

Hawai'i Coffee Industry COVID-19 Playbook



Guidance for Cafés, Roasteries and Workers

This playbook is written for HCA by Madeleine LG with guidance from the Oregon Coffee Board

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General Business - For Owners & Executives

Top Tips

- **Keep lines of communication open with staff, past and present.** Communicate, communicate, communicate. And when you're done communicating, communicate some more! Remember that communication is a two-way street: don't just talk at your staff, truly listen to them. In the face of a crisis, people want to hear from their leaders for guidance and reassurance. Do so with empathy, and an acknowledgement that you don't have all the answers but that you're doing your best to see this through.
- **Stay flexible.** Things are changing daily. Make plans knowing that those plans may need to change soon, and often.
- **Your customers want to support your business and your staff.** Use your communication channels to give them direct ideas of the best ways to support your business and team.
- **If you have the resources, do something to help others.** There are probably people out there, maybe people close to you, who are really struggling and need support. Find at least one small way you can help.
- **Don't rule out any ideas for your business.** This is a strange time, and also a good time to get creative and try things out! Things that wouldn't have worked or may not have been worth the work before might be what is needed now. Many who have found success during this time have stayed flexible and pivoted to new ideas. Examples: online ordering, home delivery, large format lattes, cafés selling grocery/pantry items, selling larger bulk bags, etc.
- **Don't overpromise or overcommit yourself or your resources.** This can be a really painful time to walk back on a promise or commitment if people are counting on your help. Know your limits — so if you make one, be sure you can follow through.
- **Don't be afraid to have crucial, painful, uncomfortable conversations - and don't put them off.** It will probably be more painful if you wait.

Business Survival & Resilience

Relief Package Updates

Hawai'i Small Business Development Center. The [HISBDC](#) is continuously posting updates and financial resources for business owners in Hawai'i.

Paycheck Protection Program (PPP)

Loan Forgiveness. If you applied for and were granted a loan under the PPP, you *must* apply for forgiveness through [this application](#) as early as the last day of your 8-week period following disbursement of the PPP loan. It must be submitted to your Lender or the Lender that is servicing your loan; you can read more details on the forgiveness process [here](#), but be in contact with your

Lender for any updates on your PPP status & forgiveness application. You can submit the application electronically.

- Remember: for the loan to be forgiven, at least 75% of PPP loan proceeds shall be used for payroll costs within the 8-week period after disbursement. However, there is no requirement to hire back the same employees to meet this payroll requirement. For example, if a previous employee declines an offer to return to work, you can hire someone else and their payroll will still count toward PPP forgiveness. However, you may want to ensure you have the previous employee's decline for work in writing for future reference - just in case.
- The remaining 25% may *only* be used for eligible nonpayroll costs including:
 - Rent
 - Utilities
 - Covered mortgage obligations

Other Loan & Grant programs

EIDL. The Economic Injury Disaster Loan program is still processing applications already received, however they are *not* accepting any new applications except from agricultural companies.

Please refer to the [Small Business Administration](#) for any new developments on loan & grant programs.

Families First Coronavirus Response Act

The [FFCRA](#) requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. The new provisions will remain effective through December 31, 2020. It is advisable to familiarize yourself with these provisions and see how this may affect your current business policies on paid sick leave or family and medical leave. These provisions apply to certain public employers, and to private employers with fewer than 500 employees - certain provisions may not apply to certain employers with fewer than 50 employees. Employers are eligible for a 100% refundable payroll tax credit on the wages for paid leave - find [more info here](#).

By April 1, 2020, employers are required to have displayed [this poster](#) in a conspicuous place on your work premises

Overhead & Expense Reduction

Rent/Lease Reduction

Communication. Don't be afraid to have hard discussions with your landlord to explore options on your rental or lease agreement. Crunch the numbers and see if you can *realistically* make rent payments by the date they are due. If not, how much can you afford to pay and when? Clear communication with landlords is better than keeping them waiting for a payment that may never

come. We know not all landlords will be understanding and, because of this, we have seen many businesses around the nation shut indefinitely as they seek out new locations for reopening.

Staff Layoffs, Furloughs, & Time Reductions

Unemployment. While the Department of Labor and Industrial Relations has been flooded with unemployment claims, it is still possible for people to apply for unemployment and file claims. Additionally, if you have employees ready to work, but you aren't able to return them to full-time status or give them the same hours they used to work, they are *still eligible for Unemployment Insurance* depending on the number of hours that have been reduced and the amount of earning per week.

