

March 27, 2020

To our valued Maitland Marinas and Resort Park customers,

In response to COVID 19 and in following Health Unit and Government guidelines and mandates, our family wanted to reach out to share what we are doing to protect our staff, clients and our communities.

We are sharing this Quarantine Mandate with our staff and customers.

**Quarantine Mandate:**

**If you have recently arrived back in Canada or will be arriving back to Canada, by law of the Quarantine Act, you are required to go DIRECTLY into quarantine.** This means directly, no grocery shopping, no visits with friends and family. No serving quarantine on the marina or trailer park property. Serve your quarantine at your principal residence. The government has also offered quarantine transport from the airport and accommodation if required.

We are working behind the scenes to ready the property for spring opening. **Seasonal operations remain closed. We anticipate an opening date of April 25<sup>th</sup>.** For those who require boat launch, we are booking launches for May 1<sup>st</sup>. Please contact the office to book your time/date. **We must be in compliance with Government direction, thus if we are required to move the open or launch dates due to the Pandemic, we will be in touch with you.** Please know we will make every effort to accommodate you.

**To acknowledge these uncertain times, for those of you who pay on a scheduled basis, we are moving the April 1<sup>st</sup> final payment for the 2020 season to May 1<sup>st</sup>. We hope this is helpful to you and your family.**

Please continue to support the River Run Restaurant with the purchase of take-out food.

**River Run Restaurant:** <https://www.facebook.com/riverrunrestaurantgoderich/>  
(519) 440-7205

**Staff Update:**

All current staff have received information regarding ways to protect themselves and their families from the virus: Social distancing and following the direction of Reducing the Spread of Virus Protocols: **Wash Your Hands; Avoid Touching Eyes or Nose; Cover Your Cough or Sneeze**

**with Tissue or Elbow; Avoid Close Contact with People (6 ft); Clean and Disinfect; and Stay Home if You Are Sick.** In addition to this we remind people to only leave home for essential reasons: groceries, pharmacy etc. In the meantime, we are stepping up our cleaning and sanitizing and reminding people to wash their hands after contact with individuals, surfaces, door handles etc. We have asked staff not to come into work if they are exhibiting symptoms and to contact Dick and Jim.

#### **Office Contact:**

**We are asking customers to contact office staff by phone and email only. We are asking them not to come to the office. We have asked office staff to lock the door and to respond to customers by phone and email.** Should customers have some paperwork or cheques to deliver or receive, we ask them to please make arrangements with the office to make an electronic transfer or use the postal service/external mailbox on site. We truly value face to face communication, but at this time we simply can't put our staff or customers at risk.

We value our relationship with you immensely and we wanted to share these very difficult decisions at this time.

**Please continue to support your family, friends and neighbors; be ambassadors of good will and strong values. We will need everyone's help, diligence and support to get through this time.**

#### ***The Peever Family***

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