



SPARROW
HOTELS

STAY
+
SAFE
PROGRAM



PRELIMINARY

A MESSAGE FROM SPARROW HOTELS



The safety of our guests and staff has and always will be our top priority and the top priority of the hotel industry in general. In response to Covid-19 we have established Enhanced Hotel Cleaning Guidelines throughout the company. This plan was guided by the Province of Manitoba, information from the Centers for Disease Control, the Public Health Agency of Canada, and the industry-wide guidelines published by the American and Canadian Hotel Associations.

We look forward to welcoming our guests and employees back with the confidence that every step is being taken to maintain a safe environment.

We look forward to seeing you.

Ben Sparrow
CEO, Sparrow Hotels

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1. EMPLOYEE AND GUEST HEALTH

Sparrow Hotels requires staff to wear face coverings in all indoor public spaces and social distancing in all common areas. Guests are encouraged to wear face coverings indoors when social distancing is not possible.

The STAY+SAFE Guest Checklist includes:

- ✓ Encourage face coverings for guests in all indoor public spaces and practice social distancing in all common areas.
- ✓ Choose contactless options, where available, including online reservations, check-ins, and payments.
- ✓ Consider daily room cleaning, only if necessary. Ask the hotel about your options.
- ✓ Request contactless room service delivery.
- ✓ Refrain from traveling if you have, or recently had, any symptoms of COVID-19 or contact with anyone diagnosed with COVID-19.

FACE COVERINGS AND OTHER PROTECTIVE STEPS

To ensure the safety of our employees and guests the use of non-medical masks is required by all staff in indoor public spaces. Mask use is encouraged for guests when in indoor public areas of the property. In addition, in accordance with CDC guidelines, face coverings should be utilized in combination with the following steps including physical distancing at least 6 feet away from others, avoid contact with people who are sick, wash your hands often with soap and water for at least 20 seconds, and use hand sanitizer if soap and water are not available.

Please refer to <https://www.gov.mb.ca/covid19/restartmb/> for more information.

WASHING HANDS AND HAND SANITIZER

CDC (Centers for Disease Control and prevention) and PHAC (Public Health Agency of Canada) guidelines govern employee procedures and protocols regarding hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer must be used. Added attention is given to ensure adequate soap products are available in restroom sinks, employee washing stations, and other areas for hand washing. Hand sanitizer dispensers should include no less than 60% alcohol content, where available, and touchless where possible. Sanitizer dispensers are to be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

EMPLOYEE AND GUEST HEALTH CONCERNS

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property is a staff-wide requirement. Employees exhibiting symptoms of COVID-19 must remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 must immediately contact a manager. At a minimum, the hotels must follow CDC guidelines for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

Well-being checks of all employees, including virtual health checks, must be carried out in accordance with CDC guidelines and/or as required by law.

1. EMPLOYEE AND GUEST HEALTH (CONTINUED)

CASE NOTIFICATION

Confirmed cases of COVID-19 must be immediately reported to local health authorities in accordance with appropriate actions recommended by the Province of Manitoba. The confidentiality of guest or employees suspected of being infected of COVID-19 must be protected.

2. EMPLOYEE'S RESPONSIBILITIES

If not wearing protective gloves, all employees must follow CDC guidance regarding handwashing and use of hand sanitizer. Employees should wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift.

In accordance with CDC guidelines, employees will use hand sanitizer with at least 60% alcohol and cover all surfaces of the hands and rub them together until they feel dry. Also, housekeeping staff must clean hands or change gloves between cleaning guest rooms. When possible, employees should wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

COVID-19 TRAINING

Every employee will receive the Enhanced Hotel Cleaning Guidelines before returning to work. Other training programs provided by Safe Work Manitoba and the Manitoba Training and Education Council will also be made available.

BACK OF THE HOUSE SIGNAGE

Signage that aligns with CDC information, including how to avoid infection must be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose face coverings, use gloves, wash hands, sneeze and to avoid touching their faces.

SAFETY TIPS

1. WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SECONDS
2. FACE COVERINGS ARE REQUIRED IN ALL INDOOR PUBLIC SPACES
3. DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS
4. KEEP A SAFE DISTANCE FROM OTHERS
5. COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES
6. DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HAND

CLEANING AND DISINFECTING PRODUCTS AND PROTOCOLS

Following your normal routine cleaning, you can disinfect frequently touched surfaces and objects using approved products that are effective against SARS-CoV-2, the virus that causes COVID-19 disease. Cleaning products and protocols should include EPA-approved disinfectants, or alcohol solutions with at least 70% alcohol in accordance with CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. Cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure. Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection.

