



## **BUFFALO RUN CASINO & PROPERTY HEALTH & SANITATION PROGRAM**

We are closely monitoring government policy changes, Center for Disease Control & Prevention (CDC) guidelines, government mandates, public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures which may include future closures of the facility.

Updated May 12, 2020

## **Letter to our guests and employees from our CEO, Patrick Browne**

Casino will reopen our doors on Friday May 15, 2020. New Hours of Operation: - 10 AM to 2 AM through June 5, 2020.

As we navigate through this unprecedented event, we are dedicated to communicating with our guests and staff about what is happening daily in our business.

The Covid-19 has changed the way every business will operate moving forward and we want to share a few safeguard procedures that will be executed.

Additional daily casino cleaning and disinfecting measures will be performed on all shifts and while we are closed. Each night every area of our operation daily will be disinfected cleaned top to bottom, side to side.

Here are some examples in our plan we want to share with you:

1. Employee and Guest Health
  - a. Social distancing followed
  - b. Washing hands for 20 seconds in warm water prior to and when leaving the gaming floor
  - c. Hand sanitizer stations placed throughout the property
  - d. Signage on property about recommendations for safety
2. Team Member responsibilities
  - a. Training on COVID-19
  - b. Must wear PPE masks while on gaming floor
  - c. Please remain home if feeling sick
3. Guest Journey – we will limit occupancy
  - a. Temperature check at front door
    - i. 100.4°F or higher, may not enter casino, guests will be tested twice
  - b. Valet Service will be postponed
  - c. Masks will be offered and provided to guests – not required to wear
  - d. Playing Slots - Every other slot machine will be out of service for social distancing
  - e. Playing Table Games - 3 guests allowed on a Game, 4 on Roulette, and 6 on the crap table
  - f. Grab & Go food offerings only
  - g. No large group events in Show Place, our entertainment concert hall
  - h. Only one front guest entrance & exit at this time – casino front doors
4. Social distancing recommendations
  - a. 6ft floor guiding stickers are placed on the casino floor
  - b. Line ques will be 6ft apart

We will take every safeguard precaution to protect our employees and guests. Safety is our top priority!

Sincerely, Patrick Browne, CEO and Steve Bashore, General Manager

# **BUFFALO RUN CASINO & PROPERTY HEALTH & SANITATION GUIDELINES**

## **Buffalo Run Casino & Property Program**

### **Employee & Guest Health**

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

**No Contact Thermometers.** Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing no contact thermometers. Anyone displaying a temperature over 100.4°F will be taken to a designated area for a secondary temporal temperature screening. Employees 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.

**Physical Distancing.** Guests will be advised to practice physical 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, slot 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 guests and other employees whenever possible.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, hotel lobby, the casino floor, restaurant entrances, elevator landing, and exercise area.

**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.

**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 (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

**Employee & Guest Health Concerns.** Our employees 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. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager regarding employees or security regarding guests.

**Case Notification.** If we are alerted to a presumptive case of COVID-19, we will work with the OCHD to follow the appropriate actions recommended by it.

## **Employee's Responsibilities**

Our employees are vital for an effective sanitation and health program.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All BRC&R employees 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 will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Guest Services, Hotel Operations and Security. This will also be posted on Paycom.

**Personal Protective Equipment (PPE).** Appropriate PPE is required to be worn by all employees. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the property will be provided a mask and be required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

**Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors. Hand sanitizer will be available at each time clock location and employees 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.

## **The Guest Journey**

### **Guest Arrival**

A security officer(s) will greet each visitor to the property. Visitors will be screened and asked to use hand sanitizer and provided the option to wear a mask. Limited amount of mask will be provided by the property for guest who do not supply their own. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property.

- a) Guests will enter the property through doors that are propped open with stations showing which direction to go.
- b) Valet services will be suspended until further notice.

#### Hotel Guest Elevator

- a) An employee will be present to sanitize the button panel at regular intervals, at least once per hour
- b) Signage will be posted to explain the current procedures.
- c) No more than two guests will be permitted in the elevator.

#### **Cleaning Products and Protocols**

Our property use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. 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 carts, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, and stair handrails, casino cage counters, gaming machines, gaming tables, 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 daily and continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest 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 employee break rooms, employee entrances, employee restrooms, offices, kitchens and security area.

**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, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property. The use of shared food and beverage equipment in back of the house office 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 case has been confirmed or cleared.

