



Board Meeting Minutes

Notice:

Once board minutes have been approved and entered into the record they will be added into this file. If you don't see the board minutes here, they have not been reviewed or approved yet. Board meeting minutes are updated up to 45 days after our monthly board meeting. Please accept our apology and check back soon.

Ozark Natural Foods Board Meeting Minutes

Tuesday January 24th, 2023 - 6:30 p.m.

Board Members Present:

Randy Wilburn, Josh Youngblood, Ben Ozanne, Leanne Baribeau, Danielle Dotson, Toni Fairman, Denny Warren, Elizabeth Quinn

Board Members Absent:

Carly Reaves

Staff Members Present :

Mike Anzalone, Lisa Garrett

Consent Agenda:

Motion to approve consent agenda was made, seconded and carried with 8 ayes.

Floor Reports

President's Report:

- Randy met with Tony (NCG) about the financial conditions across the country and the challenges that co-ops are facing.
- Met with Mike regarding financials and also the general state of the co-op.
- Met with several board members one-on-one to talk strategy and the direction the co-op wants to move in the future.

GM Report:

- Mike reported on what is happening with the bulk area of the co-op; the bin area needed to be cleaned out and power washed. It took about four days to complete this project. Bulk SKUs are being modified based on customer need and supply availability.
- Staff reorg and changes within organizational structure have been challenging to the store employees. There have also been communication challenges which need to be strategized. Mike is working on these issues.
- Year End Financials have not been finalized and therefore reporting will be late. Store experienced very high inflation and will likely break-even once taxes are reconciled.

Reporting & Board Decisions

Perpetuation Committee

- No report

Owner Outreach Committee

- Brainstormed possible events for 2023 including dinner with the board and trail clean ups. Randy also mentioned opportunities with the vendors and farmers.

Policy Committee

- Met and brainstormed about current policies and if they need to be streamlined or changed.
- Committee might take a deep dive on some outdated policies to see if revisions are needed.

Discussions

The Year Ahead

- Mike plans to work with operations closely to fine tune strategy and begin to think about the ten-year plan.

Annual Member Meeting

- Will be in person this year. Perpetuation committee will work to find candidates.

Board Education: Columinate Webinar and CMA

- June 8-10 CMA Meeting - Sacramento, CA

Policies for review/discussion:

- D7 – Vice President's Role
- D8 – Secretary's Role
- D9 – Board Member Code of Conduct

Upcoming meeting dates:

- February 28th, 2023 – February Meeting

Meeting adjourned at 8:31 pm

Member Comments:

- Elizabeth Scott - Joined to listen and learn, thanked the board for their work.
- Susanna Brinnon - Keeps hearing troubling things about the staff including that the staff can be fired at any moment, not respecting names, not paying well. Why is this happening? Is there a glitch allowing power without oversight? A group of concerned owners are collecting signatures to call a special meeting with the board to open dialog due to all of these concerns.
- Vallie Marie - What is going on with the bulk food section?

Ozark Natural Foods Board Meeting Minutes

Tuesday February 28th, 2023 - 6:30 p.m.

Board Members Present:

Randy Wilburn, Josh Youngblood, Ben Ozanne, Leanne Baribeau, Danielle Dotson,
*Carly Reaves, Toni Fairman, Denny Warren, Elizabeth Quinn

Board Members Absent:

*Carly had to leave after B1 Report

Staff Members Present :

Mike Anzalone, Lisa Garrett, Tonja Ray

Consent Agenda:

Motion to approve consent agenda was made, seconded, and carried with 9 ayes.

Floor Reports

President's Report:

- Randy received a petition of signatures from concerned members and determined the Board needs to have a special meeting to address member concerns. Meeting is set for 27th March at 6pm in the Walker Meeting Room at the Fayetteville Public Library.
- Met with Mike to discuss plans for changes and modifications at the co-op. There are a few things that are being improved for a better member experience.
- Searching for accounting firm to conduct our audit, Wegner CPAs no longer an option.

GM Report:

- Lisa is reaching out to outside organizations to conduct a 'member survey' as well as a 'staff survey'. Would like to report both to the Board in 60 days.
- Last week sales growth was 11.4% (year over year), we did not have double digits sales growth in 2022. The buying team is working diligently to get the shelves stocked.
- Committees have restarted including the Care Committee which helps with staff moral and recognizes staff for going above and beyond. Safety Committee also restarted.

