

# THE POINT RESORT 2021

*All of us here at THE POINT RESORT are so excited to have you coming to our little piece of paradise. It has been a challenging year for us all. We hope to provide you with some comfort, fun, and normalness that we all can use right now. We are so lucky to have this large open space that makes physical distancing so much easier. Take walks, chat with friends you haven't seen for a while, and just relax.*

*We certainly are not operating here as we normally do. Not all of our facilities are open fully yet, and we are not sure when they will be. We ask for your patience on many fronts. Just like last year, there are rules and requirements, that we will provide you all, so that we can have as an enjoyable time as possible in the camp under these conditions.*

*Please understand that weekend events including dances, BINGO, bonfires, and pool parties are always problematic under the current protocols. Many will be outright cancelled and others greatly modified. We will keep abreast of the regulations and do our best to provide entertainment in any way we can. We sure hope that lower infection rates and vaccines will see us returning to somewhat normal before the season is out.*

*We are very excited, like you, to get back to normal. But until that happens, we will be required to ensure that people are playing by the rules to keep us all healthy and make sure our park can stay open. Just like last year, please work with us, as we are limited in the resources that we have available.*

*We succeeded in making The POINT a real fun place to escape to in the midst of the pandemic last year. To our knowledge, we didn't have any virus transmission occur all last season and that's thanks to you and the staff and volunteers. Thanks!*

*Shed your clothes and this crazy spring and enjoy yourselves here at The POINT. We are looking forward to making the most of this summer and we know we can count on you to help!*

## COVID-19 Camper Code of Conduct

### Adjustments to Rules, Policies, and Processes

**COVID-19 and the coronavirus has affected every part of our lives, and, of course, it's no different here at The POINT. We all have to make adjustments to how and what we do in the park. While not meant to be exhaustive, as we know everyone will use common sense, the points below outline what we are doing and what to do while you are in the park. A lot of thought and consideration has gone into these topics, keeping in mind government health orders, your safety, and our safety. We want to be open to your particular thoughts and circumstances, but ask that you refrain from "negotiating" these rules. Please keep in mind that we have less staff than in normal years. The POINT is primarily an outdoor space which is far better for avoiding COVID-19, recreating, and enjoying nature. Take care when you encounter people in areas that bottleneck, like doorways, bathrooms, the rec hall foyer, the pool, camping sites, and narrow pathways by always keeping at least 2 meters from all other people. In these tight spaces, consider wearing a mask to reduce the risk of transmission and always wear a mask inside buildings including the washrooms. Masks can be lowered when at the sink. Thank you so much for all your support through this.**

**We are doing everything we can to create a sanitary environment for our guests by wiping down common surfaces, and cleaning spaces many times a day. We have provided hand sanitizer at each of the washrooms, the pool, the store, and rec hall. There is alcohol spray at the pool, rec hall, and store that we recommend using after touching any surfaces. We will monitor the staff to make sure they are as healthy as possible to better serve The POINT. With that in mind, please understand there is a shared responsibility between the park and the guests. We need to insure the safety of not only our guests, but also the staff that serve you. Please do your part in preventing the spread!**

**BEFORE YOU COME TO THE PARK** If you have any symptoms known to be associated with COVID-19, we ask that you please stay home. If you have recently tested positive for COVID-19, are a presumptive case, or have been in contact with anyone who has tested positive or is a presumptive case in the last 14 days, we ask that you do not enter the park. Please remain at your residence until you have been cleared by your health department and/or you have finished your self-isolation for 14 days. If you are returning from travel, please do not come to the park until your self-isolation ends. When you are in the park, wash your hands often, for 20 seconds or more, use hand sanitizer, or alcohol spray with at least 60% alcohol. Also, after touching surfaces, sanitize and wipe down surfaces.

**VACCINATION STATUS** This is important to understand. Your vaccination status has no effect on your ability to enter the park, nor on your behaviour while at the park. This is true if you haven't yet been vaccinated, or are partially or fully vaccinated. You will be expected to follow all the protocols in place at the park.

