



# Little River Casino Resort HEALTH & SAFETY PROGRAM (COVID-19)

The Little River Casino Resort closely monitors Little River Band of Ottawa Indians Tribal Government executive orders, government policy changes, Center for Disease Control (CDC) guidelines, OSHA, government mandates, and public health advancements. We will continue to make changes as necessary or appropriate to our protocols and procedures.

# Little River Casino Resort

## HEALTH & SAFETY PROGRAM

### **Statement**

At Little River Casino Resort, we deeply care about our family of team members and our communities. On March 16, 2020 we voluntarily closed to do our part in support of Tribal, State and National closures. It was with a heavy heart but we knew it was in the best interest of our team members and communities. We also understood that asking team members to stay home during the pandemic is challenging. We chose to pay all our full-time and part-time team members during the closure for as long as feasible. Since placed on temporary leave we continue to pay their health care benefits.

Clearly, we will see increases in cases as testing accelerates. Stanford University published research that COVID-19 cases could be 50x higher than reported given the vast amount of asymptomatic and mildly symptomatic individuals. That means as we increase testing, we will see more cases.

We now face a new, rapidly decelerating curve we must “flatten”. Our economy is in a free fall. It is imperative to flatten this curve so we can re-emerge in a safe, sustainable way.

Various leaders in the medical community agree that an incremental reopening makes sense, and that science and data must lead us out of this in a safe fashion.

This plan presents what we will do to keep our guests, team members, and our communities safe. Each operating department in our Resort has its own customized set of procedures, even more detailed than this summary. It relies on the best available science on sanitization methods, OSHA guidance in preparing work place and CDC guidance. We will continue to refine and update the plan as experts provide more advice.

Andrew Gentile, GM

## To be able to recover and reopen:

1. Assuming in mid- to late-May we are still in line with the benchmarks, slowly begin to reopen the Little River Casino Resort with extensive safety measures in place.
2. Monitor the data every day. If we need to, marginally pull back or move forward.

The main obstacle on the list above is widespread testing. Our state, the medical community, the Task Force, and Tribal leaders are focused on ways to vastly enhance testing.

If we incrementally reopen, we might have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity. The only way to know this is one step at a time before it's too late and causes our operations irreversible economic damage.

Prior to re-opening operations, all team members will be required to attend updated training on:

- COVID-19 signs, symptoms, and team member procedures, and who to contact in the event they become ill for any reason
- Required PPE and any required PPE for specific work areas as needed
- Mask use requirements, protocol, and proper donning procedure
- Location and protocols regarding locations of the PPE and how to acquire more if needed
- Team member's part in required disinfecting protocols of workspaces and areas
- Team member safety procedures, such as washing hands and not touching others or team member's face
- Proper handwashing procedure, and secondary requirements with follow-up protocol

# Health and Safety Program

## 1. Team member & Guest Priorities

The health and safety of team members and guests is our number one priority. The following protocols are in place.

### 1.1 Entry Pre-screen & Temperature Check

- Points of entry will have pre-screen questionnaire signage and will be limited to allow our security team to conduct a non-invasive temperature check utilizing Infrared non-touch thermometers. Team members or guests answering yes to questionnaire and/or 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.

### 1.2 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, slot machines and other social layouts will be arranged to ensure appropriate distancing. Team members will be reminded not to touch their faces and to practice social distancing by standing at least six feet away from guests and other team members whenever possible. The Resort will establish and adjust appropriate occupancy limits with consideration given to tribal, local and state mandated requirements

### 1.3 Hand Sanitizer

- Hand sanitizer dispensers will be placed at key guest and team member entrances and contact areas such as reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting spaces, pools, and exercise areas. Hand lotion will be provided in guest rooms and throughout the back of house for team members.

### 1.4 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.

### 1.5 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 (when and where necessary), wash hands, sneeze and to avoid touching their faces. Reminders of hygiene best practices shall be done at each shift change.

### 1.6 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.

### 1.7 Notification of Presumed Case

- Presumed case of COVID-19 reported on property will be reported to the local Health Department. We will work with our local DHD10 to follow appropriate actions recommendation

## **2. Team Member Responsibilities**

Little River Casino Resort Team members are vital for an effective sanitation and health program.

