

PENNSYLVANIA GAMING CONTROL BOARD
COVID-19 CASINO REOPENING PROTOCOLS

May 19, 2020

Pennsylvania's twelve operating casinos closed in Mid-March 2020 due to the Coronavirus (COVID-19) pandemic which has endangered the health of people throughout the world, caused economic distress and placed thousands of Pennsylvania's casino-related employees in unemployed status. As conditions throughout the Commonwealth improve and the reopening of casinos is authorized by Pennsylvania's Governor, the Board desires to assure that re-openings occur in a manner which promotes the safety of casino patrons and employees alike as well as assure an environment conducive to proper regulatory oversight. This document, which sets forth protocols for reopening and obtaining Board approval to reopen, reflects both of those concerns.

To be clear, the protocols and restrictions contained herein reflect the **minimum** requirements required to be fulfilled prior to re-opening the casino for gaming operations as permitted under the Pennsylvania Race Horse Development and Gaming Act pursuant to the Board's authority as the general and sole regulatory authority over the conduct of gaming and related activities as described in the Act. Licensed casino facilities are encouraged to examine their gaming floors, back of house areas, entrances and other areas of their facilities and determine if additional mitigation measures are appropriate to create a safe environment within the casino facility. As the threat of the COVID-19 virus abates, and as the Centers for Disease Control (CDC) and the Pennsylvania Department of Health (PA DOH) amend their respective guidance for places of

public accommodation, these guidelines for casino operations will also be subject to amendment to seek to return casinos to a state of normal operations in a manner promoting the safety of patrons and employees alike.

In order to establish an effective line of communication and contact point between the Board and each casino, each casino shall provide the PGCB's Executive Director and Director of Casino Compliance with the name and contact information of an employee identified as the casino's Pandemic Safety Officer. This position shall serve as the contact person for the Board in all matters related to the COVID-19 virus response and shall be responsible for ensuring compliance with CDC and/or PA DOH requirements related to COVID-19 mitigation efforts.

I. PATRON AND EMPLOYEE SAFETY – First and foremost, all casinos are required to comply with all guidance and protocols issued by the CDC and the PA DOH for dealing with the COVID-19 virus and mitigating its effects as are applicable at all relevant time periods. Those guidelines and protocols primarily are directed at assuring personal safety through the wearing of masks, enforcing social distancing, limiting personal contact and enforcing strict cleaning and disinfecting regimens. In furtherance of those goals, and until such time as the CDC and/or PA DOH eliminates COVID-19 guidelines for places of public accommodation, the Board establishes that all casinos shall perform the following:

A. Patron/Guest requirements

- All patrons entering a casino shall wear a mask which covers the nose and mouth areas and shall wear the mask in that manner continuously while in the casino.
- Patrons should be discouraged from wearing a hat in the casino. A patron who wears a hat will be required while at the casino entrance to temporarily remove the hat or lower the nose/mouth mask and look toward a designated security camera for facial identification purposes.

- Patrons who are subject to identification check may be required to briefly lower a mask to verify their identity with government issued identification cards.
- The casino shall place signage at each entrance point reminding patrons of CDC guidelines for social distancing practices, proper washing of hands, use of sanitizers, wearing masks, 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, had contact with anyone with the COVID-19 virus within the past fourteen (14) days, and whether they are feeling ill. An affirmative answer to any of these questions shall result in refusing admittance to the casino on that day.
- 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 patrons 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 patrons may form lines or queues for entry or services. The marking shall be designed to maintain a social distancing of 6 feet in between patrons.
- The casino shall place markings and or queueing devices outside the entrances of the casino in areas in which patrons may form lines or queues for entry to the casino. The marking or queueing devices shall be designed to maintain a social distancing of patrons.
- Patrons 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 social distancing guidelines consistent with CDC and PA DOH guidance.

B. 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 Pandemic 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 Pandemic Safety Officer.
- The Pandemic Safety Officer shall report any employee confirmed or presumptive cases of COVID-19 cases to the Board's Director of Casino Compliance and State and local health authorities, and shall follow all CDC and PA DOH guidelines with respect to that person.
- At each employee entrance, employees may be required to undergo a temperature check. Casinos will ensure that CDC and/or PA DOH guidelines regarding employee temperature checks are followed.
- At each employee entrance, the casino shall place markings and or queueing devices to maintain a social distancing of employees reporting to work.
- 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 CDC and PA DOH 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.
- Employees shall wear masks and are permitted to wear translucent gloves while performing their employment duties.
- 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 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 CDC and/or PA DOH guidelines.

C. Environmental Services

- Enhanced cleaning protocols shall be used throughout the facility, including back of house areas and PGCB and PSP offices.
- EVS employees shall be provided with masks, gloves and disinfectant liquid/spray to enable effective cleaning of all touch surfaces.
- All publicly-available areas shall be cleaned frequently to include but not be limited to door handles and knobs, elevator buttons, hand rails, counter surfaces, restrooms, ATM's, ticket redemption units, kiosks, slot machines, chairs, food and beverage areas, and tables and seating areas.
- All back of house areas shall be cleaned frequently to include but not be limited to employee entrances, locker rooms and dining areas, security and surveillance areas, count rooms, cage areas, and routes of travel between those areas, door handles and knobs, elevator buttons, hand rails, counter surfaces, restrooms, ATM's, ticket redemption units, kiosks, slot machines, chairs, tables and seating areas.
- Deep cleanings of surfaces shall occur in all restrooms and high-touch areas on a daily basis.

