



ONE OF A KIND.

Resorts Casino Hotel Blueprint for Reopening

5/19/2021

MISSION STATEMENT

The health and safety of our team members and our guests will be our singular priority while reopening in a smart, responsible, and sensitive manner.

TABLE OF CONTENTS

• <u>General Provisions</u>	
○ <u>Governing Law</u>	Page 4
○ <u>Occupancy</u>	
○ <u>Guest Screening</u>	
○ <u>Smoking</u>	
• <u>DEFINITIONS</u>	Page 6
○ <u>Close Contact</u>	
○ <u>Division</u>	
○ <u>EPA Registered Disinfectants</u>	
○ <u>Physical Distancing</u>	
○ <u>Related Guest</u>	
○ <u>Sanitize</u>	
• <u>GENERAL EMPLOYEE GUIDELINES</u>	Page 6
○ <u>Personal Protective Equipment (PPE)</u>	
○ <u>Employee Training</u>	
○ <u>Employee Screening</u>	
○ <u>Technology Enhancements</u>	
• <u>CASINO OPERATIONS DIVISION</u>	Page 9
○ <u>Table Games</u>	
○ <u>Slot Operations</u>	
○ <u>DraftKings Sportsbook</u>	
• <u>SURVEILLANCE</u>	Page 14
• <u>FINANCE DIVISION</u>	Page 16
○ <u>Casino Cage</u>	
○ <u>Soft Count</u>	
○ <u>Casino Credit</u>	
○ <u>Accounting / Finance</u>	
○ <u>Purchasing</u>	
○ <u>Loading Dock & Mailroom</u>	
○ <u>Information Technology</u>	
• <u>MARKETING DIVISION</u>	Page 23
○ <u>Promotions Booth</u>	
○ <u>Bus Marketing Operations</u>	
○ <u>Special Events & Promotions</u>	
○ <u>Entertainment / Showroom</u>	
○ <u>A/V Entertainment Tech Crew</u>	
○ <u>Call Center Operations</u>	

- [PBX Center](#)

- **[HOTEL OPERATIONS DIVISION](#)** Page 29
 - [Security](#)
 - [Front Desk](#)
 - [Housekeeping](#)
 - [Wardrobe](#)
 - [Pool & Spa](#)
 - [Parking Operations](#)
 - [Environmental Services \(EVS\)](#)
 - [Hotel Sales](#)
 - [Facilities](#)
 - [Food & Beverage](#)

- **[CASINO MARKETING DIVISION](#)** Page 52
 - [Hosts / Player Development / Butlers](#)
 - [Limousine Operations](#)

- **[EMPLOYEE SERVICES](#)** Page 53

- **[RISK MANAGMENT](#)** Page 54

- **[APPENDICES](#)** Page 55
 - [Appendix I: Steps to help prevent the spread of COVID-19 if you are sick](#)
 - [Appendix II: Covid-19 Symptom Checklist](#)
 - [Appendix III: ATLANTICARE TRAINING MATERIALS](#)
 - [Appendix IV: Guest Screening Questionnaire](#)

GENERAL PROVISIONS

Governing Law

- These protocols shall be subject to and superseded by any government orders, regulations, and/or mandates now in effect or as they become effective in the future.

Occupancy

- The number of guests permitted in the casino, retail stores and sportsbook shall be limited to one hundred percent (100%) of the normal posted occupancy permitted by fire regulations.

Guest Screening

- Resorts will provide its guests, patrons, employees and vendors with appropriate notice of the requirements described in this Reopening Blueprint.
- All guests entering the casino hotel facility shall be required to wear a mask unless they are unable to do so due to health reasons.
- A sign with the following questions shall be posted at each entrance (see sample sign attached as [Appendix IV: Guest Screening Questionnaire](#))

NOTICE: Current NJ Executive Orders and Department of Health mandates still require all patrons to WEAR MASKS and to SOCIALLY DISTANCE in all public areas. YOU MAY NOT ENTER RESORTS CASINO HOTEL IF THE ANSWER TO ANY OF THE FOLLOWING QUESTIONS IS YES:

1. *Do you currently have a fever of 100.4 or higher?*
2. *Are you now, or have you experienced within the past 14 days, any NEW symptoms listed below which may be associated with COVID-19?*
 - *Fever or chills*
 - *Cough*
 - *Shortness of breath or difficulty breathing*
 - *Fatigue*
 - *Muscle or body aches*
 - *Headache*
 - *New loss of taste or smell*
 - *Sore throat*
 - *Congestion or runny nose*
 - *Nausea or vomiting*
 - *Diarrhea*
3. *In the past 14 days, have you (or anyone in your household) been diagnosed, tested, or quarantined for COVID-19?*

4. *In the past 14 days, have you been in close contact (within 6 feet for 15 minutes or longer) with anyone who has recently been diagnosed, tested, or quarantined for COVID-19?*

SMOKING

Smoking, even while permitted in the indoor areas of casinos under state law, will not be allowed to take place at this time.

DEFINITIONS

The following terms shall have the meaning set forth in this section.

“Close contact” is defined as being within six (6) feet of another person for a period of fifteen (15) minutes or greater.

“Division” shall refer to the New Jersey Division of Gaming Enforcement.

“EPA Registered Disinfectants” means disinfectants approved by the EPA (List N) for use against SARS CoV-2, the virus that causes COVID-19. See <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>.

“Physical Distancing” shall refer to a distance of six (6) feet unless otherwise indicated. In cases where a six (6) foot distance cannot be achieved, the maximum distance less than six (6) feet shall be applied.

“Related guests” refers to guests who are socially distancing as a group such as husband and wife, individuals in romantic relationships, families, people travelling together, etc.

“Sanitize” shall mean wiping down a surface with EPA-registered disinfectants (List N) approved for use against SARS CoV-2 or using another CDC recognized method of destroying the COVID virus such as UV-C sterilization technology and mobile ultra-violet light technology.

GENERAL EMPLOYEE GUIDELINES

Employees will enter the building through the new Employee Entrance located on North Carolina Ave.

Upon entering, employees shall take their temperature using the wall mounted thermal temperature screening devices.

Employees will clock in at a location dictated by their management and walk straight to their work location. Hand sanitizer or sanitizing wipes shall be available at each timeclock station. Employees will maintain a 6 ft. distance while engaging Back of House. No more than 3 Employees will be allowed in a Back of House service elevator at a time.

Employees shall be required to wipe down and sanitize frequently touched surfaces in their work location.

All Employees will receive training on COVID-19 safety and sanitation protocols. (Refer to [Employee Training Section](#)).

Employees will be instructed to wash their hands (for 20-seconds), or use sanitizer when a sink is not available, every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before and after starting a shift.

Appropriate PPE will be worn by all employees based on their role and responsibilities (refer to [PPE Section](#)). Training on how to properly use and dispose of all PPE will be mandatory for the applicable employees. Every employee entering the property will be provided with two (2) masks and required to wear a mask in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Gloves will be provided to employees whose responsibilities require them.

Wherever possible, meetings will be conducted by teleconference or internet-based service. In person meetings will require all attendees to wear masks and be separated by at least one chair width from other employees.

Bagged meals will be served in the Team Member Dining Room and employees with offices will be encouraged to consume their meal at their desk or workstation. Social Distancing protocols will be in effect.

Employees shall clock out at the designated Time Clock and must leave through the employee exit located in the lobby of the self-park garage. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.

[Return to Table of Contents](#)

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- All Employees will be required to wear masks in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Masks will be provided. Two types of masks will be available:
 - Nonsurgical 3-ply FDA sourced paper masks
 - Cotton/spandex fabric masks, that can be washed by Employees
- Face shields are available for Employees, as needed or warranted
- Protective gowns are available, as needed or warranted
- Protective gloves are available, as needed or warranted
- Guests will be required to wear masks in all public areas of the property and whenever required in accordance with government orders, regulations, and/or mandates. If they do not have one, one will be provided to them.
- Hand Sanitizers are available throughout the building for guest and employee use and at the Gaming tables.
- Alcohol wipes will be made available at various locations throughout the building.
- Wipes and disinfectant will be available at various locations throughout the building for guest use.

[Return to Table of Contents](#)

EMPLOYEE TRAINING

Employees will be thoroughly trained on the CDC and industry wide health and safety protocols by medical experts from AtlantiCare. This training will include:

- 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 handwashing to provide employees guidance in keeping guests and themselves safe and healthy.
- Employees will be instructed on what to do if they notice a coworker with signs or symptoms of COVID-19, including notifying their supervisor.
- Situations in which additional personal protective equipment (“PPE”) (e.g. N-95 masks) may be required by federal, state, or local authorities.
- 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.
- Proper and frequent hand sanitizing or washing with soap is vital to help combat the spread of COVID-19. All employees will receive instructions on proper handwashing methods and will be reminded that they are required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them:
 - 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;

- before the start of a shift; and
- at least once during every break period.

See [Appendix III: ATLANTICARE TRAINING MATERIALS](#)

EMPLOYEE SCREENING AND TESTING

- 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.
- 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.
- Resorts shall arrange for COVID-19 viral testing for any employee who is not permitted to remain at work under the conditions noted below at no cost to the employee unless such employee presents medical evidence (e.g., a doctor's note) that his/her condition is otherwise due to a non-communicable condition.
 - Any employee who is not permitted to work because he or she has a temperature exceeding 100.4 °F (38 °C) or otherwise fails the screening process.
 - Any employee who is not permitted to work because he or she presented with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough).
 - Any situation where an employee is not permitted to work because he or she is known to have been in close contact with a guest or another employee who has tested positive for COVID-19 and was not wearing a mask during the close contact.

TECHNOLOGY ENHANCEMENTS

Advanced cleaning and disinfecting efforts will be implemented and include the following:

- The installation of UV-C sterilization technology on all escalators handrails to regularly eliminate bacteria and viruses.
- Mobile ultraviolet light technology that is utilized in the nation's top hospitals will be used to clean and disinfect areas including hotel rooms and public restrooms.
- Advanced UV technology will be installed in the air handlers to kill bacteria and viruses.
- The installation of a bipolar ionization air purification system which purifies and disinfects the air flowing into a space and reduces the spread of airborne viruses and bacteria resulting in healthier indoor air quality.
- Servpro, a professional cleaning company, has disinfected and sanitized the casino floor with their patented electrostatic spraying process.

[Return to Table of Contents](#)

CASINO OPERATIONS

TABLE GAMES

- All table game will be available for play, subject to business demands.
- Plexiglass barriers between dealers and players shall be installed on all table games in use after July 16, 2020.
- All dealers assigned to table games without plexiglass barriers shall be required to wear a mask and face shield.
- Maximum seating per game type using alternate seating as a guide. Players are required to wear masks unless the game is equipped with a plexiglass or other shield, and if the guest does not have one, one will be provided.
- 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 beginning July 2, only if plexiglass barriers are installed at the respective table.
 - Three (3) players per blackjack table.
 - Three (3) players per mini-baccarat table which seats six (6) and four (4) players per mini-baccarat table which seats eight (8).
 - Four (4) players per roulette table.
 - Four (4) players per Let-It-Ride and Three Card Poker which seats seven (7) and three (3) players at poker derivatives which seat six (6).
 - 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.
 - 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.
- Resorts may utilize "other" Division approved physical barriers to increase the number of table positions listed above.
- Exceptions will be made in the case where related customers (husband and wife, people travelling together, etc.) would be allowed to play in adjacent positions provided the positions on either side of the related customer group are unoccupied.
- On games where the players do not touch the cards - cards will be replaced daily. Cut cards will be sanitized at the time of the shuffle. Supervisor will use sanitizing wipe on the cut card in plain view of players to accomplish this before the cut card is reused.
- Poker Derivative games where players touch the cards – Cards will be changed every 4 hours.
- Craps - Dice shall be sanitized for each new shooter. Supervisor will use sanitizing wipe on the dice in plain view of players to accomplish this before the dice are offered to a new shooter. Two or more sets of dice will be used to avoid disruption to guest experience.
- Tiles – Tiles will be changed or sanitized every four hours. Supervisor will use sanitizing wipe on the tiles in plain view of players to accomplish this before the tiles are reused.
- Mini-Baccarat- As all games are "Macau style", cards will be used one-time per shoe and discarded.

- Food shall not be served to guests at table games unless the guest (and related guests) are the only participants at the gaming table and the hard surface areas around which the guest(s) was eating shall be cleaned and sanitized after his/her departure from the gaming table.
- .
- No smoking shall be permitted on the casino floor.