### 2.1 Hand Washing

- Correct hygiene and frequent handwashing with soap and water is vital to help combat the spread of virus. All team members are trained on how to properly wash their hands on their first day of orientation. They are instructed to wash with soap and water, or use sanitizer when a sink is not available, as often as necessary and at least 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.

### 2.2 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 including Housekeeping, Food & Beverage, Gaming and Marketing Department, Hotel Operations and Security.

### 2.3 Personal Protective Equipment (PPE)

- Appropriate PPE will be worn by all team members based on their role and responsibilities and in adherence to tribal, state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. Every team member entering the resort will be provided a mask and required to follow mask requirements while on property. Gloves will be provided to team members whose responsibilities require them, this includes but not limited to housekeeping and food and beverage, EVS and security officers in direct contact with guests or surfaces within the guest common areas.

### 2.4 Daily Pre-Shift & Timekeeping

- Team member pre-shift meetings will be conducted in areas that allow for appropriate social distancing between team members. Larger department's shifts (over 10 people) will stagger team member arrival times to minimize traffic volume in back of house corridors. Hand sanitizer will be available at each time clock location and team members 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.

## **3. Guest Entering Property**

### 3.1 Guest Arrival

A security officer will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which may be provided by the resort, if they do not have their own). Appropriate signage will also be prominently displayed outlining proper mask usage and current social distancing practices in use throughout the resort.

### 3.2 Guest Arrival, Valet, Shuttle or Ride Share

- Entry points for guests will be front of house bus doors and main entrance where stanchioning and floor marking for social distancing will assist with pre-screen protocol. Team members and vendors will enter at team member entrance. All entries will have security pre-screen and temp check stations.
- Guests will enter the resort through doors that are either propped open, are automated or manually operated by a team member.
- Pre-screen signage will be posted at entrances
- Regular announcements over the PA to remind of social distancing, health and hygiene protocols
- Team members will wear proper PPE when opening car doors for patrons.
- Guests requesting bell service will be assisted with team member wearing PPE and the bell cart will be sanitized after each guest is assisted.
- Valet and shuttle bus services will be suspended until further notice.
- Special circumstances will be taken into consideration and safety protocols established.

### 3.3 Hotel Guest Elevators

- A team member will sanitize the button panels at regular intervals, at least once per hour.
- No more than four guests are permitted in an elevator at a time.

## 4. Cleaning Products and Protocols

Our Resort uses cleaning products and protocols that meet EPA guidelines<sup>1</sup> 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. Our team members receive proper training on the use of cleaning products and protocols.

### 4.1 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, and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

### 4.2 Guest Rooms

- Little River Casino Resort housekeeping 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.

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

### 4.3 Laundry

- Bed linen and laundry will be changed and continue to be washed at a high temperature and in accordance with CDC guidelines<sup>2</sup>. Dirty linen will be transported in color-coded dirty linen cart to eliminate excess contact while being transported to the laundry facility. Clean linen will be transported in different color clean linen carts.

### 4.4 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, wardrobe/changing areas, team member restrooms, loading docks, offices, kitchens, security podiums, Human Resources reception desk and training classrooms.

### 4.5 Shared Equipment

- Shared tools and equipment will be sanitized before, during and after each shift or before 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 the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be sanitized after each use.

### 4.6 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. In the event of a positive case, the room will only be returned to service after 7 days and after undergoing an enhanced sanitization protocol.

### 4.7 Air Filter and HVAC Cleaning

- The frequency of air filter replacement and HVAC system cleaning will be increased, and fresh air exchange will be maximized. The HVAC filters used should be a MERV 16 filter if available, or at least a MERV 11 filter, changed at the manufacture's recommended frequency. When and where possible fresh air exchange will be maximized, and when and where possible circulating heating and cooling systems use will be minimized.

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

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

Front of the House	Back of the House
All opened entrances	Team member Entrance
Players Club	Department Specific Locations including Kitchens, Security Podiums, Housekeeping and Warehouse
Hotel Registration & Concierge	Housekeeping and Housekeeping closets

## 6. Social Distancing

Throughout the resort, we will meet or exceed state and local health authority guidelines on proper social distancing.

