

TO OUR VALUED CUSTOMERS,

Yesterday the Ontario Government mandated the closure on non-essential business. See article below listed in red from the Premier's office what is considered an essential service. The full list is available here.

Additionally, the Pool and Hot Tub Council of Canada released a statement following in regards to the Provincial mandate to close. See at the bottom in blue.

Pioneer Family Pools is within the purview of this mandate from the Provincial government to stay open as we provide essential chemicals, equipment and advice to maintain water chemistry, the operation of household equipment, supply propane, supply products necessary to the operation of residences and businesses, we supply support and maintenance services including repair to maintain sanitation and operation of residential properties, and we support the safe operation of residences. See below under sections 5, 7, 13 and 70.

5. Gas stations, diesel, propane and heating fuel providers including providers of motor vehicle, aircraft and water/marine craft fuels
7. Hardware stores and stores that provide hardware products necessary to the essential operations of residences and businesses
13. Businesses that provide support and maintenance services, including urgent repair, to maintain the safety, security, sanitation and essential operation of institutional, commercial industrial and residential properties and buildings, including, property management services, plumbers, electricians, custodial/janitorial workers, cleaning services, security services, fire safety and sprinkler systems, building systems maintenance and repair technicians and engineers, mechanics, (e.g. HVAC, escalator and elevator technicians), and other service providers who provide similar services
70. Businesses that support the safe operations of residences and essential businesses

This current mandate by the provincial government does change the operation of Pioneer Family Pools. We will continue to stay open adhering to our COVID-19 protocols. Further to this we will be suspending in-store appointments for Pools, Hot tubs, and Swim spas. It is vital during this time that we maintain our distance from one another.

Therefore these changes will be in effect starting immediately and remain until further notice.

1. The retail store and service scheduling will remain open as well as our sales, service and installation departments adhering to the COVID-19 protocols.
2. We will maintain our hours 9-5 Monday to Saturday
3. No in-store appointments for the sale of Pools, Hot tubs, Swim spas, or Renovations. We will continue to respond to our clients via email and phone. If clients stop in please inform the correct person for sales via email or phone (as is our policy do not write it down or try and remember to tell them send an email or leave a voicemail immediately)
4. The retail store is open to provide water testing, chemical and material supply, service and repair question handling and sales.
5. We can complete house visits to check on yards so long as the client does not participate and stays indoors. This applies to liners, renos, pool, spa and endless pool sales. (I will develop a communication for this)
6. During service/installation calls the homeowner must maintain at least 10' of separation but preferably stay inside. If communication is required to our team from the home owner they will be able to contact the office to communicate to the teams. (I will develop a communication for this)
7. Free delivery of our merchandise with Purchases over \$100 in London, Ilderton, Strathroy, or Woodstock (paid in full prior to delivery, delivered to the front porch or back yard not in person)
8. We will limit the store to 8 patrons at a time. Please maintain a watchful eye at the doors. In Woodstock lock the side doors.

9. Both locations must have 2 people on at any time to enforce the limit of patrons in the store. Sales team members are part of this.

This is an ever evolving situation and things will continue to change. Be safe, be diligent with our COVID-19 protocols, and use your best judgment. Contact me via cell phone or email at anytime with any questions.

Keep yourselves and family safe and healthy.

Regards,

Zoltan M.M. Dobsinai

Partial List from the Office of the Premier of Ontario

Supply Chains

1. Businesses that supply other essential businesses or essential services with the support, supplies, systems or services, including processing, packaging, distribution, delivery and maintenance necessary to operate

Retail & Wholesaling

2. Businesses engaged in the retail and wholesale sale of food, pet food and supplies, and household consumer products necessary to maintain the safety, sanitation and essential operations of residences and businesses, including grocery stores, supermarkets, convenience stores, markets and other similar retailers
3. Businesses that provide essential items for the health and welfare of animals, including feed, animal food, pet food and animal supplies including bedding
4. Beer, wine and liquor stores and alcohol producers, and stores that sell beer and wine through arrangements with authorized providers; cannabis stores and cannabis producers
5. Gas stations, diesel, propane and heating fuel providers including providers of motor vehicle, aircraft and water/marine craft fuels
6. Motor vehicle, auto-supply, auto and motor-vehicle-repair, including bicycle repair, aircraft repair, heavy equipment repair, water-craft/marine craft repairs, car and truck dealerships and related facilities
7. Hardware stores and stores that provide hardware products necessary to the essential operations of residences and businesses
8. Business providing pharmaceuticals and pharmaceutical services, including pharmacies and dispensaries
9. Businesses that supply office products and services, including providing computer products and related repair and maintenance services, for individuals working from home and for essential businesses
10. Safety supply stores (for e.g. work clothes, Personal Protective Equipment)

Food Services & Accommodations

11. Restaurants and other food facilities that prepare and serve food, but only for delivery or takeaway, together with food delivery services
12. Hotels, motels, shared rental units and similar facilities, including student residences

