



Bally's Corporation Health & Safety Facility Plans COVID-19 New Jersey

Executive Summary

The purpose of this document is to provide guidelines for casino and hotel operations as well as back of house operations to mitigate and reduce risk of exposure to infectious diseases such as COVID-19. The following information is intended to serve as a guide for safe and effective operation facilities as well as ongoing maintenance of guest areas and team member workspace areas. All property areas identified will be cleaned and disinfected according to the following, based on information provided by the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) in addition to local health districts and leading industry experts.

Compliance with this Plan is the responsibility of all employees, including senior leadership operating the property. This shall include active implementation and monitoring for compliance with the COVID-19 requirements. Any violations and issues with compliance with the Plan will be reported.

We will continue to monitor guidance provided by health experts and government officials and will adapt our plan and procedures accordingly.

Summary of Key Guidelines Issued by the State of New Jersey

The following summarizes some of the protocols contained in [EO 157](#), [EO 158](#), [EO 192](#), [EO 194](#) and the [reopening plan from the Casino Association of New Jersey](#). However, this summary is not a replacement for fully complying with the terms of EO 157, EO 158, EO 192, EO 194 and any and all

additional requirements imposed by the Division of Gaming Enforcement, including Casino Association of New Jersey protocols. Casinos should read the full guidance carefully to ensure full compliance.

- Guests, vendors and employees will be required to wear masks in all public areas; guests will be asked to briefly lower masks for cage transactions for surveillance coverage purposes.
- Employees will be screened for fever and COVID-19 [symptoms](#) at the beginning of their work shift and guests will be screened by employees through questions about symptoms and possible contact with COVID-19.
- Promote social distancing and hygiene by establishing spacing and adding appropriate signage.
- Limit total number of patrons in and around gaming areas of a casino hotel facility to 25 percent of total occupancy limits, not including employees.
- Cordon off any indoor or outdoor dance floors to the public.
- Sanitizer stations will be placed throughout the casino hotel complex.
- Restaurants may offer indoor dining in accordance with [Executive Order No. 183](#) and the Department of Health's [Health and Safety Standards for Indoor Dining](#).
- Indoor showrooms and nightclubs are closed in accordance with Executive Order 194.
- At table games and at gaming machines, there must be one empty position between a single guest and another unrelated guest.
- Total number of players at a gaming table will be limited (eg, 3 players per blackjack table)
- All table games will have Plexiglas or glass barriers installed between dealer/game operator and guests.
- Casinos will adhere to additional cleaning and disinfecting protocols.
- Individuals who are at a casino at a specific time, a specific location, and for a common reason, such as a poker tournament, are subject to the State's [gathering limits](#), currently restricting indoor capacity at 25 people or 25% of a room's capacity.
- Smoking is prohibited in the indoor areas of casinos, casinos simulcasting facilities, and retail sports wagering lounges, per [Administrative Order 2020-19](#).
- Close contact will be defined as a cumulative 15 minutes of contact in a 24 hour period, when referenced in in this document and in frame of reference.

For Employees

- Employees must wear masks in all public areas, in hotel rooms, and when less than 6 feet from a co-worker or guest.
- Employees shall maintain a distance of 6 feet from guests and co-workers, when possible.
- Hand sanitizer or sanitizing wipes will be at every timeclock station, sanitizer stations will be placed throughout back of house areas, and sanitizer fluid or wipes will be provided in employee cafeteria.
- Employees will be educated on COVID-19 and instructed to stay home if they do not feel well or have any signs or symptoms of COVID-19.
- Where possible, employee break areas, cafeteria, training areas, and locker rooms will be set up such that employees can maintain 6 feet of separation.
- Employees will be provided with a list of COVID-19 viral testing opportunities in Atlantic County and testing information will be posted near each employee entrance and in the employee cafeteria.
- Employees will be screened at the beginning of their work shift for fever and COVID-19 [symptoms](#) and will be trained on the policy for sending employees home, employee self-quarantine, and return to work.

- The casino hotel complex will arrange for COVID-19 testing for any employee who is not permitted to work at no cost to the employee, provide material on preventing the spread of COVID-19, and encourage employees to contact local health provider.
- Employees who can do their job at home will be allowed to continue working from home as long as practicable.