Table Games Employee PPE, Social Distancing and Guest Safety

- More frequent opportunities to use hand sanitizer.
- Every customer shall be offered hand sanitizer or sanitizing wipes prior to playing at every table game. Hand Sanitizer or sanitizing wipes will be made available to customers for use throughout their gaming activity.
- All table games employees shall be required to wear masks or other protective PPE that may be approved by the Division.
- Table Games staff, 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.
- Supervisors sanitize Table Touch screens prior to leaving for each break. Use of a stylus on Table Touch screens shall be required to minimize touching the surface of the monitor. Supervisors shall also sanitize each stylus they used prior to leaving for each break.
- Resorts "Clean Team" shall be assigned to the Casino floor in order to sanitize high touch areas such as table rails and seating with disinfectants no less than once every (4) hours that the Table Game is in operation or upon player request. Games staff will provide hand sanitizer or individual wipes to players if requested by players.
- Table Games staff 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.
- Table Games Staff will be scheduled at minimum staffing with more frequent, staggered start times to lessen the opportunity of congregating at time clocks. Table Games staff will only clock in at Pit Stands. Table Games employees will not use the scheduling Floor clock which will be utilized only by the slot team to avoid congregating in the hallway. All Employees will enter pits from the boardwalk side and exit pits on the garage side creating a one-way flow. Staff going on break will exit the pits on the garage side and return from break entering the pit on the boardwalk side.
- Employees assigned to Pits 1, 2 and 3 will clock in using the Pit 2-time clock and those assigned to Pits 5, 6, and 7 will use the Pit 3-time clock. Hand sanitizer or sanitizing wipes shall be available at each timeclock station. Queuing will be inside the pit maintaining a physical distance of 6 feet.
- Dealers shall be required to sanitize their hands prior to assuming control of a table and immediately after leaving the game. They will be encouraged to sanitize (or if possible, wash their hands) more frequently and refrain from touching their faces while on their game.

- Dealers shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- Relief dealers will refrain from "tapping" into the game they are entering but verbally notify the outgoing dealer that they are ready to assume control of the game. It is important to always maintain physical distancing.
- All Casino Operations Employees to receive COVID-19 safety and sanitation protocols which will be distributed via online scheduling system.
- Security and table games supervisors reserve the right to ask a customer to lower a mask for purposes of identification and age requirement wherever encountered on property.
- Customers will be asked to place their Star Card on the layout near their betting area where the supervisor will swipe and initiate the rating.
- Casino Scheduling office will be unavailable for in-person requests until further notice. All Employee needs will be managed by the on-line scheduling system and requests made through their respective shift managers.

[Return to Table of Contents](#)

SLOT OPERATIONS

- Employees will be provided with the appropriate tools and procedures to enforce and promote established physical distancing protocols.
- When possible, employees will be assigned a specific set of tools (keys, radio, etc.), and if not, shared tools will be sanitized anytime the same is transferred between employees, and after each shift of use.
- Shifts will be staggered to reduce the number of employees accessing bulletin boards, time clocks and roll-call areas. Scheduling Floor clock to be utilized by slot team to avoid congregating in the hallway.
- Pre-shift information will be posted on the departmental communication boards, extended verbal communications will be conducted on the floor or in other appropriately open areas.
- Employees will be required to wear masks in all public areas and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Slot Operations staff, 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.
- Employees will be encouraged to take frequent hand washing breaks, no less than every hour while at work, before the start of a shift and at least once during every break period.
- Employees will actively monitor the casino floor and look for non-related groups who are disregarding physical distancing protocols by congregating around slot machines.
- Slot Machines will be made available in a manner to promote physical distancing and a reduced Casino capacity. (Monitored by Slot and Security Staff) as follows:

- Every other gaming machine in a row shall be disabled to maintain one (1) vacant position between available gaming machines. Gaming machines will be disabled via the CMS keypad or gaming machines “out of service” functionality, and chairs removed. This plan may be modified as needed to accommodate customer requests consistent with this Plan.
- This shall not apply to gaming machines in a carousel or otherwise where there is already a physical distance separation between gaming machines 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 a standard gaming machine. (Defined as 28”)
- Resorts may utilize “other” Division approved physical barriers in lieu of the physical distance requirement above.
- Gaming machines unavailable for play will be identified by messaging on either the CMS display and or the gaming machines on-screen display.
- At a customer’s request a specific gaming machine may be made available for a customer if the machine on either side is vacant and can be disabled to accommodate the request
- At a customer’s request, play may be permitted on a cluster of up to three (3) machines in a row for a single customer or a party of related customers (e.g. husband and wife, people travelling together, etc.) to play, provided that the machine on either side of the cluster is vacant and can be disabled to accommodate the request.
- Gaming machines enabled / disabled by customer request shall be returned to the previous status when possible or at the start of the next gaming day.
- Resorts “Clean Team” shall be assigned to designated areas of the Casino floor in order to sanitize available machines every 4 hours. Slot staff will provide individual wipes to players upon request or request additional “Clean Team” support if requested by players.
- If food is served to a guest at a gaming machine, the hard surface areas around which the guest(s) was eating shall be cleaned and sanitized after his/her departure from the gaming machine.
- Security and slot operations personnel reserve the right to ask a customer to lower a mask for purposes of identification and age requirement wherever encountered on property.
- No smoking shall be permitted on the casino floor.

[Return to Table of Contents](#)

DRAFTKINGS SPORTSBOOK

- Employees will be provided with the appropriate tools and procedures to enforce and promote established physical distancing protocols.
- Employees will not be assigned to adjacent workstations, and equipment will be wiped down with disinfectants.
- Shifts will be staggered to reduce the number of employees accessing bulletin boards, time clocks and roll-call areas.
- Pre-shift information will be posted on the departmental communication boards, extended verbal communications will be conducted on the floor or in other appropriately open areas.
- Employees will be required to wear masks in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees will be encouraged to take frequent hand washing breaks. Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- Signage shall be posted in the 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
- Occupancy will be reduced to promote physical distancing and a reduced room capacity as follows
 - a. Stadium seating – Every other seat will “reserved” to provide one (1) vacant position between available seats.
 - b. Supervisors may alter the “Reserved” seating to accommodate guests who arrive as a single continuous party. (e.g. husband and wife, people travelling together, etc.)
 - c. Bar seating – Bar and Rail seating shall be removed as needed to promote physical distancing.
 - d. VIP or “pit” seating will be closed for the first 30-days except for use by guests who arrive as related guests (e.g. husband and wife, people travelling together, etc.) or group that meet then current CDC guidelines or government order.
- Resorts “Clean Team” shall patrol the Sportsbook in order to sanitize high touch areas such as Sports betting kiosks and seating once every (4) hours that the Sportsbook is in operation. Sportsbook staff will provide individual wipes to players upon request or request additional “Clean Team” support if requested by players.
- Kiosks in continuous rows shall be enabled / disabled to maintain a physical distance separation between kiosks equal to the width of a standard kiosk. Resorts may utilize “other” Division approved physical barriers in lieu of the physical distance requirement.
- Security and sports operations personnel reserve the right to ask a customer to lower their mask for purposes of identification and age requirement wherever encountered on property.

[Return to Table of Contents](#)

SURVEILLANCE

- In accordance with N.J.A.C 13:69D-1.10, the Surveillance department is staffed with a minimum of (2) Surveillance officers and (1) key licensed supervisor at all times. (*current staffing level modified during closure, per DGE approval)
- Surveillance will maintain a schedule to comply with DGE regulations for minimum staffing based on NJ regulation, business volume, and company needs.
- Shift change times will be adjusted to eliminate all staff changing at the same time. Eliminates gathering, group conversations, interacting with multiple people.
- Officers and Supervisors will work at working stations which are separated by at least 6ft of distance and/or a physical barrier between workstations.
- Additional workstations have been created to ensure that appropriate separation is in place if additional staff is required to be on duty.
- Technicians will continue to work primarily from the CCTV tech shop, or the technician/server room located in a separate room within the Surveillance department.
- Technicians will wear face masks when working on the casino floor, public areas of the casino hotel complex or in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Break schedules are in place, so no two staff members are on break at same time.
- Reviews conducted by other departments in the review room will be by appointment only. Representatives from other departments will be required to wear face masks when in the department and will maintain physical distancing.
- Signage will be placed in the restroom for proper hand washing procedures.
- All employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- Cleaning and sanitizing of workstations and other high-touch areas will continue to take place on a regular basis, including before and after shift changes.
- Common-use equipment will be cleaned/disinfected regularly, including before and after shift changes. When possible, certain equipment will be assigned to individual users, to be removed from workstation at shift change.
- Hand sanitizer dispensers are available for use in the surveillance monitor room and department restroom.
- Plexiglass dividers have been installed between all officer workstations to provide a physical barrier between employees. Dividers are clear to ensure ability to view all monitors and alarm panels.
- Equipment or paperwork deliveries to Surveillance will be left outside the department entry door to limit person to person contact. (Signatures provided when required.)
- Support Security and operational departments to encourage and enforce physical distancing (discourage congregating) of Employees and guests.
- Surveillance will conduct proactive observation of the gaming floor and will notify Security and/or the appropriate department of any physical distancing concerns.
- Patrons who are loitering, or who are congregating in areas of the casino floor, showing no gaming intent, will be identified and Security will be notified.

- Surveillance will support Security, Table Games and Slots as they deter patrons from standing behind table games, slot machines, cage areas.
- Staff will limit travel to other back of house common areas and lounges. Breaks will continue in Surveillance break area.
- Encourage directional travel for arriving/departing for shift. (arrival stairwell, departure stairwell)
- Surveillance Employees will participate in temperature screening upon arrival through employee entrance.

[Return to Table of Contents](#)

FINANCE

CASINO CAGE

General

- All cage employees shall be required to wear masks while on-duty as well as in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Unless otherwise specified, all cage 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 (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

Patrons at The Front of Cage

- Stanchions will be placed six (6) feet away from the cage windows.
- Floor decals will be placed on the floor along the pathway every six (6) feet for patrons to wait in queue.
- "Please wait here" signs will be placed at the end of the stanchions, and when a cashier is available, customers will be called for service.

Front Windows

- Every other window will be used for service. (2 total main area and 1 internet window)
- Supervisors will double transactions from unoccupied window next to cashier.
- Cashiers will wash hands with soap and warm water for twenty (20) seconds or sanitize them every half hour or more frequently as needed, but no less than every hour while at work, before the start of a shift and at least once during every break period.

Chip Bank

- Minimum staffing will be scheduled each shift.

Main Bank

- Minimum staffing will be scheduled each shift.

Slot Bank

- Minimum staffing will be scheduled each shift.
- Unless necessary, no cashier will be scheduled in the high limit booth until volumes return.

Sanitizer

- To be placed at stations/windows along front line and in each bank.

Ticket Redemption Units

- TR machines shall be impressed once daily in the AM by the Slot Bank Cashier and Security.
- Stanchions and floor decals will be placed at each TRU with one on each side of the TRU stretched out from the unit on each side.
- Place a sign that reads "Please wait here" on the floor in between the 2 stanchions to the entrance to the TRU.

Guest Disputes

- TRU attendant will arrive at unit and maintain a safe distance from the guest and discuss the issue with the guest.
- Security will enter the area and unlock the outer doors of the TRU and step back.
- The TRU attendant will then enter the area, resolve the issue, and if a voucher or cash is to be given to the guest, have the guest follow the TRU attendant to the cage where the funds will be given to the guest by a Cage Supervisor.
- The TRU attendant will step away from the TRU while the Security Officer locks the outer door of the unit and steps out of the area.
- TRU attendant will enter the area and confirm the unit is secure.

Hotel Cage

Pick Up Banks

- Only one employee at a time will be able to access the room.
- Employee approaches the window and calls out to Main Banker what is needed and steps back.
- Main Banker approaches window places currency and paperwork on ledge, then steps back away from counter.
- Employee verifies and signs for cash and steps back.
- Main Banker retrieves paperwork and returns to Main Bank.
- Employees to sanitize hands after completing the transaction.

Drop Off Banks

- Employee enters room, approaches window, informs Main Bank cashier that they are dropping off their bank and steps away from the counter.
- Main bank cashier approaches window with paperwork and steps back away from the counter.
- Employee signs paperwork and leaves bag and paperwork on the counter and leaves the room.

- Main Bank cashier approaches window to retrieve paperwork and bag and the returns to Main Bank.
- Employees to sanitize hands after completing the transaction.

