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April 14, 2020

Dear Customers,

As the President of Watson Pools Inc, I personally take the safety of our clients, customers and employees very seriously everyday. We are in unprecedented times facing the COVID-19 Pandemic. Watson Pools Inc provides an essential service to our clients and customers by providing services that help them to keep their pool and hot tubs operating safely. As such, we will be continuing to provide our services to ensure that your pool and hot tubs remain safe and sanitary during this pandemic.

To ensure the safety of our customers and employees we will be implementing the following changes in our operational procedures as a response to COVID-19.

We have implemented protocols as recommended by health experts:

- Our employees are now frequently and vigorously washing their hands OR are using hand sanitizer that is available in the shop or in their service vehicles
- We are ensuring our employees have access to the proper PPE needed for the COVID response
- Additional sanitation and cleaning protocols have been put in place for our shop and service vehicles
- We have minimized our staff meeting interaction (increased communication with technology) and are practicing physical distancing in our shop and on work sites
- We have implemented a policy of only one employee per service vehicle when possible
- We are constantly reviewing the recommendations of health experts and are modifying our response in an ongoing manner

Store Access

- Our normal summer hours of Monday to Friday, 9AM to 5PM will be maintained by our employees
- We will be limiting customer access to our store:
 - Customers will be screened to ensure that they are not exhibiting symptoms, have not been in contact with someone that is ill, and have not travelled internationally in the last 14 days
 - Only ONE customer will be allowed in the store at a time – observing 2M physical distancing rules
 - Customer access will be limited to a designated area at the front of the store
 - Customers waiting outside for access to the store must maintain the 2M physical distancing separation
 - Water testing samples can be dropped into our water sample mailbox at the shop front door for testing (bottles labeled with name and email or phone number)
 - If you are waiting for water testing results, please call or text 780 478 3791
 - All water testing results - dosing will be shared by email or text message (there may be delays in the processing of tests given our new protocols)
 - At this time water testing sample bottles will not be reused, please use a new bottle for each sample
 - We can communicate via phone if you have questions regarding your water dosing
 - Chemical and accessory purchases can be picked up curbside or you can arrange to have them delivered for a fee with drop-off by our staff

- Consultations will be by appointment only and visitors will be screened prior to entry
- Couriers and delivery drivers are limited to our rear shop entry area only
- We recommend calling the shop prior to coming to ensure that we are available to provide service as this may change rapidly in our current environment

Service – Maintenance Calls by our staff

- We will be performing our normal service and maintenance site visits with the following additional protocols:
 - Prior to any site visit we will ask our customers screening questions to ensure the site is safe for our employees to visit
 - We expect that our employees will be given exclusive access to the pool/hot tub work areas (yard, equipment shed, pool hot tub room, mechanical room, etc.) with no interaction with others including pets
 - Our employees will enter work area with new disposable gloves which will be disposed of when leaving the site
 - We expect that physical distancing of 2M (6 feet) will be maintained if any interaction with customers is required – this interaction should be minimized as much as possible

In Alberta, swimming pools and hot tubs are not mentioned directly by the government as an essential service at this time. As a retail and service company, the most important service we are providing is the sanitation and safety of existing water. This is absolutely an essential service.

The most important part in continuing to operate our business is to ensure the health and safety of our employees and customers is being met. We ask that everyone remember physical distancing, proper hand washing and sanitizing surfaces. We understand businesses will be shut down if they cannot create a safe environment for their employees and customers.

I will continue to keep you informed of any changes to our operational protocols or any new information that will help our employees, customers and their families stay safe and healthy.

Should you have any questions or require our services please do not hesitate to email or call us.

Regards,



Troy Fleetwood
President