### 6.1 Queuing

- Any area where guests or team members may queue, the area will be clearly marked for appropriate social distancing. This includes check-in, check-out, casual dining, and player club areas.

### 6.2 Hotel Front Desk and Player's Club

- Team members will utilize every other workstation to ensure separation between team members whenever possible.

### 6.3 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. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

### 6.4 Slot Operations

- Selective slot machines may be turned off as necessary and/or slot banks reconfigured with the chairs removed, to allow for social separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slot machines.

### 6.5 Table Games Operations

- Table games will have every other chair removed at table open. Casino Supervisors and managers are to ensure guests do not congregate in groups. No spectators will be allowed in the seating area.

### 6.6 Retail Spaces

- Guest occupancy limits will be enforced to allow for appropriate distancing at our retail spaces.

### 6.7 Pools

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



## 6.8 Back of the House

- Social distancing protocols will be used in the team member dining rooms, wardrobe, training classrooms, shared office spaces, the team member services window (via teller style window) and other high-density areas to ensure appropriate distancing between team members. Food service will be suspended

### DEPARTMENT SPECIFIC SANITIZATION POLICIES

## 7. TEAM MEMBER SERVICES & HUMAN RESOURCES

### 7.1 Uniform Control/Wardrobe Requirements

#### Cleaning & Sanitizing Protocol

- a. Laundry to be cleaned in accordance with CDC guidelines<sup>3</sup>

#### Social Distancing Protocol

- a. Clearly defined lines and waiting areas to be clearly marked on the floor in front of the wardrobe distribution counters
- b. Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing
- c. One team member at a time will be allowed into the processing area for loaners and exchanges

### 7.2 Human Resources

#### Cleaning & Sanitizing Protocol

- a. Counters and equipment sanitized at least once per hour
- b. Offices, desks, counters, workspace, reusable pens and related equipment (Including computer equipment and radios) will be sanitized at least once every four hours or upon new team member or guest using the equipment.

#### Social Distancing Protocol

- a. Clearly defined lines and waiting areas to be clearly marked on the floor in front of counter.
- b. Sneeze guards are in place to separate guest and team member during transactions.

#### Guest Considerations

- a. No department specific requirements

## 8. CASINO OPERATIONS

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

### 8.1 Casino Cage

#### Cleaning & Sanitizing Protocol

- a. Guest facing counters to be sanitized at least once per hour

<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

#### Social Distancing Protocol

- a. Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor

#### Guest Considerations

- a. Sneeze guards are in place at each cage window to separate guest and team member during transactions.

### 8.2 Slot Operations

#### Cleaning & Sanitizing Protocol

- a. Workstations are to be sanitized at least once every four hours
- b. Slot machines (in coordination with slot team) will be sanitized frequently throughout each shift. Gaming floor sections may be closed off during grave shift to enable EVS to deep clean and sanitize areas.
- c. Slot attendants to offer to sanitize slots for guests sitting down at a machine
- d. Slot supervisors to complete a log in each section to track each machine's sanitization schedule

#### Social Distancing Protocol

- a. Selective slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests.

#### Guest Considerations

- a. Hand sanitizer and disinfectant wipe dispensers to be placed throughout the gaming floor.
- b. Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance

### 8.3 Table Games Operations

#### Cleaning & Sanitizing Protocol

- a. Supervisors will wipe down and sanitize table game rails every half hour or upon guest request.
- b. Supervisors will wipe down and sanitize each chair area every half hour or upon guest request.
- c. Box People or Craps team will sanitize dice for each shooter and upon guest request.
- d. Craps dealer will sanitize the on/off button when entering a game and every half hour or upon guest request.
- e. All dealers will wipe down and sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead.
- f. Supervisors will sanitize the outside of carnival game shufflers every two hours or upon guest request. The inside of the shuffler will be cleaned at the end of each gaming day.
- g. Supervisors will wipe down the outside of the Blackjack shufflers every two hours and clean every night at the close of the gaming day.
- h. Pit Podiums, phones, computer mouse, keyboard, and all hard surface will be disinfected every two hours or at the discretion of the floor supervisors.

