



LUCKY 7 CASINO & HOTEL

HEALTH & SANITATION PROGRAM

MAY 20, 2020



Dear Friends,

During these unprecedented times, we have watched while the public health situation and its effects have brought us all to a moment of pause. It has been a time of reflection, disruption and reminding us of the joy of being together.

We have heard from so many of our friends and guests that they can't wait to come be with us again. We are very grateful for all the kind words and support. This plan highlights how we are looking forward to carefully and cautiously re-opening and once again being your place for fun, excitement, relaxation and getting away from it all.

In beginning to consider how to re-open, our planning has centered on safety for our guests and staff. We have drawn guidance from the CDC, our state and local health officials as well innovations from our industry colleagues. Best-practices were adapted for our situation toward a careful, multi-phased opening over time.

There will be disturbances to what we are used to as we adapt to our new community situation. We hope to make these of minimal impact while providing a fun, and safe environment. We are grateful and proud of the strength, care and patience of our guests and staff as they go through these phases of opening with us.

We will continue close monitoring of the public health situation. While in-depth planning and consultation has helped form this plan, we know the situation can rapidly change and we will continue to look for new, best practices and guidance. This plan will be a living document used to continually develop safety into our brand and experience.

Thank you for your continued support for us and our team. We will continue our focus on safety and health for our guests, staff and community as we look forward to creating many more wonderful memories and experiences at Lucky 7 Casino & Hotel.

John Scott

General Manger

Lucky 7 Casino & Hotel



TABLE OF CONTENTS

I	INTRODUCTION	4
II	EMPLOYEE & GUEST HEALTH	5
III	CASINO OPERATIONS	8
IV	FOOD & BEVERAGE	10
V	SECURITY	11
V	REFERENCES	12

I INTRODUCTION

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, more detailed than the summary presented in this document. All procedures rely on the best available science on sanitization methods.

In order to be able to recover and reopen Lucky 7 Casino, we believe the following are the correct steps to take:

1. Encourage the Governor's appointed Task Force to focus on COVID-19 testing capabilities and safely reopening the economy.
2. Follow the Tribal Task Force's lead and advice on a safe reopening.
3. Begin with reduced occupancy, reduced hours of operation, physical distancing measures, temperature checks and no large gatherings. We all need to wear a mask. Wearing a mask is uncomfortable; however, it will allow our economy to reopen faster.
4. During the initial opening phases, require a non-smoking policy for all indoor areas.
5. Suspend alcohol service until further notice.

Additionally, we understand that if we incrementally reopen, we may have still have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity. However, the only way to cross this river is one stone at a time and we need to put our feet in the water before it is too late.



II EMPLOYEE & GUEST HEALTH

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

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. Lucky 7 Casino will comply with, or exceed, local or state mandated occupancy limits.

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

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees will be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Shift Manager. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify the manager.

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

Employee's Responsibilities

Lucky 7 Casino's employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All L7C employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning,



sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our employees with frequent guest contact including cash handlers, Housekeeping, Food & Beverage, and Security.

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

Timekeeping/Employee Entrance. Employees will be reminded daily at the time clock bulletin board to allow for appropriate physical distancing between one another as well as all information regarding COVID-19. They will be reminded to check the board daily for any updates or changes. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

The Guest Journey

A security officer will greet each visitor to the Casino. Security will perform temperature checks and utilize a check list to look for other symptoms (coughing, sneezing, runny nose and irregular breathing). Visitors will be asked to use hand sanitizer and to wear a mask (which will be provided by the Casino). All guests and employees will be required to wear masks. Some will be available onsite, but patrons, if possible, should bring their own if they want to ensure entrance. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the Casino.

- **Employees will not open the doors of cars or taxis.**

Cleaning Products and Protocols

Our Casino uses cleaning products and protocols which meet EPA guidelines and are approved for use and are effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.



Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, elevators and elevator buttons, door handles, public bathrooms, ATMs, stair handrails, casino cage counters, gaming machines, kiosks, dining surfaces and seating areas.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee break room, employee entrances, employee restrooms, offices, kitchens.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the Casino. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

- All Casino Entrances

Back of the House

- Employee Entrance
- Department Specific Locations
- Including Kitchen

Physical Distancing

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

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing.

