



HEALTH & SANITATION
GUIDELINES

Statement from Daniel Stevens, General Manager

At Shooting Star Casinos we care deeply about our family of team members and our communities. When we decided to close in March, we did it with a heavy heart but knew it was in the best interest of our team members and community. We also understood that asking 700 team members to stay home during the pandemic is challenging.

I commend our Tribal Government, for making the difficult decision and taking prompt action in the fight against COVID-19. Their decisions saved lives as we were facing Covid-19 in our State and local counties.

We now face a new, rapidly decelerating curve we must “flatten.” Our economy is in a free fall. Minnesota has been hard hit and has extremely high unemployment. It is imperative to flatten this curve so we can re-emerge in a safe, sustainable way.

This plan presents what we will do to keep our guests, team members, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts from our local resources. Cleaning and sanitization recommendations will be based on business levels. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and not applicable to all casinos in our industry, it has been specially designed for Shooting Star Casinos.

In addition, I have been in contact daily with our Tribal Government, public health officials and Emergency Management Team, all experts in their own areas. They agree that an incremental reopening makes sense, and that science and data must lead us out of this in a safe fashion.

In order to be able to recover and reopen our Casinos, these are the steps we are going to take to ensure life and safety for our team members and for our guests.

1. Provide a strategic plan for review and approval by the White Earth Reservation Business Committee (RBC) and White Earth Emergency Operations Committee’s (EOC) with our focus on life and safety when it comes to the effort to combat COVID-19 and safely reopen our Casinos.
2. We also use the guidance of the State of Minnesota Governor’s Office and the Minnesota Department of Health (MDH), along with the Center for Disease Control (CDC), National Indian Gaming Commission and our Safety Officer.
3. We will begin with reduced business volume, ensuring social distancing measures are in place, COVID-19 screening and temperature checks and forgo large gatherings until we receive further guidance from our governing body. We all need to wear a mask, when in public areas where our guests are being served and in the back of the house for our team members. Wearing a mask is uncomfortable; however, it will allow us to safely reopen and provide guest service at the same time.

4. Follow the data provided by our team of modeling experts, who have tracked benchmarks since COVID-19 became prevalent in our society and state:
 - a. RBC resolution support to reopen our casinos.
 - b. EOC guidance to prepare for our opening.
 - c. MDH COVID-19 daily reporting.
 - d. CDC guidelines of social distancing and screening.
 - e. Indian Health Service
5. These experts will continue to monitor the data every day. If we need to, marginally pull back or move forward, their advice will guide our decisions.

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1 Team Member & Guest Health

The health and safety of our team members and guests is our number one priority. All team members and guests arriving to property will be screened per CDC guidelines. Anyone displaying a temperature over 100.0F¹ will be taken to a secluded area for a secondary temporal temperature screening. Team members or guests confirmed to have a temperature over 100.0F will not be allowed entry to the property and will be directed towards appropriate medical care. ***See section 24 of this document for Screening guideline.***

Daily Pre-shift Meetings

Each department is responsible to have daily pre-shift meetings to provide any updates on health and safety or changes in their areas. Communication is the most important during our reopen, so team members feel safe and confident the work they are doing while providing their best guest service.

Team Member Concerns. Our Team members have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the White Earth Public Health Department (WEPHD). We will be ready to provide support to our guests. Team members are instructed to stay home if they do not feel well and are instructed to contact a manager/Supervisor if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Team members and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (Team members) or hotel security (guests).

Best practice for sick team members is to stay home. Team members calling in sick for their shift must also call the WEPHD Nurse Hotline at 218-936-2733. The nurse will monitor symptoms each day with a daily check in, and communicate to the department director, if the team member is able to work or must be away from work for their shift. Exceptions to the attendance policy may be made for the absence due to showing possible COVID-19 symptoms. During this time, team members will have to use PTO or take Leave without Pay.

Guest Health Concerns. We will be ready to provide support to our guests. Guests are asked to stay home if they have symptoms of a cough, shortness of breath, or other known symptoms of COVID-19. Guests who are exhibiting any of the symptoms of COVID-19 while at the property will be provided with information for local health department. Anyone with verified temperature over 100 degrees F will not be allowed to enter and will be referred for medical eval.

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

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

2 Team Member Responsibilities

Shooting Star Team members are vital for an effective sanitation and health program.

