



COVID-19 ACCOMMODATIONS FOR CUSTOMERS

As a grocery store, the Co-op is an essential business serving the public many hours each day. We are committed to putting reasonable procedures in place to limit risk to our staff and customers.

To aid in minimizing the spread of the coronavirus and for the safety of anyone and everyone in our store, we have developed some new protocols to provide access to groceries for those in high-risk age or health categories or who are unable to wear a mask in the store, are hearing impaired or simply need additional support to shop.

Currently COVID-19 is a recognized threat in the workplace. Under applicable law, businesses are allowed to consider reasonable modifications and accommodations when there is a direct threat in the workplace to ensure the safety of our staff, customers, and vendors and allow the provision of an equal opportunity to our store. For our customers needing additional support, we are offering the following accommodations:

(see reverse)

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Curbside Pickup

The Co-op Curbside Pickup program is available for anyone to use and serves as an accommodation for our customers who are at high-risk, for those unable to wear masks, and those with a hearing impairment. For customers who attest that they are unable to wear a mask due to a medical condition or disability and thus cannot shop in the store, we will waive the picking fee (regularly \$5 per pickup order).

Please go to the online ordering tab on our website at www.fiddleheadsfoods.coop to place your order. If you have questions or need technical support, call the store at **860-701-9123 ext. 6** or email us at orders@fiddleheadsfood.coop.

Curbside orders are scheduled in advance with at least 27 hours lead time and pickup slots are typically scheduled from noon–6pm Tuesday through Saturday. Our staff will call you a few hours before your pickup time to collect payment over the phone. Then call the number above when you arrive at the store and a staff person will bring out your groceries and place them in your vehicle.

If you need something outside the time frame of this service, please call the store at the number above and let us know what you need. We will do our best to accommodate your needs.

Text or Written Instructions

The hearing impaired may request email, written or text communication with our staff in the store or through our Curbside service.

Other barriers and requests:

There is no one-sized-fits-all accommodation, so if you are encountering challenges in accessing our services, please contact us at orders@fiddleheadsfood.coop or call and ask for a Manager and let us know what you need so we can work with you to find a resolution.