

## Health and Sanitation Guidelines

Statement from Jonathan Jossel (CEO) and Jay Franken (Vice President of Operations)

The health and safety of our Team Members, as well as Guests, is our top priority. As such, ensuring the safety of our guests and Team members is of our utmost importance, while reducing the Plaza Hotel and Casino's exposure to COVID-19 (Coronavirus).

The Plaza Hotel and Casino is closely monitoring government policy changes, Center for Disease Control (CDC) guidelines, government mandates, and public health updates and will continue to make changes as necessary or appropriate to our protocols and procedures. A Director of Compliance has been appointed to ensure all protocols and procedures set forth below are being followed and documented.

To effectively reopen safely and responsibly we propose the following 5 Point Plan.

### INFORMATIONAL GUIDELINES

#### Centers of Disease Control (CDC) guidelines to minimize the spread of COVID-19

- If you do not feel well, stay home. Known symptoms of COVID-19 include a cough, fever and shortness of breath.
- Wash your hands often
  - Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Hand sanitizer stations will be positioned throughout the entire property and casino floor.
  - Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid Close Contact (Social Distancing)
  - Stay at least 6 feet (about 2 arms' length) away from other people.
  - Keeping distance from others is especially important for people who are at a higher risk of getting very sick.
- Cover your mouth and nose with a cloth face cover when around others
  - The cloth face cover is meant to protect other people in case you are infected.
  - Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.
- Cover coughs and sneezes
  - Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
  - Throw used tissues in the trash.

- Immediately wash your hands with soap and water for at least 20 seconds. Use hand sanitizer containing 60% alcohol if soap and water is not available.
- Clean and Disinfect
  - Clean and Disinfect frequently touched surfaces daily.
  - Then, use an Environmental Protection Agency (EPA) registered product to disinfect.

## **CDC Signage guidelines**

- There will be health and hygiene reminders throughout the property (Exhibit 3), both front and back of house, of the CDC guidelines listed above to minimize the spread of COVID-19.

## **Isolation Protocols**

In the event of guest or team member illness OR symptoms:

- Security and the direct supervisor of the team member will be advised immediately to make contact with the suspected person.
- Guest or team member will be isolated (guestroom or the team member isolation room)
  - Team member isolation room to be identified.
  - The room will be isolated from the general public.
- Suspected person and Security will wear gloves and face mask. They will be provided if they do not have their own.
- Security will ask a series of questions including but not limited to: Timeline, locations visited and contact tracing while on property.
- The Plaza will contact Southern Nevada Health District (SNHD) about suspected cases or exposures and complete the proper paperwork provided by SNHD.
- Team Members will be advised to leave the property to seek proper medical attention based on their symptoms.
- Guest will be advised to seek proper medical attention based on their symptoms.
- All immediate areas that the team member or guest had contact with will be disinfected immediately and according to CDC guidelines.
- If we have a confirmed case, the Plaza will take guidance from the SNHD.

## **Cleaning and Disinfecting**

- Hand Sanitizer dispensers, touch-less whenever possible, will be placed at key guest and employee entrances and contact areas such as the hotel lobby, casino floor, convention and meeting spaces, bingo venues, restaurant entrances, pool, elevator landings and gym.
- The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in

counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines and seating areas.

- The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security podium and meeting rooms.
- Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, telephones, in-room control panels, light switches, alarm clocks, luggage racks and flooring.
- High guest traffic areas will be disinfecting daily using Lemonex III (EPA reg # 1839-95-1270) or an equivalently effective cleaning process. When using this sprayer, the area will be closed to guests and Team Members not involved with the cleaning process. Proper PPEs will be used as required by the chemicals Safety Data Sheet, which should include protective gloves and masks.
- Authorized Cleaning Services
  - If contamination is excessive, widespread or deemed necessary, **BIO-ONE Services (702-403-4242)** will be contacted. Once they arrive on property, they will determine the starting point of the cleaning process.
  - Areas with high exposure to guests and team members will be disinfected and released first.
  - Areas that can be properly secured to physically limit access will be cleaned last.

