

Fortune Bay Resort Casino Health and Sanitation Plan

Purpose

The purpose of this Health & Sanitation Plan is to ensure that Fortune Bay Casino Resort will be reopened and operated in a way that ensures the health and safety of its employees and guests following the temporary closure due to COVID-19. This plan will address guest and employee screening, comprehensive training of employees, the use of personal protective equipment (PPE), physical and social distancing and sanitizing and cleaning plans. 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 to this Plan as necessary or appropriate to our protocols and procedures. The health and safety of our employees and guests is our number one priority.

Health advisement in the form of plan review was provided by the Indian Health Service.

Resources

This Plan has been developed following Center for Disease Control (CDC) and Minnesota Department of Health (MDH) guidelines. Changes will be made to the policies as necessary to reflect updated recommendations and guidelines.

The Plan is based on the following resources:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- <https://www.health.state.mn.us/diseases/coronavirus/index.html>
- <https://www.osha.gov/SLTC/covid-19/>
- <https://mn.gov/deed/newscenter/covid/safework/business/>

A. **Employee and Guest Health:** The health and safety of our employees and guests is our number one priority.

1. **Entry Screening.** Points of entry will be limited to allow our Security team to conduct non-invasive temperature checks utilizing thermometers. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property.
 - i. Employees denied entry are instructed to contact the Human Resources department at 218.753.7711.
2. **Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from each other, unless travelling together, 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 to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. Occupancy signs will be posted where appropriate. Maximum occupancy for the casino is 500 guests.
3. **Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at guest and employee entrances and contact areas such as reception areas, hotel lobby, casino floor, restaurant entrances, meeting and convention spaces, elevator landings, and pool area.
4. **Non-Smoking.** The entire property is non-smoking until further notice. Employees must smoke in designated employee smoking areas. Designated smoking areas for Guests are outside the casino entrance, on resort balconies, or the balcony on the second floor of the casino.
5. **Guest Masks.** Guests are required to wear a mask to enter the property. Masks must be worn at all times while on property, unless

eating or drinking. Masks will be provided at no charge until supplies are gone.

6. **Back of House Signage.** Signage will be posted throughout the back of house reminding employees of the proper way to wear, handle, and dispose of masks; use gloves (in appropriate areas); and to wash hands.
7. **Front of House Signage.** Signage will be posted throughout the property reminding guests to wash or sanitize hands often.

B. Employee & Guest Health Concerns. Our employees will receive training on how to respond and report all presumed cases of COVID-19 on property. Employees are instructed to stay home if they do not feel well, and to follow the call-in procedure. Employees who are exhibiting any of the symptoms of COVID-19 while at work are instructed to notify their manager or the Manager on Duty and immediately and leave the property. Any guest exhibiting symptoms of COVID-19 will undergo additional screening by a Manager on Duty, and may be asked to leave the property.

1. **Case Notification.** If we are alerted to a presumptive case of COVID-19 on the property, we will work with the Minnesota Department of Health to follow the appropriate actions recommended.
2. **In-House Hotel Guests.** If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest will be offered the opportunity to return to their room and gather their belongings before leaving property. If the visitor does not have their own transportation, they will be required to isolate in their hotel room until transportation is found.

C. Employee Responsibilities

1. **Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All FBRC employees have been instructed to wash their hands, or use hand sanitizer when a sink is not available, every 60 minutes 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 and after starting a shift.

2. **COVID-19 Training.** All employees are required to complete training on COVID-19 safety and sanitation protocols prior to returning to work, including the proper way to wear and dispose of a mask, gloves and other PPE. Training is designed using CDC guidelines.
3. **Personal Protective Equipment (PPE).** All employees must wear appropriate PPE based on their role and responsibilities and in adherence to state regulations and guidance. All employees will be provided with two masks and will be required to wear a clean mask while working on property unless exempt as specified elsewhere in this policy. Employees are required to launder their masks after each use. Employees whose masks become contaminated during the course of work should immediately contact their supervisor so that a mask replacement can be provided. Gloves will be provided to employees whose responsibilities require them, as recommended by medical experts.
4. **Meetings.** Employee meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Maximum occupancy for meeting rooms is as follows:
 - i. Administrative Conference Room: 14
 - ii. Corporate Conference Room: 4
 - iii. Executive Board Room: 14
5. **Timekeeping.** Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands before and after clocking in. Proximity badges will be distributed to employees in an effort to limit touching of the timeclocks.

D. Guest Experience.

1. **Guest/Employee Arrival.**

- i. **Temperature Station.** A temperature station is located at the first intersection on the access road between the Lake Vermillion Reservation Road and the turn off to the RV Park. When the property opens for business the station will be manned 24 hours a day by security personnel.

Personal Protective Equipment (PPE). Security will use PPE when approaching vehicles or guests. The PPE to be worn is as follows:

- Disposable mask
- Disposable sleeve
- Disposable gloves
- Safety glasses or face shield
- Reflector vest

If a security guard has access to other PPE they may use it after it is approved by their director or the General Manager.

All disposable PPE is to be discarded at the end of each rotation at the temperature station. Safety glasses, reflector vest, and any privately owned PPE must be cleaned/sanitized after each rotation by the equipment's owner.

- ii. **Approaching Vehicles.**

All vehicles must stop at the temperature station and all persons in the vehicle must have their temperature taken.

At no time during the temperature check should security touch any guest, employee, or vehicle.

If a guest is extremely confrontational, you may give the guest your director's contact information, [Todd Montgomery 218.753.6400]. If an occupant does not wish to have their temperature taken, security will politely inform them that they will be denied entry. At no time should Security take a temperature without consent of the person/people in the vehicle.

iii. Thermometer.

Security will use an Infrared (IR) thermometer when taking temperatures. To operate the thermometer:

- Point the thermometer at the person's forehead
- Ensure you are not pointing the thermometer in the person's eyes
- Ensure there is no hair in front of the thermometer. Do not touch the hair. Have the guest/employee move the hair aside
- Move the thermometer to approximately one inch from the forehead
- Squeeze and hold the button until the thermometer gives you a reading
- Persons registering a temperature of 100 degrees or above will not be allowed to proceed further onto the property without a confirmatory temperature test. The confirmatory test must be done with a thermometer that touches the skin. The guest/employee must give consent prior to the confirmatory test. If the confirmatory test registers 100.0 degrees or greater, the guests in the car will be told that the temperature exceeds the required safety threshold and they will have to leave.
 - The confirmatory test thermometer must be sanitized before and after each use.
- If an employee registers a temperature of 100.0 degrees or higher, Security will inform them to call HR when they get home at 218.753.7863.

v. All guests entering the property will be required to briefly lower their masks for age and identification purposes in compliance with gaming requirements.

vi. Valet. Valet services are suspended at this time

vii. **Coat Check.** Coat Check is suspended at this time

E. **Cleaning Protocols.** Fortune Bay Resort Casino uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. FBRC is working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

1. **Public Spaces and Communal Areas,** including lobby and entrance areas. Will be cleaned and sanitized **every 60 minutes** with an emphasis on frequent contact surfaces including, but not limited to, front desk counters, door handles, public bathrooms, room keys, ATMs, escalator and stair handrails, elevators and elevator buttons, gaming machines, dining surfaces, and seating areas. Cleaning logs must be kept.
2. **Guest Rooms.** Guest rooms will be cleaned upon departure. Housekeeping service will not be provided for stayovers. Particular attention will be paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, alarm clocks, and luggage racks. Reusable materials (magazines, Hotel binders, etc.) will be removed from the room.
3. **Casino Floor.** Sanitizing rounds will be made every **60- minutes** and will include sanitizing of chairs, surfaces in between machines, benches, podiums, elevators, elevator buttons, escalators, hand rails, gaming tables and rails, ATMs, Kiosks.
4. **Restrooms.** Will be cleaned and sanitized **every 30 minutes.** This includes: Counter tops/faucets/sinks, stall doors/handles, toilets/flushers and seats, seat and tissue dispensers, diaper changing tables, urinals and flushers, dispensers-Kleenex, soap, and paper towels, and trash cans.