- i. Money paddles will be disinfected every hour or by request of the dealer.
- j. Dealers will sanitize their token boxes when necessary. All token boxes will be cleaned at the end of the gaming day.
- k. Roulette ball will be wiped down and sanitized at the change of every dealer, every 30 minutes.
- l. EVS/Housekeeping will increase the frequency of garbage collection due to additional cleaning requirements.
- m. Time clocks will be wiped down as necessary. Team members shall utilize hand sanitizer dispenser at each time clock.
- n. All dealers' tokens will be cashed in at the end of the work day to allow for cleaning of tokens. No exceptions.
- o. Dealers will clean hands with sanitizer as necessary and upon request of the guest.
- p. Cheques will be cleaned every week or as necessary.

#### Social Distancing Protocol

- a. Only 3 spots to be played per table. (Guests may play 2 hands on BJ, TCP, C4P)
- b. Three chair/guest maximum per table game for appropriate social distancing.
- c. Four guest maximum per side on the craps table
- d. Discourage unrelated guests from congregating behind players. Supervisors shall monitor the table for these situations and resolve.
- e. Dealers will verbally give breaks and will not touch the other dealers when tapping in. They will announce to the fellow dealer "(dealer name) I'm tapping in" and maintain appropriate separation.
- f. Every other Stadium Roulette seat will be closed unless barriers are installed between each game.
- g. Cards shall be changed on the hand held games every 2.5 hours.
- h. Dealers are to use hand sanitizer between dealing downs, between tables. (Every 30 minutes)
- i. Tables will be closed from 3am-9am on the weekdays for thorough cleaning and disinfecting of the pit. Weekend cleaning will take place when table is not active.

#### Guest Considerations

- a. Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage.
- b. Servers will remain available and serve beverage upon request.

### 8.4 Sportsbook Operations (If Applicable)

#### Cleaning & Sanitizing Protocol

- a. Staff to sanitize chairs after each guest
- b. Ticket writer to sanitize the counter at least hourly
- c. Chairs to be sanitized hourly
- d. Sportsbook to be deep cleaned daily
- e. Team members to clean station every hour including phones, computers, all hard surfaces and counters

#### Social Distancing Protocol

- a. Every other betting station open
- b. Six-foot intervals to be marked for ticket window queues

- c. Seats to be reconfigured or removed to allow for appropriate social distancing

Guest Considerations

- a. Maintain social distancing and mask use
- b. Sneeze guards are in place to separate guest and team member during transactions.

## **9. HOTEL OPERATIONS**

### 9.1 Front Desk

Cleaning & Sanitizing Protocol

- a. Counters and equipment sanitized at least once per hour
- b. Offices, desks, counters, workspace and related equipment (Including computer equipment and radios) will be sanitized at least once every four hours or upon new team member using the equipment.
- c. Luggage carts, wheelchairs, and other guest amenities to be sanitized after each use.
- d. Bell car carpets to be cleaned and sanitized.

Social Distancing Protocol

- a. Team members to use separate counters and have individual stations to eliminate shared equipment
- b. Maximum of 4 team members at counter
- b. Sneeze guards are in place to separate guest and team member during transactions.
- c. Food room service is suspended. Guest may request to-go at food outlets.

Guest Considerations and notification to guest

- a. Discontinue print magazine and newspaper services throughout the property.
- b. All packages will be placed in sealed single-use plastic bags
- c. Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room (or knock on door upon arrival) and then wait six feet away to ensure the package is retrieved
- d. Food room service is suspended. Guest may request to-go at food outlets.

