



Action Plan in Response to Covid-19

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

- **Please wear a mask or face covering while shopping at Baltimore Valley. While it is not mandatory while outside, it is necessary in our greenhouses and in the store. For safety and the shopping comfort of all we ask you wear a face covering.**
- **Please during Covid 19 operating procedures, we ask that you leave your pets at home. We look forward to welcoming them again post Covid 19.**
- **Please maintain a 2 metre distance from other customers as well as Baltimore Valley staff.**
- **We ask that you enter at the front and travel the garden centre property from creek side- south and work your way to the north side of the property exiting at the north side. Our cash out is now in a wooden shed outside close to the parking lot to avoid the small space of our store and having to go indoors.**

Non- Contact Order Pick Up

- **Remain in your vehicle, if you choose and phone in, or approach our cash shed on the corner of the parking lot and make yourself known.**
- **Phone 905-372-2662 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.**
- **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 are daily from 9am - 6pm daily.**

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.