

# We're working together to help FLATTEN THE CURVE

## WHAT WE'RE DOING

Since our last eBlast life for us all has shifted dramatically. Our store is stocked, but we're not releasing any flyers for the time being. This isn't because we've got any supply chain issues. We do not. But this isn't business as usual. Our focus remains on keeping food available at the best price we can, but we do anticipate some fluctuations in pricing right now as some suppliers are cancelling planned sales.

We've found ourselves as one of the city's essential service businesses. While this is unexpected, we've done our best to rise to the responsibility and respond early, swiftly, and with transparency to protect our community. We are following evidence-based best-practices as set out by Toronto Public Health and other governmental agencies. Click here for some of the measures we've adopted to help safeguard our community.

[READ ABOUT OUR FULL RESPONSE HERE](#)



### CLEANING & DISINFECTING AROUND THE CLOCK

We're cleaning and disinfecting constantly thanks to the work of three new full-time cleaning staff we've hired. All high traffic areas are continuously cleaned and disinfected both in the store and in our back offices and storage spaces. This is over and above the deep clean that happens each night when the store is closed.



### CLEANING CARTS & BASKETS BETWEEN USE

Between use, each cart and basket is being cleaned. We have also placed a station at our entrance stocked with hospital-grade sanitizing wipes that customers can use on their carts and hands before they shop.

Customers will also find hand sanitizing stations across the store.



### STAYING APART IS THE NEW STANDING TOGETHER

Social Distancing is so important right now. It's our best chance at flattening the curve. As an essential service, we're still open because folks need to eat. We ask our customers to keep their distance, both from other customers and from our team, particularly when queuing or where our staff are stocking shelves.

We are also limiting the number of shoppers we have in the store at once.



### DEDICATED SHOPPING TIME FOR VULNERABLE FRIENDS

From Mondays to Fridays we're dedicating 8:30 AM -10 AM to our most vulnerable friends including seniors, the immuno-compromised, pregnant folks, and their caregivers. The store will have been deep cleaned and shelves and fridges stocked.

We trust our customers will use their best judgement about whether they need access to this shopping time.



### LOOK FOR BACK IN STOCK MESSAGES ON SOCIAL MEDIA

Please check [Facebook](#), [Instagram](#), and [Twitter](#) for updates on our deliveries. We want our customers to be able to shop efficiently and limit their number of trips out right now. Be sure to look for the day and time of posting to best determine what we likely have on your grocery list.



### OUR BULK SECTION IS NOW OFFERS FULL SERVICE

Our staff will help you fill your plastic bags to limit the number of folks who touch the fixtures. These fixtures continue to be regularly cleaned, and our scoops and tongs sanitized throughout the day. Please note that we cannot accept outside containers in our bulk section at present.



### PAUSING BLACK PLASTIC AND BOTTLE RETURNS

Because many of these items are returned dirty and are stored on-site, we've determined the safest measure is to stop this practice until further notice. We simply don't have good data on how long the novel coronavirus lives on every kind or surface or medium. We are also asking customers who bring their own bags to please fill them themselves. We know this will be a disappointment and inconvenience.



### SUPPORTING ALL FRIENDS & NEIGHBOURS

We have the best customers. Just this December, you helped us raise over \$4000 for The Stop Community Food Centre, with our matching donation program.

Right now, Food Banks all across the city need funds to keep the huge surge of new clients fed. If you're able, please consider a financial donation to [The Stop](#), or your Food Bank of choice.

[READ ABOUT ALL OUR MEASURES](#)