### 9.2 Front Services & Valet

Cleaning & Sanitizing Protocol

- a. Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, bell carts, porte cocheres and drop- off/pick-up waiting areas
- b. Offices, desks, counters, workspaces, and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new team member using the equipment
- c. Wheelchairs, and other guest amenities to be sanitized after each use
- d. Baggage doors sanitized every hour
- e. Bell cart carpets to be cleaned and sanitized
- f. Back of House (BOH) elevator buttons to be sanitized at least once per hour
- g. Vending machines to be sanitized frequently throughout the day

Social Distancing Protocol

- a. Guest amenity deliveries will be consistent with contactless procedures whenever possible

Guest Considerations

- a. Valet parking suspended
- b. Special circumstances will be taken into consideration and safety protocols established.
- c. Hotel guests will enter property at the Cultural Corridor entrance and will receive the pre-screen and temp check.

### 9.3 Pool Operations

Cleaning & Sanitizing Protocol

- a. Chaise lounge chairs to be sanitized after each use
- b. Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour

Social Distancing Protocol

- a. Chaise lounge chairs set with appropriate social distancing

Guest Considerations

- a. No department specific requirements
- b. Bayou pool and hot tub opened to guests
- c. Outdoor pool and hot tub opened to guests
- d. Nectar spa indoor pool and Nectar Spa will remain closed until further notice.

### 9.4 RV Park

Cleaning & Sanitizing Protocol

- a. Sanitize high touch front services spaces and equipment
- b. Deep clean and sanitizing of bathroom and showers each day
- c. Entry door handles cleaned and sanitized
- d. Signage to provide guidance to arriving and departing guests to ensure social distancing measures are followed

### 9.5 Public Area Front of House

Cleaning & Sanitizing Protocol

- a. Team members to sanitize the following areas at least once per hour
  - i. Casino entry doors
  - ii. Team member dining tables and counters
- c. Team members to sanitize the following areas at least once per hour unless noted
  - i. Hotel entry doors
  - ii. Handrails throughout Resort weekly
  - iii. Trash bins every shift
- d. All Front of House (FOH) restrooms to be sanitized at least once per hour

Social Distancing Protocol

- a. Social distancing protocol will be maintained during the cleaning and sanitizing when guests are in area.

Guest Considerations

- a. No department specific requirements

## 9.6 Front Office

Cleaning & Sanitizing Protocol

- a. Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens, and registration countertops
- b. Room keys to be sanitized before stocking
- c. Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Social Distancing Protocol

- a. Restructure stanchions to provide appropriate six-foot intervals
- b. Staff every other workstation
- c. Signage to provide guidance to arriving and departing guests to ensure social distancing measures are followed
- d. Implement peak period queueing procedures, when the number of guests exceeds the lobby capacity

Guest Considerations

- a. VIP Lounge bar will be closed until further notice

## 9.7 Housekeeping

Cleaning & Sanitizing Protocol

- a. Carts, trolleys, and equipment to be sanitized at the start and end of each shift
- b. Guest clean linens will be delivered to housekeepers in sanitized carts. Linen in guest rooms will be limited to a controlled status.
- c. For the safety and wellness of our guests and team members, stayover rooms will not be cleaned, however, new linens and amenities will be delivered on an "as needed" basis.
- d. Sanitizing of comforters will be increased.
- e. Back of house restrooms will be sanitized at least once every four hours
- f. House phones, in unsupervised/controlled areas, to be removed

Social Distancing Protocol

- a. Minimize contact with guests while cleaning hotel rooms

Guest Considerations

- a. All collateral materials to be removed from rooms
- b. Newspapers and magazines will be discontinued and removed
- c. Specific sanitation consideration will be paid to the following guest room areas:
  - i. Desks, counter tops, tables, and chairs
  - ii. Phones, tablets, and remotes
  - iii. Thermostats
  - iv. Cabinetry, pulls and hardware
  - v. Doors and doorknobs
  - vi. Bathroom vanities and accessories
  - vii. Bathroom fixtures and hardware

- viii. Windows, mirrors, and frames
- ix. Lights and lighting controls
- x. Closets, hangers, and other amenities

9.8 Nectar Spa

Closed at this time.

9.9 Salon

Closed at this time.

9.10 Fitness Center

Closed at this time.