5. **Breakrooms.** Will be cleaned and sanitized every 60 minutes and will include sanitizing of sinks/counter tops, all dispensers, tables, chairs, lockers, trash cans, and walls. Logs will be kept.
6. **Back of the House.** The frequency of cleaning and sanitizing has been increased in high traffic areas with an emphasis on the employee break rooms, employee entrance, employee restrooms, loading docks, offices, kitchens, and security podiums.
7. **Second Floor Pre-Function.** Will be cleaned and sanitized every 60 minutes and will include all furniture, tables, computer room/doors, door handles, windowsills.
8. **Pool.** Cleaning and sanitizing will occur every 60 minutes and will include all tables, chairs, restrooms, trash cans, doors and handles, pool stair handrail, window sills.
9. **Shared Equipment** The sharing of equipment will be discouraged unless necessary. 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, payment terminals, kitchen implements, cleaning equipment, keys, timeclocks, and all other direct contact items used throughout the property.
10. **Hotel Room Recovery Protocol.** In the event of a presumptive positive case of COVID-19 the guest's room will be removed from service and quarantined. The room will only be returned to service after undergoing enhanced sanitation protocol approved by the MDH.
11. **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.

12. **Deep Cleaning.** The casino will be closed from 1am until 9am. During this time, each department will be deep cleaned by their designated staff.

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

1. Employees will be provided with PPE by their manager.
2. Masks are available for guests at the casino main entrance, while supplies are available. Should a guest develop symptoms while on property, they will be provided with PPE by the EMS staff when escorted from the property.

G. Physical Distancing.

1. **Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing with floor markers. This includes check-in, check-out, while waiting for casino to open, elevators, Players Club, food and beverage outlets, cage cashiers, ATMs, and kiosks.
2. **Players Club, Resort Front Desk, Cage Cashiers.** Employees will utilize every other work station to ensure separation between employees and guest lines. Plexiglass has been installed at all stations.
3. **Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.
4. **Slot Operations.** Slot Machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Manager on Duty (MOD) will ensure that guests do not congregate around slots.

5. **Table Games.** Every other table will be open and each table will be limited to two guests. Dealers will ensure that guests do not congregate around tables.
6. **Meeting and Convention Spaces.** Meeting and banquet setup arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.
7. **Retail Spaces.** Guest occupancy is limited to 4 people/family/party.
8. **Pools.** Pool seating will be configured to allow for at least six feet of separation between groups of guests.
9. **Back of the House.** Physical distancing protocols will be used in the employee break rooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees. Chairs have been removed, and additional break room space has been created to accommodate physical distancing.

Department Specific Policies

Protocols will shift as circumstances and guidance changes.

A. Janitorial

1. **Physical distancing.** Starting Shift: remain 6' apart at the time clock and when going to each janitorial area
2. **Equipment Disinfecting**
 - i. Desk, Phone, lockers, cage, and vacuum room door knobs must be sanitized before and after each shift.
 - ii. Shared Equipment must be sanitized before, during and after each shift, or anytime equipment is transferred to a new employee, including radios and keys

- iii. All other equipment must be disinfected after each use, including carts-bathroom and floor round carts, vacuums, extractors, and any miscellaneous items.

3. Personal Protective Equipment.

- i. Masks and gloves are required to be worn at all times while performing janitorial services. Gloves must be changed at least:
 - Upon completion of each task
 - When moving to different locations in the building to perform job functions

B. Drop Team.

1. Drop team members must wash hands with soap and water prior to beginning their shift
2. A mask will be worn at all times
3. Keys and cards will be cleaned with sanitizing wipes when they are signed out and signed back in
4. The handles and doors of the drop cart will be cleaned with sanitizing wipes before leaving the count room
5. When performing the drop, Drop Team members will make every effort to maintain separation of six feet from customers, Security Officers, and other Drop Team members
6. Upon entering the Count Room, countertops, chairs, computer, counting machines, phone, and door handles will be sanitized

C. Players Club

1. Player Club staff will be required to wear facemasks at all times, unless eating or drinking. This includes, but is not limited to, the Players Club desk, casino floor, resort, and the casino host office.

2. When finishing a guest transaction at Players Club, ask the next person to stay where they are until you sanitize the area
3. Pin change pads and counter tops will be sanitized after each transaction
4. When checking IDs, do not touch the ID. Instead, ask the guest to hold it up for you
5. Keyboard and mouse will be sanitized each time an employee leaves his/her station
6. Card printers will be regularly sanitized
7. Regular hand washing will be practiced throughout shift as well as hand sanitizing between transactions
8. Gloves are optional and may be worn in an effort to help preserve employees' skin health while also maintaining a clean environment. Please act as though you are not wearing gloves and sanitize between each transaction. In addition, do not touch your face. If touching of the face is necessary, please take off your glove and sanitize first. Once you are finished, put new gloves on
9. Hourly announcements will be made by Players' Club, reminding guests to wash their hands or use hand sanitizer frequently
10. Plexiglass will be installed at all Players' Club stations

D. Player Development.

1. Player Development staff will be required to wear facemasks at all times, unless eating or drinking. This includes, but is not limited to, the Players Club desk, casino floor, resort, and the Casino Host office
2. The Casino Host Office will not be open for any guest of the casino, including Elite players. If there is an issue to take care of regarding a customer, the customer may be escorted into the host office as long as (1) the room is sanitized before the guest enters (2) facemasks are worn (3) a safe distance is kept between guest and team member (4) the office is sanitized again after the guest leaves

3. Gloves are optional and may be worn in an effort to help preserve employees' skin health while maintaining a clean environment. Please act as though you are not wearing gloves and sanitize between each transaction. In addition, do not touch your face. If touching of the face is necessary, please take off your glove and sanitize first. Once you are finished, put a new glove on
4. If conducting any business at the Players Club desk, please adhere to the Players Club procedures

E. Cage Cashiers.

1. Plexiglass will be installed at all Cage Cashier stations
2. Guest facing counters to be sanitized after each guest interaction
3. Guests must maintain six feet of separation while waiting in line with spacing to be clearly marked on the floor
4. Hand sanitizer bottles are located at each Cage Cashier counter
5. The dayshift Cashier (6AM and/or 8AM) will deep clean the cage at the beginning of their shift. They will wipe down everything in the cages including: doorknobs, cabinet handles and drawer pulls, calculators, coin counters, currency counters, coin rollers, countertops, phones, keyboards and mouse, chairs and their arm rests, staplers, guests pens, check cashing pin pads, gift card redemption machine, BJ fill and JP printer, BJ fill transport boxes radios, etc. Logs will be kept.
6. Sanitize frequently touched surfaces hourly. Phones, doorknobs, radios, etc. Logs must be kept.
7. Cashiers are allowed and encouraged to wash their hands with soap and water frequently.
8. Cashiers must sanitize hands between every customer

9. At the beginning of each shift, cashiers will clean and sanitize their own workstation
10. Cashiers will ensure customers are complying with the recommended 6 feet spacing lines in front of the cages
11. Sanitize customer faced countertops, pin pads, and pens after every customer interaction
12. The eating of food, candy, snacks, or chewing gum in the cage is not allowed. No community candy dishes or sharing of homemade food items
13. No extraneous personal items will be allowed inside of the cages (cell phones, kindles, tablets, books or magazines, etc.)
14. Cashiers need to pick up their own banks and add banks in the vault. Picking up banks for fellow cashiers will not be permitted
15. Stay in your own workstation. No visiting or congregating at someone else's window and maintain appropriate physical distancing at all times.

F. Vault.

1. The dayshift Vault Clerk (6AM) will deep clean the vault at the beginning of their shift. They will wipe down everything inside the vault and outside common area/mantrap of the vault. Doorknobs, calculators, staplers, currency counters, coin counters, coin rollers, desks, countertops, phones, keyboards and mouse, currency bags, electronic key boxes, chairs and their arm rests, pens, copiers, water cooler, coffee station, (if allowed) radios, etc. Logs must be kept
2. Vault Clerks will sanitize frequently touched surfaces hourly, after shift changes, and during/after busy periods. Doorknobs, countertops, currency counters, copiers, phones, coffee station,

water cooler, (if allowed) phones, radios, electronic key boxes, and staplers. Logs must be kept.

