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May 21, 2020

Attention: Retail Businesses  
Niagara-on-the-Lake

Hello Retail Business Owner,

From the Town of Niagara-on-the-Lake and the Chamber of Commerce, we want to begin by wishing you well with your reopening plans and procedures. We know how difficult this is to navigate.

We recognize how critical it is for the Town, the Chamber, and Business Operators to work together in unity to assure we reopen safely.

After this coming weekend, we will be assessing all opportunities and taking a unified approach to further consider the needs of Queen Street and all Niagara-on-the-Lake businesses. We are committed to working together toward keeping our community, employees, and visitors safe while moving into the recovery phase and helping our economy slowly start to recover.

In the meantime, there are some obligations that go along with this new phase as we emerge from responding to recovering from the COVID-19 pandemic. Although the guidelines below may sound prescriptive, they are intended to increase safety and customer confidence in our community. We thank you for your support as we all work through this together.

1. Please encourage visitors in front of your store to respect physical distancing while they wait to enter. If you have any doubts, do not hesitate to ask us or a By-Law Enforcement Officer for advice. If there is any hesitation to being able to keep your distance safely, consider a recommended face mask/covering.  
<https://files.ontario.ca/moh-coronavirus-face-coverings-en-2020-05-20.pdf>
2. To assist with parking for you, your employees, your residential tenants, and your customers, the Town has removed the parking ban. Please ensure that your employees are not parking on Queen Street, to allow your customers to find spaces.

3. It is against Provincial Orders to allow the public to use the washroom in your store, so please direct them to one of the three open public washrooms – on Market Street behind the Courthouse, in the parking lot of Queens Royal Park, and (as of Saturday) at Simcoe Park.

Please rest assured that the Town has never and will never charge a business on Queen Street for its customers' activity while on a public sidewalk. Business owners are responsible for activities within their establishments, including entranceways, and therefore, must ensure physical distancing is maintained by patrons within their businesses at all times.

This new normal is an adjustment for everyone as we work together to fine tune and adapt rules and regulations to better suit our Town's particular needs. We appreciate your feedback.

For more information on the Provincial reopening guidelines, or for guidance when developing reopening plans that will protect workers, customers, and the general public, please visit the sites below or subscribe to the Chamber's free newsletter by emailing [membership@niagaraonthelake.com](mailto:membership@niagaraonthelake.com).

1. [www.ontario.ca/reopen](http://www.ontario.ca/reopen)
2. <https://www.niagaraonthelake.com/reopening-and-recovery-plan-guide>
3. [http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019\\_essential\\_workplaces\\_guidance.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_essential_workplaces_guidance.pdf)
4. <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>

The Premier also noted that he would have more to say in the coming days about the next steps the Provincial Government will be taking for a safe reopening of the province.

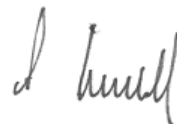
Thank you and stay safe, keep your distance, wash your hands often, and avoid touching your face.

Sincerely,



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Eduardo Lafforgue  
President and CEO  
Chamber of Commerce



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Sheldon Randall  
Interim CAO  
Town of Niagara-on-the-Lake