

NYACS Members *Care!*

New York Convenience Stores Innovating, Partnering, and Supporting Their Communities During Crisis

Lakeport Market, Lakeport NY

www.facebook.com/LakeportMarket/

On March 17, we began offering elementary and middle school students in the Chittenango School District a free pickup lunch weekdays 11 am-2 pm.

This was my daughters Nicole and Alyssa's idea. They suggested it as soon as they announced that schools would be closed through at least Easter.

They organized the entire venture. They posted it on Facebook and it spread like wildfire with over 550 shares and reached 42,000 people. We received mention on Syracuse.com as well. As of March 27, we have distributed over 800 lunches.

Originally, we were going to self-fund this with products we purchase for the store, both food service and retail, but right from the onset we had customers donate money and products.

We received donations of \$10 to \$200 from customers, and several local businesses contributed significantly more towards our efforts. This allowed the girls to go out and purchase additional lunch items such as snacks, drinks, candy, and even puzzles, children's books, coloring books, and small toys.

Nicole and Alyssa try to rotate the menus between pizza, small wraps, turkey/cheese/ham sandwiches, pbj, and tacos on Tuesdays.

We have received many comments from parents that this is the highlight of their children's day to see what is for lunch, snacks, and activity offerings we will have for them.



EXAMPLE: "You guys at Lakeport Market are amazing hands down. Not just for the special and being stocked, you are the nicest people and the kids love coming to get lunch although they don't get to come in they love the ride. Thank you so much for being such a great part of our community."

My daughters have been troupers for the past several weeks, fighting long lines at bigger stores trying to purchase products for these lunches. We will continue to offer these lunches for as long as we need to.

**Matt Paduano, Co-Owner
Lakeport Market**

Olive's Country Store, Ashokan NY/ Home Plate Deli, Kingston NY

<https://homeplatedeli.com>

With the recent opening of the Ashokan Rail Trail, we found that (in nice weather - not the SNOW!) we are inundated with Metro New York/New Jersey residents escaping the city & bringing whatever with them up North. This past weekend showed most of the vehicles were either "out-of-state" or marked from dealerships in other areas.

We have even extended out the countertop near the registers - adding an extra 2 feet in width to "keep a proper distance."

At the same time, we have partnered (as many of the restaurants have done in Ulster County) with County Executive Pat Ryan's new initiative, Project Resilience.

For example, on Monday 3/23/20, our Home Plate Deli produced 200 hot meals that would then be delivered to specific areas where local residents in need would pick up (or have delivered).

We have offered Olive's Country Store to not only produce food for the program, but utilize Olive's unused dining area for the staging and distribution of meals for this program.

The Ulster County Chamber of Commerce has taken a leading role in a Facebook page: "Ulster



Eateries United," which now boasts over 100 restaurants that have, along with the pizza and deli locations, learned how to do take-out and delivery.

We have offered to assist many of the newer restaurant and cafes and have even placed select orders for them with our suppliers, being we are large enough to make more than the minimum purchases.

**Alex Stier, Co-Owner
Olive's Country Store/Home Plate Deli**

Blueox Neighborhood Markets

Oxford NY

www.blueoxenergy.com

We have reduced our hours to 6 am-9 pm and we have gone back to offering full service fueling.

Monday through Friday from 11 am to 7pm we have an additional staff member available to be stationed outside and offer to pump gas for customers to reduce the amount of hands touching the pumps and ensure sanitation is happening as frequently as possible.

If a customer does not wish to have us fill their tank we are offering a glove for them to do it themselves or the use of hand sanitizer after the transaction is complete. In addition to this we are also offering curbside service. So if anyone calls in their food or grocery order or just pulls in and waits the attendant will greet them, collect their items and their payment and bring everything out to their car keeping people from entering our stores.

We moved to a full time employee business model last fall to reduce turnover which has worked incredibly well and proved to be the right move because our people are showing up and taking great pride in offering this service which helps keep



customers safe but it also helps keep our staff safe because less people are entering the locations and interactions are controlled and outside of the store.

As far as I know we are the only convenience store that has taken this approach to serving our communities and we are really proud of the thought process that went into this.

**Julia Miller
Vice President of Business Growth & Development
Blueox Corporation**

Reid Stores Inc. dba Crosby's

Lockport NY

<https://crosbystores.com>

We have partnered with Connect Life, a blood and organ donor network that gathers 80 percent of the blood donations in Western New York.

We have scheduled their ConnectLife Bus to conduct emergency blood drives at various Crosby's sites throughout the region. Every person who donates blood receives a Crosby's gift card.

Our first on-site blood drive March 26 in Bradford was such a huge success that we scheduled three additional times at that location. Other dates:

March 31 - Lockport NY, 12 noon to 5 pm

April 1 - Hartfield NY, 12 noon to 5 pm

April 3 - Boston NY, 12 noon to 5 pm

April 3 - Hinsdale NY, 12 noon to 5 pm

April 7 - Perry NY, 12 noon to 5 pm

April 8 - East Aurora NY, 12 noon to 5 pm

April 9 - Arcade NY, 12 noon to 5 pm

**Doug Galli
Vice President and General Manager
Reid Stores Inc. / Crosby's**

EMERGENCY BLOOD DRIVE

Crosby's
Add a smile to your day

Crosby's-Hartfield
6086 East Lake Road • Mayville

Wednesday, April 1
12:00 PM - 5:00 PM
ConnectLife Bus

Schedule an appointment today!
Visit ConnectLifeGiveBlood.org
Enter Sponsor Code 000627
Or call ConnectLife at 716-529-4270

****By appointment only. Photo ID required to donate.****

ConnectLife
Blood & Organ Donor Network



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Share your NYACS Member retail business's story of innovation, partnership and caring during the ongoing public health crisis!

Email to jim@nyacs.org