

Valley Natural Foods Customers and Member Owners:

The health and well-being of our community is the core of our co-op's mission. As the coronavirus outbreak expands, we are following guidelines established by the Centers for Disease Control and Prevention (CDC). Our focus at this time is three-fold; consumer safety, employee health and well-being, and supply chain management.

It is important to practice the basics of disease prevention. We have increased the frequency of the sanitation of the store and we are sanitizing frequently touched items such as shopping carts, baskets and doorknobs regularly throughout the day. We have made both alcohol-based hand sanitizer stations and sanitation wipes available for our customers.

However, we have stopped sampling events in our stores and are modifying our food service to ensure all food is packaged and covered for your safety and convenience. In addition, we no longer will allow the use of personal/reusable cups or containers from home for use in bulk, produce and beverages. If you have a coffee cup that allows for a discount, we will certainly still apply the discount – but we need our customers to use a new cup each time.

The health and well-being of our staff is critical to the well-being of our customers. Staff exhibiting any symptoms of illness are required to stay home. We are also reviewing our leave policies and pay advance policies to provide flexibility for uncertain times.

It is not clear how the outbreak will impact our suppliers, but we will work with all our supplier relationships to maintain our stock levels to the best of our abilities. Keep in mind that Valley Natural Foods Member-Owners receive a 10% discount on case orders. Orders can be placed any time at customer service or by calling our store (952-891-1212). Ordering product by the case can help us keep product in-stock and save you money.

As a food co-op we go beyond offering you wellness and groceries. We are making every effort to support the greater community in this time of need, including working with food access programs for those most vulnerable. The uncertainty of what lies ahead can be scary, and we take comfort knowing that as people, challenge and adversity are often what brings out the best in all of us. As the circumstances of the spread of coronavirus evolve, know that our community's health and well-being will be at the center of all our decision making.

In co-operation,

Nick Seeberger, CEO