9.11 White Pine Boutique - Retail Store

Cleaning & Sanitizing Protocol

- a. Phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- b. Sanitize handles, knobs, cage locks, cages, and stock room surfaces, at least once per hour
- c. Surfaces will be sanitized throughout the day

Social Distancing Protocol

- a. Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines

Guest Considerations

- a. All sales final until further notice (including phone orders)
- b. Dressing room is closed at this time until further notice

## 10. FOOD & BEVERAGE

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10.1 Restaurants, Bars & Lounges

Cleaning & Sanitizing Protocol

- a. Host Podiums including all associated equipment to be sanitized at least once per hour
- b. Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour and logged by a supervisor
- c. 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
- d. Dining tables, bar tops, stools, and chairs to be sanitized after each use
- e. Condiments to be served in single use containers (either disposable or washed after each use)
- f. Check presenters, pens, and all other reusable guest contact items to be either sanitized after each use or single use
- g. Menus to be sanitized after each use and/or disposable
- h. Sanitize trays (all types) and tray stands sanitized after each use

- i. Storage containers to be sanitized before and after each use
- j. Food preparation stations to be sanitized at least once per hour
- k. Kitchens to be deep cleaned and sanitized at least once per day
- l. Food and beverage items being prepared to be transferred to other team members using contactless methods (leaving on expediting tables, conveyors, etc.)

#### Social Distancing Protocol

- a. Hostesses and managers to manage social distancing at entries, waiting areas and queues (in addition to signage)
- b. Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c. Tables and booths to be utilized with appropriate social distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d. Reduce bar stool count to provide appropriate social distancing
- e. Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- f. Casino Service Bars will be staffed to allow for appropriate distancing between team members

#### Guest Considerations

- a. All self-serve condiments and utensils to be removed and available from cashiers or servers
- b. All straws to be wrapped
- c. Grab and go offerings will be based on National Restaurant Association COVID-19 guidelines:
  - I. minimum stock will be kept and supplied so multiple touch points are reduced.
  - II. Items that are not enclosed in a container, such as fruit and cookies will not be made available.
- d. All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

#### Additional Team member Dining Room (EDR) Protocols

- a. Single use cups for beverage (no refills)
- b. Prepackaged plastic flatware and plates will be suspended

### 10.2 Catering & Banquets

Service suspended at this time

### 10.3 Convention Sales Services

Service suspended at this time

## **11. GOLF OPERATIONS**

### 11.1 Golf Course

Golf Course opened Friday May 1<sup>st</sup>, 2020  
 Payments will be accepted at POS window



### Cleaning & Sanitizing Protocol

- a. POS terminal to be sanitized before and after each shift, and as necessary
- b. Club house rest rooms are open and hand sanitizing stations are provided
- c. Club house rest rooms sanitized daily and as necessary
- d. Golf carts will be cleaned and sanitized after each use.

### Social Distancing Protocol

- a. Guest must maintain six-foot social distancing when approaching POS
- b. Guests may walk their own pull carts
- c. Locker rooms and foyer areas will be closed until further notice
- d. Tee times are spaced at 20-minute tee times

### Guest Considerations

- a. Hand sanitizer will be available to guests
- b. Golf carts will be available to rent
- c. Team members will not be handling guest golf bags etc.
- d. Sneeze guard is in place to separate guest and team member during POS transactions.
- e. There will be no bunker rakes, ball washers, benches or water coolers on the course
- f. Extra maintenance is being provided in all areas of the business to ensure we are providing the safest environment
- g. Flags/pins are to remain in the cups which have been raised above the putting surface. When the ball touches the cup and remains within one club length is it considered made/holed
- h. Signage to provide guidance to arriving and departing guests to ensure social distancing measures are followed
- i. Special circumstances will be taken into consideration and safety protocols established

## **12. TRADING POST (Retail C-Store)**

### 12.1 C-store Operations

C-Store is currently operating under limited hours and will resume normal business hours upon Resort reopening.

### Cleaning & Sanitizing Protocol

- a. Cleaning of all surface areas on a half hour rotation this will include the countertops, door handles, handles on all beverage machines, cooler doors, exterior entrance handles, all handles and knobs in bathrooms.
- b. Bathrooms will be deep cleaned on each shift.
- c. Floors will be mopped after each shift.

