



NEWS RELEASE



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Muscogee (Creek) Nation Casinos announce reopening plan beginning June 1 for River Spirit Casino Resort and 8 regional casinos

Officials release Phase 1 of a comprehensive safety plan for guests and 2,200 employees

(TULSA, Okla.) – Muscogee (Creek) Nation Principal Chief David Hill and River Spirit Casino Resort Chief Executive Officer Pat Crofts announced today phase one of a plan to reopen nine Muscogee (Creek) Nation Casinos, including River Spirit Casino Resort, on Monday, June 1.

“Our first priority is, and will remain, the health and well-being of 2,200 employees and the thousands of guests that visit our properties. We have methodically studied the regional data and prepared a plan encompassing best practices in the industry,” said Principal Chief David Hill. “The Gaming Operations Authority Board, the Nation’s Health Department and the Nation’s Office of Public Gaming have now approved the first phase of our comprehensive reopening plan.”

The casinos will officially open to the public at 10 am on Monday, June 1. Officials suspended operations on Monday, March 16 as a precaution to guidelines issued by the National Center for Disease Control. Muscogee (Creek) Nation Casinos and River Spirit Casino Resort maintained its payroll and benefits for its 2,200 employees throughout the 12 week closure.

The casinos reopening include Beggs, Holdenville, Eufaula, Bristow, Checotah, Okemah, Okmulgee, Muskogee and River Spirit Casino Resort in Tulsa. The temporary closure of the travel plaza casinos in Muskogee and Okmulgee will continue until a future date, but the Okmulgee convenience store remains open to serve the public in need of essentials.

The reopening of the River Spirit Casino Resort to the public includes both River Spirit and Margaritaville Casinos, the Resort Hotel, Margaritaville, Ruth’s Chris Steak House, Fire Side Grill, Rain Bay Café, Scoreboard Sports Bar, Five O’Clock Somewhere Bar, and the Emerge Spa. The Visions Buffet, Paradise Cove, Resort Convention Center and the courtesy valet will remain temporarily closed to guests. The Tiki Grill and Bar pool side dining will be open, however the Resort pool will be limited to hotel guests only until a future date.

"Guests will experience the same top-tier entertainment and hospitality experience, but in a modified form," said Crofts. "We have taken into account all of the safety and sanitization protocols recommended by the Center for Disease Control and federal health guidelines in order to reopen our doors and welcome back our employees and guests."

(more)

Muscogee (Creek) Nation Casinos

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The Phase 1 plan consists of seven sections addressing: employee and guest health; employee training on COVID-19 procedures; the guest journey from entrance to exit; cleaning products and protocols; locations for distribution of personal protective equipment (PPE); social distancing and public entry screening protocols.

The regional casinos will close overnight indefinitely for additional sanitization. The River Spirit and Margaritaville Casinos will rotate closure overnight on alternating dates. Guests are encouraged to the casino websites for the latest information.

All guests and employees will receive a non-contact temperature screening prior to being admitted entrance to the casinos. All employees are required to wear masks while working, guests will be provided disposable masks and gloves upon arrival. In addition to the hourly, recurring sanitization of all guest areas and hard surfaces, hand sanitizer stations and sanitary wipe dispensers are available for guest use throughout the properties.

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Editor's Note: Please see attached the Muscogee (Creek) Nation Health and Sanitation Program | Phase I



MUSCOGEE (CREEK) NATION CASINO HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control and Prevention (CDC) guidelines, Tribal and local government mandates, and public health advisories and protocols. We will continue to make changes as necessary or appropriate to our procedures according to the above.

¹ <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

² <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

³ <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

Team Member & Guest Health

The health and safety of our team members and guests is our number one priority.

Temperature Screening. Points of entry will be limited to allow our MCNC designated staff and security team to conduct non-invasive temperature checks. Team members or guests confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Social Distancing. Guests will be advised to practice social distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables, electronic gaming machines and other physical layouts will be arranged to ensure appropriate distancing. Team members will be reminded to practice social distancing by standing at least six feet away from guests and other team members whenever possible. All MCNC facilities will comply with, or exceed, local or CDC mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and team member entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas. Hand lotion will be provided in guest rooms and throughout the back of house (in touchless dispensers) for team members.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding team members of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate), wash hands, sneeze and to avoid touching their faces.

Team member & Guest Health Concerns. Our team members have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Team members are instructed to stay home if they are exhibiting any of the COVID-19 symptoms including but not limited to: fever, cough, shortness of breath, chills, shaking with chills, sore throat, muscle pain, headache, and/or new loss of taste or smell. Team members and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (team members) or hotel security (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 on MCNC properties, we will direct to the local health care facility or appropriate MCNDH facility.