**STORE PURCHASES/OFFICE INTERACTION** You can access the store by using the doorbell on the post outside of the store. Our customer service agent will come out to serve you. Only one person or group at a time in the store. There will be hand sanitizer provided. Please do not go up the steps to the store, until invited. Please use the bell. Until invited into the store, please utilize the physical distancing markers to wait. If you have any reservation or administration issues, phone or email and we will instruct you from there. Please be aware that staff will not be responding to requests via any social media platform. You can call the store at 519-426-7275 or email [reserve@get-tothepoint.com](mailto:reserve@get-tothepoint.com) or use the Contact Us form on our website. The camp store will be open: **Monday – Wednesday 10.30am to 6pm, Thursday 10.30am – 7pm, Friday 10.30am – 10pm, Saturday 10am – 6pm, and Sunday 9am – 4pm. On most Long weekends, Sundays have Saturday hours and Mondays have Sunday hours.**

**Masks/Face Coverings** It is mandatory to cover your mouth, nostrils and chin with a mask or covering while in indoor public spaces and outdoors when you are not able to maintain 2 meters of distance from someone that isn't in your household. At camp, indoor public spaces include the store/office, the Rec Hall and Washrooms. In the Washrooms, you can remove your mask for reasons of health and safety (brushing teeth, shaving, washing face, etc). For outdoor spaces, please wear your mask when at the Marquee food venue and in other outdoor spaces when you are unable to maintain 2 meters of physical distancing from others who are not in your group. We recommend that you wear a mask to enter and exit the pool enclosure until seated and when speaking with others not in your group. Even if wearing a face covering, we ask you to still practice physical distancing whenever possible. While in the community and visiting businesses, please ensure you remember to bring your mask or face covering to ensure you won't be turned away.

**YOUR SITE** Be aware of where you put your vehicle, tents and other camping items in relation to your neighbours' sites so that there is a decent distance between you. Some sites have a shared utility post that provide water and/or electricity to the sites. Please take care when using these common spaces. Any shared space between sites will require the site holder to announce their intention to pass through before entering, avoiding interactions with others.

**SOCIALIZING AND COMMON SPACES** All campers must follow gathering limitations, which, during Stage 3 of the Reopening plan, is currently a maximum of 100 people in outside spaces and 25 people in inside spaces with physical distancing of 2 meters with those outside your household. Please continue to physically distance at all times. Please ensure that you keep a minimum of 2 meters from others, especially when you are in tighter places like the washrooms, gateways, pathways etc. We ask, as much as possible, that you refrain from touching any common surfaces. We have provided alcohol spray throughout the park. We also want to remind you to wash your hands, for 20 seconds, regularly and thoroughly and avoid touching your face as much as possible. We have more than 50 acres here so please go ahead and stretch out!

**VEHICLES** As per our local fire regulation, you must park no more than one vehicle per site. This will also help with physical distancing. In common parking areas, such as overflow parking, please park in every other spot, when possible, leaving at least one parking spot between vehicles.

**GARBAGE & RECYCLING** Please make sure to put ALL YOUR SITE GARBAGE/RECYCLING in the front receptacles of the park. To lessen contact points for the staff, please limit use of garbage/recycling bins in the park, and put all burnables directly at the fire pit.

**PETS** All pets must be on a non-extending lead, not to exceed 2 meters, and in the owner's full control **anytime** they are not in a trailer or in a vehicle while in the Park. Tents are easy for dogs to escape from so they need to be secured in these cases. To be clear, this also applies to your site outside your trailer. Failure to abide by this will result in the pet being banned from the Park immediately. We do have our off-leash area open on the north side of the pond for pets who can be voice-controlled. Note that failure to keep your dog off the road, or going into neighbouring sites, or up to people, will have you lose the privilege to use the off-leash area.

**SIGNAGE** Please ensure to read and follow all signage in the park. Things can change quickly and we may have had the opportunity to change the signage before we have changed this document. There are signs that must not be ignored located at the store entrance, in front of all gates at the pool, at all entrances to washrooms, at the Marquee and at the front of the rec hall. There are numerous other signs throughout the park, so please always be aware.

**FIRES** All campers will follow the limits on how many people are allowed to gather in one place, this clearly includes around the fire. Always keep water on hand and keep fires small to avoid any potential of utilizing local firefighters.

