



SPARROW
HOTELS

STAY
+
SAFE
PROGRAM

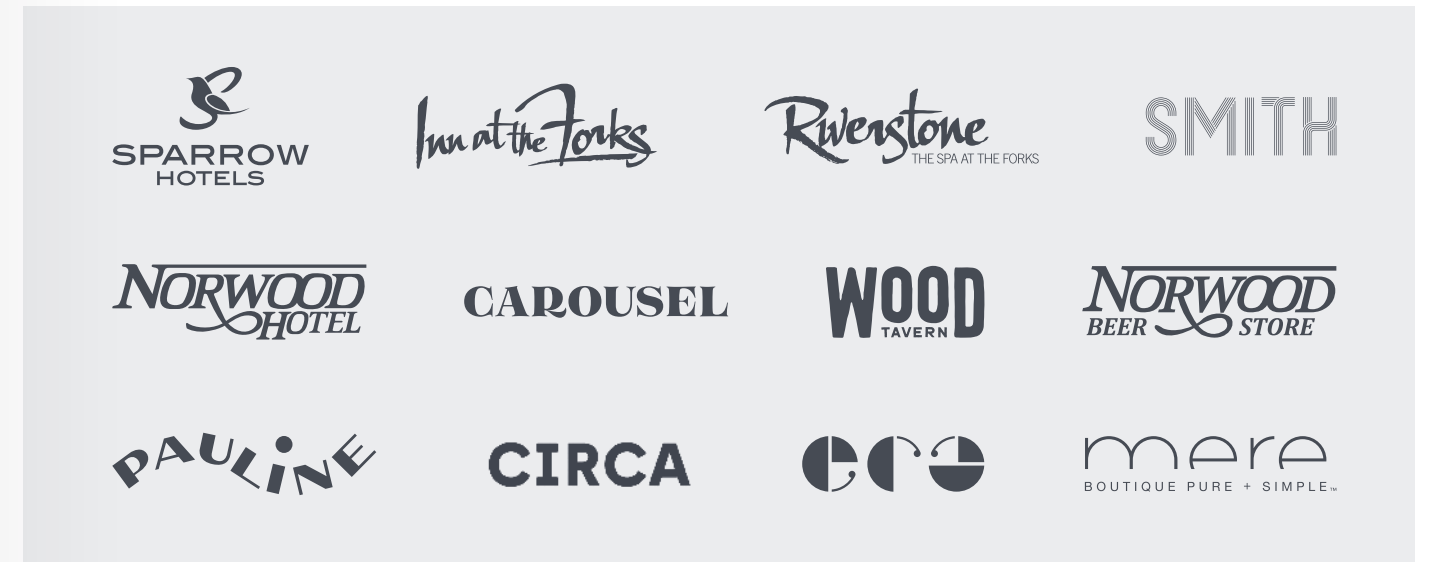


TABLE OF CONTENTS

PRELIMINARY:	A MESSAGE FROM SPARROW HOTELS	3
I:	GENERAL PRINCIPLES AND STANDARD OPERATING PROCEDURES	4
II:	GUEST AND CLIENT CONSIDERATIONS	5
III:	FRONT DESK AND HOTEL LOBBY	6
IV:	HOTEL GUESTROOMS	7
V:	LAUNDRY	8
VI:	OTHER SERVICES	9
VII:	SPA	10
VIII:	FOOD AND BEVERAGE (RESTAURANTS)	11
IX:	FOOD AND BEVERAGE (MEETINGS AND CONVENTIONS)	12
X:	VIDEO LOTTERY TERMINALS (VLT'S) AND GAMING	13
XI:	BEER VENDOR	14
XII:	FUTURE INNOVATIONS	15

PRELIMINARY

A MESSAGE FROM SPARROW HOTELS



The safety of our guests and employees has and will always be our top priority. In response to COVID-19 we have established an action plan guided by the Province of Manitoba, that implements enhanced safety measures throughout the company. This document outlines Stay+Safe Program to our guests and our employees.

As our industry adjusts to a new normal, this Stay+Safe program will continuously evolve and is subject to change as developments occur. Sparrow Hotels continuously makes enhancements based on the recommendations and directives of the Province of Manitoba's Public Health Officials. Sparrow Hotels welcomes regular inspections by health inspectors and actively partakes in ongoing dialogue to ensure the safety of our employees and guests at all levels of service.

