

# RESPONSIBLY REOPENING CASINO GAMING FOR EMPLOYEES AND GUESTS

**The gaming industry is excited to welcome guests back to our properties. As we open our doors once again, our top priority is the health and safety of our employees and guests.**

To prepare for a safe, responsible reopening, casino operators have been rethinking every aspect of the gaming experience and establishing robust protocols to safeguard the health of guests and employees. These new protocols align with guidance and recommendations from the CDC and state and local health officials and are designed to promote a healthy environment in the communities where we operate. While approaches will be tailored, individual casinos and resorts are committed to strict compliance with the laws and regulations in their states, cities, or tribal nations.

The following provides an overview of the various practices that gaming companies may implement based on a review of American Gaming Association member health and safety plans.<sup>1</sup>



## Enhancing Sanitation and Disinfection

All casino properties have increased the frequency of sanitation efforts, concentrating on high-touch areas including chips, dice, slot machines, surfaces at table games, and other accessories. Many operators will be sanitizing gaming machines between guest use and upon request and replacing playing cards more frequently.

Increased sanitation and disinfection protocols also include more frequent replacement of air filters in HVAC systems and the use of devices that cover large areas efficiently, such as electrostatic sprayers and UV lights. Hand sanitizer and hand washing stations will be installed at key public spaces around all properties. Employees will be required to wash their hands even more frequently and to use hand sanitizer when access to soap and water is not possible.



## Implementing Health Screenings and Incident Response

Employees will undergo health screenings, including temperature checks, prior to their shifts. Employees who present COVID-19 symptoms will be required to stay home and self-isolate while guests who have symptoms will be told to postpone their visit. In the event an employee or guest tests positive for COVID-19, operators will work closely with local health authorities to refer the patient for treatment, immediately activate deep cleaning and sanitation protocols, and communicate to relevant audience as required.

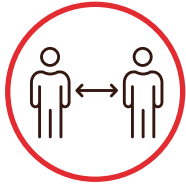


## Providing Clear Communication to Guests and Increasing Employee Training

Operator and individual casino property websites are regularly updated with the latest information on health and safety plans. When visiting, guests will be informed of specific health and safety guidelines upon entering a property. New signage will remind guests to practice social distancing and follow proper hand hygiene. Employees will receive training in all new health and safety protocols.

<sup>1</sup> Gaming operators and properties are not obligated to adhere to all the measures or even a minimum number of the measures included in this compilation, but rather these measures reflect a survey of practices being put in place.

# RESPONSIBLY REOPENING CASINO GAMING FOR EMPLOYEES AND GUESTS



## Ensuring Physical Distancing and Promoting Contactless Interactions

To enable physical distancing among employees and guests, many state reopening guidelines include strict occupancy limits, which our industry will closely follow. Capacity at table games may be limited, and a mix of operational and non-operational slot machines will allow physical distancing between players to lower the possibility of virus transmission.

New signage and floor decals will remind guests of appropriate distancing. Transparent barriers may also be placed between staff and guests at certain locations.

To further minimize transmission risks, many operators are deploying contactless technology in areas such as guest check-in, reservations, digital room keys, and payments. Casino operators will provide staff with PPE. Employees will wear masks and some will also wear gloves, based on their roles and responsibilities.

Casinos may require or strongly encourage guests to wear masks. The use of guest masks will be balanced with Know Your Customer and security requirements established by gaming regulators.



## Serving Food and Beverages Safely

The gaming industry has long followed the highest standards of safe food handling and service. In response to COVID-19, new protocols are being adopted, including suspending self-service food and beverage stations such as buffets and drink fountains; restricting eating on the casino floor; and ensuring adoption of guidelines such as the [U.S. Food and Drug Administration's Best Practices](#) and the National Restaurant Association's [COVID-19 Reopening Guidance](#). Guests will be asked to minimize the time masks are removed when eating or drinking.

## We're All in this Together

These new protocols demonstrate the gaming industry's commitment to responsibly and safely welcoming America back to our properties. Our industry recognizes that this is an evolving situation and is committed to update safety measures as new guidance and tools are available.

As with any public space, maintaining health and safety at a gaming property is a shared responsibility. Gaming operators and employees will do our part and we encourage our guests to do the same – protecting their own health and the health of others by respecting social distancing, wearing masks in public areas, and postponing visits if they exhibit a fever or any other COVID-19 symptoms.