3. Vault clerks are allowed and encouraged to wash their hands with soap and water frequently, but at a minimum every 60 minutes
4. Vault Clerks will be assigned their workstations. Sanitize your area at the start of your shift and every four hours during your shift. The dayshift, afternoon, and midnight vault clerk will use the vault desk computer and the left side of the vault counter. The vault helpers will use the right side of the vault counter. In the event there are multiple users in one workstation, they are to sanitize hands after each use and wear masks if closer than 6 feet to one another
5. Clean kiosk and ATM cassettes prior to filling them for use
6. While giving Cage Cashiers breaks, Vault clerks must sanitize the workstation upon arrival and use hand sanitizer after every transaction. Limit unnecessary contact with the workstation. I.e. Leaning on the counter, sitting in the cashier's chair
7. Vault Clerks must limit the number of non-Inventory Control employees in the vault common area/mantrap to three.
8. The eating of food, candy, snacks, or chewing gum in the vault is not allowed. (If you take your breaks in the vault you will need to clean your eating area and wash your hands before and after your break)
9. Keys/maintenance cards/gas cards that are signed out of the vault need to be sanitized before they are put away
10. Eliminate employee congregating in the vault. Make necessary conversations quick. Get in – Get out

G. Slot Operations.

1. Cleaning & Sanitizing Protocol

- i. Workstations must be sanitized at least once every four hours. Logs must be kept for tracking purposes.
- ii. Slot Attendants will offer to sanitize slots for guests sitting down at a machine
- iii. Slots, Kiosks, and ATM's are to be sanitized at least once every hour
- iv. Slot Attendants will be assigned a section each shift to sanitize

2. Physical Distancing Protocol

- i. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests
- ii. Slot personnel will maintain physical distancing with guests and other employees at all times
- iii. Slot personnel will remind guest to refrain from congregating around slot machines

3. Guest Considerations

- i. Hand sanitizer dispensers will be placed throughout the slot floor
- ii. Signage will be placed throughout the slot floor directing guests to hand sanitizer stations
- iii. Signage is placed on each machine, indicating if it has been sanitized between users or not

4. Non-Taxable Jackpot Payout Procedures

- i. Once a jackpot has been identified, the attendant/tech will go to the game to process
- ii. A "winners" circle will be placed on the floor six feet from the game

- i. The guest will be asked to stand on the circle while the jackpot is processed on the machine
- ii. The attendant/tech will remove player card (if one is in the machine), sanitize the sentinel, insert their card and send codes, then they key the jackpot
- iii. When paying a jackpot, Slot personnel will have the guest stand near the “Winner’s Circle” and pull the chair out between them.
- iv. Slot personnel will then pay the amount owed to the guest onto the chair between them.
- v. Slot personnel will wash/sanitize their hands after every guest interaction.

5. Jackpot/Payout Procedures

- i. Slot personnel must have a guest stand up and back away from machine to reset the machine after a jackpot is won.
- ii. When paying a jackpot, slot personnel will have the guest stand and pull the chair out between them.
- iii. Slot personnel will have the guest sign all the necessary paperwork with a sanitized pen. Pen to be not reused until sanitized again
- iv. Slot personnel will pay the amount owed to the guest onto the chair between them
- v. Slot personnel will wash/sanitize their hands after every guest interaction

6. Slot Shop Protocol

- i. No more than two (2) Slot personnel, excluding Slot Manager and Chief Technician in the Slot Shop at one time
- ii. Maintain 6 feet physical distancing when in the Slot Shop
- iii. Sanitize all surfaces at least every four (4) hours

- iv. Complete cleaning and sanitization log when Slot Shop is cleaned
- v. Slot Manager and Chief Technician must sanitize their office spaces at least every four (4) hours and complete sanitization log

H. Table Games Operations

1. Cleaning & Sanitizing Protocol.

- i. Supervisors will sanitize table game rails after each guest leaves a game
- ii. Supervisors will sanitize each chair area after each guest leaves a game
- iii. Dealer will sanitize their hands before entering a new table
- iv. Dealer will sanitize their hands after being verbally tapped off a game
- v. Dealer will sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- vi. Pit Podiums to be sanitized by Supervisor every hour including phones, computers, all hard surfaces and cabinetry. Logs must be kept
- v. Dealer will sanitize the money paddle when arriving at the game

2. Physical Distancing Protocol.

- i. Every other table will be open

- ii. Two chair/guest maximum per table game (mid corners only, seat 2 and 5)
- iii. Discourage unrelated guests from congregating behind players
- iv. Dealers to verbally give breaks instead of physically “tapping in” and maintain appropriate separation

3. Guest Considerations

- i. Hand sanitizer dispensers will be placed throughout blackjack pit
- ii. Guests will be required to use hand sanitizer prior to playing
- iii. Guests will be required to wear face masks while playing, as will dealers
- iv. Guests will be required to wear face masks and gloves when playing Poker-style table games, such as Ultimate Texas Hold'em and Mississippi Stud
- v. Guests will not be allowed to eat at the blackjack tables

4. Blackjack Office Protocol

- i. No more than two (2) Blackjack personnel in the Blackjack office at one time
- ii. Dealer must sanitize their tip box when bringing their box back to the office
- iii. Dealer must keep their nametag on their tip box
- iv. Maintain physical distancing when in the Blackjack office

- v. Sanitize all surfaces at least every four (4) hours, including door handles, desks and other frequently touched items
- vi. Complete the cleaning sanitization log when Blackjack office is cleaned

5. Poker Operations.

Poker will be closed until further notice.

- I. **Resort Operations.** All guests entering the property will be required to briefly lower their masks for age and identification purposes in compliance with gaming requirements.

1. Resort Front Desk – Employee Policies and Procedures

- i. Hand sanitizer will be located on the ledge before the Resort Front Desk door
- ii. Sanitizing wipes will be located at each station
- iii. Hand sanitizer will be located at each station
 - i. Disposable gloves and disposable masks will be available at the desk for employees. Employees must wear masks while at their station
 - ii. Plexiglass has been installed at all stations as an additional barrier

2. Start of the Employee's Shift

- i. Each employee will be required to sanitize their hands with the hand sanitizer bottle located on the ledge next to the door before entering the Resort Front Desk hallway door
- ii. Once at their station, employees must hand sanitize again with the hand sanitizer located at their station

- iii. With the sanitizing wipes located at their station, employees must wipe down all surfaces located at their station. (Keyboard, phone, mouse, counter, key makers etc...)
- iv. After sanitizing their station, employees must hand sanitize again before helping a guest

3. Breaks

- i. Employees must sanitize hands before leaving station and where a mask while moving about the facility
- ii. Employees must exercise physical distancing while away from the desk
- iii. If using the restroom make sure to wash hands thoroughly
- iv. When returning to the desk, use hand sanitizer located on the ledge before opening the door
- v. Once at your station, hand sanitize again; you will then be ready to help guests

4. Guest Luggage

- i. Guest luggage services are temporarily discontinued except for guests with physical conditions that require assistance
- ii. If luggage assistance is necessary, employees must wear a mask and gloves. The mask and gloves must be worn before you leave the office area. Once done helping the guest, employees must remove the mask and gloves outside of the office door and throw them in the garbage located by the door. Use the hand sanitizer located by the door before entering.

iii. Once at your station, employees must hand sanitize again.