Institutional, Residential, Commercial & Industrial Maintenance

13. Businesses that provide support and maintenance services, including urgent repair, to maintain the safety, security, sanitation and essential operation of institutional, commercial industrial and residential properties and buildings, including, property management services, plumbers, electricians, custodial/janitorial workers, cleaning services, , security services, fire safety and sprinkler systems, building systems maintenance and repair technicians and engineers, mechanics, (e.g. HVAC, escalator and elevator technicians), and other service providers who provide similar services

Telecommunications & IT infrastructure/Service Providers

14. Businesses engaged in providing or supporting Information Technology (IT) including online services, software products and related services, as well as the technical facilities such as data centres and other network facilities necessary for their operation and delivery

15. Businesses providing telecommunications services (phone, internet, radio, cell phones etc) as well as support facilities such as call centres necessary for their operation and delivery

Transportation

16. Taxis and other private transportation providers providing transportation services necessary for activities of daily living

17. Businesses and facilities that provide transportation services to businesses and individuals including by air, water, road, and rail including providing logistical support, distribution services, warehousing and storage, including truck stops and tow operators

18. Businesses that provide materials and services for the operation, maintenance and safety of transportation systems (road, transit, rail, air and marine) including delivery of maintenance services such as clearing snow, response to collisions, and completing needed repairs to the transportation systems

Manufacturing & Production

19. Businesses that extract, manufacture, process and distribute goods, products, equipment and materials, including businesses that manufacture inputs to other manufacturers (e.g. primary metal/ steel, blow molding, component manufacturers, chemicals, etc. that feed the end-product manufacturer)

20. Businesses, facilities and services that support and facilitate the two- way movement of essential goods within integrated North American and Global supply chains.

Agriculture & Food Production

21. Businesses that farm, harvest, process, manufacture, produce or distribute food, including beverages, crops, animal products and by-products, aquaculture, hunting and fishing

22. Businesses that support the food supply chain including assembly yards, livestock auctions, food distribution hubs, feed mills, farm equipment suppliers, feed suppliers, food terminals and warehouses, animal slaughter plants and grain elevators

23. Business that support the safety of food including animal and plant health and animal welfare

24. Businesses that provide veterinary services, and that supply veterinary and animal control medications and related supplies and testing kits

25. Businesses that help to ensure safe and effective waste management including deadstock, rendering, nutrient management, bio hazardous materials, green waste, packaging recycling

Construction

26. Construction projects and services associated with the healthcare sector, including new facilities, expansions, renovations and conversion of spaces that could be repurposed for health care space

- 27. Construction projects and services required to ensure safe and reliable operations of critical provincial infrastructure, including transit, transportation, energy and justice sectors beyond the day-to-day maintenance
- 28. Construction work and services, including demolition services, in the industrial, commercial, institutional and residential sectors
- 29. Construction work and services that supports health and safety environmental rehabilitation projects

Financial Activities

- 30. Capital markets (e.g., the TSX)
- 31. Banking activities related to credit intermediation; credit unions
- 32. Insurance
- 33. Businesses that provide pension services and employee benefits services
- 34. Businesses that provide financial services including payment processing, the payroll division of any employer (as defined by the Employment Standards Act/Occupational Health and Safety Act), any entity whose operation is the administration of payroll, banks and credit unions

Resources

- 35. Businesses that ensure global continuity of supply of mining materials and products (e.g. metals such as copper, nickel and gold) and that support supply chains in Northern Ontario including:
 - a. Mining operations, production and processing
 - b. Mineral exploration and development
 - c. Mining Supply and Services that support supply chains in the mining industry including maintenance of operations, health and safety
- 36. Businesses that provide chemicals and gases to support the natural resource sector analytical labs and drinking water and waste-water sectors and other essential businesses
- 37. Businesses that ensure global continuity of supply of forestry products (e.g. lumber, pulp, paper, wood fuel, etc.)
- 38. Businesses that ensure global continuity of supply of aggregates to support critical infrastructure repairs and emergency response requirements (e.g. sandbags, armour stone barriers, etc.)
- 39. Businesses that ensure global continuity of supply of petroleum and petroleum by-products

Environmental services

- 40. Businesses that support environmental management/monitoring and spill clean-up and response, including environmental consulting firms, professional engineers and geoscientists, septic's haulers, well drillers, pesticides applicators and exterminators, management of industrial sewage/effluent (e.g. for mining operations), and environmental laboratories

Utilities & Community Services

- 41. Utilities, and Businesses that support the provision of utilities and community services, including by providing products, materials and services needed for the delivery of utilities and community services:
 - a. Waste collection, waste/sewage treatment and disposal, operation of landfills, and hazardous waste disposal
 - b. Potable drinking water

- c. Electricity Generation, transmission, distribution and storage
- d. Natural Gas distribution, transmission and storage
- e. Road construction and maintenance
- f. Police, fire, emergency services including coroner services and pathology services
- g. Corrections and courts services
- h. Other government services including licenses and permits
- 42. Businesses engaged in or supporting the operation, maintenance and repair of critical infrastructure (railways, dams, bridges, highways, erosion control structures, etc.)

