

**Updated 3/19/2020**

**Valley Natural Foods Customers and Member Owners:**

We are doing our best to keep you informed of all the changes during novel coronavirus, COVID-19. Our teams are continuing cleaning and sanitizing practices in our store and are working to provide staff resources they need to stay safe, healthy and support their loved ones. Valley Natural Foods is committed to providing healthy food and wellness products to our community and ensuring access to everyone. To follow this commitment, we will be making the following changes in our store.

**Store Hours:** We have decided to reduce our store hours. Effective Friday, public shopping hours will be from 10:00 AM to 7:00 PM. We will open at 9:00 AM for those representing critical functions for safety in our community, including: healthcare workers, police, firefighters, pharmacy staff, daycare providers, employees of non-profits providing food to those in need, and others on the front-line of this pandemic. We also will offer this shopping time to Seniors, though we are following the CDC recommendations and suggest anyone at risk to use their best judgement about entering public spaces. We are working to develop drive through “basics” packages for those customers so they can come to the store without entering. Watch for more information in the coming days. This change in hours allows our staff to clean, place orders, stock shelves and prepare products prior to store opening. We are making these changes to offer you the best shopping experience available, in the most sanitary environment we can provide.

**Shopper limits:** To prevent close contact of customers we will be limiting the number of shoppers in our store to 50 at a time. In support of this, we ask that you limit the number of shoppers entering our store to one per household, as you are able while still meeting your needs.

**Full service to pre-pack:** All full-service functions have moved to self-service, to limit the number of individuals having contact. These changes include our meat department, deli sliced meats, and deli prepared foods. Most of the items you love are all still available but will now be found pre-packaged. As the items in our coffee and juice bar cannot be prepared in advance, we will be closing this part of our store.

**Hot and Cold Bars:** As mentioned in our last communication, hot bar, salad bar, hot soups and olive bar have moved to prepackaged. We are still offering hot soups and rotisserie chickens in our compostable and recyclable containers.

**Social distancing:** We are asking our staff to follow the CDC recommended six-foot social distancing, and we request our customers to do the same.

**Food availability:** Although our distribution channels have been stressed in the last weeks, we want to ensure everyone that there is not a concern of food availability and we expect our shelves to fill back up in the coming days. Because of our distribution channels being challenged and we cannot guarantee product availability, we will be stopping special orders for the

foreseeable future. We will keep trying to fill all special orders customers previously placed with us.

**Community Impact:** Food access for those in need is of great concern, and we are taking steps to support people in our community as much as possible. We will be making a \$5,000 direct donation to The Open Door to support their programs seeing that people who don't have access to food are fed. All Register Round Up contributions will be matched by Valley Natural Foods up to \$5000 and will now go to organizations offering food to our community, including school partnerships for child food access, food pantries, and organizations providing food to seniors.

We will evaluate these measures and will continue to be flexible in our operations as this situation continues to unfold. We are grateful you continue to shop with us for your food and wellness needs and will continue to serve you and our community.

In co-operation,  
Nick Seeberger, CEO