

## Planning to Self-Isolate?

You may be required to self-isolate under the Quarantine Act if you have recently travelled from overseas or have meet someone with COVID-19.

If planning to self-isolate, units can be provided that **do not** have a common entrance and are self-contained with cooking capabilities and in-suite washers and dryers.

- **Studio Kitchenettes** located on the ground floor which have personal laundry.
- **Lofts and 2 and 3 Bedroom** Condos.

Self-Isolation must be arranged 14 days in advance, so our team has ample time to organize and ensure full procedures are followed.

## Protocols for Self-Isolating Guests

For the health and safety of our staff and guests, all self-isolating guests are asked to follow our Self Isolating Procedures.

### Prior to Arrival:

All the registration paperwork will be emailed the day prior to your arrival and must be completed prior to check in. This will be sent out via DocuSign.

You will also need either attach your ID for verification or book a quick zoom call with our Front Desk team to do this virtually, as we are not able to complete this in person at the check in counter. This will take 5 minutes.

Supplies can be arranged 14 days prior to arrival with the help of a friend or family member or with assistance from Front Desk.

Housekeeping will put a note on your reservation indicating you are self-isolating, so all staff are aware not to enter the suite and to check in with you during your stay.

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Online groceries can be ordered from:

- SAVE ON FOOD:  
<https://www.saveonfoods.com/shop-online-how-it-works/>
- REAL CANADIAN SUPERSTORE:  
<https://www.realcanadiansuperstore.ca/>

Front Desk can help with picking up groceries with complimentary free pick-up once a week and additional trips for \$25.00 plus GST. This must be organized in advance due to staff scheduling.

Front desk can receive scheduled delivery from Monday to Friday 9am – 5pm. This will either be placed in the unit prior to arrival or dropped off outside the unit's door for mid-stay orders. You will be contacted once the items are outside your unit.

To ensure adequate planning for what you may need, here is a list of items provided in the unit to get you started! (Item quantities may vary depending on the size of your room)

- 2-4 rolls of toilet paper
  - 2-4 Mini shampoos, conditioners, and body wash
  - 4-8 Bath Towels
  - 2-4 Hand Towels
  - 2-4 Face Washers
  - 4-6 Pillows on the beds
  - 1-2 Spare Pillows
  - 1 Spare Blanket
  - 2 Coffee Packet
  - 1 Decaf Coffee Packet
  - 3 Sugar, 3 Splenda and 3 Coffee Mates
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## Self – Isolation Check In:

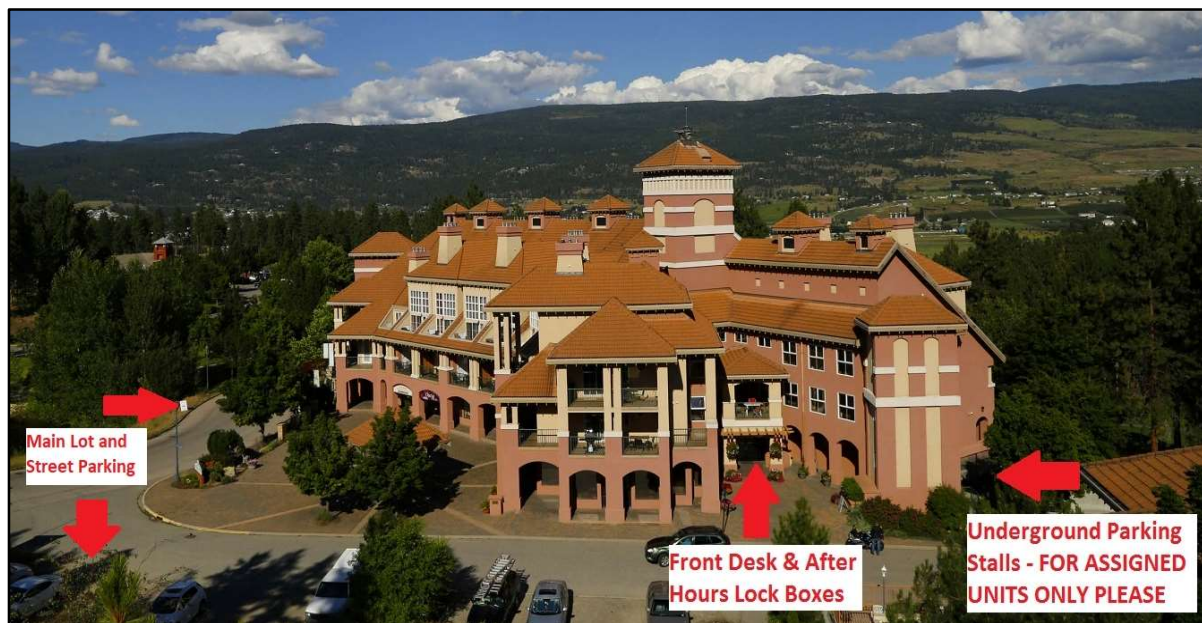
The unit is guaranteed for 3pm on the day of arrival. Early check-ins can be arranged based on availability but are not guaranteed. If you are hoping to arrive early, please contact our team at least 24 hours prior to arrival.

