

**Action Plan in Response to Covid-19**

**Parking Lot Pick-Up**

We are all aware of the global outbreak of Covid-19, and we at Baltimore Valley would like to take as many precautions as we can to help protect the community and stop the further spread of the virus. Please be assured that once this threat is over we will resume regular operations—and with better practices. Please read and thoughtfully follow these new protocols, and inform us if you have any concerns or questions. Contact us through info@baltimorevalley.ca or at 905-372-2662.

**Customer Interactions and Parking Lot Pick-Up**

* **Pull up to a numbered post in the parking lot.**
* **Remain in your vehicle.**
* **Phone or text 905-372-1956 to let us know you have arrived.**
* **One of our staff will bring your order on a cart to the front of your vehicle.**
* **Our staff member will wipe the handle of the cart off and leave your order for you to load. If excessively heavy items are involved a judgement call will be made. We will only assist with items into the trunk of your vehicle not into the interior. Delivery is—as always—available for $2.25 per kilometer with a $25.00 minimum.**
* **Return empty cart to front of your vehicle and we will take care of it.**
* Our website [www.baltimorevalley.ca](http://www.baltimorevalley.ca) will have an updated inventory list of items that we feel are most wanted for the time of year and the current circumstances. This will include seeds, bare root edibles, soils, puzzles and games.
* We are available by phone and by email to answer any questions you may have and to discuss items not listed on the website that we have available for sale. We are here and want to assist you.
* Orders placed by phone, email, or fax, will be available for parking lot pick-up, or delivery arrangements can be made as per our regular procedure.
* Payments for parking lot pick-up orders and deliveries can be made by credit card, or by e-transfer.
* Hours of operation starting April 1will be Tuesday to Sunday from 10am – 5 pm.
* Virtual shopping will be made available, as required.

We apologize for any inconvenience these new procedures may cause you. It is our hope that we may continue to supply you with the gardening and outdoor items you need. We need to support each other through this crisis and we want you to know we’re here to help.