RE: Westin Harbour Castle Hotel – Coronavirus (COVID-19)- Preparedness

The wellbeing of all associates and guests is of paramount importance to us. The following FAQs will address some questions that have been raised related to the hotel's preparedness for coronavirus (COVID-19).

During this time, we will continue to follow our regular protocols for health emergencies within the hotel. A call will be made by our Security department to emergency services to assess each and every situation brought to our attention.

In addition to the above the following procedures have been implemented:

1. Stand sanitizers (Purell) have been placed around the main lobby and the conference centre foyers.
   Upon request, additional sanitizer bottles may be placed in areas such as guestrooms or wherever a guest may require them.
   (Please note wherever possible proper handwashing should be utilized)
2. The use of disinfectants and anti-bacterial cleaners are used at night to wipe down all surfaces in all public spaces.
3. Room Attendants and Public Area Attendants use a peroxide based cleaner to disinfect all surfaces within the guest rooms including desks.
4. Room Attendants wear gloves during room cleaning and may use face masks at their discretion.
5. All Housekeeping Associates carry individual hand sanitizers at all times.
6. To create awareness, signage is posted around the hotel’s heart of house for proper hand washing procedures.

A best practice for meeting planners, would be to communicate to their attendee’s preventative procedures to stay healthy and prevent infections.

Some of these may include the following:

- washing your hands often with soap and water for at least 20 seconds;
- avoiding touching your eyes, nose or mouth with unwashed hands;
- avoiding close contact with people who are sick;
- coughing or sneezing into your sleeve and not your hands
- staying home if you are sick to avoid spreading illness to others.

For further information on Coronavirus(COVID-19), please review the information provided by the Government of Canada.