

MEARIE TRAINING NOVOTEL COVID-19 PROTOCOLS

March 22, 2022

Effective March 22, 2022, the following protocols will be observed for all training sessions held at the Novotel Vaughan facility.

- Face coverings will no longer be mandatory, however we ask everyone to respect individual choices along with different needs and comfort levels.
- Daily screening is no longer required, however employees and students who feel unwell are instructed to stay home and use the Provincial Screening Tool to identify COVID-19 symptoms and follow public health isolation guidelines, as well as notifying their instructor and supervisor.
- The Provincial Screening Tool should also be used in the following scenarios:
 - when a household member is currently isolating because of a positive COVID-19 test (Rapid Test or PCR), or
 - they are waiting for a PCR test result or have COVID-19 symptoms.
- Participants and instructor(s) must abide by the Novotel's COVID protocols. These protocols are available on the MEARIE website and at the session.

Failure to comply with any of the above protocols could result in the removal of the participant from the session, and participants will be responsible for all costs and not be eligible for any refunds.

What the Novotel expects from its valued Guests

- ◆ Face coverings will no longer be mandatory, however we ask everyone to respect individual choices along with different needs and comfort levels.
- ◆ Participants are expected to abide by Novotel's health and safety procedures while onsite.

All hotel guests receive both a letter and an explanation of the additional cleaning procedures implemented to ensure their safety, placed at reception and in each guest room. Hotel staff have been trained in these additional procedures.

Additional Novotel Best Practices and FAQs

SANITARY PRACTICES- What does the Novotel use for disinfection right now, what is the schedule looking like and the frequency of areas disinfected?

- ◆ Novotel uses EcoLab Peroxide Multi Surface Disinfectant and Cleaner on all hard surfaces and high touch points in guest rooms including remote controls, thermostats, door handles, locks, phones, light switches, etc. In addition, it is used on hard surfaces in all common areas including elevator buttons, luggage carts, front desk area surfaces, the credit card reader, and pens.
- ◆ Key cards are cleaned and disinfected whenever they are returned from a previous guest prior to reusing.

What does Novotel have available to Guests?

- ◆ Novotel has made hand sanitizer available at all high touch points.
- ◆ New soap, shampoo and conditioners are placed in the room daily, along with coffee amenities when a guest has checked out.

What measures has Novotel put in place to ensure physical/social distancing?

- ◆ Remove coffee station from the lobby
- ◆ Practicing touchless check in/out as much as possible

What is Novotel's practice for changing/laundrying/cleaning sheets and towels?

- ◆ Novotel uses industrial grade washing detergent, with disinfection taking place through the alkalinity and temperature changes.
- ◆ For Guests whom are self-isolating, there are procedures in place providing them with a handout that advises Novotel's staff will not be entering guest rooms. Staff will provide any disinfectant and linen as needed to be placed in bags outside guest, rooms and will be replaced with clean linen and towels. This outline will also provide info about hotel public spaces and encourage them to stay in their room.