

CO-OP NEWS

Vol. 9 / No. 1 / January-February 2009 / Always Free



Inside: A Lebanon Food Store Legend Retires / Transition Time / Community Market / Healthy People, Healthy Planet



The Legend **RETIREES**

After a long and distinguished career in the grocery business hallmarked by many years at the Co-op, Bob Hayes retired at the end of 2008.

Bob was the store manager of the Lebanon Co-op Food Store, which means every day he carried a huge amount of responsibility across his shoulders. During his long tenure as manager of the store, Bob was known for being smart, matter-of-fact, and fair, and for displaying a bulldog demeanor that belied a gentle and soft-spoken temperament.

His replacement, Bruce Follett (see page 13), is another hard-working guy who has been at the Co-op for a long time too—carrying with him a set of highly efficient skills and a way with people that makes him a natural for the job. Bruce has spent the last several months learning the ropes from Bob, and the Co-op will spend years realizing how lucky we have been to have them both here.

Thank you, Bob, and congratulations, Bruce. No doubt the big job of Lebanon store manager is passing from one set of very capable hands to another.

Learn more! Read the GM Report on Page 5.

what's inside?

On the Cover

In this new series, *Healthy People, Healthy Planet*, Co-op Dietitian Mary Choate and Sustainability Coordinator Emily Neuman offer their insights on how to choose wisely, for personal and planetary health, as you shop for food. Look for it on page 18.

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The Co-op News

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Send inquiries to:
P. O. Box 633
Hanover, NH 03755

Web Page Address

<http://www.coopfoodstore.coop>

Board of Directors

President: Don Kreis
Vice-President: Margaret Drye
Treasurer: Richard Schramm
Secretary: Kay Litten
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Steve Miller, Food Store Manager, Hanover
Rosemary Fifield, Education Director
Loretta Land, Human Resource Director
Tony White, Director of
Merchandising and Operations
Randy Gage, Merchandising Coordinator
Allan Reetz, Communications Director

Statement of Cooperative Identity

A cooperative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly-owned and democratically-controlled enterprise.

Values

Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity, and solidarity. In the tradition of their founders, cooperative members believe in the ethical values of honesty, openness, social responsibility, and caring for others.

Principles

The cooperative principles are guidelines by which cooperatives put their values into practice.

1. Voluntary and Open Membership
2. Democratic Member Control
3. Member Economic Participation
4. Autonomy and Independence
5. Education, Training, and Information
6. Cooperation Among Cooperatives
7. Concern for Community

Editorial Staff

Rosemary Fifield (editor), Mary Choate, Ken Davis, Victoria Hicks, Emily Neuman
Graphic design: Ken Davis
Photography: Elizabeth Ferry, Allan Reetz, Flying Squirrel Graphics

Confidentiality

The Co-op protects the confidentiality of information collected for membership purposes. Questions and concerns about the application of this policy should be directed to the Co-op's general manager.

Your Mailing Address

Please notify us if your mailing address has changed. This saves us money and enables your mail to be delivered promptly.

Store Hours

Hanover: 8 a.m.–8 p.m. daily
Lebanon: 7 a.m.–9 p.m. daily
Community Food Market: 6 a.m.–8 p.m. daily

Service Center Hours

Gas: 6 a.m.–8 p.m. daily
Mechanics: Mon-Fri: 8 a.m.–4:30 p.m.

Phone Numbers

Hanover Co-op Food Store: 643-2667
Lebanon Co-op Food Store: 643-2667
Park Street Service Center: 643-6650
Community Food Market: 643-2725

Email Address

comment@coopfoodstore.com

2009 Transition Time

All in all, it's an exciting time to be part of the Co-op community. We hope you will share your ideas with us for how we can continue to serve you best.



*From the Editor
by Rosemary Fifield
Director of Education
and Member Services*

The year 2009 promises to be a year of significant transitions. Here at the Co-op, many transitions have already taken place!

To begin with, we are no longer selling cigarettes at any of our locations. At its August 2008 meeting, the Co-op's Board of Directors voted to end the sale of tobacco products as of January 1, 2009, and to make the facilities of the Co-op entirely smoke-free by 2010. To help achieve the latter, smoking cessation information and opportunities will be made available to customers and staff alike throughout the coming year.

A major change has taken place at our Lebanon store with the retirement of former Food Store Manager Bob Hayes after 11 years at the helm, and the promotion of employee Bruce Follett to the position of store manager. As General Manager Terry Appleby notes in his column on page 5, Bob was a major contributor to the success of the new store he helped open in October, 1997, and we will miss him and all his great stories. At the same time, we welcome Bruce into his new job, knowing he brings strong, solid leadership and a warm friendly manner to the position.

The newly reopened Co-op Community Market is generating plenty of excitement on Lyme Road! What began

as a tiny convenience store in a former gas station has become a beautiful and environmentally sound building chock-full of Co-op ambiance as well as products. See page 10 for more information.

Meanwhile, here at the *Co-op News*, we're happy to announce several changes of our own as we head into the new year.

Helen Brody has joined our cadre of columnists with her feature called "Member to Members." As a food historian, author, and former food retailer who has long been curious about the inner workings of the Co-op, Helen plans to research and write about fun topics she hopes will be of interest to members who want to know more about this cooperative business they own. Her premiere article on page 16 covers the Co-op cashier experience. Co-op Sustainability Coordinator Emily Neuman has joined forces with Nutrition Educator Mary Choate to produce a new series called "Healthy People, Healthy Planet" (see page 18). Together, they will address the closely linked topics of wellness and sustainability in a series of related articles meant to help all of us choose wisely for the health of ourselves, our families, and our future.

Last, but not least, our first electronically delivered *Co-op News* debuts with this issue. Our super-talented web designer and content manager, Ken Davis, has combined his passion for graphic design with his electronic know-how to create an alternative to the print version. If you are interested in joining our paperless readership, see page 12!

All in all, it's an exciting time to be part of the Co-op community. We hope you will share your ideas with us for how we can continue to serve you best. You can always reach us by email through our website, www.coopfoodstore.coop, or give us a call at (603) 643-2667. Service Desk staff will be happy to direct your inquiry to the staff person who can best meet your needs. Happy 2009!

I Don't Know Why You Say Goodbye I Say Hello



*General Manager's Report
by Terry Appleby*

January 2009 was to have marked a new milestone for the Co-op—and especially for the Lebanon store—with the retirement of long-time manager Bob Hayes.

In fact Bob moved up the date when he signed on, in November, to manage the new Littleton Co-op until its opening in the spring. After that, Bob and his wife, Tootsie, will head off to a well-earned retirement.

