Express, and EBT SNAP cards. Wegmans gift cards are also accepted as payment on wegmans.com and the Wegmans App. Only one (1) gift card can be used per transaction. |
| SNAP Recipients | SNAP accepted |
| Tutorial | https://www.wegmans.com/groceries-online/ |

Whole Foods (via Amazon)

Webpage: https://www.amazon.com/alm/storefront?almBrandId=VUZHFdob2xIIEZvb2Rz&ref=wf_dsk_sn_logo

Amazon owns Whole Foods. Online orders can be placed via the Amazon website for pick up or delivery.

| | |
|------------------------------|--|
| Delivery/Pick Up Fees | <ul style="list-style-type: none"> • \$14.95 for one hour delivery window; \$9.95 for 2-hour delivery window <i>(may be able to get same day if slots available)</i> • \$4.99 for 30-minute pick up; \$1.99 for pick up 2 more hours later |
| Service Fees | None |
| Payment | Needs Amazon Prime Membership. Payment kept on file: Amazon store card, Amazon Gift Card, Credit/Debit Card, Personal Checking Account |
| SNAP Recipients | Accepts SNAP, will need to pay fees |
| Prime | Prime members get an extra 10% off storewide sales, exclusive Prime member deals, convenient pickup and delivery, and more. |

Amazon

Webpage: <https://www.amazon.com/>

Amazon has dry goods (e.g. canned goods, spices, etc) and household goods available via their website. Amazon also has household staples, such as soap, cleaning supplies, paper products and over-the-counter medication. Orders are placed via website and then typically delivered by Amazon within time frame designated when placing order. Shipping is usually 2-3 days.

| | |
|------------------------------|---|
| Delivery/Pick Up Fees | <ul style="list-style-type: none"> • Free for Prime Members, varies for non-Prime members • Can also pick up items at designated lockers |
| Service Fees | None |
| Payment | Credit, Debit, Amazon Gift Card, Amazon Store Card, Venmo |
| SNAP Recipients | Accepts SNAP for food goods |
| Prime | Following a free 30-day trial, an Amazon Prime membership is \$139 a year, or \$14.99 a month. Prime Student is available to college students with a valid .edu emails address and costs \$69 a year, or \$7.49 a month. EBT, Medicaid, and select government assistance recipients can get over 50% off Prime at \$6.99 a month. |

Fresh Produce Delivery

Need more help? Call Lifespan (585) 244-8400 or go to the Lifespan website: www.lifespan-roch.org



Fresh produce delivery services are available online. Many offer “cold” pack delivery of fresh, sometimes organic produce (and other food goods.) Most have delivery fees and use shipping services like the Post Office, Fed Ex and UPS. Although many of these services are considering SNAP benefits, none can accept them at this time.

Misfits Market

Webpage: <https://www.misfitsmarket.com/>

From website: Misfits Market is the online value grocer dedicated to making affordable, high-quality food more accessible while helping break the cycle of food waste. We work directly with farmers and food producers to source organic produce, high-quality meats, seafood, plant-based proteins, and dairy products, sustainably sourced pantry staples, wine, and other groceries that might otherwise go to waste and deliver them at up to 40% off grocery store prices.

| | |
|---------------------------|---|
| Shipping Fees | Starts at \$6.99 an order, minimum order \$30+ |
| Service Fees | None |
| Payment | Major credit cards, Apple Pay and Google Pay (Apple and Google Pay only available through Safari or Chrome) |
| SNAP Recipients | Not accepted |
| Membership Needed? | Fee, can be cancelled at any time. |
| FAQs | https://www.misfitsmarket.com/faq |

Farmer Jones

Webpage: <https://www.farmerjonesfarm.com/>

From website: Farmer Jones Farm at The Chef’s Garden brick-and-mortar Farm Market and online market is an outlet to provide nutritious, regeneratively grown vegetables to home cooks nationwide. We seek to provide our community with vegetables grown in a way that’s healthy and good for the planet.

| | |
|---------------------------|---|
| Shipping Fees | \$10-\$25 (based on purchase price) |
| Service Fees | None |
| Payment | Credit/Debit card |
| SNAP Recipients | Not accepted |
| Membership Needed? | Can do one time purchase or subscribe for box. See FAQs for Subscription information |
| FAQs | https://www.farmerjonesfarm.com/pages/faq |



Thrive Market

Webpage: <https://thrivemarket.com/>

From website: We're proud to carry thousands of the highest-quality organic and sustainable products, from pantry essentials to sustainable meat and seafood to plant-powered cleaning. Can also shop by dietary needs such as gluten free, grain free, etc

| | |
|---------------------------|--|
| Shipping Fees | Grocery: Free shipping on orders over \$49, or \$5.95 shipping if not Frozen: Free shipping on orders over \$120, or \$19.95 shipping if not (A \$65 order minimum is required to checkout with frozen) |
| Service Fees | See membership |
| Payment | Mastercard, Visa, American Express, and Discover, PayPal and Thrive Market eGift Cards. |
| SNAP Recipients | Not accepted, but "families in need" may be able to apply for a free annual membership: https://thrivemarket.com/thrive-gives |
| Membership Needed? | \$5 month if billed annually, or \$12/mo. Annual members can cancel any time within 30 days for a refund. |
| FAQs | https://help.thrivemarket.com/hc/en-us |

Off the Muck Market

Webpage: <https://www.offthemuck.com/>

Based in Canastota, NY, sources local farms and Amish and Mennonite goods for farm to table grocery delivery service.

| | |
|---------------------------|---|
| Shipping Fees | Delivers weekly on set days depending upon zip code, does not charge for delivery, but builds it into cost of order |
| Service Fees | None |
| Payment | Credit/Debit Card or gift certificate |
| SNAP Recipients | Not noted |
| Membership Needed? | No |
| FAQs | https://www.offthemuck.com/faq |

The inclusion or exclusion of an entity does not constitute an endorsement or disapproval by Lifespan. We do not assume responsibility for the quality of services provided. Staff shall review the inclusion/exclusion policy on a regular basis to ensure the policy meets the needs of Lifespan. We reserve the right to exclude and/or remove any entity from the Lifespan. If you are a business and wish to be removed from the listing, please contact NY Connects at Lifespan (585) 325-2800.

Last Update: 10/19/2023