

# RAMADA®

BY WYNDHAM

PENTICTON HOTEL & SUITES

## COVID Safety Plan (PAGE 1 of 3)

Our plan is current as of this date: Feb 10, 2021

Our Contact for COVID-19 related concerns: Jessica Dolan (GM)

You can reach our COVID-19 contact by phone: 250-492-8926

Our customer facing version of this plan is available at front desk.

Knowing our common areas are used by guests and team members alike, we augmented our cleaning processes for everyone's safety and peace of mind. We have increased the cleaning and sanitizing schedule of all public spaces, with an emphasis on frequent contact surfaces, and updated procedures for interactions between guests and staff.

Some examples of how we are taking important steps to bring you the excellent experience you expect from an industry leader.

- Masks must be worn by employees and guests in hotel indoor public places.
- Offices, desks, counters, workspaces, and related equipment are sanitized regularly.
- Key cards are sanitized upon return and sanitized again prior to distribution.
- Key drop is contactless with a box for guests to return their key cards to be sanitized.
- Hand sanitizer needs to be used frequently.

### Updated Housekeeping Policies

Our housekeeping policies have been modified to support the health and safety of our guests and team members. Housekeeping services will be limited to essential guest needs only.

- Housekeepers will not enter the unit when guests are present.
- Housekeepers wear disposable gloves and protective masks, disposing of gloves after each room cleaning.
- Daily housekeeping services are suspended for the time being.
- When delivering requested items, housekeepers wear gloves and mask and are not be permitted to enter rooms. Guests must leave the room if they need help with the set up of cots or playpens.
- For any housekeeping requests, guests are requested to leave the unit and the housekeeper will sanitize your unit prior to leaving. If guest cannot leave the room, request that they stay on the patio/near patio area of the room or wait in hallway while cleaning is being completed.
- The following items have been removed from the rooms (all items are available upon request)
  - Non-Essential Collateral: Guest directory, Take-out menu, Note Pad and Pens.
  - Decorative Pillows
- Housekeeping carts and all equipment are wiped down and disinfected after each shift.
- All hand sanitizing dispensers throughout the property are restocked frequently.

### Augmented Room Cleaning

We have enhanced our cleaning process to ensure that all guest rooms are thoroughly cleaned and sanitized. We will have the following sanitization process continued for all touch points and surfaces:

- Entries and doorways - All entry, bedroom and bathroom doors are thoroughly sanitized.
- Kitchens - All surfaces, sinks and cabinet handles are individually sanitized.
- Bathrooms - All surfaces, toilets, floors, door handles, faucets in sink and shower, including the shower head will be sanitized with a peroxide disinfectant.
- Mirrors – Mirrors are cleaned with glass cleaner.
- Furniture - All furniture, including, but not limited to dressers, nightstands, end tables, desk, benches, chairs, lamps, remotes, telephones, alarm clocks etc. are fully sanitized.
- Miscellaneous – Light switches and temperature control panels
- All bed linens and towels in the room are changed following a guest check-out.
- Trash Receptacles and Ice Bins - spray and wipe with Multi-Purpose Cleaner.

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## COVID Safety Plan (PAGE 2 of 3)

### Public Spaces

Hand Sanitizer stations have been set up in multiple areas throughout the hotel and property for guest and employee use.

All public spaces are deep cleaned and continually sanitized, including back house areas and will entail the use of Health Canada Approved surface sanitizers and disinfectants, including germicidal wipes for routine cleaning at all touch points, including:

#### Lobby/Entry Areas

- Mezzanine doors/handles, desks and countertops, computers, mouse pad, elevator cabs and buttons.
- Handrails, doorknobs, entry doors and exiting doors.
- All exterior stair rails and interior rail.
- Luggage Carts will be cleaned with sanitizing solution frequently
- Coffee station, candy machine and magazines have all been removed from the lobby area

#### Pool/Spa Areas

- Heightened cleaning of touch points
- Hot tub will be closed and disinfected regularly to ensure water quality.
- All pool furniture is deep cleaned and continually sanitized.

#### Lobby Restrooms

- Every touchpoint will be sanitized, including (but not limited to): Stalls, Toilet paper dispensers, Door handles and Sink areas.
- Each restroom is shut down periodically for a deep sanitization.

### Administrative Areas

Safety starts behind the scenes. We are taking extra steps in our administrative areas to ensure our team members' safety and help them carry best practices forward to you. We start with these important steps:

- Health survey of all staff prior to shift.
- Temperature check required before the beginning of each shift.
- Daily inspection of Team Member hand washing stations to ensure that they have sufficient soap, towels, and running hot water.
- Discourage employees from using each other's phones, tools and equipment.

### Offices

- All phones, desks and surface areas are sanitized daily.
- Team members are assigned to, and trained in, specific areas of responsibility.
- Copiers machines thoroughly sanitized daily.

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### Maintenance

- Maintenance only enters and fix rooms when a guest is not present. They will request that guests leave their room when an item needs to be repaired or replaced.
- If a guest cannot leave the room, request that they stay on the patio/near patio area of the room or wait in hallway while repairs are being completed.
- Proper mask and gloves are worn when entering the guestroom.
- Disinfect all areas of the spaces in which they were working. Also, clean both door handles on the main room door.
- Non-urgent in-room maintenance issues should be halted until a room is no longer occupied and has been cleaned according to post-occupancy standards.
- Shared tools and equipment are disinfected after each shift or transfer to a new employee
- All guest luggage or bags will be handled with gloves only

### Enhanced Check-In [In-Person]

We have developed new check-in processes to ensure the safest experience possible for the health and safety of our guests and staff. All guests will be required to follow social distancing guidelines while at the resort.

- Guests must wear face covering in hotel lobby.
- To further assist with distancing, we request only one person from each party to wait in line or check-in at a time.
- There will be at least one free terminal between agents whenever possible.
- Plexi-glass barriers are installed at front desk terminals
- Staff will require guests to show ID behind the plexi-glass and swipe their own credit card into the machine.
- Guests will receive a sanitized pen to sign registration form. Guest is to place used pen in the dirty pen bin at front counter.
- Key(s) will be sanitized and placed in a key packet.
- Stickers are placed on the ground in the front lobby in order for guests to social distance 6ft apart.

### Lunch Breaks

- Wash hands before and after your break.
- Social Distance from each other keeping a safe space between yourself and other co-workers. Stay at least 6 feet from other people who are not from your household in both indoor and outdoor spaces.
- Wear a mask as you enter and leave the break room area. You can take off mask while you eat or drink during your break.
- Lobby Boardroom Area is available for any employees to use in order to take their breaks and maintain proper 6ft social distancing from each other.
- Behind Front Desk area is a seating area outside which can be used for any employees that choose to eat outside.