Bob was the first person hired for the Lebanon store in June of 1997, months before the store actually opened. It took me five or six interviews to finally decide to hire him. He had the resume all right—he had managed just about every grocery store in the Upper Valley. He knew the business and all the interviews went well, pretty much. However, there came a time in each one when Bob would tell me some story about how he had “bucked the system” at one job or the other. He’d tell me about how the owner of one business gave him bonus money for his managers and told Bob the money was only for those managers. Bob then went out and spread the money around to everyone. (Not that I’m against spreading the wealth, but this guy was proving to me he was a maverick! Yikes!) It went on like that, interview after interview. He’d tell me about how his boss would tell him one thing, and he’d do another. I had a dilemma. Finally, I just trusted my intuition and hired him and have been glad that I did ever since.

Bob came to the Co-op as a chain-store guy and left a Co-op guy. He has often told me he would never go back to working only for the money. He strived to understand

our way of doing business and thrived at it. He put all his effort into making the Lebanon store the successful entity it has become, by dedicating the store to serving members. The store operates the way it does because of the great staff who work there, and the staff is there largely because Bob recruited them. Through his contacts developed over many years he was able to attract veteran grocery people to his store and turn them into veteran Co-op people. He was so successful, many area grocery managers began to throw him out of their stores, but that never stopped Bob.

As his career with the Co-op progressed, Bob became ever more attuned with our mission to benefit the members and community. For the past several years, he has been the driving force behind our Hanover Cooperative Community Fund, helping to raise hundreds of thousands of dollars to benefit the Upper Valley. The Co-op owes Bob its thanks for all he has done and for a job well-done!

Bob came to the Co-op as a chain-store guy and left a Co-op guy. He has often told me he would never go back to working only for the money.

The new guy on the block succeeding Bob Hayes is Bruce Follett. Bruce has worked his way up through the ranks at the Co-op and is ready to take on this next challenge. He began his career as a clerk in the produce department at the Hanover store, and it wasn't long before he took on a management role. Bruce served as the produce manager for a couple of years and then moved on to become merchandising manager for produce. He eventually took on responsibility for the bulk, floral, and cheese departments as well. Bruce has been successful at every step along the way, and we're certain he'll have new success with his latest (and biggest) challenge.

We are truly lucky to have had the leadership of Bob Hayes for the past 11 years, and we wish him well in his future. We are doubly lucky to have a talented replacement in Bruce Follett to build on Bob's great work!

Thoughts for the Cooperator-in-Chief

At this juncture in our nation's history, it is fair to ask: To what kind of entity shall we turn when investor-owned corporations cannot rise to the challenge?



The Board Report
by Don Kreis
Co-op Board President

With the inaugural season in full swing, consider this seldom invoked phrase from the memorable speech delivered on the steps of the U.S. Capitol on January 20,

1961 by a new, young president: "United, there is little we cannot do in a host of cooperative ventures."

Admittedly, President Kennedy was referring to cooperation among nations. But, nearly a half century later we have elected a new, young president who used to buy groceries at the Hyde Park Co-op in Chicago. It is thus fair to assume he has encountered the Cooperative Principles. Regardless of how you voted in November, if you are reading this column I hope you are intrigued by the prospect of a cooperator-in-chief in the White House.

It is, after all, high time for the cooperative movement to take center stage as politicians of all parties confront the task of resurrecting the economy. As CEO Paul Hazen of the National Cooperative Business Association recently observed, it isn't greed or deregulation or predatory lending that caused the present mess.

"[T]hese are symptoms, not causes, of our financial system," Hazen noted. "Investor-owned businesses, pressured by investors' beckoning for higher returns, place the highest value on profit. An unsatiated pool of investors can flee, destroying a company's primary source of capital and

bankrupting the business. For business leaders, this is clearly not an option.

"This high-risk, profit-first model has, in many ways, failed," Hazen continued. "While it made our country affluent, it also left us vulnerable.

"People want to know where we go from here, what sort of business model could have averted the crisis. The answer is simple, and decidedly American. We need to invest in business cooperatives."

Two phrases from Hazen's comments stand out: "business cooperatives" and "decidedly American." Our cooperative, like its siblings around the world, truly is a business, managed by creative opportunity seekers who are looking to extend our reach and, in the process, provide a livelihood for more than 300 employees. And we are quintessentially American: According to the estimates I have seen, at least 120 million—and perhaps as many as 160 million—Americans belong to at least one cooperative, including credit unions.

In comparison, the Economic Policy Institute reported in 2007 that only 20.7 percent of American households directly owned shares of publicly traded stock corporations (a figure that grows to 48.7 percent when you include indirect holdings like mutual funds, 401(k) accounts and the like). The point is that cooperatives enjoy a rightful place, alongside companies dedicated to maximizing return on shareholder investment, in the (currently weatherbeaten) pantheon of our market economy.

Corporations and cooperatives have something else in common that is fundamentally American: We are constitutionally protected, thanks to the First Amendment right of free association, and, indeed, the people through their elected representatives nurture us via perhaps the greatest gift that government can bestow: limited liability. Shareholders of both kinds of entities can lose their investment, but nothing more.

Think about that one again. Be it corporation or coopera-

tive, a business entity can wreak havoc—despoil the earth, put thousands of people out of work, trigger a foreclosure tsunami, even leave people in the dark (as happened in California in 2000)—yet the shareholders are not themselves legally responsible.

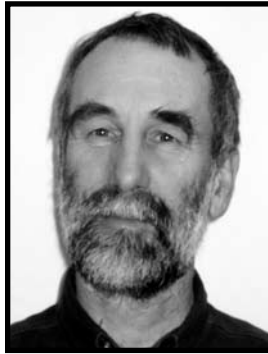
At this juncture in our nation's history, it is fair to ask: What kind of entity has a nearly unblemished record of giving something back to the community in exchange for this gift of limited liability? To what kind of entity shall we turn when investor-owned corporations cannot rise to the challenge? In that regard, it is worth noting that as part of the New Deal, rural electric cooperatives wired up the 70 percent of the continental U.S. that investor-owned utilities deemed it too unprofitable to serve.

Forty-eight years ago, President Kennedy referred to “tyranny, poverty, disease and war itself” as the common enemies of humanity and asked the world: “Can we forge against these enemies a grand and global alliance, north and south, east and west, that can assure a more fruitful life for all mankind? Will you join in that historic effort?”

As I write, in late November, I do not know what kind of challenge will be posed at the 2009 inauguration or, indeed, what our crisis-ridden economy will look like by then. But, as compellingly illustrated by our own cooperative's 73-year record of public service and successful business, President Kennedy got it just right: There truly is little we cannot do in a host of cooperative ventures.