### EMPLOYEE EXPECTATIONS

- Team Members are required to stay at 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 who have symptoms of COVID-19 should not come back to work until permitted under CDC guidelines.
- Every Team Member is always required to observe Social Distancing guidelines, when possible.
- All Team Members will be required to enter the property via a designated location. They will meet with a Security Officer who will take the temperature of the Team Member

PRIOR to clocking in and entry into the property. This is designed to determine if any COVID19 symptoms are present.

- Every team member will complete the SNHD 4 question questionnaire (Exhibit 1) upon arrival.
  - Each employee's temperature will be taken upon arrival to ensure nothing higher than 100.4°(37.8°C) is permitted.
  - If a Team Member's temperature is higher than permitted level, they will be placed in an isolation area for a follow-up temperature check. During this time Security will inquire if the employee has any symptoms consistent with have been exposed to someone with COVID-19.
  - If the employee tests high on the second attempt, they will not be permitted to work.
  - The team member will be instructed to leave property immediately and go home or to a health center.
  - All team members MUST call their physician first to be evaluated over the phone, logged for state and CDC purposes. The physician will provide the Covid19 work order for Lab Corp and instruct the team member on how to be tested and where to go, based on symptomatic conditions. All symptomatic testing should be done through Lab Corp, they are the approved Nevada and CDC testing lab.
  - SNHD, Risk Management and Human Resources will be notified of the suspected illness. SNHD's suspected illness form (Exhibit 2) will be used to log suspected illnesses.
    - Team members will not be able to return to work until CDC guidelines are all met.
      - No fever for 72 hours.
      - Other symptoms have improved.
      - 10 days have passed since their symptoms first appeared.
    - OR-If you had a test to determine if you are still contagious.
      - You no longer had a fever.
      - All other symptoms have improved.
      - You received two negative tests in a row, at least 24 hours apart..
- Every employee entering the resort will be provided a mask and is required to wear that mask while on property.
  - Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands, before and after clocking in.
  - Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants, convention porters and security officers in direct contact with guests.
  - All employees, based on their role and responsibilities and in adherence to state or local regulations and guidance, will wear appropriate PPE. Training, provided by the Plaza hotel and Casino, on procedures and policies to properly use and dispose of all PPE will be mandatory.
  - Signage will be posted and all Team members are required to meet the CDC guidelines as it relates to but not limited to:
    - Social distancing
    - Hand-washing
    - PPE usage

- Disinfecting procedures
- All Plaza 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.
- Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees, if possible.
- Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators.
- Hand shaking, hugging, “high-fives” or any other physical contact will not be permitted.

## GUEST EXPERIENCE

- Guests will enter the property through a limited number of doors that are either automated or manually set open.
- Guest Facial masks are recommended, but not required.
- Security will conduct hourly counts of patrons on the casino floor, with these being logged into the Itrak system, to ensure that the casino and public areas stay under the capacity (50%) set forth the by GCB.
- Slot machines will be turned off and/or reconfigured to allow for proper social distancing per the CDC.
- Table Games will have chairs removed and every other table will be open.
- Casino supervisors (Slots and Table Games) and managers will ensure that guests do not congregate in groups.
- Bingo has removed seating to ensure proper distancing.
- Hand sanitizer will be made available to casino patrons. Hand Sanitizer stations will be positioned throughout the casino floor for customer and team member use.
- Bars and Restaurants will have reduced seating in accordance with federal, state and local guidance to allow for the appropriate distancing between each table/booth and patrons.
- Signage will be posted throughout the property reminding guests and team members about the CDC guidelines as it relates to Social Distancing, frequent hand washing and usage of PPE (Exhibit 3).
- Social Distancing decals will be present on the floor throughout the property where lines could occur as a reminder of social distancing (Exhibit 4).
- An employee will be present to sanitize the elevator buttons and panels at regular intervals.
- Security will ensure no more than four guests per elevator to ensure proper distancing.
- Frequency of cleaning and disinfecting will be increased in all public spaces with an emphasis on frequent contact surfaces.
- Each hotel guests will receive an amenity bag during check-in containing masks at the time of hotel registration.
- Increased frequency and disinfecting to guest rooms and suites, including high touch areas such as TV remote controls, door and furniture handles and knobs, toilet seats and

handles, water faucet handles, nightstands, telephones, alarms clocks, light switches, thermostats, and flooring.