Help staff through the [unemployment application](#) process as much as you can and check in if you haven't heard from DLIR regarding their unemployment application. Even some communication and acknowledgement that you care about their application will be helpful.

Pivoting, New Sales Channels

Online Sales

Curbside, pickup, & delivery. Coffee shops are increasingly turning to pickup and delivery options for customers. According to the [Square x SCA Coffee Report](#) (released May 20, 2020), national coffee shop sales have changed in the following ways:

- 5,380% increase in combined sales of curbside and/or pickup orders
- 521% increase in coffee sellers *offering* curbside and/or pickup since shelter in place
- 340% increase in delivery sales

Platforms such as [Square](#), [Shopify](#), and [Toast](#) are easy to set up for online sales for pickup and/or delivery or for shipping of pre-packaged goods.

At-home consumption. According to the same report, at-home coffee consumption & subscription sales have also seen increases:

- 109% increase in subscription coffee sales
- 25% increase in number of sellers offering subscription coffee services
 - \$14.25 is the median price of a coffee subscription
- 129% increase in coffee growler sales
 - \$13 is the top-selling cold brew growler median price

Grocery Sales

Diversifying retail offerings is a good idea. The [Square x SCA Coffee Report](#) also found that coffee retailers and roasters are providing customer relief by offering some hard-to-find staples, including basics that many coffee shops already have on-hand such as toilet paper, milk (dairy and alternative), eggs, paper towels, and bread. Sales for these have increased by anywhere from 711% to 1,400% depending on the item.

Employee Management, Relations & Communication

Keep your staff in-the-loop. Open lines of communication help maintain morale, build understanding, and create a stronger sense of community. Even if you don't know what's going to happen, telling staff "I don't know" is better than keeping them in the dark without any communication; saying "I don't know, but I'll find out," is even better. Try creating an employee-specific line of communication via apps like [Slack](#), [Band](#), etc. These allow staff to communicate with you and each other at any time of day - some apps also include "read receipts," so you can see who has and has not seen an update.

Your staff are also your biggest sales team. The better they feel about the situation, the more likely they are to spread the word to family and friends to encourage them to support your business. Ensuring they feel safe and have access to all the necessary information, safety measures, and equipment will allow them to do their job better.

For Cafés

Closures & Openings

Center for Disease Control. The CDC has created a decision tree for restaurants & bars (this includes coffee shops) to follow when considering reopening - it can be found [here](#).

Reopening. The State of Hawai'i has created a detailed document outlining "a strategy to reopen and reshape Hawaii's economy," which can be found [here](#). We are currently in the "ACT WITH CARE" phase, where all restaurants are allowed to reopen with proper physical distancing & safe practices in place. Movement to new phases will be announced by Governor Ige and stay up to date with county-specific regulations. Things to consider before reopening:

- Have floor markers for customers to stand 6 feet apart when waiting in line to order
- No more than 50% of total seating capacity should be available for dining-in use
- Tables must be placed at least six feet apart - this applies to indoor **and** outdoor seating; however, outdoor seating does not count toward total seating capacity
- Maximum of six customers per group per table if not living in the same household
- Maximum of ten customers per group per table if living in the same household
- No self-service bars or buffets - this likely applies to self-service cream & sugar bars; best practice is to keep it behind the barista counter and have staff pour milk and hand sugar packets directly to the customer
- Post signage at the entrance that states no one with a fever or any symptoms of COVID-19 will be permitted to enter
- Customers may remove their masks only while eating or drinking

COVID-19 Coordinator. All businesses are urged to identify a workplace coordinator to be responsible for COVID-19 assessment and control planning. This include the use of face masks by employees, screening workers, frequent handwashing, cleaning & disinfection procedures, and display of clear signage to remind employees and customer to adhere to all safety policies in place.

In addition to good general hygiene practices, ensure there are adequate supplies of soap, disposable towels, and hand sanitizer with at least 60% alcohol available for employees and customers to use.

State/Governor Orders & Guidelines

State Roadmap to Recovery and Resilience Reopening Food Services Sector (Restaurants, Markets, and Food Manufacturing - Ver. 1.0; May 21, 2020) - Includes Coffee Shops

<https://hawaiicovid19.com/wp-content/uploads/2020/05/DOH-EHA-Reopening-Food-Service-FIN-AL-5-21-20.pdf>

Additionally, the Hawai'i Department of Health is posting updates in their "[newsroom](#)," so be sure to check the website regularly for the most up-to-date information.

