



**ONE OF A KIND.**

## **Resorts Casino Hotel Blueprint for Reopening**

*3/28/22*

### **MISSION STATEMENT**

The health and safety of our team members and our guests has been and remains our singular priority while since reopening the property in July 2020. We continue to exercise prudent practices in a smart, responsible, and sensitive manner. These procedures have been modified consistent with the requirements of NJ Executive Orders issued in connection with COVID-19, as they have been amended from time to time.

# TABLE OF CONTENTS

• <b><u>General Provisions</u></b>	
○ <u>Governing Law</u>	Page 4
○ <u>Guest Screening</u>	
○ <u>Smoking</u>	
• <b><u>DEFINITIONS</u></b>	Page 5
○ <u>Division</u>	
○ <u>EPA Registered Disinfectants</u>	
○ <u>Physical Distancing</u>	
○ <u>Related Guest</u>	
○ <u>Sanitize</u>	
• <b><u>GENERAL EMPLOYEE GUIDELINES</u></b>	Page 6
○ <u>Employee Training</u>	
○ <u>Employee Screening</u>	
○ <u>Technology Enhancements</u>	
• <b><u>CASINO OPERATIONS DIVISION</u></b>	Page 8
○ <u>Table Games</u>	
○ <u>Slot Operations</u>	
○ <u>DraftKings Sportsbook</u>	
• <b><u>SURVEILLANCE</u></b>	Page 11
• <b><u>FINANCE DIVISION</u></b>	Page 12
○ <u>Casino Cage</u>	
○ <u>Soft Count</u>	
○ <u>Casino Credit</u>	
○ <u>Accounting / Finance</u>	
○ <u>Purchasing</u>	
○ <u>Loading Dock &amp; Mailroom</u>	
○ <u>Information Technology</u>	
• <b><u>MARKETING DIVISION</u></b>	Page 16
○ <u>Promotions Booth</u>	
○ <u>Bus Marketing Operations</u>	
○ <u>Entertainment / Showroom</u>	
○ <u>A/V Entertainment Tech Crew</u>	
○ <u>Call Center Operations</u>	
○ <u>PBX Center</u>	
• <b><u>HOTEL OPERATIONS DIVISION</u></b>	Page 19
○ <u>Security</u>	

- [Front Desk](#)
- [Housekeeping](#)
- [Wardrobe](#)
- [Pool & Spa](#)
- [Parking Operations](#)
- [Environmental Services \(EVS\)](#)
- [Hotel Sales](#)
- [Facilities](#)
- [Food & Beverage](#)
  
- **[CASINO MARKETING DIVISION](#)** Page 32
  - [Hosts / Player Development / Butlers](#)
  - [Limousine Operations](#)
  
- **[EMPLOYEE SERVICES](#)** Page 33
  
- **[RISK MANAGMENT](#)** Page 34

## GENERAL PROVISIONS

### **Governing Law**

- These protocols shall be subject to and superseded by any government orders, regulations, and/or mandates now in effect or as they become effective in the future. Effective March 7, 2022, Governor Murphy issued Executive Order 292 which ended the public emergency previously ordered in connection with COVID-19. Covid reporting shall be reported to the Department of Health in accordance with the March 25, 2022 directive of the Division of Gaming Enforcement. Resorts Casino Hotel has elected to voluntarily keep some protective measures in place for the safety of its guests and employees.

### **Guest Screening**

- All guests entering the casino hotel facility are no longer required to wear a face mask, although individuals who are not fully vaccinated should continue to wear face masks in indoor public spaces.
- A sign with the following questions shall be posted at each entrance.