- All meeting and conventions bookings will be setup to allow social distancing standards among attendees based on federal, state and local recommendations. Food service for these events will be served by personnel in accordance with federal, state and local requirements. Pursuant to CDC guidelines, gatherings of 250 people or more are prohibited until further notice is provided from by the GCB.
- Pool seating will be configured to allow for at least six feet of separation between groups of guests.
- Hand Sanitizer dispensers will be placed at the following locations:
  - All Hotel/Casino entrances and throughout the casino floor
  - All food and beverage outlet entrances and Food Court
  - Main Cage
  - Race & Sports Book
  - Bingo room entrance
  - Team Member Entrance/Exit
  - Team Member Dining Room
  - Outside of Human Resources
  - Convention Center

## DEPARTMENT SPECIFIC POLICIES

### Human Resources

- Face coverings are required whenever entering the office.
- Social distancing indicators on the floor to ensure proper distancing.
- No more than 2 non-HR personnel will be permitted in the reception area.
- Meeting will be limited to 10 persons or less. When possible, meetings will be held online.
- Team members will have to make appointments when possible to limit occupancy.
- Staff will clean and disinfect individual and shared equipment at the end of the day or after each use.

### Casino Cage

- A face covers is required at all times for all team members on the front-line windows, chip bank and main bank. Gloves are optional.
- Face coverings are recommended for guests.
- During the shift, guest facing counters will be disinfected at least once per hour.
- Cashier will wash hands or use hand sanitizer after disinfecting.
- Chips turned in by guests will be segregated and turned into Main Bank, at the end of each shift.
- Chips will be disinfected on graveyard shift and returned to Chip Bank.
- Cashier will communicate to guests to maintain 6 ft. distancing as indicated by marked areas on the floor.
- Hand sanitizer bottles and wipes are located on the guest counters at the cage.
- Plexiglass barriers will be installed, if proper social distancing cannot be maintained.

### Slot Operations

- Face coverings are required for all team members.
- Face coverings are recommended for guests.

- Slot chairs have been positioned to ensure proper distancing and cannot be moved.
- Hand sanitizing stations are placed on the Plaza Casino floor including one adjacent to Plaza Rewards Booth and all ATMs.
- Workstations will be sanitized at least once every four hours or upon new employee using station.
- Slot attendants will offer to sanitize slots for guests sitting down at a machine.
- Slots will be disinfected at least once per shift.
- Slot supervisors will complete a log in each section to track each machine's sanitization schedule.
- Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests.
- Guests to maintain six feet of separation while waiting in line at Kiosks.
- Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance.

#### Table Games Operations

- Face coverings are required for all team members.
- Face coverings are recommended for guests but are not required.
- Supervisors will sanitize table game rails after each guest leaves a game.
- Supervisors will sanitize each chair area after each guest leaves a game.
- Dealers will sanitize dice for each new shooter.
- Supervisors will sanitize the outside of shufflers every four hours; inside to be sanitized once per week.
- Roulette wheel head, ball and dolly sanitized when a new dealer enters the game.
- Pit Podiums to be sanitized by Pit Administrator every hour including phones, computers, all hard surfaces and cabinetry.
- Three chair/guest maximum per table game (corners and middle seat remain).
- Table occupancy per the GCB will be enforced.
  - Three (3) players per Blackjack table.
  - Four (4) players per Roulette
  - Six (6) players per Craps table
- Discourage unrelated guests from congregating behind players.
- Cards will be disposed of at the end of each shift.
- Dealers will verbally give breaks instead of "tapping in" and maintain appropriate separation.

#### Rewards and Casino Host office

- Face coverings are required for all team members.
- All used Rewards center cards will be discarded and NOT reused.
- Social distancing floor decals and stanchions will be in place for queuing.
- All agents will wear gloves, in addition to face covering.

#### Bingo Operations (Daily)

- Seating has been reduced by 50% to ensure proper social distancing (Exhibit 5).
- Team members will wear masks and gloves at all times.

