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It is often the case, in difficult times, that our Coop is an important resource for our community. The potential presence of coronavirus (COVID-19) in our area is proving that this continues to be true.

You have come to us in recent days to stock your pantry, replenish cleaning supplies, and prepare alongside others in the community. As a grocery store, our co-op is in the unique position of offering essential services for our community while also doing all we can to minimize risk to our staff, members, and shoppers.

In light of the situation our community finds itself in, I want to share the things our co-op is doing to best serve you, care for our staff, and be a responsible member of our community:

- While we have had no reported COVID-19 infections in our co-op, we have asked any staff exhibiting symptoms of respiratory illness or fever to stay home and notify their physician. Our co-op has a generous sick and vacation policy, and we are working with employees on a case-by-case basis to ensure they have the support they need.
- We are making hand sanitizer and wipes available at the entrance, exit and near the carts. Staff are also frequently cleaning all high-touch areas throughout the day – cart and shopping basket handles, cooler doors etc
- Our co-op prides itself on its cleanliness and food safety standards. This includes frequently sanitizing high-touch locations like credit card machines, scales, bathroom areas and, as mentioned above, carts and handbaskets. We have heavily invested in training our store's management teams on food safety, with the majority of store and department leaders having their Serv-Safe certificates.
- We have temporarily ceased all sampling.
- All repacking of Bulk Foods is always done while wearing gloves.
- We are doing all that we can to be sure that our shelves are well stocked. This is very challenging – supplies are running low in all of our supplier's warehouses. Sometimes there is a delay in deliveries and sometimes the product is truly not to be had. We will continue to work closely with our suppliers to ensure we have the essentials that you are seeking, like pantry staples, cleaning supplies, and health and body care items.

Throughout all of this, we are making additional efforts to demonstrate our gratitude to our staff who continue to work each day with commitment, compassion, and kindness to ensure our store is stocked, clean, and ready to serve you.

We will continue to monitor closely and be nimble in adjusting our operations to prioritize the health and safety of you and our staff.

Sincerely,

Alice Rubin

General Manager