

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 are not from the same household.

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

- The beach area is closed.
You may swim in the lake (maintaining physical distance of 6ft from those outside your immediate household) but sitting on the beach or socializing is not permitted at this time.
 - Washrooms are closed.
 - Laundry rooms are closed.
 - Playgrounds are closed and off-limits.
 - The pool is closed.
 - The rec. hall is closed.
 - The back tent and pavilion at the beach are both closed and off limits.
 - The Main Office 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 work order requests 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.

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- 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. (Golf cart rules can be reviewed on the campground section of our website).

As you know, you are responsible for what you do on Pike Lake 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 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. A face covering must now be worn in all Pike Lake owned buildings, as well as ALL local businesses. This order is in effect until rescinded by the Medical Officer of Health. (Please read the attachment from the WDG health unit regarding face coverings as it applies to Pike Lake.)

Public Health Wellington-Dufferin-Guelph:

1-800-265-7293 or 519-822-2715 | wdgpublichealth.ca

Non-Health Related COVID-19 Call Centre: 519-822-2715 ext. 4020

Monday to Friday 9am to 4pm. (for general questions about COVID-19 incl. face coverings, social distancing questions or non-emergency reporting questions.)

We have included our Park Patrol and Emergency information, but to summarize:

1. ***For ALL 911 Emergencies*** – Call 911. Your 911 address location is attached and is always in [past spring newsletters](#).
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 519-496-2670

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 WDG 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

Clubhouse News:

The Clubhouse remains open ONLY for takeout – Tuesdays to Sundays, 11:00am to 8:00pm

At this time the patio will not be opening due to the COVID-19 patio regulations.

- We are offering a limited, takeout menu for the time being. Please call 519-338-3010 ext. 230 or press 4 at the auto attendant to order your food.
- We recommend pre-ordering dinner earlier in the day if possible – as we have a high call volume in the evenings, this should cut down on your wait time.
- When possible, please pay ahead of time over the phone – takeout orders can be picked up at the PATIO DOOR into the dining room.
- Customers must wear a face covering to enter the Clubhouse, per the Wellington-Dufferin-Guelph Health Unit Order.

On behalf of Pike Lake Golf Centre Limited,
Tom Cowen, Herb Cowen & Jeanne Brown
Owners & Operators
519-323-7200 / 519-323-6497