Windows

- Plexiglass windows be installed to minimize open space between cashier and employee.

SOFT COUNT

General

- All soft count employees shall be required to wear masks while on-duty as well as in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Other than in the count room, where gloves are mandatory, soft count employees shall be permitted to wear gloves if they choose to in which case the company will provide them with gloves.
- Unless otherwise specified, all soft count 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 (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

Table Drop

- A total of 3 employees will be assigned to complete the table drop and maintain as safe a distance as possible.

Slot Drop

- Guests shall be asked to leave zone where drop is coming.
- Security shall remain outside the zone wherever possible for proper distancing
- Security shall also remain 6 feet away from the trolleys wherever possible
- Count employees who are removing hot boxes from the slot machines shall take them directly to the trolley. (there will be no passing of boxes from one employee to another)
- Count employees will remove cold boxes from the trolleys and place them directly in the slot machine

Slot Count

- A total of 3/4 count employees will be needed to complete the slot count while maintaining proper physical distancing.
- Count employees shall be supplied with gloves and are required to wear masks.

Hard surfaces that are regularly utilized in the count room shall be sanitized after the completion of each count.

Sanitizer

- Hand sanitizer dispensers or sanitizing wipes to be placed in approved locations in count room for staff to be able to periodically sanitize.
- Staff to use sanitizing stations on casino floor during slot pick-up to periodically sanitize.

CASINO CREDIT

- Limit patron chairs in office to 2 chairs at each credit desk, separating the patrons from the employees by plexiglass shield, to prevent extended patron contact.
- No shared workspaces on shift.
- Disinfect own workspace prior to start and end of shift.
- Encourage marketing to make any requests via email, text, or phone.
- Employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
-
- At the end of any transaction requiring a patron to sign documents, any pen or touchscreen touched by the patron shall be sanitized and the credit employee will wash or sanitize their hands at the end of the transaction.
- All credit 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 at the end of each transaction with a patron and (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

ACCOUNTING/FINANCE

(Payroll, Accounts Payable, Casino and Hotel Accounting, General Ledger, Collections)

- Limit access to work area to non-employees/ vendors through changing of door codes.
- Workstations positioned at least 6 feet apart.
- Payroll window open by appointment only. Special requests and questions to be resolved through email when possible. Payroll checks to be mailed or direct deposited.
- Pre-scheduled meetings with internal customers to insure the ability to adequately plan for physical distancing protocol.
- Enforce physical distancing in all common areas including copiers, restrooms, time clocks and break areas.
- 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 (i) no less

than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

PURCHASING

- Each Buyer has their own office.
- Handle as much as possible via electronic/email
- Handle as much by telephone, but if in-person meeting takes place the employees will wash their hands after each meeting per protocol
- Wash their hands with soap and warm water for twenty (20) seconds or sanitize them as often as possible, but no less than every hour while at work, before the start of a shift and at least once during every break period.
- Adequate supplies of EPA Registered Disinfectants that meet CDC guidelines (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) have been purchased and good faith efforts will be taken to ensure uninterrupted supplies are maintained.

LOADING DOCK AND MAIL ROOM

- Warehouse will remain open
- Loading dock employees shall be required to wear masks while working indoors, in all public areas of the casino hotel complex, in hotel rooms, and in any outdoor areas when in less than six (6) feet proximity to a coworker or guest.
- Loading Dock employees will wear a mask and gloves when receiving a shipment and, if the driver is not wearing a mask, the loading dock employee will request that he or she put on a mask. If the driver refuses to wear a mask, the loading dock employee will maintain a physical distance of at least six (6) feet from the driver. Keep drivers at a distance while checking in loads. Washing and sanitizing their hands at all times upon completion of each delivery.
- Warehouse employees will wear gloves and keep a safe distance while picking up inventory for deliveries. In instances where two or more employees are necessary for heavy loads, they will wear gloves and masks, while washing and sanitizing their hands immediately afterwards.
- Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- All deliveries from outside vendors will follow these procedures
 - All Drivers/Delivery people will first have to go through a temperature check at the loading dock
 - If they pass (less than 100.4 degrees) the check, they will proceed with their delivery

- If they fail (more than 100.4 degrees) the check, they may be given the opportunity to have their temperature checked again no sooner than ten (10) minutes after the first check. If they fail the second test, they will have to leave the building and their delivery will not be accepted
 - For deliveries from outside to a tenant who is not checking the delivery person;
 - The Driver/Delivery people will first have to go to the Resorts Receiving dock for a screening
 - If they pass (less than 100.4 degrees) the screening they will be given a dated pass slip, issued by the dock, that they will show the tenant prior to delivery
 - The Driver/Delivery person will then leave the dock area and proceed through their normal process to deliver to the tenant
 - The Driver/Delivery person shall NOT be permitted to enter the building unless they are wearing a mask.
 - If they fail (more than 100.4 degrees) the screening they may be given the opportunity to have their temperature checked again no sooner than ten (10) minutes after the first check. If they fail the second test, the Driver/Delivery Person will not be given a pass slip
- All orders to restaurants will be left in main kitchen without paperwork, Paperwork will be kept with Inventory manager. During this time, no check be required in order to avoid close contact.
- Service bar deliveries will be made as early in the morning as possible to avoid contact between employees and Guests. Food and Beverage will be requested to keep Service Bars unattended during deliveries, wherever possible, to minimize contact between Warehouse and Food and Beverage employees.
- Mailman will wear gloves and mask while sorting and delivering mail. Packages and mail will be delivered to the offices without requiring signatures to minimize contact between employees. Mailman / Receiving will document and verify delivery.
- Paperwork will be dropped for Inventory Manager in their box with no close contact.
- Handle as much as possible via electronic/email
- Handle as much by telephone, but if in-person meeting takes place, employees in attendance shall wear masks and be separated by at least one chair width from other employees.
- Wash hands with soap and warm water for twenty (20) seconds sanitize them as often as possible, but (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period. .

INFORMATION TECHNOLOGY

- Make use of Microsoft Teams for video conferencing at the Leadership level wherever possible.
- Purchase 15 user licenses of DocuSign for digital signing for key leadership team
- Implement hotel guest express mobile check-in/check-out
- Ensure Front Desk Operations makes use of new key card encoding system to designate a key pickup counter w/ physical distancing between front desk employees and guests
- Modify/Upgrade firmware in Front Office Ingenico devices to accept digital payments and Near Field Communications for contactless settlements
- Purchase additional licenses of SimpleHelp for IT HelpDesk support to support the ability for more employees to work remotely where possible after RECALL
- Provide a low-cost solution for using Virtual Desktop & Chromebook technology for remote access.
- Purchase additional licenses of Horizon VDI client
- Provide the Operating departments the use of SevenRooms seating reservation application (currently licensed) for table games, bars, restaurants for managing occupancy.
- Provide Human Resources with a contactless solution to manage employee check in of onsite events such as property wide COVID-19 Safety training.
- Configure a TV Scala player for a new TV at the new employee entrance for digital communications regarding COVID-19 Safety protocols and updates.
- Configure stand-alone thermal temperature scanners for employees and others who arrive at new employee entrance.
- Minimize workstation touch points - power up all enterprise workstations to accept Windows & antivirus updates. Change BIOS to always accept on LAN.
- Confirm Micros POS workstations & kitchen devices are operational.
- Refresh & update Marketing mobile enrollment application on iPADS for mobile promotion center functions. Anticipate the need to use with many PIN reset requests for Players.
- Except when working alone in a private office or a cubicle separated by partitions at least 4 feet high, IT employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- IT 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 after working on any equipment, whether back-of-house or in public spaces and (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- In person meetings will require all attendees to wear masks and be separated by at least one chair width from other employees.

[Return to Table of Contents](#)

MARKETING

Employee Education

- Reminder signage in back of house areas on health and safety tips to include:
 - Employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
 - Where possible, employees shall maintain a distance of six (6) feet or more from guests and other employees while in the workplace.
 - Signage or messaging on the signs and symptoms of COVID-19 formatted as a checklist of symptoms and reminding employees to self-monitor for signs and symptoms of COVID-19 and 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.).
 - Employees are to contact a supervisor if they notice a coworker with signs or symptoms of COVID-19.
 - Proper and frequent hand sanitizing or washing with soap is vital to help combat the spread of COVID-19. All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them:
 - 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;
 - before the start of a shift; and
 - at least once during every break period.
- Employee scripting

Customer Education

- Included in first direct mail piece advising on physical distancing, health and cleanliness.
- Dedicated education email prior to opening
- Dedicated educational email to bus operators
- Website updates for COVID 19 and FAQ's
- Signage in key locations
- Overhead messaging upon arrival from garage
- In room video welcome message
- In room tent cards 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.
- In room video welcome message with explanation

PROMOTIONS BOOTH

- Included in first direct mail piece announcing opening offers.
- Except when working alone in a private office or a cubicle separated by partitions at least 4 feet high, Employees shall be required to wear masks in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- 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 (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Distribute small alcohol packets to guests during soft opening - based on availability.
- Floor decals - "stand here for next available agent"
- Line greeter to control line and keep patrons physically distanced to the extent possible.
- Floor decals will be placed on the floor every six (6) feet for patrons to wait in queue.
- Appropriate welcome signage with directions at all guest entrances to the line and area
- Utilize every other workstation to ensure distancing
- Plexi guards at all workstations at the booths - promotions and bus
- Hand sanitizers at each station
- Sanitize PIN pad after each new member or PIN reset transaction
- License swipes located on counter for customer to swipe
- Trash cans located in key areas for guests to dispose of gloves, wipes, or masks they may have
- Break area for staff - ensure seating is spaced accordingly -- barriers being made by facilities
- Supervisor area- utilize both offices so employees in overlapping shifts have separate spaces
- Sanitize computer surfaces and keyboards in between shifts and each hour
- Box office area - same as above spacing between stations already in place.

VIP Club Check-in

- Floor decals at entrance and down hallway towards showroom escalator - "Wait here"
- Appropriate signage for line control
- Tabletop sign at check in desk - health, cleanliness, and physical distancing policy
- Scripting advising guest about new procedures in the room
- Limit time in the room with check in pass - based on volumes and limited capacity
- Plexiglass guard at check in desk - one check in person only permitting for physical distancing.
- Hand sanitizers at check in for employees and guests to use prior to entering room.

BUS MARKETING OPERATIONS

Line Run

- Updating website with all new schedules when they become available
- Including motorcoach information in database mailer when appropriate
- Ensuring all insurance certificates are up to date
- Emailing and calling all operators with opening dates and new procedures
- Meeting with operators to determine schedules

Charter

- Contacting all booked charter to determine which charters are still arriving
- Ensure all insurances are up to date
- Blast package reminders

Overnight

- Luggage arrival and departure to be handled by bellman.
- Communicate with all operators to determine arrivals and rebooking's
- Review all accounting reconciliation - payments mailed during closure, cancellations and reimbursements

Bus Center

- Greet customers off of the bus
- If possible, players will not to be required to visit the promotions booth upon arrival by assigning a generic PIN to all cards
- Greet only two buses at a time to avoid crowd rushing through doors
- Welcome signage at entrance and inside the transportation center advising of health and safety procedures
- Prop open doors whenever possible to eliminate handle touches
- Rope off seats in transportation center
- Control number of guests in transportation center with stanchions
- Greeter area - ensure seats are distanced at least one chair width apart
- Plexiglass guards at information desk - one clerk only
- Hand sanitizer in area for public and at greeter desk
- Add additional trash cans for wipes and glove disposal by customers
- Restrooms - close every other stall, sink, and limit entrance
- All bus greeters shall be required to wear masks while working as well as in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All bus greeters shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

Star Card Club Kiosks

- Floor decals to mark where next player can stand
- Evaluate kiosks which are located in same area to determine spacing - move or shut off if too close
- Appropriate signage for line control
- Hand sanitizer in area for public use
- EVS to sanitize screens periodically, but no less than every four (4) hours and anytime that a guest may request the cleaning of a particular kiosk.
- Kiosk top screen to display health and cleanliness procedures

SPECIAL EVENTS AND PROMOTIONS

- No promotions, tournaments, giveaways, parties, or events shall be conducted that require guests to cluster and which cannot be conducted in accordance with physical distancing required by then-current government order.
- Limited entrance to giveaway locations when they can be conducted without guests clustering and in accordance with physical distancing required by then-current government order.
- Giveaways at booth to follow same procedure as normal booth procedures to ensure physical distancing
- All events, promotions, parties to follow approved government guidelines regarding occupancy.
- Increased hours for giveaways to avoid initial long lines.
- Parties shall be conducted in a manner that limits the number of guests in the room at any one time in accordance with approved government guidelines regarding occupancy, limit number of chairs at tables consistent with the practice of Food & Beverage outlets.
- Allow check in for all events at promotions booth all day to avoid a line at the event.
- Do not allow players to congregate prior to doors opening by using stanchions or other means to keep players physically distanced.

