

Wolfeboro Community Food Cooperative

Board Meeting Minutes 3:30-5:30 May 19, 2020

Location: Wolfeboro Food Co-op

Attending: Maureen Boornazian, , Tina Costello, Corinne Ferguson, Gail Johnson (phone), Erin Perkins, Suzanne Radek, Diane Rock, Cassie Wilensky

Unable to Attend: Cindy Guttman

Corinne opened the meeting at 3:35

Maureen made a motion to approve minutes from February 27, 2020. Minutes approved.

President's Report

On March 24 we informed our customers that we would be offering only curbside pick-up and limited delivery services. Initially, some thought we were overreacting, but it did not take long for our customers to adapt to this old-fashioned way of shopping. This was a big change for WCFC's operations, and I am very grateful to Erin Perkins for the time she invested to make this happen. With help from others we set up a limited on-line store.

After eight weeks of this system, some customers are frustrated that they still cannot enter the store, while others remain deeply appreciative that we offer a safe way for them to buy food.

Our suppliers have not been as reliable as we would have liked, however we appreciate that they may be facing staffing challenges. Some items have been particularly hard to find – garlic and milk are among them!

We were happy to see the Farmers' Market in the parking lot four times this spring. We were delighted to help facilitate this and give big thanks to our landlord, David Bechard for agreeing so generously to host the Farmers.

Big thanks are due to Board Member Susanne Radek for guiding me through the application process. We didn't make the first round, but we got lucky in round two. We were awarded a loan of \$9,700 and this will be used to pay staff, rent and utility bills. Our bankers, Meredith Village Savings Bank were very helpful throughout the process.

Finances: I am delighted to report that WCFC continues to settle all creditor accounts on time. Our bookkeeper, Sheena Abbott has managed the accounts in person every week but one this year. She has worked with our accountant to complete year end accounts.

Tracy Button came back to help part time, which has been invaluable, as too have the significant daily contributions by members of the Board to the running of the store.

Manager's Report

Eggs: We are selling a lot of eggs. 45 dozen eggs a week from Crunchy Farm is the maximum they can currently suppl. We will need to secure a new source in addition to Crunchy Farm.

Safe Shopping: Erin plans to take pictures of our shelves to help people see what we offer as they cannot come into to store. We have extreme shoppers who want the store open right away, and shoppers who do not even want to touch an item someone else has touched. Some people come right up to the window and say we'll come back when you're open. Going from safe shopping to being open will require a plan.

Produce: Sales are unpredictable. Some days super busy, some days slow. Alberts needs a 400.00 minimum order, so we will stay with Black River for now.

Meat: Top of the Hill Farm is at capacity; we may need to be looking for new meat sources. We could not get chicken this week. Suzanne Suggests we check out D'Artagnan. It was suggested that we increase our selection of tofu and tempeh, and other meat substitutes.

Milk: Brookford Farm is not consistent with product or delivery. We are trying a new milk farmer from Barnstead.

Planning for the future

The group agreed that we should aim to open the store for in-store shopping on June 2. The health and safety of our staff and customers will continue to be a priority.

As such:

We hope to have two staff every day, and we may need a second register for the busier days

Wearing masks and sanitizing hands will be required before the entering the store.

The bulk section will be closed for self-service and products will be bagged for customers.

We will encourage customers to touch only the products they intend to buy or ask for help

We will continue to offer curbside pick-up and delivery to immune compromised and housebound customers.

We will permit only two people in the store at a time and strongly suggest physical distancing.

The store will be cleaned continually, but it will not be possible for Erin to do this on top of her current workload, so help will be needed.

Cleaning protocol: As always, all door handles, scales, counter tops, shopping baskets, shopping carts, bathroom, all sinks, and faucets, floors, will be maintained at a level of "clean and safety" that we can be proud of.

New Items: We will work on a fresh look for summer, with plants outside, market baskets in the window, window art, and use black boards to update members daily of new products, produce, etc.

Vestibule: We continue to explore how to make the vestibule more welcoming with minimal expenditure. It needs better light and good smells. Tina will talk with Jenn French about a consignment opportunity for her flowers (no loss or maintenance for coop).

Equipment needs: We badly need a new open refrigerator. We may even need two new fridge systems, and will look for gently used equipment.

New Products: All board members are encouraged to send new summer product ideas to the team now. Cassie and Nancy have volunteered to work on this as a subcommittee.

The group agreed that the date for the Annual Meeting of the Co-op Member/Owners would be set once we have a clearer idea of what will be required due to the COVID-19 virus.

The meeting was adjourned at 5:30.