Guidelines For Operational

- The Casino Facility Plans to Limit the Spread of COVID-19 envision a phased reopening in terms of the amenities and the physical attributes of the casino hotel complex.
 - This plan also incorporates all elements of the Casino Association of New Jersey protocols.
- A. **Capacity.** The casino hotel complex shall limit the total aggregate number of patrons in and around gaming areas of the casino hotel facility (e.g., lobbies, casino, simulcasting facility, sports wagering areas, poker room, etc.) to no more than twenty five percent (25%) of the total aggregate occupancy limits for such gaming areas as established by the New Jersey Department of Community Affairs. Such occupancy limit calculations shall only pertain to guests and shall not include employees.
- B. **Guests**
1. Anywhere within the casino hotel complex where there are normally lines of guests (casino cage, hotel front desk, promotions booth, etc.), there will be signage or other indicators prominently displayed on the floor or otherwise requesting that guests not related or travelling together remain at least six (6) feet apart or maintain such other physical distance as required by this Plan, recommended by then-current CDC guidelines or imposed by government order. Such signage shall include notice of the amount of distance between guests to be maintained or other measures to separate individuals as required by government order or in this Plan and such signage shall, where feasible, convey the message intended with diagrams in addition to or in lieu of verbiage so that the signage may be more universally understood.
 2. Each casino licensee shall provide for spacing and take other measures as required by this Plan or by government order at guest counters to facilitate physical distancing between employees and guests (e.g., casino cage, hotel front desk, promotions booth, etc.).
 3. Guests will be required to wear masks in all public areas of the casino hotel complex. Signage shall be posted within the casino hotel complex indicating that guests are required to wear masks in accordance with the requirements outlined in Executive Order No. 157 and No. 192 (2020), (which includes an exemption for individuals who cannot wear a mask due to health reasons), while in public areas of the casino hotel complex. The casino licensee shall have a supply of masks on hand if the guest shall require one. Guests will be requested to briefly lower masks for cage transactions for surveillance coverage purposes.

4. Upon check-in, hotel guests will be provided with current COVID-19 information and house rules.
5. Signage will be placed at entrances and in other designated locations throughout the casino hotel complex reminding guests to follow current CDC guidelines (handwashing, sanitizer use, stay at home if sick, etc.) and setting forth a checklist of symptoms recommending guests not come in the casino hotel complex if answering “Yes” to any question (e.g., “Do you have a fever”, “have you been in the presence of someone with COVID-19”, etc.).
6. Sanitizer stations will be placed throughout the casino hotel complex.
7. Guests entering the casino floor, any interior outlet or checking in shall be screened by casino hotel complex employees based on criteria and questions established by Government Order, law or regulation.
8. Enhanced cleaning protocols using EPA-registered disinfectants ([List N](#)) approved for use against SARS CoV-2, the virus that causes COVID-19 (“EPA Registered Disinfectants”), will be implemented throughout the casino hotel complex.
9. Guests not adhering to physical distancing and any other requirements will be advised of the requirements, and warned that, if they continue to disregard the requirements, they will be asked to leave the casino hotel complex.
10. Guests presenting with and seeking assistance for COVID-19 symptoms will be provided with a mask and directed to exit the casino hotel complex and return home or to a medical facility for their safety and the safety of others. Such guests shall be provided with the CDC material entitled, “Steps to help prevent the spread of COVID-19”. Casino licensees shall also comply with then-current CDC, state and local guidelines that provide requirements for businesses dealing with guests who present COVID-19 symptoms. Casino licensee staff shall also maintain a list of employees known to have been in close contact with the ill guest and monitor the condition of those employees for two (2) weeks following the date of the close contact by having the employee(s) complete a COVID-19 symptom checklist on each day of work during that fourteen (14)-day period. For purposes of the Plan, “close contact” is defined as being within six (6) feet for a period of ten (10) minutes or greater. Should a casino be notified by public health that ill guest was positive for COVID-19, employee will be quarantined for fourteen (14) days from exposure.
11. For guests presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), casino hotel complex shall follow its current process for managing guests who become severely ill on property (i.e., calling 911). The casino licensee will separate the guest and any persons travelling with him/her from other guests and will take

appropriate measures to minimize the guest's contact with casino personnel while waiting for medical personnel to arrive. Casino licensee staff shall also maintain a list of employees known to have been in close contact with the ill guest and monitor the condition of those employees for two (2) weeks following the date of the close contact by having the employee(s) complete a COVID-19 symptom checklist on each day of work during that fourteen (14)-day period. For purposes of the Plan, "close contact" is defined as being within six (6) feet for a period of ten (10) minutes or greater. Should a casino be notified by public health that ill guest was positive for COVID-19, employee shall be quarantined for fourteen (14) days from exposure.

12. If there is any situation where a guest is known to have been in close contact with a guest or employee who has tested positive for COVID-19 and was not wearing a mask during the close contact, that guest shall be directed to exit the casino hotel complex and return home or seek medical attention.
13. The casino licensee shall comply with any required reporting of guests with presumed cases of COVID-19 to local and/or state health authorities for contact tracing and/or other purposes.
14. The casino hotel complex will report to the Division of Gaming Enforcement (the "Division") all cases known to them where a guest has been in the casino hotel complex within 14 days of having tested positive for COVID-19 and the dates that such guest was in the casino hotel complex.
15. The following questions may be used by casino personnel during the health screening of patrons, visitors, and guests seeking to access services within the casino/hotel complex and any employees working therein;
 - a. Do you currently have a fever of 100.4 or higher?
 - b. Are you now, or have you experienced within the past 14 days, any NEW symptoms listed below which may be associated with COVID-19? Please select all that apply:
 - i. Severe cough
 - ii. Shortness of breath or difficulty breathing
 - iii. Severe sore throat
 - iv. New loss of taste or smell
 - v. Unexplained muscle aches
 - c. In the past 14 days, have you (or anyone in your household) been diagnosed, tested, or quarantined for COVID-19?
 - d. In the past 14 days, have you been in close contact (within 6 feet for 10 minutes or longer) with anyone who has recently been diagnosed, tested, or quarantined for COVID-19?

