



## C.A.R.E. 19

### Our Response to Unprecedented Times

On April 01, 2020, Hotel Blackfoot was faced with a difficult situation that was never imagined in our 47 years of business. We chose to temporarily close our doors, for the safety of our guests and employees. We have used the time to develop protocols to respond to the ongoing Coronavirus pandemic.

We have established a program that **C.A.R.E.s** for our guests and employees. The tenets of this program, expanded below, are our commitment to a safe environment for everyone at hotel blackfoot.

**C- CLEANLINESS** The most effective way to prevent the spread of the Coronavirus is through additional, frequent cleaning and disinfecting, beyond our already high standards of cleanliness. Our additional protocols have been developed following the guidance of the AHS, PHAC, AHLA and HAC as well as local health and government authorities.

**A- ACCOMMODATING** We realise that this is a trying and uncertain time for everyone that has to travel. To facilitate this, we have waived all cancellation fees and deposit requirements up to and including the day of arrival. We have assembled a PPE welcome pack for your arrival to help you feel safer during your stay.

**R- RESPONSIVE** Our protocols are flexible and continually updated to reflect the best and most current information to meet the evolving challenges of the pandemic.

**E- ENVIRONMENT** We developed these protocols to recognize the social distancing guidelines and yet still provide an atmosphere that is friendly and welcoming.

# Safety Protocols

- Hygiene, sanitization, disinfectant in public areas
  - High touched areas – Public area- Hourly Gyms- currently closed, no re-opening date; require government approval Restaurant- Breakfast lunch and dinner will be available; no buffets. All plate services. Swimming pool- Outdoor with patio currently closed, no re-opening date; require government approval Meeting Rooms- cleaned and disinfected after every meeting; social distancing set ups allowing for appropriate spacing
  - Frequency of cleaning - once every hour for public areas regardless of usage levels
  - Social distancing measure floor indicators tape and footprint stickers as well as signage
  - Hand sanitizer stations available? Multiple locations throughout property and in ALL public washrooms, currently adding to elevators as well
  - Use of electrostatic sprays/mists ordered with anticipated arrival mid-July and UV light in house and used on all soft surfaces e.g. chairs, curtains as part of new room cleaning policy room cleaning; currently exploring viability of portable hydroxyl generators for atmospheric virus elimination)
  - Signage- elevator etiquette, hand washing, social distancing, from Alberta government
  - Furniture rearrangement- Removal of public areas seating to comply with distancing requirements, reduced capacity in food & beverage outlets through furniture removal to comply with social distancing requirements
- Outbreak viral protocol
  - At check in declaration signage and verbal inquiry by front desk agent to arriving guests
  - After check in declaration Information sheet provided to guests about procedures if they become ill
- Checking in
  - Is Check in? /Check out? Contactless Not currently, **APP IN DEVELOPMENT**
  - If not contactless, how safe distancing is achieved @ front desk. Barrier screens installed at check in counter, disinfect room key cards before being issued, credit card terminal is guest facing as well as check in screen and disinfected after each guest
  - Any PPE kit provided to guests? What is in the kits Yes. Contains 3 ply face mask, 1 hand sanitizer gel pack, two antiseptic wipes, 1 pair medical grade gloves
  - Hand sanitizer stations ? located at each front counter check in station
- Food and Beverage
  - Food handling- all related team members handling food will do so with masks and gloves. Repeated disinfection in kitchens of equipment and areas of work. Limited number of staff in kitchen as well as to working on prep lines and food. Food may be covered in certain situations for delivery. Cutlery and utensils are being considered to be disposable after one use and recyclable.
  - Meals service – is buffet served? Buffet service currently suspended as per provincial regulation
  - food/meals service Plate service, ordered in a sit-down environment only, as per current regulations, servers are mandated to wear masks at all times
- Staff
  - PPE kit provided? What is in the kit? Staff are supplied with gloves, masks, hand sanitizer,

- Wearing of Mask mandatory Yes for Restaurant servers and housekeepers cleaning stayover rooms
- Training, Handling of Associates/Hotel Staff? Enhanced training on COVID protocols in place at hotel; staff are screened upon arrival at hotel and questionnaires are filed for reference
- Guest Rooms
  - Please advise how often is this, what is cleaned etc.?
    - Upon guest check out room is sanitized and left for 24 hours, Housekeeping staff then cleans room and re-sanitizes surfaces, sealing room upon completion. Room is left vacant for an additional 24 hours before assigning to the next guest. As much as possible, rooms are assigned with a vacant room between guests.
    - Stayover rooms will only be cleaned every second day. Housekeepers are required to wear mask and gloves when cleaning stayover rooms.
    - Housekeeping services will not be performed while guest is in the room
  - PPE kit provided? What is in the kit? PPE Kit provided at check-in masks wipes gloves sanitizer.
  - Is wearing of mask mandatory for guests? Not currently, but recommended (as per federal guideline) available to all guests upon request after initial provision at check in

## Public Areas

- Hand sanitizer stations throughout the hotel
- High touch point surfaces are cleaned and disinfected hourly during peak operation hours
- Signage, floor markers and stand points relaying social distancing guidelines and Covid-A9 prevention measures

## Meetings & Events

- Room set up configured to comply with social distancing measures
- Hand sanitizer available at entry to all meeting rooms
- All food & beverage items to be served individually (no buffet/self service at this time)
- All staff to wear masks at all times while servicing event
- All chairs, tables cleaned and disinfected after each event
- Any food and beverage stations will be attended by hotel staff

## Public Washrooms

- Hand sanitizer located at entrance in all washrooms
- Antibacterial hand soap
- Counter top/sinks and high touch point areas cleaned and disinfected every hour during peak operating hours