

GUIDANCE FOR CASINOS AND RACING ENTERTAINMENT CENTRES (RECs)

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support operators of casinos in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons, and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to these settings.

COVID-19 Risk Mitigation

General Guidance

- Encourage and facilitate staff and attendees to stay up to date with developments related to COVID-19.
- Notify staff and clients of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures:
 - COVID-19 signage should be posted in highly visible locations:
 - “Help prevent the spread” posters are available.
 - Prohibitions on attendance by sick or isolating persons.
 - When possible, provide necessary information in languages that are preferred by clients.
 - Physical distancing (floor decals can be used to mark distancing).
 - Hand hygiene and coughing and sneezing etiquette.
 - Cleaning and disinfection practices, and numbers to call to report sanitation and distancing concerns (i.e. guest services).
- All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.
 - Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.

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| | <ul style="list-style-type: none">• Hand sanitizer containing at least 60% alcohol should be placed in convenient locations throughout the facility.<ul style="list-style-type: none">○ Examples include customer entrances, reception areas, hotel and casino lobbies and throughout the casino floor (including at table games and the cash cage), restaurant entrances, meeting and convention spaces, and elevator landings. |
| Physical Distancing | <p>Physical distancing means maintaining a distance of at least 2 metres between attendees who are not from the same household at all times.</p> <p>Electronic Assets</p> <ul style="list-style-type: none">• AGLC will work with operators to ensure that active casino slots and VLTs are spaced every 2 metres, unless separated by a physical barrier large enough to prevent droplet transmission between clients that does not obstruct the view of the front of the machines by the staff or cameras. Physical barriers are not to be attached to gaming equipment (contact AGLC for details).• Slots located within 2 metres of “Game Sense” kiosks cannot be enabled, unless separated by a physical barrier.• Ticket redemption kiosks, “Winner’s Edge” kiosks and any other kiosks found on a casino floor should not be within 2 metres of one another or any other electronic device.• AGLC will disable the remaining devices and operators should remove chairs for non-functional gaming equipment, leaving only seating for the available machines.• To promote physical distancing around machines:<ul style="list-style-type: none">○ Place markers on the floor to indicate proper spacing for those waiting to play an occupied machine.○ Encourage players to remain seated while playing.○ Worker and volunteer safety measures, such as physical distancing, physical barriers and masks, should be undertaken in casino workstations such as the cash cage and customer service areas. <p>Table Games</p> <ul style="list-style-type: none">• Provide hand sanitizer and remind patrons to sanitize prior to the start of play.• Guests should not be permitted to congregate, cheer, shout, or back wager behind players at table games. |

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| | <ul style="list-style-type: none">• Players should maintain two metres distance at all betting seats on table games:<ul style="list-style-type: none">○ Each betting space may be used if a clear barrier large enough to prevent droplet transmission separating the spaces is installed. Satisfactory camera coverage must be maintained.○ If a clear barrier is NOT installed at a gaming table that protects both players and dealers, the maximum number of players per table is 2.• All dealers should sanitize or wash their hands prior to shift start, prior to returning to tables from breaks and in between any deck or card shoe change. If dealers sanitize their hands while at a game table, they must “dust off” prior to resuming dealing.• Dealers are to verbally give breaks instead of “tapping in” and maintain appropriate separation while exchanging positions.• Patrons should not be permitted to stand in close proximity behind seated players.• Cards should be replaced regularly.• A cashed out player should not congregate next to another table. <p>Other areas</p> <ul style="list-style-type: none">• High-traffic areas (e.g., concourses) should have one-way flow patterns and be monitored for distancing and hygiene practices.• Any area where customers or employees line up should be clearly marked in a manner that promotes distancing (e.g., cash cage, food and beverage amenities, gaming floor).• Elevator use protocols (e.g., occupancy limits) should be established to enable distancing.• Limit the number of people in washrooms at a time and, if sinks and urinals are close together, install barriers to protect users.• Where physical distancing is not practical, barriers large enough to prevent droplet transmission may be installed.• Patrons should be reminded to follow local masking policies/bylaws, and be encouraged to wear non-medical masks on the gaming floor and in other areas of the casino. |
| Cleaning and Disinfecting | <ul style="list-style-type: none">• Develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas staff rooms and public washrooms.<ul style="list-style-type: none">○ Maintain cleaning logs and an inventory of supplies.○ Respond immediately to sanitation concerns. |

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| | <ul style="list-style-type: none">• Clean and disinfect frequently touched objects and surfaces as per AHS' Public Health Guidelines for Environmental Cleaning of Public Facilities during Respiratory Illnesses in the Community.• Frequently clean and disinfect high-touch/shared surfaces such as barriers, door handles, railings, chairs, customer counters, kiosks, touch-screens, ATMs, payment devices, doorknobs, light switches, toilet handles, faucets and taps, elevator buttons and railings. <p>Table Games and Poker</p> <ul style="list-style-type: none">• Operators should develop and implement procedures specifically to increase the frequency of cleaning and disinfecting of:<ul style="list-style-type: none">○ player chips; table game rails and chairs; equipment such as card shufflers, “chipper champs”, baccarat discard piles, and blackjack discard holders; pit podiums, including phones and computers; and all hard surfaces and cabinetry.• Dealers should enhance cleaning and disinfecting of:<ul style="list-style-type: none">○ dice○ the on/off button when entering a game○ card shoes○ money paddles and toke boxes○ Roulette wheel head, ball and dolly○ Pai Gow tiles <p>Electronic Assets</p> <ul style="list-style-type: none">• Increase frequency of cleaning and disinfecting of all slots and VLTs (including electronic table games). Every effort should be made to sanitize a machine after each guest vacates. To preserve the integrity of the equipment, the specific cleaning solution used for all electronic gambling equipment is to be approved by AGLC Gaming Division and align with Alberta Health Services' Public Health Recommendations for Environmental Cleaning of Public Facilities |
| <p>Staff and Volunteers</p> | <ul style="list-style-type: none">• Staff and volunteers who cannot be protected by two metres of distance or a physical barrier must wear a non-medical mask. Guidance is available online.• Signage should be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, physically distance, wash hands, cough and sneeze, and to avoid touching their faces. |

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| | <ul style="list-style-type: none">• Operators are encouraged to identify a health and safety leader to assist employees (and volunteers) with implementing proper protocols, answering questions, providing educational materials and to whom incidences will be reported.• Employees and volunteers should be instructed to self-monitor for symptoms of COVID-19.• All employees should understand self-monitoring and sick policies prior to the beginning of their first shift.• All employees and volunteers should undergo training on the new workplace guidelines before returning to work.• Stagger staff shifts, where practical, to reduce the chances of staff unintentionally congregating.• Arrange staffrooms and schedule break times to facilitate physical distancing.• Designate lockers and storage spaces to individual workers.• Ensure staff have access to hand washing facilities and/or hand sanitizer as required.• Count room volunteers or staff should wash or sanitize their hands at the onset of the count and at the conclusion of the count• Cash cage volunteers or staff should wash or sanitize their hands at the onset of their shift and every break period and the conclusion of their shift. |
| Retail, Hotels, Food Service & Entertainment | <ul style="list-style-type: none">• For retail businesses within casinos, such as gift shops, see Guidance for Retail Businesses.• For restaurants and bars, see Guidance for Restaurants, Cafes, Pubs and Bars.• For hotels, see Guidance for Hotels, Motels, Bed & Breakfasts and Vacation Rentals.• For horse racing, including grandstands and participant areas, see Guidance for Horse Racing Parks and Motor Raceways. |