

Welcome!

Firebag Village Lodge

We are committed to providing you with a safe and comfortable lodging environment while you're working with Suncor. This information package is designed to assist our guests enjoy their stay by providing information on Firebag Village Lodge.

If you have additional questions, please visit the front desk.

We hope you enjoy your stay at Firebag Village Lodge.



Fast facts

Address	<p>P.O. Box 5480 Fort McMurray, AB T9H 3G5 Head north on AB 63. Drive approximately 60 km and turn east at the Albion/Firebag/Kearl turnoff. Drive approximately 47 km, following signs to Suncor Firebag site.</p>
Bank machines	<p>Located by the recreation room.</p>
Front desk hours	<p>Daily 5:30 a.m. – 11 p.m. Check-in time is 5 p.m. Check-out time is 7 a.m. For after-hours service, call 780-762-5271</p>
Dining room hours	<p>Breakfast 4:30 a.m. – 9 a.m. Supper 4:30 p.m. – 9 p.m. Lunch room – open 24 hours Refreshment centre – open 24 hours</p>
Internet	<p>All rooms are equipped with high-speed wireless internet.</p>
Lost and Found	<p>The lost and found is located at the security desk. All lost and found items will be locked in a closet.</p>
Numbers (24/7)	<p>Front desk: 780-762-5271 Emergency: 780-713-5210 Security: 780-598-0492</p>
Telephones	<p>Local calls are free of charge. A telephone card is required for long distance calls and is available at the commissary, On the Go.</p>
Fax and photocopy	<p>You can send and receive faxes at the front desk. There is a charge of \$1 per page. When fax isn't working, scanning and email is offered at the same price. Photocopying services are available for \$0.25/page.</p>
Website	<p>sunlink.suncor.com/village beourquesst.com</p>

Lodge overview

Arrival

You will need to check in at the front desk. All guests must sign an Accommodation Rules & Regulations & Drug Interdiction Procedure form. You are only required to sign this once a year.

The front desk staff will program your Suncor ID badge with access to the core building and your assigned room. This access will automatically expire on check-out day.

Guest room assignments are based on lodge availability; any special needs or requests should be directed through your travel coordinator before arrival. Guests are asked to confirm their check-out date, as well as day or night shift assignment. Any discrepancy in length of stay must be directed to your travel coordinator.

Change in employment

If you have a change in employer or area of work, please notify the front desk immediately. This allows the front desk to keep accurate records and provide efficient operations to all guests.

Depending on the requirements of your employer, you may not be required to change rooms if this process is followed. This will be determined on a case-by-case basis.

Comments

Comment forms are available at the front desk. You will receive a written response within 24 hours of receipt.

If you have an urgent comment, contact the front desk at 780-762-5271 or the security office at 780-598-0492.

Going on leave

Each guest is permitted to store a maximum of two bags, weighing no more than 60 lb. combined, at the lodge. Trash/plastic bags are not accepted in storage.

Mail

Incoming mail can be picked up at the front desk. Mail received after a guest has checked out will be returned to the sender. The lodge mailing address is in the Fast Facts section of this directory. Please include your name and room number.

Outgoing mail can be dropped off at the front desk.

Due to our remote location, mail and parcels can be delayed up to three days, including Express Post packages.

Room key

If you misplace your key card, please go to the front desk. You will need to show Suncor or government-issued picture identification. A non-refundable replacement fee of \$3 will be charged for all lost keys.

If you get locked out of your room, please go to the security office and an officer will escort you to your room. You must show photo identification to the officer at your room if you do not have it with you.

Smoking policy

In accordance with the Regional Municipality of Wood Buffalo Smoke-Free Bylaw, all common areas at Suncor lodges including the recreation centre, hallways and the dining room are designated non-smoking. Smoking is only permitted in the designated areas, marked with blue flags. Failure to comply will result in disciplinary actions, up to and including lodge or site bans.

All rooms are equipped with a sensitive smoke detector. Tampering with smoke detectors puts the safety of other guests at risk and may result in disciplinary actions, up to and including lodge or site bans.