COVID-19 Training. All team members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Gaming, General Maintenance, Hotel Operations and Security. Training by our Safety Officer and HR Trainers will be provided upon Recall and Reopening, and as needed as COVID-19 changes.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Shooting Star Team members are 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.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all team members based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. Every Team member entering the property will be provided a mask and required to wear that mask while on property. Gloves will be provided to team members whose responsibilities require them as determined by medical experts including housekeeping, general maintenance, slot team members, Star rewards, cashiers, and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Team member pre-shift meetings will be conducted virtually or in areas that allow for appropriate social distancing between team members. Larger departments will stagger team member arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and team members will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3 The Guest Journey

Guest Arrival

A security officer will greet each guest to the casino. Guest will be screened and asked to use hand sanitizer and will be provided a mask (which will be provided by the casino). Appropriate signage will also be prominently displayed outlining proper mask usage and current social distancing practices in use throughout the casinos. ***See section 26 of this document for Screening guideline.***

Identification Verification

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

Guest Arrival

- Guests will enter the main casino entrance through doors that are either propped open, are automated or manually operated by a team member or at the Hotel front entrance.
- Guests requesting hotel porter assistance a cart will be sanitized after each guest is assisted.

Hotel Guest Elevators

- A team member will sanitize the button panels at regular intervals, twice per shift.
- Signage will be posted to explain the current procedures.
- No more than two guests of the same party in the Phase I elevator, and up to three guests in Phase II and Event Center elevators will be permitted per elevator.

Guest Arrival by Shooting Star Limousine-Currently suspended

When service resumes:

- Limos will be thoroughly cleaned before and after each use.
- No more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan.
- Guests will not be permitted in the front passenger seat.

4 Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines² and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

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

Cleaning and sanitizing protocols will be used per recommendations by the CDC / WEPHD with chemical manufactures recommendations. Team members will have a slot floor section & restroom to continuously clean. Restrooms will be checked every ½ hours and twice a shift cleaning and sanitized, with check list signed. Night shift shall complete robust Kyvac deep wall, floor, stools, urinals, sinks, countertops, and dispensers cleaning activity. Public used entrances

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

& doors shall be wiped and sanitized. Vending machines will be sanitized by General Maintenance at least twice a shift.

Shared Cleaning or Maintenance Equipment; shall be wiped and sanitized during and after each shift or anytime equipment is transferred to another team member. To include but not limited to, computer station, tools, all cleaning equipment; vacuums, mop's extractors, riders, and 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 casino.

Guest Rooms. Industry leading cleaning and sanitizing 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, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

Laundry. All bed linen and laundry will be changed upon check out and continue to be washed at an elevated temperature and in accordance with CDC guidelines³. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the team member dining rooms, team member entrances, uniform rooms, Team member restrooms, loading docks, offices, kitchens, security scanning podiums, team member relations service desks and training classrooms.

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.

5 Distribution Locations of Personal Protection Equipment (PPE)

Front of the House: Main Casino Entrance, Hotel Entrance Security Podium

Back of the House: Team Member Casino North Entrance

Event Center: There will be no entry point for guests or team members.

³ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

6 Social Distancing

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

Queuing. Any area where guests or team member queue will be clearly marked for appropriate social distancing. This includes check-in, check-out, elevator lobbies, and food venue lines.

Hotel Front Desk. Team member will utilize every other workstation to ensure separation between team members whenever possible.

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.

Slot Operations. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slots.

Table Games Operations. Table games will have chairs removed and every other table will be open. Casino Supervisors and managers will ensure that guests do not congregate in groups.

Meeting and Convention Spaces. Services are currently suspended. After we resume services. Meeting and banquet set-up arrangements will allow for social distancing between guests in all meetings and events based on CDC⁴ and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Retail Spaces. Guest occupancy limits will be enforced to allow for appropriate distancing at our retail spaces.

Pool. Is currently closed. When the pool re-opens, seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. social distancing protocols will be used in the team member break area, uniform area, training classrooms, shared office spaces, the team member cage area and other high-density areas to ensure appropriate distancing between team members.

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid19.html>

7 Human Resources, Administration and Other Office Areas

Cleaning and Sanitizing Protocol

- a) Team members will ensure all sanitization and social distancing policies are exercised as we are conducting Orientation, training or when an internal or external guest comes into the reception area of the office.
- b) Surfaces will be wiped down twice in the AM and twice in the PM, or more often with business volumes.
- c) Copiers are to be sanitized, with app MIS approved cleaners.
- d) Hand sanitizer or wipes will be available for internal guests.
- e) All other offices with reception areas, will follow this guideline.

Social Distancing Protocol

- a) Social distancing will be practiced when external or internal guests are present in the reception area.
- b) Due to space in the HR office, only up to 3 internal guests may be present in the reception area, overflow will be seated in the Liaison office.
- c) All other offices with reception areas, will follow this guideline.
- d) When able, doors will be propped open to minimize guest contact.

