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To Our Guests,

This year has brought us unprecedented uncertainty and change. Like you, we have been confronted with finding stability in the new normal. Government and health unit protocols change frequently, often without warning, but we are committed to persevering throughout this time. If you have stayed with us before, you will notice that we have implemented protocols in accordance with the suggestions outlined by the Ontario government and public health officials. We want you to know that we take the health and safety of our guests and staff very seriously.

In order to better serve you during this period, we are adhering to the following protocols:

- Intensified cleaning protocols in public areas, which includes the routine sanitization of high-touch surfaces with industry-approved disinfecting products
- Suspension of public-use items, such as our public coffeemaker and popcorn machine
- Removal of unnecessary or single-use items from guestrooms, including the removal of decorative pillows and bed scarves
- Intensification of our already rigorous guestroom cleaning protocols, with increased focus on high-touch surfaces such as telephones, television remotes, door handles, etc.
- Reduction of housekeeping services for stays, as to ensure limited contact between guests and staff; housekeeping can be requested via the Front Desk
- While additional towels can be requested at the Front Desk, members of the housekeeping department are discouraged from handling soiled linens or guestroom items for a minimum of 24 hours post departure
- Blocking of guestrooms for a minimum of 24 hours after departure, to protect our staff and other guests
- Replacement of our breakfast buffet with a grab-and-go style breakfast, administered by a front desk agent trained to follow proper protocols
- Installation of plexiglass sneeze guard at the front desk for the grab-and-go breakfast
- Complimentary hand sanitizer and gloves are available for guests prior to entry to our lobby, and facemasks are available at the front desk for a nominal charge

- In accordance with provisions outlined by the Northwestern Health Unit, staff and guests are expected to adhere to the region's facemask policy
- Staff are encouraged to self monitor, and if they feel ill or have been in contact with anyone suspected of having contracted COVID-19, are expected to stay home and immediately contact a healthcare professional
- Staff are expected to wear proper PPE, and are reminded that frequent hand washing is mandatory

In addition, we are requesting that guests refrain from gathering in our lobby, and in other public areas, as to ensure plenty of space for social distancing.

While these protocols seem tedious, and may result in longer wait times, we know that it is necessary for the time being. Due to the seemingly everchanging situation, we are encouraging our guests and staff to routinely check current government and regional health unit recommendations. We thank you for your patience, and if you have any concerns, we ask that you bring them to our immediate attention. We hope that life will return to some degree of normalcy, but until then we will do our part in ensuring that everyone stays healthy.

Kind Regards,

Copper River Inn Management

Last Updated: October 5, 2020