We look forward to welcoming guests and employees back at our properties with the confidence that every step to maintain a safe environment has been taken.

Ben Sparrow
CEO, Sparrow Hotels

1.

GENERAL PRINCIPLES AND STANDARD OPERATING PROCEDURES

EMPLOYEE HEALTH PRECAUTIONS

Employee Health Precautions It is mandatory that all employees self-screen for symptoms and potential exposure, using the local Provincial Self-Screening tool, prior to reporting to each shift. Information about the screening tool can be found here: <https://sharedhealthmb.ca/covid19/screening-tool/>

Any employee exhibiting flu-like symptoms are asked to stay home for a minimum of 72 hours and seek medical attention including a test for COVID-19.

Employees are discouraged from travelling at this time. Based on current Manitoba Public Health Mandates, some travel may require residents of Manitoba to quarantine upon return from outside the Province of Manitoba.

All employees must use the same designated entrance upon arriving to work.

Employees are required to use the hand sanitizing station upon their arrival for their shift and prior to their departure upon completion of their shift.

Employees are required to wash their hands a minimum of every 30 minutes during their shift.
Expanded hand washing requirements may vary by department.

Physical distancing measures must be practiced in employee break rooms and other BOH areas.

PRECAUTIONARY OPERATIONAL MEASURES

All Front of House (FOH), Back of House (BOH), and public areas of the property are to be sanitized using food safe medical-grade cleaning agents every 60 minutes. Bathrooms are to be cleaned and sanitized every 30 minutes.

Signage communicating hand sanitizing requirements and physical distancing reminders, are to be placed at all property entrances including the Beer Store, and all internal entrances to restaurants, spa, and the gaming lounge.

Personal Protective Equipment (PPE) is made available to all staff. PPE is mandatory for staff working in the kitchen, housekeeping, and will be required for staff in select food and beverage service positions and for spa service providers.

When possible, virtual meetings will occur for internal meetings, client appointments, and client property tours. Physical distancing measures are practiced in BOH areas including spacing of workstations and offices, and during client appointments and property tours where virtual meetings are not possible.

Ordering from vendors and suppliers has been streamlined to minimize delivery and visitation frequency to the properties.

Occupational Health and Safety meetings will increase in frequency from quarterly to monthly. A new COVID-19 Property Champions group has been established, and includes representation from all properties and departments.

11.

GUEST AND CLIENT CONSIDERATIONS

COMMUNICATIONS

Information regarding the Sparrow Hotels Stay+Safe Program is available to guests and clients digitally on our websites and in transactional email confirmation communications, on property via signage and on other channels where applicable.

Property information will be distributed digitally to guests and clients wherever possible.

Guests will be encouraged through signage to sanitize their hands upon their arrival. Sanitizing stations are available at all entrances and throughout the properties.

Guests will be asked through signage to respect all physical distancing measures on property, and maintain a minimum distance of 6 feet from staff and other guests.

Guests are asked to appreciate that certain social conventions and etiquettes common to the hospitality industry are currently discouraged including greetings such as hand shaking, and services such as luggage assistance and valet parking.

Guests feeling ill or exhibiting flu-like symptoms are encouraged to report this to a staff member immediately. Staff are trained to follow the established protocols provided by the Hotel Association of Canada, and the World Health Organization, which may include guests being asked to self-isolate or seek further medical assistance.

111.

FRONT DESK AND HOTEL LOBBY

ARRIVAL AND DEPARTURE

Physical distancing and reduced contact or contactless check-in and check-out procedures are in place*. Multiple hand sanitizing stations are available to guests in the hotel lobby and are mandatory and throughout the properties.

Upon check-out, any remaining balance will be settled to the credit card on file and guests are not required to attend the front desk to check-out. Room keys are requested to be left behind in the room or the basket at the front desk, and requests for additional copies of the invoice will be emailed.

**See section XII on page 20 for upcoming innovations.*

CLEANING AND SANITIZING MEASURES

High touchpoints at Guest Reception and in the Hotel Lobby are sanitized every 60 minutes at minimum with some items sanitized between every guest interaction such as payment terminals, luggage carts, and commonly used office equipment. Key cards are sanitized between every guest.

Elevator buttons are sanitized every 60 minutes, and passenger limit restrictions are in place inside elevators and at all elevator landing areas.