5. Cleaning Schedule.

- i. There will be a timer located at the desk along with a logbook
- ii. Every hour each employee's station must be wiped down with a Clorox wipe
- iii. Every hour, one employee must put on a mask and a pair of disposable gloves and go around to the front desk and wipe down the counter, credit card machines, bell carts, Resort Front Desk door handles, and all other frequently touched areas. Upon completion, the gloves must be disposed of in the garbage can by the office door. The Employee must then sanitize with the sanitizer bottle located on the ledge left of the door. Once back to their station, the employee must sanitize again and then be ready to help guests
- iv. Once the above steps are completed, the employee must initial the logbook and reset the timer

6. Check-In Process.

- i. Upon entering, there will be signage explaining to guests the social distancing that will take place during the check-in process
- ii. The floor will be marked, so guests are aware of where to stand while waiting to be helped
- iii. Guests will not be required to sign a registration card. Scanning their credit card at check-in will replace signing the registration card

- iv. After finishing with each guest, the employee will use a sanitizing wipe, reach under the sneeze guard and wipe the desk and credit card machine before calling the next guest forward

- vi. Once the employee is done sanitizing the counter and the credit card machine, they will be required to sanitize their hands before helping the next guest

7. Check-Out Process.

- i. A basket will be located at the end of the desk for use as a guest key drop. Every 24 hours, or when the basket starts to get full, one employee must put on disposable gloves and sanitize each key with sanitizing wipes.

- ii. Guests will receive a receipt via email, and will not be required to sign. Employees will write COV19 on each receipt with our retained paperwork

J. Housekeeping.

1. Entering Property.

- i. When entering the property, employees must wear a face mask and must use the hand sanitizer before clocking in.

- ii. Employees must use the back hallway and service elevator to reach the Housekeeping /Laundry area

2. Starting Shift.

- i. Sanitizer and gloves will be at the sign-in sheets. Please put gloves on while getting ready for your day

- ii. Room Inspectors: Wipe down your work area including desk, keyboard, arms on chair and phones

- iii. Practice physical distancing at all times
- iv. Room Inspectors will pull out team member's carts that are working that day and space them accordingly
- v. As Room Attendants, arrive they will sign-in and put gloves and mask on and start to stock their cart for the day

3. Going to Work

- i. Wearing facemasks is mandatory
- ii. Go to your vacant room. Ensure you are wearing gloves and your mask while cleaning. Change gloves in between cleaning living areas and bathrooms. Use sanitizer when leaving room
- iii. If you are asked to help someone please remember to practice physical distancing when doing so and ensure you are wearing gloves and a facemask
- iv. When reentering the Housekeeping area sanitize your hands

4. Breaks.

- i. Breaks will be staggered and have assigned times
- ii. Please wipe/sanitize your area before sitting down and again at the end of your break
- iii. Wash hands or use hand sanitizer before going back to work

5. End of the Day.

- i. When room assignments are complete, bring your garbage to compactor, wear gloves and mask when doing so

- ii. When returning to your cart, discard used gloves, dispose properly, and sanitize your hands and put new gloves on
- iii. Come downstairs and park your cart. While maintaining physical distance, please sanitize your cart and put in designated cart area
- iv. Gather belongings and sanitize hands before signing out and exiting the Housekeeping area
- v. Keep mask on until you exist the building

K. Pool Operations.

- 1. Chairs, tables, handrails, and door handles to be sanitized every hour or as needed. Logs will be kept to track cleaning times
- 2. Chairs and tables set with appropriate physical distancing
- 3. Signs will be placed in the pool area reminding guests to practice social distancing
- 4. Bathroom areas will be cleaned hourly

L. Fitness Center.

Closed until further notice

M. Whispering Winds Gift Shop.

1. Location of Sanitization Products and PPE

- i. The hand sanitizer is located at the counter
- ii. Sanitizing wipes will be located behind the counter
- iii. Disposable gloves will be available

2. Start of Shift.

- i. Each employee must sanitize their hands after putting the opening bank away
- ii. Use a wipe or disinfecting spray to wipe down the micros, printer, credit card reader, all counters, door handles, and cooler doors. Dispose of wipe in the trash receptacle
- iii. After sanitizing, use hand sanitizer before performing any work task

3. Breaks or Leaving Shop.

- i. Each employee must sanitize their hands before going on break or leaving the shop for any reason
 - a. The employee replacing the employee going on break must sanitize hands upon entering the Gift Shop
- ii. If using the restroom, the employee must thoroughly wash hands before returning to the shop
- iii. Once back in the shop, employees must use hand sanitizer again

4. During Shift.

- i. Every hour, employees must use gloves and use sanitizing wipes or disinfecting spray, to clean micros, printer, credit card reader, phone, counters, and all door handles
- ii. Once finished, the employee must dispose of wipes into the trash receptacle, followed by the gloves
- iii. The employee must hand sanitize again
- iv. Until further notice, guests will not be required to sign receipts

- v. Employees will wipe the credit card machine with sanitizing wipes after every transaction
- vi. Employees must use hand sanitizer before and after filling any product station (cooler, chips, candy, etc...)

5. End of Shift.

- i. After completing closing tasks, the employee must wear gloves and use sanitizing wipes and disinfecting spray to wipe down micros, printer, counters, and door handles and cooler
- ii. Employees must sanitize hands before leaving to turn in the bank
- iii. Hand sanitize before entering and leaving the vault
- iv. Hand sanitize before entering the Front Desk area if leaving paperwork

6. General Information.

- i. Only 4 guests/families will be allowed into the shop at a time. Signage will be posted
- ii. Gift Shop shall be staffed by one employee at a time to maintain physical distance
- iii. Employees will be given a face mask and are required to wear it at all times
- iv. The only vending area available for guests will be at the elevator near the Executive Board Room on the main floor
- v. Limited items will be available for purchase

N. Arcade.

Closed until further notice

O. Resort Sales.

1. Office Guidelines

- i. Employees are required to practice physical distancing within the office area
- ii. Masks must be worn outside individual offices and at any time there is more than one person in an office
- iii. Sanitizing wipes and hand sanitizer will be located by water cooler. Each team member will also have a small bottle of hand sanitizer for personal use, i.e., after using the telephone.
- iv. Staff will be required to wash hands upon arrival to work in our bathroom. Hand sanitizer will be available at each desks to be used frequently
 - iii. Team members must wash hands before going on break and after returning from break, including lunch breaks
- vi. To minimize contact with others, Team members will be encouraged to bring in lunches and minimize the use of the microwave, refrigerator, coffee pot, and water cooler. All surfaces will be sanitized after each use
- v. The office door will be wiped down after each use with a sanitizer wipe that will be located next to the door
- vi. The bathroom door and Director's office door will also be sanitized after it is opened and closed for the day

- vii. Team members are required to wipe down the toilet handle and seat after each use. They will also wipe the faucet with a sanitizer wipe after each use
 - viii. Team members must wipe down the printer after each use and any marker that is used to write down notes for the upcoming group business
 - ix. Team members will wipe down their phones and keyboard at the beginning and end of each shift. The same applies if the office thermometer is used during the day
2. **End of the day**—There will be one designated garbage can to place all wipes. This bag will be tied up and put into the trash unit on the loading dock. A new bag will be placed so that this process can be repeated daily
3. **Guest Interaction**
- i. Walk-in visitors will not be allowed. Site visits must be approved by the Director of Resort Sales and Public Relations
 - ii. If a site visit is granted, the visitor will be provided with a mask. Team members must wear a mask during the visit. We will not shake hands with our guests and apologize for not being able to do so
 - iii. Team members will strictly follow physical distancing guidelines currently in place
 - iv. We will open any conference space being looked at with gloves on. Upon completion of the site visit, we will proceed to wipe down any areas touched during the site visit: this includes door handles, light switches, AV equipment, etc.