2. EMPLOYEE'S RESPONSIBILITIES (CONTINUED)

PUBLIC SPACES AND COMMUNAL AREAS

Surfaces frequently touched by multiple people must be cleaned and disinfected at least hourly. More frequent cleaning and disinfection may be required based on level of use including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, shower areas, pool seating, sauna and steam rooms and surrounding areas, dining surfaces and all seating areas.

GUEST ROOMS

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements. In accordance with CDC guidelines, Housekeeping staff should wait at least 15 minutes before entering a guest's room for cleaning to allow for adequate time for air exchange following the guest's departure, and will discard all single use items provided by the hotel that were used by the guest during their stay, or left by the guest. Beginning in fall 2020 each guest room will be further sanitized using electrostatic sprayers. These sprayers apply an electrostatic charge to a chemical mist helping to bind chemicals to surfaces and is ten times more effective than traditional cleaning methods. Once a room is sprayed there is no further staff entry to the room.

LAUNDRY

Linens, towels, and laundry should be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, items will be laundered using the warmest permissible water setting for the items and dried completely. Shaking dirty linens will be avoided and soiled linens will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

BACK OF THE HOUSE

Cleaning and disinfecting of all high touch areas must occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer must be convenient and highly visible.

HOTEL GUEST ELEVATORS

Button panels and handrails must be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.

SHARED EQUIPMENT

Shared tools and equipment must be disinfected after each shift or transfer to a new employee.

2. EMPLOYEE'S RESPONSIBILITIES (CONTINUED)

ROOM RECOVERY PROTOCOL

In the event of a presumptive case of COVID-19 the affected guest room will be removed from service and quarantined for at least 72 hours. The guest room should not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing approved products including electrostatic spraying.

FOOD AND BEVERAGE

Food and beverage service will be offered in a manner that reduces in person contact with guests. Current Provincial Guidelines require tables to be distanced by 6 feet. Traditional room service (where offered) will be replaced with a no-contact delivery method. Traditional buffet services are suspended at this time. When offered, buffets will be served by an attendant wearing cloth face coverings, with utensils being washed and changed more frequently. Enhanced cleaning and disinfecting of food contact surfaces and utensils, as well as shared objects (i.e. condiments) and removal of unused items (i.e. glasses, silverware) on tables before and after guest use. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items should be the preferred method of food delivery. Beginning fall 2020 all kitchens and public food service areas will be disinfected daily with an electrostatic sprayer.

VENTILATION

Properties must ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level for each space in accordance with CDC guidelines. In addition, hotel guest room windows should be opened whenever possible. Outdoor dining will be encouraged wherever possible. Enhanced outdoor dining options have been developed at certain properties.

3. PHYSICAL DISTANCING

PHYSICAL DISTANCING AND QUEUING

As recommended by the CDC's physical distancing guidelines, guests are advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees' queue. Such areas should be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote physical distancing. Minimize traffic in enclosed spaces, such as elevators and stairwells. In accordance with CDC guidelines, the number of individuals in an elevator at one time will be restricted to the people travelling together or to a maximum of two people. One directional stairwells will be designated where possible.

GUEST ROOMS

In anticipation of individual concerns of guests, housekeeping should not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping should maintain the practice of cleaning and disinfecting rooms thoroughly following check-out.

MEETINGS AND EVENTS

Meetings, conventions, and all other events should align with CDC recommendations, including physical distancing, use of face coverings, contactless service offerings, cleaning and disinfecting guidelines, modified layouts and limiting capacity. Signage and messaging regarding proper hand hygiene and use of face coverings and other protective equipment, as well as promoting physical distancing will be placed prominently throughout the meeting spaces. All meetings and events will operate in accordance with Provincial guidelines including capacity limits.

HOTEL, FRONT DESK, CONCIERGE, AND PARKING SERVICES

Front desk agents will practice physical distancing protocols and procedures, which may include utilizing every other workstation to ensure separation between employees whenever applicable and possible, installation of transparent shields or other barriers, and updating floor plans for communal areas to promote physical distancing. The use of technology to reduce direct contact with guests, lobby population and front desk queue will be implemented. In addition, contactless payment processes are being implemented, and when not available, employees will minimize contact as much as possible. Self-parking options are emphasized at all properties. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service should be limited, and disinfecting of contact points will be required.

BACK OF THE HOUSE

Physical distancing among all employees must be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas. Employees are permitted to enter their office only. Masks must be worn by all office staff when not in their respective office. This includes brief trips to the photocopier and for other tasks. When staff attend internal meetings, masks must be worn while travelling to the meeting. Once seated, staff have the option of removing their mask for the meeting if a distance of 6 feet can be maintained. Offices must be disinfected using disinfecting wipes at a minimum of twice per day. Office staff are provided with personal hand sanitizers and disinfectant wipes.



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