

HEALTH AND SAFETY POLICIES FOR RESUMPTION OF GAMING OPERATIONS

NONRESTRICTED LICENSEES

INTRODUCTION

On March 12, 2020, Governor Steve Sisolak issued the Declaration of Emergency for COVID-19 pursuant to the emergency powers conferred upon the Governor of Nevada by chapter 414 of NRS. Pursuant to his Declaration of Emergency, Governor Sisolak issued Emergency Directive 002 on March 18, 2020, which suspended all gaming operations for 30 days. The expiration of Emergency Directive 002 was subsequently extended to April 30, 2020 by Emergency Directive 010. Pursuant to Governor Sisolak's "Nevada United: Roadmap to Recovery" plan, gaming operations will not resume in the beginning stage of recovery, and it will be incumbent upon the Board to ensure the safe reopening of gaming operations in this State.

The purpose of these policies and procedures (Policy) is to notify Nevada's nonrestricted gaming licensees of new operational requirements to mitigate and reduce the risk of exposure to COVID-19 for all employees, patrons, and other guests. This Policy constitutes the minimum requirements to be followed, and does not preclude a gaming licensee from implementing its own additional requirements.

NRS 463.0129(1)(d) requires that all establishments where gaming is conducted and where gaming devices are operated be controlled and assisted to protect the public health and safety of Nevada's residents. The Nevada Gaming Control Board (Board) and Nevada Gaming Commission remain resolute in ensuring that gaming operations in this State do not compromise the health and safety of Nevadans.

In consultation with the Office of the Governor, as well as federal, state, and local health officials, the Board has created this Policy to diminish personal contact and increase the level of disinfection in high-use areas, and expects full compliance with this Policy by its nonrestricted licensees. COVID-19 research is continuously developing. In the event of a conflict between any provision set forth in this Policy and any policy or requirement of a federal, state, or local health authority, the requirements set forth by those health authorities shall control.

The Board issued Industry Notice #2020-25 on May 1, 2020. On May 7, the Nevada Gaming Commission ratified this Policy and confirmed the Board's ongoing responsibility to issue health and safety policies for the gaming industry. On May 27, the Governor directed the Board to promulgate requirements for a phased and incremental resumption of gaming operations, and confirmed that the failure of a gaming licensee to comply with any such requirements shall be considered injurious to the public health, safety, morals, good order, and general welfare of the inhabitants of the State, and constitute a failure to comply with the Governor's Emergency Directives.

CREATION AND IMPLEMENTATION OF COVID-19 MITIGATION PLAN

Using this Policy as a guide, each nonrestricted licensee must create and implement a plan to mitigate the spread of COVID-19 and infectious diseases (“Plan”). All Plans shall be submitted to Ops@gcb.nv.gov at least seven (7) days before reopening occurs. Plans required pursuant to this Policy should be regularly and continuously reviewed and executed to ensure the health and safety of licensees’ guests and employees. The Board will provide updates to this Policy as circumstances surrounding this health crisis evolve.

To comply with this Policy, the Board recognizes that certain statutory provisions, including, without limitation, those set forth in NRS 463.1605 and 463.01865, contain certain requirements imposed upon resort hotels licensed by the Commission after July 1, 1992. Pursuant to section 13 of the Governor's Declaration of Emergency Directive 016, the Board is required to implement a phased and incremental resumption of gaming operations. Accordingly, nonrestricted licensees subject to the requirements related to resort hotels may choose to delay full compliance with certain of those criteria when executing their Plans required pursuant to this Policy. A nonrestricted licensee that intends to delay full compliance with the resort hotel requirements must include full details thereof in their Plan. The Board will not consider delayed compliance with certain resort hotel criteria a violation of the Gaming Control Act, so long as a licensee’s Plan fully complies with this Policy. The Board will revisit this exercise of prosecutorial and regulatory discretion as the Governor's office and the Board continue to track the effects of COVID-19 on the State of Nevada.

PROCEDURES PRIOR TO RESUMING GAMING OPERATIONS

Prior to reopening, each nonrestricted licensee 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) for [Cleaning and Disinfecting Your Facility](#).

Each licensee must ensure its employees are adequately trained on: (1) the proper cleaning and disinfecting procedures set forth in the CDC’s guidance above; and (2) how to prevent the spread of infectious disease, including, without limitation, [social distancing](#), [handwashing](#), and not [spreading germs at work](#). Plans should ensure that any training provided pursuant to this Policy is documented by the licensee.

HEALTH AND SAFETY PROCEDURES ONCE OPERATIONAL

When implementing their plans, licensees should utilize the [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#), published by the CDC. The Board expects licensees to include the following components in its Plans.