P. Marina.

1. General Information.

- i. Phones, workstations, hard surfaces, handles, and frequently touched surface to be sanitized at least once per hour and upon shift change
- ii. Maximum occupancy of Marina shop is 1 person/family/party. Signage will be posted.
- iii. Displays and retail assortments will be limited to essential items, including toiletries, sundries, and pre-packaged food and beverages
- iv. Employees must wear a mask when in the presence of others (guests or employees)
- v. Only cashless options will be available for payment
- vi. Rack cards have been relocated behind the counter
- vii. All sundries except pop will be located behind the counter
- viii. Occupancy will be limited to only one person/family at any time in the store. The Occupancy Limit will be posted on the doors
- ix. Employees will meet people outside of the store and take orders for bait or other things that they need
- x. The entrance and exit will be marked and limited to a single use (in one door and exit the other)
- xi. Employees must clean the front-facing machine after each use with sanitizing wipes

- xii. Employees must wear a mask and gloves when pumping gas. The gas pump handle must be disinfected after each use and gloves discarded
- xiii. Guests who intend to stay on property must be temperature checked if they come in by boat (not by car)
- xiv. Guest shuttle service using the golf cart has been discontinued until further notice

2. Location of Sanitization Products.

- i. Hand sanitizer located at the counter
- ii. Sanitizing wipes will be located behind the counter
- iii. Disposable gloves will be available and are encouraged to be worn

3. Start of Shift.

- i. Upon arrival, each employee will be required to sanitize their hands with the hand sanitizer bottle located at the counter
- ii. Using the sanitizer wipes from behind the counter, employees must wipe down all surfaces located at their station (Keyboard, phone, mouse, counter, etc...)
- ii. After sanitizing their station, employees must hand sanitize again and will then be ready to help guests

4. Taking Breaks.

- i. Hands must be Sanitized before leaving your station
- ii. Practice physical distancing while away from the counter

- iii. If using the restroom, make sure to wash hands thoroughly
- iv. When returning to work, use hand sanitizer immediately

5. Hourly Cleaning.

- i. One employee must put on pair of disposable gloves and clean the marina: wipe down the counter, door handles, bathrooms, touchpoints, etc. Used gloves must be disposed of the garbage can by the office door. Hands must then be sanitized with the sanitizer bottle located at the counter
- ii. Once the above steps are completed, the employee must initial the logbook

6. Check-In Process: Rentals

- i. When guests are entering, there will be signage explaining the physical distancing that will take place during the check-in process
- ii. The floor will be marked so guests are aware of where to stand while waiting to be helped
- iii. After each guest, the Marina employee must use a sanitizing wipe, reach under the sneeze guard and wipe the counter and credit card machine before calling the next guest forward
- iii. Once the employee is done sanitizing the counter and credit card machine, the employee must sanitize their hands before helping the next guest

7. Check-Out Process: Rentals

- i. Guests will be instructed to leave the keys in the boat

- ii. Guests must return to the marina for the final payment

8. Rental Sanitation Process

Rentals will be sanitized after each use.

Q. RV Park.

1. General Information

- i. Phones, workstations, hard surfaces, handles, and frequently touched surface to be sanitized at least once per hour and upon shift change
- ii. Signage will be posted reminding guests of maximum occupancy and distancing guidelines
- iii. One guest or family allowed in the RV building at any given time
- iv. All equipment including boats, paddle boats, kayaks and canoes will be disinfected after each use

R. Mobile Sauna.

Closed until further notice

S. Kitchen operations.

1. Kitchen staff

- i. All staff will be required to have a clean uniform daily, including face mask

- ii. Your facemask is part of your uniform and will be required to be on before starting your shift
- iii. Upon entering the kitchen, all staff will be required to wash and sanitize their hands before applying gloves
- iv. Gloves are required to be worn at all times and must be changed with every new task. Gloves must be replaced every time the employee enters any cooler or freezer or touches handles around the kitchen (i.e., liquor cabinet, office door, back hallway door, dry storage, exiting or entering front tamarack buffet area doors, etc.)
- v. All heavy use utensils (i.e., Knives, spatula's spoons, scoops, etc.) will be changed out at least hourly or more frequently due to business levels
- vi. All prep surfaces, shelving, cooking surfaces, walls, and doors will be wiped down at the start and end of every shift. Floors?
- vii. All staff will be required to maintain physical distancing of a minimum of 3', preferably 6' unless requested for assistance (i.e., lifting heavy objects, moving hot items, carrying trays to the front of house staff, etc.)
- viii. Motion-activated hand sanitizer stations must be installed and located around the kitchen for easy access
- ix. If an employee becomes ill during their shift, it will be reported to the proper chain of command. The employee will be immediately sent home and directed to contact HR for further instructions
- x. Cell phones use is only allowed in the Kitchen Office. You must wash and sanitize your hands after every use of your cell phone

2. Dishwashers.

- i. Water will be required to be changed out of the dish machine every two hours
- ii. All sinks and surrounding surfaces will be disinfected at the beginning and end of every shift
- iii. All glasses in racks and silverware trays (washed and unwrapped) will be covered at the end of every shift
- iv. Dish line will be sanitized by hand hourly
- v. All garbage bins will be washed out and bleached/sanitized three times a week

3. Backservers.

- i. All Backservers will be required to change gloves in between each ticket delivered. Hands must be sanitized before new gloves are put on
- ii. Backservers will use a serving tray while delivering any guest dishes, to limit contact with guest surfaces
- iii. Until further notice, Backservers will be asked to let their wait staff present all plated meals to the guest, to reduce third party contact
- iv. Backservers will wait until the tray is empty of hot meals or used plates have been replaced to bring the tray to be washed. This will limit open-air contact and a better-controlled environment

- v. All serving trays must be washed after every use. To limit waste, you will NOT be asked to put napkins on serving tray before service
- vi. All to-go boxes or bags will receive a wrapped single-serve cutlery set for each meal ordered (knife, fork, spoon, napkin, and salt & pepper) along with single-use (PC) condiments
- vii. All to-go orders will be placed in a designated area in the kitchen with an appropriate ticket attached to identify each bag

4. Line Cooks and Buffet Cooks.

- i. Practice to the extent possible, safe physical distancing while cooking on the line
- ii. Hand washing is required a minimum of once every 15 minutes, even if wearing gloves at all times. New gloves are required after all hand washing
- iii. All tasting of dishes or sauces must be done with a tasting spoon and limited to a single use
- iv. Limit contact with all food items before plating
- v. Practice MN Health Code and Serv Safe guidelines
- vi. Bump bars must be cleaned and sanitized before and after every shift
- vii. All produce must be washed before prepping or use of any kind

T. Restaurants

Tamarack

Tamarack will be opened in phases as circumstances permit. This plan outlines Phase One. This plan will be updated to reflect Phase Two and Phase Three requirements

1. Entry Screening

All guests entering the property will be required to briefly lower their masks for age and identification purposes in compliance with gaming requirements.

2. Physical Distancing

- i. Remove tables to comply with eight-foot table separation for six feet guest separation. This will give a safety barrier to physical distancing (17 tables and 32 chairs)
- ii. Maximum capacity will be set at 42 guests (ED Room Closed)
- iii. The floor will be marked to identify placement of tables and chairs after cleaning and sanitizing

3. Cleaning and Sanitization

- i. All unused surfaces will be covered to prevent guest or staff contamination
- ii. Sections of Tamarack not in use, including the front of the Buffet and Salad Bar, will be roped off to control access

- iii. All table and chairs will be cleaned and sanitized after each use

4. Employee Safety

- i. Employees will be required to wear a mask at all times while in the presence of another person. A Mask is part of the employee's uniform and is required before starting a shift.
- ii. All self-serve stations suspended until further notice
- iii. Gloves will be worn by all staff while delivering or retrieving plates, delivering or retrieving beverages (glasses, bottles, or cans), or receiving any money, credit card payments, or player's club cards along with the receipts
- iv. Gloves must be changed when starting all new tasks, including every new interaction with staff or guests

Steakhouse.

The Steakhouse will be opened in Phases. This plan reflects Phase One. The plan will be updated with Phase Two and Phase Three requirements

1. General Information

- i. All guests entering the property will be required to briefly lower their masks for age and identification purposes in compliance with gaming requirements.
- ii. Employees will be required to wear a mask at all times while in the presence of another person. A Mask is part of

the employee's uniform and is required before starting a shift.

