



1275 Fortin Road • Swanton, VT 05488  
802-868-2347 • 1-888-84-MAPLE  
[www.cbmaplefarm.com](http://www.cbmaplefarm.com)

March 16, 2020

Dear Customers,

On behalf of myself and my family at Carman Brook Farm, I am sending you a personal note to let you know how we are responding to the circumstances surrounding COVID-19. Like you, we are concerned and want to do what we can to help keep our communities and our families safe and healthy. From the onset of this situation, we have been listening to the appropriate sources for accurate and up-to-date information. As things evolve, we are actively monitoring the situation and will take appropriate action.

## **Health of our staff**

We are a family business and that means that I'm not only an owner, I am the wife of my co-owner and mother of my employees. As I've been doing for the last four decades, I will be monitoring their health and well-being. Should any change in our health occur, we will reassess and adjust our procedures as necessary while keeping our customers informed.

## **Sugarhouse Procedures**

We are doubling up on the sanitizing schedule in our sugarhouse where we process your maple products. Visitors are not allowed to enter our commercial kitchen. We will also be making a procedural change that includes delivery personnel and salespeople from our vendors to be halted outside of the production areas.

We will not be hosting any group tours for the remainder of the maple production season. Any individual who stops in, mostly locals, friends and family, will be asked to wash and sanitize their hands.



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## Shipping of your orders

Our shipping carriers are working hard to keep packages moving within their systems. As their employees begin dealing with school closures, quarantines and taking care of family we are anticipating that some delays in the system may become a reality as we move through the coming weeks. We will keep individual customers apprised of their orders as to the movement of those orders through the system should there be any delay.

This is a very difficult time for all of us and we will get through it together. Our customers are the heart of our family business and we appreciate every one of you.

Please, take care of yourselves and each other,

*Karen*

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