Guest Considerations

- a) Addressed above.

8 Uniform Control

Cleaning & Sanitizing Protocol

- a) Laundry to be cleaned in accordance with CDC guidelines⁵

Social Distancing Protocol

- a) Exercise social distancing in the uniform room and locker rooms.

Guest Considerations

- a) No department specific requirements

9 Team Member Break Areas

Cleaning & Sanitizing Protocol

- a) Team member break areas in casino and event center will be cleaned at least twice per shift.
- b) Tables, chairs, door handles and vending machines in the area will be sanitized.
- c) Remote Control and charging stations will be sanitized.
- d) Countertops, microwave will be sanitized.

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

- e) Ice machine will only be the soda fountain, any ice machine will be turned off during this time, until further determination and advisement.
- f) Smoke Shack tables (casino, event center, Bingo and Stardust) will be sanitized at least twice per shift.

Social Distancing Protocol

- a) Team members on break will need to adhere to six feet social distancing, break area space may be limited.

Guest Considerations

- a) N/A

10 Casino Cage

Cleaning & Sanitizing Protocol

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

Social Distancing Protocol

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

Guest Considerations

- (a) Hand sanitizer wipes are located on the guest counter at the Cage

11 Slot Operations

Cleaning & Sanitizing Protocol

- (a) Hand sanitizing stations will be located throughout the Casino floor
- (b) Workstations to be sanitized at least once every four hours
- (c) Slot attendants to offer to sanitize slots for guests sitting down at a machine
- (d) Slots to be sanitized at least once every four hours, General Maintenance assisting.
 - a General Maintenance will place on their checklist, for purposes of documentation.

Social Distancing Protocol

- (a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests
- (b) Guests to maintain six feet of separation while waiting in line at Star Rewards kiosks.

Guest Considerations

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

12 Table Games Operations

Cleaning & Sanitizing Protocol

- (a) Supervisors to sanitize table game rails after each guest leaves a game
- (b) Supervisors to sanitize each chair area after each guest leaves a game
- (c) Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- (d) Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week or based on business volume.
- (e) Pit Podiums to be sanitized by Pit Boss every hour including phones, computers, all hard surfaces and cabinetry
- (f) Visual Limits signs to be sanitized every time a new supervisor enters the pit
- (g) BJ discard holders to be sanitized by supervisor once every four hours
- (h) Dealer to sanitize token boxes when entering a game
- (i) Chip cleaning solutions being reviewed – pending expert guidance

Social Distancing Protocol

- (a) Every other table open or tables will be removed
- (b) Three chair/guest maximum per table game (corners and middle seat remain)
- (c) Discourage unrelated guests from congregating behind players
- (d) Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation.

Guest Considerations

- (a) Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
- (b) Cocktail Servers will remain available and serve beverage upon request.

13 Poker Operations-Currently Suspended

When Poker can re-open the following will be followed:

Cleaning & Sanitizing Protocol

- a) Supervisors to sanitize table game rails after each customer leaves (ongoing)
- b) Supervisors to sanitize each chair area after a customer leaves (ongoing)
- c) Supervisors to sanitize the outside of shufflers every hour; inside to be cleaned once per week
- d) Dealers to sanitize token boxes
- e) Chip sanitation solutions being reviewed – pending expert guidance

Social Distancing Protocol

- a) Tables to be staggered or limited to one table
- b) Maximum seating to be established based on expert guidance
- c) Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation

Guest Considerations

- a) Guests will be reminded to sanitize their hands prior to the start of play

14 Public Areas

Cleaning & Sanitizing Protocol

- a) Team members to sanitize the following areas at least once per hour
 - Casino entry doors
 - Hotel entry doors
- b) Team members to sanitize the following areas at least once per day
 - Exterior elevators
 - Team member smoking areas
 - Exterior benches
 - Trash bins

Social Distancing Protocol

- a) No department specific requirements

Guest Considerations

- a) No department specific requirements

15 Facilities / Building Operations

Normal duties & responsibilities with checklists, preventative maintenance, and requested work orders will be performed using precautionary measures using gloves, masks, face shields, and clothing if necessary. All work to be completed following social distancing as much as possible. Elevators shall be marked with four spots in each with signage restricting patrons.

Shared Equipment: Shall be wiped and sanitized during and after each shift or anytime equipment is transferred to another team member. To include but not limited to phone, radios, computer workstations, tools, all cleaning equipment.