### Social Distancing Protocol

- a. Self-serve beverage cups, lids and straws will be handed to the guest by the guest service agent and stored behind the counter.
- b. Sneeze guard is in place to separate guest and team member during POS transactions.

- c. Signage to provide guidance to arriving and departing guests to ensure social distancing measures are followed

Guest Considerations

- a. All self-serve condiments and utensils to be removed and available from cashiers
- b. Straws will be wrapped
- c. Grab and go offerings will be based on National Restaurant Association COVID-19 guidelines:
  - I. Minimum stock will be kept and supplied so multiple touch points are reduced.
  - II. Items that are not enclosed in a container, such as fruit and cookies will not be made available.
- d. All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

### 13. SECURITY

#### 13.1 Security Operations

Cleaning & Sanitizing Protocol

- a. All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b. Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c. Shift Supervisors to log completed tasks

Social Distancing Protocol

- a. Standard protocols will be followed
- b. Security Officers to assist with enforcing social distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Guest Considerations

- a. Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

#### 13.2 Entry Screening & Case Reporting Protocols

Entry Screening	<ul style="list-style-type: none"> <li>• Security will utilize Non-touch infrared thermometers and/or temp check kiosks at entry points to the property. Hotel will utilize Non-touch infrared thermometers at entry point to the property for hotel guests. Any person answering yes to questionnaire for a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly denied entry and instructed to call medical care for further instruction.</li> </ul>
Health Dept. Reporting	<ul style="list-style-type: none"> <li>• Upon notification of a positive test for COVID-19, the information will immediately be reported to the local Health Department, Tribal Health Clinic and Public Safety</li> </ul>

In-House Hotel Guest	<ul style="list-style-type: none"> <li>• If a current hotel guest reports COVID-19 symptoms after arrival and is deemed to have an elevated temperature, and not in medical distress, the guest will be asked to leave property and offered the opportunity to return to their room and gather their belongings before leaving property.</li> <li>• In the event of a medical emergency, an ambulance will be called.</li> </ul>
In-House Hotel Guest	<p><b>If a guest requests to return to their room:</b></p> <ul style="list-style-type: none"> <li>• A Security Supervisor will be called to escort the guest for the remainder of the process.</li> <li>• The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.</li> <li>• The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.</li> <li>• The Security Supervisor will notify Housekeeping and the elevator will be returned to service only after properly sanitized by Housekeeping.</li> <li>• The Security Supervisor will notify the Hotel Manager on Duty to block out the room and not permit access for 7 days and not until the room is properly sanitized.</li> <li>• Hotel, Facilities, Compliance team will be notified of block</li> </ul>
In-House Hotel Guest	<p><b>If the guest does not return to their room:</b></p> <ul style="list-style-type: none"> <li>• The Security Supervisor will notify the Hotel Manager on Duty to block the room and not permit access until proper medical clearance is given and/or the room is cleaned and sanitized.</li> <li>• The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.</li> <li>• Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis</li> </ul>
In-House Hotel Guest	<p><b>If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:</b></p> <ul style="list-style-type: none"> <li>• The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest.</li> <li>• Follow DHD 10/CDC guidance on required isolation or quarantine procedures for close contacts as appropriate.</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• If the visitor has their own vehicle the visitor may leave in their own vehicle.</li> <li>• If the visitor does not have their own vehicle an ambulance may be called and determine transport response to the appropriate medical care facility as directed by the Health Department and local health authorities.</li> <li>• Visitors who are displaying the symptoms of COVID-19 should seek alternate transportation. The property is not to transport.</li> <li>• If the visitor arranges for their own transportation, they will be escorted to waiting area until transportation arrives. PPE will be offered to transporter of guest. Cleaning and sanitizing protocol of waiting area will take place before used again.</li> </ul>
Internal Reporting	<ul style="list-style-type: none"> <li>• The Security Supervisor will prepare an incident report. The report will be submitted to the GM/AGM and Compliance.</li> </ul>

	<ul style="list-style-type: none"><li>• At a minimum, the incident report should include the visitor's name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.</li><li>• The incident report will be updated as new information is available and when/if the visitor returns to the property.</li></ul>
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