



Coronavirus (COVID-19) — Help Prevent the Spread

As you know, the global situation regarding the coronavirus illness (COVID-19) is fast changing with about 100 countries, including Canada, now reporting cases.

At this stage, the Public Health Agency of Canada states the risk as **low** in Canada. The FAQ section below will help to address any questions you may have given the uncertain nature of this virus.

What precautions can I take to stay healthy and prevent the spread of infections?

To help prevent the spread of colds, flu and viruses in our residences and workplaces, we recommend that you:

- **Wash your hands** frequently for at least 20 seconds using soap and water.
- Do not touch your face/eyes/mouth with unwashed hands.
- When you **sneeze or cough**, cover your mouth and nose with a disposable tissue or the crease of your elbow and then wash your hands.
- Stay home when you are ill to avoid spreading the illness to others.
- Avoid close contact with people who are sick with an infection.
- Don't shake hands/high five with others.
- Wipe surfaces with disinfectant regularly.

More information about prevention and preparation is [here](#).

What are the symptoms of COVID-19?

Symptoms for COVID-19 are similar to those for influenza or other respiratory illnesses. They can range from mild to severe and include:

- Fever
- Cough
- Difficulty breathing

How is COVID-19 spread from person-to-person?

COVID-19 is believed to be spread mainly by coughing, sneezing or direct contact with a sick person or with surfaces they have recently touched.

What should I do if I show symptoms of respiratory illness?

1. Contact your Manager immediately and tell them you are feeling ill. Stay home from work and self-isolate.
2. Do the online COVID-19 Self-Assessment Test: [Alberta.ca/COVID19](https://www.alberta.ca/COVID19).
3. Follow the instructions you get at the end of the self-assessment. If you were instructed to call 8-1-1, stay on the line until someone answers.
4. Contact your Manager to communicate the information provided to you by the online self-assessment or 8-1-1.

What should I do if I live in Employee Housing?

If you live in Employee Housing, please contact the Employee Housing department at (403) 760-2200 or StaffRes@bestofbanff.com upon symptoms of illness and communicate the information provided to you by the online self-assessment or 8-1-1.

If you are concerned that one of your housemates is experiencing symptoms of COVID-19, you should report these concerns to Employee Housing and advise the person to complete the [online self-assessment](#).

What should I do if I have travelled outside of Canada recently?

Employees who have returned to Canada from an international destination on or after March 12th are required to self-isolate for 14 days. Please contact Human Resources at (403) 760-8521 or hr@bestofbanff.com if you have not already self-isolated.

Albertans who have **returned from Iran, Italy or Hubei province** in the last 14 days are required to call 8-1-1.

What should I do if I have upcoming travel plans?

The Government of Canada recommends that you avoid or cancel any non-essential travel outside of Canada until further notice due to unknown or sustained community spread of COVID-19. For more information on travel advisories, go [here](#).

Employees with travel plans to international destinations on or after March 14th are required to make their own arrangements for the 14-day self-isolation period upon their return to Canada. If the employee is symptom-free at the end of the 14-day isolation period, the employee may return to work and Employee Housing.

If you must travel outside of Canada on or after March 14th, please notify your Manager and the Human Resources department.

What is Banff Caribou Properties doing to minimize the risk of infection to employees and guests?

We are closely monitoring the situation and are working with the Town of Banff, Banff Lake Louise Hospitality Association, and Banff Lake Louise Tourism to safeguard the health of our employees and guests.

In our hotels, we have made hand sanitizer available in the lobby (while supplies last). We are ensuring that surfaces such as the front desk, door handles, light switches and remote controls are regularly disinfected. All employees are encouraged to practice good hand washing hygiene and contribute to maintaining the cleanliness of their work environment. Employees who are ill are advised to stay home from work.

Where can I find reliable updates about the COVID-19 outbreak?

The following websites offer up to date, reliable information on COVID-19.

[Alberta Health Services](#)

[Public Health Canada](#)

[World Health Organisation](#)