Board Member Resignation

It is with much regret that the Co-op's Board of Directors has accepted the resignation, for health reasons, of Board member Peter Betts. Peter was in the middle of his second term and fourth year on the board. In addition to being a Board member, he was also an executive officer, serving as Board Secretary for the past two years.



Peter brought a wealth of experience in cooperatives to his work. He is a past board member and president of the Northeast Organic Farmers Association, a former employee of Vermont Cooperative Canneries, a former organic grower and member of Northern Vermont Root Co-op, and a founding board member of Cooperative Kindergarten in Danville, Vermont.

In his response to the candidate questionnaire during the last Co-op election, Peter described himself as “a good listener” and “tenacious in problem-solving.” His fellow board members know him as one who sometimes did not speak up as much as other members of the board, but, when he did speak up, had

something pertinent, well thought-out, and kind to contribute. One colleague describes him as having the ability to temper hot discussions and fire up tired deliberations, which is a rare and valuable talent.

We will miss Peter's careful consideration of board matters and his straight-forward manner at meetings. We will also miss the good head on his shoulders, covered by the bushiest pair of eyebrows ever seen.

The entire Board extends its gratitude for his wise stewardship and service to our co-op, as well as his contributions and commitment to cooperative principles and practices, especially in the cooperative movement in the northeast.

To Peter Betts, our most serene and peaceful board member, we extend our continued friendship and our hope for his continued peace.

—The Co-op Board of Directors
Margaret Drye, Tricia Groff, Ed Howes,
Don Kreis, Kay Litten, Diane MacDonald,
Richard Schramm, and Michael Yacavone

Allen and Nan King Award for **Community Service**



The late Allen and Nan King joined the Hanover Co-op in 1942 and were active Co-op members for over 50 years, bringing lively discussion and sage points of view to decades of annual meetings, as well as serving on the Board of Directors and as Board presidents. Both were avid believers in the cooperative model, and both contributed to the local—and wider—community in many ways.

The Co-op is accepting nominations for its annual Allen and Nan King Award for Community Service. This award recognizes the achievements of a Co-op member who demonstrates the ideals embodied in the Cooperative Principle “Concern for Community.”

The Cooperative Principles, defined by the International Cooperative Alliance, are the guidelines by which modern cooperatives put their values into practice. The seventh principle, “Concern for Community,” states that “Cooperatives work for the sustainable development of their communities, through policies approved by their members.”

Co-op members are encouraged to submit for consideration the names of Co-op members who have shown a commitment to sustaining or enhancing the well-being of their respective communities. The winner will be honored at the Co-op’s annual meeting with a commemorative plaque and \$500 for the charity of his or her choice.

Please use the form below or submit your nomination through our web site, www.coopfoodstore.coop. Feel free to include additional information as necessary to adequately describe the individual’s qualifications for the award. Forms can be mailed to the address below or returned to the Information Desk in either Co-op food store.

Nominations must be received by March 9, 2009. The Co-op’s Board of Directors will review all nominations and present the award to the winner at the Annual Meeting in April. Mail to:

*Allen and Nan King Award Nominations
Hanover Co-op
PO Box 633
Hanover, NH 03755*

Heard of the Cooperative Principles? Allen and Nan King would want you to know them! Learn more at www.coopfoodstore.coop/about.

Allen and Nan King Award for Community Service

I nominate Co-op member _____

Please answer the following questions. Feel free to add extra paper as needed.

What does this nominee do to positively affect the quality of life in our community?

Who benefits most from this individual's efforts and how do they benefit?

Nominated by _____ Member No. _____

Your daytime phone number or e-mail address _____

Community Market Opens Its Doors

Near the roundabout on Lyme Road—on a patch of real estate that anchors Dresden Village in Hanover, New Hampshire—a well-oiled green machine has been rising from the ground, taking physical and operational shape over the past eight months.

It's a food store that is unique, new, and beautiful—one that serves as a template in green design. If you have been following the reports from Co-op General Manager Terry Appleby over the past summer and fall, you know it is the result of a lot of hard work designed to create a store that would complement two similar, but larger, food stores and serve as a gathering place for the local community.

Welcome to the new Co-op Community Market, now very much open for business.

“Anyone who knows me knows I'm picky and particular,” jokes Penny Ashy, a long-time Co-op employee who works as Cashier Supervisor for the new market. “Even being picky, I couldn't find anything that I didn't absolutely love as it was being built. It's wonderful, both for customers and for staff.”

Of course, any change is apt to engender its own share of controversy, and the new market has been no exception. The decision to remove gasoline pumps, for example, led some members to speak passionately about the subject at the Co-op Annual Meeting last spring. In addition, the market's planners, builders, and architects had to deal with their share of unforeseen challenges that can affect any project of such magnitude.

But the Co-op is a democratic ship that weathered all the storms, big and small. And just a few weeks ago the market opened its brand-new doors to great fanfare and praise from members, customers, and staff alike.

Though the market stands out for many reasons, there are two primary features that make it particularly unique.

First is the beautiful building itself, which also features an environmentally friendly design. From the initial planning stages, the Co-op worked with UK Architects of Hanover to construct a building that would be cutting-edge in terms of green features. These features include an energy-efficient floorplan, plenty of external light and heat through a strategic and sophisticated window and skylight system, and automatic electric lighting that brightens and dims based on the need and external conditions. In addition, the hallmark of the building's green design is its geothermal well, which taps the earth's own resources to provide energy for heating, electricity, air conditioning, and refrigeration.

The second feature is the extended product line. Rather than being a convenience store, the market is a small version of the Co-op's large food stores in Lebanon and Hanover, with a wide variety of products available from each of the Co-op's departments. Customers can find natural and specialty foods, health and beauty aids, meat and seafood, cheese and wine, and even a small bulk section. There is also a pleasant seating area for patrons who wish to sit and enjoy it all.

“You feel like you're in one of our other stores,” Ashy says, “only more compact.”

The compact idea is one that is catching on. Like homes and cars, many grocery stores have begun to grow

Co-op Community Market: 43 Lyme Road, Hanover, NH / 603-643-2725

smaller rather than larger—which bucks the trend of ever-expanding warehouse food stores that pervaded the 1990s. Statistics released from the Food Marketing Institute last year indicate that the average size of new grocery stores dropped slightly in 2007 after more than 20 years of ongoing and steady growth. The Co-op's new Community Market expands on that philosophy with not only a smaller store, but one that packs an energy-efficient wallop into its more compact construction.



“We’ve put a lot of thought and effort into this,” says Tony White, Co-op Director of Operations. “Anyone could build a new store. We wanted to build a new Co-op store. That’s a big responsibility and one that involves a lot of forethought. We believe the results have been worth it.”

Come see for yourself!