- Launching “Made to Order” menu, changing smoothie recipes, other new things coming to the deli.
- Lisa launching member engagement initiative - multitiered approach, every new member will receive a goody bag and members can engage and learn more with optional events like the front porch sessions, the podcast that is launching, etc.

Reporting & Board Decisions

B1- Staff Relations

- Mike presented B1- Staff Relations.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B1- Staff Relations was made, seconded, and carried unanimously.

B2 Business Planning and Financial Budgeting

- Mike presented B2 Business Planning and Financial Budgeting.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B2 Business Planning and Financial Budgeting was made, seconded and carried unanimously.

B3 Financial Conditions

- Mike presented B3 Financial Conditions.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B3 Financial Conditions was made, seconded, and carried unanimously.

Perpetuation Committee

- Met on February 15th, Nancy Starr will be member representative. Reviewed schedule and board packet.
- May 11th will be deadline for Board applications. Call for nominations starts March 1st.
- Each board member needs to have two or three suggested candidates.
- Sept 10th will be the 2023 Annual Member Meeting

Member Outreach Committee

- Front Porch Sessions, a new event at co-op.
- May 6th will be the next trail clean up.
- Considering something with farmers, vendors, and dinner with the Board.

Policy Committee

- No meeting in February, no report.

Discussions

Special Meeting

- A special meeting will take place on Monday March 27th at 6pm at the Fayetteville Public Library.
- Will be advertised in the store ahead of meeting.

Resignation of Board Member Carly Reaves

- Carly Reaves shared the news that she is resigning from the Board due to her new job that is a conflict of interest with ONF. Her last meeting will be in April.

Policies for review/discussion:

- D5 – Board Monitoring

Upcoming meeting dates:

- March 28th, 2023 – February Meeting

Meeting adjourned at 8:41 pm

Member Comments:

- Susanna Brinnon - Requested recording of last month Board meeting
- Jordan (last name)
- Theresa Wolf
- Terri Dorias
- William (last name) - on Zoom

Ozark Natural Foods Board Meeting Minutes

Tuesday March 28th, 2023 - 6:30 p.m.

Board Members Present:

Randy Wilburn, Josh Youngblood**, Ben Ozanne, Leanne Baribeau, Danielle Dotson, Carly Reaves, Toni Fairman, Denny Warren*, Elizabeth Quinn

Board Members Absent:

*Denny joined via zoom at 6 :45pm **Joshua left at 6:50pm (during owner comments) due to a family commitment.

Staff Members Present :

Mike Anzalone, Lisa Garrett, Tonja Ray

Consent Agenda:

Motion to approve consent agenda was made, seconded and carried with 8 ayes.

Floor Reports

President's Report:

- Randy reported that there has been a lot of 'behind the scenes' going on this past month working on the member forum meeting that took place March 27th.

GM Report:

- Mike wanted to correct the misinformation about financials from forum: the store did not lose \$400k last year, in fact the store has over a million in cash. There is also not a loan that the co-op cannot pay. The co-op pays its bills on time.
- Management will conduct an all-staff survey (by a third party) which should be completed within two months. There will also be a member survey conducted by an outside firm.
- Mike met with the co-op farmer vendors as listening session and received feedback on processes/operations.

Reporting & Board Decisions

B4- Asset Protection

- Mike presented B4- Asset Protection.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B4- Asset Protection was made, seconded and carried unanimously with 8 ayes.

ENDS Report

- Mike presented ENDS Report.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept ENDS Reports was made, seconded, and carried unanimously with 8 ayes.

Perpetuation Committee

- Two applications have been received thus far. May 5th there will be a table at the first Front Porch session.

Member Outreach Committee

- Member outreach committee will also attend the Front Porch session May 5th.
- May 6th will be the next trail cleanup.
- Later in the year there will be a dinner with the farmers planned.

Policy Committee

- No report.

Discussions

Special Meeting Review and Discussion

- A special meeting took place on Monday, March 27th at 6pm at the Fayetteville Public Library, at the request of membership.
- Received very thoughtful proposals from members that the board is eager to respond to.
- The board plans to compile all of the questions from the meeting and distribute answers to members.