Employee and Patron Health Concerns:

Signage should be posted throughout the property reminding employees and patrons of proper hygiene, including, without limitation, proper handwashing, how to cover coughs and sneezes, and to avoid touching their faces.

Employees should be instructed to stay home if they do not feel well, and to contact a supervisor or manager if they notice a co-worker or patron experiencing [symptoms associated with COVID-19](#), such as coughing, shortness of breath, or other flu-like symptoms.

If a licensee is informed or is alerted to a case of COVID-19 at its property, it must communicate the case to and cooperate with its local health authorities. All employees should receive clear instructions on how to properly and efficiently respond to all presumed cases of COVID-19. Licensees must follow the appropriate steps to conduct additional cleaning and disinfecting protocols of all areas that patrons visited during their stay in accordance with guidelines issued by the licensee's local health authority.

Plans should identify personnel or a department on property to serve as a liaison to assist local health authorities with aggregate data sharing and contact tracing.

Employee Training and Responsibilities:

Proper and frequent handwashing with soap is vital to help combat the spread of COVID-19. All employees should be required and consistently reminded to wash their hands with soap and warm water for 20 seconds, before the start of a shift, at least once during every break period, and several times during their shifts, including, without limitation, when they change gloves or otherwise contaminate their hands.

Appropriate personal protective equipment (PPE) may be required or recommended by federal, state, or local authorities. When required or recommended, licensees must ensure that PPE is available to employees and provide training on how to properly use and dispose of all PPE.

Plans must include a provision outlining training on COVID-19 safety and disinfection protocols for all employees. Additional comprehensive training must be provided for employees who work in areas with frequent patron contact, including, without limitation, housekeeping, food and beverage, internal maintenance, hotel operations, casino operations, and security. Training, whether conducted in person, online, by video, or in writing, should be available in English and Spanish.

Availability of Face Coverings for Patrons and Guests:

Plans must provide for the availability of face masks or [cloth face coverings](#) for patrons and guests upon request. Licensees should encourage patrons and guests to wear face masks or cloth face coverings while in public places on the licensee's property.

Gaming Machines:

Plans must ensure that the floor plan for gaming machines creates proper social distancing between patrons. For example, chairs and stools in front of every other gaming machines could be removed so that patrons do not sit next to each other, or licensees could propose other measures to ensure proper distance between patrons. Additionally, licensees should assign employees to focus on ensuring guests do not congregate in groups.

Plans must address how gaming machines, devices, chairs, and other ancillary equipment will be cleaned and disinfected on a regular basis. Plans should also address the availability of hand sanitizer or disinfectant wipes for patron use on the gaming floor.

Table Games and Card Games:

Plans must limit the number of patrons based on type of game to ensure proper distance between players by limiting the number of seats or betting positions per table, or licensees may submit alternative plans for approval by the Board. For example, player limit per table should be limited to: three players per blackjack table, six players per craps table, four players per roulette table, and four players per poker table. Casino supervisors and managers must ensure that patrons do not congregate in groups around gaming tables. Licensees should ensure dealers have hand sanitizer available to offer to patrons throughout their shifts.

Plans should ensure regular cleaning and disinfection of, without limitation, table games, rails, dice, card shoes, shufflers, roulette wheels, Pai Gow tiles, pit podiums, blackjack discard holders, and token boxes on a regular basis and when a new employee comes into contact with any of the aforementioned gaming equipment. Plans should also address how licensees will disinfect cards and chips.

Race & Sportsbooks, Keno Lounges, and Bingo Halls:

Plans must ensure that patrons do not congregate in groups and practice proper distancing in these areas. Plans must address how the race & sportsbook, keno lounge, bingo hall, and any other gaming area will be cleaned and disinfected on a regular basis. Plans should also address the availability of hand sanitizer or disinfectant wipes for patron use in these areas.

Responsible Gaming:

Plans must include the licensee's commitment to and implementation of responsible gaming measures. Licensees are encouraged to enhance their responsible gaming measures,

including, without limitation, providing enhanced training to employees and creating specialized messaging for patrons.

Occupancy Limits:

In order to achieve the social distancing guidelines issued by federal, state, and local health authorities, Plans must limit a property's occupancy to no more than fifty percent (50%) of the occupancy limit assigned to each gaming area of the property by local building and fire codes. Licensees' Plans should detail how compliance with this occupancy limit reduction will be achieved, which may include, without limitation, head counts by security personnel, utilization of a licensee's existing surveillance systems, and making use of a licensee's slot accounting system to aid in monitoring the number of patrons on the casino floor.

