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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.

**Our stores are currently open for ESSENTIAL pool and hot tub goods ONLY.**

**For any patio furniture inquiries:** Patio purchases can be made online. For any information please leave a phone message and we will get back to you as soon as possible. These sections are temporarily closed for in-store shopping.

**For any new hot tubs and pool inquiries:** Information is currently available online. For additional information please contact us via our website or leave a phone message and we will get back to you as soon as possible. These sections are temporarily closed for in-store shopping.

**For Curbside pickup, please remain in your vehicle, call the location number on the front door and Press 9.**

**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. **For Curbside pickup, please remain in your vehicle, call the location number on the front door and Press 9.**

**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 (if applicable). All staff will sanitize hands regularly.

Where applicable, 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 & 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. Thank you & we appreciate your understanding, patience and support.

**The Management & Staff, Pioneer Family Pools**