ENTERTAINMENT / SHOWROOM

- Any and all shows or entertainment during the period of COVID-19 must first be approved by the Division of Gaming Enforcement to ensure compliance with then current Executive Orders
- Box office operation covered under Marketing Operations section - extended hours of pickup to avoid lines at the booth
- Seating procedures to be revised in accordance with applicable physical distancing requirements
- Line control based on applicable physical distancing requirements
- Limited number of guests permitted in line located inside the doors of the room awaiting seating directions or showroom captain assistance
- Preshow video to enforce physical distancing and respecting others
- Ticket scanners not to be utilized to avoid multiple ticket handlers

A/V ENTERTAINMENT TECH CREW

- Employees shall be required to wear masks in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Limit number of techs in shop to promote physical distancing
- Staggered work schedules to limit employee interactions
- When employees need to work on a project together, masks and gloves will be worn, and physical distancing will be attempted when possible
- All equipment touched by clients or other employees will be sanitized after each use
- Entertainment techs required to physically distance during show set up and breakdown
- Showroom equipment to be sanitized prior to set up and after breakdown
- 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.

CALL CENTER OPERATIONS

- All pre-shift information and updates will be accessed on SharePoint
- Pre-shift meetings will be done one on one - avoiding groups
- Staff will be assigned workspace based on staff volume to ensure appropriate physical distancing
- Reminders on all CDC recommendations will be posted on TV screens and in break room
- Call center and PBX will be required to enter thru separate doors
- Scripting to be provided to all employees so they are prepared to answer guests' questions regarding new operations
- Staff will not share office supplies - note pads, pens, paperwork
- Procedures to be in place for minimizing the need to exchange paperwork with multiple employees
- Installed Plexiglass shields around cubicles that are being used

Operation During Reopening

- New hours of operation to be evaluated and possibly shortened
- Wherever practicable, staff will be assigned to operate remotely if equipment and technology allows
- Upon reporting to the office, employees must be wearing a face mask
- Face masks can be removed while answering calls as all Operators will be physically distanced or in cubicles with plexiglass.
- Friday and Saturday hours will be extended until 10pm to handle Player Development calls, but the Call Center will be manned by supervisor only

- Cubicles will be occupied to ensure physical distancing of 6 feet
- As employees come on shift, they will be required to sanitize all equipment, including desktop, dial pads, keyboards and computer screens.
- As employees leave their shift, they will also sanitize all equipment
- Individual headsets will be assigned to each employee and will not be shared.
- Break room, which is shared with PBX, can only be occupied by one person at a time

TELEPHONE OPERATORS (“PBX Center”)

- PBX center will be staffed to ensure physical distancing of 6 feet between operators
- PBX operators to enter thru separate door from the call center to avoid crowding
- Break room, which is shared with call center, will be limited to one person at a time.
- Operators will sanitize equipment, including desktop, dial pads, keyboards and computer screens, prior to shift start and at the end the end of each shift
- Operators will be assigned an individual headset, so they do not share headsets
- Plexiglass shields will be installed to ensure physical distancing

[Return to Table of Contents](#)

HOTEL OPERATIONS

SECURITY

Guest Assistance / Engagement:

- Face masks shall be worn in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices)
- Stay 6' away from guests wherever possible and communicate in a clear and concise manner with the guests
- If contact is needed such as checking an identification for age verification, the Officer must think to themselves, before the approach, as to what their intent on the approach will be and if physical contact will be required. If there is any possibility of contact to be made PPE (mask and gloves) will be adorned, before the approach, so that the Officer is prepared to handle any physical contact in his/her dealings with a guest.
- At any time during an interaction with a guest, the Officer(s) will be monitoring the guest for signs and symptoms of the Flu or Covid-19 which include fever or chills, cough, shortness of breath or difficulty breathing, congestion or runny nose, nausea or vomiting. If these symptoms are displayed and the guest is not wearing a mask, the guest will be provided with a mask as soon as possible and instructed to put the mask on. The Officer is to distance him- or herself from the guest by at least six (6) feet and inform the person that he/she is to step out of the building via the closest exit. All other conversation shall cease until the guest is outside the building. Once outside the building, the guest will be provided with a mask (if not already wearing one) and directed to 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 IF YOU ARE SICK"](#).
- For guests presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Security will follow its normal procedures for managing guests who become severely ill on property (i.e., calling 911). Security 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. Security shall compile a list of employees known to have been in close contact with the ill guest and forward the list to the Executive Director of Workforce Development to enable monitoring the condition of those employees for two (2) weeks following the date of 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.
- Where a guest is known to have been in close contact with a guest or employee who has tested positive for COVID-19 and the infected guest or employee was not

wearing a mask during the close contact, the exposed guest shall be directed to exit the casino hotel complex and return home or seek medical attention.

- Even while in this engagement all Officers will continue to use the Greet, Engage & Thank customer service approach

Casino Entries/ Underage Identification Checks - Veridocs Software

- If the person is wearing a facemask, while standing 6' feet or more apart, the Officer will ask the person to lift or pull down the mask so that we may verify their identity. After which, if they are permitted entry to the building, they will be required to wear a mask. If there is a suspected underage person on the floor, the Officer will invite the person over to an area, where there is room for physical distancing, and proceed with the same procedure mentioned above.
- 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.

Escorts (Family, TM, Cash, Etc.)

- Security will continue to escort all persons for various reasons in accordance with normal Security procedures. However, maintaining 6' distance between the Officer and the escort will be observed at all times. At any point in which there is an elevator on the route (mainly the cash escorts) only the cart, one person operating the cart and the Security Officer is allowed on the elevator at a time. The cart will be placed in the center and the two employees will only stand in the opposite corners while in the elevator car.

Interviews and Removal

- There will be times in which Security personnel will be required to conduct face-to-face interviews with guests. Examples include persons reporting missing property, customer disputes or a medical problem. Also, there will be times in which Security Employees will interview subjects who are undesirable or pose a threat to guests, employees or the normal operations of the business. All of these situations require questions to be asked and, in some cases, possible physical contact may need to be made. It is imperative that Security Employees that are responding to this type of call apply their PPE, to include masks and gloves, before arrival if possible.
- If a guest becomes hostile, non-cooperative, or refuses to leave the premises after being instructed by Security personnel to do so, then normal procedures will be followed (e.g. removal, eviction, etc.). However, putting on PPE is required, wherever possible, before the situation escalates too far. Also, the New Jersey State Police Bureau of Gaming Enforcement (NJSP/Gaming Bureau) or the Atlantic City Police (ACPD) shall be called and dispatched to the scene in accordance with normal procedures. Security officers are to inform them that Security have asked the person to leave the property and they have refused. At which point this is considered trespassing and the police will handle the situation as they normally would.

Medical Response

- At times there will be an emergency medical situation on the premises. Security is the primary initial response to these calls. Anytime a call like this is received in which a person(s) responds to a medical situation these persons are put in direct risk of exposure due to the need of physical and/or near contact. Security will have two employees (one officer or specialist & one Supervisor or above rank) on the shift respond to these calls to limit exposure to persons that may be near an ill patron. These employees will be equipped in accordance with the nature of medical situation and Officers shall wear appropriate PPE including gloves and masks for their safety and the safety of the guest.
- Employees presenting with COVID-19 symptoms will be directed to exit the casino hotel complex and return home for their safety and the safety of others. Such employees shall be provided with the CDC material entitled, "[Steps to help prevent the spread of COVID-19](#)" (See Appendix I) and encouraged to contact their health care provider.
- For employees presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Security shall follow its current process for managing employees who become severely ill on property (i.e., calling 911). The employee shall be separated from other guests and appropriate measures taken to minimize the employee's contact with casino personnel while waiting for medical personnel to arrive. Security shall compile a list of employees known to have been in close contact with the ill employee and forward the list to the Executive Director of Workforce Development to enable monitoring the condition of those employees for two (2) weeks following the date of close contact. The 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). For purposes of the Plan, "close contact" is defined as being within six (6) feet for a period of ten (10) minutes or greater.
- All employees must log-in to the wall mounted video monitor at the employee entrance using their employee ID number or badge and affirmatively represent that:
 - They have not, in the past 14 days, been in close contact with anyone who has recently been diagnosed, tested, or quarantined for COVID-19.
 - Neither they nor anyone in their household have been diagnosed , tested or quarantined for COVID-19 in the past 14 days; and
 - They are not now experiencing, nor did they experience within the past 14 days, any NEW symptoms appearing above.
- Any employee with a temperature exceeding 100.4 °F or exhibiting symptoms listed on the [COVID 19 SYMPTOM CHECKLIST \(see Appendix 2\)](#) shall not be permitted to work until the sooner of:
 - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g. cough, shortness of breath); and, at least 10 days have passed since symptoms first appeared. Refer also to the NJDOH Quick Reference: Discontinuation of Transmission-Based Precaution of Home Isolation

for Persons Diagnosed with COVID-19 at https://www.nj.com/health/cd/cd/documents/topics/NCOV/COVID-QuickRef_Discont_Isolation_and_TBP.pdf. See table on pg. 3 “Guidance for discontinuation of home isolation precaution for persons awaiting test results (e.g. PUI) and not in a healthcare setting.”

- They receive a negative result from a COVID-19 test and do not have a fever over 100.4 °F (38 °C); or they present a physician’s note permitting them to return to work.
- Any employee not permitted to work for the reasons listed above will be provided with materials advising them to self-quarantine, seek medical attention and not return to work until the above criteria has been met.

Crowd Management

- While this is a property-wide effort from every Employee, Security will assist guests with maintaining 6’ distance at all times. The key here is to proactively prevent crowding. Employees who observe guests crowding should contact Security to disperse the crowd. All appropriate PPE will be worn upon approach and while dealing with the situation. A property wide physical distancing awareness campaign will be deployed to remind guests of the current situation to our area as designated by the local authorities. In all areas of the property in which people must wait for a service to be provide, floor prints indicating proper distancing to stand will be placed on the ground. These queue areas will be monitored by Security to ensure there is no grouping and people are properly distancing themselves. The Greet, Engage & Thank customer service approach will be used at all times in these engagements.
- Capacity. The goal is to limit the total aggregate number of patrons in the casino and Sports Book to no more than one hundred percent (100%) of the total aggregate occupancy limits for those gaming areas. The capacity for the casino is 7478 and for the Sports Book is 392. If, at any time it appears that these numbers are being exceeded, you are to notify your supervisor so measures can be taken to limit the entry of additional guests.
- Lines of Guests. Anywhere 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. Guests not complying with these distances shall be requested to do so.
- Gaming Tables and slot machines. Casino security shall monitor crowds around gaming tables and slot machines to ensure that guests do not break physical distancing protocols by congregating in groups around table games and slot machines.
- 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 property.
- 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, employees shall wear masks and guests shall be required to wear a mask as specified in this Plan. Guests refusing to wear a mask shall be asked to exit the property.

REPORTING

- Security shall notify Risk Management of any guests with presumed cases of COVID-19 to facilitate any required reporting to local and/or state health authorities for contact tracing and/or other purposes.
- Security shall report to the Division of Gaming Enforcement (the “Division”) all cases known to them where a guest has tested positive for COVID-19 within fourteen (14) days after the guest was in the casino hotel complex and provide any other information known about such guest as requested by the Division.

Contact Tracing

- 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 concerning any confirmed COVID-19 cases, unless otherwise required by applicable government orders, regulations, and/or mandates which shall take precedence. Upon receipt of information that a guest was tested and determined to be COVID-19 positive and was in Resorts casino hotel complex during a period when he/she may have been infectious to others, Security personnel (or such other employee assigned or a third-party contact tracing service):
 - o 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 an incident report.
 - o The incident report will include the information above as well, to the extent ascertainable, 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.
 - o Reasonable efforts will be made to help determine the areas traveled by a guest while at Resorts and employees with whom the guest may have had close, prolonged contact (within 6ft for 15 minutes or more). Such efforts may include the use of resources such as surveillance system, player card/customer management system and guest interviews.
 - o Any employees who have been in close, prolonged contact with the guest will be directed to the screening procedures provided for in this Reopening Blueprint and will be quarantined for the required time period as directed 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 as may be recommended by the CDC at the time of such occurrence).
 - o Any high-contact areas where the guest was known to have had extended contact will be cleaned and sanitized.

