



**WATER SPORTS**

Toronto, Canada

**C**  **VID-19 SAFETY GUIDE**

## **DISCLAIMER**

---

This document is intended to provide an overview of the measures we have taken to protect our staff and customers from COVID-19. It is for informational purposes only and is not intended as medical advice, or as a comprehensive risk assessment.

The information contained within this document is current to the best of our knowledge at the revision date and has been compiled from sources that are believed to be reliable and to represent the best current opinion on the subject.

For more information, please contact us at [info@WaterSportsScuba.com](mailto:info@WaterSportsScuba.com), or (416) 488-1000.

Version 3 – November 23, 2020

© 2020 Water Sports

# TABLE OF CONTENTS

---

OUR PROMISE TO YOU .....3

CONTACT US .....4

THREE WAYS TO SHOP .....5

    1. Curbside & Sidewalk Pick-Up.....5

    2. Sidewalk Shopping.....5

    3. In-Store Shopping .....5

COVID-19 SELF-SCREENING.....6

IN-STORE SAFETY MEASURES .....7

    Entry Restrictions.....7

    Hand Sanitizer .....7

    Face Masks .....8

    Physical Distancing.....8

    Avoid Touching .....8

MORE WAYS WE'RE STAYING SAFE.....9

# OUR PROMISE TO YOU

---

Our priority, from the very beginning of the pandemic, has been the safety and well-being of our customers, staff, and community. That's why we proactively closed on March 17, 2020 (a week before required to, and despite the fact that March Break is one of our busiest times of the year).

We remained closed for 63 days until reopening on May 19, 2020, and we are so happy to once again be open and able to welcome you into our store!

Everyone's health is still our priority, and we have been working hard to provide a space in which you can feel confident about your safety and have peace-of-mind while you shop. We're also happy to provide you with support via phone and email, so please contact us if there is anything we can help you with.

We are grateful to have you as a customer during these unprecedented times, and we thank you for your business, your friendship, and your trust.

Sincerely,

## WATER SPORTS



*Paul Pelletier*

Owner & Instructor



*Phil O'Brien*

Store Manager



*Grace Gibson*


Salesperson & Instructor

# CONTACT US

---

We're here to help! We reply to all email and voicemail messages as quickly as we can:

- Messages received during store hours are replied to within a few hours.
- Messages received outside store hours are replied to first thing when we reopen.

 (416) 488-1000

 [info@WaterSportsScuba.com](mailto:info@WaterSportsScuba.com)

 2082 Yonge Street, Toronto, Ontario, M4S 2A3



# THREE WAYS TO SHOP

---

## 1. Curbside & Sidewalk Pick-Up

Simply call us at (416) 488-1000 to place your order, and then come by to pick it up. You can pick up your order at our sidewalk table, or we'll happily bring your order to your car.

You may pay on the phone with Visa or MasterCard, or at the table with Visa, MasterCard, Interac, or cash.

## 2. Sidewalk Shopping

When you arrive at the store, simply ring the wireless doorbell (located on the table) and we'll greet you at table. We'll ask you to describe what you're looking for and bring the options to the table for you to see.

You may pay at the table with Visa, MasterCard, Interac, or cash.

## 3. In-Store Shopping

When you arrive at the store, simply ring the wireless doorbell (located on the table) and we'll greet you at table. We'll ask you to describe what you're looking for and will invite you inside to continue, if necessary. All in-store safety measures must be followed during your visit.

You may pay inside with Visa, MasterCard, Interac, or cash.



*Please ring the doorbell and we'll be right with you!*

# COVID-19 SELF-SCREENING

Please review the COVID-19 screening questionnaire before coming to the store.



Do you have any of the following:



Fever or chills



Cough



Difficulty breathing or  
shortness of breath



Sore throat,  
trouble swallowing



Runny/stuffy  
nose



Decrease or loss  
of taste or smell



Nausea, vomiting,  
diarrhea



Not feeling well  
extreme tiredness,  
sore muscles



Have you had close contact with a confirmed or probable case of COVID-19 without wearing appropriate PPE?



Have you returned from travel outside Canada in the past 14 days?



**If you answered YES to any of these questions, go home & self-isolate right away. Call Telehealth or your health care provider, to find out if you need a test.**

TORONTO.CA/COVID19

 **TORONTO** Public Health

# IN-STORE SAFETY MEASURES

---

To provide a healthy environment for customers and staff, we have put in place a number of safety measures, as recommended by the Government of Ontario and the Workplace Safety & Prevention Services.

## Entry Restrictions

We are controlling store entry to prevent crowding and ensure that all safety measures are followed. Our door will either be closed or roped off, and customers are not permitted to enter the store on their own. Please ring the doorbell (located on the table) when you arrive and wait for us to let you in. Thank you for your cooperation.



## Hand Sanitizer

When entering the store, please thoroughly apply hand sanitizer to the front and back of your hands and rub until dry. We have hand sanitizer available free of charge.





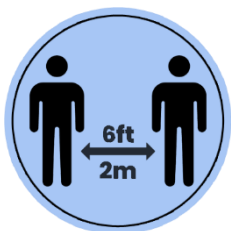
## Face Masks

You are required to wear a face mask at all times while inside the store. If you forgot your mask – no problem – we have disposable face masks available free of charge.



## Physical Distancing

Please keep 2 metres between yourself and others while in the store. We have installed floor decals at 2-metre intervals throughout the store, making it easy to maintain a safe distance.



## Avoid Touching

Help us keep everything sanitized – please avoid touching surfaces unless necessary, and please only touch or handle merchandise that you intend to purchase.



## MORE WAYS WE'RE STAYING SAFE

---

We will update our *COVID-19 Safety Guide* soon to include these additional measures. For now, please contact us for more information – [info@WaterSportsScuba.com](mailto:info@WaterSportsScuba.com) or (416) 488-1000.

We have additional safety measures in place for:

- Getting fitted for wetsuits, rash guards, swimwear, and other garments
- Getting fitted for dive and snorkeling masks, and swim goggles
- Gear rentals
- Gear repair/service

We're also doing more behind the scenes:

- Enhanced cleaning and sanitization practices
- Additional safety measures for staff to follow