Secretary/Treasurer

- Leanne will serve as interim Secretary and Treasurer after the April board meeting, when Carly resigns from the board.

Policies for review/discussion:

- D14 – Board Benefits

Upcoming meeting dates:

- April 26th, 2023 – April Meeting

Meeting adjourned at 8:35 pm

Member Comments:

- Susanna Brinnon – Thanked the board for the forum, would like a recording of it. Stated that POC and LGBTQ members have left the co-op. On behalf of members, she requested a 60 day follow up on their questions.
- Theresa Wolf-Thinks it's a good idea to have a staff member on the board. Re-reading the bylaws thinks they could've voted last night to add a staff member to board. Also noted the original bylaws expired after a certain amount of time.
- Pat – Thanked the board for hosting the owner forum last night (March 27th).
- Diane Ferguson (and partner?) - Has been shopping at the co-op for 50 years, would appreciate being communicated with via a printed newsletter rather than digitally.
- Julia – Thanked everyone for the forum, supports employee representation on the board.
- Nancy – Frontier co-op has a board with 11 members including the GM and two appointed board members. Also asked why full disclosure of financials aren't available to members (can't remember). Does the website have information like the newsletter used to? Training- what is available for employees receiving promotions?
- Tanja Ray – Please consider your words and treatment of staff.
- Joseph Paul Smith – Feels there were some difficult things that were said in an unnecessary or unkind way during the forum last night. Has read the AR law regarding co-ops and concerned about lack of financial transparency.

Ozark Natural Foods Board Meeting Minutes

Tuesday April 25th, 2023 - 6:30 p.m.

Board Members Present:

Randy Wilburn, Josh Youngblood, Leanne Baribeau, Danielle Dotson, Toni Fairman, Denny Warren

Board Members Absent:

Elizabeth Quinn, Carly Reaves, Ben Ozanne

Staff Members Present :

Lisa Garrett, Tonja Ray

Consent Agenda:

Motion to approve consent agenda was made, seconded and carried with 6 ayes.

Floor Reports

President's Report:

- Randy reported that he met with Mike and they are working on getting together with the full board to discuss some of the issues that have come up in the last few months.

Reporting & Board Decisions

Perpetuation Committee

- May 5th there will be a recruitment table at the first Front Porch session to meet with members and potential board candidates.
- Board might consider a possible extension for candidate packets due as there are three open positions for election and only two candidates thus far.

Member Outreach Committee

- Member outreach committee will also attend the Front Porch session May 5th.
- May 6th trail cleanup 9am.
- Later in the year there will be a dinner with the farmers planned, possibly a dinner in December.

Policy Committee

- Committee will review special meeting issues/topics and see what ideas the committee can bring forward to the full board.
- Committee is looking at financial reporting and revisit publishing that report annually.

Discussions

Board Retreat Date

- October dates to be considered, 14th or 20th for annual retreat.

Co-Op topics to cover in future board meetings:

- Topics could include: update on fresh food program, would like two other topics to consider.

Weston A. Price Foundation

- Toni presented information on the Weston A. Price Foundation and nutrition and dietary learnings from this foundation.
- Mary Williams was there in support of the Weston A. Price Foundation presentation and also provided raw butter for the board to sample.

Policies for review/discussion:

- D2- Board Job Descriptions

Upcoming meeting dates:

- May 23rd, 2023 – May Meeting

Meeting adjourned at 8:11 pm

Member Comments:

- Susanna Brinnon-. Asked if there will be follow up from special member meeting in March 2023.
- Theresa Wolf- Regarding employees being directors- ONF bylaws prohibit this however state law does not and she would like the board to consider this. Grievance policy, all grievances go to the GM first and

- is concerned about this, does not seem fair in part due to some grievances might be about the GM. Also concerned about employee wages. Asks board to consider stopping donations until employees can be paid better.
- Lon – Asked how to contact someone with his questions regarding employees.
- Nancy Starr- Following up on her previous questions including looking at the different board structure of Frontier Board. Also, asked why full financial statements are not available and it was clarified that members can come in and review them. Also asked for details on what training is involved for new employees.
- Julia Nall- Curious if agendas could be available ahead of time, possibly even 24 hours ahead of time. Interested in moving towards a more living wage for employees and revamping the grievance policy.