Health & Safety

Masks for all employees, hand sanitizer, and healthy regular hand-washing practices are essential. Check in with staff everyday before shifts begin to ensure no one is feeling ill or showing COVID-19 related symptoms. It's recommended that employers have a thermometer on-hand to check temperatures daily.

OSHA Rules

Proper labelling for all cleaning agents.

Guidance on Preparing Workplaces for COVID-19. OSHA has compiled a very detailed document [here](#). Here are some takeaways for cafes:

- Promote frequent & thorough hand washing by providing employees, customers, and worksite visitors with an accessible place to wash their hands
- Provide alcohol-based hand sanitizers containing at least 60% alcohol
- Actively encourage employees to stay at home if they are feeling ill
- Encourage respiratory etiquette, including covering coughs & sneezes with elbows/shoulders and *not with hands*
- Frequent sanitizing of surfaces, including table tops, door knobs, counters, and all other contact surfaces

Employee Relations

Employees are the front lines in cafes and our priority should start with their safety and concerns of both physical and mental health. Clear communication, transparency and the ability to ensure your employees concerns and questions are heard is extremely important. When you take care of your staff first, the well being of your customers will follow.

Before entering a new phase of "reopening," consider an all staff meeting to address all questions and concerns your staff may have. This time is also to be used for addressing any changes that the business will make to operations to adhere to the recommendations and requirements by the local and federal government.

Always giving a "why" to a "what" when announcing the decisions you make will give your staff more confidence in that decision and will also encourage your staff to enact on that decision in the proper way. Be open to feedback on the decisions you make, there should be room for your staff to question and help make any adjustments that further ensure their safety.

Communicate with employees weekly/daily. Consider sending out a video update so everyone knows the plan. If you can, *offer generous paid sick leave time* to keep up employee morale and make sure no one is coming in to work who might be sick. Be aware of staff's concerns about pay, leave, safety, health, and other issues that may arise. Recognize that employees with ill or high-risk family or household members may need to stay home.

Customer Relations & Marketing

Clear communication and transparency is the best way to ensure your customers and community have the best possible sense of confidence that you and your staff are taking, to the best of your ability, the proper amount of measure for their health and safety.

Using your current sources of marketing (i.e. social media) on a constant and regular basis to share any business updates that would affect the experience for your customers is a great tool to communicate. If you use Instagram, creating a daily update in your story with a display of your operating hours, a list of your health and safety requests (i.e. please wear masks) and any other items that will help your customers know what to expect when they give you business either in person or online is a great way to keep the constant word out.

Product & Service Offerings

Consider ways to modify your service flow that allow for customers to feel more comfortable in (or outside) your space. Can you offer window service in some way? Consider delivering to car windows as customers wait outside in their cars.

If you're offering service inside, make sure no-touch payment is set up. Have sanitizer readily available for customers to use at the register and again at the beverage pick-up counter.

Be overly obvious about your handwashing habits - if you touch your face, wash your hands in a hand sink that customers can see. If you return from the restroom, wash your hands again when you get behind the counter. It may seem redundant and silly, but it will put any nervous customers at ease and just takes an extra 30 seconds from you!

If you are not opening to dine-in seating, make sure all food & beverage items can be easily transported by guests without getting too messy. [Sustainable Island Products](#) has a great catalogue of packaging options, including a myriad of beverage cups and food containers. They have warehouses for pick-up on Hawai'i Island, Maui, and O'ahu with delivery service to **any** address in Hawai'i in 48-hours or less including to Kauai, Lana'i, and Moloka'i.

If you can't find the right container for a specific item, removing it until you re-open for dine-in service is totally okay! You might even come up with creative alternatives and new menu items.

For Roasteries

Health & Safety

Masks, gloves, and hand sanitizer are a must. Change into new gloves when you rotate between activities--roasting and/or packaging. Employ social distancing at work--6-12 feet apart at all times.

Consider having two roastery teams working two different shifts. This way if someone on one team gets COVID it does not shut down the warehouse operation. Or have roasters roast in the morning and then packagers work in the afternoon to limit person to person direct contact. Request that staff sanitize shared surfaces and tools at the end of their shift.

OSHA Rules

Proper labelling for all cleaning agents.

