

# The Clean Suite Commitment

STAY WITH  
CONFIDENCE

**Les Suites Hotel Ottawa** has long been recognized as a leader in the National Capital Region's hospitality industry for its commitment to customer service excellence, and to health and safety standards. Recently, we have made enhancements to our cleaning operations and safety protocols throughout the hotel to ensure that the needs of both guests and team members are being met during the current public health crisis.



## ✓ Hand Hygiene and Etiquette

- We provide guidance to all team members on the steps, frequency, and requirements for hand washing and use of hand sanitizer.
- We provide protocols and proper etiquette for sneezing and coughing to all team members.

## ✓ Approved Cleaning Products

- We provide hospital-grade cleaning products and disinfectants for our team to use.
- We detailed the safety procedures for proper cleaning product use and disposal.

## ✓ Suite and Hotel Cleaning

- We have documented and trained our personnel on the processes for cleaning and sanitizing within the hotel in accordance with Ottawa Public Health and the Hotel Association of Canada.

## ✓ Team Member Personal Protective Equipment (PPE)

- We provide guidance on the required PPE for all team members, based on their job role.
- Support training includes proper use and disposal of equipment, along with frequency in which PPE should be changed.

## ✓ Safety Protocol Support

- We have posted communication on safety protocols in Front of House and Back of House spaces (this includes all offices, storage rooms, change rooms, and lunch room) clearly identifying expectations and requirements for team members.
- Signage includes guidance on physical distancing, use of PPE, cleanliness and hand hygiene.

## ✓ Physical Distancing

- We have identified and implemented actions to promote physical distancing in our public spaces (lobby, elevators, pool and fitness facilities, business centre, and meeting spaces).
- We have reconfigured common area furniture, placed physical distancing floor markers, and installed barriers at our Front Desk to protect both our guests and team members.

## ✓ Meeting Room Adaptations

- We have modified our food and beverage offerings to align with physical distancing and cleanliness protocols within our meeting facilities.

## ✓ Reduced Entry to Guest Suites

- We have modified our operations to limit team member entry to guest suites during your stay.
- We have defined procedures for guest amenity deliveries without entry into your suite.

*Our entire team is committed to providing our valued guests and associates with a healthy and safe environment at all times.*

**LES SUITES**

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