- Face covering are recommended for guests but are not required.
- Limit the number of guests at selling windows.
- Social distancing reminders on floor.
- Disinfecting of bingo equipment between sessions.
- Disinfecting of selling stations between customers.
- SUPER BINGO- Mask and gloves will be mandatory for all guests; PPE will be made available, if needed.

#### Race & Sportsbook Operations (per William Hill, 3<sup>rd</sup> party operator, see Exhibit 6)

- Supervisors will disinfect race carrels and chairs after each guest.
- Ticket writer to disinfect the counter after each guest.
- Chairs to be disinfected hourly.
- Race & Sportsbook to be deep cleaned daily.
- Every other betting station open.
- Six-foot intervals to be marked for ticket window queues.

#### Hotel, and Front Desk

- Front Desk registration will utilize a “curb-side” check-in when possible to minimize any guest contact.
- Plexiglass barriers will be installed, if proper social distancing cannot be maintained.
- Front Desk Team Members will wear protective gloves and masks while performing transactions with guests.
- Social distancing queue has been created with floor decals to maintain proper distancing between guests.
- Each hotel guest will receive an amenity bag during check-in containing masks.
- A member from the front desk will disinfect signature capture machines after each guest use.
- Front Desk team members will disinfect high touch front desk services spaces and equipment including dispatch offices and luggage storerooms at least once per hour.
- Front Desk team will disinfect offices, desks, workspaces and related equipment once every four hours or upon a new employee using the equipment.
- EVS will disinfect lobby area including stanchions, counters and seating hourly.
- Motorized scooters and wheelchairs will be disinfected after each use by Front Desk staff.
- All used room keys are to be disinfected after each guest checks out.
- Room key collection boxes are to be recommended for use.
- Self Service Kiosk machines to be sanitized after each use.
- Vending Machines, including self-service ice machines, will be turned off until all restrictions have been lifted.

#### Housekeeping

- Housekeeping Team members will wear protective gloves and masks while performing their daily job duties.
- Hotel rooms will be serviced upon departure only, not during the guest stay, unless requested.
- Gloves will be replaced before entering a new room.



- All duvet inserts & decorative pillows will be changed after each guest.
- All shower curtains will be disinfected after each guest departs.
- If guest requests housekeeping service, the guest cannot be present in the room during cleaning to minimize guest contact. The guest room attendant will offer to return at an alternate time for service.
- Marketing collateral to be disposed of and changed after each guest stay.
- Linens will be washed at a high temperature and with appropriate cleaning products in order to eliminate viral and bacterial pathogens.
- Carts, trolleys and equipment to be sanitized at the start and end of each shift.
- Disinfection of surfaces with chemicals that meet Environmental Protection Agency (EPA) guidelines and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens (i.e. Lemonex III).
- Specific disinfecting consideration will be paid to the following guest room areas:  
Desks, counter tops, tables and chairs, phones, Amazon Alexa's, doors and doorknobs, bathroom vanities and accessories, bathroom fixtures and hardware, windows, mirrors and frames, lights and lighting controls, closets, hangers, remote controls and other amenities.

#### Restaurants

- All Team Members who handle food will comply with state and local health district guidelines.
- All Team Members will wear face coverings.
- Hosts/Servers will maintain social distancing as much as possible (seating guests, taking orders).
- Adequate room for waiting lines, if necessary, will be made to allow proper social distancing for waiting guests.
- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat.
- Queuing lines will have floor markings every 6 feet. Signs will be placed at the entrance to remind guests of proper social distancing.
- Cashiers will wear gloves.
- Point of sale terminals will be disinfected between uses and after each shift.
- Host Podiums, including all associated equipment, to be sanitized at least once per hour.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour.
- 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.
- Cashless payment options will be made available where possible. (ex. Apple Pay)
- All outlets will be reduced to 50% maximum occupancy.
- 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)
- Reduce bar stool count to provide appropriate physical distancing.

- Dining tables, bar tops, stools and chairs to be sanitized after each use.
- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced.
- Condiments to be served in single use containers (either disposable or washed after each use)
- Remove grab and go offerings; available from fountain workers only (Coffee Bar & Pop Up)
- All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- All menus will be available online or single use menus will be available upon request.
- Sanitize trays (all types) and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, etc.)