Ozark Natural Foods Board Meeting Minutes

Tuesday May 23rd, 2023 - 6:30 p.m.

Board Members Present:

Randy Wilburn, Josh Youngblood, Leanne Baribeau, Danielle Dotson, Toni Fairman, Denny Warren, Elizabeth Quinn, Ben Ozanne

Board Members Absent:

Carly Reaves

Staff Members Present :

Mike Anzalone, Tonja Ray

Consent Agenda:

Motion to approve consent agenda was made, seconded and carried with 7 ayes and 1 abstained.

Floor Reports

President's Report:

- Randy reported that he will yield his time to Mike due to Mike having multiple updates from meetings and travel from the last month.

GM Report:

- Mike attended CCMA spring meeting last month and reported that nationally two co-ops have closed last month. Natural grocery stores are trending downward with many closures after the last couple of years.
- Mike is working on diversifying distribution centers to leverage product availability and pricing. Sales are stagnant but inflation is on the rise, prices are rising and grocery industry has been impacted.
- GM audits – Mike is considering implementing GM audits which includes other GMs coming in and tour the store to give feedback on various aspects of the business. NCG staff will also be involved in this process.
- Mike is requesting the board identify data points within the financial report that can be pulled and tracked for more clarity around financials, this could also be rolled into B3.

- Store updates- Tonja and team have re-merchandised the entryway, plant sale has launched, met with local farmers to better understand their needs and communicate co-op needs and expectations, also determined that there needs to be a business meeting with farmers at the end of the season. This will include breakout sessions and business updates while strengthening relationships. Prepared foods- new manager has shared his plans for the future and growth of the department.
- Front Porch session was very successful, had a good turnout. New event – on the last Sunday of the month vintage clothing store pop up. Also having yoga on the patio on Mondays. Heather will be doing cooking demos at various Farmers Markets.
- Rough draft has been developed for staff survey, should be going out soon. Also restarting caring committee and safety committee.
- Update from financials- taxes are complete but filed an extension while searching for an auditor. ERC application moving forward.

Reporting & Board Decisions

B3 Financial Conditions

- Mike presented B3 Financial Conditions.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B3 Financial Conditions was made, seconded and carried unanimously with 8 ayes.

B5 Communication and Counsel to the Board

- Mike presented B5 Communications and Counsel to the Board.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B5 Communications and Counsel to the Board was made, seconded and carried unanimously with 8 ayes.

Perpetuation Committee

- Committee met with 6 of the 7 candidates and the slate of candidates is excellent! Committee recommends all 7 candidates for board approval.
- Motion to accept committee recommendation to approve all 7 board candidates was made seconded and carried 6 ayes and 1 abstained (Quinn left at 8 pm prior to this vote).

Member Outreach Committee

- Front Porch session went well, it was a great way to connect with members.
- Trail Clean up- had 6 people volunteer, was a successful event.

Policy Committee

- Committee addressed concerns from the special meeting by researching some of the topics of concerns. A question was raised about the Grievance Policy and committee researched the topic. Josh recommended the board consider adopting a “Whistler Blower” policy to address sexual harassment, fraud, drug use, and other serious matters that could jeopardize the co-op.
- Policy committee recommends a Whistler Blower policy be added to Employee Handbook and ensure staff protections with a Board policy. This would require a revision of a board policy which would trigger a staff policy change.
- Another issue- lack of general financial reporting available to members. Committee recommends management to pick this practice up again.
- Public Board Agenda – policy committee is working on getting agendas out in a timely manner.
- Employees on the Board topic- committee is researching this as well. Waiting to hear legal opinion on this as well.
- The status of patronage refunds- currently not returning patronage.

Discussions

Special Meeting Follow Up

- Randy acknowledged the concerns of members and noted that the information members were operating from wasn’t necessarily factual. The issues raised cannot be fixed overnight and GM is working diligently to address some of the issues. The Board gives the strategic direction while the GM has to execute the strategy.
- Primary concerns that can be addressed include communications. The Board can work to communicate better with members. The Board’s goal is to take away what they heard from the meeting and work on perfecting common goals of members, board and staff.
- The board is putting plans in place within committees to address some of the concerns with members and employees.

