



WALKING EAGLE INN and LODGE

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COVID-19 CLEANING PROTOCOLS

General Hygiene and Sanitization Procedures:

- Hourly common area high touch cleaning checklists have been implemented
- Hand sanitizing station has been installed in lobby area
- Front end staff have been instructed to use hand sanitizer between each guest
- All staff members use regular and thorough handwashing policies, and gloves/masks are available for use
- All work surfaces are clean and sanitized, at minimum prior to start and end of shift
- Newspapers, brochures and menus have been removed from common areas
- Our onsite restaurant maintains high cleanliness protocols and social distancing
- Social distancing markers have been placed in all common areas including public laundry facilities
- Guest fitness center has a 2 person limit and disinfectant products are provided for machine cleaning after each use
- Any staff member feeling sick is required to stay home and are required to use proper handwashing techniques.
- COVID-19 information posters are located throughout the property

Guest Check in/Check out Procedures:

- Social Distancing protocols have been implemented in our lobby area
- Plexiglass has been installed at the front desk to ensure distancing protocols
- The debit/credit card pin pad has been covered with plastic for more thorough disinfecting and is sanitized after each use.
- Baskets have been placed at the front desk for returned keys and used pens. All items are disinfected before placed back in circulation
- Whenever possible, checked out rooms are left vacant and a vacant room is placed in between guests

- Guests are encouraged to receive receipts by email for express check out

Guest Room Cleaning Procedures:

- All cleaning staff are required to wear gloves, and masks are available.
 - All non-essential items and extra linens have been removed from the guest rooms
 - All guest room drinkware is disposable
 - All linens are changed at every check out
 - Cleaning supplies are sanitized at the end of each shift
 - Used laundry is always kept separate from clean laundry
 - Laundry bins are labelled to avoid contamination and disinfected daily
 - All cleaning staff use “clean twice” method of cleaning in guest rooms. This method entails cleaning surfaces with a general cleaner to remove dirt, and then cleaned again with a government approved disinfectant
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- Concerns or questions regarding COVID-19 processes can be emailed to info@walkingeagle.net