The Co-op Community Market is located on 43 Lyme Road in Hanover, New Hampshire. Kick the tires on it a little, and tell us what you think! Just send an email to comment@coopfoodstore.com or give us a call at 603-643-2667. We want to hear from you!



Top: Return to the days of the old-fashioned market, full of beautiful color and fresh food in all its myraid of variety. Center: Lunch anyone? Bottom: Staff members of the Community Market proudly pose on opening day.

At the CO-OP

Sign Up for the Digital *Co-op News*!

We all know that co-ops often celebrate tradition, keeping the best alive in an ever-changing world. Our co-op, for example, insists on things like a meat counter that's run like an old-fashioned butcher shop. And employees who are knowledgeable about the products they sell. We promote the availability of nutritious, delicious foods and provide support for the quality family farms that grow them.

But we're not above being cutting-edge when it counts, and our co-op is embracing the digital world in which we live. Sustainability is an important part of the work we do, and moving away from printed material as much as possible—saving ink, toner, and paper in the process—makes sense for our cooperative and for the world. But we can only do it with your help.

The *Co-op News* has been online for years and can be delivered to you via email just as easily as it is posted to the website. If you would like to receive your copy electronically, just let us know! Send an email to comment@coopfoodstore.com, and we'll put you on the subscription list. We won't use your email address for unsolicited marketing purposes and, of course, will keep it confidential and never sell or release it to a third party.

Want to see more consumer news online? There's plenty of it available. Because important information doesn't stop between issues of the *Co-op News*, our staff also writes consumer news and information articles on a wide variety of topics and publishes these directly to the Co-op website.

The screenshot shows the website for The Hanover Consumer Cooperative Society, Inc. The main navigation bar includes links for Locations & Hours, Specials, Jobs, Classes, Calendar, Links, and Contact. Below this is a secondary navigation bar with About, Departments, Nutrition, Recipes, Consumer News, and Member Central. The main content area is titled 'CO-OP NEWS' and features a search bar, a 'Featured Links' section, and a 'Most Recent' section. The 'Most Recent' section includes a featured article titled 'Co-op News' with a cover date of 11/01/2008. Below the article is a 'Board Report' section with a sub-heading 'Co-op to be Completely Smoke-Free by 2010'. The 'Community Partners' section lists 'Good Neighbor Health Clinic and Red Lotus Dental Clinic'. The 'General Manager's Report' section is titled 'The Neighbor Co-ops have a Big Impact'. The 'Sustainability Report' section includes 'Remember Reusable Batteries at the Holidays' and 'Better Eating for Life Nutrition with an Attitude'. The 'Miscellaneous' section is titled 'Liven Up the Winter Blues! Sign Up for a Winter Class'. The 'Seasonal Fare with Flare' section is titled 'Brussels Sprouts'. The 'Sustainability Report' section includes 'Can You Recycle at the Co-op? Yes...and No' and 'Help Keep Food out of the Landfill'. The 'Sustainability Report' section is titled 'Shopping Sustainably'. The footer of the website lists the Hanover Store, Lebanon Store, Service Center, Community Food Market, Commissary Kitchen, and Administrative Offices, along with their addresses, phone numbers, and store hours.

Know Your News?

In addition to print form in our stores and digital form via email, the *Co-op News* is also available digitally through our website (above). Ever wonder why we put such an emphasis on consumer news and information? One of the Co-op Principles is "Cooperatives will provide education and training for their members, elected representatives, managers, and employees so they can contribute effectively to the development of their cooperatives." To that end, our cooperative has an entire department devoted to education, and the *Co-op News* is one of the primary ways we inform our members and shoppers. Check it out online at www.coopfoodstore.coop/news/!

Citrus Caselot Sale: An Annual Tradition

Produce Merchandiser Dot Benham is a big fan of all things Co-op. She has years of leadership experience in the world of cooperative retail, is always front and center at Dairy Day and the Producer's Fair, and has helped build and grow many of our Co-op's key departments, including Floral, Bulk, and HABA.

This January, however, her focus will be on citrus—specifically the cases of juicy, colorful, peak-of-season produce the Co-op sells at reduced prices to honor the origins of our cooperative.

“We love the citrus sale!” Benham says with her usual enthusiasm. “Customers love it too, and it has a great history.”

It's not unusual to see area grocery stores stocked with citrus in January. At the Co-op though, the annual sale is unique in its celebration of the Co-op's foundations—commemorating the time when a handful of area families joined together in 1936 to order citrus by the case at prices they could afford.

This year, the annual Co-op Citrus Caselot Sale will be held in January. Stay tuned to our website at www.coopfoodstore.coop for dates and details. We'll feature a wide range of fresh fruit for sale by the case, including white and pink grapefruit, and several varieties of oranges. Most of the produce comes from Florida, with some coming from California groves, as well.

“It's a great way to kick off the new year,” says Paul Hoffman, Co-op Assistant Director of Merchandising. “You can celebrate the Co-op's history and stock up with something that's good for you, too.”

Be a Co-op Mystery Shopper!

The Co-op is looking for members who are interested in helping us do a better job of serving our customers. As a Co-op Mystery Shopper, you can do your regular shopping while you evaluate how well we're meeting your expectations on the general shopping experience. Are the floors clean? The aisles easily navigated? The staff friendly, helpful, and knowledgeable? We'll give you guidance on what we'd like to know, and we'll also give you a \$25 gift certificate good toward purchases at any of our Co-op locations. If you would like to learn more, please contact Education Programs Assistant Jaime Baker by calling (603) 640-6555 or email jbaker@coopfoodstore.com. We look forward to hearing from you!



Bruce Follett, left, did such a great job with our Citrus Caselot Sale that he's now the manager of the Lebanon Co-op Food Store. Okay, he was good at a lot of other things too, which is what got him the job. See page 2.

Haven Food Drive Turns 20

In February, the Hanover food store will run its 20th annual food drive for The Haven. Our goal is to collect 4,000 pounds of non-perishable foods, including items such as canned stews, hearty soups, tuna fish, canned fruits and vegetables, and cold cereal.

The Haven, located in White River Junction, Vermont, offers a variety of services—emergency food provisions among them—to Upper Valley residents who need a helping hand. This season's economic woes are pushing many budgets to the breaking point. Most people who visit the Haven's food shelf are working individuals and retired people who live on a fixed income.

Special shelf tags with The Haven Food Drive logo direct Hanover store shoppers to items that are needed the most. Shoppers at all Co-op locations can make a cash donation to the food drive at the check-out counter. The collected funds in the month of February will be used to buy items by the case.

Co-op Volunteers Needed!