- Upon obtaining information that an employee was tested and determined to be COVID-19 positive and was on Resorts property during a period when he/she may have been infectious to others, Security personnel (or such other employee assigned or a third-party contact tracing service):
 - o will generate an incident report which shall be updated as new information becomes available and shall include, to the extent ascertainable:
 - the employee's name, ID number, and contact information;
 - the date of COVID-19 diagnosis, if applicable;
 - employees or guests with whom the employee believes that he/she had close, prolonged contact (within 6ft for 15 minutes or more) while he or she was exhibiting symptoms of COVID-19 and the circumstances and locations of any such contact; and
 - whether the employee was transported for medical care.
 - o Reasonable efforts will be made to determine if any employees or guests have been in close, prolonged contact (within 6ft for 15 minutes or more) with the reporting employee which investigation may include reviewing:
 - the employee's work schedule;
 - documentation that would provide encounters, such as work logs, work locations; and
 - security or surveillance footage where available and as needed.
 - o Any employee determined to have been in close, prolonged contact (within 6ft for 15 minutes or more) with the employee will be directed to the screening procedures provided for in this Reopening Blueprint 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).
 - o Any employee who has a confirmed diagnosis of COVID-19 shall report the occurrence to the employee's immediate supervisor.
- All reports shall be maintained by the 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.
- Security personnel (or such other employee assigned or a 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 this Contact Tracing Section.

FRONT DESK

- Welcome signage will remind guests of physical distancing requirements
- Signage at the start of each queue at the front desk will ask that only the reservation holder enters the line
- Restructured stanchions with floor decals will be placed on the floor asking guests to maintain physical distancing of six (6) feet from other guests.
- Each desk will have a bottle of hand sanitizer for agent use

- Agents will be spaced 1 computer apart as staffing allows to maintain physical distancing.
- Agents will encourage express checkout by reviewing their bill on the TV and dropping their keys in the box as they exit from the elevator.
- Agents will have plexiglass separating them from the guest
- Employees will not take ID / Credit Card from guest. They can verify them without touching them.
- At the time of check-in, the Front Desk agent shall read the following statement to the guest: “Due to the public health concern, many guests staying more than one night prefer that their rooms not be cleaned every day to avoid employees entering their room more frequently than necessary. If you would prefer that your room not be cleaned daily, please hang the ‘Do Not Disturb’ sign on the outside of your hotel room door. Your choice will not affect your room charges.”
- At the time of check-in, hotel guests will be provided with a copy of current COVID-19 information (see [APPENDIX I: STEPS TO HELP PREVENT THE SPREAD OF COVID-19 IF YOU ARE SICK](#) current COVID-19).
- Once online check in is available guests will be encouraged to check in online and proceed to the key pick up line.
- Hand Sanitizer has been installed at the front desk and 2 new standing ones are placed in the entrances to the lobby.
- EVS will sanitize the counters and Credit Card machines hourly.
- Agents will not share workstations and will be required to sanitize them before leaving their shift. Sanitizing materials and/or disposable wipes will be located in the drawers under each terminal.
- Rooms controllers will wear gloves when picking up keys from key drop box and when removing them from key packets.
- Options for sterilizing keys are being reviewed
- All employees shall be required to wear masks in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Except when separated from the guest by a plexiglass barrier, all guests shall be required to wear a mask. If the guest refuses to wear a mask, the guest will be requested to exit the property.

VIP Check in

- Doors will be propped open whenever possible to discourage guests from touching the door handles
- Signage at the entrance will ask that only the reservation holder enters the room
- Floor decals will be placed on the floor asking guests to maintain physical distancing
- Only 2 agents will work at VIP at a time when business allows to allow for physical distancing.
- Plexiglass will separate the guest from the VIP agent

- Employee will not take ID/Credit Card from guest. They can verify them without touching them.
- Agents will not share workstations and will be required to sanitize them before leaving their shift. Sanitizing materials and/or disposable wipes will be located in the drawers under each terminal.
- Each station will be equipped with hand sanitizer and/or disposable wipes for guest and employee use
- All employees shall be required to wear masks in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Except when separated from the guest by a plexiglass barrier, all guests are required to wear a mask. If the guest refuses to wear a mask, the employee will be requested to exit the facility.

Scooters and Wheelchairs

- Procedures being reviewed with Mobility on Wheels regarding servicing and maintenance of Scooters and Wheelchairs
- Scooters and Wheelchairs will be sanitized after each use and tagged with a card that reads sanitized

HOUSEKEEPING

- All guest rooms used since the closure on March 16, 2020, have or will be thoroughly cleaned and sanitized according to the procedures herein prior to reopening.
- Housekeeping employees shall be required to wear masks in all public, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Every guest room may be occupied as they are separate units.
- Enhanced cleaning protocols will continue for guest rooms and high touch hard surfaces (i.e., all furniture and counter tops, phones, TV remote (unless protected with a plastic sleeve that is changed between guests), thermostat, drawer pulls, refrigerators, light switches, mirrors and windows, doorknobs, light switches, spigots, flush handles, Do Not Disturb sign, wipeable menus and tent cards and entry door handle) shall be sanitized after each guest's stay.
- Any loose items that cannot be disinfected shall be removed from guest rooms.
- Room service menu/marketing materials in guest rooms shall be maintained in a wipeable medium (or placed in a wipeable sleeve) and shall be appropriately sanitized or, discarded if disposable, after each guest's stay.
- 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.

- We will focus our efforts on sanitizing frequently touched areas using disposable wipes and EPA-registered disinfectants (List N) approved for use against SARS CoV-2 (See <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>).
- A re-training card will be on each cart listing high touch areas to sanitize: All furniture and counter tops, phones, TV remote (unless protected with a plastic sleeve that is changed between guests), thermostat, drawer pulls, refrigerators, light switches, mirrors and windows, doorknobs, light switches, spigots, flush handles, Do Not Disturb sign, wipeable menus and tent cards and entry door handle.
- Remove drinking glasses and ensure all guest cups in the rooms are individually wrapped plastic cups.
- Tent cards, marketing material and loose items that are not wipeable or disposable will be removed from guest rooms.
- Guests may decline housekeeping service by placing a “do not disturb” sign on the outside of the hotel room door.
- Heavy Porters will sanitize elevator buttons, vending and ice machines and house phones on every pass down their assigned hallways.
- Heavy Porters will wait for a Guest Room Attendant to be inside the guestroom before approaching cart to pick up trash and linen.
- All linens, towels and laundry will be laundered in accordance with CDC guidelines.
- Housekeeping employees will wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of their shift and before returning from every break. Gloves and masks will be worn in public areas, in guest rooms and in all other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Room Attendants will not clean nor disinfect an occupied room while guest is present in the room.

Mitigate risk to Employees - Housekeeping

- Employees will be assigned to punch in and out at 1 of 4 designated time clock locations to avoid large gatherings of employees (no fingerprint required, swipe only). Employees will be instructed to maintain the proper physical distancing while in line. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- No pre-shift in stock room. Employee signs for key and panic device at designated location and proceeds to assigned floor. Information sheets will be handed out for company communications, break time, etc. by the supervisor.
- Room Attendants will return their key and panic device at the clerk window at the end of the shift (the key and panic device will be sanitized prior to the next shift used). Spacing marks will be taped in the hallway for queueing.
- Employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).

- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- When approached by or dealing with a guest, If the guest is not wearing a mask, the employee will request that he or she put on a mask or exit the building.
- Shared tools, equipment and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use.
- Employees shall be informed on proper cleaning and disinfecting protocol, including manufacturer instructions on use according to recommended guidance. Employees will also be provided with proper PPE required for the tasks they are assigned to perform.
- All laundry will be laundered in accordance with CDC guidelines.
- Disposable gloves shall be worn when handling dirty laundry.

WARDROBE

- Employees will work under physical distancing guidelines.
- Employees will sanitize their workstations often and be provided breaks for hand washing.
- Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- Gowns, masks, and long gloves to be worn when working on dirty uniforms.
- Seamstress will wear mask and gloves when doing measurements on another employee.
- Disposable gloves shall be worn when handling dirty laundry.
- All uniforms and laundry will be laundered in accordance with CDC guidelines.

POOL & SPA

- Spas and fitness centers shall remain closed until government order permits opening of such venues. When opening is permitted, the following procedures shall be followed.
- Upon reopening of the Pool and Spa:
 - Employees will work under physical distancing guidelines.
 - Employees will sanitize their workstations often and be provided breaks for hand washing.
 - Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
 - Lifeguards and Spa Attendants will wear masks and gloves when handling used towels.
 - Lounge chairs will be spaced around the pool and sundeck to allow for physical distancing
 - Locker area signage will remind guests to adhere to physical distancing guidelines when in the area.
 - Hand sanitizer stations will be monitored regularly by Spa Attendants and EVS.

PARKING OPERATIONS

Valet

- Valet drivers will wear gloves and PPE as provided by the company. Gloves will be changed between each vehicle transaction.
- Keys will be left in the vehicle ignition and valet attendant will hold the car door open for the guest to avoid the guest touching these areas.
- Valet office seating will be redesigned to allow for physical distancing.
- Valet drivers will be reminded of maintaining physical distancing with guests and each other.
- Employees shall be required to wear masks while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- When interacting with guests, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee shall request the guest to exit the building.
- 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.

Doorman

- Welcome signage will remind guests of physical distancing in the Porte Cochere.
- Doorman will encourage guests to use self-propelling revolving doors to avoid touching door handles and surfaces.
- Doorman will sanitize the (1) handicapped button every hour using disinfecting wipes or disinfecting solutions provided by EVS.
- Doorman will sanitize the touch points on bell closet entry doors every hour using disinfecting wipes or disinfecting solutions provided by EVS.
- Doorman will use gloves when handling customer belongings (1 pair per guest luggage).
- Doorman will direct guests to appropriate parking location until Valet reopens.
- Doorman will be directed to do their best to maintain physical distancing from guests and will be equipped with PPE.
- Employees shall be required to wear masks while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

- When interacting with guests, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee will request that the guest leave the building.
- 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.

Bellman

- Bellman will wear gloves when delivering guest luggage and will change gloves between each delivery.
- Bellman will deliver luggage to guests' door and will not enter the room.
- Bell carts will be sanitized after each use using disinfecting wipes, disinfecting solutions provided by EVS or mobile ultraviolet light technology.
- Bell Cart storage room carpets to be replaced with a non-porous surface.
- Bell closet cubbies to be replaced with a non-porous surface and will be sanitized between each use.
- Employees shall be required to wear masks while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- When interacting with guests, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee will request that the guest exit the building.
- 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.

Valet/Self Park Cashiers

- Cashiers will wear gloves and masks as provided by the company.
- Plexiglass will separate the guest from the Valet Cashier. Self-Park Cashiers will be in an enclosed booth separating them from the guest.
- Cashiers will be required to sanitize their workstations before leaving their shift. Sanitizing materials and/or disposable wipes will be located in the drawers under each terminal.
- Employees shall be required to wear masks while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

- When interacting with guests, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee will request that the guest exit the building.
- 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.

ENVIRONMENTAL SERVICES (EVS)

Rest Rooms

- Rest rooms will be deep cleaned and sanitized with increased frequency based on business volumes, but no less often than once each day focusing on high contact areas including sinks, spigots, counter tops, paper towel dispensers, hand dryers, light switches, doorknobs and handles, urinals, toilet seats, toilet stall doors and handles, flush handles and entry door handle.
- EPA-registered disinfectants (List N) approved for use against SARS CoV-2 (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) will be used.
- Every other urinal in men's restrooms and every other sink in both men's and ladies restrooms will be made unavailable for use by placing signage indicating same to ensure physical distancing between guests.
- Rest Room Porters will sanitize all high contact surfaces including sinks, spigots, counter tops, paper towel dispensers, hand dryers, light switches, doorknobs and handles, urinals, toilet seats, toilet stall doors and handles, flush handles and entry door handle with EPA-registered disinfectant and/or disposable wipes throughout their shift
- Gloves shall be worn at all times when on-duty and will be changed after each cleaning cycle.
- Mop water will be changed after each cleaning cycle, and a new mophead to be used.
- Employees shall be required to wear masks while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- When interacting with guests, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee will request that the guest exit the building.
- 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.

