



Because it's a mutual responsibility



**HI-Niagara Falls Hostel
Community Safety**

**HIQ&S
Goal #3**

“The pandemic is much more than a health crisis. It requires a whole-of-government and whole-of-society response, matching the resolve and sacrifice of frontline health workers.”

<https://www.un.org/sustainabledevelopment/health/>

HI-Niagara Falls in response to COVID-19 Phase 2 Stage 3

How we're keeping you safe

Enhanced Cleaning

We've beefed up our already strict cleaning practices and will ensure all high-touch areas like doorknobs and shared surfaces are disinfected frequently and in accordance with public health guidelines.

Distancing Measures

We've reduced the capacity in our shared rooms to only one person per bunkbed, unless you're travelling together as a group. Unfortunately, we'll be cancelling any hostel activities for the time being, to avoid bringing groups of people together.

Guest Protection

Hand sanitizing stations have been placed throughout our hostels. We ask you to wear a cloth face covering, and we will have disposable masks available for a small price.



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Privacy Options

We've increased the availability of private dorms wherever possible. That means at some hostels you can choose to book out an entire dorm room for yourself or your party.

Reduced Capacity

In addition to placing clear instructions in shared spaces around physical distancing requirements, we've also reduced the capacity in our shared spaces. You'll find a maximum occupancy sign outside each space—from kitchens to elevators.

Staff Training

Our staff have received additional training on hygiene protocols and procedures as we continue to monitor and implement industry and public health best practice



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HI-Niagara Falls in response to COVID-19 Phase 2 Stage 2

We are a certified HI **Sustainable hostel** following all measures needed to keep a safe and clean environment, inside and outside of the hostel. With the efforts of all of our community, in Niagara Falls has been able to keep a low impact of the **#COVID19**. It is why we ask you to do your part. When you arrive to our destination, **FOLLOW THE RULES** inside and outside of the hostel to **protect our local community and our community of travellers**. Let's play together for a better place for all!

Rules and Safety Measures

- Stay at least 2m away from others to respect physical distancing.
- Use a mask in the hostel and in reduced public spaces.
- Wash your hands often with soap and water or alcohol-based hand sanitizer.
- Sneeze and cough into your sleeve.
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- Stay home if you are sick.
- Avoid high-touch areas, where possible, or ensure you clean your hands after.



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- Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them.
- Wash your clothes as soon as possible when you return to the hostel. Washing machines available at the hostel.
- If you are ill: notify the staff immediately, complete the **self-assessment** and follow the instructions you get.
- Provide information on where you have been before arriving at the hostel.
- Ask the front desk team about the local restrictions you should comply with, when visiting the region. These restrictions change as needed by the community and they may affect such things as movement or large gatherings. Ignoring the rules is not an excuse. Avoid being ticketed. Help to preserve a healthy environment for the local community and the community of traveler.

Because it is a **responsibility of all**, **let's play together** for a **healthy environment**.

We may refuse the service if you don't follow the rules.

