

**BCLC & Casino Service
Providers**

Health & Safety Guidelines

Amendments History

October 26, 2021

Note: Updated January 7, 2022

AMENDMENTS MADE TO THE HEALTH & SAFETY GUIDELINES

Amendment 5 - ADDITIONAL CHANGES MADE DUE TO THE OMICRON VARIANT CONTINUED INCREASE IN CASES

As per the PHO order announced on January 7, 2022 additional updates and changes were made to the operations of Gaming Facilities in B.C.

Background

As a result of the continued increase of cases due to the Omicron variant additional PHO updates and restrictions were announced and put in place on January 7, 2022. The following changes to casino operations have been reinstated or made and will be in effect until further notice.

Capacity & Operational Refinements

Site Capacity

- All BC Gaming facilities to remain at seated capacity of 50%, regardless of venue size. See the New Capacity Total details table captured in Amendment 4.

Operational

Additional Changes Reintroduced or Made:

- Plexi dividers to be put back into effect at all tables games
- Poker play to be removed and not available at this time.

To be continued:

- In addition to verifying vaccination passports with ID, it is mandatory to scan the QR code on the Vaccine Passport.
- Mask mandate remains in affect for all site attendees.
- Casino F&B services will continue to fall under the same rules as restaurants.
- All gaming machines will continue to be enabled.
- All other guidelines captured in the Health & Safety Guidelines continue to be followed as done since opening.

AMENDMENT 4 - CHANGES MADE AS A RESULT OF OMICRON VARIANT

Changes to casino operations were made as per the updated Provincial and regional restrictions dated December 21, 2021, and put into effect December 22, 2021. Details about these updates can be found via the link below:

<https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions#pho-order>

Note: Under 'Organized gatherings by sector' - Casinos can operate at 50% seated capacity, including gaming positions. Food and liquor services at casinos must follow the rules for food and liquor service premises as per the link below:

<https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions#restaurants-bars>

Background

Outlined below are capacity and operational changes as a result of the recent PHO announcement implementing additional measures to address rising COVID-19 case counts that go into effect on December 22, 2021, at 11:59 p.m. The restrictions reduce site capacity at all BC Gaming facilities to 50% of the current seated capacity. The changes outlined here are in addition to the additional measures put in place on December 20, 2021.

Capacity & Operational Refinements

Site Capacity

- All BC Gaming facilities have been instructed to reduce their seated capacity to 50%, regardless of venue size starting Wednesday December 22, 2021 at 11:59 p.m. and will extend to January 18, 2022 at 11:59 p.m.

- Current capacity limits were based on our October submission to government that defined “seated capacity” that included gaming positions, F&B seats and theatre adjacent to/directly accessible from the gaming floor (where applicable).
- BCLC has communicated directly with casino service providers and has confirmed the following ‘new’ capacity limits:

NEW CAPACITY TOTALS

			Additional Information Requested as of Oct 25.21 Update			NEW Dec.21.21 Update
Nos:	SP	Location	F&B Seats (With direct access to the gaming floor)	Total Active Gaming Seats and F&B/Other Seats	Percentage of Capacity vs Max Occupancy	50% Reduction of Active Gaming Seats and F&B/Other Seats
14	Gateway	Playtime Casino Kelowna	199	748	52%	374
		Lake City Vernon Casino	212	654	51%	327
		Cascades Kamloops	0	514	27%	257
		Grand Villa	384	2279	33%	1140
		Starlight Casino	334	1716	32%	858
		Cascades Langley Casino	300	1759	41%	880
		Chances Signal Point	0	259	28%	130
		Chances Kamloops	120	616	68%	308
		Cascades Penticton	0	456	19%	228
		Playtime Chances Abbotsford	80	363	76%	182
		Playtime Casino Campbell River	12	212	33%	106
		Chances Courtenay	0	228	33%	114
		Chances Mission	36	268	36%	134
		Chances Squamish	0	201	67%	101
9	GCGC	River Rock Casino	164	2023	33%	1012
		Elements Casino Chilliwack	144	622	66%	311
		Elements Casino Surrey	44	741	26%	371
		Elements Victoria	124	1020	69%	510
		Hard Rock Casino	194	1485	50%	743
		Casino Nanaimo	108	576	72%	288
		Chances Dawson Creek	64	299	39%	150
		Chances Maple Ridge	84	434	53%	217
		Hastings Race Course	74	520	19%	260
Casinos (Independent)						
1	Parq	Parq Vancouver	604	1804	36%	902
1	585 Holdings Ltd	Billy Barker	0	121	40%	61
1	Treasure Cove	Treasure Cove Casino*	45	973	55%	487
1	St. Eugene	Casino of the Rockies	90	343	65%	172
CGCs (Independent)						
1	Berezan Management	Chances Castlegar	0	179	33%	90
1	Duncan Dabber Bingo Society	Chances Cowichan	76	537	98%	130 (Note: Bingo Removed)
1	Pomeroy Group	Chances Fort St. John	250	568	53%	284
1	Goldwing Investments	Chances Casino Kelowna*	140	525	46%	263
1	West Coast Hospitality	Chances Prince Rupert*	75	225	60%	113
1	Alberni Valley Gaming Assoc.	Chances Rim Rock	350	485	75%	243
1	Berezan Management	Chances Salmon Arm	0	189	51%	95
1	Pomeroy Group	Chances Terrace	90	313	74%	157
Bingo (Independent)						
1	Community Gaming Mgmt Assoc.	Planet Bingo	0	403	75%	202
36	Total Sites					

Operational

- Casino F&B services will fall under the same rules as restaurants.
- All gaming machines will continue to be enabled.
- There is no requirement to add or replace plexi dividers on the gaming floor.
- Mask mandate remains in affect.
- All BC Gaming facilities are expected to reinforce no mingling and physical distancing on the gaming floor.

- In addition to verifying vaccination passports with ID, it is mandatory to scan the QR code on the Vaccine Passport.

AMENDMENT 3 – CAPACITY & OPERATIONAL CHANGES

Changes requested Oct 20, 2021 and put in effect after changes to the order on Oct 26, 2021 as per the Provincial Regional Restrictions via the link below:

<https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions#pho-order>

Note: As outlined in the updated PHO order on gatherings and events and the updated order on restaurants, pubs and bars.

Background

Outlined below are the various operational changes that BCLC proposed as a result of the recent PHO announcement related to capacity once full vaccination requirements go into effect on October 25, 2021. The changes outlined here will support the gaming industry’s return to near normal, pre-COVID operations while maintaining important health and safety considerations.

Since re-opening facilities on July 1, 2021, the industry has complied with all health and safety measures (and in some instances has gone above and beyond the requirements), demonstrating cooperation and alignment with government’s commitment to keeping British Columbians safe. The industry notes that since July 1, 2021, there have been no reports of COVID transmissions related to a gambling facility in B.C..

Recently, Gateway Casinos, one of the largest service providers in B.C., mandated that beginning November 8, 2021 all of its staff, contractors and vendors must demonstrate full vaccination or adhere to weekly COVID tests with additional parameters in order to work in their facilities. In addition, Parq Vancouver Casino has also implemented a similar mandate that will go into effect November 29, 2021. Other service providers are considering a similar mandate. The industry is well positioned to safely reopen at full capacity.

The largest casinos are between 100,000 and 50,000 square feet and even the smaller facilities provide significant space for patrons to physically distance. It should be noted that, at least initially, we do not expect a significant increase in the number of players from current numbers if capacity limits are removed. Casinos experienced a decline in attendance after the vaccine card requirement took effect. While these timelines will differ based on player behaviour, it is important that this sector be in a position to offer the guest experiences similar to what they will be having in other parts of the food, beverage and entertainment sector, including at larger facilities, such as sporting venues, that will be welcoming significantly higher volumes of people. As proposed below, turning on all slot machines provides greater variety and allows for management of possible capacity increases in peak times. In addition, it also reduces the likelihood of players staying at any particular machine for longer periods due to the scarcity of machines, which is a player health consideration.

Many sites have food and beverage facilities near or on the gaming floor; however, if the gaming floors are not able to open to full capacity service providers will not be able to fully open these F&B facilities due to complexities of managing the flow of patrons between the gaming floor and the F&B.

BCLC and the industry acknowledge that regional restrictions supersede these changes to operations as per the link below:

<https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>

In areas that have additional restrictions, we will continue to uphold the PHO mandates, as well as our health and safety guidelines in those areas.

BCLC and service providers reiterate their ongoing commitment to adapting going forward, given the fluid nature of the pandemic.

Operational Refinements

Operational:

- 1) Site Capacity

- With our demonstrated ability to execute the vaccine card and coinciding ID checks at entry, we propose to increase capacity to 100% at sites starting October 25.
 - o Allows for fluidity of patrons from food and beverage, bingo and other areas at site.
- This is further supported by our sector's unique ability to execute and enforce these restrictions through our comprehensive security and surveillance systems.

2) Masks

- The mask mandate for all patrons at facilities to remain in effect until amended as per the PHO.
- Slots – continue to enforce mandatory masks requirement.
 - o Plexi dividers will remain in place so patrons have options should they choose.
- Tables – Enforce mandatory masks at all tables in lieu of Plexi dividers.
- Mask wearing will continue to be enforced when patrons are moving about the facility.

3) Cleaning

- Continued frequent cleaning of surfaces at sites at same levels currently in place.

Products:

4) Slots

- Activate all slot machines at each facility
- Keep current Plexi (physical barriers) in place for slots
 - o Maintains our ongoing cautious approach to health and safety
 - o Keeping the dividers up would enable a quick response to any PHO directives in the future.

5) Table Arrangement

- Full capacity at all tables with normal play in place. This would involve increasing tables from current 4-5 spots for larger tables to full pre-COVID capacity at all tables, which ranges from 5-10 seats per table.
- Remove Plexi from tables (see details on #7) and enforce mandatory mask usage
- Reintroduce Poker play now that there is a decreased risk of transmission through objects.

6) Bingo

- Return to normal operations with mandatory mask usage.
- Open up bingo locations at sites, run sessions and allow full capacity

Employees:

7) Employee Safety

- Tables – For dealers, have options available for additional safety measures if requested
 - o In consultation with staff determine if a Plexi will be in place or have face shields for dealers (in addition to masks)

8) Training

- Continue to have Health & Safety training as part of onboarding of new staff

9) Staff Support

- Service providers continue to address any staff concerns with ongoing staff consultations.

BCLC Offering:

10) Player Health

- GameSense Info Centre (Player Health) locations at sites to return to operations like pre closure to ensure full player support and education activities are in place.