Casino Floor/Property

- Enhanced cleaning protocols using EPA-registered disinfectants (List N) approved for use against SARS CoV-2 (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) will be implemented throughout the casino hotel complex.
- EVS Porters assigned to the casino floor will continuously wipe all primary touch points with disinfectant and disposable wipes
- High touch areas of each Slot machine (buttons, screens, bill and card acceptors) and seats will be sanitized as guest leaves, anytime that a guest may request the cleaning of a particular slot machine, but in no event less than every four (4) hours.
- Gloves will be changed every half hour or more frequently as needed
- Any railings, mirrors, ATMs, door handles in assigned area will be sanitized throughout the shift
- Gaming table rails and stools will be sanitized as they become available, anytime that a guest or table games employee may request the cleaning of a particular gaming table surface area, but in no event less than every four (4) hours.
- Buttons utilized by guests and other high-touch surfaces on self-service ice machines and vending machines shall be sanitized no less than every eight (8) hours. Hand sanitizer will be made available, and signage will be posted recommending that guests utilize same prior to touching these high-touch surfaces.

Back of House

- Sanitizer stations will be placed throughout back of house areas.
- Hard surfaces that are regularly utilized in each count room shall be cleaned with EPA Registered Disinfectants (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) after the completion of each count.

Mitigate risk to Employees

- Employees will be assigned to punch in and out at 1 of 4 designated time clock locations to avoid large gatherings of employees (no fingerprint required, swipe only). Employees will be instructed to maintain the proper physical distancing while in line. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- Social distancing will be enforced during pre-shift with designated locations taped on floor.
- Porters will individually pick up their supply cart and exit storeroom as directed by shift manager.
- Modify break times to reduce number of Porters on break at the same time
- Shift managers will stagger the return of carts toward the last hour of the shift. Designated employee will have them disinfected, stocked and staged for the next shift.
- Porters will return keys and radios to drop off area for disinfecting between shifts.

- Employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- When approached by or dealing with a guest, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee will request that the guest exit the premises.
- 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 with increased frequency based on business volumes, but no less often than once each day.
- All linens, towels, uniforms, and laundry will be laundered in accordance with CDC guidelines.
- Shared tools, equipment and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use.
- Employees shall be informed on proper cleaning and disinfecting protocol, including manufacturer instructions on use according to recommended guidance. Employees will also be provided with proper PPE required for the tasks they are assigned to perform.
- Disposable gloves shall be worn when handling dirty laundry.

HOTEL SALES

- Customer makes contact via phone or email for future group business
- In conversation with customer, Hotel Sales informs customer of physical distancing practices on property.
- Since Hotel Sales customers will tour many locations of the property, the Hotel Sales Team needs to be knowledgeable about how all departments and outlets are handling Covid-19 to be able to inform client.
- Hotel Sales will utilize video, facetime, WebEx and other technology available (when possible) in place of client site visits to showcase the property or answer any specific questions about the layout of the resort and/or meeting space.
- Except when working alone in a private office or a cubicle separated by partitions at least 4 feet high, employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- 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 (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

- In person meetings will require all attendees to wear masks and be separated by at least one chair width from other employees.

Client on property:

- Hotel Sales will continue to greet client when on property but will follow 6' physical distancing practice wherever possible.
- If the client is not wearing a mask, the employee will request that he or she put on a mask. If the client refuses to wear a mask, the employee will request that the client exit the building.
- After initial greeting, Hotel Sales will communicate with client via text, phone or email to check in that we are meeting expectations.

FACILITIES

- Employees will be instructed to maintain physical distancing when punching in and out (no fingerprint, swipe only). Clean and disinfect facilities time clocks each shift - assign to General Maintenance. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- Mechanics to abide by physical distance norms front or back of house and when working in teams unless job requires.
- Work orders in confined spots (offices, bars, kitchens) Facilities will ask all other employees to vacate the work area while work is being done if applicable.
- In the event repairs are required in an occupied guest room, they may not be performed while a guest is present in the room. If a guest is present when the Facilities employee arrives at the room, the Facilities employee will advise the guest that they are not permitted to enter the room while guests are present and ask the guests to leave the room until the repair is completed. If the guest refuses to leave the room, the Facilities employee shall notify his or her supervisor and the repair will be rescheduled.
- Avoid customer contact by taking back of house routes to work areas when practical.
- Continue with Pre shifts being held abiding by physical distancing.
- Rely on HotSOS and the 2-way radio system to minimize social interactions.
- Employees to clean and disinfect iPods and radios after every shift.
- Employees will carry sanitizer wipes to use after each service has been completed. E.g. wipe down HVAC thermostat/ doorknobs, locks, etc. Facilities SOPs to include sanitizing procedures as needed
- Assign 3 pairs of cleanable reusable gloves to each facilities employee as a part of their uniforms
- Enforce uniform policy cleaning protocol
- Supply Tyvek jump suits to be used as needed
- Assign cleanable reusable masks to each facilities employee as a part of their uniforms to be cleaned after daily use or as needed
- Except when working alone in a private office or a cubicle separated by partitions at least 4 feet high, employees shall be required to wear masks in all public areas of the

casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).

- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- In the event of interaction with guests, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee will request that the guest exit the building.
- **FOOD & BEVERAGE: Pursuant to Executive Order No. 183 (2020), food or beverage outlets reopened effective 6:00 a.m. on September 4, 2020. The following shall serve as Resorts' worksite-specific COVID-19 prevention plan for all Resorts operated restaurants, based upon a comprehensive risk assessment of all work areas. The Director of Food & Beverage shall be responsible for implementation of this plan. Resorts will follow all recommendations of the NJ DOH Health and Safety Standards and Guidance in Executive Directive 20-030, as well as CDC guidance, and NJ Executive Orders.**

OCCUPANCY:

- The number of patrons in each food or beverage outlet shall be limited to 100 percent of the food and/or beverage outlet's indoor capacity, excluding the food and/or beverage outlet's employees.
- All tables where individuals or groups are seated shall be at least six feet apart in all directions from any other table or seat and individual seats in any shared area that is not reserved for individual groups, such as an indoor bar area, shall also be six feet apart in all directions from any other table or seat.
- Patrons are required to wear face coverings while inside the food or beverage outlet.
- When seated at their table or their individual seat, indoor patrons shall wear face coverings until their food or drinks arrive, and after individuals have finished consuming their food or drinks, they shall put their face coverings back on.
- Guest must wear masks when they are not in their seats
- Entry will be denied to any patron who is not wearing a face covering.
- Patrons may only place orders for indoor table service when they are seated at a table or bar, and only wait staff or other employees may bring food or beverages to seated patrons.
- Patrons may only consume food or beverages while seated.
- Seating shall be limited to a maximum of eight (8) customers per table (unless they are from a family from the same household).
- Bar seating may be utilized if customers are seated and comply with the physical distancing guideline of at least 6 ft between customers. Standing in a bar area is not permitted.
- A maximum of 4 customers that have a common relationship may sit together at the bar, while adhering to the physical distancing guidelines between other customers.

- Physical barriers and partitions shall be installed at cash registers, bars, host stands and other areas where maintaining physical distance of 6 ft is difficult.
- Tables, chairs and bar stools that are not to be used shall be roped-off or otherwise marked.
- Physical guides, such as tape on floors and signage on walls shall be provided to remind customers/visitors to remain at least 6 ft apart in line and/or in common areas.
- All self-service food such as buffets and salad bars shall be eliminated. Self-service drink stations shall be limited to those that can be routinely and effectively cleaned and disinfected.
- All amenities and congregate areas such as children’s recreational/play areas, dance floors, and game rooms that encourage close person to person interaction shall be eliminated.
- Menus shall be appropriately sanitized between uses or replaced with single-use disposable menus (e.g., paper) discarded after each customer use, or a written posting such as a chalkboard or whiteboard to relay menu information.
- Single-use condiments and table items will be used wherever possible.
- All reusable linen napkins and/or tablecloths shall be laundered after each customer or party’s use.
- Hand sanitizers with at least 60% alcohol shall be available close to workstations and customer tables for employees and customers.
- A restroom use policy shall be in effect to limit the number of customers inside the restroom.

SIGNAGE

Signage shall be posted at the entrance of each food or beverage outlet as follows:

- o All patrons must wear face coverings while inside the restaurant until their food or drinks arrive. After individuals have finished consuming their food or drinks, they must put their face coverings back on.
- o Patrons may only place orders for food or drinks when they are seated at a table or bar and only wait staff or other employees may bring food or beverages to seated patrons.
- o Patrons may only consume food or beverages while seated.
- o No one with a fever or symptoms of COVID-19 may enter the restaurant.
- o Seating is limited to a maximum of eight (8) customers per table.
- o All patrons are required to practice COVID-19 safety measures such as social distancing, wearing face coverings adhere to hygiene practices such as hand washing or sanitizing and covering your mouth and nose with a tissue (or the inside of your elbow) when you cough or sneeze.

CLEANING AND DISINFECTION

- All tables, chairs and any other shared items (menus, condiments, pens) shall be sanitized after each use.

- Commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) shall be sanitized frequently and in accordance with CDC guidelines.
- Frequent sanitizing of heavy transit areas and high-touch surfaces (e.g., doorknobs, staircases like credit card machines, keypads, and counter areas to which employees and customers have access) shall be conducted.
- Procedures to increase cleaning and disinfection in the kitchen areas shall be conducted while avoiding all food contact surfaces when using disinfectants. Food contact surfaces shall be cleaned and sanitized before use with a sanitizer approved for food contact surfaces. Non-food contact surfaces shall be frequently cleaned.
- Cleaning logs that include date, time, and scope of cleaning shall be maintained.
- In the event of a presumptive or actual positive COVID-19 case of an employee, patron, or vendor, the restaurant shall be immediately shut down for 24 hours and cleaned and disinfected in accordance with current CDC guidance before re-opening.

INDOOR AIR/VENTILATION

- Doors and windows shall be kept open where possible and fans or the HVAC system will be utilized to improve ventilation.
- The Facilities Department shall routinely inspect, maintain and evaluate the HVAC system to ensure that it is operating within its design specifications.
- The Facilities Department shall, within the design specification of the HVAC unit:
 - Increase the volume of outdoor air to the maximum capacity while the facility is occupied.
 - Reduce the volume of recirculated air being returned to the indoor spaces.
 - Increase the volume of air being delivered to the indoor spaces to the maximum capacity.
 - Select maximum filtration levels for the HVAC unit.
 - Run the HVAC unit continuously while the facility is occupied.
 - Run the HVAC unit for at least two hours before and two hours after the facility is occupied.
 - Review and follow the latest CDC guidance for ventilation requirements

GENERAL

- Except when working alone in a private office or a cubicle separated by partitions at least 4 feet high, employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Unless otherwise specified, 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 (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- When serving or otherwise interacting with guests, If the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to

wear a mask, the employee will request that the guest exit the building. Guests may remove masks while consuming food and beverage.

- 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.

ALL RESTAURANTS/EMPLOYEE DINING ROOM/IN ROOM DINING

- Employees with symptoms of COVID-19 (fever, cough, or shortness of breath) shall be sent home. If an employee is sent home, this must be reported to the Division of Gaming Enforcement as a presumptive positive.
- All employees are required to wear a face covering/mask.
- All customer-facing employees (e.g. servers, bus staff) shall minimize time spent within 6 ft of customers.
- Employee Arrival - At the time clock, employees to practice physical distancing. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- Hand sanitizer will be used before clocking in and hand sanitizer or sanitizing wipes used after and throughout the shift.
- Hand washing with soap and warm water for twenty (20) seconds should be done every 15 minutes. Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- All employees shall follow coughing and sneezing etiquette and proper tissue usage and disposal.
- Host Podiums, including all associated equipment, to be sanitized at least once per hour.
- Service stations/side stands, including carts, counters, handrails, trays, beverage stations POS terminals, to be sanitized at least once per hour.
- All self-serve utensils shall be removed and such utensils shall be available from cashiers or servers by request. Wrapped plasticware, wrapped straws and plastic disposable cups for ALL Beverages shall be provided to the guests after they are seated.
- Servers - Gloves and masks to be worn by all and must be changed after each interaction and from table to table. Servers will NOT group together while waiting for food or drinks.
- Check presenters, votives, pens and all other reusable guest contact items to be sanitized after each use or disposed of. In some cases, where possible, discontinue use.
- Hostess and Managers to manage physical distancing at entries, waiting areas/queues as per signage.
- Decals will be placed on the floor asking guests to maintain physical distancing of six (6) feet from other guests.
- Removal of all self-service water towers prior to opening.
- The use of uncovered food displays (e.g., raw food/dessert display trolley) shall be suspended.
- Table-side food preparation services shall be suspended.