Each year we depend on volunteers to box, weigh, and deliver food to The Haven from the Hanover store. This activity takes place at the volunteers' convenience between 8:00 a.m. and 3:00 p.m. on Mondays, Wednesdays, and Fridays in February. Ideally, volunteers make a commitment to the four occurrences of one of those days. However, if this is not possible, consider offering your assistance as a substitute or a one-time volunteer. For more information, or to sign up, contact Michele Jordan by January 18th at (603) 640-6323 or send her an email at missy@coopfoodstore.com.

Benefits of Co-op Membership: Fedco

Did you know that if you are a Co-op member, you can receive a 20 percent discount on seeds and 15 percent discount on organic gardening supplies through our annual group order to Fedco?

Fedco, a cooperative organization itself, sells vegetable, flower, and herb seeds selected for their ability to grow well in northern New England. Organic Growers Supply, a division of Fedco, offers gardening books, tools, cover crop seeds, compost starter, organic fertilizer, and more.

Catalogs and the Co-op's special ordering information are available at the Information Desks in the Hanover and Lebanon food stores. Deadline for the group order is February 2.

Please return the completed forms, with payment, to the Information Desk in either store by 6:00 p.m. Please note that the Co-op does not take orders for the Seedlings or Moose Tubers divisions of Fedco, nor can we accept late orders.



Recycle Those #5 Containers!

The Co-op will kick off a monthly #5 plastics recycling program on Saturday, January 10.

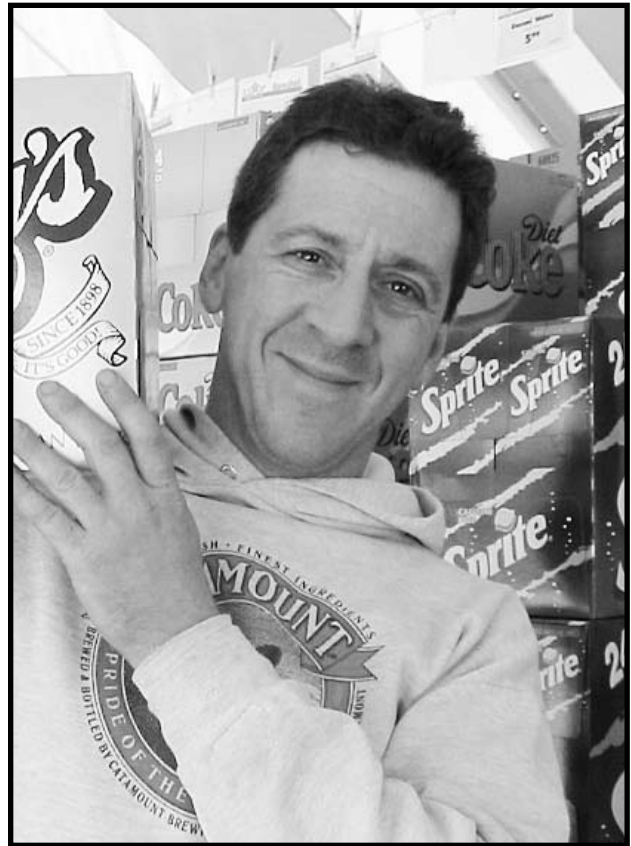
On the second Saturday of each month, volunteers will collect #5 plastic in the lobby of the Lebanon Co-op and ship it to a facility in Massachusetts. From there it will be ground up and transformed into toothbrush handles and other consumer products. The products are made by Recycline, a company committed to finding uses for recycled plastic.

The new program is a big step for the Co-op's sustainability efforts overall, but it's the dairy consumer who will benefit most. Aside from milk jugs, nearly all of the rigid containers used to hold dairy products are made with #5 plastic. Week after week, most Co-op shoppers have had no other option than to throw their empty dairy containers into the trash. Thanks to this new program, shoppers can help keep that valuable material out of the landfill.

Co-op member-volunteers will be crucial to the success of this new program. Please volunteer for a 2-hour collection shift by contacting Emily Neuman at (603) 643-2667 ext. 6359 or email her at eneuman@coopfoodstore.com. Shifts are 8:45 to 10:45 a.m. and 10:30 a.m. to 12:30 p.m. Clean containers may be dropped off in the Lebanon store lobby on the second Saturday of each month from 9 a.m. until noon. We reserve the right to refuse dirty containers and will not accept drop-offs at other times or places.

Walking the Talk

In a new, exhaustive report released by Greenpeace, the organization researched how various supermarket stores and chains fared in terms of their regard for the marine environment. (Pssst: Guess what? The results may really surprise you!) Want to check out the Co-op report card? Go to <http://www.greenpeace.org/usa/campaigns/oceans/seafood> and click on "Green Seafood Grocers."



5K Fun Run!

The Co-op is thrilled to report that last fall's first-annual 5K Food Bank Fun Run exceeded all goals and expectations—setting the bar high for similar events to follow. Organizers Dave Phillips (above) and Anita Bowes from the Lebanon Co-op worked ceaselessly on their own time to help pull the event together and find sponsors, hoping to raise \$500 to give to the Listen food bank to help needy families during the long New England winter. The event raised more than \$800 instead, and because of a matching grant from a major Co-op vendor—Associated Grocers—the final total was doubled to more than \$1,600. Thanks to all the sponsors, organizers, and runners (of course!).

Sign up for a Co-op Class! Winter Co-op Class registration starts this month. For complete details, check out www.coopfoodstore.coop/classes

Member to **MEMBERS**

As a longstanding member and customer of the Hanover Consumer Co-op, and with a retail food background, I have been continually impressed with the stores' ability to be efficient and upbeat without sacrificing performance or quality. Always lingering in my mind has been the question, "Who and what makes these laudable attributes come together to make a successful operation?"

Thinking that other members and non-members may ask this same question, I hope, through this "Member to Members" column, to dispel the notion that the Hanover and Lebanon Co-ops and Community Market are "merely supermarkets," as some assert. They are, in fact, member-owned-and-run. Unlike a privately held market which favors the wants of suppliers over those of the customers, the Co-op trains its employees to provide the services and products that the member-owners request. The goal of this column, then, is twofold: to provide a closer connection of the members with the stores, thus giving reason for non-members to join, and, ultimately, to give some insight into just how these three stores work their magic.

I hope that all readers will feel at home in making suggestions for future columns.

—Helen Brody



by Helen Brody

The "Front End"

To car mechanics, a "front end" is the hood; to a computer guru, it could mean a web server. Front end in the retail food business means the cashiers and courtesy clerks who manage and run the registers, pack the shopper's bags, and always offer to carry them to the car.

The Front End is the culmination of the Co-op shopping experience. A bad event at the Front End can dispel the good will provided by the sales and marketing departments and can mean the loss of a customer. In the retail world, lost customers seldom return without a great deal of effort and cost.