Guidance on Preparing Workplaces for COVID-19. OSHA has compiled a very detailed document [here](#). Here are some takeaways for roasteries:

- Promote frequent & thorough hand washing by providing employees and worksite visitors with an accessible place to wash their hands
- Provide alcohol-based hand sanitizers containing at least 60% alcohol
- Actively encourage employees to stay at home if they are feeling ill
- Encourage respiratory etiquette, including covering coughs & sneezes with elbows/shoulders and *not with hands*
- Minimize contact among workers and establish alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance while working a full onsite work week

Employee Relations

Communicate with employees weekly/daily. Consider sending out a video update so everyone knows the plan. If you can, *offer generous paid sick leave time* to keep up employee morale and make sure no one is coming in to work who might be sick. Be aware of staff's concerns about pay, leave, safety, health, and other issues that may arise. Recognize that employees with ill or high-risk family members may need to stay home.

Customer Relations

Communicate with customers via social media and/or a newsletter. Let them know where they can get your product and what restrictions or safety protocols are in place should you offer warehouse or curbside pickup and take out.

Product & Service Offerings

Developing and/or expanding online and wholesale revenues particularly in grocery stores or local delivery/cafes/markets is an ABSOLUTE MUST in this new economy. People are still drinking the same amount of coffee, but they are drinking it at home. Get it to them in the easiest way possible--via online sales or at the grocery store, wherever they shop weekly. Have lots of online discounts and/or sales. 25% off Holiday sales. \$5 off shipping, etc. Free pick-up for local zip codes. People love sales, really.

For Workers

Know Your Rights

Keep your employer and coworkers accountable and ensure they are following proper safety guidelines during this reopening period. If you feel unsafe in the workplace due to a lack of proper supplies and preparedness - i.e. no sanitizer and/or soap, no social distancing guidelines for customers in the cafe - speak up and remind your employer of current guidelines set by the CDC, OSHA, and State of Hawai'i. If you fear disciplinary action may be taken against you for speaking out, you can file an [anonymous complaint](#) with Hawai'i Occupational Safety and Health regarding your workplace's safety practices:

Complaints: 808.586.9092

dlir.hiosh@hawaii.com

Families First Coronavirus Response Act: [Employee Paid Leave Rights](#). The FFCRA requires certain employers to provide employees with paid sick leave or expanded family & medical leave for specified reasons related to COVID-19. The following situations for paid sick leave apply to private employers with fewer than 500 employees and will be in effect until December 31, 2020 (however, *certain* provisions may not apply to *certain* employers with fewer than 50 employees):

- Employee has been advised by a health care provider to self-quarantine for a reason related to COVID-19
- Employee is experiencing symptoms of COVID-19 (as identified by the CDC) and is seeking a medical diagnosis
 - This does not include employees who are self-quarantining without seeking a medical diagnosis
- Employee is caring for someone who is either: (a) subject to a Federal, State, or local quarantine or isolation order; or (b) has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
- Employee is caring for a child if: (a) the child's school or place of care has closed; or (b) the child care provider is unavailable, for COVID-19 related reasons.

[FFCRA Questions & Answers](#)

Your employer must have [this poster](#) displayed in a conspicuous place for employees to see.

Navigating Unemployment

We know the Department of Labor has been flooded with unemployment applications, but you are still able to apply and file weekly claims. If you are having a hard time getting through, try using the following contact information:

Online Claim Filing: dlir.unemployment@hawaii.gov

Claims & Benefits: dlir.ui.oahu@hawaii.gov

O'ahu Office: 808.586.8970

Hilo Claims & Benefits: 808.974.4086

Kona Claims & Benefits: 808.322.4822

Maui Claims & Benefits: 808.984.8400

Kauai Claims & Benefits: 808.274.3043

If you are currently employed, but have experienced a reduction of hours due to COVID-19 and, therefore, a reduction in weekly pay, you are *still eligible for Unemployment Insurance* depending on the number of hours that have been reduced and the amount of earnings per week.

Please visit the [Hawai'i Unemployment Insurance](#) website for the most up-to-date information and guidelines.

Health & Safety in the Workplace

Masks, hand sanitizer, and healthy regular hand-washing practices are essential. It is best to “show off” your cleaning practices so customers can see that you are being diligent and intentional about maintaining safety practices - use sanitizer in front of them, wash your hands in a customer-visible hand-washing sink, etc. These will all help put customers at ease and comfortable with returning for business in the near future.

When to stay home. If you feel ill, notify your employer immediately and do *not* show up to work sick. Communicate with managers and coworkers to inform them that you are not able to work - do this as soon as possible so they can make the necessary arrangements and adjustments. The most important thing is to ***not*** attempt to work while ill.