## **FACILITIES**

*Park Washrooms* - Please be careful to limit touching any surfaces in the washroom areas that you don't need to. Wash your hands thoroughly, whenever you can. In the north washroom, there is a maximum of 5 people in the washroom area and 6 people in the shower areas of the washrooms. The south washroom has a limit of 3 people at a time in the washroom area and 2 people in the shower area. You are required to wear a mask while in the toilet/sink area except for when using the sink to brush teeth, shave, wash your face, etc. Be efficient and limit your time in the washroom areas so that everyone is comfortable in common spaces. Be careful with entry doors and passages and walk slowly to allow others to pass. The garbage in the washrooms are not for any site garbage or recycling. They can only be used for paper towels and other items used in the washrooms. If you note that capacity has been reached at the North Washroom, please wait on the grass, in front of the sign using markers on the ground, and not in the hallway between the shower room and toilet/sink room.

*Pool* - We are excited that the pool is open. Proper maintenance of pools has shown that the COVID 19 virus cannot live in water that is treated with salt and chlorine so we can enjoy it with some precautions. We do have guest limitations at the pool, both in the pool enclosure and in the water. Please see signage at the pool gate for more detail. We recommend that you wear a mask while entering and exiting the pool enclosure as you are more likely to come within 2 meters of others at these times. You should be wearing a mask at all times where maintaining 2 meters distance from others is not possible. We will need to have monitors at the pool, that we expect people to respect, regardless if they are an employee or a volunteer. We will be employing a one in/one out policy. We expect that people will be fair about the amount of time they stay at the pool area and in the water and give others a chance to enjoy the area. When in the pool, please physically distance. When leaving the pool, take all your belongings, including garbage and recycling. Please let the person who is monitoring the pool know that you are leaving so they can let others in.

*Rec Hall* - At this time, during Stage 3 of the Reopening, the rec hall is now open for casual use to a maximum capacity of 25 people. There are tables and chairs, a pool table as well as a library and a charging station available for your use. Masks are required in the Rec Hall except while consuming food or drink. The front foyer of the rec hall is available for people to access for emergency purposes. There is a defibrillator, a First Aid Kit, the emergency phone, a fire extinguisher, emergency air horn, and information for emergencies.

*The Marquee (food venue)*- The Marquee is open on the weekends! Please check at the Marquee for this weekend's hours. You must wear a mask while ordering and waiting on the deck and if eating on the Marquee deck, until you are seated. There is limited seating available on The Marquee deck.

**STAFF** We are screening staff for any symptoms of COVID-19 and also asking them to self-report should they experience any symptoms. Additionally, all employees have been trained on possible COVID-19 hazards. Just like our campers, the staff are very important to us. So, we have taken steps to protect them. The Point Staff are front-line workers with all that this entails. Please be patient with them. We ask that your enquiries be done by phone or email when possible. Please do not approach staff or touch employee vehicles. They have been instructed not to stop if flagged down. Please call the office, or stop a member of management. Thanks for your consideration. Staff will not be responding to requests on social media.

**PERSONAL RESPONSIBILITY** Please keep in mind that, although we are doing everything that we possibly can to keep everyone safe, we cannot guarantee that you will not contract COVID 19. Ultimately, it is every individual's responsibility to practice self-discipline and maintain social distance while orders are in place. Given that The POINT has over 50 acres, you may come across a group of people in a recreation area, pool deck, roads, paths, or at the store. You must find ways to make sure you can physically distance from them, even if it means coming back at a later time. By coming to The POINT, you are assuming all liability and risk involved. The POINT Resort will not be held liable if you contract COVID 19. If you don't feel comfortable coming to The POINT, then cancel or reschedule for a later date. We have adjusted our cancellation policy for bookings made before June 1<sup>st</sup>.

**Please understand that this situation is fluid. These rules may change over time as the situation evolves. Thank you very much for your patience, understanding, co-operation, and most importantly your support of our community. We all hope to soon get to a place somewhat resembling "normal" as soon as we can! We wish everyone a healthy time here at The POINT!**

**It is so great to have you all back.**

**The POINT Team**