Front End managers Linda Temple and Sheila Clark from the Hanover and Lebanon stores, respectively, and Helen Daisey as manager of the newly renovated Community Market kindly offered insight into their training and jobs, as did members of their staff.

One tip-off as to how these staffers feel about their workplace may be that several of them have been manning their posts for more than 15 years (a rarity in most retail stores) and have risen through the ranks to supervisor and manager.

And be assured, good customer service is never a serendipitous event; it is the product of rigorous training. After a new employee receives a tour of the store to gain a sense of the layout and product variety and receives register training, a sign is placed at the end of the counter: "Please be patient – I'm new at this." The importance of a smile and a look in the eye when asking "Are you a member?" are stressed.

Unlike other departments, cashiers do not have sales figures to use as inspiration. No matter; these staffers are a resourceful and imaginative bunch, and many have joined together to devise games designed to stoke the competitive fires. One such fiendish game was inspired by Monopoly and conveniently re-titled Frontopoly. Each space is a department or idea, with the purpose of

You Are a Co-op Member, of Course. Right?

What? You're not a member yet? You don't say! We can fix that! It takes only a few minutes to join the Co-op by visiting the Service Desk at either Co-op Food Store. Each member household buys ten \$5 shares of Co-op stock. This one-time \$50 investment entitles you to full membership in the Co-op. You may make your membership investment when you join or over time. Whichever option you choose, your shares may be redeemed should you decide to cancel your membership at a later time. How easy is that? To learn more details and lots of other great things about Co-op membership, visit us online at www.coopfoodstore.coop/members.

familiarizing the staff with the workings of the company as a whole. The current game, "Surviving the FESTBL Challenge," was inspired by the show "Survivor." FESTBL is an acronym for the "Triple Bottom Line" strategy of financial, environmental, and social responsibility.

There are also follow-up quizzes asking the definition of, say, a "tare" (the amount taken off for a container before the product is weighed); what is a CPU (cash-only pick-up); can a non-member get cash back on a check (no); what three things should you verify when doing a price check (barcode, ounces, and brand); and artful ways to pack a bag. "Cheat sheets" provide help with identifying the imposing variety of products that grace the Co-op shelves.

Customer often help cashiers to identify a product, particularly in the case of produce. And there are other ways we, as members, can be understanding of the Front End. As Lebanon's Sheila Clark says, "We hate to turn people away for a dirty milk bottle but, for sanitation reasons, we must." And it is unhealthy to put food in an unwashed canvas bag. There is always the hope that customers will follow the "10 items or fewer" rule for

the express lane. And note: two lemons are not one item, because each lemon must be coded in separately for inventory purposes.

Another contribution that members can render is to have their membership number ready at the register; a smartly moving line is a joyous thing, especially if there is a significant queue. And readable numbers on the bulk bin items are always helpful.

Concerns about slippery walks, product complaints, or a problem on the sales floor should really be handled by the service desk, not vented to the cashiers— although a Co-op cashier will listen attentively and graciously. And finally, says Helen Daisey, it's nice to get a smile from a customer when the cashier says, "How's your day?" As she reported, a gentleman recently confronted a cashier with a stern look on his face and said "I just don't understand you people." The cashier showed dismay until he added with a smile, "You people are just too darn nice."

Helen Brody can be reached at www.newhampshire-farms.net or through messages left at the Service Desk in either Co-op store.

More Than Just a **NUMBER**

Some customers may feel that the year-end dividends do not warrant digging into their pockets or purses for their membership card or trying to recall their membership numbers from memory. Keep in mind, however, that your number can yield other benefits, not the least of which is a contact trail for a product recall. In addition, the registers can regenerate a duplicate receipt at a future date, and providing your membership number begets unquestioned check-cashing privileges.



Healthy People, Healthy Planet

Food, Nutrition, and the Environment



Our personal health and the health of our planet are critical components of our well-being. Decisions made in the Co-op aisles can have lasting effects on both. From packaging to production, ingredients to meal planning, food choices are an everyday way to make a change for the better.

Through this series, "Healthy People, Healthy Planet," Co-op Dietitian Mary Choate and Sustainability Coordinator Emily Neuman offer their insights on how to choose wisely, for personal and planetary health, as you shop for food. Drawing upon the latest science, common sense, and practical experience, they hope to bring some clarity to the often-challenging subject of "what to eat."



First Foods on the Path to a Sustainable Food System

by Emily Neuman

Parents play a key role in establishing their children's habits. When it comes to their ecological footprint, what habits and norms around food will help our children contribute to a healthy planet? Connecting our kids to their local food system may be the single best thing that parents can do.

When their child is ready to eat solid foods, eighty percent of parents today turn to the baby aisle at the grocery store. Maybe they opt for the organic varieties. Feeding one's child organic food may or may not affect his immediate health, but it is definitely good for the planet, since organic farming methods are healthier for the ecosystems in which the crops are grown. Several years ago, the rise in demand for organic baby food stimulated organic vegetable farming research at Iowa State University, bringing the promise of crop diversity and chemical-free farming to a landscape sorely lacking both.

Right here in the Upper Valley, farms are growing plenty of foods appropriate for babies and toddlers. Parents simply need to prepare it themselves. When the local foods we buy are organic, we're voting for fewer agricultural chemicals in our local environment.

By starting early with local eating, our children will naturally learn to enjoy each food as it comes into season and look forward to its return the following year. The greater the variety of foods a family eats from local sources, the more it will contribute to biological diversity on local farms and the overall vibrancy of the system.

Participating in the local food system doesn't mean parents can't add variety to their family's diet by eating non-local foods too. One might consider teaching a child to appreciate exotic foods like pineapples flown from Hawaii as the ecological luxuries they are by eating them on special occasions rather than every day.

The long-term health of our local food system also depends on parents to teach their kids the cooking skills necessary to eat locally. When the cooking's done, let the child gather up the fruit and vegetable scraps for composting. Keeping food waste out of our landfill by composting it is just as important as keeping packaging materials out of our landfill by recycling.

What about snacks? One can buy quick and easy snacks at the store without a lot of packaging. The key is to avoid buying single-serve packages designed for kids. Instead, divvy out the servings from a larger package. This is easy to do with yogurt, applesauce, cereal, crackers, and juice.

Raising kids who can eat a carrot straight from the ground and say no to single-serve packaging will make a big difference for our planet. It takes some effort to participate in the local food system and to resist the marketing on “kid foods.” But it will all be worth it when we realize we’re establishing the path to a sustainable future—a future that we and our children can realize together, one meal at a time.