C. Employees

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1. Employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas when in less than six (6) feet proximity to a co-worker or guest.
2. Where possible, employees shall maintain a distance of six (6) feet or more from guests and other employees while in the workplace. For locations that require employees to have close contact with guests, the masking requests and requirements for guests in this Plan as specified above shall apply.
3. Additional personal protective equipment (“PPE”) may be required by federal, state, or local authorities or this Plan. When required, a casino licensee shall provide PPE to its employees at no cost to the employees and provide training on how to properly use and dispose of all PPE.
4. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
5. Employees will be educated on the signs and symptoms of COVID-19 and instructed to self-monitor for signs and symptoms and stay home if they do not feel well or have any signs or symptoms of COVID-19.
6. Proper and frequent hand sanitizing or washing with soap is vital to help combat the spread of COVID-19. All employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them:
 - a. no less than every hour while at work except for employees that work in back of the house office areas and do not have contact with public areas or guests;
 - b. before the start of a shift; and
 - c. at least once during every break period.
7. Employees will be instructed to contact a supervisor if they notice a coworker with signs or symptoms of COVID-19. Refer to the CDC’s FAQ at <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html> . See question “How often should employees wash their hands while at work?”
8. Signage will be placed in all employee/back of house areas reminding employees to follow CDC guidelines (to wash hands, use sanitizer, stay at home if sick, etc.) and setting forth a checklist of symptoms and reminding employees to not come to work if answering “Yes” to any question (e.g., “Do you have a fever”, “have you been in the presence of someone with COVID-19”, etc.).
9. Rolling announcements will be made on human resources communications reminding employees of CDC guidelines and when not to come to work (e.g., wash hands, use sanitizer, stay at home if sick, if you have a temperature, etc.).

10. Sanitizer stations will be placed throughout back of house areas.
11. Signage will be placed in the employee cafeteria requiring employees to observe six (6) foot physical distancing or other distancing recommendations consistent with CDC guidelines and in accordance with government order when sitting at tables and mealtimes shall be staggered to limit number of employees in the employee cafeteria as much as possible.
12. Employee break areas, cafeteria, training areas, and locker rooms shall be configured, to the extent possible in the existing space, so that all employees can maintain a six (6) foot separation or the use of such areas shall be staggered and all such areas shall be cleaned frequently.
13. Food in employee cafeteria lines shall be served in single serving containers or by cafeteria staff as opposed to employees serving themselves.
14. Sanitizer fluid or wipes shall be provided in the employee cafeteria.
15. Meetings will be conducted with physical distancing that are consistent with CDC guidelines and as required by government orders or by video conferencing and employees will adhere to all applicable policies.
16. Employees who management believes can fully perform their job at home will be allowed to continue working from home as long as practicable.

D. Employee Screening and Testing.

1. Prior to or upon their return to work, each employee shall be provided with a list of COVID-19 viral testing opportunities in Atlantic County;
2. Each casino hotel complex shall post information near each employee entrance and in the employee cafeteria showing COVID-19 viral testing facilities in Atlantic County;
3. Employees will be screened at the beginning of their work shift, and this includes a policy for sending employees home, employee self - quarantine, and return to work, and will train employees on the policy. As a baseline, each casino licensee shall require at a minimum that:
 - a. Any employee whose temperature exceeds 100.4 °F (38 °C) may be given the opportunity to have their temperature checked again no sooner than ten (10) minutes after the first check. Employees with a temperature exceeding 100.4 °F (38 °C) shall not be permitted to work unless they present medical evidence (e.g., a doctor's note) that such temperature is due to a non-communicable condition; and

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7. Casino licensee staff shall also maintain a list of employees known to have been in close prolonged contact with the ill employee and employee shall be quarantined for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guideline (i.e. quarantine for fourteen (14) days for such other period as may be recommended by the CDC at the time of such occurrence).
8. The casino licensee shall comply with any required reporting of employee presumed cases of COVID-19 to local and/or state health authorities for contact tracing and/or other purposes.
9. The casino hotel complex will report to the Division all cases known to them where an employee has been in the casino hotel complex within 14 days of having tested positive for COVID-19 and the dates that such employee was in the casino hotel complex.

E. General Cleaning Protocols

1. The casino hotel complex will use EPA Registered Disinfectants ([List N](#)) and follow cleaning protocols that meet CDC guidelines. Good faith efforts will be taken to ensure uninterrupted supplies will be maintained.
2. All high-contact surfaces, including, but not limited to, check-in counters, bell and concierge desks, elevators/elevator buttons/elevator handrails, door handles, public restrooms, etc. in areas utilized by the public will be cleaned and disinfected with increased frequency based on business volumes, but no less often than once each day.
3. All linens, towels, uniforms, and laundry will be laundered in accordance with CDC guidelines.
4. Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers.

