

COVID - 19 Website Cleanliness Plan - Rosedale on Robson Suite Hotel

THE FOLLOWING PROTOCOLS APPLY TO EMPLOYEES IN ALL DEPARTMENTS

- Temperature checks for all employees take place before their shift starts with a non-contact forehead infrared thermometer. These are documented on a daily basis and kept in a daily temperature log. If temperature is 37.2 or higher staff member will be sent home.
- All staff have been advised that they must stay home if they are not feeling well. Very ill workers or guests will result in 911 being called and all contact areas they have been in will be thoroughly cleaned.
- If an employee notices a guest or another employee exhibiting symptoms of COVID-19 they have been asked to report these findings to their department head immediately. Sick workers will be sent home.
- Employees are to wash their hands before starting their shift. General cleaning practises for all employees focus on washing their hands frequently throughout the day with soap and warm water, particularly whenever they come in contact with high traffic surfaces. All employees have been instructed on washing their hands for at least 20 seconds. They are also encouraged to use hand sanitizer on a regular basis throughout the day. Signs are posted regarding hand washing. Staff must wash their hands at the end of the day just before they leave the hotel.
- Staff are to practice 6-foot social distancing area throughout the hotel, are not to loiter in common areas, and must leave the hotel upon completion of their shift.
- All personnel are to wear masks when working in or transiting the public areas of the hotel. This includes areas such as hallways, elevators, the lobby and public washrooms. New masks and gloves are available at any time on request and are provided at the hotel's expense.
- Signs are posted in each department regarding hand washing, distancing and mask wearing. Signs are posted in common areas for hotel guests.
- Hand sanitizer is provided by the hotel and is available in the lobby at the Front Desk and Bell Desk.
- Staff are to keep workspace clean and sanitized after use. They must sanitize their work station before leaving hotel.
- Staff are encouraged not to share items such as cleaning / maintenance tools, desk stations, and office supplies.
- If using the water cooler, staff are to sanitize hands before using.
- Staff are to eat during their break while distancing, and are to clean up break table and sanitize after use. No food or beverage is to be shared.
- Staff are to avoid congregating. No more than 2 staff members are to be in change room at any time.
- All returning and new staff will be trained in new safety procedures.
- Cleaning Managers are in place to regularly review and update provincial health guidelines.
- Hotel lobby washrooms are for guests and restaurant patrons only.
- Gym, hot tub and saunas are currently closed to all guests. Pool has re-opened on July 1, 2020
- Elevator occupancy limits and social distancing signs have been posted in elevators
- When cleaning, all staff use the sanitizer supplied by Housekeeping (*State No Rinse Cleaner / Sanitizer Formula 362*).
- As per Dr. Bonnie Henry's health order of October 30, 2020, there is a maximum of 6 people allowed in a suite, regardless of the square footage. This includes the guest who has rented the suite and 5 others.
- All deliveries are accepted while wearing gloves and mask. Staff are not to accept any mail / deliveries if guest is not in hotel.

PUBLIC AREA PROTOCOLS

- Plexiglass barriers have been installed on the Front Desk and Bell Desk to create separation from guests requiring service. Barriers are cleaned throughout the day.

Front Desk:

- Staff are to stay behind barrier during check in/out procedures. They are to sanitize their hands before and after each guest interaction.
- Distancing decals have been placed on floor at check-in.
- Room keys are sanitized after check-out before being put back into circulation.
- Staff are to wash hands before entering and re-entering office.

Bellmen:

- Bell staff are to stay behind barrier during guest interactions. If assisting with bags they are to wear mask and gloves.
- Bell staff assist with regular lobby sanitization of frequently touched surfaces such as door handles, knobs and handles (front and back), including door to back office and doors in back office, elevator buttons (outside and inside), sides of doors, and rails inside elevators, bell carts, umbrellas, railings, and lobby business centre. Back bathrooms are sanitized first thing in morning, at start of a new shift, and as needed. This includes the handles and door plates of women's bathroom, as well as handles and door plates, coat hanger, flusher, locks on stall doors (both sides), faucets, soap dispensers, and towel dispensers of men's bathroom. They are to use a mask and gloves during this process, and are encouraged to spray a liberal amount of sanitizer on to a clean rag and then wipe the surfaces with a rag and allow them to air dry. Bell carts are sanitized after each use. Rags are used only once per cleaning.
- Bell desk area and items must be sanitized first thing in the morning and again at the start of a new shift, and then any time they are touched or used. This includes the entire telephone (keypad, receiver), computer and keyboard, hand sanitizer bottle when touched, umbrella handles, and protective screen.
- Bell storage area must be sanitized before and after lunch is eaten and after any surface is touched.

Housemen:

- Are responsible for cleaning and sanitizing the public areas of the hotel, helping the room attendants in the rooms they are cleaning, and also cleaning the areas which are used by the rest of the hotel staff.
- This consists of, but is not limited to the public washrooms, lobby areas, elevators, hotel hallways and stairwells, door handles, push plates, back of house areas, garbage and refuse areas, car parkade areas, etc. (all frequently touched surfaces). They are to use sanitizer and clean dusters at all times. They are encouraged to spray a liberal amount of sanitizer on to a clean rag and then wipe the surfaces with a rag and allow them to air dry.