- Guest occupancy limits and restrictions on large group gatherings imposed by government order shall be enforced.
- Signage shall be placed to remind and encourage guests to observe physical distancing of at least six (6) feet.
- All table tents and other table/bar top promotional materials that are within reach of guests shall be removed from dining and bar areas.
- Carts used for transporting food and picking up used dishes, flatware, and glassware shall be cleaned using EPA Registered Disinfectants between every shift and at least once per day unless business volumes require that disinfecting should be done more frequently.
- All pre-shifts focus on safety/sanitary guidelines, inclusive of constant proper handwashing with soap and warm water for twenty (20) seconds.
- Tables for both indoor and outdoor dining shall be arranged so that no person sitting at one table will be within six (6) feet of a person sitting at another table so as to allow parties to be physically distanced from each other.
- Use of walk in coolers reduced to a 1 in/1 out policy. Door handles, light switches shall be sanitized regularly throughout the shift, always wearing gloves.
- Prep spaces and open areas, employees will prep food in their own areas. Hand washing with soap and warm water for twenty (20) seconds to be done every 15 minutes. Each workstation will be sanitized every hour and/or after each food item is prepped. They will have everything needed for the task in order to prevent excess movement through the space. The amounts of food being prepared should be much less than normal so there should be less need for as many people in one space.
- Self-service, buffet style food service shall be suspended until government orders permit that service to occur or resume. Where guests formerly served themselves, employees will man the stations and servers will place the food on the guest's plate. The hot line will be served like a meat and the customer will have no interaction with Back of House employees. We will have one person on each station making plates and at least 2 stations on the line. This will satisfy the physical distancing requirements. All food will be loaded from the Back of House kitchen so no interaction will be needed. Gloves must be worn at all times and hands must be washed with soap and warm water for twenty (20) seconds every 15 minutes or so.
- Common area in Kitchen - Employees will physically distance as much as possible. If an employee must use this path, there should be no stopping or loitering. Employee should remain at their designated workstations as much as possible so as to physically distance themselves from their co-workers.
- 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.
- 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.

- Food in employee cafeteria lines shall be served in single serving containers or by cafeteria staff as opposed to employees serving themselves.
- Sanitizer fluid or wipes shall be provided in the employee cafeteria.
In Room Dining will discontinue use of check presenters and communal pens. Current laminated in room menus to be utilized in addition menu to be offered on in room TV. Reduce/spread all IRD tables to adequately maintain physical distancing. Servers will do set up via spread out layout. All IRD orders will be served to the room door only, not inside of the room. Server to knock on door and guest will call checker if they need anything additional. Set food on tables in hallway and notify guest when table is outside of guest's room (all food covered). Guests will retrieve their own table. Request that guest notify IRD when finished with their meal and place trolley in the hallway outside of their room.

STEWARDING

- Steward Supervisor to pre-shift Kitchen Utility Porters at the beginning of the shift practicing the physical distancing of staying 6' apart from each other.
- Steward employees to maintain the distance of 6' apart from each other during operation.
- Steward employees to wear masks at all times; change gloves as needed.
- Sanitize walk-in door handles as often as possible using Micro-Quat solution.
- Wash hands with soap and warm water for twenty (20) seconds as often as possible, especially right after sweeping and mopping the kitchen floors.
- After bathroom break, wash hands with soap and warm water for twenty (20) seconds and use hand sanitizer before going back to workstation; wear gloves.
- Overnight Heavy Cleaners to sanitize all food contact surfaces after cleaning using Micro Quat sanitizer.
- Trash to be pulled as often as possible.

BACK OF HOUSE – CULINARY

- Chefs / sous chefs come in to establish an order for reopening, orders placed
- Inventory of all food items on hand is done
- Introduce Quat-sanitizer in spray bottles to be distributed for each prep station with change log.
- Stress regular hand washing with soap and warm water for twenty (20) seconds and use of gloves
- Limited number of staff will be brought in to receive / stock / prep food items for the menu
- Menus will be paper and single service all areas.
- EDR will provide single serving bag meals, changing daily.
- Football trays to be sanitized after each use.
- Will consult with marketing on food offerings for VIP lounge

- Cooks and chefs will practice physical distancing in the kitchen and Back of House areas, working stations, etc.
- Reduced seating capacity will be in effect.

[Return to Table of Contents](#)

CASINO MARKETING

Hosts / Player Development / Butlers

- Player "touches" limited to 6' distance and 3 minutes or less
- Staggered work schedules to limit Employee interactions
- Refrain from dining with players
- Guests who request to speak to a host will be handled from behind the podium in the high limit pit.
- Except when working alone in a private office or a cubicle separated by partitions at least 4 feet high, employees shall be required to wear masks in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them after every encounter with a guest and (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- When interacting with a guest, if the guest is not wearing a mask, the employee will request that he or she put on a mask. If the guest refuses to wear a mask, the employee will request .
- In person meetings will require all attendees to wear masks and be separated by at least one chair width from other employees.
- Butlers to receive deliveries for food/amenities from a room service food server. The Butler will make contact with the guest, will ensure they are satisfied, and allow the guest to wheel the table into the room.

[Return to Table of Contents](#)

EMPLOYEE SERVICES

- Entering Employee Services - HR Employees will enter through the main Employee Services Office door located on North Carolina Ave, after first having had their temperature reading taken at the main employee entrance. A mask will be required when entering the office, during work and upon exiting. As soon as they enter the main office, they will be required to punch in. Hand sanitizer or sanitizing wipes shall be available at each timeclock station. Employees will proceed to their offices. Masks may be removed while in their private office, except for when others enter their office and are closer than 6 feet.
- Servicing Employees – Employees requiring HR support will be identified through the intercom system prior to entering the common area. A maximum of 3 employees will be permitted in the common area at one time, following the 6-foot physical distancing protocols. All others will be asked to wait outside until the employee(s) inside have left the common area and it has been sanitized. *No draft/speak through devices have been installed. Hard surfaces and plexiglass will be cleaned and disinfected after every transaction. A sanitizer station is located in the common area. HR Employees are required to use hand sanitizer after every transaction.
- Personal Workstations – Employees will be expected to wipe down and sanitize frequently touched surfaces in their private offices.
- HR Staff Meetings – Staff meetings, etc. will be held in the training room and employees will be required to adhere to physical distancing requirements. External meetings will be held via teleconference or Microsoft teams/Zoom.
- Break Room/Supply Closet - When entering/exiting this area, physical distancing protocols will be enforced.
- Exiting Employee Services - Employees will clock out at the end of their shift, clean and disinfect the surface of the time clock, and depart via the main door. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- Security shall compile a list of employees known to have been in close contact with another employee or guest presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough) and forward the list to the Executive Director of Workforce Development. HR Staff shall monitor the condition of those employees for two (2) weeks following the date of 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.
- In any situation where an employee is known to have been in close contact with a guest or another employee who has tested positive for COVID-19 and the infected guest or employee was not wearing a mask during the close contact, the exposed employee will be sent home from work and advised to self-quarantine and monitor his or her symptoms for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guidelines as set forth in ["Steps to help prevent the spread of COVID-19"](#) (See Appendix I).

- HR shall advise Risk Management of any employee presumed cases of COVID-19 to enable Risk Management to comply with any required reporting to local and/or state health authorities for contact tracing and/or other purposes.
- HR shall report to the Division all cases known to them where an employee has tested positive for COVID-19 within fourteen (14) days after being in the casino hotel complex.
- 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.).

[Return to Table of Contents](#)

RISK MANAGEMENT

- Upon notification received from the Human Resources Department of any employee presumed cases of COVID-19, Risk Management shall comply with any required reporting to local and/or state health authorities for contact tracing and/or other purposes.
- Upon notification received from Security of any guests with presumed cases of COVID-19, Risk Management shall comply with any required reporting to local and/or state health authorities for contact tracing and/or other purposes.

APPENDICES

APPENDIX I: STEPS TO HELP PREVENT THE SPREAD OF COVID-19 IF YOU ARE SICK

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to care for yourself and to help protect other people in your home and community.

Stay home except to get medical care

- **Stay home.** Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better.
- **Stay in touch with your doctor.** Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- **Avoid public transportation, ride-sharing, or taxis.**

Separate yourself from other people

As much as possible, stay in a specific room and away from other people and pets in your home. If possible, you should use a separate bathroom. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.

- Additional guidance is available for those living in close quarters and shared housing.
- See COVID-19 and Animals if you have questions about pets.

Monitor your symptoms

- **Symptoms of COVID-19 fever, cough, or other symptoms.**
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities may give instructions on checking your symptoms and reporting information.

When to Seek Emergency Medical Attention

Look for **emergency warning signs*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

Call ahead before visiting your doctor

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor's office,** and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

If you are sick wear a cloth covering over your nose and mouth

- **You should wear a cloth face covering, over your nose and mouth** if you must be around other people or animals, including pets (even at home)
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing, for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.
- Cloth face coverings should not be placed on young children under age 2 years, anyone who has trouble breathing, or anyone who is not able to remove the covering without help.

Note: During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to make a cloth face covering using a scarf or bandana.

Cover your coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw away used tissues** in a lined trash can.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water** are the best option, especially if hands are visibly dirty.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.
- [Handwashing Tips](#)

Avoid sharing personal household items

- **Do not share** dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash these items thoroughly after using them** with soap and water or put in the dishwasher.

Clean all “high-touch” surfaces everyday

- **Clean and disinfect** high-touch surfaces in your “sick room” and bathroom; wear disposable gloves. Let someone else clean and disinfect surfaces in common areas, but you should clean your bedroom and bathroom, if possible.
- **If a caregiver or other person needs to clean and disinfect** a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and disposable gloves prior to cleaning. They should wait as long as possible after the person who is sick has used the bathroom before coming in to clean and use the bathroom.

High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**
- **Use household cleaners and disinfectants.** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
 - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
 - Most EPA-registered household disinfectants should be effective. A full list of disinfectants can be found [here external icon](#).
 - [Complete Disinfection Guidance](#)

When it’s Safe to be Around Others After Being Sick with COVID-19

Deciding when it is safe to be around others is different for different situations. Find out when you can [safely end home isolation](#).

For any additional questions about your care, contact your healthcare provider or state or local health department.

SOURCE: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

[Return to Table of Contents](#)

APPENDIX 2: COVID 19 SYMPTOM CHECKLIST

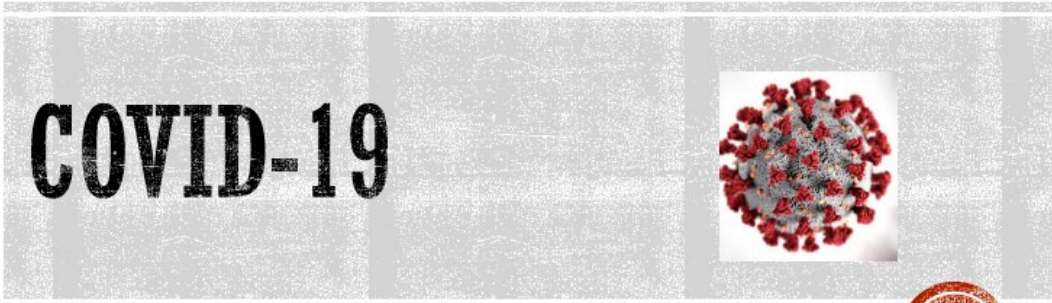
Covid-19 symptoms may appear **2-14 days after exposure to the virus**. Please check “Yes” or “No” if you have experienced any of the following symptoms in the last 24 hours:

	<u>YES</u>	<u>NO</u>
• Fever or chills	<input type="checkbox"/>	<input type="checkbox"/>
• Cough	<input type="checkbox"/>	<input type="checkbox"/>
• Shortness of breath or difficulty breathing	<input type="checkbox"/>	<input type="checkbox"/>
• Fatigue	<input type="checkbox"/>	<input type="checkbox"/>
• Muscle or body aches	<input type="checkbox"/>	<input type="checkbox"/>
• Headache	<input type="checkbox"/>	<input type="checkbox"/>
• New loss of taste or smell	<input type="checkbox"/>	<input type="checkbox"/>
• Sore throat	<input type="checkbox"/>	<input type="checkbox"/>
• Congestion or runny nose	<input type="checkbox"/>	<input type="checkbox"/>
• Nausea or vomiting	<input type="checkbox"/>	<input type="checkbox"/>
• Diarrhea	<input type="checkbox"/>	<input type="checkbox"/>
• Trouble breathing	<input type="checkbox"/>	<input type="checkbox"/>
• Persistent pain or pressure in the chest	<input type="checkbox"/>	<input type="checkbox"/>
• New confusion	<input type="checkbox"/>	<input type="checkbox"/>
• Inability to wake or stay awake	<input type="checkbox"/>	<input type="checkbox"/>
• Bluish lips or face	<input type="checkbox"/>	<input type="checkbox"/>