Additional SP Offerings:

Note that Service Providers would operate in accordance with the WorkSafeBC requirements for these types of services.

1) Shuttle Buses

- Reactivate Shuttles with mandatory mask usage.

2) Valet

- Leverage Valet Offerings with mandatory mask usage.

3) Buffets

- Restart Buffets
 - o Players have been asking for this.
 - o These will be operated as per the F&B requirements currently mandated for restaurants.
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AMENDMENT 2 – OPERATIONAL REFINEMENTS

NOTE: Requested July 27, 2021 and put into effect July 30, 2021.

BCLC Casino Service Provider Requests for Changes Post-Reopening – July 27, 2021

BC Casinos re-opened on July 1, 2021. The re-opening has been successful operationally and financially. Financial performance has been positive, indicating there was significant pent-up demand for brick and mortar casino play.

Now that casinos have been open for four weeks, Service Providers have assessed operations and have made requests to BCLC to make amendments to the re-opening plan. BCLC supports these requests as they will support the player experience, player health and will reduce processes that are not necessary to protect from COVID-19.

Requested changes:

1) Increase efficiencies of cleaning of surfaces, such as the frequency of low touch surfaces versus high touch surfaces and reduce frequency of chip cleaning.

Rationale:

As part of the re-opening and Health & Safety Plan, the gaming industry looked to go above and beyond where possible in its operations to ensure the safety of all patrons and staff at sites. The PHO has indicated that touching surfaces is not a significant source of the spread of COVID19.

The current frequency of chip cleaning and surface cleaning are operationally time consuming and are not contributing to prevention of COVID19. Operators will continue these efforts, but at a frequency similar to pre-COVID.

2) Resume table play with players touching cards and chips

Rationale:

This aligns with PHO guidance on the low risk of COVID19 from touching surfaces. This move will meet the expectations of players and provide better mix of games. Currently, table play is lower than pre-COVID levels.

3) Reduce physical distancing requirements where it is not necessary

Rationale:

Service providers have asked to eliminate the need for 2 metres of physical distancing in cases where seats at two slots or two tables are back to back. Such a requirement is no longer applicable in other industries such as food and beverage and the transmission of the virus is less likely when individuals are not facing each other.

4) Moderate increase to occupancy on the gaming floor to allow for re-opening of food and beverage amenities that can only be accessed from the gaming floor.

Rationale:

Currently, some sites have not re-opened food and beverage facilities that can only be accessed from the gaming floor. Service Providers have made this choice in order to better monitor and adhere to the limits of players currently permitted in the facility. Food and beverage amenities are an opportunity for players to take a break from play, which supports player health/responsible gambling. Food and beverage is also part of the overall player experience. This would allow for a greater player experience and would reduce the demand on SPs to manage traffic flow and capacity on the gaming floor.

See columns S & T in the below Appendix A – Occupancy Capacity at Sites Master Increased Occupancy Option for details per site.

		Pre-Covid (As of March 15, 2020)			Modified Re-Opening (As per the Health & Safety Guidelines)						
		Max Occupancy* at Site: From Permits (As of March 15, 2020)	SQFT of Gaming Floors**	Total Gaming Positions: (Slots/Tables Only)	Total Gaming Positions: (Slots/Tables Only)	Percentage of Max Occupancy (Slots/Tables only)	SQFT per person*** (Slots/Tables Only)	Percentage of Games for reopening versus Total Gaming Positions	Increase to include F&B amenities	Extra games without 2 meters in place	
Nos.	SP	Location									
14	Gateway	Playtime Casino Kelowna	1435	26,000	549	275	19%	95	50%	54	13
		Lake City Vernon Casino	1293	24,215	442	257	20%	94	58%	68	20
		Cascades Kamloops	1882	33,944	514	290	15%	117	56%	25	0
		Grand Villa	7000	95,856	1895	949	14%	101	50%	100	0
		Starlight Casino	5389	103,864	1382	737	14%	141	53%	0	0
		Cascades Langley Casino	4297	85,522	1287	681	16%	96	53%	42	26
		Chances Signal Point	910	20,372	127	77	8%	265	61%	16	0
		Chances Kamloops	900	23,752	208	118	13%	201	57%	30	0
		Cascades Penticton	2448	32,500	456	269	11%	121	59%	25	0
		Playtime Chances Abbotsford	480	16,800	239	156	33%	108	65%	30	0
		Playtime Casino Campbell River	649	12,151	154	91	14%	134	59%	8	0
		Chances Courtenay	691	13,673	204	127	18%	108	62%	10	0
		Chances Mission	750	8,373	129	73	10%	115	57%	0	7
		Chances Squamish	300	14,231	108	65	22%	219	60%	0	0
9	GCGC	River Rock Casino	6146	57,319	1859	892	15%	64	48%	60	144
		Elements Casino Chilliwack	941	10,443	336	173	18%	60	51%	30	10
		Elements Casino Surrey	2905	27,187	697	347	12%	78	50%	22	36
		Elements Victoria	1141	28,287	896	528	46%	54	59%	35	15
		Hard Rock Casino	2953	48,566	1291	788	27%	62	61%	80	24
		Casino Nanaimo	805	11,156	468	234	29%	48	50%	24	12
		Chances Dawson Creek	773	7,789	155	86	11%	91	55%	15	5
		Chances Maple Ridge	817	7,980	250	165	20%	48	66%	35	0
		Hastings Race Course	2674	17,725	446	256	10%	69	57%	15	3
	CLOSED	Bingo-Esquimalt	200	2,089	0	266	428%	8	n/a		
Casinos (Independent)											
1	Parq	Parq Vancouver	5000	72,000	1200	848	17%	85	71%	212	0
1	585 Holdings Ltd	Billy Barker	300	4,000	121	58	19%	69	48%	0	7
1	Treasure Cove	Treasure Cove Casino*	1764	32,000	606	572	32%	56	94%	37	0
1	St. Eugene	Casino of the Rockies	530	11,000	253	128	24%	86	51%	33	1
CGCs (Independent)											
1	Berezan Management	Chances Castlegar	546	9,500	104	61	11%	156	59%	0	0
1	Duncan Dabber Bingo Society	Chances Cowichan	546	8,700	165	109	20%	80	66%	24	5
1	Pomeroy Group	Chances Fort St. John	1064	12,247	224	174	16%	70	78%	25	0
1	Goldwing Investments	Chances Casino Kelowna*	1064	31,294	385	340	32%	92	88%	80	0
1	West Coast Hospitality	Chances Prince Rupert*	372	6,300	121	104	28%	61	86%	24	0
1	Alberni Valley Gaming Assoc.	Chances Rim Rock	650	5,800	103	64	10%	91	62%	0	2
1	Berezan Management	Chances Salmon Arm	369	8,000	108	64	17%	125	59%	0	0
1	Pomeroy Group	Chances Terrace	425	5,484	79	77	18%	71	97%	20	0
Bingo (Independent)											
1	Community Gaming Mgmt Assoc.	Planet Bingo	540	12,000	n/a	0	0%	-	n/a		
36	Total Sites			928,110							
				Total SQFT of Gaming Floor							

AMENDMENT 1 – FACE COVERINGS

NOTE: Changes made July 13, 2021 and in effect Thursday, July 15, 2021

A business decision was made to change the below section related to face coverings:

As per June 17, 2021:

13. Personal Protective Equipment (PPE)

13.1 – Face Coverings

All BCLC and SP site employees will wear face coverings in all areas at site. SPs will establish employee guidelines regarding appropriate facial covering, and any required maintenance and handling of them.

Changes to Face Coverings were made as per below:

All Service Providers across all gaming sites in B.C. will change from mandated face coverings to recommended face coverings for patrons, which is in alignment with the current PHO guidelines. Service Providers will determine how face coverings are managed with their employees in alignment with the WorkSafeBC guidelines as per the link below:

https://www.worksafebc.com/en/covid-19/bcs-four-step-restart?&utm_source=google&utm_medium=searchad&utm_campaign=covid&utm_content=cdp-main-page&utm_term=resources,paid&gclid=CjwKCAjw87SHBhBiEiwAukSeUfn2iZn-KSTUj9ijmM28FqkrLDn1HMZIBYD1wwBW-CEDmetJoVU7_xoCtzQQAvD_BwE

(See Masks for non-health care settings section)

**BCLC & Casino Service
Providers**

Health & Safety Guidelines

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October 26, 2021

AMENDMENTS MADE TO THE HEALTH & SAFETY GUIDELINES

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Requested changes:

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Rationale:

As part of the re-opening and Health & Safety Plan, the gaming industry looked to go above and beyond where possible in its operations to ensure the safety of all patrons and staff at sites. The PHO has indicated that touching surfaces is not a significant source of the spread of COVID19.

The current frequency of chip cleaning and surface cleaning are operationally time consuming and are not contributing to prevention of COVID19. Operators will continue these efforts, but at a frequency similar to pre-COVID.

2) Resume table play with players touching cards and chips

Rationale:

This aligns with PHO guidance on the low risk of COVID19 from touching surfaces. This move will meet the expectations of players and provide better mix of games. Currently, table play is lower than pre-COVID levels.

3) Reduce physical distancing requirements where it is not necessary

Rationale:

Service providers have asked to eliminate the need for 2 metres of physical distancing in cases where seats at two slots or two tables are back to back. Such a requirement is no longer applicable in other industries such as food and beverage and the transmission of the virus is less likely when individuals are not facing each other.

4) Moderate increase to occupancy on the gaming floor to allow for re-opening of food and beverage amenities that can only be accessed from the gaming floor.

Rationale:

Currently, some sites have not re-opened food and beverage facilities that can only be accessed from the gaming floor. Service Providers have made this choice in order to better monitor and adhere to the limits of players currently permitted in the facility. Food and beverage amenities are an opportunity for players to take a break from play, which supports player health/responsible gambling. Food and beverage is also part of the overall player experience. This would allow for a greater player experience and would reduce the demand on SPs to manage traffic flow and capacity on the gaming floor.

See columns S & T in the below Appendix A – Occupancy Capacity at Sites Master Increased Occupancy Option for details per site.

