

March 27, 2020

An Update from Steve Stewart, Owner and General Manager of Edible Island

Dear Edible Island Community,

As someone managing a business and also taking care of family, I know first-hand how big of an impact COVID-19 has had on us all. It is a trying time with disruptions to our everyday routines, and we are suddenly practising a level of sanitation in our homes and in our store that we have only ever seen done in hospitals.

While surreal on one hand, it has also been amazing to witness how fast everyone has adapted and stepped up.

I am personally in awe of, and very thankful to the Edible Island team, who are working incredibly well under such pressure. I am humbled by the generosity of my fellow downtown business colleagues (who helped us create the Karma Drops Delivery Service basically overnight for our customers), and thoroughly impressed by our customers who are changing their shopping habits in order to protect others.

It is a trying time indeed, and yet there is so much good around us.

By coming together collectively, even under the urgent need to maintain physical distance, we are able to have a positive impact. We are helping to keep each other safe.

We are helping to flatten the curve, and protect those most vulnerable. This is big!

As hard as these times are, the Edible Island team is on the frontline and taking on a tremendous amount of work with professionalism and diligence. We know there is more to learn and as this unfolds we will adapt and make changes as quickly as we can.

Here is a summary of some of the health and safety measures we have implemented in the short time since COVID-19 was announced:

- To manage the sudden downsizing in our own workforce, on March 18 we reduced our Store Hours to 11am - 6pm and we are currently Closed Sundays. These hours are temporary and are subject to change, as needed.
- We have been rapidly hiring new casual staff from downtown and local businesses who were in need of work; this has been a true WIN-WIN.
- To help deliver groceries to those who are most vulnerable, we created the volunteer initiative "Karma Drops" with people from closed Downtown Courtenay businesses.
- We have eliminated self-serve and re-usable bags/containers as these are unfortunately too high risk for cross contamination at this time.
- All product demos have been cancelled and testers removed.
- Additional product wrapping has been implemented.
- The washrooms and backroom in the store have been closed to the public.
- We are not accepting any product returns.
- A hand sanitation station is available upon entry to the store.

- A diligent cleaning procedure is taking place every 20 minutes throughout the store.
- The hours that we are closed are used for further sanitation measures.
- We have built a plexiglass protective barrier at the registers to protect our staff from any risk of direct transmission through coughs and sneezes.
- We are providing face-masks and gloves for our staff and volunteers.
- We have educated our staff about hand-washing, avoiding touching the face, and instructed them to launder clothing and shower immediately upon returning home from work.
- None of the Edible Island staff have come down with Covid-19, and have been instructed to inform us immediately if they feel ill, and not to come to work.
- We have asked our customers to do the same, and stay away from the store if they are unwell.
- We are limiting the number of customers/staff in the store at any given time to allow for a safe (2M) distance. Groups are not permitted.
- To protect our staff, we are requesting payment by debit card or credit card.
- Our staff common areas are being cleaned regularly.
- Office staff who are able to work from home have been set up and encouraged to do so.
- Our distribution and freight partners are working hard on solutions to keep up with product demand. Until the strain on their supply chain improves we may set limits on particular products. We have cancelled our weekly newspaper ads as a great number of suppliers have cancelled all sale activity until they can keep up with demand. We will run in-store specials when we have consistent supply on a product. This situation is a temporary measure until supply issues are resolved, and demand becomes balanced.

Thank you for your continued patience and understanding during this time. For more about practises for health and safety during COVID-19 please visit [www.canada.ca](http://www.canada.ca) and [www.who.int](http://www.who.int)

We will be in touch as the situation progresses with further updates through our email newsletter, please be sure to sign up using the website form to stay in the loop. Stay safe everyone, and stay home when you can.

Yours in health, Steve Stewart, Owner and General Manager

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