

Dear Co-op Members and Customers

Recent Curry County Covid-19 cases have prompted us to adjust store protocols once again. We determined these changes are essential to protect our members, customers and volunteers. We continue to be dedicated to providing our community with healthy food.

We are only serving members and local residents at this time.

The following measures will start this Wednesday, April 8.

New Store protocols: **Customers will no longer be allowed in the store to shop.**

Wednesday, Thursday and Friday:

1. We will be open from 10 am to 3 pm for order pick up only.
2. Customers may submit grocery orders in one the following ways:
 - a. **Email orders** to poccoop@gmail.com. This is the **preferred method** of submitting an order. **Include your telephone number** with your order.
 - b. **Call 541-366-2067, leave your name and telephone number.** We will call back and take your order.
 - c. Use the contact form on the Co-op website. **Include your telephone number.**
 - d. Drop your list off in the mail slot located in the front door. **Included your telephone number on your order.** We will call you when your order is ready. No orders will be filled while you wait.
3. Regardless of which ordering method you utilize; we will call when your order is ready and arrange pick up. This may not be on the day you submit your order.
4. Please pick up your order at the agreed upon time. We are unable to store orders due to space constraints.
5. **All customers are required to wear a mask/face covering when picking up orders.** No exceptions.
6. Orders will be picked up at the back dock.
7. We ask customers to be mindful and maintain safe social distancing at all times when picking up orders.
8. Verify your order is correct at the time of pick up.
9. **All sales are final. No returns or refunds.**

A gentle reminder: Member Special Orders (bulk or case lots) are charged 12% over cost when payment is made by check or cash. Member Special Orders paid by credit/debit card are charged 15% over cost. This discount does not apply to regular grocery list orders.

Your support and patience are greatly appreciated while we navigate these difficult times. Expect adjustments as the situation evolves. You are our Co-op family and dear to us. Hang on, changes are undoubtedly coming. We will prevail.

Wellness to all

POCC Board of Directors