				Pre-Covid (As of March 15, 2020)		Modified Re-Opening (As per the Health & Safety Guidelines)						
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Nos.	SP	Location										
14	Gateway	Playtime Casino Kelowna		1435	26,000	549	275	19%	95	50%	54	13
		Lake City Vernon Casino		1293	24,215	442	257	20%	94	58%	68	20
		Cascades Kamloops		1882	33,944	514	290	15%	117	56%	25	0
		Grand Villa		7000	95,856	1895	949	14%	101	50%	100	0
		Starlight Casino		5389	103,864	1382	737	14%	141	53%	0	0
		Cascades Langley Casino		4297	85,522	1287	681	16%	96	53%	42	26
		Chances Signal Point		910	20,372	127	77	8%	265	61%	16	0
		Chances Kamloops		900	23,752	208	118	13%	201	57%	30	0
		Cascades Penticton		2448	32,500	456	269	11%	121	59%	25	0
		Playtime Chances Abbotsford		480	16,800	239	156	33%	108	65%	30	0
		Playtime Casino Campbell River		649	12,151	154	91	14%	134	59%	8	0
		Chances Courtenay		691	13,673	204	127	18%	108	62%	10	0
		Chances Mission		750	8,373	129	73	10%	115	57%	0	7
		Chances Squamish		300	14,231	108	65	22%	219	60%	0	0
9	GCGC	River Rock Casino		6146	57,319	1859	892	15%	64	48%	60	144
		Elements Casino Chilliwack		941	10,443	336	173	18%	60	51%	30	10
		Elements Casino Surrey		2905	27,187	697	347	12%	78	50%	22	36
		Elements Victoria		1141	28,287	896	528	46%	54	59%	35	15
		Hard Rock Casino		2953	48,566	1291	788	27%	62	61%	80	24
		Casino Nanaimo		805	11,156	468	234	29%	48	50%	24	12
		Chances Dawson Creek		773	7,789	155	86	11%	91	55%	15	5
		Chances Maple Ridge		817	7,980	250	165	20%	48	66%	35	0
		Hastings Race Course		2674	17,725	446	256	10%	69	57%	15	3
		Bingo-ESquimalt		200	2,089	0	266	428%	8	n/a		
Casinos (Independent)												
1	Parq	Parq Vancouver		5000	72,000	1200	848	17%	85	71%	212	0
1	SBS Holdings Ltd	Billy Barker		300	4,000	121	58	19%	69	48%	0	7
1	Treasure Cove	Treasure Cove Casino*		1764	32,000	606	572	32%	56	94%	37	0
1	St. Eugene	Casino of the Rockies		530	11,000	253	128	24%	86	51%	33	1
GCGs (Independent)												
1	Berezan Management	Chances Castlegar		546	9,500	104	61	11%	156	59%	0	0
1	Duncan Dabber Bingo Society	Chances Cowichan		546	8,700	165	109	20%	80	66%	24	5
1	Pomeroy Group	Chances Fort St. John		1064	12,247	224	174	16%	70	78%	25	0
1	Goldwing Investments	Chances Casino Kelowna*		1064	31,294	385	340	32%	92	88%	80	0
1	West Coast Hospitality	Chances Prince Rupert*		372	6,300	121	104	28%	61	86%	24	0
1	Alberni Valley Gaming Assoc.	Chances Rim Rock		650	5,800	103	64	10%	91	62%	0	2
1	Berezan Management	Chances Salmon Arm		369	8,000	108	64	17%	125	59%	0	0
1	Pomeroy Group	Chances Terrace		425	5,484	79	77	18%	71	97%	20	0
Bingo (Independent)												
1	Community Gaming Mgmt Assoc.	Planet Bingo		540	12,000	n/a	0	0%	-	n/a		
36	Total Sites				928,110							
					Total SQFT of Gaming Floor							

Amendment 1 – Face Coverings – Changes made July 13, 2021 and in effect Thursday, July 15, 2021

A business decision was made to change the below section related to face coverings:

As per June 17, 2021:

13. Personal Protective Equipment (PPE)

13.1 – Face Coverings

All BCLC and SP site employees will wear face coverings in all areas at site. SPs will establish employee guidelines regarding appropriate facial covering, and any required maintenance and handling of them.

Changes to Face Coverings were made as per below:

All Service Providers across all gaming sites in B.C. will change from mandated face coverings to recommended face coverings for patrons, which is in alignment with the current PHO guidelines. Service Providers will determine how face coverings are managed with their employees in alignment with the WorkSafeBC guidelines as per the link below:

https://www.worksafebc.com/en/covid-19/bcs-four-step-restart?&utm_source=google&utm_medium=searchad&utm_campaign=covid&utm_content=cdp-main-page&utm_term=resources,paid&gclid=CjwKCAjw87SHBhBiEiwAukSeUfn2iZn-KSTUj9ijmM28FqkrLDn1HMZiByD1wwBW-CEDmetJoVU7_xoCtzQQAvD_BwE

(See Masks for non-health care settings section)

**BCLC & Casino Service
Providers**

Health & Safety Guidelines

Amendments Made to the:

Back to Operations Plan

Updated August 5, 2020

Amendments Made to the Health & Safety Guidelines

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(See Masks for non-health care settings section)

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MISSION

The committee's mission is to prevent the spread of COVID-19 in any BCLC Casino.

PURPOSE

These Health & Safety Guidelines have been established to outline what the casino industry in British Columbia will do collectively to support the health and safety of all patrons and employees. It is imperative these guidelines instill confidence in our patrons, employees and the public that the casino industry is committed to providing a safe environment for them when sites re-open. The intended outcome is that no one contracts COVID-19 as a result of a transmission of the virus in a casino.

A committee comprised of members from BCLC's Casino division and representatives from each of our Casino Service Providers (SPs) have reached consensus to implement the health and safety guidelines contained in this document. Consensus with all the SPs was essential to ensure a unified approach in how we execute these health and safety strategies, including but not limited to physical distancing, cleaning protocols, sanitization, employee safety, Personal Protective Equipment (PPE), managing occupancy and the use of protective shields, such as plexi-glass. We have identified protocols that offer the highest level of protection for our patrons and employees. Wherever possible we have implemented occupancy limits to reduce the number of people at sites. Where physical distancing could not be established, we have introduced engineering controls such as dividers. Rules and guidelines to ensure administrative controls at all our sites are in place have also been developed.

Extensive work was done to ensure all aspects of the business where health and safety measures could be applied were considered. Key areas addressed, but not limited to, are entrances, the gaming floor, all patron locations, washrooms, food and beverage, and back of house (BOH) areas. The Gaming Industry has a number of resources available, such as Statutory Authority and Security and Surveillance Resources that can and will be used to reinforce the guidelines captured in this document.

In order for properties to reopen, these guidelines are intended to be the minimum requirement to be followed by SPs for their back to operation plans. To further support health and safety, SPs will build out plans with more specific details relevant to their site(s). SPs may implement additional requirements, to further enhance protocols covering physical distancing, hygiene, use of PPE, sanitation, disinfecting, and cleaning on the gaming floor and other areas at their site(s).

In addition to this committee's expertise, information was gathered from across other gaming jurisdictions throughout Canada, the US and Macau. Consultants and other industries such as restaurant and bars were also looked at to identify successes to apply in our environments.

We felt the best way to create the safest environment possible was to integrate a multi layer approach.

CONTEXT

BCLC manages and conducts 38 gaming sites across B.C. BCLC partners with 14 Service Providers (i.e. some service providers operate multiple sites), and provides oversight on issues of compliance, security and surveillance and best practices. In Fiscal Year 2018/19 BCLC generated \$2.59 billion in revenues and provided \$1.4 billion to the Province of British Columbia. In addition, 10% of a site's revenue is returned to the local governments where the facility is located. Last year, local government shared in over \$98 million in gaming revenue. Each site is structured uniquely and the gaming products offered vary by location. The following outlines the number of sites and product configurations across the province:

- 15 sites with slots and bingo
- 14 sites with slots and tables
- 3 sites with bingo only
- 4 sites with slots, tables and bingo
- 2 site with slots only

The proposed guidelines will apply to all gaming floors and properties across B.C., which are managed by BCLC.

Charitable bingo facilities in B.C., many located outside the Lower Mainland, are managed outside of BCLC's purview by independent charitable and community organizations. As well, horse race tracks are not managed by BCLC. Both horseracing and charitable bingo are therefore not subject to these proposed guidelines.

PATRON SAFETY

1. Face Coverings

As defined by the Public Health Agency of Canada, a face covering should fit securely to the head with ties or ear loops, be made of at least two layers of tightly woven material fabric (such as cotton or linen) and be large enough to completely and comfortably cover the nose and mouth without gaping.

1.1 – EMPLOYEE FACE COVERINGS

All personnel at sites will wear face coverings, including SP and BCLC employees, GSA's, vendors, contractors and other government employees. Areas outside of the gaming floor where personal interactions can/will occur will be addressed by the SPs in order to cover the unique set up each site has. Guidelines will be determined by the SPs for storage, disposal and cleaning of face coverings to ensure best practices are in place.

1.2 – PATRON FACE COVERINGS

Mandatory face coverings for all patrons and individuals at site will be indefinite. Weekly reviews by BCLC and SPs on mandatory face coverings will be conducted. Changes to face covering requirements will be made to align to the directive from the PHO and WorkSafeBC.

Patrons will not be allowed onto any part of the gaming floor or in any public open spaces without a face covering on. Patrons may be required to remove their face covering for identification and any additional security protocol requiring the need to identify a patron. This includes, but is not limited to, entrances to monitor for Voluntary Self Exclusion (VSE), age verification, prize pay out and other areas where facial identification is required. Safety protocols will be followed if identification is required through the temporary removal of a patron's face covering.

2. Physical Distancing

BCLC and SPs understand and acknowledge that returning to operations cannot occur without physical distancing in place. It is recognized that physical distancing is one of the most critical components in preventing the transmission of COVID-19. There is a need to implement physical distancing from the onset to ensure the safety of patrons*, other visitors and employees, while informing the public that we continue to support and align to the directives given by the Provincial Health Office (PHO).

Entrances at sites will be managed by the SPs to ensure possible patron line ups are managed with proper physical distancing measures. SPs will also manage the number of patrons allowed on the gaming floor to ensure physical distancing is achieved and enforced to align to the reduced number of games available. SPs will limit and monitor occupancy capacity, increase space between slot machines, and limit table games and seating availability. Shuttle buses and valet service will be suspended until it is safe to do so. When these services are reintroduced at sites SPs will adhere to the WorkSafeBC Transit & COVID-19 Safety guidelines. Physical distancing will be practiced across all forms of gaming and patron services offered at sites including in common areas.