F. Training

1. Cleaning and Disinfecting – Employees assigned to clean or who will conduct cleaning shall be informed on proper cleaning and disinfecting protocol, including manufacturer instructions on use according to recommended guidance. Employees will also be informed of proper PPE required for cleaning and day-to-day operations.
2. Infectious Disease Overview Training – All employees will receive information on COVID-19, how it is contracted, how it is prevented and sanitization protocols. This training information shall cover basic techniques such as physical distancing, masking, and proper hand hygiene such as handwashing or the use of alcohol-based hand rubs to provide employees guidance in keeping guests and themselves safe and healthy.

G. Food and Beverage Outlets, Bars and Lounges

1. Occupancy Limits - Until restrictions are lifted or relaxed, the gaming floor and indoor dining and bars will be limited to 25% capacity of the fire code. Protocols for enforcing occupancy limits for indoor dining and bars, are as follows:

- a. Fine Dining Venues

- i. Social Distance Tables to meet Spacing requirements. Tables and chairs have been removed to ensure 6 ft spacing between tables. Decrease blocks in reservation system to ensure 25% capacity. Restaurant Manager responsible to ensure reservations do not exceed required minimum capacity.
- ii. Increase Table Turn Times to build in safety valve.
- iii. System to count guests in and out to ensure capacity requirements are met. Clickers and or visual counts will be deployed to ensure occupancy minimums are met.

- b. Casual Dining Venues

- i. Social Distance Tables to meet Spacing requirements. Tables and chairs have been removed to ensure 6ft spacing between tables. System to count guests in and out to ensure capacity requirements are met. Clickers and or visual counts will be deployed to ensure occupancy minimums are met.
- ii. Once at capacity, 1 for 1 in and out. 2 leave, 2 enter.

- c. QSR Venues

- i. Tables and chairs removed to meet 25% capacity requirements.
- ii. Visual counts will be deployed to ensure capacity requirements are met.
- iii. When at maximum capacity, designated employee at entrance to restrict access.

- d. Bars & Lounges

- i. Seating at bar limited for social spacing.
- ii. Entrances will be controlled during peak periods.
- iii. Additionally these areas will incorporate all changes in accordance with EO 194.

2. Restaurants

- a. Hand sanitizer stations will be available for guests at each entrance to the restaurant. Guests will be asked to use the hand sanitizer station upon arrival. Menus shall either be provided to guests in a wipeable format or by digital device that will be sanitized between use by different guests or disposable and discarded after a guest's use. For team members, a wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

- b. Tables within the restaurant seating area will be limited and arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order. Guest occupancy limits and restrictions on large group gatherings imposed by government order shall be enforced at food, beverage, and retail outlets. For specialty restaurants, the use of food displays that are not situated behind sneeze guards will be suspended. Table-side food preparation services will be suspended. The use of uncovered food displays (e.g. raw food/dessert display trolley) shall be suspended. Napkin service (napkin placement on guest lap) will be suspended. Buffet and self-service will be suspended.
- c. Podiums, countertop surfaces, POS systems, etc. will be cleaned and disinfected between team member use and/or if a guest touches the surface. Promotional materials on tables will be cleaned and disinfected between parties or removed. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

3. Food Courts and Quick Service Restaurants

- a. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Hand sanitizer stations will be available for guests at each entrance and throughout large areas. Tables within the seating area will be arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order. For instance, if tables are permanent fixtures, a potential arrangement would be to seat every other table; if tables are mobile, a potential arrangement would be to space tables at least six feet apart. The availability of self-serve condiments will be suspended. Refills on self-supplied beverage containers will be suspended. Team members will clean and disinfect the countertop frequently. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

4. Buffets

- a. Buffets will be closed upon initial property opening, and will follow cleanliness standards, social distancing guidelines, government mandated standards, and any other required directives upon reopening.

5. Bars

- a. Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar. Stools, chairs, and tables will be arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order. Guests will be asked to order from the bar in locations that would achieve social distancing from seated individuals at the bar. Fruit garnish stations will be positioned away from guests or removed.

Team members will clean and disinfect the countertop frequently. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.

6. Lounges and Bars with Designated Dance Floor

- a. Hand sanitizer stations will be available for guests at each entrance. Bartenders will provide hand sanitizer to any customer who arrives at the bar. Signage and/or other methods will be used on the dance floor to discourage large groups of people from congregating together. Seating and tables will be arranged to allow for proper social distancing consistent with CDC guidelines and as required by government order.

7. Nightclubs

- a. Indoor showrooms and nightclubs shall be closed until government order permits opening of such venues.

8. Kitchen

- a. Dish and glass washers will be inspected for appropriate chemical and temperature frequently. Food contact surfaces and non-food contact surfaces will be addressed appropriately. Team members will refer to the product sheet for all chemicals used for both food and non-food contact surfaces to ensure proper usage. Countertops and workspace surfaces will be cleaned and disinfected at open, close, and between meal services or as frequently as needed. Communal ice machines, tubs, and storage will be emptied, cleaned, and disinfected regularly.
- b. Team members will wash their hands every break period for a minimum of 20 seconds and will be required to do so before the start of a shift; and at least once during every break period.
- c. A wall-mounted hand sanitizer station will be located inside kitchen doors for servers, cooks, and management to use frequently.

