

A Healthy Co-op

It is often the case, in difficult times, that grocery stores are a vital resource to the communities they serve. The recent outbreak of novel coronavirus (COVID-19) is proving that this remains 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 communities while also doing all we can to minimize risk to our staff, owners, and shoppers.

We want to share what our Co-op is doing to best serve you, care for our staff, and be a responsible member of our community:

- Closing access to our Community Room and no longer allowing in-house dining.
- Deli soup will be available in 16 oz. containers in the Grab-N-Go case, as we temporarily close our self-serve soup bar.
- We've removed our ceramic coffee mugs, so please use a disposable cup, for the time being.
- We will cease to take Special Orders, to allow space on the truck for all our standard grocery orders. (Allowing for the balance of truck space for all departments.)
- Our recycling of oral hygiene packaging and products, and Late July chip bags has been temporarily suspended.
- We have sanitizing wipes available at the entrance for you to wipe down your shopping cart. We also have hand sanitizer dispensers and a hand washing sink in the store for your use.
- Staff are sanitizing touch points throughout the store throughout the day including multiple bathroom cleanings daily.
- Our deli manager is ServSafe (advanced food safety training) certified and maintain excellent food safety standards in the Co-op kitchen. We are wrapping all baked goods.
- We have suspended all food sampling in the store.
- We are experiencing increased out of stocks from our distributors. It is likely that this will continue. It is possible that we may not get some deliveries due to the increased demand for staple items during this time. We are working hard to keep the Co-op stocked.
- While Cook County has had no reported COVID-19 infections, we have asked any staff exhibiting symptoms of respiratory illness or fever to stay home and notify their medical provider. We are also emphasizing regular hand washing and avoidance of touching their faces.

If you are ill, please call (218)387-2503 or email customerservice@cookcounty.coop with an order. We can pick and pack your groceries and have them ready for pick up or help arrange delivery.

We anticipate that guidance from federal, state and local agencies may change rapidly over the coming days and weeks. We will continue to monitor closely and be nimble in adjusting our operations to prioritize the health and safety of you and our staff.

We know you have many choices when it comes to where to purchase groceries. Thank you for choosing our Co-op and for being an integral part of our community.

Regular updates are available from the CDC at www.cdc.gov, and a variety of other sources, if you would like to learn more about COVID-19.