

HIGH LEVEL SUMMARY

The YWCA Hotel – Safe Operation Plan during the Pandemic

FIRST LEVEL PROTECTION <u>Elimination</u>	<ul style="list-style-type: none"> Physical distancing visual markers have been affixed to the floor and walls throughout the hotel. Procedures on access to shared areas, such as guest kitchens, water fountain in the lobby, lobby washrooms, lobby sitting area have been in placed to reduce the risk of exposure. Staff have a right to refuse service if health & safety guidelines are not adhered to; upon check in, guests are provided with guidelines related to our prevention measures. “Pre-screening questions” on COVID-19 posted at the front desk to screen guests when they check-in.
SECOND LEVEL PROTECTION <u>Engineering control</u>	<ul style="list-style-type: none"> To Encourage Physical Distancing: Physical distancing visual markers have been affixed to the floor and walls throughout the hotel to maintain 2- metre distance from other individuals. Maximum numbers of occupants in shared areas: posters are placed outside the shared areas such as guest and staff kitchens, lobby washrooms, meeting rooms, staff changing rooms, fitness zone and lounge area. If physical distancing is not possible: <ul style="list-style-type: none"> Plexiglas have been installed at the front desk table and physical distancing visual markers have been affixed to the floor. Procedures are also in placed for areas such as guest kitchens, laundry facility, fitness zone, and lounge area, where visitors and/or staff cannot maintain social distancing. All chairs and tables have been removed from guest kitchens, and in some areas such as lobby, patio and staff kitchen, some chairs have been removed to ensure physical distancing. Removal of shared/high touch items: <ul style="list-style-type: none"> Cleaning procedures are in place for all shared equipment such as photocopy machine and front desk switch board, and for shared furniture such as lobby sitting area, guest kitchens, patio furniture and lobby washrooms, to reduce the risk of transmission in these high touch areas. Magazines, game boards, tourism brochures and books are removed from guest lounge, fitness zone and lobby to reduce the risk of transmission.
THIRD LEVEL PROTECTION <u>Policies and procedures</u>	<ul style="list-style-type: none"> Staff have received clear guidelines, policies and training about safety and health protocols. Staff have received clear guidelines, policies and procedures regarding cleaning protocols, safety protocols, and limiting numbers of visitors/staff in in common/shared areas and staff rooms and office. Staff are asked to work in one station/workplace, therefore reducing likelihood of cross contamination. High touch areas throughout the hotel are sanitized a minimum of twice daily. Surfaces at the front desk are cleaned by front desk staff after each guest use, such as pens, counter surface, credit card machine and phone if it was used by guest. When requested by guests, staff will provide an individual disinfecting wipe/spray for the guest to be used in their room. Staff have been trained in multiple social distancing protocols when interacting with each other and visitors. Clear sick policies and reporting policies have been implemented.
FOURTH LEVEL PROTECTION <u>Personal protective equipment</u>	<ul style="list-style-type: none"> Staff have been provided with single use disposable gloves for cleaning and waste removal. Policies have been implemented. Staff have been provided the option of wearing masks. Other PPE equipment such as disposable gowns, eyeglasses/goggles are also available for staff if needed. Visitors may bring and wear a mask should they choose.