

For our Feed Retail Customers 2021 Contact Procedures



- **For product pickup at a location**
 - Call ahead so that we can pick your load and have it ready for when you arrive
 - Masks are mandatory at **ALL** Hensall Co-op locations.
 - Please self screen – if you are sick or are under self-isolation **DO NOT** visit our location until you are clear to do so
 - Please follow the signage posted
 - We will be limiting access to various areas; a change in the way we do business but a necessary one
 - Please practice the appropriate social distancing when on site by keeping 2 metres between you and anyone else

- **For Deliveries to Farm**
 - Contact your location or Sales Rep as usual
 - We continue to monitor the health of our valued workforce and will use Covid-19 screening and practice social distancing for all deliveries
 - We may be making changes to the mill used to make your feed

- **For Deliveries to Mill and bulk pickups at the Mill(s)**
 - Please follow signage and stay in your vehicle
 - We are reducing traffic in our mills to protect everyone, please do not enter our mills or offices

- **Face-to-face meetings**
 - At this time, we have asked our Sales Reps to limit face-to-face meetings. In instances where they cannot be avoided, face masks must be worn.
 - We can service your needs over the phone or we can set up a virtual face-to-face meeting using technology such as Zoom

- **Hours of Service**
 - Hours of service will continue to be monitored
 - We continue to monitor on a daily basis the needs and requirements
 - We will do our best through these times to service your needs. Our capabilities will be determined by the health of our valued employees

- **Vaccination Services**
 - You will be contacted via text message to schedule vaccination services
 - To protect the health of you and our valued workforce we will practice social distancing for all visits and kindly ask that you stay away from the barn during our visits

- **Emergency health issues at your barn**
 - Please contact your sales rep; we will work with you to address the issues in the safest manner possible

- Where necessary, we will make visits but will be asking you to use different procedures to minimize contact
- **Flock results and Feed Summaries**
 - We will be making provisions to provide you with this information electronically or by using drop-offs at your farm
 - Please sign up to make payments electronically. You can contact Sylvie Atwell at 519.262.3511 ext. 262 or satwell@hdc.on.ca or Buddy Richardson at 226.927.9093 or brichardson@hdc.on.ca to make those arrangements
- **Communications**
 - Visit our website for the most up-to-date information: <https://hensallco-op.ca/COVID-19.htm>
 - We continue to update Twitter: [@HDCFeed](https://twitter.com/HDCFeed)