To Our Valued Miles Customers,

Bermuda and the world are facing the outbreak of coronavirus (COVID-19) on an enormous scale; the human impact is massive, and our hearts go out to all who have been affected.

We are so thankful to have a wonderful team of people and would like to first recognize each of them, who through difficult challenges, are working to ensure you have the world of food available.

Our food supplies remain stable and while there may be shortages of some items, we are working constantly to find ways to keep the store at the level that you would expect while maintain strong health and safety standards.

We are adhering to the guidelines issued by the Bermuda Ministry of Health and support the work of local health officials and government leaders, continuing all our hygiene practices to help protect the spread of the virus and have hope that you are also.

Below are some changes and details on Miles operations from Wednesday March 25th until further notice:

- **Store operation hours will be 8 AM – 5:30 PM (Weekdays through Saturday) and regular Sunday hours.** We will, however, be constantly reviewing this and shall advise any adjustments with no less than 48 hours notice to you.
- **Miles will be open for our senior customers on Sundays from 10 AM – 11 AM** after which time we will resume normal Sunday operating hours. Those 65+ will be welcome to shop from 10AM and may be asked to present a valid ID. Those high risk, vulnerable customers, outside this age bracket, are also welcomed to shop during this time. We do ask for your cooperation at this time, allowing those more vulnerable persons to be given the ability to shop with peace of mind.
- **All customers should shop consciously and efficiently to allow the flow of persons to move through the store to keep as few customers in the store at one time.** We also always ask for you to be considerate of social distancing (1.5m / 5ft) away from other customers.
- **We want to make it clear that our supply chains are currently consistent and are being updated regularly.** We ask customers to be conscious of those that may not be able to shop as often and to shop more along the lines as you normally would.
- **We have previously advised on measures made that include, and are not limited to, increased water temperatures, increased use of virucides, UV light on all air returns decontaminating the air entering the store and all additional components that are part of our cleaning protocol.**

We appreciate your understanding, patience and cooperation as we navigate this together.

In health!

William Cox
President
Amidst all the uncertainty, we thought we’d bring you some advice to help you take a proactive approach to COVID-19. Lots of people have said they feel like “sitting ducks”… It’s a little like waiting for a hurricane to hit, a feeling we all know so well in Bermuda!

The good news is, that as well as social distancing and good hygiene, our diet and lifestyle are other factors within our control that help to minimize our risk. Further, healthy living helps to boost resilience – so if you do become unwell, you’re more likely to have a quick and easy recovery. We can’t foresee or prevent everything, but looking after ourselves as best we can is a great way to reduce pressure on our families, medical services, employers and Bermuda’s wider business and social community.

Below, we’ve listed some key steps that will help benefit your immune function:

1. **Don’t forget the obvious!**
   As ever, staying hydrated with water and sleeping well are important measures for boosting immunity and resilience. Exercise is important too, so try and fit that in where you can. Get outside in the fresh air and soak up some vitamin D. We have so many beaches and trails for walks where it’s easy to stay apart from each other too.

2. **Yoga & Meditation for stress**
   Both of these can be helpful. There are lots of free yoga workouts available on YouTube and elsewhere online, so it’s easy to do at home. I use the Insight Timer meditation app (free) which has fantastic guided meditations for adults and children. Good for stress and improving quality/ duration of deep REM sleep (which is restorative.)

3. **Build a supportive environment**
   There’s nothing wrong with occasional treats. However, junk food does nothing positive for your body in general, let alone your immune function. Think of it this way: healthy food builds you up and junk food knocks you down. If you find it hard to resist temptation, then make sure you build a supportive environment at home. You can’t eat ice-cream from the freezer at 11pm if it’s not there! Fill your cupboards with healthy snacks instead: Lentil Chips and Salsa, KIND bars (just the Nut & Spice versions which are lower sugar and high protein), Go Macro bars (high protein versions only), Hippeas chick pea puffs, organic popcorn and Mary’s Gone Crackers products are all great options available in our store. Of course, fresh fruit with nuts/seeds and fresh veg with hummus, guacamole or salsa make great snacks too.