If a member of your household is ill, see that they quarantine themselves in their own room and bathroom and avoid sharing spaces or items with them - offer to leave food at their door, run errands for them, etc. If there is any possibility the illness is COVID-19, notify your employer that a member of your household is ill with COVID-19 symptoms and request paid sick leave as you quarantine for 14 days.

OSHA & DLIR

Guidance on Preparing Workplaces for COVID-19. OSHA has compiled a very detailed document [here](#). Here are some takeaways for cafes:

- Partake in frequent & thorough hand washing including providing customers and worksite visitors with an accessible place to wash their hands
- Use alcohol-based hand sanitizers containing at least 60% alcohol
- Stay at home if you are feeling ill & communicate with your employer about symptoms as soon as possible
- Practice respiratory etiquette, including covering coughs & sneezes with elbows/shoulders and *not with hands*

Hawai'i Department of Labor & Industrial Relations. The DLIR has released a COVID-19 [Labor Benefits Fact Sheet](#) for Hawai'i employees and employers.

Getting Help

Health Insurance Options

COBRA. If you had insurance coverage through an employer with 20 or more employees and your employer is still in business with an active group policy, you are entitled to continue your coverage through the federal Consolidated Omnibus Budget Reconciliation Act (COBRA). Please note, you will pay the *full* premium cost, plus an administrative fee. This is likely the most costly option for Health Insurance coverage:

<https://www.dol.gov/general/topic/health-plans/cobra>

Federal Marketplace. You can purchase individual or family health insurance on the federal Marketplace - a platform which offers comprehensive major medical insurance plans. You can apply for a special enrollment period (SEP) in the case of a qualifying event, such as losing coverage due to job loss or loss of another health plan. You have 60 days to enroll after loss of coverage:

<https://www.healthcare.gov/>

Med-QUEST Program. Certain individuals in Hawai'i with qualifying household size & monthly income should apply to the State of Hawaii's Medicaid program at the Med-QUEST division. Residents may apply at anytime and applications are accepted online 24/7:

<https://medical.mybenefits.hawaii.gov/web/kolea/home-page>

Mental health & self care

Service Industry Workers & Mental Health: The following document was created by professionals in the Portland area, so some resources do not apply to Hawai'i. However, this is still a great place to gain a ton of insight:

<https://drive.google.com/file/d/1o5EUAgdVPIkLLz4SU80gZBbTaezBnC5/view>

National Alliance on Mental Illness: [NAMI Hawai'i](#) provides free support, information and resources. Programs include:

Support Groups

Classes

Online Panels & Talk Story (one starts THIS week, June 4th and will continue for 5 weeks)

Shared Faith Groups

Family Support Groups

University of Hawai'i: [How to Manage COVID-19 Anxiety](#)

Crisis Line of Hawai'i:

O'ahu: 808.832.3100

Neighbor Islands: 1800.753.6879

Crisis TEXT line: test ALOHA to 741741

Food pantries & meals

O'ahu & Kauai: [Hawaii Foodbank](#) | "...we are prepared to provide emergency food to vulnerable members of our community impacted by the COVID-19 pandemic..."

The Hawai'i Food Bank has [Emergency Food Assistance Resources](#) on their website for O'ahu & Kauai. They provide information on:

- Food Pantries
- Soup Kitchens
- 'Ohana Produce Plus program
- Food 4 Keiki School Pantry program
- Senior Food Box program

Maui County: [Maui Food Bank](#) | "...to collect and distribute food to organizations and agencies that rely on us...The Maui Food Bank exists to ensure that no one in Maui County will go hungry..."

The Maui Food Bank has dozens of [Food Distribution Sites](#) throughout the county, including Maui island, Lana'i, and Moloka'i. Some locations require appointments. Programs include:

- Fresh 4 All
- Grab-and-Go School Meals (summer program)
- Kids Cafe
- FACS (for college students)
- Senior Mobile Pantry (delivery service)
- Senior Food Box

Hawai'i County: [The Food Basket](#) | The Food Basket has compiled a list of "COVID_19 Pandemic Emergency Food Response" drive-thru locations. They are listed on the homepage of their website and locations span across the island from Na'alehu to Honoka'a and everywhere in between; pickups are on a weekly basis at each location, not daily; folks are asked to stay in their vehicles to minimize contact. Many of the usual Food Distribution centers have been temporarily closed due to the COVID-19 pandemic response.

They also have a list of [Food Pantry & Soup Kitchen Schedules](#), but ask that folks call ahead to ensure hours have not changed in response to the crisis.