H. **Casino**

Table Games

1. At a minimum, each casino licensee shall require one (1) vacant position at a table between a single guest or a group of related guests (e.g., husband and wife, people travelling together, etc. "related guests") and another unrelated guest so that the position on either side of a guest or related guests is not permitted to be occupied.
2. The following maximum player limits at gaming tables will be implemented, unless otherwise directed by gaming regulation and/or Division approval upon submission of evidence that the proposed alternative provides enhanced protection. The table games of roulette and craps are approved for play with plexiglass barriers are installed at the respective table:
 - a. Three (3) players per blackjack table;

- b. Three (3) players per pai gow table;
 - c. Four (4) players per roulette table;
 - d. Four (4) players per poker table;
 - e. Six (6) players per craps table (with no more than 3 players on each side) where the craps table is less than fourteen (14) feet in length; and
 - f. Eight (8) players per craps table (with no more than 4 players on each side) where the craps table is fourteen (14) feet in length or greater.
- 3. Within those player limits, each casino licensee shall remind unrelated players/guests to keep physically distant from each other by positioning themselves, either seated or standing around a table, with equal distant spacing between them.
- 4. For games where cards are dealt face up and guests are not permitted to touch the cards, such as low-limit blackjack and low-limit baccarat games as determined by the casino licensee, cards shall be sanitized or replaced daily.
- 5. For tables where the guests are permitted to touch the cards and tiles, such as high-limit baccarat, high-limit double deck blackjack, pai gow, poker, and poker derivative games, each casino licensee shall:
 - a. make sanitizer fluid or wipes available to guests at such table; and
 - b. after a maximum of four (4) hours of use in active play, cards and tiles shall be replaced with new or sanitized cards or tiles.
- 6. All table games shall have Plexiglas or glass barriers installed between the dealer or game operator and the guests.
- 7. Dice shall be sanitized (or replaced with sanitized dice) for each new shooter.
- 8. Security personnel or other authorized personnel shall have the right to request any guest on the gaming floor to briefly lower his/her masks for age and identification purposes.
- 9. Casino licensees shall assign employees to clean and disinfect using EPA Registered Disinfectants the rails and chairs at each gaming table that is in use no less than every four (4) hours and anytime that a guest may request the cleaning of a particular gaming table surface area.
- 10. Dealers will be required to wear masks and other approved PPE as may be applicable and as required in these protocols.
- 11. Guests shall be offered sanitizer fluid or wipes (or other CDC approved means of hand sanitization) to sanitize their hands prior to play.

12. Sanitizer fluid or wipes (or other CDC approved means of hand sanitization) shall be available at each pit and to each player at a gaming table.
13. Each casino hotel complex shall assign security or other personnel to ensure guests do not congregate in groups around table games.

Chip Cleaning

The following chip cleaning protocols will be imposed:

1. At Table Games. Chips will be cleaned at the Table Games at the time of table closure using one of the following two methods:
 - a. The Dealer will place a clean towel over the table layout, and clean chips as follows:
 - i. Chips will be spread out in single layers and sprayed with company provided EPA approved disinfectant;
 - ii. The chips will be turned over and sprayed with disinfectant on the other side;
 - iii. Both sides and edges will be wiped until dry; and
 - iv. The chip tray will be disinfected, and all chips will be replaced to the chip tray.
 - b. The Dealer will place a clean towel over the table layout, and clean chips as follows:
 - i. The Dealer will place two buckets on the towel. One with drain holes, and the other with disinfectant solution;
 - ii. The dealer places the chips in the small bucket with holes, and inserts the small bucket in larger bucket with disinfecting solution;
 - iii. The chips will soak for no longer than 90 seconds;
 - iv. The dealer lifts the small bucket while keeping over larger bucket until completely drained; and
 - v. The dealer will pour the bucket onto the towel on the layout, spread the chips out in a single layer, and dry both sides with additional rags.
 - c. Alternatively, during game breaks for card shuffling, the Dealer will clean the chips as follows:
 - i. The chips will be sprayed with a fine mist EPA approved disinfectant;
 - ii. The dealer may push the chips, tilt them in rack, and/or remove a few chips to ensure coverage of the spray; and
 - iii. The chips take approximately three (3) minutes to dry.
 - d. For all of the above methods:
 - i. The dealer will call the supervisor and surveillance will be notified;
 - ii. The chip cleaning process will be under the scrutiny of Surveillance;
 - iii. Table Inventory will be completed in accordance with Internal Control Section 13:69D-1.21 prior to the cleaning process; and

