

Tribal Gaming Operations Subcommittee COVID-Safe Practices

1. Sector: Tribal Gaming Operations

- 2. Purpose Statement:** COVID-Safe Practices (“CSPs”) guide businesses on how to safely resume operations amid the ongoing COVID-19 public health emergency. CSPs help to minimize the risk of COVID-19 transmission between customers and employees. CSPs will play a key role in minimizing the spread of COVID-19 and will also give New Mexicans the confidence to return to work and to retail environments as the economy reopens.

The Tribal Gaming Operations Subcommittee has identified COVID-Safe Procedures (CSP) for the tribal gaming industry based on CDC, OSHA, and industry best practices to ensure the safe reopening of tribal gaming businesses in New Mexico.

The CSP’s below provide guidance for tribal gaming operations. The subcommittee acknowledges and respects tribal sovereignty and hopes that the recommendations listed below will be considered for adoption by tribal governments and their gaming operations.

3. COVID-Safe Practices

a. COVID-Safe Practices for Customers

i. Screening/Face Masks/Social Distancing

1. Every patron entering the facility should wear a face mask.
2. Consider incorporating daily pre-screening apps to give a report of symptoms or possible exposure, which will lead to early detection of outbreak.
3. Consider non-invasive temperature check (Infrared thermal sensors at the wrist, kiosk, hand-held temperature check, etc.). Thermal camera temperature readings may produce inaccuracies due to NM’s summer heat.
4. Patrons will be advised to practice social distancing by maintaining a safe distance from others (at least six feet) when standing in line, waiting for elevators and moving around the property.

b. COVID-Safe Practices for Employers

i. Operational Changes

1. Maintain social distancing standards, occupancy to not exceed fifty percent (50%) limit assigned to each gaming area of the property by local building and fire codes.
2. Consider limiting the number of active gaming tables and slot machines to ensure appropriate distancing.
3. Consider rearranging machines to maintain distance between patrons.

4. Develop a foot traffic plan in compliance with fire codes for visitors.
5. Reduce and limit the number of entrances/exits (to ensure customers have been pre-screened and accurately temperature-checked), main doors should be propped open where relevant and safe, and if possible explore the possibility of one way in, one way out for entrances and exits.
6. Where appropriate, consider the installation of plexiglass to minimize face-to-face contact between employees and patrons.
7. Post signage with health and hygiene reminders at entrances/exits and throughout the property including the proper way to wear, handle and dispose of masks and face coverings.
8. Set up hand sanitizing stations at various locations throughout the facility.
9. Establish cleaning protocols by department, including office spaces. (Refer to office and call center subcommittee protocol for office space recommendations.)

ii. Employee Health and Training

1. Screen and temperature check employees before they enter the workplace each day (verbally or with a written form or app). Log the results daily. Send employees home who are experiencing the following COVID-19 symptoms related to COVID-19 and direct them to obtain testing.
 - a. Fever, cough, shortness of breath, chills, repeated shaking with chills, muscle pain, headache, sore throat and/or loss of taste or smell.
2. If an employee tests positive for COVID-19, inform co-workers of the possible exposure but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
3. Prohibit employees who had known close contact with a positive person from returning to work until the end of the 14-day self-isolation period.
4. Employees should receive COVID-19 safety and sanitation training.
5. Training for employees on how to recognize symptoms of COVID-19.
6. Training for security staff on how to respond/handle patrons who may have COVID.
7. Training on how to properly use and dispose of PPE.

iii. Required PPE for Employees

1. Appropriate PPE to be worn by all employees based on their role and responsibilities and in adherence to tribal, state or local regulations and guidance.
2. Every employee entering the casino will be provided a mask and may be required to wear that mask while on the property depending on social distancing guidelines and physical contact with patrons.

3. Gloves to be provided to employees as determined by medical experts; including but not limited to, housekeeping, public area attendants, and security officers in direct contact with patrons.
 4. All PPE should be compliant with Tribal Gaming Regulatory Authority policies.
 5. Employee dining areas should comply with Food Service/Restaurant subcommittee recommendations.
- iv. Hand Washing Protocol
1. Employees should be instructed to wash their hands frequently, or use hand sanitizer when a sink is not available 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 or after starting a shift.
 2. Make handwashing, sanitizer, and other hygiene support available to employees
- v. Cleaning and Disinfecting
1. Confirm that the facility's cleaning agents are effective in eliminating COVID-19. Agents must be left on surfaces for sufficient time to be effective per the agent's instructions.
 2. Clean and disinfect frequently in high traffic areas, including the back of house, dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.
 3. All point of sale terminals should be disinfected between uses and after each shift.
 4. Clean devices and chairs after use.
 5. Tools and equipment shared by employees will be disinfected before, during, and after each shift, or anytime the equipment is transferred to a different employee. This includes, without limitation, phones, radios, computers, other communication devices, payment terminals, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used by employees throughout the property.
 6. Laundry to be cleaned in accordance with CDC guidelines.
- vi. Daily Team Meetings
1. If you hold pre-shift meetings they should be conducted virtually or in areas that allow for appropriate physical distancing.
 2. Share COVID-19 tips/guidance during pre-shift meetings.
 3. Larger departments should stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators.