**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.

### **Location for the distribution of Personal Protection Equipment (PPE)**

#### **Front of the House**

All property entrances & exits  
Hotel Front Desk

#### **Back of the House**

Employee entrances  
All kitchens

### **Physical Distancing**

Throughout the property we will meet or exceed state and local health authority guidelines on proper physical distancing.

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes bars, food outlets, guest services and ATM/Ticket redemption machines.

**Hotel Front Desk.** Agent workstations are already six feet apart.

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

**Slot Operations.** Every other machines will be put out of service with the chairs removed to allow for physical separation between guests. A recorded message via the in-house public address system will play throughout the casino reminding guests about social distancing.

**Table Games Operations.** Table games will have chairs removed and limited seating per table.

**Events.** All upcoming events have been postponed until after June 1<sup>st</sup>.

**Pools.** Pool has been closed until further notice.

**Back of the House.** Physical distancing protocols will be used in the employee break rooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

## **DEPARTMENT SPECIFIC SANITIZATION POLICIES**

Additional department and protocols are under review and will be added/modified as developed.

### **Casino Operations**

- All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes.

### **Guest Services**

- Once an hour, Guest Services employees will wipe down counters on the outside & inside of each window, either with sanitizing wipes, or cleaner. Disposing of towels once cleaning is done.
- Guest Services will wipe down all tip boxes before they are placed outside of windows and again before being brought back in the Guest Services.
- Every shift will wipe down the back counter with cleaning solution and dispose of the towel after every use.

### **Table Games**

#### **Sanitation Schedule**

- Dealers, Dual Rates, Floor Supervisors and above will be required to wear a mask.
- Floor Supervisors are encouraged to wear gloves. The gloves must be discarded in the trash bin that is provided in the pit. Acting Floor Supervisors or higher will be expected to clear their hands after discarding their gloves.
- All dealers will be required to utilize the hand sanitizer between every table. Please be thorough and allow time for your hands to dry prior to alerting the outgoing dealer that you are ready to tap in.
- Instead of tapping the outgoing dealer on the shoulder, the oncoming dealer will stand to the left of the dealer (the right on roulette and 2<sup>nd</sup> base on craps) and announce they are ready.
- Once an hour we will wipe down the rails on every live game.
- If a table is opened within the hour, that table will have the rail wiped down prior to it being opened.
- We will utilize the orange cleaner in the spray bottle and a towel to do this. Towels will be discarded after each use.
- Dealers will sanitize the exterior of their token box, the card shoe, and the money paddle when entering the game with the orange cleaner in the spray bottle and a towel. Towels will be discarded after each use.
- The box person will sanitize the dice prior to each new shooter.
- The craps dealer tapping into stick will sanitize the stick.
- The craps dealer tapping into base will sanitize the on/off puck.
- The dealers will sanitize the roulette wheel rim, ball and dolly each time a new dealer enters the game with the orange cleaner in the spray bottle and a towel.
- The pit podiums will be sanitized by the Dual Rate Floor Supervisor or higher

once an hour. This will include the phones, computers and all hard surfaces and cabinets.

#### Closing a Game

- The closing dealer will use the orange cleaner in the spray bottle to wipe down the rail, and any hard surfaces of the table and chairs.
- The closing dealer will then spray the felt and material parts of each chair with the citrus orange spray.

#### Gaming Cheque Cleaning

- The gaming cheques in circulation will be sanitized by hand every Tuesday morning prior to opening.

#### Physical Distancing Protocol

- Three Players per table - First base, Third base and then the seat located in the middle
- Players will be permitted to play every other spot on Craps. The spots that are not being permitted to be used will be marked.
- The acting Floor Supervisor or higher will encourage players that are not playing to remain behind the marked spot on the gaming floor.

#### Guest Considerations

- Guests will be provided gloves to wear on any handheld card game if they request them.
- Guests will be encouraged to utilize the hand sanitizing stations.

#### **Hotel Operations**

- Purchase and install water-resistant pillow protectors that will be sanitized after every use.
- Purchase and install heavy duty poly to all linen and housekeeping carts to protect clean product from contamination.
- Bag all dirty linen in individual guest rooms before sending down the chute. Avoid all physical contact with dirty linen (must use masks and gloves).
- Clean and sanitize with CDC approved products all areas of the guest rooms, commons areas, kitchen areas, bathrooms, back of the house areas, elevator and front of the house areas.
- Clean and sanitize common spaces at least one time every four hours with high touch areas being sanitized frequently.
- Minimize contact with guests while cleaning hotel rooms; hotel housekeeper will offer to return at an alternate time for occupied rooms.