Recommendation:

As per the BC CDC website, BCLC and the B.C. Gaming industry will open adhering to the physical distancing standards of 2 meters. Where this physical standard cannot be achieved or where

patron interaction is necessary we will leverage engineered controls (barriers), establish administrative controls, enhance PPE, and signage. If a safe space cannot be achieved the space, service or product will not be made available.

Timing the Reopening:

Sites will reopen mid-week to mitigate potential large crowds and line-ups. A mid week reopening will help alleviate any potential crowding and allow employees to practice and establish proper protocols that are needed to support safety, health and distancing guidelines. SPs will review hours of operation per site and adjust where necessary to ensure health and safety for patrons.

Entry and Capacity of Patrons:

SPs will monitor the entry of patrons at sites in order to screen for signs of illness, such as coughing and sneezing. Signage at entries will outline screening requirements for entry. Patrons will not be allowed to enter the premises if health and safety are a concern.

SPs will not have more patrons in sites than active gaming seats on the gaming floor. SP floor managers, supervisors and employees will monitor patron capacity to active gaming seats in order to gauge capacity levels. When capacity levels are reached, entrances will be closed and a more controlled entry protocol will be activated. Patron lineups outside entrances will be managed with physical distancing guidelines for patrons to follow. SPs will specify occupancy limits for washrooms, elevators, private rooms and employee meeting rooms in their site specific plans.

Sites that will have food and beverage (F&B) amenities open that require access through the gaming floor will be permitted to add 50% of that amenities capacity to the gaming floors limit (active gaming seats plus 50% of F&B capacity limit). This capacity limit will be captured in site specific plans.

Slots:

Physical distancing will be applied to the layout of the slot floor. This may include, but not be limited to, disabling of slot machines, removal and moving of slots, reconfiguration of floors, removal of chairs, and the strategic use of engineered controls, such as temporary dividers, to ensure safe distancing is achieved. In addition, by layering in the other physical distancing guidelines proposed in this document sites will be able to reopen slot areas with safety top of mind for all patrons and employees.

Tables:

Live table games are a natural congregation point for patrons. It will be critical for casino supervisors, managers, and employees to actively manage patrons in these areas. Consensus was

obtained to achieve a level of physical distancing that could be in place for players to engage safely with dealers.

The following conditions will be in place for table play:

- Tables and seating will be set up and enforced to adhere to distancing guidelines;
- The number of patrons based on type of table game will be limited to ensure proper distance between players; (exceptions may be made for two or more people who live in the same household)
- Table players will have hand sanitizer available for use;
- Dealers will also have sanitizer to use throughout their shift and remind players to use it frequently;

In addition, the following conditions for table play were determined and agreed to by SPs, these measures will address concerns around physical distancing, crowd control and game mechanics:

- Baccarat: Baccarat is a game where back betting is common. As part of physical distancing measures:
 - o No back betting will be allowed;
Note: Back betting refers to when patrons standing behind the seated players wish to participate. To do so they will reach around the seated players to place a secondary bet.
 - o No back betting applies to all Baccarat games on the main floor and segregated floors.
 - o All Baccarat games will have a maximum of 4 players instead of 9 players (full table).
- Blackjack (All Types): A full blackjack table can accommodate 7 players. As part of physical distancing measures:
 - o Blackjack tables will have a maximum of 4 players, with distance between each enforced.
- Craps: Craps allows 8 players per end of table. As part of physical distancing measures:
 - o A maximum of 4 players per end will be allowed, with distance between each enforced;
- Poker: Will not be offered until measures can be put in place to ensure the safety of patrons and staff;
 - o Poker refers to community poker
- Poker Variants: Extra measures will be put in place to reinforce physical distancing for poker variant tables offered at sites by SPs.

- Poker variant tables includes Fortune Pai Gow, Ultimate Texas Hold'em, Four Card Poker, Texas Hold'em, and Fortune Asia Poker;
- As part of physical distancing measures, there will be a maximum of 4 players per table, with distance between each enforced.
- Roulette: Roulette allows for up to 8 sets of colors to be wagered. As part of physical distancing measures:
 - A maximum of 4 colours will be allowed to mitigate crowding;
 - A table will be considered full if 4 players are playing. No new players will be allowed to join until a spot opens;
 - If there are 4 players already playing at the table, no other players will be allowed to reach in to place value chip wagers on the outside bets.

The exception to the above 4 players at tables guideline will be with 9 seat table games. At 9 seat tables 5 players will be allowed with dividers in place.

Where 2 meters of space between table players cannot be continuously maintained, additional engineered controls, such as plexi-barriers will be used to maintain a safe environment for play. If SPs are unable to operate tables safely in accordance with the guidelines provided by the PHO and WorkSafeBC, table play will not be offered until such time that they can be met.

Private Rooms:

Private rooms will be available upon reservation. SPs will have protocols in place for employees to control the number of players and will meet all the distancing, sanitization, and controls necessary in these guidelines to ensure a safe environment for play. If a 2 meter (6 feet) distance is not possible, then barriers will be installed.

Bingo:

Similar to table play, bingo can have players gather as part of game play. Bingo will adjust layouts, ensure sanitization and distance patrons to reduce gatherings and provide a safe and healthy environment for patrons. Employee interactions with patrons will be minimized and employees will have proper PPE and tools in place to engage with patrons. A constant review of the operation of bingo will be conducted to allow for adjustments due to human behavior and other areas that may present a need to be addressed or changed.

3. Cleaning

SPs will adhere to existing PHO guidelines and protocols for cleaning. In addition to this, extra care and due diligence will be conducted and is deemed critical to preventing the spread of COVID-19.

Stringent cleaning processes will be in place and are essential to keeping patrons and employees safe.

3.1 – PRIOR TO RE-OPENING

BCLC and all SPs have committed to performing a deep clean of all hard and soft surfaces at every facility prior to re-opening. Where possible, the cleaning guidelines provided in the attached document will be used. (see [Appendix B](#) for details) Once open, cleaning will be ongoing with increased frequency and visibility. The timing and frequency of ongoing cleaning at sites will be established by the SPs. This will be done to ensure the various site layouts sustain levels of frequent cleaning of all areas, with a focus on “high touch areas”.

3.2 – SLOTS

Cleaning of slots and eTables will continue to occur as per the *Cleaning and Disinfection for Gaming Casino Facilities* document (Appendix B) created as part of site closures and maintenance. These guidelines leverage information from the CDC Guidance for Community Settings and PHAC Guidance for Public Spaces with additional direction for cleaning products and surfaces unique to the casino environment.

3.3 – TABLE GAMES

SPs will conduct regular cleaning and disinfection of, but not limited to, table games, rails, chairs, dice, card shoes, shufflers, roulette wheels, pit podiums, blackjack discard holders, and tip boxes when a new player or employee comes into contact with any of the gaming equipment.

Prior to players participating in any table game, they will be required to sanitize their hands with hand sanitizer that will be available at every table. Throughout play, Management will implement “sanitization” breaks and provide hand sanitizer to players and dealers. In addition, when one guest leaves a table, a short break will be taken to sanitize that area before a new player is allowed to sit down. Areas will be wiped clean, sprayed with sanitizer and allowed to dry before a new player is welcomed to the gaming table.

Players will not be allowed to touch cards, except for squeeze Baccarat (see below for how cards will be handled). Chips will be disinfected throughout play at the table and sanitized daily.

Handling of Cards and Dice:

- Blackjack (All Types): The dealer manages cards normally, players do not touch the cards. To ensure safety:
 - o SPs will continue to not allow players touch the cards;
 - o SPs will change the cards daily.
- Baccarat (on main floor): The dealer manages cards normally, players do not touch the cards. For safety measures:

- Players will continue not be allowed to touch the cards in regular Baccarat play on the main floor.
- SPs will change the cards daily.
- Craps: Craps allows players to roll dice. As part of safety measures:
 - Dice for Craps will be disinfected after each shooter and when the dice moves to the next player. Once a new shooter is passed the dice, nobody else will touch the dice until the shooter craps out and the dice are moved to the next player.
- Double Deck Blackjack: Players are normally allowed to touch the cards with one hand. To ensure safety:
 - Double Deck Blackjack will be dealt face up to the players and players will not be allowed to touch the cards.
- Poker Variant: Poker variant games are single deck hand held games. For safety measures:
 - Players will not be allowed to touch the cards;
 - Dealers will deal the players cards face up and order them from high to low card for players to see;
 - Players will then decide whether to fold or continue with the hand by placing an additional bet.
- Squeeze Play Baccarat: This version of Baccarat utilizes 8 decks of pre-shuffled single-use cards. To ensure safety:
 - Players will be allowed to touch the cards during each round of play (squeeze to reveal card value);
 - After each round, the cards will be disposed by the dealer;
 - When the 8 decks of cards are depleted, the used cards shall be bagged and sealed;
 - A new set of 8 decks of pre-shuffled cards will then be brought out for use.

3.4 – BINGO

Bingo surfaces, terminals, gaming equipment, and facilities will be cleaned frequently using the cleaning guideline set out in the *Cleaning and Disinfection for Gaming Casino Facilities* document. A Bingo working group is continuing to review and evaluate any additional protocols required to address surfaces or products, which may be unique to the bingo environment and the patron experience. Additional measures will be put in place as identified to ensure patron health and safety.

3.5 – SITE AIR QUALITY

The design of HVAC systems for gaming facilities is a highly specialized field, and key factors include proper ventilation, filtration, air distribution, maintenance, and record keeping. Energy efficiency is integrated into all stages of mechanical system design and gaming facilities and must meet the minimum requirements of the Model Energy Code of Canada (MNEBC) for buildings.

Requirements:

- Indoor Environmental Quality (IEQ): must meet or exceed ASHRAE Standard 55-2004
- Heating: 21°C with outdoor design conditions as per B.C. Building Code and any other current applicable code as per locale
- Cooling: 23°C with outdoor design conditions as per B.C. Building Code and any other current applicable code as per locale
- Humidity: Maintain 50% RH with summer design conditions and maintain 25 – 30% RH with winter design conditions
- Ventilation: meet or exceed current ASHRAE STD 62 generally, specific areas require additional ventilation as listed in the policy
- Air exchange rate for gaming areas: minimum 14 air changes per hour (approximately every 4 minutes)

s 13(1)

4. Sanitization

Upon reopening BCLC will provide personal hand sanitizers with >60% alcohol content to patrons in facilities for the first month while supplies last. This will provide patrons with immediate access to sanitizer before, during, and after game play. Patrons will be encouraged to refill the bottles at main dispensers on the gaming floor. Patrons will be able to exercise frequent use while interacting with casino products. This will support patrons to take responsibility for their health and the safety of others while attending a gaming facility. Service Providers will continue to provide options for sanitization once personal hand sanitizer supplies run out.