- iii. All self-serve stations suspended until further notice
- iv. Gloves will be worn by all staff while delivering or retrieving plates, delivering or retrieving beverages (glasses, bottles, or cans), or receiving any money, credit card payments, or player's club cards along with the receipts
- v. Gloves must be changed when starting all new tasks, including every new interaction with staff or guests
- vi. At shift end, the waitstaff will collect banks, call for a guard, and bring gloves to the vault to count the bank. Gloves must be discarded before leaving the vault. A second pair of gloves will be required for travel back to the steakhouse if desired

2. Physical Distancing

- i. The Host podium will be relocated to the hallway entrance of the steakhouse to allow control over on-site reservations, seating arrangements, patio seating and all pick up orders
- ii. The seating chart will be reconfigured to allow eight-foot spaced table distancing, and a minimum of six feet spacing between guest seating.
- iii. Remove all bar stools until further notice
- iv. NO reservations will be allowed larger than guest groups of 10

- v. The Patio will be restricted from outside guest access. All guests will be required to check in with the Host prior to seating on the patio.
- vi. Reduce number of tables in steakhouse from 18 to 11. To provide eight-feet between tables and six feet between guests
- vii. Provide a walk-up bar ONLY for beverage purchases
- viii. Reduce patio tables to a total of 6, along with 24 chairs.
- ix. Gate of entry from outside of the patio, to allow steakhouse staff to control volumes during open hours of operation.

3. Cleaning and Sanitation

- i. Host podiums, including all associated equipment, must be sanitized at least once per hour. Logs will be kept by a supervisor to track cleaning times
- ii. The host must clean and sanitize the patio door handles at least twice each hour
- iii. Service stations, counters, handrails, and beverage stations must be sanitized at least once per hour and logged by a supervisor
- iv. POS terminals will be assigned to a single server. Where shared POS is necessary, the POS terminal will be sanitized between each user, as well as before and after each shift. If multiple users are assigned to one POS terminal, users are to sanitize hands after each use
- v. Dining tables, bar tops, stools, and chairs to be sanitized after each use

- vi. All menus, table books, candles, and salt/pepper shakers will be sanitized after every guest use (moving to single use menus)
- vii. Single-use menus will be kept in a “Safe” area in the wait station, preventing unnecessary guest contact. A small number may be at the host station for handouts or take out menus
- viii. Condiments will be served in single-use containers. All current sauces offered (i.e., A-1, 57, ketchup, soy sauce, dressings, etc...) will be put and delivered in ramekins only packaged by steakhouse FOH or BOH staff
- ix. Sanitation stations will be created in various locations throughout the steakhouse dining area along with the wait staff station

4. To-Go or Pick-Up Orders:

- i. All take out food must be left in the designated area in the kitchen to avoid guest or staff interaction
- ii. The Host/Bartender will be required to collect the food order from a designated area in the kitchen and deliver it to a “pick-up table” (High table inside steakhouse door). The employee must set the food bags on the table, (refraining from guest contact). The “Pick-up table” must be sanitized after every use
- iii. All pick-up orders must be paid over the phone in advance. No payment will be processed at the restaurant
- iv. All pick up orders will have single-use pre-wrapped knife, fork, spoon, and napkin sets included. One set for each meal

- v. The facility will look at purchasing “Pay at the table” tablets/devices to limit the contact with guest items

Grill.

The Grill will be opened in phases. This plan reflects phase one. The plan will be updated with Phase two and Phase three requirements

1. General Information

- i. A facemask will be worn when entering the grill area for your shift. Employees will be required to wear a mask at all times unless eating or drinking. A facemask is part of the employee’s uniform and is required before starting a shift.
- ii. At shift end, the waitstaff will collect the bank, call for a guard, and bring a set of gloves to the Vault to count the bank,. The gloves must be discarded before leaving the Vault. A second pair of gloves is required for travel back to Grill if desired
- iii. Gloves will be worn by all staff while delivering food or beverages (including ice cream), checking take-out orders and bagging food items, receiving any money, credit card payments, or player’s club cards along with the receipts
- iv. Gloves must be changed when starting all new tasks, including every new interaction with staff or guests
- v. All orders will be placed in to-go containers and bagged when needed for consumption at other locations (i.e., Tamarack, Steakhouse Patio, Resort room, etc...)

2. Physical Distancing

- i. Number of dining tables are limited to allow for physical distancing between each table

- ii. One cash register, closest to ice cream freezer, will be closed. A single line with 6-foot floor marking will be created and used
- iii. A food pick-up station will be located in the area of where the single-serve dispensers used to be locate
- iv. Ice Cream pick up will be located to the right of the ice cream freezer and marked on the guest side of the floor with a 3' x 4' square

3. Cleaning and Sanitizing

- i. All staff will wash their hands after entering the Grill
- ii. Opening Grill shifts will start by re-sanitizing all work and guest surfaces. This will include all countertops, POS screens and printers, cooler and freezer handles, cutting boards, and cooking surfaces
- iii. POS terminals will be sanitized between each user, including pin pads and signature counter, as well as before and after each shift
- iv. Counters must be sanitized hourly
- v. Plasticware and self-serve condiments counter will be removed until further notice
- vi. All condiments will be single service (PC) and handed out upon request or according to the Grill guidelines per menu item
- v. Utensils will be limited to single use pre-wrapped knife, fork, spoon, and napkin sets

- vi. All refrigerator, freezer unit handles, and cutting boards must be sanitized after each use
- vii. The Grill will have a sanitation station for guests located in front of the order and pick up counter, along with sanitation locations at four areas for staff use
- ix. Gloves will be worn while handling all food items and changed frequently
- x. Refrigerator and freezer door handles and cutting boards must be sanitized after each or as soon as possible
- xi. Heavy use utensils (tongs, spatulas, serving spoons, knives, etc...) must be changed out hourly

U. Bars and Related areas.

1. General Information

- i. All guests entering the property will be required to briefly lower their masks for age and identification purposes in compliance with gaming requirements.
- ii. Employees will be required to wear a mask at all times unless eating or drinking. A mask is part of the employee's uniform and is required before starting a shift.
- iii. Gloves will be worn by all staff while delivering or retrieving beverages (glasses, bottles, or cans), or receiving any money, credit card payments, or player's club cards along with the receipts
- iv. Gloves must be changed when starting all new tasks, including every new interaction with staff or guests

2. Monthly Cleaning and Sanitizing.

Keg Room and Related Areas

- i. Immediately after the tap lines are flushed, all taper towers, handles, and drain trays will need to be sanitized and covered in plastic until the bar is open. Clean all hoses and hardware in the keg room as well as the tops of all kegs. Outside the keg room, clean all surfaces of the glycol mixer, the nitrogen tank and hardware, and the door handle

Northstar and Slot Bars

- i. Remove all excess stock from the area
- ii. Take all bar tools, utensils, and glassware to Northstar bar to be washed
- iii. Move all bottles and product from back-bar to bar top (*remove pourers and drop them in sani-water while moving them*).
- iv. Sanitize all surfaces of the back-bar, this includes shelves, countertop, wall, beer lights & cords, and the POS inside and outside
- v. Return all liquor bottles and product to the back-bar. Each bottle/product will need to be individually sanitized and fitted with a clean pourer before returning to the back-bar
- vi. Move all products from the inside of the slide-top cooler to the bar top
- vii. Thoroughly sanitize all internal and external surfaces of the slide-top cooler

- viii. Return all products to the slide-top cooler. Each product must be sanitized before reentering the cooler
- ix. Move all products from all stainless steel surfaces to the bar top. Sterilize all stainless surfaces inside and out (*this includes their legs*).
- xi. Return all products to their designated place on the stainless surfaces. All products must be sanitized before being returned
- xii. Move all products from the cupboard and shelves to the bar top
- xiii. Sterilize all internal & external surfaces of the cupboard (*don't forget the handles*).
- xiv. Sterilize all shelving inside and out (*don't forget to clean underneath as well*).
- xv. Return all products to their designated shelf or cupboard. All products must be sanitized before being returned
- xvi. Soak pop gun in sani-water and sanitize pop gun hose.
- xvii. Disassemble pop gun holster and sanitize all components (*don't forget the drain tube*)
- xviii. In sections, remove all bottled beer from the beer cooler(s) and sanitize all internal racks and surfaces inside the beer cooler section
- xiv. Once a section of a beer cooler is clean, return all bottled beer to it. Sanitize each bottle before returning it to the cooler

- xv. Once all beer coolers and their contents have been cleaned, sanitize all outside surfaces of all coolers (*don't forget the handles*)
- xvi. Sterilize all bar top areas thoroughly.
- xvii. Mop bar floors (*be careful not to touch anything else in the bar while doing this*)
- xviii. Shut off bar lights and leave the area. Use a sanitizing wipe to sanitize light switches on your way out
- xix. Only return to the area when necessary and only if you are wearing a mask and gloves (*sanitize behind yourself when leaving the area again*)

Utility (Pop) Rooms

- i. Sanitize all shelving units inside the pop room.
- ii. Sanitize the walls and any other reachable surfaces inside the pop room
- iii. Sanitize all soda bib racks, hoses, and hardware (*be especially attentive with cleaning connectors, and hoses- these get touched a lot*).
- iv. Sanitize any miscellaneous supplies and/or supply containers that may be stored in the area
- v. Mop the floors
- vi. Shut off lights and leave the area (*use a sanitizing wipe to sanitize light switches on your way out*)

Liquor Storage.

