



## **OUR WAY FORWARD**

*A MESSAGE FROM THE RAMADA PLAZA REGINA TO ADDRESS THE  
WORLDWIDE PANDEMIC, AND OUR COMMITMENT TO YOU, OUR GUESTS*

*A step by step look at how our property is dealing with COVID-19, the implications, cleanliness and sanitization standards and our own protocols, to best serve our guests and employees, as we move forward.*

*During the COVID-19 pandemic and provincial state of emergency, the Ramada Plaza Regina has remained open to continue to serve our loyal clients and to welcome those who required accommodation during these uncertain times. We want to personally thank each and every client and customer that has put their trust in us by staying at our hotel, and the staff members who came to work every day in order to serve them.*

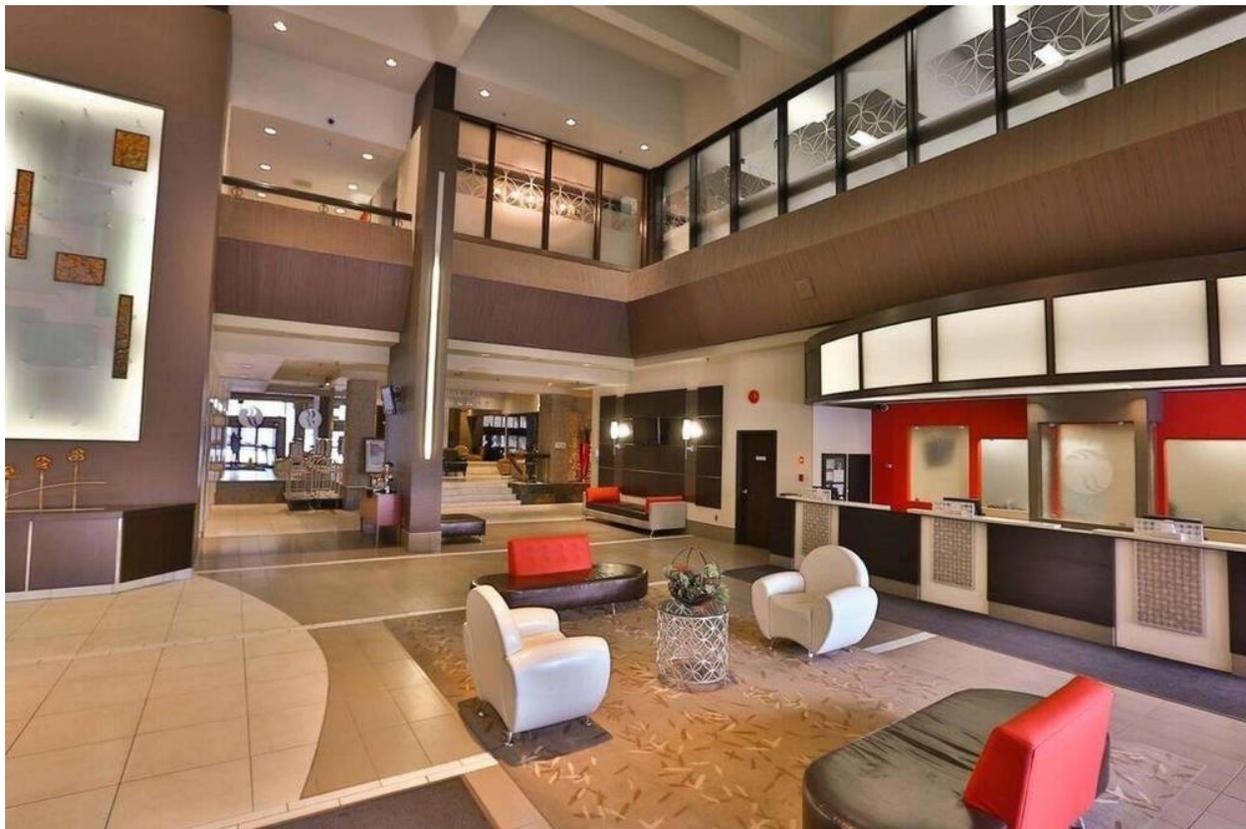
*This document outlines our commitments to you, our valued guests, and our unwavering support to the health and well-being of all who enter our facility.*

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## Check in and Check out – Front Desk Operations:

- Plexiglass has been installed at the front desk workstations
- Social distancing protocols, signage and touchless practices have been implemented for every step in the check in and check out process. This includes pre gathering guest information prior to arrival and touchless (tap) credit and debit card processing procedures
- Floor markings indicate social distancing stand points at the front desk
- Guest room key cards are sanitized after each use
- Pens and other writing utensils are sanitized after each use
- Credit card processing equipment (including touch pads) are sanitized after each use
- Social distancing is also implemented on the guest floors (when possible) we will use every second room on that particular floor
- Hand sanitizer station is located at front entrance and guests must use prior to entering the lobby area.
- Front desk staff have PPE available to them at all times, and are encouraged to wear gloves and use hand washing protocols every half hour
- All front desk touch points, including telephones, computer terminals, keyboards, drawer handles and counter tops are sanitized continually during each shift



