



Date: May 14, 2020

Re: Seasonal Update #4 Regarding Covid-19

Dear Boaters,

We are pleased to advise that today the Province of Ontario announced that marina's in Ontario may open as of May 16, 2020. This is exciting news; however, operations this summer will be different from previous years. It is important that we continue to be mindful of the current pandemic. Therefore, revised operating procedures are being put into place to ensure the health and safety of everyone.

As of May 16, 2020 seasonal boaters are able to access their slip. Please note that the marina office and customer service will not be open. Now that we know an opening date staff schedules and training are being finalized. The marina will be open for full services as of May 29, 2020. Contracts will be pro-rated accordingly. Further communication will follow in this regard.

The boat launch at the marina will also be open as of May 16, 2020. There is no truck and trailer parking onsite as of June 1, 2020. Paid (honk mobile) truck and trailer parking is available at 600 King Street East behind the recreation centre.

We're taking steps to help keep you, our staff, and our community safe. Communication and signage will be in place advising of expectations this season. The following is a brief summary of what you can expect, this is not an exhaustive list and is subject to change.

- Masks must be worn at all times when on the docks. This includes boaters, visitors, staff, etc.
- Hand sanitation stations will be placed throughout the marina.
- Social distancing must be practiced at all times when at the marina.
- No sitting and or gathering on the docks at any time.
- No BBQs, picnics or gatherings of any kind are permitted on marina property.
- Only credit/debit cards (tap preferred) will be accepted for payment. Cash will not be accepted.
- Power and water to docks will be available by May 29, 2020 at the latest.
- There will be no loading and unloading in front of the Marina Office.
- A limited number of carts will be available for boater use. Boaters are asked to return the cart to the area outside the marina office when they are finished using it. Please sanitize the cart when you are finished using it. A sanitization station will be available.
- The entrance to the marina office will be via the south door. The exit from the marina office will be via the west door (leading to breezeway).
- The Marina Office will open May 29, 2020. A maximum of 2 boaters will be allowed in the marina office at any given time. A queue will be established outside the building and staff will be onsite to direct and assist.
- Plexiglass barriers have been installed at the customer service desk in the marina office.

- As of May 29, 2020, all boats must register the names of all occupants who are 18 years of age and over and must identify the number of children on board (17 years of age and younger).
- Unfortunately, there will be no coffee service available at the marina office and all seating has been removed from the marina office.
- There will be no vending machines at the marina this season.
- Pre-packaged ice will be available for purchase as of May 29, 2020. Please see customer service to purchase. They will assist, ensuring no contact delivery at the office.
- Showers and restrooms will open as of May 29, 2020. Restrooms have been changed to single use facilities, locks have been installed on doors. The washrooms attached to the marina office building will be available. The rear washrooms will not be opened. A sanitization station will be available in the breezeway and staff will be cleaning the washrooms regularly.
- Use of the laundry room will be available as of May 29, 2020 however, it must be pre-booked and is based on availability. Staff will clean the laundry room between each scheduled use. Please contact the marina office at 613-382-2149 ext. 1511 to book the laundry room.
- Pumpout services will be available as of May 29, 2020. Please respect the procedures and safety of all by ensuring you have a mask available to be worn during your pumpout.
- We are enhancing cleaning and sanitation efforts in all areas.

Masks will be available for purchase at the marina office as of May 29, 2020. Those who arrive before this date must have a mask with them to be worn at all times while on the docks.

If any procedures identified in this letter and or onsite at the marina are not followed, one warning will be given. This includes provincial restrictions as identified by the Province of Ontario via the Order under *the Emergency Management and Civil Protection Act*. Any subsequent failure to follow procedures will result in the individual(s) being asked to leave the marina and or the authorities being contacted.

The safety of our boaters, visitors, and staff remains our priority. The impact of Covid-19 changes daily. We will continue to monitor the situation, procedures and adjust where needed.

We ask that you do your part. If you have COVID-19 symptoms (fever, cough, and/or difficulty breathing) and have travelled outside of Canada, or have been in contact with someone with a probable or confirmed COVID-19 case, please call Public Health using your mobile phone and go home. Do NOT go to the marina office or any healthcare facility – call Public Health at 1-866-797-0000.

We are looking forward to finally welcoming you to the 2020 boating season in Gananoque. Should you have any questions please do not hesitate to contact me.

Regards,

Kim McQuaid

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cc: Shellee Fournier, CAO, Town of Gananoque
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