- iv. Upon completion of the cleaning process, the dealer and supervisor will confirm the chip count to the closer.
- 2. Coming into Cage. Chips coming into the cage will be segregated from the Chip Bank inventory until disinfected utilizing one of the following methods:
 - a. The cashier will place a clean towel on a table as follows:
 - i. Chips will be spread out in single layers and sprayed with company provided EPA approved disinfectant;
 - ii. The chips will be turned over and sprayed with disinfectant on the other side;
 - iii. Both sides and edges will be wiped until dry; and
 - iv. The chip racks will be disinfected, and all chips will be replaced to the chip rack.
 - b. The cashier will place a clean towel on a table, and clean chips as follows:
 - i. The cashier will place two buckets on the towel. One with a drain holes, and the other with disinfectant solution;
 - ii. The cashier will place up to 5 racks of chips in the small bucket with holes, insert the small bucket in larger bucket with disinfecting solution;
 - iii. The chips will soak for no longer than 90 seconds;
 - iv. The cashier will lift the small bucket while keeping over larger bucket until completely drained;
 - v. Chips will be removed from the bucket, placed on a clean towel and both sides and edges will be wiped until dry; and
 - vi. The chip racks will be disinfected, and all chips will be replaced to the chip rack.
 - c. The cashier will place a clean towel on a table, and clean chips as follows:
 - i. The chips will be sprayed with a fine mist EPA approved disinfectant;
 - ii. The cashier may push the chips, tilt them in rack, and/or remove a few chips to ensure coverage of the spray; and
 - iii. The chips take approximately three (3) minutes to dry.
 - d. For all of the above methods:
 - i. Surveillance Monitor room will be notified at the start and completion of the cleaning process;
 - ii. The chip cleaning process will be under the scrutiny of Surveillance; and
 - iii. A count of the chips will be completed before starting the process and upon completion.

Cage and Rewards Center

The cage and rewards desks will be arranged to allow for proper social distancing. Each team member will provide hand sanitizer to any customer who arrives at his/her window. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if

appropriate and necessary. Team members will clean and disinfect the working area countertop after each guest. Plexiglass will be installed at all cage and reward center windows.

Gaming Machines

1. At a minimum, each casino licensee shall require one (1) vacant position between a single guest (playing up to three (3) gaming machines in a row) or a group of related guests (e.g., husband and wife, people travelling together, etc. playing up to three gaming machines in a row) and another unrelated guest so that the gaming machine on either side of the gaming machines used by a guest or related guests is not permitted to be utilized. This restriction shall also apply to gaming machines in a carousel, but shall not apply to gaming machines in a carousel or otherwise where there is already a physical distance separation of the gaming machine from the next closest gaming machine such that the seat of the gaming machine is separated from the seat of the next closest gaming machine by at least a distance equal to the width of the gaming machine.
2. The casino licensee shall limit the use of certain gaming machines to implement these restrictions by signage indicating that certain gaming machines are unavailable, disabling of gaming machines or other mechanisms whereby guests are notified that certain gaming machines may not be used.
3. Signage shall be provided and slot attendants shall be in place to notify guests of and enforce the restriction on gaming machine availability.
4. Casino licensees shall assign employees to clean and disinfect, using EPA Registered Disinfectants, high-touch areas of each gaming machine that is in use no less than every four (4) hours and anytime that a guest may request the cleaning of a particular gaming machine.
5. Each casino hotel complex shall assign security or other personnel to ensure guests do not congregate in groups around gaming machines.
6. Food shall not be served to guests at gaming machine

Count Rooms

Casino licensees shall supply employees in count rooms with gloves and require that they wear masks.

1. Hand sanitizer dispensers or sanitizing wipes shall be available within each count room.
2. Hard surfaces that are regularly utilized in each count room shall be cleaned and disinfected with EPA Registered Disinfectants after the completion of each count.

I. Hotel

1. Every guest room may be occupied as they are separate units.

2. Enhanced cleaning protocols will continue for guest rooms and high touch hard surfaces (e.g., light switches, TV remote, door handles, elevator buttons, etc.).
3. Any loose items that cannot be disinfected shall be removed from guest rooms.
4. Room service menu/marketing materials in guest rooms shall be maintained in a wipeable medium (or placed in a wipeable sleeve) that is capable of being appropriately cleaned and disinfected or shall be disposable and discarded after each guest's stay.
5. Buttons utilized by guests and other high-touch surfaces on self-service ice machines and vending machines shall be cleaned and disinfected no less than every eight (8) hours. Hand sanitizer should be made available, and signage should be posted recommending that guests utilize same prior to touching these high-touch surfaces.
6. Signage shall be posted instructing guests to limit elevator capacity to four (4) persons at a time unless all elevator car occupants are part of the same group of related guests (e.g., husband and wife, people travelling together, etc.).
7. Spas and fitness center shall remain closed until government order permits opening of such venues.
8. Each casino licensee shall maintain seating procedures, lounge chair placement and arrangement of tables for outdoor venues so as to allow guest groups parties to be physically distanced from each other at least six (6) feet apart or such other physical distance as required by this Plan, then current CDC guidelines or government order.
9. Hotel-operated shuttle buses shall be thoroughly cleaned after each trip. Guests shall not be permitted in the front passenger seat.
10. Disposable gloves shall be worn when handling dirty laundry.
11. During the declared state of emergency, casino licensees will not incentivize hotel guests to decline daily in-room housekeeping service. Additionally, guests checking-in at the front desk will be informed that, if they would like to decline in-room housekeeping service during their stay, the guest should hang the 'Do Not Disturb' sign on the outside of the hotel room door. Each casino property will follow its Do Not Disturb wellness check procedures for any guests declining daily in-room housekeeping service.
12. When any guest room was occupied by a guest who was known to have tested positive for COVID-19, the hotel room will be taken out of service for a period of no less than twenty-