D. Casino

- Floor markings shall be implemented to assist patrons to maintain 6 feet between patrons in lines and queues.
- Hand sanitizer and sanitizing wipes shall be placed throughout the casino gaming floor, and signage shall remind patrons 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 Board's Bureau of Casino Compliance 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 Board's Bureau of Casino Compliance for the purpose of conducting a thorough or deep cleaning of the casino facility.

E. Slots

- Casinos shall promote social distancing between slot machines by one or more of the following methods:
 1. Installing a plexiglass barrier between machines
 2. Removing chairs from certain machines
 3. Disabling certain slot machines to create distance between operating machines.
 4. Other methods as approved by the Board's Executive Director.
- 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 CDC and PA DOH.
- Sanitizing wipes shall be available for players to clean a slot machine before play.

F. 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.
- Dealers and players at a table shall wear face masks per guidance by the CDC and PA DOH.
- 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 upon notice to the Bureau of Casino Compliance.

G. Poker Rooms

- Poker rooms are not authorized to operate due to players handling cards and chips. Poker room operations will be re-examined based upon changing CDC and PA DOH guidance.

H. 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 patrons and cage employees.
 2. Installing a clear plexiglass barrier between cage windows.
 3. Closing cage windows to create adequate social distancing between patrons.
 4. Other methods as approved by the Board's Executive Director.
- High-touch surfaces such as the counter between cage employees and patrons and touch screen devices used by patrons shall be frequently wiped with a disinfectant solution.
- Hand sanitizer shall be available for patrons on the counter.

I. Sportsbook

- Sports wagering areas shall be configured in a manner to promote social distancing between patrons.
- Floor markings shall be implemented to assist patrons to maintain 6 feet between patrons in lines and queues.
- Sports Wagering tables, seats, kiosks, ticket counters, ATM's and redemption terminals shall be frequently cleaned with a sanitizing solution.
- A hand sanitizer and sanitizing wipe station shall be positioned in each sports wagering area.
- Sports wagering ticket writers shall wear a mask and gloves and/or have a plexiglass barrier installed between the ticket writer and patron at the ticket counter.

J. Other

- Valet services should be discontinued until revised guidance is received.

II. REGULATORY REQUIREMENTS

As casinos are nearing a reopening status and resumption of gaming operations, the Gaming Control Board will require confirmation that the regulatory oversight items set forth below have been accomplished prior to re-start. Each licensee shall work directly with the Bureau of Casino Compliance to address these requirements.

- A schedule for the replenishment of funds, including cash, coin & chips, in all gaming areas of Licensee, such as: Armored Car Deliveries, Vault, Cage, Ticket Redemption Units (“TRU”), Table Games Trays, etc.
- A list of active employees for the following departments: Security, Surveillance, Finance, IT, Internal Audit, Slots, Table Games and Executive/Administration. The list should be organized by department and include the employee names and job titles. Licensees shall provide an initial list prior to opening and an updated list within 24 hours after opening.
- An updated restricted area access matrix if any changes are made by reopening.
- Requested temporary staffing plans.
- An inspection of the surveillance system to ensure continued compliance with all surveillance and camera coverage regulations.
- Verification that all slot machines are communicating to the Central Control Computer System. If any machines are not communicating, they can be disabled until they have been repaired. Provide the Bureau of Casino Compliance with notice of any machines not so communicating.
- Confirmation that no slot machines or ticket redemption units have been updated since the closure of the property.

- An audit of all keys on the property by the Licensee.
- An audit of all cards and dice on the property by the Licensee.
- An audit of all non-value Roulette chips on the property by the Licensee.
- An audit of all non-value Tournament chips on the property by the Licensee.
- Testing of all panic buttons.
- Inspection of all emergency exits and fire prevention systems.
- Inspection of all electrical generators and UPS.
- Review of the Self-Exclusion Database and casino's internal systems and lists to ensure all self-exclusion and exclusion information is up to date.
- Ensure all CPG brochures and handouts are in each approved location listed within their CPG Plan.
- Ensure all employees have received the current RG/PG employee training/annual RG/PG reinforcement training within the past year.
- Plans for compliance with social distancing requirements in gaming areas including slot floor, table games, cage and player services area.
- Plans for the usage of Personal Protection Equipment ("PPE") for all employees in gaming areas and plans for proper disposal of PPE.
- Plans for the usage of appropriate signage that display information regarding CDC and Department of Health guidelines.
- Notification of any installation of plexiglass safeguards along with a confirmation of acceptable surveillance coverage by their addition.
- Standard Operating Procedures of sanitation and cleaning of gaming devices, if not already submitted.

- Plans to limit and/or manage the number of guests permitted at any one time to further applicable social distancing guidelines.
- Plans to modify or enhance PGCB Self Exclusion areas to ensure social distancing in accordance with applicable CDC guidelines.

CONCLUSION

The COVID-19 pandemic has dealt the casino industry an unexpected and unprecedented blow over the last few months. The Board is committed to assisting each of Pennsylvania's licensed casino operators and facilities to re-open in a safe and efficient manner consistent with CDC and PA DOH guidelines. We fully anticipate that we will work together to rebuild this industry to again be a leading economic engine for Pennsylvania and to restore the first-rate entertainment facilities each of our Licensees have developed.