

# WEST VIRGINIA STRONG

## *The Comeback*



**A Guide to Safely reopening Casinos**

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## A Guide to Safely Reopening Casinos

Under Gov. Justice's reopening plan, **West Virginia Strong — The Comeback**, casinos are to be allowed to re-open with the limited services outlined below. To do so, Gov. Justice has issued the following guidance to mitigate the exposure and spread of COVID-19 among staff and customers. These guidelines, in addition to any and all relevant guidelines established by the Centers for Disease Control (CDC) and the West Virginia Department of Health and Human Resources (WVDHHR), will help West Virginians safely obtain the services provided by such facilities. Businesses are strongly encouraged to implement more stringent protocols as they see fit. Reopening is allowed but not required.



**Note:** Effective as of November 14, 2020, all individuals over the age of 9 are required to wear face coverings while in confined, indoor spaces where other individuals may be present, regardless of ones perceived ability to social distance from other individuals, pursuant to the Governor's Executive Order 77-20. This requirement does not apply to individuals in their own residence, individuals actively engaged in the consumption of food and/or beverage, and those individuals who are in an enclosed office or separate room.

Per CDC Guidance, exempt from this requirement are:

- children younger than 2 years old,
- anyone who has trouble breathing through a face covering, and
- persons who are unable to remove the face covering without assistance

As your business reviews and implements these new measures, we encourage you to consult with the West Virginia Lottery Commission and to share and discuss your plan with your employees and customers.

**Note further:** Such casinos should likewise consult the applicable guidance for certain amenities that may be offered at casinos, such as restaurants, hotels, and bars, to determine other applicable best practices.

Failure to adhere to these guidelines may result in appropriate enforcement measures.

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### GAMING REGULATIONS

Casinos permitted to reopen shall be responsible for ensuring that any and all operational guidelines adopted, which should be based upon a review of the foregoing guidelines, comply with the State Lottery Act and all other related gaming statutes and regulations. All such plans should be submitted to the West Virginia State Lottery Commission for review.

### OPERATIONAL RESTRICTIONS/REQUIREMENTS

- **Occupancy:** Restrict facility occupancy to 50 percent of capacity as dictated by fire code.
- **Social Distancing:** Implement social distancing guidelines of at least six feet between individuals who do not reside together and modify scheduling and customer occupancy limits to reduce unnecessary interactions. Where physical distancing is not possible, implement use of physical barriers to reduce customer contact (see below).
- **Layout:** Adjust layout and close or restrict access to seating and certain gaming equipment to maintain at least six feet of distance between customers, and/or provide adequate physical barriers between available seating/equipment.
- **Video Lottery:** To the greatest extent possible, casinos should space out or limit the number of machines to enable proper social distancing (e.g. physically move machines, remove chairs and turn off certain machines) or, where such physical spacing is not possible, casinos should implement use of physical barriers to separate customers (e.g. safety glass, plexiglass or solid plastic shields) provided use of any such barrier must be approved by the Lottery Commission.
- **Table games:** Limit number of players at any specific table to allow for proper social distancing (e.g., remove chairs and limit number of players at any table) or, where such physical spacing is not possible, casinos may implement use of physical barriers to separate customers (e.g., plexiglass or plastic shields), provided, use of any such barrier must be approved by the Lottery Commission. Further, to the greatest extent possible:
  - Allow only table games where the cards are not touched by customers;
  - Any dice or other game pieces should be cleaned before and after use by different customers; and
  - Chips should be cycled between unused tables to allow more frequent cleaning of the chips.
- **Cleaning:** Ensure that staffing and supplies available for such facilities is sufficient to enable enhanced sanitization and cleaning measures in accordance with appropriate CDC guidelines.
  - Video lottery machines should be cleaned by staff regularly and customers should be asked to assist by wiping down such surfaces after use.
  - Table game rails and chairs should be cleaned after use by each customer and such customers may be asked to assist in cleaning.
- **Touch points:** Point of sale equipment, doorknobs, light switches, buttons, chips, dice, table surfaces, redemption units, and all other commonly touched surfaces must be frequently cleaned and sanitized.
- **Limitations:** Common areas, break rooms, and other areas in which customers or employees may congregate should be closed or limited to the greatest extent possible, and to the extent such locations cannot be closed, seating and other furniture should be arranged to allow for proper social distancing.
- **PPE:** As applicable, all employees and customers must be required to wear appropriate personal protective equipment (PPE), including appropriate face coverings. Any gloves worn by employees at gaming stations or in money cages must be a clear material.

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- **Security:** Develop a strategy for security checks for customer's entrance into the casino floor, which may include directing the customer to present and/or scan their own state-issued identification card asking that they temporarily remove their mask to confirm identity prior to being allowed to enter the casino floor.
  - Any protective barriers installed must have confirmation from Lottery security of effective camera coverage.
  - Any changes to cash drop routes must have Lottery approval.
- **Payments:** Encourage customers to make non-cash payments.
- **Plan:** Plan for potential COVID-19 cases and work with local health department officials when needed (i.e., monitor and trace COVID-19 cases, deep-clean facilities).
- **Signage:** Post extensive signage on health policies, including the following documents in the workplace to help educate all on COVID-19 best practices:
  - [CDC: Stop the Spread of Germs](#)
  - [CDC: COVID-19 Symptoms](#)

## CUSTOMER PROTECTION

- Screen customers for illness prior to entry:
  - Temperature checks.
  - Have you been in close contact with a confirmed case of COVID-19?
  - Are you experiencing a cough, shortness of breath, or sore throat?
  - Have you had a fever in the last 48 hours?
  - Have you had new loss of taste or smell?
  - Have you had vomiting or diarrhea in the last 24 hours?
- Keep doors and windows open where possible to improve ventilation and reduce touch points.
- Limit entrance to a single door and, to the greatest extent possible, allow for touchless entry. Hand sanitizers should be installed at the entry points.
- Reduce touch points to the greatest extent possible.
- Post signs encouraging social distancing.
- Require or request that customers clean all gaming equipment they contact using disinfecting wipes before and after each use and provide, at each piece of gaming equipment, appropriate materials to clean and disinfect such equipment and require that staff continuously clean such equipment on a rolling basis, all gaming equipment should be cleaned at a minimum twice per shift, where possible.
- Additional trash receptacles should be provided for wipes and gloves.
- Any and all beverages should be served in original containers or disposable cups.

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### EMPLOYEE PROTECTION

- Screen all employees reporting to work for COVID-19 symptoms:
  - Temperature checks.
  - Have you been in close contact with a confirmed case of COVID-19?
  - Are you experiencing a cough, shortness of breath, or sore throat?
  - Have you had a fever in the last 48 hours?
  - Have you had new loss of taste or smell?
  - Have you had vomiting or diarrhea in the last 24 hours?
- Staff should wear appropriate PPE, including face coverings.
- Provide training on PPE based on CDC guidelines.
- Provide training on safe gaming practices.
- Provide a sanitizing station with soap and/or bottle of hand sanitizer.
- Practice recommended social distancing to the greatest extent possible.
- Allow employees to take lunch and breaks off premises or outdoors to the greatest extent possible.

