



To our Quattro Family and Friends,

As we all know, we are faced with some challenging times. As an organization, Quattro has taken every measure possible to review and revise any of our procedures that address the health of our guests and staff. We would like to share a few of our common practices and a few changes we have made to make those daily practices better.

- Products used for cleaning and laundry are in compliance with Algoma Public Health standards.
- HEPA filters in our HVAC units are monitored and changed frequently.
- Linens are washed in high temperature and with appropriate detergents.
- At daily guest check out, each room is thoroughly cleaned. Housekeepers use an SOP and checklist to ensure each room is cleaned in compliance with the standards and specifications of Ascend Hotel Collection by Choice Hotels.
- Rooms are being deep cleaned as occupancy permits.
- Indoor Salt Water Pool is inspected & monitored / treated if required hourly as per Algoma Public Health standards.
- Our Daily Cleaning Staff is putting a little extra effort into the areas that we felt needed a bit more attention such as the fitness center, washrooms and common areas of the hotel where people like to hang out.
- Doorknobs, writing utensils, debit/credit machines are all being wiped with antibacterial wipes between usages.
- Our restaurant is paying extra special attention - wiping the bar a bit more often and inspecting and double washings a glass before the drink goes in.
- Tables and chairs in both the restaurant and banquet areas are being wiped down with disinfectant cleaner after each guest and at the end of the night, the whole place gets a complete clean from our amazing Night Cleaner. From tables and chairs to doors and walls.
- Our banquet staff uses gloves to set tables and handle dishes and utensils.
- Our Chefs and Line Cooks, use only safe food handling practices and our food is only purchased from reputable companies who follow the same practices and adhere to the standard.

We continue to monitor the spread of the COVID-19 with updates from our local Algoma Public Health Unit, our Head Office, Choice Hotels Inc. with subsequent up-to-date information from The World Health Organization & The Centers for Disease Control and Prevention.

Staff have been provided all information on how to access the (CDC) Online Training Modules. With availability to many resources including those of the World Health Organization Resources, the CDC (Centre for Disease Control) and Environmental Cleaning Practices in prudent hotel areas.

In addition to all of the measures we initiated as noted above, Management & Staff at Quattro are strongly enforcing how to be a clean and respectful human in the nicest way we know how.

- “Wash Your Hands. No seriously” plus a few other zombie apocalypse references have been posted in all washrooms as well as well trafficked areas such as the elevators.
- Avoid close contact and skin contact such as hand shaking if possible. (in a time of germ spread chaos, there is nothing wrong with knuckles or a wink instead of a hug)
- If you must cough, please cough into your elbow.
- Do everything you know how to do to keep yourself clean and healthy.
- And just be a respectful human.

If you have any more questions or concerns regarding how Quattro is addressing COVID-19, please contact us and we would be happy to clarify or answer any questions.

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