

Cleaning Measures

Housekeeping services are not available for guests who are under self-isolation.

To allow for proper air exchange, each room will be left vacant prior to the housekeeping team servicing the unit for at least 3 hours. To ensure these minimum requirements are met along with enhanced cleaning protocol the units will be left out of order whenever possible for **24 hours between guests**.

Cleaning as a standard practice is completed only upon departure, as daily cleaning is not quoted in the nightly rate. Units are self-contained and include a washer and dryer. **However**, service can be requested at an additional fee.

In-House Housekeeping Service:

Housekeeping team to wear PPE including facemasks and shields and boot covers.

Guest must not be occupying the unit while we are completing our housekeeping service. The unit must be vacant for minimum of 3 hours to allow for proper fresh air exchange. Please leave windows open if possible, to assist with this process.

Upon entering the unit, the Housekeeping Staff will open windows to allow for air to further exchange throughout the unit.

Please remove all items from floor/surfaces such as laundry, toiletries, dishes etc. prior to the housekeeper servicing the unit. This is to limit contact with personal and potentially contaminated items.

The service will entail:

- Clean and Sanitize of washroom; toilet, countertop, sink, mirror bathtub/shower, knobs & handles, sweep & mop floors.
 - Clean and sanitize kitchen surfaces; countertops, sink, knobs & handles, outside of fridge, stovetop and oven door, inside/outside microwave, sweep & mop.
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- Throughout unit; vacuum and dust. Sanitize all hard surfaces, knobs and handles, remotes, windows etc.
- Please let us know if you would like any replacement linen and terry and quantities. They will be brought up with the housekeeper in a sealed bag.
- Any old linen you wish for us to remove, must be stripped from the beds and bathroom, and placed in Provided Linen Bag. Please leave in the Front Entry the day of Service for removal.

The Requested Cleaning Service includes up 1 Hour for Studios, 1.5 hours for Lofts and 2 hours for Condos. This is the average time it takes to complete the above mentioned.

If the unit needs more attention than usual, we may not get to all items above in this allotted time frame. Should this be the case, our housekeeping team will leave a note of what was not completed during our service time. If you wish to request additional time, you can do so for an added rate of \$30 per hour.

Departure Cleaning Service (In Between Guests):

To ensure these minimum requirements are met along with enhanced cleaning protocol the units will be left out of order **when at all possible, for 24 hours.**

If there has been a confirmed or presumptive case of COVID-19 the impacted unit will be left Out of Order until the case can be confirmed or cleared. If confirmed the unit will remain out of order for an additional 72 hours prior to being cleaned and sanitized.

Housekeeping team to wear PPE including facemasks and/or shields.

Upon entering the unit, the Housekeeping Staff will open windows to allow for air to further exchange throughout the unit.

All soft materials will be stripped, bagged, and removed from the room to go to laundry. This includes all seemingly unused items except for any spares secured with a seal in the **clear zip bag.**

- Please see [laundry protocols](#).

Any soft materials that cannot be washed in the laundry such as mattresses, pillows, furniture etc. will be **steam treated/sanitized** prior to fresh sheets being placed on the bed or treated to a high heat drying cycle to reach between 135 – 150 degrees Fahrenheit.

All hard surfaces are first cleaned with general cleaner/degreaser and then sprayed down afterwards with an approved **Sanitizer/Disinfectant**

Rooms are only vacuumed with a HEPA filter vacuum and hard floors are steam mopped.

All dishware is taken out of the cupboards and run through a sanitization cycle in the dishwasher or given a food grade disinfectant rinse.

Special attention is paid to high contact areas such as: light switches, knobs, handles, remotes, chairs etc.

Any unnecessary items (throw pillows, decorations etc.) are removed and placed in storage.

Laundry Protocols

All Linen and Terry are to be stripped and bagged in the Suite/Condo. Seal/tied off bags to be brought to the laundry room. **Only spare blankets and towels in clear storage bags with sanitized seal still intact may be left.**

- Sort and label by colors or whites as well as unit number and date

STOP: Staff to Wash/Sanitize hands after bagging items

- Bagged items to be brought to laundry and put in queue.

All soiled items must be bagged – no loose items in Laundry room to avoid cross contamination.

- Staff not to shake laundry (minimizes the possibility of dispersing virus through the air)
- Soiled items to be loaded into washing machine at the highest heat setting. Laundry sanitizer or bleach to be added.
- Used re-usable laundry bags to be put in wash as well.

STOP: Staff to Wash/Sanitize hands after handling soiled items and before handling clean items

- When Washing cycle is done clean items must be placed directly into the dryer.
- Dry/Clean items to be removed from the dryer and placed into the marked SANITIZED/CLEAN bin with lid and brought immediately downstairs for folding.

Clean Items are not to be stored in the laundry room, please remove immediately to avoid cross contamination.

When Folding:

STOP: Before opening the lid of the SANITIZED/CLEAN bin staff is to wash/sanitize hands and the folding surface

- Staff to fold clothes and put them away on the appropriate shelves.
- Staff to wipe out SANITIZED/CLEAN bin, put the lid on and return the laundry room for the next load

STOP: Staff to sanitize laundry facilities at the end of each working day, including laundry carts/bins, baskets, washers, dryers, sinks, tables, shelving, flooring, and all other surfaces that soiled laundry may have touched.

Back of House and Front of House Areas

Back of house areas such as laundry rooms, housekeeping storage and closets are to be cleaned and sanitized after each shift. Or if required, more frequently.

Common Areas and Front Desk at the Borgata Lodge are serviced on the following schedule or more as required:

	Item	Cleaning Frequency
	Floors - <i>Vacuumed and Steam Mopped</i>	End of each day/shift
	Door Handles (<i>propped open during business hours</i>)	End of each day/shift or periodically throughout day if closed due to weather
	Staff Phones (<i>1 x phone per staff member during shift</i>)	End of each day/shift
	Bathroom	Spray down after use and periodically throughout day / full-service end of day
	Countertops	Upon usage/hourly throughout the day
	Pens - <i>Separate pens for staff and guests</i>	Upon usage/periodically throughout the day
	Keys - <i>Upon return and prior to issuing to next guest</i>	Upon usage/periodically throughout the day
	Payment Terminal - <i>Use contactless payment whenever possible</i>	Upon usage/periodically throughout the day

	<p>Luggage Carts - <i>Hosted in the Lobby</i></p>	<p>Upon usage/periodically throughout the day</p>
	<p>Front Doors/Elevator Buttons and Rails</p>	<p>Periodically throughout the day</p>

Employee Guidelines

Employees are trained on proper procedure for cleaning, assessing potential risks and COVID-19 safety protocols. This includes but is not limited to proper hygiene, physical distancing, sanitizing and disinfecting, and being aware of COVID-19 symptoms.

Employees are required to sign an agreement acknowledging they are aware that they are NOT to come to work should they have any symptoms of COVID-19 or have been in close contact with someone affected by COVID-19, and are required to self-isolate.

If an employee is to develop symptoms while working, they are required to report this immediately to their manager. They will be sent home and all areas they have come into contact with will be fully sanitized. We will work with Interior Health on the appropriate actions thereafter. Employees are not to return to work until they have been cleared to do so by a medical practitioner.