Increased sanitization supplies will be available throughout the gaming floor. Hand sanitizers and disinfectant wipes will be strategically placed on the gaming floor in high touch point areas. SPs will determine the best locations in order to ensure full coverage of the gaming floor and to provide easy access for patrons. Patron facing messaging will reinforce frequent use of these products while attending the property.

5. Signage

5.1 – HEALTH & SAFETY MESSAGING

Website Messaging – It is important to keep patrons informed about what BCLC and SPs are doing to keep them safe. BCLC’s Corporate Communications team will provide messaging to support physical distancing and player health and safety for SP websites. This will ensure there is a consistent messaging used across all SP and BCLC sites in order to reinforce the importance of the application of health and safety practices.

Gaming Floor Signage – Signage will be used to support the physical distancing message and highlight hygiene etiquette. Examples of these signs can be found in [Appendix G](#). Signage will be posted at entrances, on the gaming floor and back of house (BOH) as reminders of the rules for entry to property. Visuals and messaging will be created that can constantly be shown on the gaming floor via [Cool Signs](#) and/or other digital screens. These images and messages will be constantly monitored and updated after opening to ensure patrons receive relevant and current information for best practices.

5.2 – SITE SIGNAGE

Signage outside facilities, at entrances, on the gaming floor, bathrooms and other patron areas will be used to reinforce entry procedures, health and safety guidelines and provide patrons reminders on physical distancing protocols.

5.3 – FLOOR SIGNAGE FOR PHYSICAL DISTANCING SPACING

Floor markers will identify and reinforce physical distancing guidelines in strategic areas on the gaming floor and will be used to remind patrons to follow physical distancing protocols. These areas will include locations such as entrances, areas where patrons line up, and washrooms.

For sites in the lower mainland floor markers with dual language will be considered where possible.

6. Thermal Detection:

SPs will have the option to utilize thermal detection equipment at sites for patrons and employees.
s 13(1)

7. Dividers

7.1 – PATRON FACING DIVIDERS

Plexi-dividers or equivalent safety shields will be provided and in place by SPs at various patron facing service areas on the gaming floor. Areas for consideration are (but not limited to):

- Guest Services – Gaming Floor & Hotel
- Security Podium
- Cash Cage

- Self-Exclusion
- Other – To be determined by SPs depending on their site amenities and layouts.

Dividers will be in place to allow interactions with patrons to be conducted in the safest way possible. Best practices will continue to be evaluated and applied to business where applicable. SPs will maintain and clean dividers and surrounding areas frequently to ensure patrons and employees are kept safe.

7.2 – GAME DIVIDERS

In circumstances where reasonable physical distancing cannot be maintained, engineered controls, such as temporary dividers, will be put in place and cleaned frequently. Dividers will be strategically placed in areas where further physical distancing is required. The maintenance and cleaning of these dividers will be critical to ensure the virus is not transmitted to anyone.

8. Contact Tracing

BCLC has a process it can leverage using the Encore Rewards Program in order to support contact tracing. This program will be implemented only if directed to do so by the PHO. s 13(1)

9. Congregating of Patrons

9.1. – PREVENTION

Site employees will actively observe the casino traffic throughout the site and engage with patrons not adhering to distancing principles. SPs will leverage security personnel, existing surveillance systems, slot personnel and floor managers to ensure any crowding or gatherings are immediately addressed. Employees will intervene with patrons if they observe any group gatherings and enforce these guidelines. This practice includes the casino floor, any smoking areas, or other potential patron gathering locations. Patrons who fail to comply will be exited from the facility. Failure to comply with distancing practices will be seen as an undesirable act within the casino, and, if required, we will use BCLC’s Statutory Authority to remove the patron or patrons from the premise.

10. Food & Beverage (F&B)

10.1 – F&B SERVICE

Food and Beverage (F&B) service on the casino floor will be modified to comply with physical distancing guidelines. Sites with modified service will align with the WorksafeBC food service

protocols for restaurants, cafes and pubs. If these guidelines cannot be met, food service on the casino floor will be eliminated until such time that they can be.

Buffets will not be available upon re-opening and will remain closed until such a time that this method of food service can be provided safely. Self-accessible food for patrons will also not be available until deemed safe to do so.

Food services that are made available will be done in alignment with BC CDC – Food-Businesses and the PHO directive in order to support physical distancing and appropriate health measures.

10.2 – ADDITIONAL F&B AMENITIES

SPs will organize the set up of restaurants, lounges and other F&B areas in accordance with food service guidelines established for restaurants and pubs.

EMPLOYEES

11. Employee Physical Distancing

Variances to some operating procedures have been approved by BCLC to reduce the number of patron interactions with casino employees.

11.1 – HEALTH & SAFETY DELEGATE

SP's will identify a health and safety designate (OHS Rep) as general requirement under Occupational Health and Safety Regulation (OHSR) to assist employees with implementing proper protocols, answer questions, provide educational materials and to whom report incidences will be reported.

Employees will be provided a list of resources to reference at site, which will include, but not be limited to:

- Key medical, mental health and other personal assistance websites and phone numbers;
- Approved and up to date sources for COVID-19 Information;
- Updates on changes to business operations as they occur.

11.2 – EMPLOYEE SHIFTS

SPs will initially enable employees that are able to work from home to do so wherever possible. Policies will be in place to allow employees to work from home safely.

SPs will implement health and safety measures for employees that are required at site. SPs will stagger the start and finish time of employee shifts to allow for physical distancing. Breaks for employees will also be staggered to prevent congregation of employees. Existing and new areas for employee breaks will be reconfigured and repurposed to further enforce health and safety guidelines.

11.3 – BACK OF HOUSE PHYSICAL DISTANCING

Employees will be expected to adhere to physical distancing requirements in areas on the gaming floor and in back of house (BOH) employee only areas. SPs will have a clear policy and strict procedures in place around interactions of employees, suppliers and others in BOH areas. Where possible, barriers will be put in place to ensure the safety of employees. Other mechanisms to support employee physical distancing will be put in place as required.

All BCLC employees will also adhere to physical distancing on the gaming floor and in employee only areas.

12. Employee Education

12.1 – TRAINING

As business returns to operation, it is critical for employees to be trained on new ways of interacting with patrons and dealing with other personal interactions. SPs will establish criteria and appropriate methods for employees to be informed on what to do in various circumstances related to COVID-19. This will be done by leveraging and aligning to WorkSafeBC 'COVID-19 and returning to safe operation' industry-specific resources made available.

SPs will ensure its employees are trained on:

- How to protect themselves, and others;
- How to appropriately respond to patrons who are distressed or disgruntled, including those who do not wish to abide by facility rules.
- The proper cleaning and disinfecting procedures set forth in the BC CDC's guidance and the Cleaning and Disinfection for Gaming Casino Facilities;
- How to prevent the spread of infectious disease, including, without limitation, physical distancing, handwashing, and not spreading germs at work;
- Proper protocols on how to respond to all presumed cases of COVID-19;
- SPs will ensure that all training provided in accordance to these guidelines is documented.

12.2 – SICK POLICIES

SPs will have policies in place for employees who have symptoms as identified by the [BC CDC](#) of any transmissible illness such as cold, flu, or COVID-19. SPs will establish protocols for all employees to have pre-shift health checks on an ongoing basis.

All employees will sign a declaration form prior to reopening that states that they agree to:

- 1) Not to come to work if they:
 - Have symptoms of (as per BCCDC guidance about [covid-19/symptoms](#)):
 - o Fever or chills, cough, loss of sense of smell or taste, difficulty breathing
 - Other symptoms may include:
 - o Sore throat, loss of appetite, extreme fatigue or tiredness, headache, body aches, nausea or vomiting, diarrhea
 - Have been exposed to anyone who has tested positive with COVID-19; and/or
 - Have travelled in the last 14 days and are subject to 14-day quarantine.
- 2) They will also be asked to agree to:
 - Be forth right with the criteria in the checklist above going forward;
 - Adhere to the health and safety guidelines;
 - Will wear a face covering at site until a time when my employer no longer requires them.

SPs will provide returning employees a copy of the declaration form to sign and keep copies on file. All new employees after reopening will also be required to sign the declaration form. SPs to look to put in place an annual sign off on this new health check procedure.

If an employee develops COVID-19 symptoms, the proper protocols to report it to the health authority will be followed.

13. Personal Protective Equipment (PPE)

13.1 – FACE COVERINGS

All BCLC and SP site employees will wear face coverings in all areas at site. SPs will establish employee guidelines regarding appropriate facial covering, and any required maintenance and handling of them.

13.3 – HYGIENE

While technically not equipment, the practices of hygiene and hand washing support the effectiveness of PPE. Hygiene etiquette and protocols will be established for SP employees. Signage will be placed throughout the site as a reminder of hygiene practises, such as proper handwashing and avoiding touching their faces. Management will reinforce the importance of adhering to these practices.

Hand sanitizer will be made available for employees to use throughout all site areas. SPs will identify other PPE that can be provided to employees if necessary, depending on their roles and interaction with patrons and others. This will be done in a manner to best support the safety of all employees and to ensure their interactions with patrons and others are as safe as possible.

PUBLIC SAFETY

BCLC's message to the public will be clear that the safety of patrons and employees is first priority. It is important that the public know that BCLC and SPs are adjusting their operations to ensure physical distancing and safety in alignment with the PHO.

RISKS

It is important to recognize that a number of risks have been identified as part of the creation of these guidelines. The risks identified would have various levels of impact for reopening of sites and considerations would need to be made in order to address the risks should they occur. The risks that would affect reopening of sites are:

- The supply chain for PPE and sanitization supplies are depleted and supplies cannot be delivered.
- Patrons or employees do not adhere to the health and safety guidelines.
- Physical distancing scenarios cannot be supported by some sites, preventing them from resuming operations of some products, or the entire site.

Contingency plans are being developed to mitigate these risks in order to ensure sites can return to operations as quickly and efficiently as possible.

CONCLUSION

These guidelines were established based on the information available at the time of creation. It is anticipated processes will evolve and these guidelines will be revised based on experience from other jurisdictions and official guidance and recommendations from the BC CDC, B.C. Ministry of Health, WorkSafeBC and Dr. Bonnie Henry in relation to preventing the spread of COVID-19. BCLC will keep SPs informed of any changes to the guidelines to allow plans to be updated as necessary.