Lastly, the Food Pantry provides a list of [Additional Resources](#) for partner organizations across the island

Rent relief

Legal Aid Society of Hawai'i: [Federal Moratorium Protection](#) (ended on May 29)

The Legal Aid Society provides tons of information on their website, but here's the gist:

- They work with [Fair Housing Hawai'i](#)
- Your landlord cannot change the locks or otherwise lock you out of your rental unit without a court order, even if you have not paid your rent.

- Your landlord cannot shut off your utilities such as hot or cold water, electricity, gas, or other essential service without a court order - even if you have not paid your rent.
- If you cannot pay your rent after May 29th, you would be subject to an eviction *if the landlord gives you 5 business days notice* of nonpayment, *unless* you qualify under the Federal Moratorium protection, you would have 30 day notice for nonpayment, which cannot be sent until *at least* July 26, 2020.
- [Fannie Mae](#) has created a Renters Resource Finder to locate assistance that may be available to you, which may include:
 - Access to HUD-approved housing counselors
 - Federal & state housing assistance information
 - Guidance on unemployment benefits, nutritional assistance, and other available programs
 - Non-legal support in communicating with landlords

Contact information for Legal Aid Society of Hawai'i

Monday - Friday 9am - 11:30am and 1pm - 3:30pm:

- Intake Hotline (O'ahu): 808.536.4302
- Intake Hotline (Neighbor Islands): 1800.499.4302
- Senior Legal Hotline: 808.536.0011

Helping Hands Hawai'i: [Helping Hands Hawai'i](#) has an emergency assistance program to provide individuals and families who are homeless or at-risk of being homeless with emergency financial assistance that is aimed towards preventing homelessness or aiding those that are in transition. The program primarily provides assistance with rent and utilities (not rental deposits).

Contact Information:

- Intake Line: 808.440.3835
- General Line: 808.536.7234
- Email: hjh@helpinghandshawaii.org

Maui Economic Opportunity, Inc.: [MEO](#) has a Rental Assistance program for the County of Maui. This program is designed to help individuals and families in Maui County with assistance on rental deposit, utility deposit, and rent subsidy at a declining schedule and contingent upon the applicant's circumstances. All assistance is paid directly to the landlord of the rental or the utility company.

Contact Information:

- Rental Assistance: 808.249.2970
- Email: cs@meoinc.org

Support & community

Hawai'i Coffee Association. "The [HCA](#) represents coffee growers, processors, retailers, and service providers with the shared interest in Hawaiian coffee. Our mission is to provide a forum

for education, communication, and the pursuit of shared goals that are beneficial to the sustained profitability of the entire Hawai'i coffee industry.”

As a part of the coffee industry in Hawai'i, you are *always* welcome to participate in our conversations and discussions. The HCA aims to provide our members with the tools and resources needed to be a successful coffee professional. In these times, that means providing documents such as this one and forums for communication. Please reach out to us at any time:

Email: board@hawaiicoffeeassoc.org

Instagram: @hca_coffee

Twitter: @HCA_Coffee

Facebook: facebook.com/hawaii.coffees

Pacific Coffee Research. [PCR](#) has hosted Talk Story sessions via instagram with coffee professionals and others in our Hawai'i community. While they are live streamed one-on-one conversations, anyone and everyone is invited to participate in the discussion through the comments section. It has been designed as a way to continue connecting with the greater Hawai'i coffee community in times of quarantine and social distancing. Additionally, if you or someone you know is interested in participating in the live discussion as a guest with PCR, you are welcome to reach out to them through any of the following media:

Email: info@pacificcoffeeresearch.com

Instagram: @pcr.coffee (Talk Story sessions are live streamed here)

Facebook: facebook.com/pcr.coffee

Coffee Break: “[Coffee Break's](#) mission is to bring people together and support one another during this challenging time. Meet up with friends, meet new people, drink homemade coffee and shoot the breeze. All are welcome. Join us!”

Coffee Break has become a national communication program for coffee professionals to connect and have casual conversations via **daily** Zoom calls. Links for regional calls are available on their website. There is currently no Coffee Break call for Hawai'i, specifically, but everyone is welcome to join any of the currently listed calls. If you are interested in starting a Coffee Break for Hawai'i, please contact Madeleine LG - the SCA's US Chapter Community Coordinator for Hawai'i:

Email: madeleine@pcr.coffee

Phone: 818.426.1040

Additional Resources List

General

- National Coffee Association: COVID-19 Resources - <https://www.ncausa.org/Industry-Resources/Coronavirus-COVID-19-Resource-Center#B>

Health & Safety

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>

Business Operations & Finance

- <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>