Does Your Child Need Specially Designed Foods?



by *Mary Saucier Choate, M.S., R.D., L.D.*

The number of specialty food products aimed at infants and toddlers is amazing. “Toddler real fruit twists” (contains 1/3 cup of real fruit!), “Preschoolers Juice Treats” (first two ingredients are corn syrup and sugar— gummy bears for little ones), “Toddlers Yogurt Melts” (freeze-dried yogurt and fruit bites), and other special infant or toddler foods are heavily marketed to parents who might think that their children could benefit from special, designer foods.

The Feeding Infants and Toddlers Study (FITS) was designed to provide a comprehensive assessment of the food and nutrient intakes of infants and toddlers. The results were clear: real food can do it all. Food, not supplements, should be the primary source of nutrients in children’s diets. The researchers also noted that the use of supplements either alone or added to foods could lead to excessive intakes.

Children are only at risk of nutrient deficiency if they are not offered the healthful foods the whole family should be eating: fruits, vegetables, whole grains, and for young children, full fat dairy and protein foods. (Low fat dairy and lean protein foods may be introduced gradually, under your pediatrician’s guidance, starting after age two.)

Foods from the family table can begin to be offered from

approximately age six months on, after an infant progresses beyond breast milk or formula and iron-fortified cereals. At this point an infant can begin to be offered the same mashed or milled foods that parents eat, along with breast milk or formula. Textures and variety of foods offered are advanced as the baby develops, until twelve months and beyond when cutting things small to prevent a choking hazard is the only difference between the family meal and the baby’s.

No need exists for processed drinks, kids’ meals, or toddler snacks. Highly processed snacks and drinks for children contain fewer nutrients such as fiber and phytochemicals (natural plant compounds that protect health) and have more sugars and sodium than whole foods. Commercially prepared foods such as these are more expensive than homemade and actually can be more time-consuming, since what could be quicker than simply serving your child smaller portions of what you are eating -- mashed up, milled, or cut into small pieces as appropriate?

Comfort foods are the ones we grew up with. Feeding highly processed snacks and meals will make these foods the ones he or she gravitates toward. Serving your child (and yourself) mostly whole foods such as fruits, vegetables, animal and vegetable proteins, and/or lightly processed foods such as whole grain cereals and breads and dairy products (after 12 months old) will make these wholesome foods the ones your child will go for naturally.

Of course, this brings us to the most important point of all. The most powerful nutrition guidance you can give to your child is to eat the same healthful foods that you are serving to him or her. Research clearly shows that serving healthful foods and eating them together as a family has an important beneficial influence on children’s health, food choices, and behavior.

For more ideas on feeding your child healthfully:

Journal of the American Dietetic Association, Volume 106, Issue 1, Supplement, Pages 5-152 (January 2006) Feeding Infants and Toddlers Study II

Books: *Child Of Mine: Feeding With Love And Good Sense* and *Secrets of Feeding a Healthy Family*, by Ellyn Satter

Web: MyPyramid for Preschoolers: www.mypyramid.gov/preschoolers and Baylor College of Medicine, Consumer Archives facts and answers: www.kidsnutrition.org/consumer/archives

WILD RICE

Seasonal Fare with a Flare



by Victoria Hicks

Wild rice is America's oldest grain and the only cereal grain indigenous to North America. It is not actually rice, but the annual seed of a wild grass which grows along streams and rivulets in northern areas. Naturally abundant in the cold

rivers and lakes of the Great Lake states and Canada, wild rice was a staple in the diet of the Ojibwa, Sioux, and other peoples native to this region. They called it *manomin*, meaning "good berry," and introduced it to European fur traders. Early English explorers named it wild rice or Indian rice.

Commercial wild rice production now exists in California, as well as several Midwestern states, but many Native Americans still harvest wild rice the traditional way—from a canoe, utilizing only a pole for power and two rice beater sticks as flails to knock the mature seeds into the bottom of the boat. Because traditional harvesting of wild rice is so labor intensive, the product can be quite expensive. However, if you want the luxurious, nutty, smoky crunchiness of real wild rice, pay for the best hand-harvested, traditional Minnesota wild rice you can find.

In its hulled form, wild rice is a long, slender, coffee-colored kernel that butterflies open during cooking to reveal a cream-colored interior. It's important to clean wild rice thoroughly before cooking it. Place the rice in a medium bowl and fill it with cold water. Stir and set aside for a few minutes. Any debris will float to the surface, and the water can then be poured off.

Wild rice is very simple to cook. If you want a pure experience of it, simply wash the rice, add it to a large pot of salted boiling water, and simmer, covered, for 45 minutes to an hour, until the rice is done to your liking. Some may prefer it on the al dente side, while others like

a more tender bowl of rice, in which many of the grains have burst open. Wild rice is a high-fiber complex carbohydrate, high in quality protein and fat-free.

Wild Rice with Herbs and Applewood-Smoked Bacon

This dish is lovely with roast poultry, especially when some kind of fruit appears on the plate. The applewood-smoked bacon lends a lovely sweet-smoky character, but you can use any bacon you like for this great side dish. *Serves 8 as a side dish*

6 slices of bacon, cut crosswise into thin strips
1 cup finely diced red onion
2 garlic cloves, minced
1½ cups wild rice, rinsed well under cold water and drained
2½ cups water
2 cups chicken or vegetable broth
1 small bay leaf
½ tsp. salt, or to taste
1 Tbs. minced fresh parsley
1 Tbs. minced fresh rosemary
1 Tbs. minced fresh thyme
freshly ground black pepper to taste
½ cup toasted pine nuts

Cook bacon in a large saucepan with a lid, uncovered, over moderate heat, stirring, until crisp; remove with a slotted spoon and drain on paper towels. Stir in the onion and garlic, and cook, stirring, over moderate heat until golden, about 5 minutes. Add wild rice, water, broth, bay leaf, and salt. Cover and bring to a boil over moderate heat. Uncover and boil gently, without stirring, 45 to 60 minutes, depending on desired degree of doneness.

Drain, add herbs, season well with pepper, and set over lowest possible heat. Dry out for 5 minutes, shaking the pan. Stir in the bacon and pine nuts, and discard the bay leaf. Serve hot.

—Adapted from *The Dean & DeLuca Cookbook*
by David Rosengarten

Steeped Wild Rice

An interesting method of preparing wild rice, this recipe from Minnesota really steeps rather than cooks rice. It is extraordinarily good with wild or domestic duck or with goose.

Cover 1 cup washed wild rice with boiling water. Cover the pan tightly and let it stand 20 minutes. Drain, and repeat the process three more times. Salt the water for the last steeping. Drain, and let the rice dry a moment over low heat. Toss in melted butter or rendered chicken fat. Add salt, if needed.