HOUSEKEEPING PROTOCOLS

- Prior to your arrival, your suite has been cleaned, sanitized and electrostatically disinfected, and has been left undisturbed for at least 24 hours prior to your arrival.
- As per the Provincial Health Order, we are not permitted to clean your suite during your stay.
- Room attendants must always wear a mask and gloves when cleaning guest suites.
- If a guest requires extra towels, blankets or pillows during their stay, they will be given them in a nylon mesh bag which will be left outside their suite, along with another clean nylon mesh bag that they can use for any dirty towels. They can leave these outside of the room to be picked up at a later time.
- If a guest requires extra toilet paper or amenities during their stay, they will be given these in a blue cloth bag which will be left outside their room. This bag will be washed and reused.
- Guest suite doors are not to be opened when items are being delivered.
- Checkout rooms are cleaned no sooner than three hours after the guest has checked out of the hotel. Housemen may be asked to assist the room attendant if she needs assistance in clearing the linens and providing the new amenities to get the room ready for the next guest.
- Cleaning these rooms consists of using a combination of products designed to thoroughly disinfect the room and give the best results for an assurance of quality. These include No Rinse Cleaner / Sanitizer, All Purpose Cleaner, Bath and Bowl Cleaner, and Glass Cleaner.
- Room attendants must use clean dusters for different cleaning surfaces. They are to clean the room with the suitable cleaners, and then are to sanitize all of the contact surfaces. They are not to reuse the dusters.
- After regular cleaning, the room attendants will spend additional time and sanitize all of the high traffic / high touch areas. These include but are not limited to light switches, clock radio, lamps, dressers and drawers, television remotes, garbage cans, hair dryer, amenity trays, etc.
- Towels and amenities are replaced in the bathroom and kitchen, and all bed linens are replaced for the new guests.
- After a suite is cleaned and the heavy traffic / touch surfaces have been sanitized once a guest has checked out, the suite will be electrostatically disinfected as the last step. This non-toxic, Health Canada approved process kills 99.9% of bacteria, viruses and molds, including Human Coronavirus. It works on all surfaces including drapes, upholstery and carpets. The suite will then be left undisturbed for 24 hours prior to the next guest check-in.
- When staff are upstairs in the hotel, they will use the stairs when moving short distances.
- Moving their housekeeping carts from one floor to another will not be permitted unless there are unavoidable circumstances. If housekeeping staff have to use the elevators, the guests will have priority and the staff will have to wait for a clear elevator if there are guests on the called one.
- The Executive Housekeeper and the Assistant Housekeeper have the responsibility of making sure the Supervisors and Housemen are familiar with the cleaning protocols currently in place, and all of the employees involved have a thorough knowledge of how they are to proceed in the cleaning of all areas of the hotel, how to use the PPE's they are wearing, and the proper use of all the equipment and chemicals they are using.
- When other employees return to work, they will be shown the same cleaning procedures and monitored on an ongoing basis for quality of standards by the Supervisors.
- These protocols will continue to be reviewed in order to comply with WorkSafe BC's standards of work safety and cleanliness, along with our own quality controls necessary to maintain the highest quality of workplace and guest safety that we can achieve.
- All processes will be reviewed and updated on a regular basis. Employees are encouraged through regular meetings to express their concerns on any questions or problems they may have with the protocols as they exist, in order that we may be able to assist them in any ways necessary.
- If any clarification is needed, employees will speak to Cleaning Managers.

CATERING DEPARTMENT PROTOCOLS

Breakfast Bag Preparation / Delivery:

- Breakfast buffet is closed. Bagged breakfast is available for room delivery or guest pick-up.
- Staff are to wear a mask and gloves while preparing breakfast bags. Bags are prepared in the morning with pre-packaged items for guests. Guests can elect to have their breakfast delivered or they can pick it up themselves outside of the breakfast room on the second floor.
- A cart is used to pass breakfast bags to guests. This cart is wiped down with sanitizer after each use.
- Staff are to maintain social distance during pick-up by using cart to hand off the bag.
- Any requests for additional items are to be handled by the banquet staff. Hotel guests are not to touch the coffee / juice machines.
- Staff use a no-rinse cleaner / sanitizer (as specified earlier) for cleaning of high traffic contact surfaces. Kitchen is sanitized after shift.
- Guests can eat at a table provided in banquet area. Tables are spaced 6 feet apart. No more than 6 people are permitted per table.
- For delivery, staff are to place bag on cart and take to the room, knock on the door, stand 6 feet back and wait for the guest to open the door and pick up the bag(s). Cart is sanitized after each delivery.

Meeting Rooms:

- Occupancy limits have been placed on the meeting rooms and will comply with current provincial health guidelines. Signs have been posted outside of each room regarding occupancy limits. Any new meetings booked will be subject to distancing rules. Meetings where distancing is not possible will not be permitted.
- No buffet service is currently permitted in meetings.
- A beverage / snack station is permitted but cannot be self-serve. Staff are to wear a mask and gloves if servicing any meetings.

MAINTENANCE AND SECURITY PROTOCOLS

- In an unexpected situation such as a blocked toilet or sink, a staff member can enter the suite on request and the aforementioned protocols will take place. Where possible, please try to allow one hour between when you leave and when our staff enters your suite. You must then wait another hour after our staff leaves before you can re-enter your suite. Employees are to wear a mask and gloves for any guest suite maintenance or security.
- Service people from outside of hotel are to adhere to the hotel's guidelines if performing any work inside the premises.