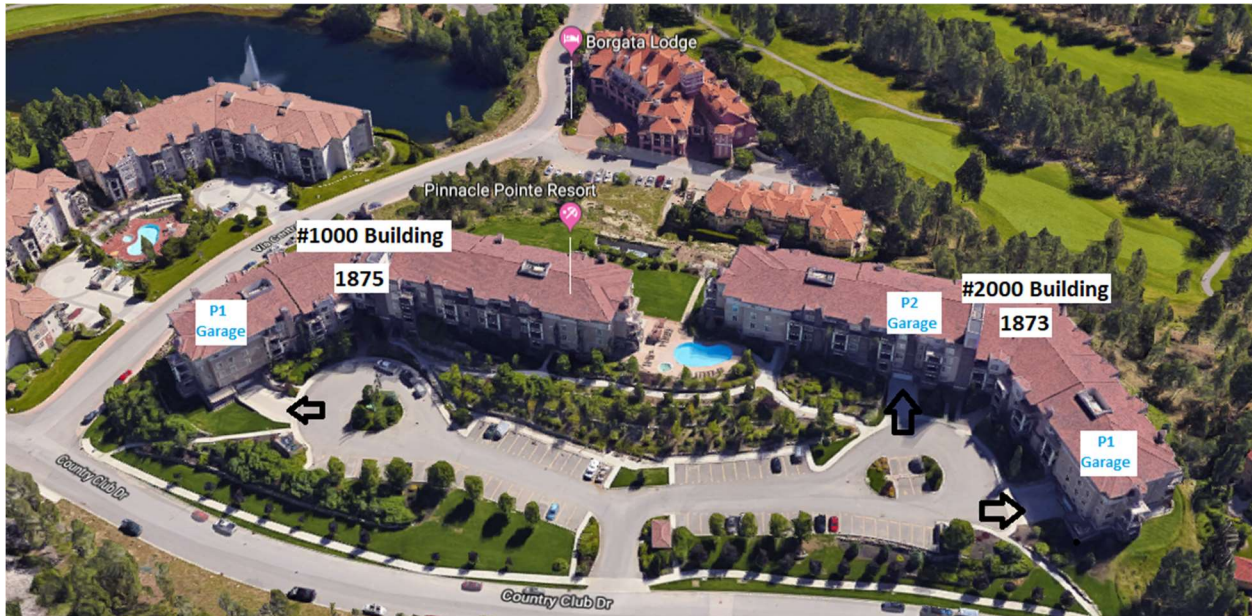
Please come to The Borgata Lodge, located at #11 3185 Via Centrale to collect your keys and then make your way to your assigned unit/building. (See Below Photos).

Keys will be placed in a lock box located just outside the Front Desk door and will be coded with the last four digits of the phone number on file.

***Keys will not be placed in the secured lock box until the reservation or first payment installment has been paid in full and all registration forms have been filled out and returned.***

Disposable gloves will be provided which are required to be worn while on your way to your unit to help reduce direct contact with door handles, elevator buttons or the luggage cart. Please dispose them once inside the unit.





## During the 14 Day Self Isolation Period:

Do not leave your guest room while self-isolating. Self-isolating guests are not permitted in any area of the hotel other than their registered guest room. Guests can call the front desk 250-491-0881 or text 250-864-7719 for assistance.

### Should you develop symptoms during your stay:

Immediately notify the front desk.

Follow the Government of British Columbia's recommendations:

- Take the BC Ministry of Health COVID-19 Self-Assessment Test (go to [bc.thrive.health](https://bc.thrive.health)).
- Call Health Link 811.
- Avoid going to a physician's office, health care facility, emergency room, or lab without consulting with Health Link 811 first.

#### Symptoms of COVID-19 include:

Fever  
Cough  
Shortness of breath  
Difficulty breathing  
Sore throat  
Runny nose



- Call 911 if you are seriously ill and need immediate medical attention and inform them that you may have COVID-19.

Staff, including Housekeeping, are not permitted to enter your guest room for the duration of your stay. Housekeeping services will not be provided during your stay.

Should you require additional items to be delivered to the room, the Front Desk team will be available to deliver them outside the door during business hours and text/call you when it is there. **Please do not open your door while items are being delivered.**

To have garbage removed from your room:

- Inform the Front Desk that you will need a garbage pickup (Available Mon-Friday 9am – 5pm).
- Place small garbage bags into a large garbage bag & tie the bag shut.
- Place the tied bag outside your guest room door and call the front desk to have the bag picked up.
- Do not leave the garbage in the hallway unless the front desk has coordinated a pickup time with you.

You should limit or avoid any outside visitors coming in and out of the guest room. If you have made arrangements with an outside visitor to bring you supplies, we ask that they contact the front desk for building access and that they leave the supplies outside your door. They are then asked to exit the building.

You will be asked to provide an update on your condition prior to checking out/departure from your suite.

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## Departure and Check - Out

If you have developed any symptoms while Self-Isolating **do not check out**, please stay in your unit. Together we will work with the BC Health Authority to determine next steps.

If you have not developed any symptoms after your self-isolation period, please notify the Front Desk and proceed to check out as usual.