four (24) hours before being cleaned and disinfected in a manner that is consistent with CDC guidelines for areas occupied by persons infected with the COVID-19 virus.

Front Desk, Check-In, and Bell Desk

Every guest room may be occupied as they are separate units. Upon check-in, hotel guests will be provided with current COVID-19 information and house rules. Pursuant to the Governor's Order 157, all guests entering the facility will be presented with the four CDC questions and a verbal response is required. If any of the responses is in the affirmative, the patron will not be permitted to check-in, and a Security or Senior Staff member will handle as appropriate.

The front desk and bell desk will be arranged to allow for proper social distancing. Hand sanitizer will be available on the counter, and team members will provide hand sanitizer to guests. Team members will clean and disinfect the countertop after each guest. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

Check-in kiosks will be arranged to allow for proper social distancing. Only one guest per party will stand at each kiosk. Touch screens will be cleaned and disinfected every two hours. Hand sanitizer stations will be positioned near the kiosks, and team members will provide hand sanitizer to guests. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Plexiglass will be installed at all hotel front desks.

Carts, wheelchairs, and baggage carts will be cleaned and disinfected between guests. Team members will use a single cart per room reservation. Carts will be cleaned and disinfected prior to storage.

Room keys will be cleaned and disinfected prior to stocking. Sanitizer pens will be given to all guests checking in to the hotel.

Valet

Valet will be closed upon initial property opening, and will follow cleanliness standards, social distancing guidelines, and any other required directives upon reopening.

Guest Rooms and In-Room Services

Team members will inform guests that bell persons, guest room attendants, room service, etc. cannot enter occupied rooms. During the declared state of emergency, casino licensees will not incentivize hotel guests to decline daily in-room housekeeping service. Additionally, guests checking in at the front desk will be informed that, if they would like to decline in-room housekeeping service during their stay, the guests should hand the "Do Not Disturb" sign on the outside of the hotel room door. Each casino property will follow its Do Not Disturb wellness check procedures for any guests declining daily in-room housekeeping. Room deliveries will be bagged and hung on the door. Team members will knock on the door and ensure guests receive deliveries.

If a guest was ill while in a guest room, that room will be taken out of service and cleaned.

Laundry

The CDC recommends laundering items according to manufacturer's instructions using the warmest water setting possible and drying the item completely. The steam setting will be used if available and applicable. Team members will follow biohazard protocol for guests with known flu-like symptoms. Shaking or excessively disturbing dirty laundry will be avoided. Clothes hampers and clothing transportation carts will be cleaned and disinfected according to the surface type. Disposable gloves shall be worn when handling dirty laundry.

Other Amenities

Hand sanitizer will be available on the check-in counter for spas and salons, and team members will provide hand sanitizer to guests. Team members will ensure guests follow proper social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary.

Salons will follow guidance provided by regional boards of cosmetology. Similarly, spas will follow guidance provided by regional boards of massage therapy and will refer to the American Massage Therapy Association for applicable resources. Salons and spas will adjust schedules between clients to allow for an appropriate amount of time to clean and disinfect surfaces.

Hand sanitizer stands will be available throughout the fitness center area. Mobile fitness equipment such as dumbbells, yoga mats, exercise balls, etc. will be temporarily removed.

Pool chairs, loungers, and cabanas will be arranged to allow for proper social distancing and will be cleaned and disinfected frequently. Hand sanitizer stations will be positioned throughout the area, specifically at desks or podiums. Countertops will be cleaned and disinfected frequently. Lifeguard stations will be cleaned and disinfected between shifts.

Business centers will be arranged to allow for proper social distancing. Hand sanitizer stations will be available throughout the area and on countertops. Any equipment or surfaces will be cleaned and disinfected every four hours.

Retail Outlets

Hand sanitizer stands will be located at entrances and check-out counters. Team members will ensure guests follow social distancing by arranging waiting lines accordingly and demarcating if appropriate and necessary. Clothing fitting rooms, tailoring, and seamstress services will be suspended. Plexiglass will be installed at all retail outlets.

Theatres and Show Rooms

Theatres and show rooms will be closed upon initial property opening, and will follow cleanliness standards, social distancing guidelines, and any other required directives upon reopening.

Rides and Attractions

Rides and attractions will follow cleanliness standards, physical distancing guidelines, and any other applicable government or tribal directives upon reopening.

Convention Meetings and Banquets

Convention meetings and banquets will follow cleanliness standards, social distancing guidelines, and any other required directives.

