



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

### **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. Only one person may enter the registration office at one time, unless you are from the same household. 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.

### **Managing property numbers for contact tracing**

Please note during this time ***ONLY those registered*** on the property will be allowed access to the property. We are required to register all names on the property and collect vehicle license plate numbers.

### **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 large garbage bags 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 bags. We will place an inordinate amount in your unit so you will never run out. Every day we will designate one staff person collecting 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. It may also be advisable they wear face masks when necessary.

### **Swimming Pool**

Our pool will open on Friday, June 19, 2020. There will be new service protocols for pool usage. The most important practice is we must limit pool usage to 50% of usual capacity. Signage indicating the maximum numbers allowed at one time will be posted at the pool gate.

### **Play Equipment**

We provide the 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 e-transfer 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.

### **Laundromat**

The laundry facilities will be managed by reservations. Each family will be allocated two hours for their laundry duties. Upon completion our staff will complete an entire ½ hour disinfection preparing for the next family.

### **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 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, enjoy an evening campfire and evening star-gazing.

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, family attractions, service stations, golf courses, liquor stores, take-out/eat-in/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