#### Beverage

- Beverage servers will wear face coverings while serving guests and maintain social distancing as much as possible.
- Casino Service Bars will be staffed to allow for appropriate distancing between employees.
- All beverages will be served in disposable cups.
- Beverage servers will not pick up empty glasses while serving guests. This task will be performed after all drinks have been served.
- Beverage servers will disinfect their trays and change their gloves after dropping off their empty glasses.
- Bartenders will wear gloves while preparing and serving drinks.
- Bartenders will ensure that bar stools are separated. It is acceptable if guests, who are together, move their chair together. However, they must separate them when they depart.
- Bartenders & Cocktail Servers to monitor social distancing and remind guests when not in compliance.
- Bartenders will be responsible for disinfecting the bar top and machines when guests leave.

#### Employee Dining Room (EDR) Protocols

- Single use cups for beverage.
- No refill signage will be posted.
- Prepackaged plastic flatware.
- Extend EDR Seating into Brightside to allow appropriate physical distancing (six feet or as otherwise advised by local authorities)

## Pool Operations

- Lounges, daybeds and cabanas to be disinfected after each use.
- Drink tables to be sanitized after each use.
- Towel desk and entry doors to be disinfected at least once an hour.
- Pool Bar top sanitized after each guest interaction.
- Umbrellas to be handled and set up by pool team members only. Umbrella pole to be sanitized each time umbrella is handled.
- Lounges and daybeds to be set with physical distancing requirements
  - Each set of 2 lounge chairs to be set 6 feet apart
  - Daybeds set 6 feet apart
- Pool attendants will be responsible for enforcing social distancing.
- Signage requiring physical distancing between groups while in pool.
- Bar stools removed. Walk up only service at bar.
- No food service available.

## Showroom (Currently closed-upon reopening)

- All showroom staff will wear face coverings.
- Seating will be reduced to ensure proper social distancing between booths and tables.
- Each booth, table and chair will be disinfected after each show.
- Any queues for the showroom will be properly spaced to ensure social distancing, floor decals will be used.

## Catering, Banquets, Convention and Meeting Space

- Pursuant to CDC guidelines, gatherings of 250 people or more are prohibited until further notice is provided from by the GCB.
- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized.
- All linen, including underlays, to be replaced after each use.
- All food and beverage items to be individually plated and served.
- Individual bottled water will be provided in lieu of water jugs or larger dispensers.
- Develop examples of physically distanced floor plans for Hotel Sales & Convention use.
- Food service for meetings, conventions and banquets will be served by banquet team members and will be managed with federal, state and local requirement.
- Classroom and theater style seating will allow for one chair spacing between guests.
- All chairs, tables, podiums, trash cans and AV will be disinfected upon set up, during breaks and after the event.
- Banquet servers will not pick up empty plates or glasses while serving guests. This task will be performed after all service is complete.
- Sanitize conference room doors, tables, chairs, light switches and other equipment after each group use
- POS terminals to be assigned to a single bartender where possible and sanitized between each user and before and after each shift.
- Plastic disposable cups will be used for banquet beverage service.

- Hand sanitizers placed at entrance of event available throughout the event.

#### Sales, Catering and Arena Office

- Site inspections and meetings will be done virtually and/or appropriately physically distanced.
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines.
- 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, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

#### Security

- Security will conduct hourly counts of patrons on the casino floor, with these being logged into the Itrak system, to ensure that the casino and public areas stay under the capacity (50%) set forth the by GCB.
- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols).
- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed.
- Shift Supervisors to log completed tasks.
- Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use.
- Will conduct random temperature checks on Team members.
- Will enforce Social distancing guidelines and gatherings that do not meet CDC recommendations.

#### Facilities-Engineering/Carpenters/Painters

- Facilities staff will NOT enter a guestroom or conduct any repairs while the guest is present in the room.
- Facilities staff members will disinfect personal tools at the start and end of each shift.
- Shared equipment will be sanitized prior and after each usage.
- Radios, phones and any shared equipment is to be sanitized before and after each use.

Bell Desk, Valet Parking, Fitness Center and In-house transportation, these services will be not offered at this time.