Common Areas

Common high-touch areas such as handrails, escalator rails, elevator panels, door handles, etc. will be cleaned and disinfected a minimum of once each day.

Elevators

Elevator capacity will be limited 6 people, socially distanced apart, pursuant to a representative of the property to monitor occupancy and compliance.

J. Promotions/Tournaments

1. No promotions or tournaments shall be conducted that require guests to cluster and which cannot be conducted in accordance with physical distancing required by then-current government order.

K. Sportsbook

1. Signage shall be posted in each sportsbook lounge reminding guest groups to remain at least six (6) feet apart or maintain such other physical distance as required by this Plan, then-current CDC guidelines or government order.
2. No food shall be served to a guest in a sportsbook lounge. Casino licensees shall assign employees to clean and disinfect, using EPA Registered Disinfectants guest contact points of sports book seats in occupied areas and high-touch surfaces of betting kiosks (if any) no less than every four (4) hours and anytime that a guest may request the cleaning of a particular seating area or kiosk.
3. Plexiglass will be installed at all sportsbook tellers.

- L. **Contact Tracing** - Subject to any government requirements regarding contact tracing that shall supersede any provision of this Section, in addition to the procedures for responding to guests and employees who exhibit COVID-19 symptoms or a confirmed diagnosis of COVID-19 as described above, the following contact tracing procedures shall be followed by a casino hotel complex concerning any confirmed COVID-19 cases:

1. When a casino hotel complex is advised that a guest was tested and determined to be COVID-19 positive and was in the casino hotel complex during a period when he/she may have been infectious to others:
 - a. The security personnel or other employee assigned by the casino hotel complex and/or third-party contact tracing service will collect guest information including name, names of those sharing their hotel room, and close contact guests in their traveling party, and details about the guest's activities at the casino hotel complex (for possible contact tracing and enhanced cleaning) and will generate a report.
 - b. The incident report will include the information above as well as the guest's home address, room number (if applicable), date of COVID-19 diagnosis, and whether the guest was transported for medical care. The incident report will be updated as new information becomes available.
 - c. The casino hotel complex will take reasonable efforts to help determine the areas traveled by a guest while on casino hotel complex and employees with whom the guest may have had close, prolonged contact (within 6ft for 10 minutes or more). Such efforts may include the use of resources such as surveillance system, player card/customer management system and guest interviews. Alternatively, the casino hotel complex may engage a qualified third-party contact tracing service for contact tracing purposes.
 - d. Any employees who have been in close, prolonged contact with the guest will be directed to the screening procedures provided for in the casino hotel complex's reopening protocols, and will be quarantined for the required time period as direct by the local Department of Health and/or in accordance with the then/current CDC guidelines (i.e., quarantine for fourteen (14) days or such other period das may be recommended by the CDC at the time of such occurrence)
 - e. Any high-contact areas where the guest was known to have had extended contact will be cleaned and sanitized.
2. When a casino hotel complex is advised that an employee was tested and determined to be COVID-19 positive and was in the casino hotel complex during a period when he/she may have been infectious to others:
 - a. The security personnel or other employee assigned by the casino hotel complex and/or third-party contact tracing service will collect all pertinent information and will generate a report.
 - b. The incident report will include:
 - i. employee's name, ID number, and contact information;
 - ii. date of COVID-19 diagnosis, if applicable;

- iii. employees or guests with whom the employee believes that he/she had close, prolonged contact while he or she was exhibiting symptoms of COVID-19 and the circumstances and locations of any such contact; and
 - iv. whether the employee was transported for medical care.
 - c. The incident report will be updated as new information becomes available.
 - d. The security personnel, other employee assigned by the casino hotel complex, and/or third-party contact tracing service will take reasonable efforts to help determine if any employees or guests have been in close, prolonged contact with the reporting employee which investigation may include reviewing:
 - i. the employee's work schedule;
 - ii. documentation that would provide encounters, such as work logs, work locations;
 - iii. security or surveillance footage where available and as needed;
 - iv. Any employee determined to have been in close, prolonged contact with the employee will be directed to the screening procedures provided for in the casino hotel's reopening protocols, and will be quarantined for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guidelines (i.e. quarantine for fourteen (14) days or such other period as may be recommended by the CDC at the time of such occurrence);
 - e. Any employee who has a confirmed diagnosis of COVID-19 shall report the occurrence to the employee's immediate supervisor.
- 3. All reports shall be maintained by the casino hotel complex security department and made available to the Division of Gaming Enforcement and state and/or local health officials and their designees, including contact tracers, upon their request.
- 4. A casino hotel complex's security personnel, other employee assigned by the casino hotel complex and/or third-party contact tracing service shall be available to coordinate with state and/or local health officials and their designees, including contact tracers, to provide or collect further information as described in Sections 1 and 2 above related to employees or guests who were determined to be COVID-19 positive

M. Smoking

Smoking is prohibited in the indoor areas of casinos, casinos simulcasting facilities, and retail sports wagering lounges, per AO 2020-19