16 Pool Operations and Arcade -Suspended until further notice

Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use

Social Distancing Protocol

- a) Chaise lounge chairs set with appropriate social distancing

Guest Considerations

- a) No department specific requirements

17 Front Office

Cleaning & Sanitizing Protocol

- a) Sanitize all guest touchpoints after each transaction including Credit Card Devices, pens, and registration countertops

- b) Room keys to be sanitized before stocking
- c) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change. Share workstations will be sanitized at least two times every four hours.
- d) Sanitize high touch porter service areas, this includes porter desk, luggage room doorknob and bell carts.
- e) Front Desk clerks/Leads will be given a 5-minute break each hour to wash their hands.
- f) Sanitize high touch front services spaces and equipment including porter desk, luggage storeroom and carts
- g) Offices, desks, counters, workspaces, and related equipment (including radios) to be sanitized at least once every four hours or upon a new team member using the equipment
- h) Baggage carts and related equipment to be sanitized after each use
- i) All Hotel ice machines will be turned off except for the one located by the front desk.
- j) Front desk agents will routinely disinfect the ice machine, preferably after each use.

Social Distancing Protocol

- a) Restructure stanchions to provide appropriate six-foot intervals
- b) Staff every other workstation

18 Housekeeping

Cleaning & Sanitizing Protocol

- a) Carts, trolleys, and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be removed from guest rooms in single use sealed bags All linen including comforters and pillow protectors will be changed when the guest checks out
- c) Disinfect the outside rim of the washer each time a soiled load of laundry is loaded in. This will prevent clean laundry from being re-infected
- d) Pillow protectors and comforters on the guest room beds are to be changed at checkout
- e) Housekeeping services will be offered by request only for stay overs.
- f) Extra pillows and blankets stored in guest rooms will be removed and available upon request
- g) All reusable collateral will be removed from the room
- h) Laundry: All linen and laundry will be washed at an elevated temperature in accordance with CDC guidelines.
- i) Shared Equipment: Shared tools and equipment will be sanitized before during and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers, kitchen equipment, cleaning equipment, keys, and all other direct contact items.

- j) Room Recovery Protocol: In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case the room will remain quarantined for a period of at least 14 days then will undergo an enhanced deep cleaning and sanitizing protocol.
- k) After check-out discard any unused self-service items i.e. wrapped coffee cups, K-cups etc.
- l) Whenever possible use damp cloth cleaning methods
- m) Frequently change mop heads and rags

Social Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- a) All reusable collateral to be removed from rooms
- b) Disposable collateral to be disposed and changed after each guest
- c) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- d) Bed scarfs and accent pillows will be removed
- e) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables, and chairs
 - Phones and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors, and frames
 - Lights and lighting controls
 - Closets, hangers, and other amenities
 - Coffee makers
 - Ice buckets
 - TV Remote Controls
 - Hair Dryers

19 Spa

Closed

20 Star Mart and Gift Shop

Cleaning & Sanitizing Protocol

- a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- b) Sanitize carts and mag liners before and after each use
- c) Sanitize handles, knobs, cage locks, cages, and stock room surface at least once per hour
- d) Sanitize all credit card machines and pens after each use by guest.

Social Distancing Protocol

- a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines.

Guest Considerations

- a) All sales final until further notice

21 Restaurants, Bars & Lounges

Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour
- c) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d) Dining tables, bar tops, stools, and chairs to be sanitized after each use
- e) Condiments to be served in single use containers (either disposable or washed after each use)
- f) Pens and all other reusable guest contact items to be either sanitized after each use or single use
- g) Menus to be single use and/or disposable
- h) Sanitize trays (all types) and tray stands sanitized after each use
- i) Storage containers to be sanitized before and after each use
- j) Kitchens to be deep cleaned and sanitized at least once per day
- k) Gloves will be changed at a minimum of once an hour, anytime cross contamination could occur or after removing used plates and glasses from a guests table.
- l) Only wrapped straws and stir sticks will be utilized
- m) Single use cups will be used where applicable. At no time will used cups be refilled.
- n) Indian Health Service Food Safety and Sanitation Standards will be followed and adopted upon being updated and provide to SSC Safety Officer.

Social Distancing Protocol

- a) Hosts and managers to manage social distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be sat immediately

- c) Tables and booths to be utilized with appropriate social distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d) Reduce bar stool count to provide appropriate social distancing
- e) Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- f) Casino Service Bars will be staffed to allow for appropriate distancing between team members
- g) Lounge seating in the Buffet will be removed.
- h) Smoke, Mustang and Eagles bar will be staffed to allow appropriate social distancing.

Guest Considerations

- a) All F&B staff will be required to wear face masks and gloves.
- b) All self-serve condiments and utensils to be removed and available from cashiers or servers
- c) All straws to be wrapped
- d) All food and beverage items will be placed on the table, counter, slot, or other surfaces, instead of being handed to the guest. This includes beverage service on the casino floor.
- e) Self-serve beverage stations on the casino floor will be turned off and beverage service will only be through cocktail servers or bartenders.