Policies for review/discussion:

- D1- Governing Style
- C1- Unity of Control

Upcoming meeting dates:

- June 27th, 2023 – June Meeting

Meeting adjourned at 9:00 pm

Member Comments:

- Nancy Starr- Has ideas on how to get members more involved, brought article with ideas to share.
- Julia- Looking forward to follow up from Special Meeting
- Theresa Wolfe- Advised that minutes from November 2022 meeting are not posted on the website. Also noted that Articles of Incorporation ran out two years ago (Randy is working with our attorney on this issue)

Ozark Natural Foods Board Meeting Minutes

Tuesday June 27th, 2023 - 6:30 p.m.

Board Members Present:

Josh Youngblood, Leanne Baribeau, Danielle Dotson, Toni Fairman, Denny Warren

Board Members Absent:

Randy Wilburn, Elizabeth Quinn, Ben Ozanne Carly Reaves (resigned)

Staff Members Present :

Mike Anzalone, Lisa Garrett Mike Anzalone, Lisa Garrett

Consent Agenda:

Motion to approve consent agenda was made, seconded and carried with 5 ayes.

Floor Reports

President's Report:

- Joshua reported on behalf of Randy: Randy met with legal counsel several times last month. Working on legal opinion for Article of Incorporation to possibly ratify in perpetuity language for Article of Incorporation (versus extending another 50 years).
- Randy and Joshua attending CCMA in June and will share out a report.

GM Report:

- Working on turning around loss of sales. Store experiencing loss of sales, creeping into the double digits. Everyone working to improve operations and improve the store. Trying to source from a different warehouse to mitigate supply chain issues.
- Working on relationships with local producers, Mike and staff visited four farms this month.
- Going through a period of rebuilding and finding unique ways to compete. Staff is working hard to make the store better. Aug 21st GMs are coming from across the nation to assess store systems, product, work with buying team, marketing, and comprise a list of suggestions for improvement of sales, systems etc. Phase II will take list back to NCG to bring in NCG employees to come in and help improve sales.

- Considering ideas for the 8000 lease space available.
- Staff Survey has been built and will go out to staff in the next few weeks.

Reporting & Board Decisions

B6 Management Continuity

- Mike presented B6 Management Continuity and submitted compliance.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B6 Management Continuity was made, seconded and carried unanimously with 5 ayes.

Perpetuation Committee

- Danielle met with Lisa to determine deadline for candidate statements.
- Its still TBD if Annual Member Meeting will take place virtually in or in person.

Member Outreach Committee

- New dates for trail cleanup- possibly Oct 7th / 8th which is during square to square.

Policy Committee

- Committee did not meet due to Joshua being out of town. Committee is working on the whistle blower language to go into the Grievance Policy. Also having legal counsel reviewing Staff Handbook.
- Article of Incorporation has been renewed. Counsel recommended changing the language to 'in perpetuity' rather than a 50-year renewal.
- Staff topics- met with Julia to discuss employee satisfaction (wages, various issues) and policy. Also took into consideration having a staff member on the Board. Due to various legal reasons, this will not be an option at this time but open for discussion.

Discussions

CCMA Report

- Joshua reported on recent CCMA meeting. Breakout sessions included how to compete within your market and advocacy and identity.
- Also had the opportunity to visit various co-ops including Briar Patch within Sacramento area during the visit.

Policies for review/discussion:

- C2- Accountability of the GM
- C3- Delegation to the GM

Upcoming meeting dates:

- July 25th, 2023 – July Meeting

Meeting adjourned at 8:03 pm

Member Comments:

- Julia (Member/Staff): Concerns- lost several front staff members since the last meeting, does not feel co-op is paying a living wage and is disappointed that this is not a concern of management. Feels low wages gives co-op a negative image
- Theresa Wolfe (Member) - Would still like the board to consider having staff on the BOD. Is that a question on the staff survey: do you want a staff member on the BOD? What is more important to the employee? Low wages/benefits or higher wages and no benefits?
- Don Austin (Member) - Truly concerned about staff turnover. What is the policy for when staff members leave? Who is overseeing this and giving any concern to the mass resignations? Also, would like for the Community Board restored.
- Tyler Agular (Member and Front End Asst. Manager)- Has seen many staff members leave and its 100% turnover on the front end. Within last 6 months due to schedule and policy changes, front end staff is cut down to bare minimum and its putting too much stress on the staff. It appears to customers that the co-op is struggling due to lack of staff and customers are concerned.
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- Ashley Davis, Board candidate
- Cannon McNair – Board Candidate
- Nick Carson- Board Candidate
- Ralph (Emerson)
- Nancy Starr (Member)

Ozark Natural Foods Board Meeting Minutes

Tuesday July 25th, 2023 - 6:30 p.m.

