

As the situation surrounding COVID-19 continues to impact us all, we here at Sherkston Supermart, Sherkston Café and Sherkston Laundry have been assessing our business operations now that our regular scheduled opening date of May 1 has passed and we continue to remain closed.

We needed to consider many factors and to consult with other parties to determine when we will open. I would like to share the two most important questions we asked ourselves.

**Are we, as a small family-run business, prepared to operate during this difficult time? Our answer is YES.**

*Factors we considered in our decision-making were:*

The government has determined our business to be essential at this time.

Many of our products for our seasonal business are ordered and received long before opening and as a result, we have products that the public requires.

With the need to adhere to physical distancing, we feel that providing another location to purchase essentials will only help to provide more distance between people by preventing crowding across all local essential businesses.

With the imminent return of “snowbirds” to the local community, we can provide contactless services allowing them to quarantine effectively.

Laundromat services are an important part of proper hygiene.

**Can we ensure the safety of our employees, customers and any other visitors to our business? Our answer is YES, provided everyone follows the protocols established.**

*Our assessment and resulting action plan included:*

Development of operating protocols and procedures with the most up-to-date information available and a commitment to revise them as updates are required.

Consultation with Niagara Region Public Health to review our operating protocols and procedures related to COVID-19.

Sourcing and securing personal protective equipment for our employees.

Development of Contactless Pick-Up and Contactless Home Delivery options.

Reduction of opening hours to allow for disinfection and for employees to perform duties without coming into contact with customers. (Restocking, food preparation, cleaning, etc.)

Deciding not to open Sherkston Café until further notice.

We take our role in the local community very seriously. We believe that opening is a responsible action and will benefit everyone.

That being said, we will not tolerate anyone who wilfully ignores the rules of the protocols put in place. Those who do not comply will not be served and will not be permitted future entry.

Furthermore, we will continue to assess whether remaining open to customers attending the store is the correct decision. If determined, we will close to the public and offer only Contactless Pick-up and Contactless Delivery.

I ask everyone to be responsible community partners and to support each other during these difficult times.

Stay home unless it is essential that you go out.

Keep 2 metres (6.5 feet) away from others.

Do not visit or socialize in person.

Wash your hands regularly.

Avoid touching your face.

Be kind.

We're all in this together and together we'll get through to better days.

Sincerely,  
James Bodner  
together with Glen, Ron & Claire