



4660 Joyce Avenue  
Powell River, BC, Canada V8A 3B6

Tel: 604-485-3000 Fax: 604-485-3031

## Coronavirus (COVID-19) FAQ ~ Updated May 25, 2020

### Currently In Effect

The health, safety and wellness of our employees, our guests and our Community remains our primary concern. Since 1993 the Powell River Town Centre Hotel has been welcoming guests from around the world, providing countless lasting memories to countless visitors for many years. Fortunately, we were able to keep our guestroom accommodation open for essential travellers but sadly, had to lay-off our food and beverage employees who are a large part of providing all those memories. We commit to doing our utmost and very best while we are safely able to provide you, our valued guests, with caring and authentic West Coast Canadian hospitality.

Cleanliness, hygiene and safety are always vital and remain priority #1. We have naturally modified most of our operations to reduce the risks associated with the Covid-19 global pandemic.

### GUEST & VISITOR COMMITMENT

We are rightfully obligated to ensure your safety and security, but the safety of all staff working at our Hotel counts equally. It is impossible for us to be responsible for every guest and visitor's *internal health*. Every guest and visitor has a duty of care and human responsibility to ensure their own personal health and the health of those travelling with them.

- If you are sick, you should definitely not stay in our Hotel or visit any of our food & beverage business enterprises. Please stay home, get well soon and plan for a future visit – we will still be here.
- If you stay in our Hotel or visit any of our food & beverage business enterprises and you become unwell, you must seek medical advice / evaluation immediately by calling **HealthLink BC** at **8-1-1** or visiting their website at <https://www.healthlinkbc.ca/about-8-1-1>
- While the Hotel does have trained first-aid attendants on duty for minor events, we are not physicians or nurses. Medical Clinics are only a 2 minute drive away and we are of course fully accessible for all incidents that require 9-1-1 related emergency services.
- We all share in the responsibility for “social distancing” or “physical distancing”; here in British Columbia the recommended distance is two (2) metres (roughly 6 ½ feet).
- Children must be supervised at all times; please keep precious little people close-by.
- Pets are required to be on a leash at all times anywhere in and on the Hotel property.
- We strongly suggest groups and families maintain safe distances, however, we are not going to physically force people apart. Every one must keep our distance for the health and safety of ourselves and others.



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## **OUR COMMITMENT TO GUESTS & VISITORS**

In addition to our already strict standards of cleanliness and sanitation, the following is a snap-shot of some of the enhanced procedures and processes we have implemented:

- Use of a germicidal disinfectants supplied by our accredited chemical supplier. We are constantly disinfecting hand-contact areas such as door handles, light switches, elevator buttons, telephones, TV remotes, drawer and closet handles, clothes hangers and every key card turned in from departed guests.
- Hand sanitizer (gels or foams) will be made available in many areas of the Hotel for use by employees and guests. Sporadic procurement challenges do remain; we cannot guarantee availability of such sanitizer products so it is advisable to bring a personal supply, should you so desire.
- Reinstated the use of plastic bags as a liner for guestroom waste receptacles to confine all used tissues, wipes and other debris for the health, safety and wellness of our employees and guests.
- We are not fulfilling requests for beverage purchases using personal containers (i.e. coffee & tea); only hotel-supplied disposable containers will be issued.
- Restaurant tables will only be set once guests are seated. Payment will be taken while seated at table.
- There are no communal buffets at this time.
- Transparent plastic shields (aka “sneeze guards”) are installed at pay-counters - reception desk.
- All employees have access to personal protective equipment (i.e. disposable gloves, masks, etc.) and some positions are mandated to wear them – room attendants, laundry attendants, food servers, kitchen / food preparation and public-area cleaning staff to name a few. And while it will not be mandatory for every employees to wear PPE at all times, it will be required for any employees (i.e. maintenance staff) to wear when working in guest rooms (occupied or vacant).
- Luggage carts will be disinfected daily and after every use.
- Credit & Debit card machines will be disinfected after every use.
- Used / soiled linens and towels will be carefully transported to the Laundry Department.



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## **WHAT'S OPEN / CLOSED**

As long as we can safely accommodate our guests and service their needs, and the demand for our services and facilities exist, we intend to operate in a manner as safely and cautiously as possible, albeit at a reduced capacity with a graduated re-opening plan.

### **Guest Room Accommodations**

Of our 71 guestrooms and suites, All rooms are open

**NOTE:** To reduce the amount of contact and time employees are in guestrooms, and to ensure each vacant guestroom is thoroughly cleaned, sanitized and disinfected, daily housekeeping service will NOT be available. Should guests require additional supplies, towels, etc. they can be picked up at the front desk or will be delivered to your room.

### **Food & Beverage Service**

Our amazing team of culinary and serving professionals look forward to being of service to you. Due to the uncertainty of demand, it is possible that some of the following hours of operations may need to be adjusted slightly on a day-to-day basis; updated information will be posted within the Hotel for our guests and visitors.

**Garden Court Restaurant In-Room Dining** (casual family dining) opened Friday, May 22<sup>nd</sup> and should remain open

Monday to Sunday 7:00am – 2:00pm for Breakfast & Lunch

Dinner Service Will resume starting Wednesday May 27 until 8pm on select days

There will be no breakfast buffets - breakfast service will be served à la carte (menu only).

**Banquets & Catering** will operate on a case-by-case basis, mindful of the Provincially-restricted capacity not to exceed the government assigned number of persons in a conference / banquet room, including employees.

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Long before the recent (and ongoing) global Covid-19 pandemic, the *Powell River Town Centre Hotel* strictly adhered to all our statutory obligations and health orders from the Province and our Municipality. In fact, we are visited frequently by health, safety, fire and other governmental and ministerial inspectors.

We continue to closely monitor the direction and recommendations provided to us from only accredited professional sources such as *Vancouver Coastal Health Authority, BC Ministry of Health, Health Canada, the BC Hotel Association* and the *Hotel Association of Canada*.

We recommend that our guests and visitors do so as well – some web links are provided below:

<https://www.vch.ca>

<https://www.canada.ca/en/health-canada.html>

<https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/health>

We sincerely look forward to welcoming you and your loved ones back to beautiful Powell River.

We wish you all the very best as we all collectively navigate through this “new normal”.

We really appreciate your business. Thank you! And Stay Safe