—Adapted from *James Beard's American Cookery*

Cinnamon Wild Rice Pudding

8-10 servings

2 cups cooked wild rice
2 cups hot half-and-half
½ cup maple syrup
2 eggs
1 tsp. vanilla
¾ cup raisins
½ tsp. cinnamon
¼ tsp. nutmeg
Sugar and cinnamon for sprinkling

Combine all ingredients. Turn into a 1½-quart casserole. Sprinkle with cinnamon and sugar. Bake at 350°F for 1 hour or until set. Serve warm or chilled.

Salmon Wild Rice

This very easy casserole recipe is from the Minnesota Wild Rice Council.

Serves 4-6

¼ cup butter or margarine
1 10½ oz. can cream of mushroom soup
½ cup chopped celery
1 cup milk
2 Tbs. minced onion
2 cups cooked wild rice
2 Tbs. flour
1 pound canned salmon, drained, boned, and flaked
1 tsp. salt
dash of pepper
8 oz. shredded American or cheddar cheese
Preheat oven to 350° F. Melt butter or margarine in saucepan. Sauté celery and onion until onion is transparent. Stir in flour and seasonings. Add milk and soup,

stirring until sauce is smooth. Blend sauce with remaining ingredients and pour into a 3-quart casserole dish. Bake for 25-30 minutes.

Wild Rice with Smoked Fish and Snap Peas

Wild rice has an affinity for fish. Crisp snow peas and wedges of hard-boiled egg round out the salad, and a refreshing dill vinaigrette brings all the flavors together.
6 to 8 servings

2¾ tsp. salt
2 cups wild rice (¾ lb.)
1 lb. sugar snap peas, trimmed
3 Tbs. cider vinegar
3 Tbs. coarse-grain mustard
2½ tsp. sugar
1/3 cup vegetable oil
1/3 cup chopped fresh dill
½ lb. hot-smoked salmon or smoked trout, skin discarded and fish flaked into ½-inch-wide pieces
4 scallions, thinly sliced crosswise (about 1 cup)
6 hard-boiled large eggs, quartered lengthwise

Bring 4 quarts water and 2 teaspoons salt to a boil in a 5-quart pot. Add wild rice and simmer, partially covered, until rice is tender and grains are split open, 1 to 1¼ hours. Drain rice well in a large sieve or colander.

Meanwhile, cook snap peas in a 4-quart saucepan of salted boiling water until crisp-tender, about 2 minutes, then transfer with a slotted spoon to a bowl of ice and cold water to stop cooking. Drain peas, then pat dry between paper towels and cut each pod diagonally in half.

Whisk together vinegar, mustard, sugar, and remaining ¾ tsp. salt in a bowl, then add oil in a slow stream, whisking until combined well. Whisk in dill.

—Adapted from *Gourmet*, June 2006

More recipes? You want 'em, we got 'em. We have hundreds of recipes archived on our website and easily accessed through our database. Go to www.coopfoodstore.coop/recipes. You can search the database by theme, ingredient, category, and more.

Co-op Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Caselot Citrus Sale this month! Check www.coopfoodstore.coop for details.				1 New Year's Day All Locations Closed	2	3 Support New Hampshire Partners in Health! January Community Partner of the Month!
4	5	6	7	8	9	10
11	12	13	14 Board Meeting 5:30 p.m., Hanover Boardroom	15	16	17
18	19 Winter Co-op Classes! Registration Today.	20	In the Gallery: Scenic photos by Kathi Almond, January 5—February 15			24
25	26	27	28	29	30	31

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Support The Haven! February Community Partner of the Month!	2 Fedeo! Group Order Deadline	Winter Co-op Classes begin this week! See www.coopfoodstore.coop/classes			6	7
8	9	10	11	12	13	14 Valentine's Day!
15	16	17	18 Board Meeting 5:30 p.m., Hanover Boardroom	19	20	21
22	23	24	25	26	27	28
Haven Food Drive all through the month of February in the Hanover Co-op Food Store! See page 14 and www.coopfoodstore.coop for details.						

Community Partners

January Co-op Community Partner: New Hampshire Partners in Health

The parents of a chronically ill child know the pressures of late nights, constant caregiving, and many trips to the doctor, as well as dealing with the complexities of a monolithic healthcare and insurance bureaucracy—all in addition to the usual struggles and stresses of parenting. Fortunately, in the Upper Valley there is a group that can help.

The New Hampshire Partners in Health Program helps families of children with chronic health problems to access resources, navigate systems, and build the capacity to manage the health condition of the child.

The organization uses a family-centered approach and works within the community to help families find the care services they need. It works with schools, medical providers, churches, social services, and other community institutions to create a setting that will enhance the quality of life of the families it serves. Respite funds are also available to families that participate in the program.

The organization is available to families of children from birth to age 21 with a chronic health condition. Criteria for the condition is that it must be:

- certified by a physician,
- expected to last six months or more, and
- has a significant impact on daily life.

Partners in Health also works with other health and human service professionals to make a difference at the community level.

How You Can Help

- Make a donation to New Hampshire Partners in Health when you shop at any Co-op location during the month of January.
- Learn about volunteer opportunities by calling 1-800-656-3333 or visiting the organization online at <http://nhpih.dartmouth.edu>.

February Co-op Community Partner: The Haven

In 1981, a new organization opened its doors on little more than a dream, hoping to offer temporary shelter to individuals and families struggling to meet life's basic needs.

Today, the Upper Valley Haven, located in White River Junction, Vermont, is going strong, with a new building filled to capacity ever since its opening in 2004. Over 1,200 people per month benefit from The Haven's programs; more than 40 percent of them are children.

The shelter, which can house eight families, has a waiting list year-round. It offers emergency shelter for families, a food shelf, a clothing room, and a wide variety of educational services. The food shelf stocks non-perishable items such as breakfast cereals, hearty soups and canned vegetables, and a limited supply of frozen meat and fresh vegetables. Visitors to the food shelf can receive one week's worth of groceries once a month. The food shelf also stocks day-old bread in unrestricted supply.

For the needy in the Upper Valley, the long cold winters are particularly challenging—especially for children whose families and caregivers may be unable to afford adequate protective winter clothing. The Haven organizes the many donations of clothing it receives and makes them available to anyone in need. Seasonal clothing, including shoes, is available for women, men, and children.

How You Can Help

- Make a donation to The Haven when you shop at any Co-op location during the month of February.
- Donate clean, functional, and seasonally appropriate clothing to The Haven at 713 Hartford Avenue, White River Junction, Vermont.
- Call The Haven at (802) 295-6500 to learn about volunteer opportunities, or visit the organization online at www.uppervalleyhaven.org.

Citrus Caselot Sale



For dates and details,
visit www.coopfoodstore.coop

Hanover Consumer Co-op
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