22 Banquets, Sales, & Event Center

Closed until further notice

23 Security Operations

Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use, including testing equipment, Keywatcher, radios, shared PC keyboards and shared workspaces.
- e) Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)
- f) SCC will track critical activities in iTrak

Social Distancing Protocol

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

Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

24 Security Screening Protocols of Team Members and Guests

- 1) Team members, guests or vendors entering property, will be screened by the guidelines provided by WEPHD. To include temperature screening thermometer/s at the controlled entry points.
 - 1) Any person answering no to all the screening questions, and having a temperature less than 100.00 F, will be allowed to enter the building.
 - 2) Security will provide a mask if the person does not have one.
- 2) Any person displaying cough, shortness of breath, or other symptoms known to be associated with COVID-19, or with a temperature above 100.0 degrees F, will be escorted to secondary screening room—small room, closable door. Security Office.
 - 1) Such a person, screened to be increased risk, will be offered a mask (and gloves?)
 - 2) A security officer, wearing appropriate PPE (surgical mask, eye protection, gloves), will retake and record the person’s temperature.
 - 3) If the person refuses a second temperature check, they will be denied entry to casino property and provided a COVID-19 education sheet.
 - 4) If the secondary temperature reading confirms the person’s temperature is above 100.0 degrees F, the person will be denied entry to casino property and will be directed towards medical care and provided with educational resources and recommendations based on CDC, MDH, and Public Health guidelines.
 - 5) A security supervisor will be asked to collect basic visitor information, including name, names of those sharing a room and other close contact guests in the person’s traveling party, and an ID (driver’s license or team member ID). The security supervisor will then record observations of additional known concerning symptoms, e.g., cough, shortness of breath, body aches.
 - 6) If the person refuses to provide information or cooperate with security staff, they will be denied entry to casino property.
 - 7) The security supervisor handling the case documentation will immediately notify SSC Safety Officer. Tribal and/or County Public Health will be notified and advise public health staff that the person may need to be evaluated as a person under investigation. Safety Officer should also notify public health staff if the person is requesting medical evaluation and care.; or if the person is uncooperative and leaving the casino property (without completing screening evaluation).
- 3) If a current hotel guest is noted to have a temperature above 100.0 degrees F, they should be allowed to return to their room and gather their belongings prior to further offer of transportation for medical evaluation, or other discharge from casino property.
 - 1) A security officer will be called to escort the person directly to their room
 - 2) The guest will be provided with appropriate PPE, a mask, and gloves.

- 3) Any elevator use will be limited to the person and security officer, no others on elevator ride.
 - 4) The elevator will be cleaned and sanitized before any further use.
 - 5) The person's room will be quarantined until cleaned, sanitized, and medical clearance given.
 - 6) If the person does not return to their room, the room is to be quarantined pending cleaning, sanitizing, and medical clearance if applicable. Security will arrange for the safe removal and storage of the person's belongings found in the room. Property will be bagged in bio bags.
 - 7) A person had an elevated temperature and required to leave casino property, may not return until they possess documentation of medical clearance.
 - 8) All close contacts of the person will be screened as per above screening protocol, including primary and secondary screenings. County and/or Tribal public health will be contacted for guidance on self-isolation for the person's close contacts.
 - 9) If a close contact self-isolates in a casino hotel room, County and/or Tribal public health guidance will be followed, about the person's self-isolation, team member contacts with the person, and service to the person's room.
 - 10) Any person who has an abnormal screen but is not seriously ill, and has their own vehicle, may leave casino property in their own vehicle.
 - 11) If the person needs medical evaluation and is not in condition to drive, and/or does not have family to drive them, an ambulance will be called to transport them to emergency medical evaluation.
 - 12) No person with an abnormal screen, or showing symptoms, will be directed to use any public transportation service.
- 4) At the completion of any such positive-screen incident, the security supervisor will prepare an incident report, in cooperation with the security officer doing the screening. The report will be submitted to the casino Director of Security and General Manager.
 - 5) At a minimum, the incident report will include visitor (or team member) name, identification information, room number if applicable, temperature readings, and disposition—visitor (or team member) left on their own or were transported for medical evaluation.
 - 6) The incident report will be updated as new information becomes available, or at such time as the visitor (or team member) returns to casino property.



How to put on, use, take off and dispose of a mask

1



Rectangular Snip

Before putting on a mask, wash hands with alcohol-based hand rub or soap and water

2



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water

3



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks

4



To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water