

COVID-19 INFORMATION

GUIDANCE FOR VLT RETAILERS

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 [Workplace Guidance for Business Owners](#), 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 VLT retailers in reducing the risk of transmission of COVID-19 among workers, volunteers and patrons. The guidance provided outlines public health and infection prevention and control measures specific to this equipment.

VLT retailers can find guidance for operating other aspects of their business, such as guidance on operating a restaurant, pub or bar, at <https://www.alberta.ca/biz-connect.aspx>.

This document and the guidance within it is subject to change and will be updates as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

COVID-19 Risk Mitigation

Before Re-Opening	<ul style="list-style-type: none">• Prior to re-starting gaming operations, retailers are to submit an operational plan to AGLC detailing how they plan to meet the Chief Medical Officer of Health's guidelines within their VLT area.• Many buildings that have been unoccupied for some time have had reduced or no water flow through the plumbing water system during the pandemic, leading to the stagnation of water in the pipes. Prior to re-opening, each site needs to ensure fresh water replaces the stagnant water in the water lines. See Guidance for Flushing Water Systems
Cleaning and Disinfection	<ul style="list-style-type: none">• VLTs and the iLink site controller should be cleaned at a minimum of every 4 hours<ul style="list-style-type: none">○ Every effort should be made to disinfect these devices after each guest vacates or uses the machine.• To preserve the integrity of the equipment, the specific cleaning solution used for all VLTs and the iLink site controllers is to be approved by Alberta Gaming, Liquor and Cannabis (AGLC) Gaming Division and align with Alberta Health Services' Public Health Recommendations for Environmental Cleaning of Public Facilities.
Physical Distancing	<ul style="list-style-type: none">• AGLC will work with each VLT retailer to ensure that VLTs are spaced every two metres, unless separated by a physical barrier that does not obstruct the view of the front of the VLTs by the staff or cameras. Physical barriers are not to be attached to AGLC equipment (contact AGLC for details).<ul style="list-style-type: none">○ The remaining units will remain disabled. VLT retailers should remove all chairs at unavailable devices.• To promote physical distancing around VLTs:<ul style="list-style-type: none">○ Place markers on the floor to indicate proper spacing for those waiting to play an occupied VLT○ Encourage players to remain seated while playing VLTs.
Patrons	<ul style="list-style-type: none">• VLT customers who are symptomatic must be asked to leave.• Guests should be strongly encouraged to wear non-medical masks in all public areas.