

## Water Works Ponds - Covid 19 Response

The excitement of spring has been understandably muted due to the expanding issue of the Corona virus. We at Water Works Ponds hope you and your families are safe, and healthy. At this time, we will remain open. However, we will remain on winter hours for the foreseeable future. Winter hours are:

Monday: Closed  
Tuesday: 12pm - 5pm  
Wednesday: 12pm - 5pm  
Thursday: 12pm - 5pm  
Friday: 12pm - 5pm  
Saturday: By appointment only  
Sunday: Closed

We can be contacted outside these hours as we are often in the office working on other projects. Please feel free to call, or email outside of showroom hours. If you do not reach a live voice, please leave a message and we will get back to you as soon as possible.

Extra precautions are being used in our showroom. We will be cleaning the show room multiple times during open hours, with extra focus on commonly touched items like door handles, counters, and point of sale machines. Please do not be offended if we are wiping down items after you have visited. All employees will be washing hands after each client, before and after eating, beginning and end of day, or any time they cough, sneeze, or touch their face.

We will be following all government directives regarding this virus. Please do not visit the showroom if you have been travelling, or in contact with a person with a confirmed case of the Corona virus. Please self isolate for the mandated 14 days in either of these cases.

If you feel sick, or have been in contact with anyone feeling ill, please refrain from visiting the showroom.

If any of our employees, or their families or friends are sick, or feeling unwell, we will ask them to remain home until they are certain it is not the Corona virus.

As this time of year, there is often need for product to start up and maintain water features. If you are unable to come to the showroom, we will be running a delivery service once, or twice per week as needed (in Edmonton and surrounding communities). We can also ship to our out of town clients. Please call the office to order and pay for any items needed, and we will deliver the next available delivery day. If you do come to the showroom, we ask you follow sensible hand washing routines.

For spring start up service, we are planning on running a crew. We would ask that all necessary equipment be left outside for our crew. We will clean, and start up the system and email an invoice for the service. This will minimize any face to face contact and risk of transmission. We hope to still begin start ups as soon as the weather permits, but it may be a slower process due to smaller staff, and extra hand cleaning time. We will try and contact clients who have used the service before, but please feel free to call and ensure you are on the list. Per our usual system, we try and cover similar areas in one day to minimize travel time (i.e., Sherwood Park clients one day, Riverbend clients the next, etc.)

As this situation is very fluid, we may need to change operations on the fly. We will update our hours, or any other changes on our website and facebook page. We can be contacted through these ways:

Phone: 780 433-6671

Email: [edmonton@waterworksponds.ca](mailto:edmonton@waterworksponds.ca)

Facebook

We appreciate your patience at this time, and we look forward to helping you with your water feature needs.

Thank you,

The Water Works Ponds team