Appendixes:

APPENDIX A – GLOSSARY OF TERMS

Definitions to provide clarity on specific terminology used in this document:

Active Gaming Seats	Includes, but not limited to Slots, Tables, Off Track Betting (OTB) and Bingo.
Back Betting	Back betting refers to when players not at the table reach around players to place a secondary bet.
Back of House (BOH)	Employee only areas connected to the gaming floor.
Community Poker	Poker game that is played with 10 people. Players play against each other with player specific cards and shared community cards.
Cool Signs	Digital signage on the gaming floor with messaging provided by BCLC and SPs.
GSA's	Game Sense Advisors
Off Track Betting (OTB)	Gambling on horse racing outside a race track.
Patron(s)	All guests on the gaming floor that play or not.
Poker Variants	Poker-based table games played against the dealer/house.
Statutory Authority	A body set up by law, which is authorised to enact legislation on behalf of country or state. In this situation gaming for the province of B.C.

APPENDIX B – CLEANING AND DISINFECTION FOR GAMING CASINOS FACILITIES

Note: Updated May 21, 2020 with latest version

Double click the image below to open the document:



Cleaning and Disinfection for Gaming Casino Facilities

The following guidance has been developed by the Deep Clean Sub-Committee using the following resources:

Interim Recommendations for U.S. Community Facilities with Suspected/Confirmed Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

PHAC: Cleaning and disinfecting public spaces (COVID-19)

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>

BC CDC: Cleaning and disinfecting

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>

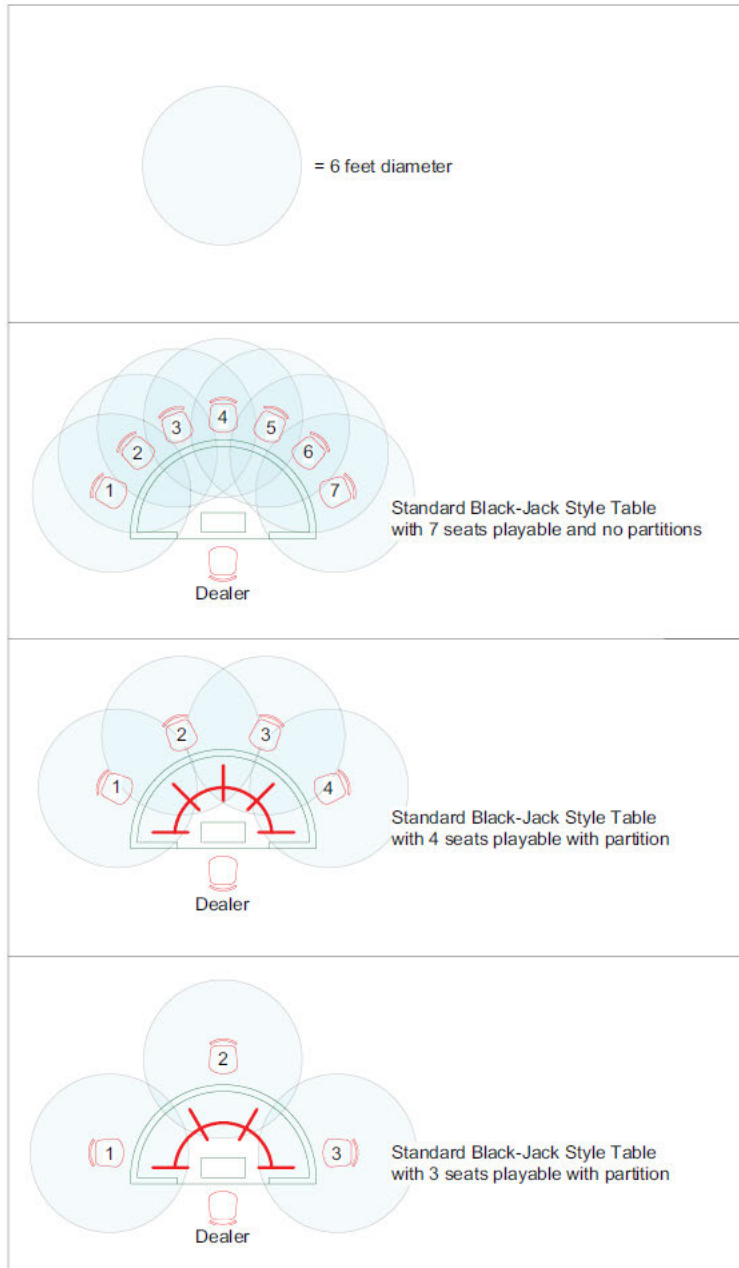
Background

There is much to learn about the novel coronavirus (SARS-CoV-2) that causes [coronavirus disease 2019](#) (COVID-19). Based on what is currently known about the virus and about similar coronaviruses that cause SARS and MERS, spread from person-to-person happens most frequently among close contacts (within about 6 feet). This type of transmission occurs via respiratory droplets, but disease transmission via infectious aerosols is currently uncertain. Transmission of SARS-CoV-2 to persons from surfaces contaminated with the virus has not been documented. Transmission of coronavirus in general occurs much more commonly through respiratory droplets than through fomites. Current evidence suggests that SARS-CoV-2 may remain viable for hours to days on surfaces made from a variety of materials.

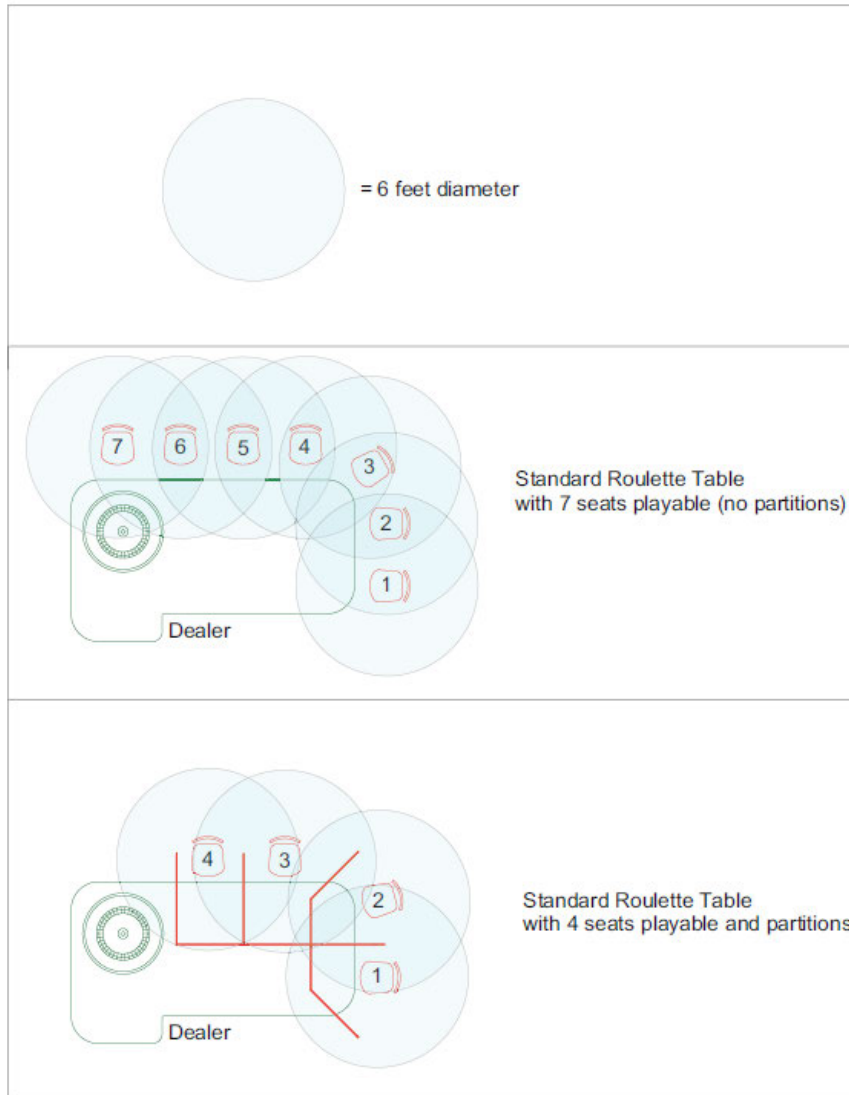
Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in community settings.

APPENDIX C – POTENTIAL TABLE CONFIGURATIONS

Potential Black-Jack Table Configurations



Potential Roulette Table Configurations



APPENDIX D – AGE OF PLAYERS

ENCORE PLAYERS

Below is known play of CCG’s Encore players through the Encore Loyalty Program.

Encore player ages for Core and Moderate players is 64 and 63, respectively, with the overall age at 55 (FY20 = 54.9).

The average age of Encore players has dropped from 62 to 55 over the past nine years.

For active Encore players in FY20 the average age is 55.

- a. The ages skew older for Core and Moderate players;
- b. While casual Encore players skew younger. This is primarily due to the CCG’s strategy of focusing on growing the casual player group.

For Encore ALL time players the average age is 58.

