



OKLAHOMA INDIAN GAMING ASSOCIATION

SUGGESTED COVID -19 RELATED OPERATIONAL GUIDELINES

General Guidelines

- I. Employee, Vendor & Patron Health -The health and safety of our employees, vendors and patrons is our number one priority. To that end, the following guidelines will be in place until further notice.

Non-Invasive Temperature. Checks Points of entry will be limited to allow our team members to conduct non- invasive temperature checks. Anyone displaying a temperature over 100.0°F will be taken to a private area for a secondary temporal temperature screening. Employees or patrons confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing. Patrons will be advised to practice physical distancing from other groups of people not traveling with them while standing in lines, using elevators, or moving around the facility. Restaurant tables, electronic gaming machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from patrons and other employees whenever possible. All facility outlets will comply with mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key patron and employee 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.

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. Table game electronic signs may also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves , wash hands, sneeze and to avoid touching their faces.

Employee, Vendor & Patron Health Concerns. Our employees and vendors have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19. We will be ready to provide support to our patrons. Employees and vendors are instructed to contact their manager if they do not feel well or if they notice a coworker or patron with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and patrons who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees and vendors) or hotel security (patrons).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the facility, we will work with management to follow the appropriate recommended actions.

- II. Employee and Vendor Responsibilities – Employees and Vendors are vital to maintain our sanitation and health guidelines.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All employees and vendors have been instructed to wash their hands, or use

sanitizer when a sink is not available, every 60 minutes (for 20-seconds) 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.

COVID-19 Training. All employees and vendors will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent patron contact including housekeeping, food & beverage, public area department, hotel operations and security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees and vendors based on their role and responsibilities and in adherence to regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. Every employee and vendor entering the facility will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees and vendors whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with patrons.

Daily Pre-Shift & Timekeeping. Employee and vendor pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing. Larger departments will stagger arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees and vendors will be required to sanitize their hands 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.

III. Patron Interaction

Patron Arrival – Each patron to the facility will be greeted by a facility employee. Patrons will be screened and required to use hand sanitizer and to wear a mask (which may be provided by the facility). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the facility.

A. **Patron Arrival Valet, Taxi or Ride Share**

- Patrons will enter the facility through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Patrons requesting bell service will be assisted and the bell cart will be sanitized after each patron is assisted.
- Valet services will be suspended until further notice.

B. **Patron Arrival by facility owned vehicles**

- Facility owned vehicles will be thoroughly cleaned before and after each use.
- No more than four patrons will be permitted per SUV and no more than two patrons will be permitted per sedan.
- Patrons will not be permitted in the front passenger seat.

Patron Elevators

- A. An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- B. Signage will be posted to explain the current procedures.
- C. No more than four patrons will be permitted per elevator.

- IV. Cleaning Products and Protocols – Employees and vendors will use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. Management will work 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, electronic gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

Hotel Rooms. Industry leading cleaning and sanitizing protocols are used to clean hotel 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 daily and continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the patron room to eliminate excess contact while being transported to the laundry facility.

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 break rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, offices 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 employee. 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 the facility. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19 the hotel room will be removed from service and quarantined. The hotel room will not be returned to service until 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.

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.

V. Locations for the Distribution of Personal Protection Equipment (PPE) – See Exhibit A.

VI. Physical Distancing - Throughout the facility we will meet or exceed appropriate federal and tribal health authority guidelines on proper physical distancing. Plans should be made for patron lines to get into the facility. We should take as much care of patrons who are waiting to get in as we do while they are in our facilities.

Queuing. Any area where patrons, employees or vendors queue will be clearly marked for appropriate physical distancing. This includes entrances, check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi or ride share areas.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between employees and patrons whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of patrons.

Electronic Game Operations. Electronic gaming machines will be disabled and/or reconfigured to allow for physical separation between patrons. Casino Supervisors and managers will ensure that patrons do not congregate around electronic games. Note that just taking away chairs will not stop patrons from playing the games there by eliminating the distancing we are trying to create.

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

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between patrons in all meetings and events based on federal and tribal recommendations. 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, patron occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of patrons.

Back of the House. Physical distancing protocols will be used in the break rooms, uniform control areas, training classrooms, shared office spaces, the employee services windows and other high-density areas in order to ensure appropriate distancing between employees and/or vendors.

