



Curb Side Service Notice to Customers

We are fully committed to meeting or exceeding provincial guidelines for curbside service to ensure the safety of our valued customers and our matchless employees. We prepared our Safety Plan, employee daily screening questionnaire with temperature check, a customer tracing and curbside service form, and key messaging. We anticipated early validation by Burlington Municipal Law Enforcement and on January 5th we received an unannounced inspection. We support unannounced inspections because that is the best way to ensure compliance.

The inspecting Burlington Law Enforcement officer was knowledgeable, thorough, and entirely professional and polite. We were pleased to receive his confirmation that all was in order and Stephanie's Pet Grooming is compliant in every way. We understand this is important to Burlington pet owners and appreciate the debate on the Burlington Together Facebook page. The debate was decisively ended by MPP Jane McKenna on January 5th:

<https://www.facebook.com/groups/BurlingtonCovidResponse/permalink/1852967444852441>



Helen McDonald shared a link.

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I GOT THIS RESPONSE SAYING PET GROOMING IS OPEN FOLLOWING CERTAIN GUIDELINES THE FOLLOWING LETTER FROM OUR MP JANE MCKENNA

Thank you for taking the time to share your concerns regarding the continuation of dog/pet grooming during the province-wide shutdown.

I am pleased to report that provincial guidelines have been updated to allow businesses "that provide for the health and welfare of animals, including farms, boarding kennels, stables, animal shelters and research facilities" to remain open during the province-wide shutdown. Based on this updated guideline pet grooming facilities are permitted to be open as long as they adhere to public health guidelines and utilize curbside pick-up and drop-off. We understand that the City of Burlington's By-law enforcement officials share this view and will not be engaging in any enforcement activities relating to pet grooming facilities.

The updated provincial guidelines are available at <https://files.ontario.ca/moh-provincewide-shutdown-en....> Skip to page 15 and you'll see the details after the 'Veterinary Services' section.

I hope this information is helpful. Please feel free to connect with my office again if you have any further questions