

Guidance for Casinos

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The more an individual interacts with others, and the longer that interaction, the higher the risk of COVID-19 spread. COVID-19 is mostly spread by respiratory droplets released when people talk, cough, or sneeze. It is thought that the virus may spread to hands from a contaminated surface and then to the nose or mouth, causing infection. The

Aim

Licensed Casinos to implement strategies to encourage behaviors that reduce the spread of COVID-19 among employees and customers. The strategies are directed at assuring personal safety through enforcing physical distancing, limiting personal contacts and enforcing strict cleaning and disinfection regimens.

Casino Management /Customers requirements

- Customers should be discouraged from wearing a hat in the casino
- Customers should be subject to identification check and logged date and time
- The casino shall place signage at each entrance point reminding customers of PHA guidelines for physical distancing practices, proper washing of hands, use of sanitizers and to stay at home if feeling ill or sick.
- The casino shall consider implementing methods for identifying persons who have a fever or other symptom of illness and not permitting those persons to access the casino gaming floor.
- The casino staff stationed at entrance points shall receive training in recognizing possible signs of persons who may be ill, and shall be instructed to routinely ask such persons if they have had a fever.
- The casino shall place sanitizer stations at each entrance as well as throughout the casino floor which shall include hand sanitizer solution as well as sanitizing wipes for customers to use both on their person as well as on surfaces with which they may come into contact
- The casino shall place markings on the floor in all areas in which customers may form lines or queues for entry or services. The marking shall be designed to maintain a social distancing of 1meter in between customers.
- The casino shall place markings and or queueing devices outside the entrances of the casino in areas in which customers may form lines or queues for entry to the casino. The marking or queueing devices shall be designed to maintain a physical distancing of customers.
- Customers not complying with protocols shall be warned and if they do not comply shall be asked to leave the casino.
- The casino shall implement procedures to ensure facility occupancy rates are sufficient to maintain physical distancing guidelines consistent with DOH guidance. To establish holding capacity and same indicated at the entrance and security personal to control entrance and crowd waiting outside
- No live entertainment that would encourage dancing, floors layout should be designed in such as that dancing or performance does not take place
- Wearing of face mask should be mandatory while in the casino
- No gathering at the bar area, service should be by dedicated staffs

Employee requirements

- Employees shall receive COVID-19 training which provides an overview of COVID-19 mitigation protocols, including proper use and disposal of personal protective equipment (PPE), and recognition of COVID-19 symptoms.
- The casino shall identify the casino's Health & Safety Officer to all casino employees. Any employee who believes he or she may have contracted COVID-19, or who has a COVID-19-related concern shall report such through a process implemented by the casino to the Health & Safety Officer or a H&S focal person
- The Health & Safety Officer shall report any employee confirmed or presumptive cases of COVID-19 cases to the Casino Manager and 141, and shall follow all MOH guidelines with respect to that person.
- At each employee entrance, employees may be required to undergo a temperature check. Casinos will ensure that MOH guidelines regarding employee temperature checks are followed.
- At each employee entrance, the casino shall post signs setting forth a checklist of COVID-19 symptoms and instructing employees to remain at home if they experience any of the symptoms.
- Signage shall be placed in back-of-house areas reminding employees to follow MOH guidelines for handwashing, using sanitizers and staying home if sick
- Rolling periodic announcements shall be made in back-of-house areas reminding employees of COVID-19 protocols
- Break schedules and employee starting/ending times shall be staggered to the extent possible to avoid congregation of individuals in back-of-house areas.
- Employee meetings is not encouraged if same is required it shall be accomplished in a manner to promote social distancing.
- Employees with high touch public contact shall be provided frequent breaks to wash and/or sanitize their hands to reduce the risk of surface transmission. All other employees should be encouraged to wash their hands at frequent set intervals in accordance with MOH guidelines.

Environmental Services

- Enhanced cleaning protocols shall be used throughout the facility, including back of house areas and offices
- Casino employees shall be provided with gloves and disinfectant liquid/spray to enable effective cleaning of all touch surfaces.
- All publicly-available areas and back of house shall be cleaned frequently to include but not be limited to door handles and knobs, hand rails, counter surfaces, restrooms, ATM's, ticket redemption units, kiosks, slot machines, chairs, food and beverage areas, and tables and seating areas.
- Deep cleanings of surfaces shall occur in all restrooms and high touch areas on a daily basis.

Casino

- Floor markings shall be implemented to assist patrons to maintain 6 feet between customers in lines and queues.
- Hand sanitizer and sanitizing wipes shall be placed throughout the casino gaming floor, and signage shall remind customers of the use of sanitizer to help avoid the spread of the COVID-19 virus.
- Casino staff shall increase gaming floor cleaning areas to include, at a minimum, emptying and disinfecting trash cans, cleaning hard surfaces, refilling hand sanitizer and sanitizing wipe locations.
- Casinos may close areas of the gaming floor on a temporary basis upon notice to the Public Health Authority for the purpose of conducting a deep cleaning of that area.
- Casinos may close to the public during limited scheduled hours upon notice to the Public Health Authority for the purpose of conducting a thorough or deep cleaning of the casino facility.

Slots

- Casinos shall promote social distancing between slot machines by one or more of the following methods:
 1. Installing a perspex glass barrier between machines and players seats while on the machines; one person per machine and no congregation around machines
 2. Removing chairs from certain machines
 3. Disabling certain slot machines to create distance between operating machines.
- Slot machine touch surfaces shall be frequently wiped with a disinfectant solution when not in use.
- Players at slot machines shall wear face masks per guidance by the MOH.
- Sanitizing wipes shall be available for players to clean a slot machine before play

Table Games

- Table games shall be operated in a manner to maintain increased distance between players at each table.
- Table games shall be operated in a manner to prevent persons not playing at a table from congregating around the table in close proximity to players at the table.
- High touch points at a table shall be sanitized frequently including, but not limited to pit stands, gaming equipment, chairs and table bumpers/arm rests
- Dealers, Supervisors or other table game personnel shall sanitize card shoes, dice and other gaming devices and equipment on a frequent basis
- Casinos shall develop protocols for chips to be cleaned and sanitized on a daily basis.
- Hand sanitizers and sanitizing wipe stations shall be positioned in close proximity to each table game pit
- Casinos may utilize alternative procedures which limit players touching chips and cards and may utilize clear plexiglass barriers between players and the dealer.

Poker Rooms

- Poker rooms are not authorized to operate due to players handling cards and chips, unless they can come up with a sterilization/ disinfection system satisfactory to the PHA

Casino Cage/Players Club Desk

- Casinos shall promote social distancing at the cage by one or more of the following methods:
 1. Installing a clear plexiglass barrier between customers and cage employees.
 2. Installing a clear plexiglass barrier between cage windows.
 3. Closing cage windows to create adequate social distancing between customers.
- High-touch surfaces such as the counter between cage employees and customers and touch screen devices used by customers shall be frequently wiped with a disinfectant solution.
- Hand sanitizer shall be available for customers on the counter.