Social Distancing Guidelines:

The Board expects all licensees to comply with any and all health and safety guidelines and directives issued by federal, state, and local governing authorities with respect to the operation of hotels, restaurants, retail establishments, and pools.

Guest Queuing. Any area where patrons queue should have appropriate signage requiring social distancing in accordance with federal, state, and local health authority requirements.

Hotel Front Desk, Business Center, and Concierge. Social distancing protocols should be maintained among employees and patrons, consistent with federal, state, and local requirements.

Restaurants and Bars. All restaurants and bars should have reduced seating in accordance with federal, state, and local guidance to allow for appropriate distancing between each table and between patrons.

Meeting and Convention Spaces. Meeting and banquet arrangements should allow for social distancing among attendees during all meetings and events based on federal, state, and local recommendations. Food service for meetings and conventions should be served by personnel and managed in accordance with federal, state, and local requirements. The size of gatherings are further subject to restrictions set forth by a directive from the Office of the Governor or a local health authority.

Nightclubs and Dayclubs. Nightclubs and dayclubs within a licensee's property must be closed until further notice.

Retail Spaces. Patron occupancy limits and social distancing protocols should be consistent with federal, state, and local requirements and will be enforced at licensee-owned and leased retail spaces.

Pools. Pool seating should be configured in a manner consistent with federal, state, and local requirements to allow for appropriate distancing.

Back of House. Social distancing protocols, as provided by state and local health authorities, must be implemented in employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, employee relations service desks, and training classrooms.

Cleaning & Disinfection Guidelines Generally:

The Board expects all licensees to comply with any and all health and safety guidelines and directives issued by federal, state, and local governing authorities with respect to the operation of hotels, restaurants, retail establishments, and pools.

Plans should ensure that all public areas will be cleaned and disinfected on a continual and regular basis in accordance with federal, state, and local guidelines for hotel operations. Licensees should increase the frequency of cleaning and disinfecting high-contact surfaces, including, without limitation, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, redemption terminals, rewards club kiosks, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces, and restaurant menus. Additionally, all restrooms should be cleaned and disinfected on a regular basis.

Cleaning & Disinfection for Hotel Rooms and Operations:

Licensees should ensure that housekeeping staff receives comprehensive training on COVID-19 safety and disinfection protocols. Additionally, licensees should provide employees access to required PPE, cleaning products, and sanitizer. Any carts, trolleys, or mobile equipment utilized by or to transport employees should be disinfected on a consistent basis.

Plans should utilize cleaning products that meet Environmental Protection Agency (EPA) guidelines and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens. A list of disinfectants approved by the EPA for use against COVID-19 can be found [here](#). All disinfectants should be used in accordance with their labels to ensure proper application, contact time, and user safety.

Plans should acknowledge the use of cleaning and disinfecting protocols to clean guest rooms approved by the CDC and Occupational Safety and Health Administration (OSHA). Licensees should ensure that increased attention is paid to high-touch items, including, without limitation, remote controls, toilets and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, and flooring. Linens should be washed at a high temperature and with appropriate cleaning products in order to eliminate viral and bacterial pathogens.

Back of House. The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, employee relations service desks, and training classrooms.

Plans should ensure that any 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 licensee's property.

COVID-19 Room Recovery Protocol. Plans must include a cleaning procedure in the event of notice or knowledge of a hotel guest with a confirmed case of COVID-19. The hotel guest's room must be removed from service and undergo an enhanced cleaning protocol as determined by local health authorities. The licensee is prohibited from returning that hotel room to service until the licensee has complied with the requirements set forth in NRS 447.100, as well as with any additional guidance from local health authorities.

Additional Requirements for Resort Hotels:

If a licensee is a resort hotel pursuant to the definition in NRS 463.01865, the licensee's Plan must confirm that it will, at a minimum: (1) conduct temperature screenings of hotel guests upon arrival; or (2) ensure that there is a medical professional on property at all times and require hotel guests to complete a symptom self-assessment upon check-in.

A licensee that is a resort hotel must also provide a designated area within the resort where hotel guests may be tested for COVID-19, and where such hotel guests can safely wait for the test results.

Cleaning & Sanitation for Restaurants, Bars, and Lounges:

Plans should ensure that all dining tables, bar tops, stools, and chairs are disinfected after each use. All host podiums, service stations, service carts, beverage stations, counters, handrails, and trays should be disinfected on a regular basis. All point of sale terminals should be disinfected between uses and after each shift.

Employees who handle food should comply with state and local health district guidelines.

CONCLUSION

This Policy is subject to revision by the Board based on recommendations from federal, state, and local health authorities related to the spread of COVID-19. The Board will keep nonrestricted licensees apprised of any changes so that Plans can be updated.