



**New Hampshire Charitable Gaming Operators
Association:
Sanitation And Standard Operating Procedures**

FOUR PART PLAN FOR EMPLOYEES AND GUESTS

- Part I: Overall Core Sanitation Focus
- Part II: Employee Responsibilities
- Part III: Guest Responsibilities
- Part IV: Specific Operating Protocols

Part I: Overall Core Sanitation Focus

1. Regulate & Minimize Points of Entry
2. Employee Screening
3. Institute Physical Distancing Policies & Physical Barriers
4. Promote Good Health & Hygiene Through Signage
5. Make Hand Sanitizer Dispensers Prominent

1. Regulate & Minimize Points Of Entry

- Goal is to efficiently and safely allow into our buildings employees who do not exhibit signs of the COVID-19 virus.
- The preliminary method to scan for the virus is one's temperature:
 - Implement infrared temperature checks of all employees upon arrival for their shifts.
 - For those who have a temperature over 100 degrees, isolate them in a room where they can be tested again after 15 minutes to eliminate "false positives".
 - If second test is also over 100 degrees, immediately send employee home with guidance to seek medical advice.

2. Employee Screening

For Employees:

Each day, before the start of a shift, each employee/owner will also be asked the following 4 questions:

- 1). Do you have a sense of having a fever?
- 2). Do you have a new cough that you cannot attribute to another health condition?
- 3). Do you have new shortness of breath that you cannot attribute to another health condition?
- 4). Have you come into close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days?

*If an employee answers “Yes” to any of the above questions, they are to be excluded from work.

3. Institute Physical Distancing

- From the moment of arrival until departure, social distancing will be advocated via both policies and physical barriers.
- Where appropriate, typical queuing areas will be delineated into 6' spaces to encourage social distancing (i.e. restaurant lines, Cage, ATMs, etc.).
- Regarding restrooms, gaming facilities will adhere to the same guidelines of the food and beverage industry.
- Cage stations will need to only operate every other workstation to ensure separation between employees whenever possible.
- Protective Plexiglass barriers should be constructed where applicable to provide protection.
- Restaurants & Bars will reduce seating capacities to allow for a minimum of 6' between each seated group/party of guests and follow any other New Hampshire spacing guidance.
- Public areas should have seats removed to facilitate 6' spacing requirements.

4. Good Health & Hygiene Signage

- We will place signs in both FOH & BOH areas offering health, physical distancing, and hygiene reminders to our employees and guests
- Numerous federal agencies, including the CDC, are publishing signs we can utilize to spread these important and informative messages

What you should know about COVID-19 to protect yourself and others

Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.

Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.

Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Practice social distancing


- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.

Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.

Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.

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

5. Hand Sanitizers

We will place hand sanitizer dispensers, touchless whenever possible, at key guest and employee contact areas such as:

- Casino Cage
- ATMS
- Time Clocks
- Restaurant Host Stands

- Bars
- Table Games
- All Property Entrances
- Restrooms

Part II: Employee Responsibilities

Hand Washing:

1. All employees will need to wash their hands or use sanitizer between every dealer rotation, entering or leaving a game, for a minimum of 20 seconds.
2. Hands will also need to be washed and/or hand-sanitized after any of the following activities: sneezing, touching the face, blowing the nose, using the restroom, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break, and before or after starting a shift.

Employee Responsibilities

Personal Protective Equipment (PPE):

1. All employees will need to wear the correct PPE based on their role and responsibilities and in adherence to new local government regulations and guidance.
2. At a minimum, every employee will be required to wear a mask while on property, beginning when they check in each day.

Employee Responsibilities

COVID-19 Training, Pre-shifts & Timekeeping:

1. All employees will receive training on COVID-19 safety and sanitation SOPs.
2. Hand sanitizer will be present at all time-clock locations and employees will be required to sanitize their hands after clocking in.
3. All employees will train to implement safety guidelines.
4. All employees will ensure that customers have access to the properties' COVID-19 information, posters and instructions.

Part III: Guest Responsibilities

- Masks will be available to all players
- Upon guest request, hand sanitizer, disinfecting wipes, and gloves will be made available.
- We will close parts of the casinos, section by section, overnight for daily deep cleaning and disinfecting.
- Any guest not adhering to proper social distancing or proper hygiene policies will be asked to leave.

Part IV: Operating Protocols

- Systems will be implemented by department, when applicable, in the following areas:
 1. Cleaning & Sanitizing
 2. Physical Distancing
 3. Guest Considerations
- Examples for Table Games and Poker are presented in the following slides

Table Games Operating Protocols: Cleaning and Sanitizing

Floor Personnel	Table Games Dealers
A) Sanitize game rails and chairs after each guest leaves a game	A) When entering a card game, the token box, the exterior of the card shoe, and the money paddle will be sanitized
B) Sanitize the outside of shufflers every four hours, inside once per week	B) When entering the Roulette table, the token box, roulette wheel head, ball, dolly, and money paddle will be sanitized
C) Sanitize Pit podiums' phones, computers, and all hard surfaces every hour	C) When entering the Craps Table, when applicable the on/off button will be sanitized. Dice will be sanitized for new shooters.
D) Sanitize the visual limits signs once per shift	D) On a dead game, the inside of the card shoe will be sanitized

Table Games Operating Protocols: Physical Distancing

Current Public Best Practices / Awaiting GCB Guidelines

1. Four players maximum per table game, six players maximum per poker game
2. Three player maximum on each side of the Dice table
3. Discourage unrelated guests from congregating behind players
4. Not allow related guests from congregating between players
5. Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation during this interaction

Table Games Operating Protocols: Guest Considerations

Current Public Best Practices / Awaiting GCB Guidelines

1. Guests will be asked to use hand sanitizer prior to the start of play
2. Masks will be available to all players
3. We will provide guests with latex gloves if requested
4. We will provide guests with sanitary wipes for their chips if requested
5. Casino chips will be disinfected prior to the opening of the facility, daily

Poker Operating Protocols: Cleaning & Sanitizing

General Protocols	Poker Protocols
A) Sanitize table area and chair after each guest leaves a game	A) When entering a card game, the token box will be sanitized
B) Facilities will be sanitized daily between closing and opening hours	B) Chips will be distributed from a centralized location; Chips will be sanitized regularly
C) Sanitize Pit podiums, phones, computers, table signs, and all hard surfaces every hour	C) Cards will be changed out frequently

Poker Operating Protocols: Physical Distancing

Current Public Best Practices / Awaiting GCB Guidelines

1. Six chair/guest maximum per table game.
2. Any food and beverage offerings will follow restaurant protocol.
3. Not allow guests from congregating around table while waiting to enter a game.
4. Dealers will verbally give breaks instead of “tapping in” and maintain appropriate separation during this interaction.

Poker Operating Protocols: Guest Considerations

Current Public Best Practices / Awaiting GCB Guidelines

1. Guests will be asked to use hand sanitizer prior to the start of play
2. Masks will be available to all players
3. We will provide guests with latex gloves if requested
4. We will provide guests with sanitary wipes for their chips if requested
5. Casino chips will be disinfected prior to the opening of the facility, daily