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2 Team Member Responsibilities

Hand Washing. All MCNC team members have been instructed to wash their hands when visibly soiled every 60 minutes (for 20-seconds with soap and water). Alcohol based hand rub (62.0%) will be made available when a sink with soap and water method is unavailable and hands are not visibly soiled. Hand hygiene shall be completed 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.

COVID-19 Training. All team members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all team members based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every team member entering MCNC properties will be provided a mask and required to wear that mask while on property. Gloves will be provided to team members whose responsibilities require them.

Daily Pre-Shift & Timekeeping. Team member pre-shift meetings may be conducted in areas that allow for appropriate physical distancing between team members. Departments will stagger team member arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each time clock location and team members will be required to sanitize their hands before and after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3 The Guest Journey

Guest Arrival

MCNC staff will greet each guest to the property. Guests will be screened and advised that hand sanitizer and masks are available. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

Guest Arrival Valet.

- Valet services will be suspended until further notice.

Hotel Guest Elevators

- A team member will be present to sanitize the button panels at regular intervals.
- Signage will be posted to explain the current procedures.
- No more than four guests will be allowed per elevator.

Guest Sanitation

- Each hotel guest will receive a COVID-19 awareness card.

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- COVID-19 awareness information will be available upon request.

4 Cleaning Products and Protocols

MCNC use cleaning products and protocols which meet EPA guidelines¹ approved for use and effective against viruses and bacteria. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Laundry. All bed linen and laundry will be changed upon guest checkout and continue to be washed at a high temperature and in accordance with CDC guidelines².

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

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout each MCNC property. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers, refrigerators, and water coolers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the MCN Health Department.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

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5 Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

All designated limited Casino/Resort Entrances & Exits (masks will be available for our guests)
Hotel Registration, Cashier Cage, and Players Club (Plexi Glass)

Back of the House

Designated Team Member Entrances
Department Specific Locations
Including but not limited to, Kitchens, Security Podiums, Housekeeping & HR
Recruiting
Vendor Entrances

6 Social Distancing

Throughout the MCNC properties we will meet or exceed health authority guidelines on proper distancing.

Queuing. Any area where guests or team members queue will be clearly marked for appropriate distancing.

Hotel Front Desk. Agents will utilize social distancing to ensure separation between team members whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for appropriate social distancing.

Electronic Gaming Operations. Electronic gaming machine (EGM) chairs will be removed to allow for physical separation between guests. All EG personnel and MOD's will ensure guests do not congregate around EGM's.

Table Games Operations. Table games will have chairs removed and every other table will be open. Table Games Supervisors and managers will ensure that guests do not congregate in groups.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for social distancing between guests in all meetings and events based on health authority guidelines. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Retail Spaces. In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

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Pools. Pool seating will be configured to allow for appropriate social distancing.

Back of the House. Social distancing protocols will be used in the team member dining rooms, uniform control areas, training classrooms, shared office spaces, the team member services window (via a teller style window) and other high-density areas in order to ensure appropriate social distancing.

7 Public Entry Screening Protocols

Public Entry Screening. Non-invasive thermometers will be placed at each entry point of the MCNC property. Any person displaying a temperature above 100.4°F will be refused entry and directed to appropriate medical care.

If a guest refuses to cooperate with screening procedures, the guest will be denied entry to the property.

In-House Hotel Guests. If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

- **If a guest requests to return to their room:**

Security will be called to escort the guest for the remainder of the process.

The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.

Security will control the elevator to ensure no other guests use the same cabin.

Security will notify EVS and the elevator will be returned to service only after properly sanitized by EVS.

Security will notify the Hotel Desk Manager and Casino Manager on Duty to close the room and not permit access until medical clearance is given and/or the room is properly sanitized.

- **If a guest does not return to their room:**

Security will notify the Hotel Desk Manager and casino Manager on Duty to close the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.

The guest's belongings will remain in the room until Hotel Management can arrange for the safe removal and storage of the belongings.

Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis.

- **If a guest with an elevated temperature is sharing the room or has had close**

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contact with other guests:

Security will determine room shares and close contact guests traveling with the elevated temperature guest. If those additional guests want to remain on property, they must agree to their temperature being taken every 24 hours by Security.

If the guest with an elevated temperature has been asked to leave the property, they must arrange their own transportation from the property.

Transportation. Guests who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation from the property.

Internal Reporting. Security will follow existing medical reporting protocol.

At a minimum the incident report is to include the guest name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the guest was transported for medical care. The incident report will be updated as new information is available and when/if the guest returns to the property.

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