



## **New Service Protocols – Covid-19**

### **New registration protocol**

We may end up looking a little different but our attention to service detail will remain equally attentive and friendly as you have come to expect from our team. Based on the new health directives ensuring complete safety for our staff and our guests you will be greeted with an ear-to-ear smile from behind plexiglass. Our POS machine will provide touch less interaction by allowing our guests to use throw away cotton swabs for data entry or you may complete payment online. Signatures will not be required upon registration. There will be a newly setup hand-washing station complete with Island-made hand sanitizers at 65%+ alcohol content produced by Deep Roots Distillery and Upstreet Brewery. We are proudly supporting local.

### **New cleaning & stay over service protocols**

This will include a two-step process for cottage readiness, meaning, we will complete our usual thorough and detailed cleaning first then disinfect with a new product called Avmor Basix. This product is a neutral disinfectant no-rinse super concentrated disinfectant formulated to effectively kill a broad range of microorganisms, including the coronavirus. It is used where ever superior hygiene is required including hospitals. This product is used on floors, walls, ceilings, tables, chairs, counter-tops, Cottage keys, phones, light fixtures, tiles, toilets, door handles, outdoor patio furniture, public washer and dryers, etc. It is sanctioned as a safe agent by Health Canada to eliminate this virus, among many others. Visit [www.avmor.com](http://www.avmor.com) or email [clientservice@avmor.com](mailto:clientservice@avmor.com) for additional product questions.

As for stay over service; to ensure your added safety we have purchased outdoor garbage bins for every occupied cottage. Rather than have our staff enter your cottage every day we will simply ask you to place your garbage in these outdoor bins. We will place an inordinate amount of garbage bags in your unit so you will never run out. Every day we will designate one staff person to collect the garbage. We will take this same approach to your daily towel service. Every day by 1:00 p.m., please just place your soiled towels inside a supplied bag and set on your deck. Our wonderful staff will replace daily, or just call the registration office and our staff will take whatever you need to your deck.

Finally, our staff may also look a little different but we guarantee they will 100% provide their usual exemplary customer service. Why will they look a tad different? – PPE (personal protective equipment). We have received a supply of 10,000 surgical gloves. Our staff will require a new pair of gloves every time they enter to prepare a new cottage. Their PPE will have them wearing staff uniforms versus street clothing and lastly – it may be advisable they wear face masks when necessary.

### **Opening**

On April 22, 2020 our Prince Edward Island department of Health and Wellness deemed cottage operations as an essential service. What does this mean for us? We will proceed with a soft-opening on the May long weekend, our usual opening date, servicing Islanders who simply wish to visit wide-open spaces and walk the boardwalk to our beautiful National Park trails and beaches. While vehicles are restricted access to the park system – walkers are welcomed as long as they adhere to physical distancing. These walks have been our saving grace for the past several weeks. It has been so good for our soul to stretch our limbs, interact with nature and smell the ocean air.

For our soft opening, we will only offer 3 of our 25 cottages for occupancy. Each cottage unit will remain empty for 24 hours in between stays to ensure we can complete the extra disinfecting measures for the next arriving guest.

In the coming weeks/months we are anticipating an potential soft and careful lifting of some of inter-provincial borders. As we move to this next phase we will continue to update this section of our website.

For now, we will restrict use of our onsite children's playground equipment. We will however provide these following onsite services. We have acquired new washer-tosser games, and offer an outdoor horseshoe pit, a sand volleyball court, a rather large open-space soccer pitch area and a basketball court area. All equipment will be signed out at the registration office and requested return after your fun. Why? We will be required to disinfect every play item with the Basix product for re-use to another guest. Or, if you prefer, please feel free to bring along your own volleyball, badminton rackets, birdies, basketball, soccer ball, washer toss games, horseshoes etc.

### **Payment & Registration**

We will offer all of our registered guests an opportunity to pay online via an etransfer and you will not be required to sign a registration form. For those guests not setup for online payment we will offer our POS machine without having to use your hands to touch the keypad as we have cotton swabs available to key in your data. Each swab will be discarded after use. We will also provide surgical gloves for our guests should this be your choice. Your surgical gloves will then be individually discarded after use.

### **Thank you Dr. Heather Morrison**

While we have added these new measures we believe if our P.E.I. Health Department under the remarkable guidance of Dr. Heather Morrison has deemed it safe to travel within our province then we respect it is safe. She has not steered us wrong. In-fact all of her wonderful directives have resulted in our province being the envy of much of the world. We have simply added these extra measures to ensure your comfort and peace-of-mind.

We are so blessed to operate in an area with such wide-open rural spaces. Our own land is 6 acres ensuring ample room to safely stroll, relax outdoors and evening star-gaze. We offer a boardwalk adjacent to our property connecting us to 12 different trails; Cawnpore Lane trail, Dune Land trail, Terre Rouge trail at Oceanview to the Gulf Shore Parkway west trail, the Resort Municipality board walk trail, Haunted Woods trail, Balsam Hollow trail, Lover's Lane walk, Clarke's trail, two trails at Cavendish Grove, and the Homestead trail. There are ample services in the area; such as grocery stores, service stations, golf courses, liquor stores, take-out/curbside/delivery restaurants just to name a few.

We look forward to the opportunity of providing you a respite from the daily news and stressful times. Day-to-day struggles often deter us from indulging in self-care. Taking some time to refocus on creating a healthier environment through digital detoxing and exploring the great outdoors is our offer to you and your family. We look forward to seeing you.

Kind Personal Regards,



Sandi, Scott, & Adam Lowther