DEPARTMENTAL COVID-19 SANITIZATION POLICIES

(Additional department and protocols may be added/modified as needed)

EMPLOYEE & VENDOR SERVICES

I. Uniform Control

- A. Cleaning & Sanitizing Protocol
 - Laundry to be cleaned in accordance with appropriate CDC guidelines
- B. Physical Distancing Protocol
 - A uniform control employee will be stationed at the entry to control maximum occupancy of the space
 - Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform distribution counters
 - Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing
 - One employee at a time will be allowed into the processing area for loaners and exchanges
- C. Patron Considerations
 - No department specific requirements

SECURITY

II. Security Operations

- A. Cleaning & Sanitizing Protocol
 - All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
 - Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
 - Shift Supervisors to log completed tasks
 - Holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
 - Shift Manager will notify Supervisor and casino management after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)
 - Security management will document and track all critical activities
- B. Physical Distancing Protocol
 - Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody)

- Security Officers to assist with enforcing physical distancing protocols in patron queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)
- C. Patron Considerations
 - Security Officers to familiarize themselves with hand sanitizer and mask distribution points for patrons and coworkers

CASINO OPERATIONS

All patrons may be requested to briefly lower their masks for age and identification purposes in compliance with federal and/or tribal laws and regulations.

III. Casino Cage

- A. Cleaning & Sanitizing Protocol
 - Patron facing counters to be sanitized at least once per hour
- B. Physical Distancing Protocol
 - Patrons to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor
- C. Patron Considerations
 - Hand sanitizer bottles are located on the patron counter at the cage

IV. Electronic Gaming Operations

- A. Cleaning & Sanitizing Protocol
 - Hand sanitizing stations on the casino floor including one adjacent to all ATMs
 - Workstations to be sanitized at least once every four hours
 - Employees to offer to sanitize electronic games for patrons sitting down at a machine
- B. Electronic games to be sanitized at least once every four hours
 - Electronic game supervisors to complete a log in each section to track each machine's sanitization schedule
- C. Physical Distancing Protocol
 - Electronic game machines will be disabled and/or reconfigured to allow for separation between patrons
 - Patrons to maintain six feet of separation while waiting in lines
- D. Patron Considerations
 - Hand sanitizer dispensers to be placed throughout the casino floor
 - Signage will be placed throughout the casino floor to remind patrons to sanitize electronic game machines before use or contact an employee for assistance

V. Table Games Operations

- A. Cleaning & Sanitizing Protocol
 - Supervisors to sanitize table game rails after each patron leaves a game
 - Supervisors to sanitize each chair area after each patron leaves a game

- Dealers to sanitize dice for each new shooter
 - Dealer to sanitize the on/off button when entering a game
 - Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
 - Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week
 - Roulette wheel head, ball and dolly sanitized when a new dealer enters the game
 - Supervisor to sanitize the chipper every hour
 - Pai Gow tiles sanitized when new dealer enters game
 - Big Six Wheel spokes and mirror to be sanitized by opening and closing supervisor
 - Pit Podiums to be sanitized by Pit Administrator every hour including phones, computers, Veridocs, all hard surfaces and cabinetry
 - Visual Limits and similar units to be sanitized every time a new supervisor enters the pit
 - Dealer to sanitize the money paddle when arriving at the game
 - Baccarat discard pile and BJ discard holders to be sanitized by supervisor once every four hours
 - Dealer to sanitize token boxes when entering a game
 - PAD to increase trash pick-up in pits
 - Pit Technicians to sanitize hard surfaces and push carts at the beginning and end of each shift
 - Chip cleaning solutions being reviewed – pending expert guidance
 - Employees to sanitize tables and chairs after using the lounge
 - Player's lounge to be deep cleaned daily
- B. Physical Distancing Protocol
- Every other table open
 - Three chair/patron maximum per table game (corners and middle seat remain)
 - Four chair/patron maximum per big baccarat table
 - Three players maximum on each side of dice tables
 - Discourage unrelated patrons from congregating behind players
 - Remove seating in the Table Games Lounge and enforce maximum occupancy limits
 - Dealers to verbally give breaks instead of "tapping in" and maintain appropriate separation
- C. Patron Considerations
- Patrons will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
 - Cocktail Servers will remain available and serve beverage upon request

VI. Poker Operations

- A. Cleaning & Sanitizing Protocol
- Supervisors to sanitize table game rails after each customer leaves (ongoing)
 - Supervisors to sanitize each chair area after a customer leaves (ongoing)
 - Supervisors to sanitize the outside of shufflers every hour; inside to be cleaned once per week

