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TO OUR VALUED CUSTOMERS - HERE ARE OUR STORE PROTOCOLS:

At Pioneer Family Pools, it is imperative that you realize, we are dedicated to ensuring the health and safety of our customers and staff. Here's what we are doing:

In addition to the province's safety guidelines, Pioneer Family Pools has considered our specific circumstances and has implemented all precautions available to provide a safe shopping experience.

Limiting customer access: As per government guidelines we are restricted to the number of customers we are allowed in the store at one time. We request no more than 2 members per family be allowed in the store as a courtesy to other customers.

Maintaining Social Distancing: Proper social distancing is a must at all times. Employees as well as customers must remain 6 feet apart. Markers are placed on the floor, outlining clearly where a customer is to stand. These markers are spaced at a distance of 6 feet or 2 metres apart.

Monitors: A monitor (employee) will be at the entrance of each retail store, their job is to only allow the allotted number of customers in the store at the same time.

Mandated Face Masks: As per CDC, Health Canada & City Guidelines, Pioneer Family Pools has implemented a **FACE MASK POLICY** which requires ALL staff and ALL customers wear a non-medical mask at all times when in the store or warehouse.

For further information, please review our Face Mask Policy on this website!

Hand Sanitizer: All customers are provided with Hand Sanitizer to be used prior to entering.

Plexiglass Shields are installed at ALL cash areas, thereby protecting customers and staff. These shields are cleaned with a spray disinfectant often throughout the day.

Hand Washing and Hand Sanitization: Employees will follow specific handwashing directions as per Government recommendations.

Hard Surface Cleaning: Part of our increased cleanliness measures include wiping surfaces with anti-bacterial wipes or spray. Also, implementing daily, and hourly cleaning of high traffic areas. Door knobs, and handles are to be cleaned with disinfectant whenever used.

Gloves: Staff will wear nitrile gloves whenever dealing with a customer or merchandise. Warehouse, delivery, and curbside pickup MUST wear gloves while working. Gloves will be disposed of after use.

This has been an unprecedented time for everyone. Part of our recovery is opening up, and getting back to our "new normal".

Thank you & we look forward to seeing you!

The Owners & Executive Team