

COVID-19 Response

Friday June 12, 2020

Dear Valued Campers,

Thank you for all of your ongoing understanding and efforts as we all navigate through the changes surrounding COVID-19 together. As you know our provincial government announced Phase II of reopening and we appreciate your patience with us as we ensure our procedures for this stage are practical and safe.

Below are the current policies and procedures at the campground in response to the Covid-19 pandemic as of Friday June 12 following guidance from our local health officials.

Always social distance and limit groups to 10 persons.

This only applies to outdoor gatherings. It is not physically possible to maintain 6ft distance between 10 persons (or less) inside a trailer or park model if all people do not come from the same household.

The following areas in the park **must remain closed until further notice**:

- Washrooms are closed.
 - Laundry rooms are closed.
 - Playgrounds are closed and off-limits.
 - The pool is closed.
 - The rec. hall is closed.
 - The Main Office at Pike Lake and at River Place will remain closed to the public.
- At the office, we are striving for a contact-free environment to keep staff and customers safe. This means, where possible, email us to organize payments or for other inquiries at info@pikelake.com or customerservice@pikelake.com. Please HAVE PATIENCE with us, we are trying our best to get back to you as soon as possible but are receiving a high volume of emails and calls.
- Golf carts may be driven through the campground but all social distancing and physical distancing rules and laws mandated by the Ontario government still apply.
- Absolutely no underage kids are allowed to drive golf carts. Follow our golf cart rules or risk losing golf cart privileges.

As you know, you are responsible for what you do on River Place property including at your campsite. Treat your trailer as an extension of your home; you should be following the same social and physical distancing guidelines that you follow at your house (provided by your local health department). We are striving to follow the guidelines of both the Grey Bruce Health Unit and the Wellington-Dufferin-Guelph Health Unit and ask you to do the same. If you have any questions or concerns you should call the health unit for clarification. Our main objective is to keep our employees safe, our customers safe, and for everyone to enjoy their summer. We want to thank you in advance for everyone's cooperation during these crazy times.

Our Public Health Unit (Wellington-Dufferin-Guelph) has issued a class order effective 12:01am June 12, 2020: any customer, patron, employee or visitor who enters a commercial establishment in the WDG region is required to wear a face covering while inside the establishment. Should any of the buildings open, it will be mandatory that a face covering be worn in order to enter any Pike Lake owned buildings. This order is in effect until rescinded by the Medical Officer of Health.

For general questions about COVID-19 refer to Grey Bruce Public Health publichealthgreybruce.on.ca

The following should be contacted for urgent matters:

1. ***For ALL 911 Emergencies*** – Call 911.
2. ***For all police matters*** including COVID-19 issues or underage drivers on golf carts, call the OPP at 1-888-310-1122
3. ***For Park security or maintenance*** when the office is closed for the evening (i.e. Noise complaint, septic emergency, power outages) call park management 519-313-0814

Please keep these numbers for reference but do not abuse them by phoning for non-emergencies. Do not call 911 or the police for general questions regarding Covid-19, reference credible sources like the local health department.

If you have any questions or concerns regarding any of the above, please contact:

info@pikelake.com or customerservice@pikelake.com

OR

Herb 519-323-6497 or hcowen@pikelake.com

Tom 519-323-7200 or tcowen@pikelake.com

On behalf of River Place Campground Ltd,
Tom Cowen, Herb Cowen & Jeanne Brown
Owners & Operators