Foot-activated and/or sensor-activated hand washing stations are available in key areas of the properties.

Non-automatic entry doors to the properties and outlets will be propped open wherever possible to reduce touchpoints on door handles.

IV.

HOTEL GUESTROOMS

OPERATIONS

As occupancy allows, the hotel will stagger the use of rooms for new arrivals. Departed rooms will be placed out of service for a minimum of 72 hours prior to Housekeeping entering to clean and sanitize.

Room amenities (shampoo, conditioner, soap, coffee, etc) will be provided in sealed packaging in guestrooms. Additional guestroom items such as pens, snack and beverage items, umbrellas, laundry bags, bathrobes, etc are removed from guestrooms and available on a request basis.

Glassware is replaced with disposable options, and paper items such as menus, tent cards, and information cards are currently removed from guestrooms. Guest assistance is provided as required.

Training is provided to all Room Attendants on the use of medical-grade disinfectants and sanitizing solutions.

HOUSEKEEPING

All Housekeeping staff will wear appropriate PPE at all times. Staff will change gloves and wash their hands between cleaning rooms.

Housekeeping carts are sanitized every 60 minutes and deep cleaned at the end of each shift.

Hotels will make every effort to limit the number of entries into a guestroom during a stay. "No Housekeeping Service" requests are encouraged.

Additional amenities are provided on a request basis, and changes of linens and towels will only occur on checked out rooms unless requested by the guest.

Enhanced sanitizing protocols for high touchpoint areas of guests are to occur. Including but not limited to, light fixtures and switches, remote controls, furniture handles, nightstands, telephones, in-room controls such as thermostats, luggage racks, and mini-fridges.

V.

LAUNDRY

OPERATIONS

All Laundry staff are to wear appropriate PPE at all times. Staff are to change gloves and wash their hands every 30 minutes at minimum.

Spare blankets, pillows and linens are removed from guestrooms and are available upon request.

Room allocation strategies are in place to simplify the movement and minimize contact with Room Attendant and Laundry staff.

Hotels are working closely with vendor partners and suppliers to stay informed and up-to-date on the most advanced technologies in cleaning and sanitizing standards.

VI.

OTHER SERVICES

SERVICES

Our fitness facilities have re-opened. Equipment is appropriately spaced to allow for physical distancing and signage is in place advising of capacity limits.

Valet Parking service is temporarily unavailable. The Hotels are working on protocols to ensure proper sanitizing of guest vehicles before making this service available again.

The Hotel Shuttle service is temporarily unavailable. The Hotels are working on protocols to enact passenger limits and ensure proper sanitizing of the shuttle vehicle.

VII.

SPA

CLIENT CONSIDERATIONS

Hand sanitizing stations are provided for clients upon their arrival.

All Spa clients are subject to a pre-screening test prior to their service.

Clients are asked to arrive only 5-10 minutes prior to appointment time and to refrain from bringing additional family members and friends with them that do not have appointments.

Personal items are not permitted in common areas. Clients will be able to change in the treatment room before starting the service, and personal items will be placed in a bin inside the treatment room.

PRECAUTIONARY OPERATIONAL MEASURES

Entrance doors to the Spa are propped open at all times during opening hours to reduce high touchpoint surfaces.

Retail testers in the Spa boutique area are currently unavailable. Spa team members are available to provide assistance to clients as needed.

Retail items purchased will not be bagged by Spa staff at this time. Clients will be provided bags to put their items in themselves.

Appointments are staggered to ensure physical distancing in the Spa, and additional time is allotted between each appointment to allow a thorough cleaning and sanitizing of the treatment room before the next appointment.

All service providers will use appropriate PPE during treatments. Gloves and Masks are available to clients upon request.

Interior doors within the Spa will be propped open where possible. Service Providers will escort clients throughout the Spa in a one-directional route to limit person to person contact.

All reusable materials such as menus, brochure and product information pamphlets, etc will be eliminated at this time. Assistance from Spa staff is available as needed.

Partitions have been added in the Spa day room in between service chairs.

A revised "Essential Menu" has been implemented with reduced treatment offers to ensure the highest level of sanitizing while capacity restrictions are maintained.

SPA AMENITIES

Bathrobes, sandals and the use of eye pillows and masks will be unavailable at this time.

Client access is currently unavailable to the steam room, sauna, locker area, and showers until further notice.

