

PARADISE INN & SUITES COVID-19 PROCEDURES AND POLICIES

1. ARRIVING GUESTS

All arriving guests and guests making reservations will be asked if they have travelled outside the province or the country in the last 14 days.

A. If a guest comes from an international destination

- i. Guest will be notified to self-isolate immediately
- ii. Guest will be refused service and asked to leave

B. If a guest comes from out of province

- i. Guest will be asked about Covid-19 symptoms and will be assessed by our guest services agents
- ii. If guest shows any symptoms of Covid-19 they will be asked to self-isolate and asked to leave the property.

2. EMPLOYEES

All employees arriving to work at Paradise Inn & Suites will be assessed before each shift outside of the hotel. A covid-19 symptom check as well as temperature check will be conducted. Any employee showing signs or symptoms of Covid-19 will be asked to quarantine and will not be allowed to carry on into the workplace until a negative test is administered for Covid-19.

Employees will be required to wear PPE that is appropriate for the duties they conduct. All employees are required to wear masks in all common area places. Gloves are to be used when handling any guest items such as linens etc.

All employees must practice handwashing and hand sanitizing throughout the course of their shift. Whenever gloves are removed or before they are put on hands are to be washed. Sanitizer and handwashing stations are placed strategically throughout the property to lessen the risk for our staff and to our guests. Paradise Inn has purchased and procured additional PPE items to better protect our employees and our guests.

3. SOCIAL DISTANCING

Social distancing signage is posted around the property and promoted vigorously. All staff are to engage in social distancing while performing any duties for the Inn. Any employee that cannot maintain social distancing while performing their duties at the Inn is to wear a provided face mask as per the recommendation from Alberta Health Services (AHS).

Guests are reminded of social distancing during the check in process. Any guest that is not maintaining social distancing guidelines will be reminded and potentially asked to leave the Inn if social distancing becomes an ongoing problem.

Barriers have been set up at the front desk to maintain safety.

4. SANITIZATION

Sanitization is ongoing at the Inn and is done diligently. Logs are in place for all sanitizing common areas and high contact points

A. High Contact Areas and Items

- i. All high contact areas within the hotel are sanitized with our AHS approved sanitizer every 30 minutes
- ii. All key cards are sanitized individually before they are assigned to a guest
- iii. All keypads are sanitized after each guest use
- iv. Any pen that is used at the front desk will be sanitized or given to the guest to keep

B. Guest Rooms

- i. We have removed all high contact touch points as much as possible within the rooms.
 1. *All pens, notepads, menus, tent cards and guest directories have been removed from the room*
 2. *All throws and decorative pillows have been removed from guest rooms*
- ii. All hard surfaces are cleaned then sanitized with our approved AHS sanitizer.
- iii. All linens and bedding are laundered using commercial grade detergents supplied by Ecolab

C. Cleaning Items used by Staff

- i. All cleaning items that are used by staff are disinfected after each shift.
 1. *All mop heads, brushes and rags are soaked in a bleach water mix for disinfecting, so they are sanitized for the next days use*

2. All carts are sanitized after each shift using our approved AHS sanitizer.

5. POOL, HOT-TUB AND FITNESS FACILITIES

Currently our Pool, Hot-tub and Fitness Facilities are closed as per AHS directives.

6. MEETING FACILITIES

As per AHS directives our meeting space is closed for reservations until further notice.

7. SIGNAGE

Signage regarding COVID-19 is posted throughout the property advising guests on proper social distancing requirements, hand washing, elevator etiquette and slowing the spread. All signage posted is from AHS.

8. OTHER INFORMATION

Paradise Inn & Suites is committed to the safety of its employees and guests. We have been utilizing the recommendations from both AHS and the Alberta Hospitality and Lodging Association (AHLA).

<https://www.ahla.ca/wp-content/uploads/2020/03/COVID-19-Guide-for-AB-Hotels.pdf>