c. Guest Services

i. Guest Arrival- Valet Services, Ride Sharing, Taxis

1. Suspend valet services.
2. Shuttle services should reduce the number of guests permitted per ride.
3. Entrances and exits will be propped open, automatically open, or operated manually by employees.
4. Employees will not open the doors of cars or taxis.
5. Guests requesting bell service will be assisted, and the bell cart will be disinfected after each guest is assisted.

ii. Players Club

1. Employees to wear masks and gloves.
2. Consider installing Plexiglass at counters.
3. Clean and sanitize kiosks and countertops on a regular basis.
4. Regular sanitizing should occur at common touch points including but not limited to – computer equipment, chairs, offices supplies, etc.
5. Floor tape to denote social distancing protocol.
6. Found or abandoned club cards to be disposed or destroyed.

iii. Cocktail/Food Services

1. Refer to the Food Service/Restaurant subcommittee for food service recommendations.

ci. Money Transactions/Handling

i. Casino Cage

1. Casino chips to be disinfected daily before distribution to the gaming floor, upon return to the cashier, or upon return from the gaming floor.
2. Guest facing counters to be disinfected at least once per hour.
3. Install plexiglass at the cage windows.

ii. Drop/Count

1. Employees to wear masks and gloves.
2. Comply with social distancing protocol during key issuance, drop and count process.
3. End-of-shift sanitizing should occur at common touch points including but not limited to – keys, counters, doors, count/computer equipment, chairs, etc.
4. Sanitizing of machines should occur after Drop Team vacates floor section.

cii. Tribal Gaming Operations

i. Chip/Card/Dice Handling

1. Games such as blackjack and baccarat, can be dealt in a “face-up” manner where only the dealer touches the cards.
 2. Dice to be sanitized after every shooter (seven-out).
 3. Recommend that customers wear disposable gloves provided at each table.
- ii. Table Games
1. Consider decreasing the number of seats at each table to comply with proper social distancing guidelines.
 2. Disinfect table game rails after each guest leaves a game. Dealer to disinfect the on/off button when entering a game
 3. Dealer to disinfect the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead.
 4. Disinfect the outside of shufflers frequently; inside to be disinfected once per week.
- iii. Sports Book
1. Employees to wear masks and gloves.
 2. Consider installing plexiglass at counters.
 3. Clean and sanitize kiosks and countertops on a regular basis.
 4. Floor tape to denote 6-foot social distancing protocol.
- iv. Slot Machines
1. Slot machine banks will be partially turned off necessary to achieve proper social distancing and force a separation between players and remove chairs from slot machines that are not in use.
 2. Slots to be disinfected on an ongoing basis.
 3. Employees to wipe down slot machines upon servicing and by patron request.
 4. Consider rearranging slot machines to maintain proper social distancing between patrons.
- v. Poker Operations
1. Disinfect table game rails after each customer leaves (ongoing).
 2. Disinfect each chair area after a customer leaves (ongoing).
 3. Disinfect the outside of shufflers every hour; inside to be cleaned once per week.
 4. Disinfect podiums at least once per hour including phones, computers, Veridocs, all hard surface and cabinetry.
 5. Disinfect table rating units each time they enter a game.
 6. Arrange seating to maintain proper social distancing between patrons.
- f. Hotel Operations: Refer to the Hotels and Resorts subcommittee’s recommendations.
- g. Entertainment (Concerts, Conventions, and Major Events): Refer to the Festivals, Fairs, and Other Major Events subcommittee’s recommendations.

- h. Food and Beverage: Refer to the Food Service/Restaurant subcommittee's recommendations.

4. Resources

- a. Business assistance: for COVID-19 business resources, please visit the New Mexico Economic Development Website at gonm.biz or call 1-833-551-0518.
- b. Department of Health COVID-19 Hotlines
 - i. Coronavirus Hotline: 1-855-600-3453
 - ii. For non-health related COVID-19 questions: 1-833-551-0518
- c. CDC/OSHA Guidelines:
 - i. Guidelines on Preparing Workplaces for COVID-19 ([Here](#))
 - ii. Disinfect your non-emergency vehicle ([Here](#))
 - iii. CDC FAQs for Businesses ([Here](#))
 - iv. CDC handwashing ([Here](#))
- d. Additional resources:
 - Wynn Las Vegas Health & Sanitation Program ([Here](#))
 - Nevada Gaming Control Board - Procedures for Reopening after Temporary Closure Due to COVID-19 ([Here](#))
 - National Indian Gaming Commission Reopening Guidance for Temporarily Closed Indian Gaming Facilities ([Here](#))
 - The Coeur D'Alene Resort Health and Sanitation Program ([Here](#))
 - Casino Journal: Developing a coronavirus protection strategy for casinos and cardrooms ([Here](#))

5. References

- a. Special thank you to the CSP Tribal Gaming Operations Subcommittee Members:

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