### 3<sup>rd</sup> PARTY VENDORS

The Plaza Hotel and Casino requires all 3<sup>rd</sup> party vendors to adhere and meet the expectations of our own Team Members.

- All Vendors operating a business within the Plaza Hotel and Casino (Ex. Hash House a Go Go, UPS Store, McDonalds, Wedding Chapel, etc...) must submit a Health/Safety plan to address COVID-19 (coronavirus) prevention and gain the approval of the Plaza Hotel and Casino, prior to the commencement of operations. (Exhibit 7)

- All Vendors, entering the property, must enter through the Team Member Entrance, located at the Southwest corner of the property, adjacent to Valet parking.
- Security will meet with the vendor/contractor and will ensure they meet the same property entry requirements as Team Members (i.e. body temperature and COVID-19 symptoms).
- Plans must meet the CDC and SNHD Guidelines.
- This policy applies to all vendors and contractors. Refusal to participate will result in the vendor /contractor being asked to immediately leave the property.
- If the vendor's/contractor's temperature is at 100.4 [37.8° C] or higher they will be required to stay in a designated area for a period of 5 minutes. After waiting the designated time period, their temperature will be taken again. This waiting period is designed to ensure the high temperature is not a result of environmental conditions (i.e. excessive heat).
- If the vendor's/contractor's temperature remains at or above 100.4 [37.8° C] or if the vendor/contractor is exhibiting other symptoms, they will not be allowed entry. They then must depart the property immediately.

**Plaza Hotel and Casino**  
**Health and Sanitation Guidelines Amendment-Revised 5/28/2020**  
**Originally submitted 5/19/2020**  
**Nevada Gaming Control Board**

**Opening Date and Time:**

The Plaza Hotel and Casino will be opening at 9 A.M. on Thursday, June 4<sup>th</sup>, 2020.

**Availability of Face Coverings for Patrons and Guest:**

Face coverings will be available to patrons and guest upon requests. Patrons will be advised that face coverings are encouraged while in public spaces on property but are not required. Staff members will be advised that face coverings are available to guest upon requests and a supply of face coverings will be located on the Casino floor, Bingo, Front desk and Food and Beverage outlets.

**Responsible Gaming:**

The Plaza Hotel and Casino is committed to Responsible Gaming. Responsible gaming is social gambling. Social gamblers participate in gambling activities in a responsible manner without experiencing any negative impacts on any aspect of their life.

Responsible Gaming is:

- A fun and entertaining form of recreation.
- Sticking to limits with regard to time and money.
- Playing with expendable entertainment funds.
- The ability to temporarily or permanently exclude oneself if the gambler feels he or she is experiencing a concern about gambling behavior.

The Plaza Hotel and Casino provides these self-exclusion forms, as well as information regarding resources to combat Problem Gambling, at both its cage location and the Casino Security Podium. Additionally, patrons who wish to speak with a live person in reference to possible problem gaming issues, are also provided with a, "When the Fun Stops", pamphlet and directed to contact the toll free number, 1-800-522-4700, to the National Problem Gambling hotline. Messaging is located on the casino floor to increase customer awareness and additional awareness training for team members will be conducted.

## Additional Requirements for Resort Hotels:

The Plaza Hotel and Casino will be conducting temperature screenings for all hotel guests upon arrival, prior to registration (check-in). Guest must meet the required temperature established by the CDC of 100.3° or below, to check-in.

Hotel guests testing higher, 100.4° or above, will be relocated to a designated area for a secondary screening within 15 minutes of the initial screening. If the guest tests within the acceptable temperature range, they will be permitted to proceed with hotel registration.

IF the guest tests higher than the acceptable temperature range on the second screening they will remain in the designated area and offered information regarding COVID-19 testing. If the guest choses to be tested, the designated area is available for temperature rechecks, collecting test samples, or medical screenings/assessments. The guests can remain in this area for test results.

Plaza Hotel and Casino  
Health and Safety Guidelines  
Addendum  
5/29/2020  
Originally Submitted 5/19/2020

Questions and Responses below:

1. Has Plaza cleaned and disinfected all of its hard and soft surfaces prior to reopening in accordance with the guidelines published by the Centers for Disease Control and Prevention (CDC) for [Cleaning and Disinfecting Your Facility?](#)

Yes, all hard and soft surfaces will be cleaned with prior to reopening in accordance to guidelines published by the Centers for Disease Control and Prevention using our disinfectant Lemonex III (EPA reg# 1839-95-1270).