- i. Remove all bar supplies, utensils, glassware, etc. from the room and place on a folding table outside the room
- ii. Systematically (one product type at a time) remove each liquor bottle, mixer, or any other product from the shelf and place it on a clean banquet cart in the room
- iii. Sanitize the empty portion of the shelf and then sanitize each product as you return it to the shelf
- iv. Return the supplies from the folding table back to the room
- vi. Sanitize the walls and chain-link enclosure just outside of the shelving area (*try to avoid reentering the shelving area again until the mopping phase*)
- vii. Sanitize all surfaces of the ice machine as well as the ice scoop and its container (*be extra attentive when cleaning the door since it is continually being handled*)
- viii. Mop the room
- ix. Shut off lights and leave the area. Use a sanitizing wipe to sanitize light switches on your way out

Banquet Bars.

- i. Pull each bar into an open area for more workspace
- ii. Dispose of any unpackaged cups, straws, pens, napkins, matches, sugar packets, etc.
- iii. Gather all bar supplies (scoops, straw/napkin holders, shakers, etc.) and place on a clean banquet cart.

- iv. Remove all pop canisters from the bar.
- v. Sanitize all surfaces of the bar (*inside, outside, above, and below*).
- vi. Sanitize all hoses, connectors, pop guns & holsters, regulators, and CO2 tanks.
- vii. Sanitize the ice bins.
- viii. Sanitize all pop canisters and reconnect them to the bar.
- ix. Return all bar supplies to the bar, ensuring all items have been sanitized.
- x. Return all BQ bars to their designated area and cover with clean table cloths.

3. Starting Shift

- i. Employees must maintain physical distancing and wear required PPE at all times while on FBRC property
- ii. Arrive to work in a clean/sanitary condition and head directly to the time clock (do not make any extra stops along the way)
- iii. Sanitize hands before and after using the time clock
- iv. Take all personal belongings directly to a locker or designated storage area to drop off all personal belongings (personal items like jackets, purses, lunch boxes, cell phones, etc. are not allowed behind bars)
- v. Head to Northstar Bar, sanitizing hands upon arrival

- vi. Begin normal check-in and shift prep after the above steps have been followed

4. Beverage Server Procedures

- i. After other protocols have been met, gather tip bag, cash caddy, drink tray. All items need must be cleaned and sanitized
- ii. Once the tray is ready, gather a sani water-soaked towel from the bartender. Ring out thoroughly and fold as directed (this sterile towel will act as a carrying case for recently sterilized pens-can also be used for quick clean-ups as needed). This towel needs to be changed every ____ minutes. Once a guest has used a pen, it does not go back into the towel fold and must be sterilized before further use
- iii. Return to the bar after five orders are given. Once orders are prepared, gather enough sterile pens from the sterile pen cup to accommodate all requisite signatures for your drink order (these pens will be transported in the sterile towel-do not use the same pen on different customers)
- iv. Once the full-service rounds are complete, drink trays must be sanitized
- v. Clean-up rounds must be entirely separate from serving rounds (do not pick up empty cups, bottles, and garbage while performing a serving round)
- vi. Once a clean-up round is complete, wash hands and get new gloves
- vii. Eating, drinking, smoking, and cell phone use is strictly prohibited in the bar area and limited to designated break areas only.

- viii. After a break, a face mask must be worn, and hands must be washed and gloved before returning to any work area. None of the above-mentioned breaking activities are acceptable behind the bars
- ix. If any beverage becomes contaminated (coughed on, sneezed on, touched by a customer who did not order it, etc.), it must be disposed of and remade immediately

5. Bartender Procedures.

- i. After completing other sanitizing protocols listed above, find and sanitize your designated POS terminal (cleaning the POS will need to occur every time it changes from one bartender to another)
- ii. Prepare and/or change all sani-water solution in all sani-water containers behind the bar (there will need to be containers for the server towels, bar surface towels, drink pourers, and sterile pen cups). Test strips are available to check the concentration of the solution.
- iii. Sanitize and change pourers on all speed rail bottles and on all “dirty” bottles (dirty bottles include any bottles from the back bar that have already been in use during the shift). *This task must occur every hour.*
- iv. Wipe the bar top with a sani-water soaked towel after every transaction over that portion of the bar top.
- v. Make sure the sterile pen containers stay stocked with pens for the Bar and Servers
- vi. Eating, drinking, smoking, and cell phone use is strictly prohibited in the bar area and limited to designated break areas only.

- vii. After a break, a Face mask must be worn, and hands must be washed and gloved before returning to any work area. None of the above-mentioned breaking activities are acceptable behind the bars
- viii. If any beverage becomes contaminated (coughed on, sneezed on, touched by a customer who did not order it, etc.), it must be disposed of and remade immediately

6. Lead/Supervisor Procedures.

- i. Perform, adhere to, enforce, and train all staff on the above protocols
- ii. Immediately address any and all issues or violations of the protocols as they occur

V. Banquets.

1. General information

- i. Employees will be required to wear a mask at all times unless eating or drinking. A mask is part of the employee's uniform and is required before starting a shift.
- ii. Gloves will be worn by all staff while delivering or retrieving beverages (glasses, bottles, or cans), or receiving any money, credit card payments, or player's club cards along with the receipts
- iii. Gloves must be changed when starting all new tasks, including every new interaction with staff or guests
- iv. All self-serve food stations are suspended
- v. Self-service beverage stations (if able to accommodate) will only have a limited supply of creamer and sugar, and

will be placed out and disposed of after meeting to avoid cross-contamination. Stir sticks must be single-use and individually wrapped.

- vi. Creamer and sugar will be taken out of containers with clean gloves to avoid cross-contamination
- vi. Designated serving trays and bussing trays will be clearly distinguished to avoid cross-contamination
- vii. Condiments will be served in single-use containers. All current sauces offered (i.e., A-1, 57, ketchup, soy sauce, dressings, etc...) will delivered in ramekins prepared by Banquet staff
- viii. Employees will be required to wear clean gloves before each table is served
- ix. Employees will be required to wear gloves during the table clearing process
- x. All tableware will be sanitized, and set on tables with gloves and sanitized after each use
- xi. Glassware will be placed 2" apart to prevent any contact while grabbing a glass. Stir sticks placed out will need to be single-use and individually wrapped.
- xii. All linen will be placed with clean gloves and removed with clean gloves
- xiii. All glassware, condiments, and other supplies will not be stored in meeting room storage to avoid public use and cross-contamination

- xiv. All trash will be brought to receptacle wearing gloves, and hands must be washed after returning to any work areas

2. Physical distancing

- i. Event setup will allow 8' spaced table distancing, to allow a minimum of 6' spacing between guests seating

3. Cleaning and sanitizing

- i. As Banquet employees report to the department, they are required to wash hands at the designated handwashing sink located behind the ballroom
- ii. Service stations, counters, handrails, door handles/ entryway surfaces, and beverage stations to be sanitized at least once per hour and logged by a supervisor
- iii. Dining tables, bar tops, stools, and chairs to be sanitized after each use
- iv. Audio Visual equipment will be disinfected between sessions and during breaks. Microphones will be disinfected between speakers, implementing washable or disposable windsocks (if available for our products)
- v. All employees are required to wash hands before polishing dinnerware. All polished dinnerware will be stored in designated containers, logged, and covered with airtight plastic covering. Polishing will be done with clean, new, disposable towels
- vi. All seats, tables, candles, decor, and salt/pepper shakers will be sanitized before and after every guest's use