4. **Avoid bad fats**
   Bad fats are especially negative for immune function as they can inhibit the uptake of good fats (anti-inflammatory/immune boosting) and vitamin D (see below.) Bad fats are found in anything fried or processed. When looking at labels on packets, avoid anything that contains trans or hydrogenated fats. When comparing animal-based products, choose options that are lower in saturated fats. When you
cook, avoid heating oil so high that it smokes in the pan. I generally use light olive oil over a medium heat. Avocado oil or ghee can withstand higher temperatures if need be. Good fats like fish, olives, avocado, unroasted nuts/seeds and extra virgin olive oil on salads are encouraged.

5. Pack in the fruit and vegetables
Fresh fruit and vegetables are packed with antioxidants that boost your immune system, but frozen are just as good too. Just note that if you boil frozen veg you can get significant nutrient loss, so try steaming them instead. In particular, fruit and veg with very darkly pigmented colour (e.g. berries and greens) are especially nutrient rich. The easiest way to bump up your intake is to replace grain-based carbs with fruit or vegetables. Instead of rice, try roasted butternut squash. Instead of crackers with hummus, have peppers or carrots. Instead of a cookie, have some fruit. It’s easy!

6. Look for Nutrifit recommended items in store
Our Nutritionist (Catherine Burns) trained for four years with the Institute for Optimum Nutrition in London, UK. She has 16 years clinical experience, working with clients one-to-one and teaching Nutrifit (her 6-week Optimum Nutrition program) to large groups. She has worked with our kitchens to produce antioxidant-rich, nutrient dense salads for the deli, and our shelves are loaded with Nutrifit-recommended items. Look for the Nutrifit leaf and feel confident you are making the healthiest choice!

7. Make sure you have adequate vitamin D
Of all the research out there on nutritional factors that may be useful for COVID-19, this is probably the strongest. A growing body of evidence shows us that vD is important for supporting immune health and crucially, helps to improve resilience to respiratory infections. This is especially relevant for people who are deficient in vitamin D but I think it’s important for everyone. Please note the following:

→ You can’t really get enough safe sun exposure to fulfill optimal vD requirements, so supplementing is a good idea.
→ Even if you are not medically deficient, small daily doses are perfectly safe and it’s easier that overwhelming our doctors with testing requests at this stage.
→ Small daily doses are not only safer but more efficient than mega-dosing. All our Garden of Life Multivitamins at Miles Market (Kid’s, Women’s, Prenatal, Men’s) contain optimal levels of vD in a highly bioavailable form. They also offer great nutrient synergy (adequate levels of vitamin A, C and E are all important to protect vitamin D in the body.) There are plenty of other quality brands out there – look for one that contains at least 500ius (kids) and 800ius (adults.)
→ For infants and very young children, paediatric drops are available at all pharmacies.
→ Multivitamins should always be taken with food but as vD is fat soluble, it’s best taken with food that contains good fats (nuts, seeds, olive oil, avocado, fish, full-fat organic dairy.) For infants and young children breast milk/formula DO provide sufficient fats. Good news! Remember, avoid fried food as that inhibits the absorption of vD. The best dietary sources of vD are animal products and include salmon, organic full-fat dairy and eggs. This means that Vegetarians and Vegans should be especially vigilant about supplementing vitamin D.
8. Keep in touch on social media!

Please join us on the Miles Market Facebook page. We frequently post healthy recipes and extra nutrition/lifestyle tips there. We’re also sharing details regarding store hours for seniors-only and the measures we are taking to ensure that our group of companies provides you with the safest possible customer experience.

Please note: It goes without saying that if you have a medical condition that requires specific dietary advice, you should follow the advice given to you by your caregiver. Also, the advice given here is general and you’ll need to use your own self-awareness to adapt it to your needs. If you have allergies or intolerances that mean some otherwise healthy foods don’t agree with you, then avoid them – that’s fine! Just do your best.

Don’t feel bad if you make every effort to stay healthy and still get sick. You can’t mitigate everything! What we’re trying to do is prevent it if possible and improve your resilience so that you recover faster and more comfortably.

Together we’re stronger. Live Well With Us!