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TO OUR VALUED CUSTOMERS,

Like you, we have been listening closely to every report, every update, and every directive from our Government officials over the course of this Pandemic. And like you, we have been interpreting, and re-interpreting what that all means for ourselves, our family, and our business. We take seriously the faith that you, our clients, bestow upon us to help create a peaceful oasis in your lives, a place to play, and exercise, and connect with family. We want you to know that we are here for you right now.

The Government of Ontario has broadened its definition of "Essential Workplaces", and we have adjusted our Operations accordingly, effective immediately.

We will be starting new construction projects effective Monday May 4, 2020 as per Premier Doug Ford's announcement and The Ontario Health Agency has approved. It is now considered safe and is permitted for work to begin. Rest-assured, that Pioneer Family Pools commitment to you, as always, is to provide you with the best service possible and to complete your new project as soon as we are able to do so. We will do so safely with all protocols insuring our staff and our customers safety.

If you are waiting for your pool to be opened, know that we will be there to remove the cover, and put the sparkle back in your backyard again soon. *(Please see Provision 20 of Ontario's List of Essential Workplaces).*

If your pool is already up and running and you want to be sure that the water is safe and clean for swimming, you can order test strips from your local Retail Store, so your family can enjoy the splendor of your own backyard pool without having to worry. **For the safety of our customers and team, we are not currently doing water tests in store.**

If you are maintaining your pool or hot tub yourself, your local Pioneer Family Pools Retail Store, is ready for your **curbside pick-up**. **WE NOW HAVE ONLINE PURCHASING WITH CURBSIDE PICKUP AVAILABLE** to customers to streamline the process. Visit our website at pioneerfamilypools.ca and click the appropriate tab to place your order. Due to busier than normal demand, please be patient, as it may be necessary to wait for a short period of time. **Our team members will always do their best to ensure you are satisfied with our new curbside pickup process.** Should you require further assistance please contact your Retail Store via email or by telephone, where one of our dedicated team members will be happy to assist you.

We are confident that our reduced work force will be able to answer all of your urgent pool care needs while maintaining the Health and Safety Standards that are being called for by all levels of our Government. In order to achieve this goal, we also require your commitment and co-operation. You can help keep us all safe and working as effectively as we can right now by:

- **Informing Pioneer Family Pools if you have been diagnosed with or are experiencing symptoms of a COVID-19 Infection.**
- **Minimizing interaction with our field staff and maintaining a physical distance of 2m (6') while they are on your property.**
- **Understanding that our reduced number of field staff are experiencing delayed processes, along with an increase in demand.**
- **Please [book your pool opening](#) as soon as possible to allow us to better coordinate our limited crew schedule.**
- **Please contact our Service Department for:**
Minor leaks, lighting repairs, etc. As we begin to roll-out services once again, please note that a longer than usual service repair time may apply due to increased demand. As always, we will do our best to ensure your satisfaction.

Stay safe! Stay healthy!

Kind Regards,

The Owners and Executive Team
Pioneer Family Pools

For more information on Government Essential Workplaces click:
<https://www.ontario.ca/page/list-essential-workplaces>