2. Can you elaborate on the training?
  - a. How is the training conducted, in person, video, or in writing?

Training will be conducted in person and in writing.

- b. Are the training materials available in both English and Spanish?

Training will be available in English and Spanish

- c. Was additional comprehensive training for housekeeping, food and beverage, internal maintenance, hotel operations, casino operations, and security personnel been performed?

Yes, additional comprehensive training for housekeeping, Food and Beverage, internal maintenance (EVS), Hotel Operations, Casino Operations and Security is being performed by our Director of Risk Manager/Compliance.



3. The plan says slots will be disinfected at least once per shift. What's the timeframe for this (at least every 2 hours, 4 hours)?

Slots will be disinfected at least every 2 hours.

Can you please clarify if this procedure covers devices, chairs, and other ancillary equipment to be cleaned and disinfected on a regular basis?

The slot cleaning procedure includes devices, buttons, screens, chairs and cabinets with emphasis on highly touched areas.

4. Is hand sanitizer available at each table?

Hand sanitizer will be available at each table in addition to the hand sanitizer stations that have been installed throughout the property.

5. Regarding card and chip sanitizing –

All casino chips have been sanitized/disinfected prior to reopening.

- a. **How** will chips be sanitized?

Chips will be sanitized nightly using the EPA approved product identified in our plan Lemonex III (EPA reg# 1839-95-1270)

- b. Will chips in the pit be sanitized?

Chips will be sanitized weekly. During our period of 4 days open, we will credit all chips off the tables at the end of the last shift. Those chips will be taken to cage to be sanitized in the count room. The tables will be refilled with sanitized chips from the casino cage chip bank. Roulette no-cash-value chips will be sanitized by the pit, one color per night on a rotating basis weekly.

When we open 24/7, we will follow the same procedures on a rotating weekly basis and we will maintain a log to ensure all tables are sanitized weekly.

- c. Will players be allowed to touch the cards?

Players will NOT be allowed to touch cards. All cards will be discarded at the end of each shift.

6. Where is the area been designated where guests can wait to have a COVID-19 test administered and for COVID-19 test results?

The designated area identified is located adjacent to the hotel lobby in an isolated room within the Fitness Center (which is not operational). This location allows us to isolate the guest without having to travel in an elevator or through high traffic areas to minimize exposure to other guests or team members.

7. I don't see the COVID-19 Room Recovery Protocol addressed in the plan

- a. Plans must include a cleaning procedure in the event of notice or knowledge of a hotel guest with a confirmed case of COVID-19. The hotel guest's room must

be removed from service and undergo an enhanced cleaning protocol as determined by local health authorities. The licensee is prohibited from returning that hotel room to service until the licensee has complied with the requirements set forth in NRS 447.100, as well as with any additional guidance from local health authorities. Please address the requested items in an addendum to your submitted plan. If it is already in your plan, and I missed it, please feel free to point me in the right direction.

In the event of the confirmed case of COVID-19 in a guestroom, the following procedures will be followed:

1. The identified guestroom will be placed out of service and locked out to restrict access.
2. No one will enter the room for 48 hours.
3. Once 48 hours have passed, a team trained in biohazard remediation will enter the room with the proper personal protective equipment (PPE) and the identified EPA disinfectant.
4. All linens (Sheets, pillows, pillow cases, towels, blankets, etc...) will be bagged in biohazard bags and sent to our laundry vendor for proper, high temperature cleaning and/or disposal.
5. Disinfectant will be administered to all areas of the room with an emphasis on high touch areas including televisions, telephones, toilets, remote controls, handles, light switches, alarm clocks, luggage racks, floor and walls. Disinfecting of carpets and furniture will also take place.
6. If the contaminated area is extensive, widespread or deemed necessary, BIO-ONE Services (702-403-4242) will be contacted.

The guestroom will only be released back into service with the approval and guidance of Southern Nevada Health District (SNHD), local health authorities and in accordance with NRS 447.100.