



## Protocol for a client

(When you arrive, your cottage will be clean and sanitized!)

### Your behaviour at all times

1. You **must** always keep 2 meters distance between each individual. (except family members who have lived under the same roof)
2. You **must** follow the instructions of CNESSST and The Triolet management.
3. We **will** randomly, or at your request, take your body temperature on arrival, during your stay and at departure. We have an instant-read forehead infrared thermometer.
4. You **must** notify us immediately if your health changes during your stay.

### *Pre-stay*

#### At your house

1. Prepare a list of all the people in your group: the name, the age, the phone number of each.
2. Make sure **no one** in your group has temperature or symptoms of Covid-19.

### *Upon Arrival*

#### Reception

3. Enter the reception, following the instructions, only one client at a time.
4. Disinfect your hands as you enter and exit the reception.
5. Answer questions about your health. We can take your temperature.
6. Health safety guidelines, relating to The Triolet, will be explained
7. Recover:
  1. Key
  2. Bottle of disinfectant (you keep it throughout your stay, when it is empty, come and have it filled.
  3. Envelope containing: fish register and good sanitary practice, mini-survey
8. We will guide you to your cottage.



9. Place your belongings in the cottage, settle down and relax. The cottage has been completely disinfected.
10. Remember to wash your hands frequently for 20 seconds with soapy water and follow the 2-metre distance rule.

### Boat Rental

1. Designate someone in your group to pick up a rented boat.
2. Enter the reception, following the instructions.
3. Disinfect your hands as you enter and exit the reception.
4. Health and boating safety guidelines will be explained
5. Recover:
  1. Bathymetric map of the lake
  2. Float jackets (disinfected)
  3. Lures or worms (if you bought any)
6. All our boats are disinfected every morning. If you want to store your fishing gear, use the locker provided for you.
7. During the day, regularly disinfect with the disinfectant bottle the places you often touch with your hands.
8. **Do not** change boats during your stay.
9. If you need to refill your gas tank, come to the reception. We will fill your tank safely.
10. If you have your own boat, designate someone from your group to come to the reception.
11. Disinfect your hands as you enter and exit the reception.
12. Health and boating safety guidelines will be explained.
13. Recover:
  1. Bathymetric map of the lake
  2. Worms or lures (if you bought any)
14. A place at the dock will be assigned to you, you **must** keep it for the time of your stay.
15. Sit in your boat, we will take care of putting your boat in the water and bring your trailer back to your cottage safely.

### *During the stay*

1. Keep **2 meters** away between each individual. (except family members who have lived under the same roof)
2. Follow the **instructions** of CNESST and The Triolet management.



3. We **will** randomly take the temperature of clients with an instant infrared forehead thermometer
4. Let us know **immediately** if your health changes during your stay.
5. Use **disinfectant solutions located** near common areas on the ground, such as recycling bins/garbage bins, docks, fish house, reception, laundry...

### In your Cottage

1. When you arrive from the outside, wash your hands for 20 seconds with soapy water.
2. Respect the 2m distance at all times.
3. If you are too many around a table during meals, have two services.
4. Wash surfaces and dishes after they are used. Example: counter, toaster...

**Keep in mind that the virus can survive up to three days on certain surfaces. All items you have purchased up to three days prior your arrival and brought with you could be infected.**

1. Pay special attention to doorknobs, use your disinfectant bottle as often as you like.
2. For the bathroom, wipe the shower and sink well after use. For the toilet, use the Lysol disinfectant spray bottle provided and brown paper, which are in the bathroom, spray the seat as well as inside the bowl, wash and wipe. (**Do not throw the brown paper in the toilet!!! Use the trash can.**)
3. Let us know if you run out of disinfectants.
4. Bring your bedding and place your belongings in a way that respects distance.
5. When you leave the cottage, clean the place where you were sitting (armrest) and its surroundings.

Example: Wipe the table in front of where you were sitting.

6. **When washing a surface with a disinfectant, follow the manufacturer's instructions for use, in some cases, allow the disinfectant to dry in the open air so that it can act and do its job.**
7. Empty your garbage in the cottage's garbage and recycling bin when it is full, empty it in the bins outside. You'll find a disinfectant solution to wipe the handles of the outer bins.
8. Clean your trash can and indoor recycling bin.
9. Wash your BBQ handle after using it.
10. If you sit outside, wipe your chair armrests after use.
11. Wipe your picnic table after use. (a plastic sheet makes wiping easier)



### At the docks

1. Each morning, boats and equipments are disinfected, including:  
Boats, canoes, paddle boats, lockers, chairs, sun loungers and picnic tables
1. Respect the distance at all times.
2. If you use one of the freely available common items, disinfect before and after the places where we put our hands.  
(e.g. chair armrests)
3. You will find a disinfectant solution near the lockers.

### At the Fish House

1. The fish house room is disinfected every morning.
2. An employee will be responsible for the frequent cleaning of the room and emptying the trash.
3. Respect the 2m distance at all times.
4. Clean your fish.
5. Once completed, clean the sink and faucet with the disinfectant soap provided for this purpose.
6. Leave the fish waste in the trash.
7. Wipe the doorknob (inside/outside)

### At the Laundry Room/ Common Bathroom

8. Always favor the use of the toilet in your cottage.
9. Come to the reception to be given access to the common toilet or laundry room.
1. The management will open the door to you.
2. Wash your hands before entering the room and after you left.
3. A maintenance worker will disinfect the bathroom immediately after you left.
4. For the use of the washer/dryer, use the same procedure as for toilets.



### *At your Departure*

1. When you leave the cottage, wash your hands for 20 seconds with soapy water and wash the doorknobs.
1. Enter the reception, following the instructions, only one customer at a time.
2. Disinfect your hands before you enter and after you exit the reception.
3. Answer questions about your health. We can take your temperature.
4. Hand over the envelope containing the fishing register, mini survey duly filled.
5. Follow the instructions of reception manager outside, he will tell you where to drop off:
  1. Key
  2. bottle of disinfectant
  3. Bathymetric map of the lake
  4. flotation vests

### *Upon your Return Home*

1. **Call us** if you experience symptoms of Covid-19 within 14 days of your stay.
2. Give us your feedback on the satisfaction of your stay by email or phone.