Communications Industries

- 43. Newspaper publishers
- 44. Radio & Television Broadcasting
- 45. Telecommunications providers

Research

- 46. Businesses and organizations that maintain research facilities and engage in research, including medical research and other research and development activities
- 47. Businesses that provide products and services that support research activities

Health Care, Seniors Care & Social Services

- 48. Organizations and providers that deliver home care services
- 49. Retirement homes
- 50. Long-term care facilities
- 51. Independent health facilities
- 52. Laboratories and specimen collection centres
- 53. Manufacturers, wholesalers, distributors and retailers of pharmaceutical products and medical supplies, including medications, medical isotopes, vaccines and antivirals; medical devices and medical supplies
- 54. Manufacturers, logistics and distributors of products and/or services that support the delivery of health care in all locations (including but not limited to hospitals, labs, long-term care homes, other residential health care, physicians, nurse practitioners and midwives, and home care services)
- 55. Businesses that provide products and/or services that support the health sector or that provide health services, including mental health and addictions and counselling supports
- 56. Businesses that sell, rent or repair assistive/mobility/medical devices, aids and/or supplies
- 57. Businesses that provide personal support services (many seniors and persons with disabilities, who can afford to, hire individuals to assist with the activities of daily living)
- 58. Health care professionals providing emergency care including dentists optometrists and physio-therapists

- 59. Not-for-profit organizations that provide critical personal support services in home and also provide residential services for individuals with physical disabilities (such as the Centre for Independent Living and March of Dimes)
- 60. Businesses and all other organizations that support the provision of food, shelter, safety or protection, and/or social services and other necessities of life to economically disadvantaged and other vulnerable individuals, including but not limited to food banks, violence against women emergency shelters, homeless shelters, community housing, supportive housing, children's aid societies, residential services for adults with developmental disabilities and for children, and custody and detention programs for young persons in conflict with the law

Justice Sector

- 61. Professional and social services that support the legal and justice system

Other Businesses

- 62. Rental and leasing services, including automobile, commercial and light industrial machinery and equipment rental
- 63. Businesses providing mailing, shipping, courier and delivery services, including post office boxes
- 64. Laundromats, dry cleaners and laundry service providers
- 65. Professional services including lawyers and para-legals, engineers, accountants, translators
- 66. Businesses providing funeral, mortician, cremation, transfer, and burial services, and any related goods and products (such as coffins and embalming fluid)
- 67. Land registration services, and real estate agent services and moving services
- 68. Businesses providing security services including private security guards; monitoring or surveillance equipment and services
- 69. Businesses providing staffing services, including temporary help
- 70. Businesses that support the safe operations of residences and essential businesses
- 71. Businesses that provide for the health and welfare of animals, including veterinarians, farms, boarding kennels, stables, animal shelters, zoos, aquariums, research facilities and other service providers
- 72. Child care services for essential workers, and home child care services of less than six children
- 73. Businesses providing cheque cashing services

Business Regulators & Inspectors

- 74. Organizations, including Administrative Authorities, that regulate and inspect businesses

ATTENTION POOL & HOT TUB INDUSTRY PROFESSIONALS

As the President of the Pool & Hot Tub Council of Canada (PHTCC) and on behalf of our Board of Directors I am reaching out to you, our valued members, to provide information related to the COVID-19 global pandemic, specifically as it relates to the Pool & Hot Tub Industry.

Although this situation is changing rapidly, we wanted you to know we are continuing to take steps to reach Federal, Provincial, and Municipal governments and top Health authorities for clarity on essential vs. non-essential services, and to advocate for our industry's important role in disease prevention through ongoing water quality management. We are aware of the recent announcement regarding essential businesses in Ontario and Quebec and are working tirelessly to stay on top of this and will be communicating any informative advancements as they are received.



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The PHTCC firmly believes that the companies that supply pool sanitization and disinfection materials (through manufacturing, distribution or retail stores), the companies that manage the maintenance of swimming pools, hot tubs and other artificial bodies of water and the companies currently constructing in-ground pools and spas are essential to preventing the transmission of infectious diseases, helping maintain community health, and ensuring public safety.

The PHTCC will be getting the message to key authorities that companies who provide pool maintenance and service, that are currently constructing a pool or spa, or are supplying the sanitization and disinfection materials should be considered essential and be able to stay open while observing top standards on social distancing in all aspects of their operations.

We are distributing COVID-19 best practices guidelines and industry information to ensure your staff and customers to stay safe and healthy while continuing to care for pool & hot tubs in a responsible way.

Crystal Lengua

President,

Pool & Hot Tub Council of Canada