SOURCE: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

[Return to Table of Contents](#)

APPENDIX III: ATLANTICARE EMPLOYEE TRAINING MATERIALS



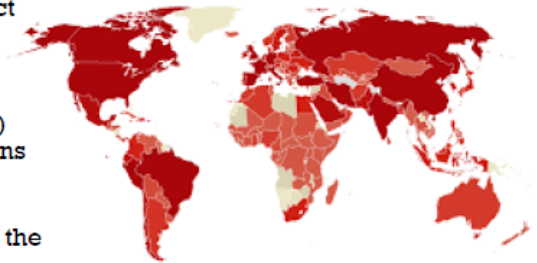
Overview & Prevention Guidance

June, 2020



Coronavirus COVID-19

- There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses (common colds)
- COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans
- Person-to-person spread is occurring in many areas of the U.S including NJ as well as many countries



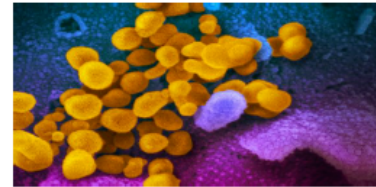
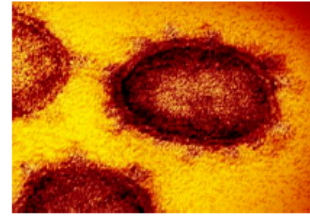
What is Coronavirus & How is It Spread?

Human coronaviruses = respiratory virus named for the crown-like spikes on their surface

- Severe acute respiratory syndrome (SARS)
- Middle East Respiratory Syndrome (MERS)
- Coronavirus Disease (COVID-19), responsible for the latest outbreak

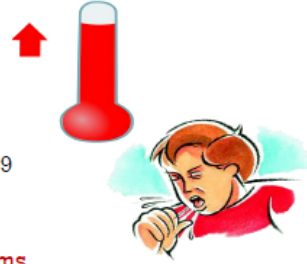
COVID-19 is Spread Through:

- Person-to-person contact via droplets when individuals are within six (6) feet or less of one another for more than 10 minutes
- Contact with contaminated surfaces



How Do I Know if I Have COVID-19

Signs and Symptoms



Potentially, through recent exposure to someone with a confirmed case of COVID-19

Potentially, if you have these symptoms:

Similar to Influenza (Flu)

- Headache
- Sore or scratchy throat
- Fatigue
- New onset loss of smell or taste
- Coughing
- Sneezing
- Stuffy Head
- Runny Nose
- Fever
- Chills
- Body aches
- Vomiting
- Diarrhea

COVID-19 Additional Symptoms

- More severe lower respiratory tract infection
- Shortness of breath
- Wheezing
- Extreme cough
- High fever

**Not related to pre-existing known health condition*

Inform your immediate supervisor if you have any of these signs or symptoms!

Inform your immediate supervisor if you notice a coworker has any of these signs or symptoms!



How Do I Know If I Have COVID-19

Signs And Symptoms *continued*

- Some persons sick with COVID-19 have no symptoms and are unaware they have an illness

- “Super-spreader”

- **Avoiding exposure is critical**
 - ❖ Being close to a person with COVID-19
 - ❖ Not practicing physical distancing behaviors with non-household contacts (hugging, shaking hands, etc.)
 - ❖ Not practicing good personal hygiene (handwashing, touching your face)



How Do I Know If I Have COVID-19

Signs And Symptoms

Screening at Work

- Individuals will be screened at the beginning of their work shift which includes temperature reading and screening questions
- If any positive screening questions, employee will be provided guidance and sent home for illness management and medical care, as needed
- Self-quarantine may be required for a period of time before being allowed to return to work
- Employees will be provided with the CDC guideline, "Steps to prevent the spread of COVID-19 if you are sick"

Prevent the spread of COVID-19 if you are sick

Access the source: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-to-prevent-spread.html>

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to help protect other people in your home and community.

Stay home except to get medical care.

- **Stay home.** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated.
- **Get medical care when needed.** Call your doctor before you go to their office for care. But, if you have trouble breathing or other concerning symptoms, call 911 for immediate help.
- **Avoid public transportation, ride-sharing, or taxis.**

Separate yourself from other people and pets in your home.

- **As much as possible, stay in a separate room and away from other people and pets in your home.** Also, you should use a separate bathroom, if available. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.
- See COVID-19 and Animals if you have questions about pets: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#pets>

Monitor your symptoms.

- **Common symptoms of COVID-19 include fever and cough.** Trouble breathing is a more serious symptom that means you should get medical attention.
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities will give instructions on checking your symptoms and reporting information.

If you develop emergency warning signs for COVID-19, get medical attention immediately.
Emergency warning signs include:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

***This list is not all inclusive. Please consult your medical provider for any other symptoms that are new or concerning to you.**

Call 911 if you have a medical emergency. If you have a medical emergency and need to call 911, notify the operator that you have or think you might have COVID-19. If possible, get on a telephone before medical help arrives.

Call ahead before visiting your doctor.

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor's office.** This will help the office protect themselves and other patients.

If you are sick, wear a cloth covering over your nose and mouth.

- **You should wear a cloth face covering over your nose and mouth** if you need to be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing for example), cover your cough and sneeze in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.

Note: During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to make a cloth face covering using a scarf or bandana.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Prevent COVID-19

Personal/Household safety practices:



- ✓ Cover coughs and sneezes with a tissue or bend of elbow
- ✓ Clean hands using soap and water or alcohol hand gel with at least 60% alcohol for at least 20 seconds and all hand parts after touching shared items or counters, before eating, and after toileting
- ✓ Avoid sharing personal items like food and drinks
- ✓ Clean frequently touched surfaces and objects such as counters, door knobs, faucets, or light switches daily using a regular household detergent and water.; clean on a routine basis and when visibly dirty
- ✓ Socialize by staying in touch with others by phone or email – physical distancing!



Hand Sanitizing and/or Washing Hands

The Right Way at Work

- Wash or sanitize your hands for at least 20 seconds
- Frequency:
 - No less than every hour while at work*
 - Before start of shift
 - At least once during every break period

*Except for employees that work in back of the house office areas and do not have contact with public or guests



How to Properly Wash Hands

https://youtu.be/_YgTljOVWM



When You Can't Use Soap and Water

Use of Hand Sanitizer

1. Apply the product to the palm of one hand
2. Rub your hands together
3. Rub the gel over all the surfaces of your hands, covering top and bottom of hands, finger tips, between fingers until your hands are dry
4. This should take around 20 seconds

Caution! Swallowing alcohol-based hand sanitizers can cause alcohol poisoning if more than a couple of mouthfuls are swallowed

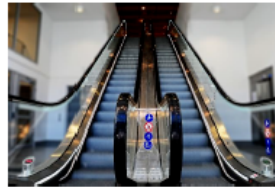
Keep it out of reach of young children and supervise their use
CDC link – [How and When to Use Hand Sanitizer](#)



General Cleaning Protocols

Sanitization of Common Areas

1. EPA-registered disinfectants are used in order to meet all CDC guidelines for cleaning
2. All high contact surfaces will be cleaned with increased frequency, based on business volume, no less than once daily, including but not limited to:
 - Check-in counters
 - Elevators/elevator buttons
 - Handrails
 - Door handles
3. Shared tools and communication devices will be sanitized anytime they are transferred between employees and after each shift use (radios, computers, etc.)



If Your Job Requires Use of Disposable Gloves

- ✓ DO: Clean hands before putting on gloves
- ✓ DO: Clean hands after removing gloves
- ✓ DO: Clean hands and change gloves between tasks; it is not safe to wear gloves in an extended way
- ✓ DO: Make sure the gloves fit you properly
- ✓ DO: Ensure the correct type of glove for you if you have a skin sensitivity or allergy
- ✓ DO: Follow your company's policy on glove use

- ✗ DON'T: Reuse or wash gloves (except for utility gloves made for this)
- ✗ DON'T: Substitute glove use for hand hygiene
- ✗ DON'T: Use gloves that are damaged or visibly soiled
- ✗ DON'T: Reuse gloves from a prior task
- ✗ DON'T: Forget to remove gloves after task is finished and clean hands



COVID-19

Prevention



Practice prevention activities, such as:

- ✓ Minimize errands, school, avoid crowded places, etc. where you are exposed to people outside your household
- ✓ Minimize unnecessary public transportation, if you are able. If not, wear a mask, keep hands from face, and wash with hand gel when you leave the bus or other vehicle
- ✓ Wear a mask or cloth half face covering
- ✓ Follow state guidelines as it relates to participation in gatherings beyond your household members
- ✓ Follow state guidelines as it relates to travel beyond your local area

Sources: CDC https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19_FAQ_HouseholdReady-H.pdf, NJ Governor's executive order, NJDOH FAQ https://www.nj.gov/health/cd/documents/topics/NCOV/COVID19_public_faqs.pdf



COVID-19

Prevention

Use of a Half Face Mask

- Ensure hands are clean before and after putting on, taking off, touching or adjusting the mask
- Avoid touching the inside of the mask
- To put on the mask, place a loop around each ear or tie the ties top and bottom; mold the nose bridge to fit, if a nose bridge metal piece is present
- Store mask in a bag or place that is kept separate from other items



COVID-19

Prevention

Use of a Half Face Mask

- ✓ DO: Wear your mask so it comes all the way up, close to the bridge of your nose, and all the way down under your chin
- ✓ DO: Tighten the loops or ties so it's snug around your face, without gaps



- ✗ DON'T: Wear the mask below your nose
- ✗ DON'T: Leave your chin exposed
- ✗ DON'T: Wear your mask loosely with gaps on the sides
- ✗ DON'T: Wear your mask so it covers just the tip of your nose
- ✗ DON'T: Push your mask under your chin to rest on your neck



COVID-19

Prevention



Staying Healthy Outside of Work

- Keep away from household members who are sick.
 - ✓ Ensure sick household member has clean disposable facemasks to wear at home
 - ✓ Have someone clean the sick room and bathroom, as needed, to avoid unnecessary contact with the sick person
 - ✓ Use a separate room and bathroom for sick household members (if possible).
 - ✓ A helpful link with more details if someone in your household is sick is here, if needed:

https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Fguidance-prevent-spread.html

If you do become ill, seek medical attention within the first 48 hours of symptoms. Call ahead before going to your primary care provider, a health care provider such as urgent care, or the emergency department so that they can advise you on other immediate measures best for you. If they direct you to come in to be examined, anticipate you will be invited to wear a mask



Useful Tips

Resilience During COVID-19

- Feed your body - exercise & nutrition
- Maintain Social network
- Stay connected (Church, social groups, using video conferencing and phone conversation, etc.)
- Readiness – medications, food; family & pets
- Child care or elder care back up plan
- Have a relationship with a Primary Care Provider and other health professionals
- Consider a flu shot if not already vaccinated and recommended by your healthcare provider.



Thank You



[Return to Table of Contents](#)

APPENDIX IV: GUEST SCREENING QUESTIONNAIRE

**CURRENT NJ EXECUTIVE ORDERS AND
DEPARTMENT OF HEALTH MANDATES STILL
REQUIRE ALL PATRONS TO WEAR MASKS
AND TO SOCIALLY DISTANCE IN ALL PUBLIC AREAS.**

WELCOME TO RESORTS CASINO HOTEL NOTICE: YOU MAY NOT ENTER RESORTS CASINO HOTEL IF THE ANSWER TO ANY OF THE FOLLOWING QUESTIONS IS YES:

1. Do you currently have a fever of 100.4 or higher?
2. Are you now, or have you experienced within the past 14 days, any NEW symptoms listed below which may be associated with COVID-19?
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
3. In the past 14 days, have you (or anyone in your household) been diagnosed, tested, or quarantined for COVID-19?
4. In the past 14 days, have you been in close contact (within 6 feet for 15 minutes or longer) with anyone who has recently been diagnosed, tested, or quarantined for COVID-19?