Lodge overview

When you leave

Check out time for the lodge is 7 a.m. When you are ready to check out, remove all of your belongings, then return the key to the front desk. If you are checking out after hours, return your key to the security office

If any items are left behind that you no longer need, please ensure they are in a garbage can, or labelled as garbage. Please do not leave site without checking out at the front desk that the lodge operator can maintain an accurate record of current guests in case of an emergency.

Dining

Dining

A certified chef plans and prepares all meals. Rotating daily and weekly menus can be found online at beourguesst.com and at the entrance of the dining room.

Vegetarian, gluten-free and reduced salt/sugar options are offered at every meal, and with the variety of selection, there's always something for every guest.

Dining room Code of Conduct

The following code of conduct is in place to create a comfortable and enjoyable dining experience for all guests:

- Cell phone use is not permitted in the dining facility at any time.
- Plastic food containers and backpacks are not permitted inside the dining room.
- No food can be removed from the dining room.
- You are not permitted to wear coveralls/overalls, headwear, sleeveless shirts, dirty work boots, and winter jackets; entry will be refused.
- If you have any specific dietary request, please speak to the chef or food service manager.
- When you enter the dining room, please be prepared to show your room key to a security officer or attendant.
- If you have any feedback on the food quality, temperature or general kitchen service, please report it to the chef on duty or the food and beverage manager.

Amenities

Boots-off facility

The lodge is our home; we require that all guests and visitors entering the lodge remove their boots and outdoor footwear. There are lockers available for guests to store their footwear.

Housekeeping

We take pride in our lodges. The lodge and rooms are cleaned on a regular schedule.

Housekeeping activities include:

- Twice weekly room tidying and garbage removal.
- Daily cleaning of shared washrooms.
- Weekly linen and towel change.

To allow for proper cleaning, please ensure your room is kept in a tidy fashion.

Do Not Disturb / Night Shift door hanger: If you are working the night shift, please hang the door hanger with the Night Shift side facing out. This way housekeeping will know to clean your room in the early evening. If you wish to not be disturbed, please hang the DND side facing out on your door handle by 7 a.m.

For your safety: *Do Not Disturb* rooms are checked every second day.

Internet access / use

Internet is available in every room. Your login is the room number and the password is located on a TELUS sticker on the cabinet that contains the modem.

Internet use is monitored by TELUS and illegal activity is reported. Guests are asked to adhere to the following guidelines for internet use while staying at the lodge:

- Do not use the Internet for illegal downloading, copying, sharing, or where the violation of any copyright laws may occur.
- Do not post, send or forward material that could be seen as obscene, offensive, libelous, defamatory, harassing, illegal, or unethical.
- Avoid websites that contain tasteless, obscene, insensitive, racist, political, sexist or hateful material. Sexual, ethnic, and racial harassment is strictly prohibited.
- If you accidentally connect with a website that promotes illegal activities, or contains sexually explicit, racist, violent, or other potentially offensive material, you are required to immediately disconnect from that site.

Laundry

Laundromat-style washing machines and dryers are available free of charge for guests. Laundry soap and fabric softener are provided for your convenience.

Maintenance

Maintenance addresses issues ranging from burnt out light bulbs to broken furniture. Please write issues in the maintenance binder located in the main entrance of the lodge.

Some requests may require a longer period of time to resolve. We appreciate your patience.

Amenities

On the Go

The commissary, On the Go, is located in the lobby. On the Go includes basis snacks, reading materials, and hygiene products. Cash, Interac, and credit cards are accepted. The hours of operation are:

- 4:30 a.m. – 7 a.m.
- 4:30 p.m. – 9 p.m.

Hours of operation are subject to change.

Recreation and entertainment

The recreation facilities at Firebag Village include:

- Co-ed fitness room and female-only fitness room
- Intramural sports
- Gymnasium
- Fitness classes
- Spin class room
- Baseball diamond (outside)
- Pool tables
- Foosball
- Air hockey
- Ping pong
- Shuffle board
- Poker tables
- Darts
- Lounge seating and televisions
- Theatre (pay-per-view events are shown)

For access to any sporting equipment or for more information about the programs available at Firebag Village, contact the recreation coordinator.