- Supervisors to sanitize podiums at least once per hour including phones, computers, Veridocs, all hard surface and cabinetry
 - Dealers to sanitize in table rating units each time they enter a game
 - Dealers to sanitize token boxes
 - Chip sanitation solutions being reviewed – pending expert guidance
- B. Physical Distancing Protocol
- Every other table open and tables to be staggered
 - Maximum seating to be established based on expert guidance
 - Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation
- C. Patron Considerations
- Patrons will be reminded to sanitize their hands prior to the start of play
 - Food service protocols to be reviewed

VII. Race book Operations

- A. Cleaning & Sanitizing Protocol
- Supervisors to sanitize race carrels and chairs after each patron
 - Ticket writer to sanitize the counter after each patron
 - Chairs to be sanitized hourly
 - Race book to be deep cleaned daily
 - VIP Booths to be sanitized after each use
 - Supervisor to clean station every hour including phones, computers, Veridocs, all hard surfaces and counters
- B. Physical Distancing Protocol
- Every other betting station open
 - Six-foot intervals to be marked for ticket window queues
 - Seats, carrels, and booths to be reconfigured or removed to allow for appropriate physical distancing
- C. Patron Considerations
- No department specific requirements

HOTEL OPERATIONS

VIII. Business Services, Office Services, Lost & Found

- A. Cleaning & Sanitizing Protocol
- Counters and equipment sanitized at least once per hour
 - In-house mail vehicle to be sanitized after each use
 - Addition of a sanitization kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
 - Sanitize internet stations and post sanitation signage for patron reference
- B. Physical Distancing Protocol

- Employees to use separate counters and have individual stations to eliminate shared equipment
 - Maximum of two employees at counter
 - Greeter at front door of Business Services, when necessary, to control physical distancing
 - Credit card swipe moved to front counter
 - Patron will be requested to place packages directly on the scale
 - Convert Security check-in into a pickup/drop off point with limited contact for couriers
 - Enforce six-foot physical distancing minimums with common carriers
 - Encourage the use e-mail for all patron transactions
 - Offer Internet Stations for printing and completing any documentation instead of at counter
- C. Patron Considerations
- Discontinue print magazine and newspaper services throughout the property.
 - All packages will be placed in sealed single-use plastic bags
 - Patron packages delivered to the rooms will be placed outside the patron room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

IX. Front Services & Transportation

- A. Cleaning & Sanitizing Protocol
- Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop- off/pick-up waiting areas
 - Offices, desks, counters, workspaces, and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
 - Scooters, wheelchairs, and other patron amenities to be sanitized after each use
 - Baggage doors sanitized every hour
 - Baggage belt divider tubs, bell carts and related equipment to be sanitized after each use
 - Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
 - Back of House (BOH) elevator buttons to be sanitized at least once per hour
 - Vending machines to be sanitized at least once per hour
- B. Physical Distancing Protocol
- a) Patron laundry and dry-cleaning services available using contactless pick-up and delivery protocols
 - b) Patron amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible
- C. Patron Considerations
- Valet parking suspended
 - Self-service ice machines to be suspended and signage posted indicating ice is available through guest services

X. Pool Operations

- A. Cleaning & Sanitizing Protocol

- Chaise lounge chairs to be sanitized after each use
 - Cabana patron contact surfaces to be sanitized after each use
 - Cabanas to be pressure washed and sanitized each night
 - Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
 - Lifeguard stands to be sanitized upon rotation
- B. Physical Distancing Protocol
- Chaise lounge chairs set with appropriate physical distancing
- C. Patron Considerations
- No department specific requirements

XI. Golf Operations

- A. Cleaning & Sanitizing Protocol
- Golf carts to be sanitized before and after each round by a designated cart 'pit crew'
 - Loaner clubs to be sanitized before and after each round
 - Locker rooms and foyer area sanitized at least once every four hours; patron contact areas in each sanitized after each use
 - All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
 - Employees to wash hands or sanitize hands after touching any patron equipment including clubs, bags, or shoes
- B. Physical Distancing Protocol
- One player per cart unless immediate family members and/or following updates on guidance from federal/tribal authorities
 - Addition of inserts into golf hole cups to allow easy removal of balls
 - Increased tee time spacing to 20-minute intervals
 - Every other bay to be utilized for warm-up area
 - Sand and seed bottles removed from carts; employees will handle between rounds
 - Remove rakes from bunkers; employees will handle between rounds
- C. Patron Considerations
- No self-service food or drinks available
 - Scorecard and pencils pre-set in carts for player use

XII. Public Areas

- A. Cleaning & Sanitizing Protocol - Employees to sanitize the following areas at least once per hour
- Public and parking garage elevators
 - Casino entry doors
 - Electronic game machines (in coordination with electronic game team)
 - Escalator handrails
 - Other handrails
 - Tables and counters