ENCORE ONLY	Average Age	Core	Moderate	Light	Casual	Overall
FY12	62.0	66.0	66.4	63.2	57.5	62.0
FY13	60.8	65.7	65.9	62.4	55.9	60.8
FY14	59.0	65.5	65.4	61.5	53.7	59.0
FY15	57.3	65.1	64.6	60.4	52.1	57.3
FY16	56.1	64.2	63.8	59.3	51.2	56.1
FY17	55.2	63.2	62.8	58.2	50.1	55.2
FY18	54.8	63.2	62.5	58.0	49.7	54.8
FY19	55.9	64.3	63.9	59.2	53.6	55.9
FY20	54.9	63.8	63.0	58.1	50.8	54.9
ALL TIME	57.7					

ALL PLAYERS

Overall the average age for Casino players is 47 years old. (This is information gathered from the KPI tracker)

Average age of Past Year Players	FY18	FY19	FY20
Casino1	47	47	47
Casino (Encore)2	56	55	54
Lottery1	50	51	51
PlayNow3	49	48	47

APPENDIX E – RESOURCES REFERENCED

B.C. CDC

- Testing Information
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>
- Better health through promotion, protection & prevention
<http://covid-19.bccdc.ca/>
- Information for grocery stores, restaurants and other food premises for employers and workers.
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/employers-businesses/food-businesses>

B.C. Government

- BC's Restart Plan
<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>
- Office of the Provincial Health Officer
<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer>

B.C. Ministry of Health

- COVID-19 Guidance to the Hotel Sector
<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-hotel-sector.pdf>
- COVID-19 Food and Beverage Sector Fact Sheet dated March 27, 2020 (has NOT been updated with regard to the BC Reopening Plan)
<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-food-beverage-sector.pdf>

go2HR

- Restarting Operations After Covid-19 – What You Need To Know
<https://www.go2hr.ca/covid-19-updates/restarting-operations-what-you-need-to-know>
- Covid-19 Health & Safety Resources (a collection of COVID-19 related information)
<https://www.go2hr.ca/health-safety/resources/covid-19-resources#worksafebc>

Government of Canada

- Canadian Centre for Occupational Health and Safety
<https://www.ccohs.ca/>
- Cleaning and disinfecting public spaces during COVID-19
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>
- Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>
- Non-medical masks and face coverings
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>

HealthLinkBC

- Coronavirus disease (COVID-19)
<https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>

WorkSafeBC

- COVID-19 and returning to safe operation
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>

- Restaurants, cafes, and pubs: Protocols for returning to operation
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/restaurant-cafes-pubs>
- Hospitality and COVID-19 safety
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/hospitality>
- Preventing exposure to COVID-19 in the workplace: A guide for employers
<https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace?lang=en>
- Staying safe at work
<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/staying-safe-at-work>
- What employers should do
<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/what-employers-should-do>
- Transit & COVID-19 safety Guidelines
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/transit>

Ontario Ministry of Health

- COVID-19 Guidance: Essential Workplaces (Version 1, May 2, 2020)
http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_essential_workplaces_guidance.pdf

Ontario Ministry of Labour

- Restaurant and food services health and safety during COVID-19
<https://www.ontario.ca/page/restaurant-and-food-services-health-and-safety-during-covid-19>

Public Health Ontario

- Mask Use for Non-Healthcare Workers
<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/2020/05/factsheet-covid-19-masks-not-healthcare.pdf?la=en>
- When and How to Wear a Mask – Recommendations for the General Public
<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-how-to-wear-mask.pdf?la=en>
- How to Wash your Hands
<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>
- Cleaning & Disinfecting Public Settings
<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en>

Ontario Public Services Health and Safety Association

- Health and Safety Guidance During COVID-19 For Employers of Office Settings
<https://www.pshsa.ca/resources/health-and-safety-guidance-during-covid-19-for-employers-of-office-settings>

Ontario Workplace Safety and Prevention Service

- Workplace Safety and Prevention Service – Guidelines on Health and Safety for Tourism and Hospitality Sector during COVID-19
<https://www.wspss.ca/WSPS/media/Site/Resources/Downloads/covid-19-tourism-health-and-safety-guidance.pdf?ext=.pdf>
- Workplace Safety and Prevention Service Guidelines - Hotel Reception, Room Service and Front Line Staff during COVID-19
<https://www.wspss.ca/WSPS/media/Site/Resources/Downloads/covid-19-hotel-reception-health-and-safety-guidance.pdf?ext=.pdf>
- Workplace Safety and Prevention Services – Guidance on Health and Safety for Housekeeping and Laundry Employees during COVID-19
<https://www.wspss.ca/WSPS/media/Site/Resources/Downloads/covid-19-housekeeping-health-and-safety-guidance.pdf?ext=.pdf>

- Workplace Safety & Prevention Services – Guidance on Health and Safety For Maintenance and Facilities Maintenance Employees during COVID-19
<https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-maintenance-employees-health-and-safety-guidance.pdf?ext=.pdf>
- Workplace Safety & Prevention Service Guidelines for Office Sectors
<https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-office-health-and-safety-guidance.pdf?ext=.pdf>
- Workplace Safety and Prevention Services – Guidance on Health and Safety for Office Administration and Secretarial Staff during COVID-19
<https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-office-admin-health-and-safety-guidance.pdf?ext=.pdf>
- Ontario Restaurant and food services health and safety during COVID-19
<https://www.ontario.ca/page/restaurant-and-food-services-health-and-safety-during-covid-19>

Other Industries

- BCRFA – British Columbia Restaurant & Food Services Association
DISCUSSION PAPER – Blueprint for Reopening of Restaurants in BC – April 28, 2020
<https://www.bcrfa.com/bcrfa-blueprint-for-reopening>
- CNN Travel – Business Traveller - Airplane Seat Design
<https://www.cnn.com/travel/article/planbay-seat-design-socially-distance-aviation/index.html>

Other Casinos

Canadian Locations:

- Canadian Senior Cross Jurisdiction Meetings
 - o Nova Scotia, Quebec, OLG, MB, Sask Gaming, SIGA, BCLC, AGLC
- Manitoba Liquor & Lotteries
 - o Gaming & Entertainment Division – COVID-19 Return to Operations
- OLG Opening Plan
- SaskGaming Business resumption Critical Processes

U.S. Locations:

- Angel of the Winds Casino Resort – Arlington, Washington
<https://www.angelofthewinds.com/reopening/>
- Casinos in Deadwood, South Dakota Reopening (May 12, 2020)
<https://www.cncb.com/2020/05/11/cabin-fever-leads-to-big-reopening-weekend-for-south-dakota-casinos.html>
- Coeur d’Alene Casino, Hotel, Spa and Resort (May 5, 2020)
https://www.linkedin.com/posts/tino-magnatta-3a59986_gtad-facebook-instagram-activity-6663194813959151616-XjZ/
- MGM Resorts International – Seven-Point Safety Plan (May 18, 2020)
<https://static.mgmresorts.com/content/dam/MGM/corporate/corporate-initiatives/safely/seven-point-safety-plan.pdf>
- Nevada Gaming Control Board Procedures for Reopening (April 22, 2020)
<https://gaming.nv.gov/index.aspx?page=16&recordid=2280&returnURL=%2findex.aspx>
- Northern Quest Resort & Casino Reopening – Airway Heights, Washington (May 6, 2020)
<https://www.cdcgamingreports.com/raving-on-air-interview-with-northern-quest-resort-casino-on-re-opening-day-video/>
- Silver Reef Casino Resort
<https://www.silverreefcasino.com/>
- Wynn Las Vegas - Health & Sanitation Program
<https://www.visitwynn.com/documents/Wynn-Health-Plan.pdf>

International:

- Macau Casinos (March 22, 2020)
<https://www.forbes.com/sites/jimdobson/2020/03/22/las-vegas-is-closed-but-casinos-in-macau-china-have-reopened-pandemic-wary-gamblers-are-now-offered-cash-cards-to-show-up/#2974b7235cfa>

Consultants

- Ernst & Young
- Deloitte
- Fantini's Gaming Report
- IPSOS/BCLC COVID-19 Player Surveys
- Numerous Gaming Product Vendors
- Spectrum Gaming Group
- Synergy Blue, LLC
- The Innovation Group

APPENDIX F – BACK TO BUSINESS COMMITTEE PARTICIPANTS

BCLC

Tom Maryschak, Acting Director, Operations, CCG

Michele Duncan, Manager, Business Development, CCG

Gina Morin, Manager, Casino Channel Group

Ken Bach, Regional Manager, Operations, CCG

Service Providers

Andrea Lieuwen, Executive Director, Operations - West, Great Canadian Gaming Corporation

Angela Swan, Vice President, Regulatory Affairs and Stakeholder Relations, Parq Vancouver

Fred Ramgren, General Manager, Chances Salmon Arm

Garth Essery, Vice President, Property Development & Services at Woodbine Entertainment Group

Gina Iandiorio, Principal, g2 Services Ltd

Jan Collins, Director of Operations, Chances Cowichan

Jovica Perovic, General Manager, Chances Kelowna

Keli Postulo, General Manager, Chances Prince Rupert

Leanne Johnson, General Manager, Chances Fort St. John

Lynn Peachey, Director, Harbour City Bingo

Raymond MacNeil, General Manager, Gateway Casinos and Entertainment Limited

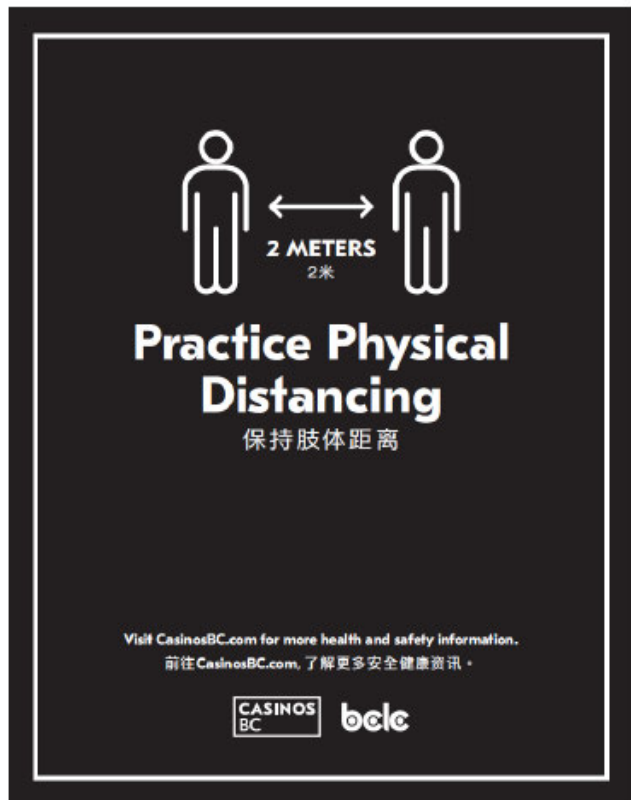
Sean Quain, Gaming Manager, Chances Kelowna

APPENDIX G – EXAMPLES OF HEALTH & SAFETY SIGNAGE AT SITES

Floor Decals



Posters & Banners



Health and Safety Guidelines

安全健康条款

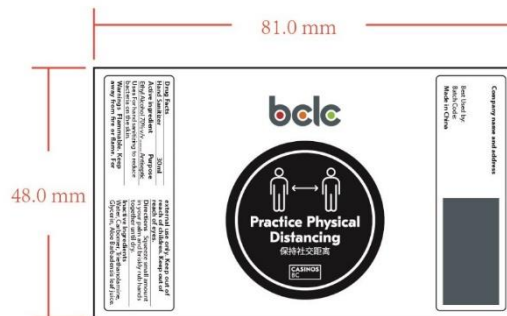
- **Remember to wash your hands thoroughly and often**
记得勤洗手，将手彻底洗干净。
- **Use soap and water for 20 seconds or hand sanitizer in each new place you go**
在前往每个新地方前，请用肥皂和水洗手至少20秒或使用消毒洗手液。
- **Hand sanitizing stations are available throughout the gaming floor for your use during game play**
游戏大厅内均设有消毒洗手液站台，供您随时使用。
- **Stay home if you are experiencing a fever, coughing or shortness of breath**
如果您感觉呼吸困难，高烧或咳嗽，请在家休息。

Visit CasinosBC.com for more health and safety information.