Room amenities

For your comfort, inside your room you will find:

- Double or single bed
- Jack and Jill bathroom or private bathroom
- Towels (two bath towels, one hand towel)
- Alarm clock
- Work desk and chair
- Air conditioning
- Telephone
- Cable TV
- Internet access
- Washers and dryers (per dorm)
- Room maintenance
- Room cleaning service (rooms cleaned twice a week, linens changed once a week)

Television

All rooms have a TV with cable. If you do not have a remote control in your room, please visit the front desk. Replacement batteries are available at the front desk and are free of charge.

If your TV is not functioning properly, please call Telus at 1-866-530-3916 for 24-hour assistance.

Transportation

Buses

All Suncor lodges offer shuttle services between the lodge and the job site. Bus information and schedules are posted in the main entrance or online at sunlink.suncor.com.

Parking

Personal vehicles are not allowed at Firebag.

For those with company vehicles, parking is not allowed in fire lanes, bus stop zones, sides of roads, walkways, staff parking, loading zones, around dorms and/or building wings or other designated no parking areas. You must display a valid permit to park in handicapped zones. Please park in designated areas only.

Guests should ensure they have valid vehicle permits, obtained through their Suncor travel coordinator or manager.

Illegally parked vehicles will be towed at the owner's expense.

Health and wellness

Health tips

Minimize your chances of getting sick:

- Keep your hands away from your face to reduce the incidence of disease transmission.
- Practice good respiratory hygiene by coughing or sneezing into tissues or your sleeve to reduce bacteria and virus transmission.
- Hands should be washed for 15-20 seconds with soap and warm water after using the toilet, when touching anything that may be contaminated and when visibly soiled.
- Use disposable alcohol packets to disinfect telephones and computer keyboards at work.
- Get plenty of sleep, be physically active, manage your stress, stop smoking, drink plenty of fluids and eat nutritious food.

Medical assistance

Guests can receive medical treatment at the *Emergency Services Treatment Centre*. Medical practitioners are available at the treatment centre 24 hours a day, seven days a week.

For serious injury or an emergency please call the Suncor Emergency Line at 780-713-5210. This is also printed on the back of your Suncor ID badge.

Safety and security

Emergency

An emergency evacuation plan is posted on the back of the door in each room and at the entrance and exit to each building. Please familiarize yourself with your closest exit.

In case of an emergency evacuation, exit the lodge, go to the assembly area identified on the plan and wait for further instruction. Guests are asked to remain in the assembly area until the all-clear is given by Emergency Services or Security.

During an evacuation:

- Dress for the weather – ensure you have proper footwear and outerwear available in your room at all times, especially in winter, as you may be standing outside while the alarm is investigated
- Be bear aware – during spring, summer and fall, ensure to bring appropriate PPE (air horns, noisemakers, etc.). Individuals must have taken bear awareness training before bear spray will be permitted.

In the case of an emergency situation, please call the security office (780-713-5210).

Lightning

In case of lightning in the area, the recommendation is to retreat inside the lodge for safety, if not on the job site.

Sniffer dogs

Sniffer dogs frequent lodges to do random inspections. If a positive detection is made, a member of the search team will enter a lodge room to investigate.

Dogs will also monitor the parking lots. If a positive detection is made, a member of the search team will contact the registered owner of the vehicle. The registered owner of the vehicle will be asked to unlock the vehicle and allow the search team members to perform a hand search of the vehicle. Any drugs, drug paraphernalia, or contraband will be seized and reported.

Guests who fail to permit the search team members access to their vehicle may be subject to disciplinary action.

Visitors

Only guests of the lodge are allowed to visit rooms at any time. Quiet must be maintained in all rooms from 11 p.m. - 5 a.m. and 11 a.m. - 5 p.m. Excessive noise will not be tolerated at any time.

Wildlife safety

Due to the remote location of our operations there is a potential to encounter dangerous wildlife such as bears, cougars and other animals. Precautions have been taken to limit the risk of these encounters. In the event of a wildlife sighting, please contact the security office (780-713-5210) to report it and do not interfere with security activities.

Additionally, here is what you can do to keep yourself and others safe:

- secure garbage bins
- do not prop open doors
- do not feed, tease or provoke wildlife at any time
- avoid traps set for wildlife