- Hotel entry doors
 - Exterior elevators and escalator handrails
 - Smoking areas
 - Exterior benches
 - Trash bins
 - All public restrooms to be sanitized at least once per hour
- B. Physical Distancing Protocol
- No department specific requirements
- C. Patron Considerations
- No department specific requirements

XIII. Front Office

- A. Cleaning & Sanitizing Protocol
- Sanitize all patron touchpoints after each transaction including credit card devices, pens, and registration countertops
 - Room keys to be sanitized before stocking
 - Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change
- B. Physical Distancing Protocol
- Restructure workstations to provide appropriate six-foot intervals
 - Staff every other workstation
 - Employees to provide guidance to arriving and departing patrons to ensure physical distancing measures are followed
 - Develop and implement peak period queueing procedures as needed
- C. Patron Considerations
- No self-service food and/or beverage available

XIV. Housekeeping

- A. Cleaning & Sanitizing Protocol
- Carts, trolleys, and equipment to be sanitized at the start and end of each shift
 - Patron linen will be delivered and removed from patron rooms in single use sealed bags
 - Pillow protectors on the patron room beds are to be changed daily
 - All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
 - Back of house restrooms will be sanitized at least once every four hours
 - House phones, in unsupervised/controlled areas, to be removed
- B. Physical Distancing Protocol
- Minimize contact with patrons while cleaning hotel rooms; patron room attendants will offer to return at an alternate time for occupied rooms
- C. Patron Considerations

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted
- Disposable collateral to be disposed and changed after each patron
- Extra pillows and blankets stored in the patron room closets will be removed and available upon patron request
- All patron amenities to be packaged before being placed in room
- Shoeshine is suspended until further notice
- Specific sanitation consideration will be paid to the following patron room areas:
 - Desks, counter tops, tables, and chairs
 - Phones, tablets, and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors, and frames
 - Lights and lighting controls
 - Closets, hangers, and other amenities

SPA, SALON & FITNESS CENTER

XV. Spa

Pending guidance from federal and/or tribal authorities and medical experts.

XVI. Salon

Pending guidance from federal and/or tribal authorities and medical experts.

XVII. Fitness Center

Pending guidance from federal and/or tribal authorities and medical experts. Alternative wellness options may be provided to patrons as they are developed including in-room and outdoor wellness programming.

RETAIL

XVIII. Retail Stores

- A. Cleaning & Sanitizing Protocol
 - Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
 - Sanitize carts and mag liners before and after each use
 - Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour
- B. Physical Distancing Protocol
 - Signage will be prominently posted at each store reminding patrons of maximum occupancies and distancing guidelines
- C. Patron Considerations
 - Displays and retail assortments will be limited to essential items to include sundries, toiletries, pre-packaged food and beverage
 - All merchandise will be served/handled by a retail attendant; no self-serve available in any category
 - All sales final until further notice (including phone orders)
 - Golf Pro Shop will feature pre-packaged items only (including visors, hats, and gloves)

FOOD & BEVERAGE

XIX. Restaurants, Bars & Lounges

- A. Cleaning & Sanitizing Protocol
 - Host Podiums including all associated equipment to be sanitized at least once per hour
 - Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour and logged by a manager
 - POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
 - Dining tables, bar tops, stools, and chairs to be sanitized after each use
 - Condiments to be served in single use containers (either disposable or washed after each use)
 - Check presenters, votives, pens and all other reusable patron contact items to be either sanitized after each use or single use
 - Menus to be single use and/or disposable
 - Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
 - Sanitize trays (all types) and tray stands sanitized after each use
 - Storage containers to be sanitized before and after each use
 - Food preparation stations to be sanitized at least once per hour
 - Kitchens to be deep cleaned and sanitized at least once per day
 - Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)
- B. Physical Distancing Protocol

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
 - Peak period queuing procedures to be implemented when patrons are not able to be immediately sat
 - Lounge seating to be removed in SW, Lakeside, Jardin and Sinatra
 - Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by tribal authorities)
 - Reduce bar stool count to provide appropriate physical distancing
 - Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
 - Additional quick serve coffee options to open based on demand and length of physically distanced lines
 - Casino Service Bars will be staffed to allow for appropriate distancing between employees
- C. Patron Considerations
- All self-serve condiments and utensils to be removed and available from cashiers or servers
 - All straws to be wrapped
 - Napkin service to be suspended until further notice (no placing in a patron's lap or refolding)
 - Tableside cooking to be suspended until further notice
 - Remove grab and go offerings, available from fountain workers only
 - Bar snacks will be served per individual patron and not shared by the table
 - All food and beverage items to be placed on the table, counter, electronic game or other surface instead of being handed directly to a patron
- D. Additional Break Room Protocols
- No self-serve food available (including snacks)
 - Food to be served by EDR cooks and line attendants
 - Single use cups for beverage (no refills)
 - Prepackaged plastic flatware
 - Trays and plates to be distributed by EDR attendants
 - Extension of EDR sneeze guards

