



# Firebag Camp Committee Update

February 2, 2018

The Firebag Camp Committee was established in November 2015 to achieve continuous improvements on lodging services. This update is a summary of recent items that have been brought forward by guests are being addressed by the Firebag Camp Committee. This update is also available online at [sunlink.suncor.com/lodging](http://sunlink.suncor.com/lodging) under Firebag > Village Lodge.

## Lodging

- Doors between the bag up room and the main Village dining area will remain closed to prevent guest from using the bag up room as the primary path to exit the dining hall. This is to improve traffic in the area.
- Cameras have been installed around the Village area for security and inventory monitoring. Cameras are located in the bag up room, Commissary, LTR North Area looking South (main hallway), and the Luggage Pick Up area.
- Please notify the Front Desk and fill out a Comment Form when rooms are not cleaned as well as for any other general concerns and suggestions. Include name and room number. You can also enter your comment through the Be Our Guest webpage <http://beourguesst.com/FBvillage/>
- Items left behind in rooms:
  - Any items left behind in the lodge rooms will be kept for 30 days and then disposed of. Personal hygiene and undergarments will be disposed of immediately (soap, toothpaste, underwear, etc.).
  - For any valuable items or Suncor property, Field Logistics will contact the guest to advise that they have left an item behind (or advise their supervisor if guest cannot be reached).
  - If a guest has lost an item they should contact the lodge front desk.

### Sponsor

Gerry Mellersh – Director Operations In Situ Services

### Guest representatives

Noel So – Committee Lead and Technical  
Donnie Blake and Amanda Wamsley – Maintenance

Marjorie Heasman – EH&S  
Jason Wudrick and Dan Kuhn – Operations  
Leanne Filipovic – Supply Chain

### Lodge representatives

Andrea Boisclair – General Manager  
Bruce Dalgetty – Operations Manager

### Field Logistics representatives

Elina Horstia – Manager Operations & Integration  
Ranee Timlin / Louise Hebert / Margaret  
Donovan / Kevin Bedal – Lodging Operations  
Specialists  
Scott Delaney – Food Services

## Food

- Please ensure to pick up food you have request from the “Made to Order” section. Several ordered sandwiches are not being picked up and going to waste.
- Sneeze guards for bag up room are being looked at. Testing some types soon.

Page 1

If you have a lodging-related issue not addressed through the comment cards, please contact your Camp Committee rep.