

Food and Pharmacy – pickup and delivery options in Ottawa (Kanata)

Saturday, March 21, 2020

Why ordering food and pharmacy items online is exploding

A key problem with the current generation of grocery stores, drug stores and large retailers is they are Big Box stores, which means a smaller number of larger stores which concentrates large number of people and food in potentially ideal environment for COVID-19 (or any other droplet transmissible virus or bacteria) to spread.

That is one reason why the last 2 weeks as seen an explosion of demand for online ordering, for either pickup or delivery here in Ottawa. It has already got to the point that all of the Ottawa food and pharmacy stores are looking for large numbers of new employees to stock, pick and pack.

As a result, all online ordering sites for food are posting notices of potential delays for pickup times and delivery times, with most stating you will receive a text or email when the order will actually be ready (pickup) or delivered

This document is a summary of the major food and pharmacy stores and their options for online ordering, pickup and delivery. There is a cost to packing, pickup and delivery. Some stores cover the pick/pack cost with a minimum order size (\$50) for pickup and in some cases another price level for delivery or a specific delivery charge.

Note: This was created using a Kanata location to determine what services were available, but in most cases apply to the entire Ottawa area and much of Quebec (e.g. IGA stores)

The blue text indicates a [web link](#) you can click on to take you to that service

If you have additional stores or corrections, email: info@kanatabeaverbrook.ca

Food Stores (Grocers) and Pharmacies – support for online ordering, pickup and delivery

Service	Stores	Online Order	Pickup	Delivery(1)	Independent Delivery(1)		
					Instacart	Inabuggy	UrbanButler(4)
Food							
PCExpress	Loblaws, Real Canadian Superstore, No Frills, Independent, Value Mart, Wholesale Club, Fortinos, Zehrs, City Market	Yes	Yes	Yes	Yes		
Sobeys	Sobeys, Freshco, Price Chopper Foodland,	Entertainment platters only				Yes	
Metro	Metro, Super C, Food Basics	Yes	Yes	Yes		Yes	
IGA(2)		Yes	Yes	Yes			
Farm Boy(3)		Easter dinner platters	No	No			
Costco		Yes	Yes	“2-day”		Yes	
M&M Meat Shops		Yes	Yes	Instacart	Yes		
Walmart		Yes	Yes	Yes		Yes	
Pharmacy (5)							
Shoppers		Yes (5)	Yes (5)	Yes (5)	Yes		
Rexall		Yes (5)	Yes (5)	Yes (5)		Yes	
Costco		Yes (5)	Yes	Yes		Yes	

Notes:

- (1) Delivery options are based on locations serviceable in Kanata. Delivery is at a cost
- (2) IGA is only in Quebec (Sobey’s owns the Canadian Stores, franchises the name from US IGA parent)
- (3) Aside from ordering Turkey or Ham Easter dinner, Farm Boy does not provide online ordering, pickup and does not support delivery. None of the independent delivery services supports Farm Boy

- (4) The Urban Butler is a Seniors delivery service. They can be found on [Facebook](#) or by email requests to ubottawa@gmail.com. **Caution**, they claim to have a web site @ www.theurbanbutler.cP, but that is not a valid web site (<site>.cp). At one point they had a web site with wix.com (www.theurbanbutler.ca), but the information that is now displayed suggests they did not renew their web domain (theurbanbutler.ca) and their organization information on Facebook is minimal.
- (5) All the Pharmacies listed provide for a common way to refill or transfer an existing prescription online. Delivery is available by Independent Delivery services. <Can someone provide details on the online pay options, and how to arrange pickup/delivery by someone other than the person whose name is on the prescription. This requires that you are currently using the online renewal service>