The snack program in the Spa Lounge is unavailable at this time. Clients will be provided bottled water after their treatment.

VIII.

FOOD AND BEVERAGE (RESTAURANTS)

OPERATIONS

Capacity limits will be adhered to as per direction from the Province of Manitoba. Physical distancing measures are in place, including removing tables where possible, and placing "out-of-service" signage on tables not in use.

Staggering of reservations and directional walk-flow is in place to assist in physical distancing measures.

All Food and Beverage staff are required to wash their hands at a minimum of every 30 minutes.

Kitchen staff are required to wear appropriate PPE at all times.

Restaurant and Kitchen high touchpoints will be sanitized every 60 minutes. Including but not limited to door handles, railings, bars, entrances, tables, and chairs, with a focus on bathrooms. A deep clean of the Kitchen will occur nightly.

Single Point of Sale (POS) and payment terminals are allocated to each server for their shift, and are sanitized between every use.

Disposable menus will be used until further notice.

Items such as utensil roll-ups, water glasses, salt + pepper shakers, condiments, etc will be removed from tables at this time. These items will be made available upon request. Any vessels or containers in use will be sanitized between each guest.

Tables and seating will be sanitized between guests.

In-Room Dining (Room Service) for Hotel guests is temporarily suspended. The Hotels are working to implement a "Grab-and-Go" option for meal periods outside of restaurant operating hours, and for Hotel guests that are not dining in the restaurant.

Deliveries from suppliers will be received by staff wearing appropriate PPE. Items will be sanitized upon receipt or left in place for up to 72 hours when possible.

IX.

FOOD AND BEVERAGE (MEETINGS AND CONVENTIONS)

OPERATIONS

Gathering and capacity limits will be adhered to as per the direction from the Province of Manitoba.

Physical distancing floor plans will be in place.

Self-service buffets are suspended. All other offerings where Attendees serve themselves will be altered to allow for employees wearing appropriate PPE to serve. The properties are exploring additional options for more pre-packaged items to be available in the future.

Set-up, change over and tear down of meeting rooms will be completed by staff wearing appropriate PPE.

All meeting rooms will be deep cleaned using medical-grade sanitizers and cleaning products, at the end of each day, session, and prior to next use.

SALES PROCESS

Meetings and site tours will take place virtually where possible. Physical distancing measures will be in place if on-site meetings or tours are required.

Digital sales materials including property information, menus, images, and floor plans will be used in place of paper documents.

X.

VIDEO LOTTERY TERMINALS (VLT'S) AND GAMING

OPERATIONS

Removal of chairs, reconfiguration, or powering off VLT's will ensure physical distancing in the Gaming Lounge.

Sharing of VLT's is not permitted. Each VLT can only have one player per machine, and each player is only able to use one VLT at a time.

Hand sanitizing stations will be available in multiple areas in the Gaming Lounge.

All VLT's will be cleaned and sanitized between players, and will be deep cleaned on a daily basis.

Signage will be placed throughout the Gaming Lounge to remind guests to sanitize machines before use. Guests requiring assistance may contact a staff member for help.

XI.

BEER VENDOR

OPERATIONS

Hand sanitizing stations are provided for staff and customers upon their arrival.

Customers will be asked to respect all physical distancing measures and maintain a minimum distance of 6 feet from staff and other customers. Signage and floor decals are in place.

High touchpoints will be sanitized every 60 minutes. Including but not limited to POS and payment terminals, displays, door handles, fridge handles, and surfaces.

Capacity limits will be adhered to as per the direction from the Province of Manitoba.

Plexiglass dividers have been installed at the cashier station to protect staff and customers.

Empty return bottles or cans to be presented in the box they were purchased in, a clear bag, or a flat box to ensure minimal contact and easy processing by staff

XII.

FUTURE INNOVATIONS

SPARROW HOTELS CONTINUES TO EXPLORE ADDITIONAL ENHANCED MEASURES TO ENSURE THE SAFETY OF OUR GUESTS, CLIENTS, AND EMPLOYEES. THESE INCLUDE BUT ARE NOT LIMITED TO:

Electrostatic sprayer technology to be established in every department at all properties in August 2020. This technology allows for 99.99% elimination of pathogens/viruses including the coronavirus that causes COVID-19, in under 3 minutes.

Self check-in and digital key room entry via mobile phone technology.

Temperature scanning terminal including facial recognition for staff arriving for their shift.



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