- vii. Designated sanitation stations will be in various locations throughout the Banquet FOH and BOH
- viii. Banquet service carts, AV carts, and trays will be sanitized after every use
- ix. Wash rags must be stored in the SANI-TAB solution
- xi. Hand sanitizer will be kept near AV equipment, podium, and self- service beverage stations with instructions to encourage use before handling equipment/products
- xii. Weekly carpet cleaning will take place using an FDA approved cleaning method
- xiii. All Banquet doors, countertop surfaces, stainless steel surfaces, floors, coolers, AV equipment, beverage equipment, or service equipment will be sanitized after every shift
- xiv. Employees must wash hands before leaving the department and upon returning

W. Surveillance

1. General information.

- i. Wash hands according to CDC guidelines, 20 seconds with soap and water. Use hand sanitizer when soap and water are not available.
- ii. Employees are required to wash hands or use sanitizer
 - Before entering through main gate
 - Before and after your shift
 - Entering and leaving the gaming floor
 - Entering and leaving the surveillance room

- Before and after breaks
- After sweeping or mopping, or cleaning
- After Eating

2. Social Distancing

- i. Operators and Technicians must remain 6 feet apart when working at common counters/workspaces

3. Cleaning and Sanitizing

- i. Wipe down workspace, including equipment before starting your shift
- ii. Continue to wipe down workspace at least once per hour, and at the end of your shift
- iii. Common work areas must be cleaned at least once per hour, including high-touch items such as door knobs, phones, keyboards, and drawer handles

4. Personal Protective Equipment

- i. Masks required front and back of house. Optional while at workstation if six feet away from others.
- ii. Gloves: required for cleaning, optional for other job duties

X. Security

1. General Information

Employees are required to wash hands or use sanitizer:

- Before entering the facility
- Before and after your shift
- Entering and leaving the gaming floor

- Before and after breaks
- After eating, drinking, smoking
- After sweep cleaning
- Gloves shall be worn at all times by division members who have primary contact with incoming employees, vendors, visitors and guests.

2. **Social Distancing**

Division members shall support all efforts to enforce social distancing practices on property

Security team members will maintain a visible presence at entrances during operating hours until further notice

- Persons displaying ANY signs of illness shall be escorted to a location of privacy for further evaluation, pending eviction
- Repeated failure to adhere to social distancing guidelines and/or warnings may be grounds for eviction of a guest, vendor or other visitors

3. **Cleaning and Sanitizing**

- Shared workspaces shall be sanitized at the beginning/end of each shift, at a minimum
- Sanitize general office equipment (phone, fax/copier, water dispensers, etc.) after use
- Reusable containers such as personal water bottles and insulated coffee cups shall NOT be used at shared dispensers
- Minimize door usage (touch points) to the extent possible
- All division vehicles shall be thoroughly sanitized after use, including at a minimum:
 - Door handles
 - Steering wheel
 - Armrests
 - Knobs/controls
 - Mobile radio controls

4. Personal Protective Equipment

- ALL Division team members shall wear facemasks while inside the facility, including back of house
- Face shields/masks shall be provided to security staff as deemed necessary and based upon circumstances
- Gloves shall be worn at all times by security staff who have primary contact with incoming employees, vendors, visitors and guests.

5. Other requirements

- i. Ensure that any/all previously deactivated electronic employee privileges have been reactivated
- ii. Test all electronic/electromagnetic locks to secure areas to ensure they are functioning properly
- iii. Provide facility entry logs to the Gaming Commission for the time period the property was closed.

Z. General Administrative Operations.

1. Maintenance.

- i. All Maintenance team members will wash hands with soap and water frequently and after any of the following activities: using restroom, sneezing, smoking, eating, drinking, blowing nose, working on anything, entering, leaving, and going on break, before shift, after shift
- ii. Practice physical distancing 6' apart when possible

- iii. Wear a mask at all times, unless eating or drinking, and gloves when necessary. All front of house operations, when in a guest rooms, and anywhere else it deemed necessary

All Maintenance rooms and areas cleaned and sanitized on a regular basis. Keep documentation of date, time and by whom

- iv. Tools, equipment and vehicles must be cleaned and sanitized after each use. Keep documentation of date, time and by whom
- v. Door handles, thermostat, PTAC and anything an employee touches must be sanitized before and after room calls. Keep documentation of date, time and by whom.

2. IT Department.

- i. IT will wear a new pair of gloves while working on devices, whether internal or for customer, including but not limited to computers, laptops, AV equipment, and phones
- ii. IT staff must maintain 6 feet physical distancing in accordance with the CDC guidelines while performing all tasks in the presence of another employee or guest
- iii. IT will wear a facemask while on the property, unless eating or drinking
- iv. IT Staff will sanitize points of entry into the IT office at least hourly. Logs will be kept
- v. IT staff must use hand sanitizer upon leaving or entering the IT office

- vi. IT will sanitize any equipment being loaned out, and handed off with a freshly gloved hand.
(clicker/cables/keyboard/mice/etc)
- vii. Loan laptops will not be handed out until further notice
- viii. When receiving equipment from outside of the department, staff will accept this equipment while wearing gloves, and then sanitize the piece(s) of equipment immediately
- ix. Staff should take care to keep their equipment sanitized on a regular basis. This includes your own keyboard, mouse, and phone at least daily

3. Office and Administrative Employees

- i. All office and administrative employees must have their temperature taken at the checkpoint before being allowed on the property
- ii. Employees will be required to comply with CDC physical distancing guidelines and maintain at least six feet of distance between themselves and their co-workers/guests whenever possible
- iii. Community spaces such as conference rooms and break rooms have been arranged in accordance with physical distancing guidelines. Seating is aligned with maximum occupancy limits.
- iv. Individual office or meeting spaces that cannot accommodate appropriate social distancing shall not be occupied by more than one person at any given time. The Administrative Conference Room, Corporate Conference Room and/or the “Onboarding and Recruitment Specialist” office will be utilized for meetings as needed.

- v. Employees are being asked to limit face-to-face contact with office personnel. Phone and email are to be used when possible and appointments must be scheduled in advance. Meetings and interviews should be conducted virtually whenever possible
- vi. Office and administrative employees should maintain vigilance in keeping their office spaces clean and sanitized. A supply of disinfecting wipes will be made available to all employees. Office staff must sanitize their workspace when they arrive at work and periodically throughout the day, particularly if others have been in the space. Sanitization should include frequently touched surfaces such as phones, keyboards, desktops, etc.
- vii. Hand sanitizer will be made available to all employees. Office staff should either wash or sanitize their hands after being out of their workspaces, before eating, and after coughing, sneezing, blowing their nose, smoking, touching their face and using the restroom. Frequent hand washing for at least 20 seconds is highly encouraged and should be done every hour.
- viii. Office and administrative staff are required to wear facemasks when in common areas outside of their individual offices and when in the presence of others. Employees can use their own facemask or use a company issued mask. In either case, non-disposable facemasks must be laundered daily
- ix. Employees may bring food onto the property but refrigerators will not be in use. Individual coolers or thermal lunch boxes are encouraged. Break room pop dispensers, water coolers, coffee pots, microwaves and vending machines will be in service. Employees are required to sanitize hands before and after use, and must

wipe the equipment before and after use with a sanitized cloth or sanitizing wipe

4. Monitoring and Reporting to the Gaming Commission

- i. Each department supervisor is responsible for ensuring employee compliance with these policies. Violations of policies must be addressed immediately.
- ii. Management shall report to the Gaming Commission all instances of presumptive COVID-19 illness for employees and guests, efforts on contact tracing among employees, violations of social distancing measures, violations of cleaning and/or sanitation requirements, and violations of PPE requirements
- iii. Management shall set benchmarks for maintaining the health and safety of employees and guests. If at any management determines that the health and safety of the employees or public cannot be maintained, management shall take remedial measures, up to and including the closure of the facility.