



# Top Banana Home Delivered Groceries

14100 Brandywine Road, Brandywine, MD 20613

## WINTER 2012 NEWSLETTER

301-372-3663



### CELEBRATING 30 YEARS OF SERVICE TO THE COMMUNITY



It seems so long ago and it seems like only yesterday that Jean Guiffre, our Executive Director, was just trying to care for an aging parent. Jean began grocery shopping for her mother when she found, like Mother Hubbard, the cupboards were bare even though a store and family were not far away. Word quickly spread and she found herself shopping for friends and neighbors. Fast forward thirty years: Our non-profit grocery delivery program serves people throughout all of Prince George's County and Washington, DC and a large portion of Montgomery and Charles Counties in MD. So if you know someone like Jean's mother, tell them you know of a caring, top-notch organization that has helped people fill their cupboards since 1982!

Be sure to read our newsletters, check our website ([www.topbananagroceries.org](http://www.topbananagroceries.org)) and our facebook page for special activities going on throughout our 30<sup>th</sup> year.

### **Facebook**

Top Banana has a facebook account that we'd like you to visit and "like" us. Each month a different topic will be featured and a coupon related to that topic will be included. December 2011's topic was called the Power of Protein. Along with the article we had a coupon for Ensure. January's article covers Winter Emergency Preparedness. Visit Top Banana's facebook to find the coupons associated with that article. All month long you can use one coupon per item per order to get a reduced price on the featured products.

Check back each month for a new article and coupons.

### **Cold Weather Safety Tips**

Winter weather, with its ice-slicked sidewalks and roads, storms and closings can create serious safety risks for seniors. Yet if you plan ahead, prepare and use caution you can enjoy the season. Here are seven safety tips for cold weather:

1. Be sure your home and heating system are in good working order. Change filters regularly and maintain systems annually. Seniors are more susceptible to the discomforts of cold; dry skin, chapped lips and joint discomfort.
2. Stay in touch. Establish a call schedule with a friend or family member so if you don't check in at your scheduled time, help will arrive shortly.
3. Outdoor activity can be beneficial to mind and body but use caution. Purchase detachable cleats for your shoes for stability on slippery surfaces. Use some sort of product on surfaces to melt ice like rock salt or provide traction like kitty litter. Be sure to place a mat by the front door to catch melting snow.
4. Use extra caution when driving. Be sure your vehicle is properly maintained and has good winter tires. Drive during daylight hours and, if conditions are bad, stay home altogether if at all possible.
5. Stock up on non-perishables. Choose protein-rich foods that provide heat and energy like peanut butter, nuts, cheeses and boxed milk. Pick items that can be eaten even if you lose power.

6. In case of emergencies, keep a flashlight, fresh batteries, candles, a fully-charged cell phone and portable radio on hand.

7. Be sure your home is well lit, inside and out. Winter sunlight is dimmer and doesn't last as long. If you're out on a snowy day, be sure to wear sunglasses that decrease glare.

With proper precautions and preparations, seniors can feel safe and secure during the winter months.

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## Policy Reminders

● **Bad Weather** – Listen for public school weather-related closing.

» If the public schools are opening late or closed, delivery may be later than normal or rescheduled. If deliveries will be more than two hours late, you will be contacted.

» If the local government is closed, Top Banana will call to reschedule.

● **Another Way to Save!** – Processing fees charged to Top Banana by credit/debit card companies are exorbitant. We are offering our credit/debit card customers a 2% discount on their subtotal if cash or check is used instead. Choosing to use cash or check will help us manage our fees and, by extension, our prices.

● **Cash Back** – Due to fees charged to us by the credit and debit card companies, we can no longer give cash back over \$10 on a credit or debit card purchase. We will give up to \$50 cash back per transaction if a check is written for the amount over and above the price of your groceries and service fee.

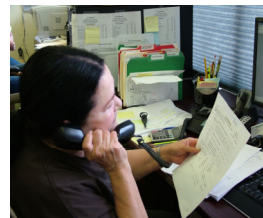
● **Returns/Problems with Order** – Please report any problems or concerns with your order within 24 hours of delivery. To receive credit for an item, that item MUST be returned to Top Banana. Upon return, a credit will be issued to your account.

● **Returned Check Policy Reminder** – The policy for a returned check has not changed

but bears repeating. If a check is returned, our bank sends it directly to a collection agency. When funds are available, the agency withdraws the check amount plus a \$35 fee. We add our bank charge of \$7.50 to your account balance. For your benefit, please use care to write checks only when funds are available.

● **Restocking Fee** – There will be a 20% restocking fee for non-emergency cancelled orders or items removed from your order after 10 a.m. on the day between order and delivery.

● **Delivery Times** – As a non-profit, we kindly request that appointments be made on days other than your appointed delivery day so that routes can be arranged in the most efficient manner thereby conserving gas and time. If an appointment is unavoidable, please inform your order-taker what other arrangements you've made for grocery delivery. **If groceries are undeliverable and return with the driver to Top Banana, the 20% restocking fee will apply.**



### Employee Bio

**Mavis** is the friendly voice of Top Banana. When you call our storehouse, she is usually the first to pick up the phone. She has been with Top Banana since early 2007. Mavis makes sure our day to day operations run smoothly. She is in charge of ordering our inventory, vendor relations, taking and finalizing orders, fundraising correspondence and is an all-around helper. Mavis lives in the country with her husband, five cats and an outdoor possum named Bananahead who tries to get in the house at every opportunity. She loves animals (except hyenas) and the outdoors.

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Donate by phone or online - 301-372-3663; topbananagroceries.org  
Funded, in part, by Montgomery & Prince George's Counties, MD

**DONATE YOUR CAR, RV, BOAT 1-877-TB2-DON8  
(1-877-822-3668)**



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**MD Charity Campaign  
#0144**