Board Members Present:

Josh Youngblood, Leanne Baribeau, Danielle Dotson, Toni Fairman, Denny Warren, Randy Wilburn, Elizabeth Quinn, Ben Ozanne

Board Members Absent:

Carly Reaves (resigned)

Staff Members Present :

Mike Anzalone, Lisa Garrett, Tanja Ray, Alicia Powell

Consent Agenda:

Motion to approve consent agenda was made, seconded and carried with 5 ayes and 3 abstaining.

Floor Reports

President's Report:

- Randy and Mike met regarding upcoming events at the co-op including a meeting of managers from across the nation coming to the co-op.
- Randy has connected with a CPA that can help with understanding financial reports and a financial audit.

GM Report:

- Staff survey will launch Monday and all staff are required to take it. Results should be shared at the next monthly meeting.
- Lisa has been working on a Member survey which should launch in possibly October, which is National Co-op Month.
- Sales are down, Mike and team are working on various ideas to boost sales.
- Daniel (Finance Manager) has resigned. Mike is considering partnering with another co-op to share a Finance Manager. Mike is interviewing for the position.
- Recently had a reassessment with NCG for joint liability fund.
- Food co-op in Portland, OR recently closed. Mike shared additional information on trends across retailers.

Reporting & Board Decisions

ONF Buying Department Updates

- Alicia Powell gave an update on the buying process for the store. Currently there are 5 buyers that work with UNFI and other distributors and vendors to ensure the correct products and product lines are represented in the store.
- Working with management on pricing strategy and how to get members excited and boost sales. Reset plans are in the works for a few key areas and expand product lines that are selling well.
- NCG is sending a team of GMs in August to help determine what can be changed to boost sales, what is selling well, and how to set the co-op apart from other stores.

B3 Financial Conditions

- Mike presented B3 Financial Conditions and submitted compliance.
- The Board reviewed the report prior to the board meeting and asked applicable questions.
- Motion to accept B3 Financial Conditions was made, seconded and carried unanimously.

Annual Member Meeting Online Vote

- The board discussed via email to have the 2023 AMM virtually versus an in person event.
- Motion to plan a virtual Annual Member Meeting for Sunday September 17th was made, seconded and carried unanimously.

Perpetuation Committee

- The candidate statements have been sent to marketing and have been included in the email blast.

Member Outreach Committee

- Confirmed dates for trail cleanup- Oct 7th 2023 (which is during Square to Square) and March 9th of 2024.

Policy Committee

- No report at this time-will review B3 in the next meeting.

Discussions

Co-op Economic Challenges

- Mike and the Board discussed the various issues impacting the co-op (hyperinflation, labor hours, etc.) and what the Board can do to help support Mike and the store.

CPA Recommendation

- Randy shared a proposal via email prior to the board meeting for a CPA recommendation to conduct a review of the 2022 finances.
- Motion to hire Audrey Griffin, CPA with Synergy Accounting and Business Solutions to do a review of our 2022 finances was made seconded and carried unanimously with 7 ayes (Quinn stepped out prior to this vote).

Policies for review/discussion:

- D4- Board Meetings

Upcoming meeting dates:

- August 22, 2023 – July Meeting

Meeting adjourned at 8:38 pm

Member Comments:

- Richard Potter (Member)
- Mary Williams – Board Candidate
- Nick Carson- Board Candidate
- Nancy Starr (Member)
- Elizabeth Dewar (Owner)- Has been shopping weekly for a long time, and over the last month has noticed that she sees fewer and fewer people of her age group (65+) shopping. Notices long time employees are also no longer there either. Appreciates the personal aspects of ONF but deli does not offer vegetarian or vegan options. Feels there used to be more choices and changes need to be made to revive the co-op.