前往 CasinosBC.com，了解更多安全健康资讯。



APPENDIX H – EXAMPLE OF PERSONAL BOTTLES OF HAND SANITIZER



APPENDIX K – OCCUPANCY INFORMATION

NOTE: Information audited June 3, 2021. Each site may have minor updates to Modified Re-Opening numbers captured in the site specific plans as reopening activities progress.		Pre-Covid As of March 15, 2020			Modified Re-Opening As per the Health & Safety Guidelines		
		Max occupancy* from permits	SQFT of Gaming Floors**	Total Gaming Positions (Slots, eTables, Tables)	Total Gaming Positions (Slots, eTables, Tables)	Percent of permit occupancy:	SQFT per Person***
					Gaming Floor Occupancy		
Gateway Sites							
1	Playtime Casino Kelowna	1,435	26,000	549	275	19%	95
2	Lake City Vernon Casino	1,293	24,215	442	257	20%	94
3	Cascades Kamloops	1,882	33,944	514	290	15%	117
4	Grand Villa	7,000	95,856	1,895	949	14%	101
5	Starlight Casino	5,389	103,864	1,382	737	14%	141
6	Cascades Langley Casino	4,297	65,522	1,287	681	16%	96
7	Chances Signal Point	910	20,372	127	77	8%	265
8	Chances Kamloops	900	23,752	208	118	13%	201
9	Cascades Penticton	2,448	32,500	456	269	11%	121
10	Playtime Chances Abbotsford	480	16,800	239	156	33%	108
11	Playtime Casino Campbell River	649	12,151	154	91	14%	134
12	Chances Courtenay	691	13,673	204	127	18%	108
13	Chances Mission	750	8,373	129	73	10%	115
14	Chances Squamish	300	14,231	108	65	22%	219
Great Canadian Sites							
15	River Rock Casino	6,146	57,319	1,859	892	15%	64
16	Elements Casino Chilliwack	941	10,443	336	158	17%	66
17	Elements Casino Surrey	2,905	27,187	697	347	12%	78
18	Elements Victoria	1,141	28,287	896	528	46%	54
19	Hard Rock Casino	2,953	48,566	1,291	788	27%	62
20	Casino Nanaimo	805	11,156	468	234	29%	48
21	Chances Dawson Creek	773	7,789	155	86	11%	91
22	Chances Maple Ridge	817	7,980	250	165	20%	48
23	Hastings Race Course	2,674	17,725	446	256	10%	69
Independent Casinos							
24	Parq Vancouver	5,000	72,000	1,200	848	17%	85
25	Billy Barker	300	4,000	121	50	15%	87
26	Treasure Cove Casino	1,764	32,000	606	572	32%	56
27	Casino of the Rockies	530	11,000	253	120	26%	86
Independent CGCs							
28	Chances Castlegar	546	9,500	104	61	11%	156
29	Chances Cowichan	546	8,700	165	109	20%	80
30	Chances Fort St. John	1,064	12,247	224	174	16%	70
31	Chances Casino Kelowna	1,064	31,294	385	340	32%	92
32	Chances Prince Rupert	372	6,300	121	104	28%	61
33	Chances Rim Rock	650	5,800	103	64	10%	91
34	Chances Salmon Arm	369	8,000	108	64	17%	125
35	Chances Terrace	425	5,484	79	77	18%	71
Independent Bingo							
36	Planet Bingo	540	12,000	Note: Bingo only	126 bingo	23%	95

*Occupancy – The number of people per site allowed based applicable building codes, as posted at site.

**SQFT - Square footage approved for gaming activity.

***SQFT Per Person - Not inclusive of staff.

Note: Other sites with bingo will have those occupancy numbers captured in their individual site plans. Bingo will be treated as a separate offering with health and safety guidelines in place.

**BCLC & Casino Service
Providers**

Health & Safety Guidelines

Bingo Addendum

August 5, 2020

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Purpose

This addendum for bingo Service Providers (SPs) was created to highlight what requirements specific to bingo are required in order to offer bingo products to players in a safe and healthy way. SPs who offer bingo across the various sites in BC will adhere to requirements captured in the BCLC & Casino Service Providers Health & Safety Guidelines where applicable. However, it was identified that bingo has unique circumstances that needed to be addressed separately. This addendum identifies the health and safety requirements necessary for SPs to offer bingo once the approval is given for casinos, CGC and bingo sites to reopen.

Physical Distancing Guidelines

In accordance with WorkSafeBC and the PHO, SPs that offer bingo will only do so if the physical distancing of 2 meters can be met in order to ensure patrons can play safely.

PATRON ENTRY AND CAPACITY

Entrances to bingo spaces will be monitored by Bingo management and employees to ensure patrons showing symptoms of illness are not permitted in the bingo gaming area. SPs will also ensure physical distancing is maintained should lines occur at entrances. Signage upon entry and throughout the site will be posted as reminders to patrons of Health and Safety protocols.

SPs will maintain capacity restrictions based on active seats available in bingo gaming areas. As per WorkSafeBC and the PHO active seats will be arranged at sites in accordance with the 2 meter BC CDC requirement.

PATRON DISTANCE MANAGEMENT

Any area where patrons or employees will queue, will be clearly marked with physical distancing signage and floor decals. This includes entrances, cashier cages, concession, elevators, ATMs and any other areas identified by the SPs offering bingo.

SPs will remove seats to ensure players do not sit too close together. Chairs will be removed and stored off the gaming floor. If sites do not have adequate space to store chairs, they will be stacked in unused spaces and made unavailable for players to utilize.

BINGO TERMINALS

Physical distancing for bingo will also be achieved by ensuring terminals for players are only available within the physical distancing of 2 meters. Active seats are arranged by. SPs will ensure one patron per gaming space occurs. Players who wish to play on multiple terminals will be

allowed to do so in designated areas, if it can be done within the 2 meters parameters. SPs will determine if this is possible depending on their site layouts.

GAMING AREA BARRIERS

SPs will highlight patron gaming spaces on tables to reinforce physical distancing of 2 meters. If required bingo SPs will also look to provide barriers between patrons.

DIVIDERS

Cash cage, concession areas and other locations where patrons and employees will engage and the physical distance of 2 meters cannot be maintained will have dividers put in place. Each bingo SP will identify where dividers will be needed based on site layouts.

CONGREGATING OF PATRONS

Bingo site employees will actively observe patron traffic and engage with patrons not adhering to the distancing principles as outline in section 8.1 - Prevention in the Health & Safety Guidelines.

QUEUES FOR PURCHASING

Line ups for bingo purchases of paper and bonus games will be managed by the SPs to ensure physical distancing.

SESSION BREAKS

SPs will look to lengthen the duration of breaks between bingo sessions if necessary to allow patrons to purchase new games, supplies and take breaks with minimum congregating of patrons. SPs will determine the length of time pending their site layouts and numbers of patrons playing.

BINGO WINS

The verification of paper bingo wins for will be done by employees with physical distancing measures in place. Employees verifying wins will have appropriate PPE to ensure safety when dealing with paper product is in place.

CASH OUT

SPs will have controls in place to enforce physical distancing for cash out by patrons playing electronic terminals at the end of their sessions.

Cleaning & Safety Guidelines

Bingo SPs will ensure to follow and enforce the Health & Safety Guidelines related to patrons and employees at sites.

CLEANING OF BINGO SURFACES

All bingo playing surfaces and terminals will be cleaned frequently using the guidelines set out in the Cleaning and Disinfection for Gaming Casinos Facilities document. (See Appendix A for details)

LIVE BINGO CALLERS

The call stand used by live bingo callers will be cleaned and disinfected in between each new caller. SPs will ensure microphones are cleaned regularly and can opt to change microphone covers or microphones between callers. Bingo balls and accessories used for live sessions will be cleaned and sanitized at the completion of each session.

BINGO PAPER PRODUCTS

Bingo SPs may opt to offer paper products to players who wish to play that way. If bingo paper products are provided, the SP will develop site-specific protocols for the handling of paper product sales. Bingo employees will be trained on the new way of handling paper products with players.

FOOD & BEVERAGE

All self-service food options will not be available initially upon reopening of bingo services. Bingo SPs can have the option to provide prepackaged food to patrons and employees. Food services that are made available will be done in alignment with the WorkSafeBC – Food-Businesses and the PHO directive.

BINGO ACCESSORIES

For paper bingo, patrons will be allowed to bring their own bingo supplies, such as dabbers and other accessories. Patrons will not be allowed to share dabbers or other items with other players. SPs will have signage and messaging up at sites to discourage the sharing of dabbers. If a patron buys a dabber all sales are final. SPs will ensure items left behind are disposed of (or dealt with under the Found property site policy) as part of the cleaning and sanitization of playing spaces.

Appendixes:

APPENDIX A – CLEANING AND DISINFECTION FOR GAMING CASINOS FACILITIES

Note: Updated May 21, 2020 with latest version

Double click the image below to open the document:



Cleaning and Disinfection for Gaming Casino Facilities

The following guidance has been developed by the Deep Clean Sub-Committee using the following resources:

Interim Recommendations for U.S. Community Facilities with Suspected/Confirmed Coronavirus Disease 2019 (COVID-19)
<https://www.cdc.gov/coronavirus/2019-nCoV/community-facilities/cleaning-disinfection.html>

PHAC Cleaning and disinfecting public spaces (COVID-19)
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>

BC CDC: Cleaning and disinfecting
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>

Background

There is much to learn about the novel coronavirus (SARS-CoV-2) that causes [coronavirus disease 2019 \(COVID-19\)](#). Based on what is currently known about the virus and about similar coronaviruses that cause SARS and MERS, spread from person-to-person happens most frequently among close contacts (within about 6 feet). This type of transmission occurs via respiratory droplets, but disease transmission via infectious aerosols is currently uncertain. Transmission of SARS-CoV-2 to persons from surfaces contaminated with the virus has not been documented. Transmission of coronavirus in general occurs much more commonly through respiratory droplets than through fomites. Current evidence suggests that SARS-CoV-2 may remain viable for hours to days on surfaces made from a variety of materials.

Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in community settings.

5 Updated 04 May 2020