XX. In Room Dining (IRD)

- A. Cleaning & Sanitizing Protocol
- All equipment will be sanitized prior to assigning for the shift
 - Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
 - Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour
- B. Physical Distancing Protocol
- Set food on tables in hallway and notify patron when the table is outside of the patron's room (plate covers remain) – patrons will retrieve their own table
 - Request that patrons notify IRD when finished with their meal and place their trolley in the hallway outside of their room
- C. Patron Considerations

- Printed IRD menus to be removed from rooms. Establish and communicate menu delivery options to patrons.
- Minibars to be locked, all loose product removed, and service suspended until further notice

XXI. Catering & Banquets

- A. Cleaning & Sanitizing Protocol
 - All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
 - All linen, including underlays, to be replaced after each use
 - Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- B. Physical Distancing Protocol
 - All buffet and self-serve style events to be suspended until further notice
 - All food and beverage items to be individually plated and served
 - Coffee and other break items to be attended and served by a server
 - Flatware to be provided as a roll-up
 - Condiments to be served in individual PCs or sanitized individual containers
 - Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows federal and/or tribal laws and regulations including CDC guidelines (in coordination with Hotel Sales & Convention Services)
- C. Patron Considerations
 - Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
 - Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
 - Create modified menus to showcase styles of service and items currently available

SALES

XXII. Hotel Sales & Convention Services

- A. Cleaning & Sanitizing Protocol
 - Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
 - Meeting Concierge and Specialty Desk will sanitize their respective work areas, counters, doors, and equipment at least once every four hours and upon a shift change
- B. Physical Distancing Protocol
 - Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows federal and/or tribal laws and regulations including CDC guidelines (in coordination with Catering & Banquets)
 - Site inspections and meetings will be done virtually and/or appropriately physically distanced
- C. Patron Considerations

- Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- Post signage outside of meeting and events reminding patrons of appropriate physical distancing guidelines

ENTERTAINMENT

XXIII. Concert/Multi-Purpose/Theater Facilities

- A. Cleaning & Sanitizing Protocol
 - Performers in close contact with each other to sanitize themselves by fully submersing in the chlorinated theater water
 - Seating and public areas to be sanitized at the conclusion of each performance
 - All equipment to be individually assigned when possible to eliminate equipment sharing
- B. Physical Distancing Protocol
 - Seating and capacity to be managed to allow for appropriate distancing between groups of patrons based on tribal laws and regulations and CDC guidelines
 - Show schedule limited to one performance per day
 - Costume dressing and quick-change protocols are staggered and supervised by wardrobe attendants
 - Performers complete workouts at home or offsite when possible
 - Maximum occupancy limits and appropriate PPE usage enforced
- C. Patron Considerations
 - Showroom snack bars to follow Food & Beverage protocols
 - Ushers or other designated employees/agents to assist in patron movement and flow to ensure physical distancing protocols are followed

XXIV. 23 Nightclubs

Closed until able to issue protocols based on guidance from federal and tribal authorities and medical experts.

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

Non-invasive thermal cameras will be placed at each entry point to the facility. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0° F will be discreetly offered a secondary screening.

Secondary Screening

The Patron displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.

A designated employee/agent using appropriate PPE (including a surgical mask and eye protection) and temporal thermometer will record a second temperature.

If the visitor refuses the secondary reading, they will be denied entry to the facility, directed towards medical care and arrangements made for patron to leave the property.

Patrons with Elevated Temperature

If the secondary reading confirms that the patron has a temperature above 100.0° F, they will be denied entry to the facility, directed towards medical care and arrangements made for patron to leave the property.

A designated employee/agent will collect basic patron information including name, names of room shares and close contact with others in their traveling party and picture identification. A supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.

** See additional procedures below for current hotel patrons

If a patron refuses to provide information or cooperate, the patron will be denied entry to the facility and arrangements made for patron to leave the property.

Reporting

[information needs to be inserted by each jurisdiction]

In-House hotel patrons

If a current hotel patron 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 off property is arranged.

Exhibit A

Locations for the Distribution of Personal Protection Equipment (PPE)

[please insert facility map where PPE is located]