Restaurant and Bar. The restaurant and bar will have reduced seating capacities to allow for a minimum of six feet between each seated group/party of guests

The buffet will remain closed until further notice, though the restaurant and lounge will open. Room service will not be available until further notice.

III CASINO OPERATIONS

All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes in compliance with gaming requirements.

Casino Cage

Cleaning & Sanitizing Protocol

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

Physical Distancing Protocol

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

Guest Considerations

- Hand sanitizer stations are located outside of the Cage

Slot Operations

Cleaning & Sanitizing Protocol

- a. Hand sanitizing stations on the Casino floor
- b. Workstations to be sanitized at least once every four hours
- c. Slot attendants to offer to sanitize slots for guests sitting down at a machine
- d. Slots to be sanitized at least once every four hours
- e. Shift Managers to complete a log in each section to track each machine's sanitization schedule

1 *Physical Distancing Protocol*

- a. Every other Slot machine will be turned off with the chairs removed to allow for separation between guests

2 *Guest Considerations*

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

Table Games

Protocol for the Table Games will be reevaluated in the future.



Public Areas

Cleaning & Sanitizing Protocol

- a. Employees to sanitize the following areas at least once per hour
 - a. Casino entry doors
 - b. Slot machines (in coordination with slot team)
 - c. Employee dining tables and counters
- b. Employees to sanitize the following areas at least once per hour
 - a. Employee smoking areas
 - b. Exterior Picnic Table
 - c. Trash bins
- c. All Front of House Casino restrooms to be sanitized at least once per hour.

NOTE The Casino will be closing at midnight and reopening at 8am. During these hours a thorough disinfecting of the Casino will be performed by the Housekeeping Staff.**

IV FOOD & BEVERAGE

Restaurants & Lounge

Cleaning & Sanitizing Protocol

- a. Host Podiums including all associated equipment to be sanitized at least once per hour
- b. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- c. POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d. Dining tables, bar tops, stools and chairs to be sanitized after each use
- e. Condiments to be served in single use containers (either disposable or washed after each use)
- f. Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use
- g. Menus will display limited items and printed on disposable paper
- h. Sanitize trays (all types) and tray stands sanitized after each use
- i. Storage containers to be sanitized before and after each use
- j. Food preparation stations to be sanitized at least once per hour
- k. Kitchens to be deep cleaned and sanitized at least once per day
- l. Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables etc.)

Physical Distancing Protocol

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

Guest Considerations

- a. All self-serve condiments and utensils to be removed and available from cashiers or servers
- b. All straws to be wrapped
- c. All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest.



V SECURITY

Security Operations

Cleaning & Sanitizing Protocol

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

Physical Distancing Protocol

- a. Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b. Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurant, casino floor, etc.)

Guest Considerations

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

VI REFERENCES

All references as of May 8th, 2020

1. **CDC**
Coronavirus website portal
<https://www.cdc.gov/coronavirus/2019-ncov/>
2. **Centers for Disease Control & Prevention**
“Cleaning & Disinfection for Community Facilities: 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>
3. **EPA**
“Registered Disinfectants for use Against CoVid-19”
<https://www.epa.gov/pesticide-registration/list-ndisinflectants-use-against-sars-cov-2>
4. **Tribal First**
www.tribalfirst.com
5. **Jamul Casino**
<https://www.jamulcasinosd.com/closure-update/>
6. **Wynn Resorts**
<https://www.visitwynn.com/documents/Wynn-Health-Plan.pdf>
7. **Diamond Mountain**
<https://www.dmcah.com/casino.php>
8. **Coeur D’Alene Casino & Resort**
<https://www.casino.org/news/idahos-coeur-dalene-casino-to-reopen-may-1-masks-required/>

THE HEALTH & SANITATION PROGRAM IS A LIVING DOCUMENT
THAT WILL CHANGE AS WE CLOSELY MONITOR PUBLIC HEALTH
CONDITIONS. FOR THE MOST CURRENT VERSION, ALONG WITH
NEWS ON OUR OPENINGS AND ANNOUNCEMENTS,
PLEASE VISIT WWW.LUCKY7CASINO.COM.