## **Food & Beverage**

- Restaurant tables 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 guests and other employees whenever possible.
- Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.
- Host Podiums including all associated equipment to be sanitized at least once per hour
- Service stations, service carts, beverage stations, counters and handrails to be sanitized at least once per hour
- 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, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable.
- Sanitize trays (all types) and tray stands sanitized 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

## **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 guests are not able to be immediately sat
- Lounge seating to be rearranged to allow distancing at Main bar
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local 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

## **Guest Considerations**

- All self-serve condiments and utensils shall be removed and available from cashiers or servers
- All straws meant to be utilized by guests shall be prewrapped
- Bar snacks will be served per individual guest and not shared by the table
- All food and beverage items shall be placed on the table, counter, slot or other surface instead of being handed directly to a guest

### Cleaning & Sanitizing Protocol

- All shared equipment shall be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, shall be replaced after each use

### Physical Distancing Protocol

- All buffet and self-serve style events is suspended until further notice.
- All food and beverage items shall be individually plated and served.
- Flatware shall be provided as a roll-up.
- Condiments shall be served in individual PCs or sanitized individual containers.

## **Security & Surveillance**

### Security – Casino Floor

- Security team to conduct non-invasive temperature checks utilizing no contact thermometers of guests. Anyone displaying a temperature over 100.4°F will be taken to a private area for a secondary temporal temperature screening. Employees 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.
- Monitor guests and control traffic by allowing entrance only at main entrance
- Close outback entrance
- Section off main entrance. One door for entering, the other for exiting. This will prevent cross traffic
- Suspend valet service. Reassign these employees (3 Total) to assist where needed.

### Security - Back of house:

- Dispatch office to be cleaned hourly when guards rotate out. Phone, computer, chair, counter.
- Limit those waiting in dispatch area. (Vendors waiting on visitor badges).
- Hand sanitizer by security dispatch key box.

### Surveillance - Sanitization:

- Desks, counters, workspaces and related equipment (keyboards, mice, telephones and radios) to be sanitized at least once every four hours or upon a new employee using the equipment.
- Internal and external door handles to the all Surveillance areas must be sanitized at the beginning of the scheduled shift and at least once every four hours.
- In addition, when departing for the day, you must clean and sanitize your workstation as usual. The oncoming operator must clean and sanitize the station before utilizing it. This includes desk, keyboard, mice, phones, radios and time clock.
- After sanitizing the work area, you must sanitize your hands with the hand

sanitizers provided at the desk area.

- Immediately upon entering the Surveillance room, you must sanitize your shoes with the provided Lysol and your hands with approved hand sanitizer.

Surveillance - Social Distancing:

- When there are multiple Operators in the Surveillance room, do not use Skywatch-2 unless no other option is available. By utilizing Skywatch-1 & Skywatch-3, this will allow more than 6 feet between Operators.

### **Maintenance & Housekeeping**

- Carts and equipment will be sanitized at the start and end of each shift
- Back of house restrooms will be sanitized at least once every four hours

## **BUFFALO RUN ENTRY SCREENING AND REPORTING PROTOCOLS**

### **Entry Screening:**

- Non-invasive thermal cameras are to be placed at each entry point to the Casino. If thermal cameras are not available a non-contact thermometer will be utilized.
- Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or temperature above 100.4°F will be discreetly offered a secondary screening.

### **Secondary Screening:**

- The visitor displaying an elevated temperature will be escorted to a designated area or to the Box Office and provided with PPE.
- A Security Officer using proper PPE will record a second temperature using a touch or temporal thermometer.
- If the visitor refuses the secondary reading, they will be denied entry to the property and provided with a COVID-19 informational card as well as information to the local hospital.

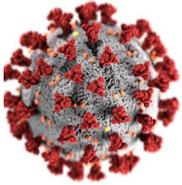
### **Visitors with an Elevated Temperature:**

- If the secondary reading confirms that the visitor has a temperature of 100.4°F, the visitor will be denied entry to the property. The visitor will be provided with a COVID-19 informational card as well as information to the local hospital.
- **In-House Hotel:** 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.
- A Security Supervisor will collect basic visitor information.
  - Name
  - ID (Driver's License or Employee ID)
  - Names of anyone in their traveling party or people they are sharing a room with.
- If a visitor refuses to provide information or cooperate with Security they will be denied entry to the property.

### **Reporting:**

- The Security Supervisor handling the case will contact their Manager for further direction and complete documentation on the Incident.

# 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.