

Coast Hotels COVID-19 Self-Isolation and Self-Monitoring Fact Sheet for Hotel Guests Self-Isolating

as of March 19, 2020

Self-Isolation in a Hotel

In this time of uncertainty for everyone Coast Hotels remains committed to serving all our guests with our renowned friendly service and ensuring every guest is provided with a stay they can trust.

We understand there are individuals who will have the need for self-isolation and we will, of course, welcome them to stay with us. We are, however, required to follow specific protocol sanctioned by the Government of Canada and the Canadian Centre for Disease Control to ensure we are protecting their health as well as the health of our hotel ambassadors and other guests.

This fact sheet is provided to ensure hotel guests staying with us for the purpose of self-isolation clearly understand the protocol that must be followed, why the protocol is required and why compliance with it is important.

What is Self-Isolation?

Self-Isolation means you have no symptoms of COVID-19 but you are obliged to self-isolate due to entering Canada from outside of Canada or have reason to believe you may have been exposed to COVID-19. The purpose of self-isolation is to reduce the possibility of spreading the virus. While in self-isolation in a hotel you, and any individuals staying in the guestroom with you, must:

- Remain in self-isolation for a minimum of fourteen (14) days.
- Avoid all situations where you could potentially infect other people.
- Visitors to your guestroom are not allowed.
- Remain in your guestroom at all times unless absolutely necessary to leave; e.g. an emergency or an essential appointment such as medical.
- If you do need to leave your guestroom please advise our front desk. Before leaving the room you must thoroughly wash your hands and then ensure you maintain social distancing while you are out in public; social distancing means you must keep a distance of at least six (6) feet or one (2) meters between yourself and all others.
- You must self-monitor and record your body temperature twice daily and note any COVID-19 symptoms for the entire fourteen (14) days of self-isolation; for more details on self-monitoring see the “How Do I Self-Monitor?” section of this information sheet.
- Your guestroom will not be serviced by housekeeping; if you require additional amenities or supplies, fresh linens, towels or need your garbage removed you are required to call

housekeeping or the front desk. We will provide the items you request through contactless delivery which means:

- Upon reaching your guestroom with your items our housekeeping ambassador will:
 - Place the items at the entrance to your guestroom.
 - Knock on your guestroom door and announce themselves.
 - The ambassador will then step back three (3) feet/one (1) meter.
 - When you open the door the ambassador will ask you to please take the items into your guestroom.
- We are providing a limited student meal menu. Room Service orders will be provided through contactless delivery which means:
 - Upon reaching your guestroom with your order our room service ambassador will:
 - Place a trolley with your items on it across the entrance to your guestroom.
 - Knock on your guestroom door and announce themselves.
 - The ambassador will then step back three (3) feet/one (1) meter.
 - When you open the door the ambassador will:
 - ask you to please remove your items from the trolley and take them into your guestroom.
 - Ask you to take the billfold containing your bill and a pen and sign the bill, place the bill and pen back in the billfold and then place the billfold and pen back on the trolley.
 - All room service items will be packaged in disposable containers and will be accompanied with paper napkins, disposable cutlery, etc.
 - A plastic garbage bag will also be included with your delivery. We ask that when you are finished dining, you place all the containers, etc. in the bag, seal the bag and then call room service or the front desk and we will arrange for the bag to be removed.

Self-Monitoring

What is Self-Monitoring?

Self-monitoring means you are monitoring your health, and the health of any individuals staying in the guestroom with you, for COVID-19 symptoms such as fever, cough or difficulty breathing.

How Do I Self-Monitor?

- Take and record your temperature twice daily; once in the morning and once in the afternoon.
- Monitor yourself for any COVID-19 symptoms and keep a daily record of any changes to your health.
- To assist you with maintaining accurate self-monitoring records we have provided you with a separate Self-Monitoring Checklist.

What If I Begin to Develop Symptoms of COVID-19?

- You should report this to our manager, by calling the front desk, so that extra precautions can be taken to secure the health and safety of yourself, our ambassadors and other guests.
- An online tool has been developed to help you determine if you need further assessment or testing for COVID-19.
- You can complete the assessment for yourself or on behalf of someone else if they are unable to do so.
- The online tool can be accessed online through this link: <https://covid19.thrive.health/>
- After completing the online assessment tool, if you still have questions, contact your healthcare provider or, if you are located in British Columbia, Alberta or Saskatchewan, call 8-1-1.
- If your symptoms are severe; e.g. shortness of breath, call 9-1-1 immediately and then call the front desk to advise that medical personnel will be arriving at the hotel.

We also encourage you to stay updated with the latest information from public health authorities, available at:

- Public Health Agency of Canada: <http://www.canada.ca/coronavirus>
- British Columbia Centre for Disease Control: <http://Covid-19.bccdc.ca/>
- Alberta Health Services: <https://www.albertahealthservices.ca/topics/Page16997.aspx>
- Saskatchewan Health Authority: <https://www.saskhealthauthority.ca/>
- Yukon Chief Medical Officer of Health: <http://www.yukoncmoh.ca/>

What Happens If I Don't Comply with Self-Isolation Protocol?

Self-Isolation protocol is in place to help reduce the potential risk of spreading the COVID-19 virus. While we welcome guests to stay with us who need hotel accommodation in order to self-isolate, our greatest responsibility is to protect the health and safety of all our ambassadors and guests. As a result, if a self-isolation guest refuses to remain in their room, except for emergencies or essential appointments for which they have notified the front desk, we may require them to vacate their room and cancel the remainder of their booking from that date. In that case, the guest will be advised they must make arrangements for their transportation from the hotel and alternative accommodation.



We do understand that self-isolation protocols can feel a bit daunting. We want you to know we appreciate that you have chosen to spend this time in our hotel. While you are with us we encourage you to participate in the exercise of daily gratitude and to embrace a spirit of positivity and an optimistic

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outlook. Additionally, we believe human connection is essential. Please use technology such as FaceTime and Skype to keep in touch with those near and dear to you.