

Information for Self-Isolating Guests

For the health and safety of our staff and guests, all self-isolating guests are asked to follow these procedures:

- **Do not leave your guest room (including to get fresh air or to smoke) for the duration of the isolation or quarantine, or until symptoms end, whichever is longer. Self-isolating guests are not permitted in any area of the hotel other than their registered guest room.** Guests should call the front desk for assistance.
- The only exceptions are if you need to leave the hotel for COVID-19 testing, critical care for pre-existing medical conditions, or emergency care. In this case, you should:
 - Pre-arrange your appointment and leave the room only on that date and at that time.
 - Follow all instructions provided by 811 or health care providers, which may include use of a mask in public areas of the hotel.
 - Use private transportation where practical.
 - Follow instructions provided by 911 if emergency care is required.
- If you start to isolate at the hotel but are unable to stay for the 14-day isolation period for financial reasons, contact 811.
- Symptoms of COVID-19 include:
 - fever
 - cough
 - shortness of breath
 - difficulty breathing
 - sore throat
 - runny nose
 - nasal congestion
- Should you develop symptoms during your stay:
 1. Immediately notify the front desk.
 2. Follow Alberta Health Services' recommendations:
 - Self-isolate **immediately**.
 - Call Health Link 811.
 - **Avoid going to a physician's office, health care facility, emergency room, or lab without consulting with Health Link 811 first.**
 - Call 911 if you are seriously ill and need immediate medical attention, and inform them that you may have COVID-19.
- Staff, including Housekeeping, are not permitted to enter your guest room for duration of your stay. Housekeeping services will not be provided during your stay.
- Should you require additional amenities such as towels, linens, coffee, toilet paper, remote control batteries, or garbage can liners, please call the front desk and these will be left outside your guest room door. We will call your room to advise when they have been delivered. **Please do not open your door when items are being delivered.**
- To have linens removed from your room:
 1. Place dirty linens in a large garbage bag. Twist the top shut (do not tie).
 2. Place garbage bag outside your guest room door and call the front desk to have the bag picked up.

The information in this document has been prepared for the use of Alberta hotels from sources including, but not limited to the Government of Canada, Government of Alberta, and the Centers for Disease Control and Prevention. The Alberta Hotel & Lodging Association, its employees or contractors will not be liable for any damages, direct or indirect, arising from use of this document or the information contained within.

- To have garbage removed from your room:
 1. Place small garbage bags into a large garbage bag & tie the bag shut.
 2. Place the tied bag outside your guest room door and call the front desk to have the bag picked up.

- Should you order room service, meals will be placed outside your guest room door. You will be notified by phone when you can open the door. Used service items should be placed outside your guest room door. Notify the front desk or room service to have used service items picked up.

- Should you have personal laundry:
 1. Place items in a garbage can liner and twist the top shut (do not tie).
 2. Place the bag outside the guest room door and call the front desk to notify them.

Personal laundry service is subject to staffing levels.