



March 19, 2020

To our Co-op Community,

During this time of uncertainty, we remain committed to serving our community in the safest way possible. We recognize our role as a valuable community resource and want to assure you that we are taking every step to provide the safest environment for our staff, customers, and Members. As the realities of COVID-19 continue to evolve, we've been working swiftly to adjust our operations and ensure best practices, all while prioritizing the safety of our staff and broader community.

We've also been hearing from our community members, fielding requests and suggestions for ways to provide resources in a way that best meets the needs of our diverse community and provides options for those most vulnerable to infection. The suggestion to provide an early morning shopping hour for older adults and immune compromised individuals has been proposed by a variety of individuals, demonstrating one of the many ways that our community has continued to demonstrate its capacity for kindness and care in moments of distress.

While we do not want to turn anyone away, recognizing the importance of access to resources at this critical time, **we will be designating the 7-8am hour daily to adults 60 and older, immune compromised individuals, and those who identify as high risk** to provide a shopping experience that best allows these individuals to practice proper social distancing. Typically, this hour represents the lowest volume of sales and traffic across our stores, offering ample space to shop for items and implement best practices around physical proximity.

We will be implementing this change as of store opening on Friday, March 20th. We'd ask that community members with the flexibility to make their visits to the stores at a later hour do so whenever possible in order to provide this resource for those who qualify. As always, we remain committed to serving our community and value your feedback and ideas as we continue to respond to this rapidly changing reality. It is our privilege to be Burlington's community-owned grocery store and we appreciate your cooperation and commitment to community now, more than ever.

Please reach out to our Assistant Director of Community Engagement, Mae Quilty at mquilty@citymarket.coop to share your thoughts or questions. You can also reach her at 802-861-9753.

Your Community-Owned Grocery Stores

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