## Food & Beverage Service:

- Servers in the Food and Beverage areas will be required to wear a face mask at all times
- Protective gloves will be used at all cash handling stations, and glove replacement is required after the staff member leave the area. New gloves are used when staff come back into the cash handling area.
- Social distancing to be observed at all times, and every second table in our booth seating area has been removed
- Plexiglass has been installed at the cashier station in the restaurant
- Government approved table sanitizers are used in the F&B areas
- Floor indicators have been implemented to show proper distancing between guests in line for service
- Disposable menus have been implemented for sanitation purposes
- Condiments are available upon request, and are served in single serve, disposable containers
- Lounge servers are required to wash hands between serving guests and every half hour as well
- Touch points such as pin pads and table tops will be sanitized after each use



## Guest Room & Laundry Operations:

- All housekeeping personnel wear disposable gloves and face masks when cleaning inside the guest room
- Many 'high touch' items have been removed from the guest rooms, such as pens, Television Remote and note pads, laundry bags, bed scarves, light switches, door knobs, fridge, microwave, coffee maker and guest directories
- Rooms that have checked out are left for a period of 48 hours prior to being cleaned
- Room AC/Heat units will have their filters disinfected for every room that has checked out
- All in room signage will be sanitized upon guest check out
- The Housekeeping cleaning equipment and utensils themselves will be sanitized after each shift
- Laundry personnel will wear disposable gloves and masks when handling used linens from the guest floors
- A change of gloves is required when transferring linens to dryers from the washers
- Laundry bins are for the exclusive use of used linens and these bins are sanitized after each use. Clean laundry bins are labelled "Clean" and only clean linen to be used in these bins
- Reusable face masks are laundered separately from guest and other linens
- Laundry room is disinfected thoroughly after each shift
- Laundry machinery is also cleaned and disinfected after each use
- Tide Professional Line of chemicals that include Tide, Spic & Span as well Comet are used for all our guest room cleaning & linen laundering.



## Common Areas & Public Spaces:

- Common areas including the lobby, elevators and banquet foyers are sanitized every half hour as part of the cleaning routine
- All public washrooms are checked, cleaned and sanitized every hour
- Fitness Centre will have at all times, a disinfecting spray available for cleaning equipment between use. The Fitness Centre access is obtained through the front desk, where guests will need to sign in with name and room number prior to entry. Only 3 people will be allowed in the Fitness Centre at one time, and for a maximum of one hour.
- Pool and hot tub area will remain closed as per government regulation
- Water stations will be removed, and complimentary water bottles will be available at the front desk upon request
- All ATM's will be wiped with disinfecting spray every half hour in the high traffic areas, and after each use when possible
- Guest laundry area will be cleaned and sanitized every half hour during the day and after each use when possible
- One staff member per elevator, and staff are instructed to take stairs whenever possible
- All door handles are sanitized on a continual basis throughout the day
- Our lobby sitting area will also be sanitized every 30 minutes



## **HVAC Controls and Air Quality**

Rigorous measures have been taken to provide as much outside air circulation as we can throughout our buildings and guest rooms with air filters that meet or exceed published standards. We continue to monitor all our units and controls with respect to the government mandated standards.

## **Incident Response Protocols**

We are heavily focused on reducing the chance for the infection to spread on our properties. In the unfortunate event a guest or employee tests positive for the virus, we will activate protocols and leverage our trained staff to respond quickly so that exposed areas are thoroughly sanitized. Ramada Plaza Regina has the proper contact for reporting any incident for your continued safety.

## **Employee Safety & Security:**

We take the health and well-being of our staff extremely seriously, and it is for this reason that we have implemented the following policies:

- Staff who are feeling ill, do not come to work
- All staff are to wear face masks and gloves at all times while at work (may vary by department)
- Report any staff who are ill immediately and consult with management for further action
- The company has made available, all forms of PPE (Inventory levels are monitored regularly) for the staff
- Hand sanitizers are placed at every cash/transaction station and in each elevator
- Disposable gloves are provided and are to be worn for each cash transaction
- Employees are to report and signs of illness to management (employees and/or guests)
- Hand washing for every staff member multiple time per day is required, and more often in specific cases
- All team members are required to stay informed and follow all company policies and procedures

## Summary:

- The health, safety and well-being of our employees, guests and partners remains our most important priority as we experience this worldwide crisis together.
- Safeguarding our customers and employees' health and wellbeing is at the heart of what we do, and what we represent at Ramada Plaza Regina
- Ramada Plaza Regina has been prioritizing the health and safety of our customers and staff on a daily basis for more than 20 years, and continue to this day. As many businesses start to re-open, and people begin to travel again, we go even further with the implementation of additional hygiene and safety measures that have been developed by our dedicated team of employees in consultation with our providers and partners, government agencies and medical professionals.
- We are following all provincial and federal government plans and directives in order to best serve our customers, and to proceed forward in the safest way possible
- We are committed to, not only the physical safety and health of our clients and staff, but also their spiritual well-being. We are pleased to continue to offer our guests and clients the opportunity to utilize smudging as a sacred ceremony at our facility. Cleansing of the body, mind, heart and spirit can be just as critical as keeping our physical bodies healthy. Our clients and guests can work with our First Nations Catering and Banquet management to provide more information on how we can be accommodating to your particular needs and requirements, just as we have in the past.
- We look forward to welcoming you back to the Ramada Plaza Regina, where guests will be provided a safe, clean and uplifting environment, for business or pleasure.



***Committed to Caring***

[www.ramadaregina.ca](http://www.ramadaregina.ca)

***Toll free: 1-800-667-6500***