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Charitable Gaming Operations – Phase 2

There is no Phase 1 – Venues will remain closed

INTRODUCTION:

Prior to reopening, each game room shall clean and disinfect all of its hard and soft surfaces in accordance with the guidelines published by the Centers for Disease Control and Prevention (CDC), and ensure its employees have been adequately trained on proper cleaning and disinfecting procedures and how to prevent the spread of infectious diseases.

The following additional policies and procedures must be put in place to protect consumers and employees from COVID-19. These are minimum requirements, and do not prohibit game rooms from taking measures over and above these recommendations.

Employee Protections:

- 1) Comply with the [Universal Guidelines for All New Hampshire Employers and Employees](#).
- 2) Provide [ServSafe COVID-19](#) training or equivalent, as applicable.
- 3) Require all staff to wear cloth face coverings at all times when in the gaming facility and in public locations or shared staff areas (e.g. break rooms)
- 4) Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations to maintain social distancing. Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for a safe social distancing of at least 6 feet whenever possible.

Consumer Protections:

- 1) Signage must be prominently posted throughout the venue, including parking lots, and entrances to ask customers regarding COVID-19 symptoms.
 - a. Have you been in close contact with a confirmed case of COVID-19?
 - b. Are you experiencing a cough, shortness of breath or sore throat?
 - c. Have you had a fever in the last 48 hours?
 - d. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better.
 - e. If you're are going to play, please remember to maintain proper social distancing.
- 2) Inside the venue: Post signage and messaging about COVID-19 and the need for social distancing, frequent hand hygiene/washing, and recommend patrons wear cloth face covering coming and going from the facility, as well as when you need to come within the 6' social distancing space of another person.

Business Process Adaptations:

1. Limit occupancy based on following social distancing dictates.
2. Arrange gaming machines, tables and other physical layouts to ensure proper social distancing between patrons.
3. At point of sale locations, a plastic shield is required between customers and staff and to be sanitize them frequently.
4. Assign dedicated staff (i.e. a safety officer) to monitor social distancing and compliance with protective actions, and to prompt customers and other staff about the importance of social distancing, hand hygiene, and the use of cloth face coverings. Establish protocols for how policies will be enforced.
5. Limit the number of seats or betting positions per table to maximize distance between players. E.g.:
 - Blackjack: 4 players/table;
 - Craps: 6 players/table;
 - Roulette: 6 players/table; and
 - Poker: 6 players/table.

Transparent plastic barriers may also be installed at gaming tables for additional separation between each player and the dealer.

6. Highly recommend customers at gaming tables wear masks while playing.

7. Touchless transactions, when possible. No paper receipts.
8. Reduce customer touchpoints, particularly on bingo paper, cards, chips, and cash. Customers will not be permitted to buy bingo paper, or chips at the gaming tables. All buy-in and cash outs will be conducted at point of sale locations.
9. For roving Lucky 7 sales staff/volunteers, they must be masked, and sanitize hands between sales.
10. Utilize surveillance system cameras and additionally where possible gather customer names and email addresses to aid in contact tracing as necessary.
11. Reservations or call ahead seating is recommended to promote social distancing and prevent groups of guest waiting for table. Consider using a text alert system to alert guests of available seating, or an intercom system for guests waiting in their vehicles. Prevent congregating in waiting areas.
12. Mark any areas where patrons queue, including restrooms, to indicate proper social distancing of at least 6 feet apart.
13. Make hand washing stations or alcohol-based hand sanitizer readily available to both employees and patrons particularly by the cage, at each gaming tables, staff breakrooms and all entrances and exits to the facility.
14. Casino/Card room dealers should be trained regarding Touching face = re-sanitize hands before resuming play. For both customers and themselves.

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15. Establish enhanced cleaning and disinfecting protocols. This includes cleaning and disinfecting shared resources and frequently touched surfaces at least every 2-hours, e.g :
 - a) Cage counters, gaming machines, gaming tables, and gaming equipment;
 - b) ATMs, redemption terminals, rewards club kiosks;
 - c) Door handles, and stair handrails; and
 - d) Public bathrooms.
 - e) Lucky 7 or other electronic machines
16. Lucky 7 or other electronic machines: Venue should provide disinfection wipes, and place signage for patron asking to wipe down the machines before use.
17. Disinfect any tools and equipment shared by employees before, during, and after each shift, or anytime the equipment is transferred to a different employee. This includes phones, radios, computers, other communication devices, payment terminals, keys, time clocks, and all other direct contact items used by employees throughout the facility.
18. Food and Beverage services will follow Food Services guidelines, with the additional restriction that for 'casino/card room' no food service will happen at gaming tables, beverages are allowed at the gaming table, all customers must use straws to reduce the mouth-to-hand-chips/cards, and other tables will be provided for food and beverage consumption. Where possible it is recommended that beverages be sold in original containers e.g beer, water, soda.
19. Indoor Smoking areas will be closed.