

## **Information for Self-Isolating Guests**

### **What are the symptoms of COVID-19?**

- The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include fever, chills, cough, shortness of breath, sore throat, and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite.
- People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.
- Some people are more vulnerable to developing severe illness or complications from COVID-19, including older people and those with chronic health conditions.

Should you develop symptoms during your stay:

1. Immediately notify the front desk.  
Follow the Government of British Columbia's recommendations:
2. Take the BC Ministry of Health COVID-19 Self-Assessment Test (go to [bc.thrive.health](https://bc.thrive.health)).
  - 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.

### **Who needs to self-isolate?**

- Self-isolation means staying in place and avoiding situations where you could come in contact with others. People are required to self-isolate for many reasons. Hotel operators and staff may not know who in the facility is self-isolating or why. For all of these reasons, it is important to follow this guidance at all times, for all guests and staff.
- Individuals may NOT self-isolate in a place where they will be in contact with vulnerable people, such as seniors and individuals with underlying health conditions.
- Isolated individuals may NOT use any common hotel areas or implements, including ice and vending machines.
- As of March 25, 2020, all persons arriving in Canada from abroad quarantine and self-monitor for symptoms for 14 days under the Quarantine Act.
- As of April 14, 2020, all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan. Travellers who do not have a self-isolation plan, are not able to arrange adequate support, or do not have a location to self-isolate will be directed to provincial accommodation, which may include hotels.

**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 while self-isolating. **Self-isolating guests are not permitted in any area of the hotel other than their registered guest room.** Guests can call the front desk for assistance.
- Staff, including Housekeeping, are not permitted to enter your guest room for the duration of your stay. Housekeeping services will not be provided during your stay.
- Should you require additional amenities such as coffee, toilet paper, shampoo, conditioner 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.
  - \* These extra amenities are available are subject to additional charges \*
- 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.
- 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 have personal laundry that needs to be done:
  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 and additional charges. \*
- Should you order food, please notify front desk with the approximate arrival time and the carrier. Meals will be placed outside your guest room door. You will be notified by phone when you can open the door. Do not leave your guest room to retrieve your delivered items.

### **Local Businesses Offering Delivery Services**

- Local grocery stores and restaurants offering delivery.
  - <https://shop.freshstmarket.com/vancouverhouse>
  - <https://vancouver.syscoathome.com/collections/best-selling-delivery-vancouver>
  - <https://www.instacart.ca/grocery-delivery/vancouver-bc>
  - <https://www.skipthedishes.com/>
- Pharmacies offering delivery options:
  - <https://www.pharmacybc.com/service/free-delivery/>
  - <http://www.macdonaldsrx.com/services/delivery-services/>
    - If pharmacy delivery is not available, asymptomatic guests in self-isolation can leave to obtain prescriptions and medications.
- Asymptomatic self-isolating guests can leave the hotel to attend critical appointments.