1. *Do you currently have a fever of 100.4 or higher?*
2. *Are you now, or have you experienced within the past 14 days, any NEW symptoms listed below which may be associated with COVID-19?*
  - *Fever or chills*
  - *Cough*
  - *Shortness of breath or difficulty breathing*
  - *Fatigue*
  - *Muscle or body aches*
  - *Headache*
  - *New loss of taste or smell*
  - *Sore throat*
  - *Congestion or runny nose*
  - *Nausea or vomiting*
  - *Diarrhea*
3. *In the past 14 days, have you (or anyone in your household) been diagnosed, tested, or quarantined for COVID-19?*
4. *In the past 14 days, have you been in close contact (within 6 feet for 15 minutes or longer) with anyone who has recently been diagnosed, tested, or quarantined for COVID-19?*

## **SMOKING**

Effective July 4, 2021 at 12:01 a.m., smoking is once again permitted in the indoor areas of casinos under state law, in accordance with Assembly Bill 5820 (Senate Bill 3866).

## **DEFINITIONS**

The following terms shall have the meaning set forth in this section.

“Division” shall refer to the New Jersey Division of Gaming Enforcement.

“EPA Registered Disinfectants” means disinfectants approved by the EPA (List N) for use against SARS CoV-2, the virus that causes COVID-19. See <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>.

“Fully vaccinated” means that you have received the prescribed number of doses of an FDA approved COVID-19 vaccine and 2 weeks have passed after your second dose in a 2-dose series (such as the Pfizer or Moderna vaccines) or your first dose in a single-dose vaccine (such as Johnson & Johnson’s Janssen vaccine).

If you don’t meet these requirements, regardless of your age, you are NOT fully vaccinated. Keep taking all precautions until you are fully vaccinated.

If you have a condition or are taking medications that weaken your immune system, you may NOT be fully protected even if you are fully vaccinated. Talk to your healthcare provider. Even after vaccination, you may need to continue taking all precautions.

“Sanitize” shall mean wiping down a surface with EPA-registered disinfectants (List N) approved for use against SARS CoV-2 or using another CDC recognized method of destroying the COVID virus such as UV-C sterilization technology and mobile ultra-violet light technology.

“Unvaccinated” means that you have not been “fully vaccinated” as defined above.

[\*\*Return to Table of Contents\*\*](#)

## **GENERAL EMPLOYEE GUIDELINES**

Employees will enter the building through the new Employee Entrance located on North Carolina Ave.

Fully vaccinated employees will NOT be required to wear face masks however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).

Employees will clock in at a location dictated by their management and walk straight to their work location. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.

Employees shall be required to wipe down and sanitize frequently touched surfaces in their work location.

Employees will be instructed to wash their hands (for 20-seconds), or use 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.

Employees shall clock out at the designated Time Clock and must leave through the employee exit located in the lobby of the self-park garage. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.

[Return to Table of Contents](#)

## TECHNOLOGY ENHANCEMENTS

Previously implemented advanced cleaning and disinfecting efforts will continue to be used as Management deems appropriate, including:

- UV-C sterilization technology on all escalators handrails to regularly eliminate bacteria and viruses.
- Mobile ultraviolet light technology that is utilized in the nation's top hospitals to clean and disinfect areas including hotel rooms and public restrooms.
- Advanced UV technology in the air handlers to kill bacteria and viruses.
- Bipolar ionization air purification system which purifies and disinfects the air flowing into a space and reduces the spread of airborne viruses and bacteria resulting in healthier indoor air quality.

[Return to Table of Contents](#)

## CASINO OPERATIONS

### TABLE GAMES

- All table game will be available for play, subject to business demands.
- Plexiglass barriers between dealers and players may remain in place or be removed at management's sole discretion.
- Tiles – Tiles will be changed every eight hours.
- Mini-Baccarat- On tables that are dealt "Macau style", cards will be used one-time per shoe and discarded. On tables where an automatic shuffler is employed, cards will be placed in the automatic shuffler when the shoe is completed and cards will be reused. Players will not be handling cards on the games where the shuffler is in use.
- Effective July 4, 2021 at 12:01 a.m., smoking will be permitted in designated sections of the casino floor consistent with State law and City ordinances.

### Table Games Employee PPE, Social Distancing and Guest Safety

- More frequent opportunities to use hand sanitizer.
- Hand Sanitizer or sanitizing wipes will be made available to customers for use throughout their gaming activity if requested.
- All fully vaccinated table games employees shall NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Table Games staff, security personnel or other authorized personnel shall have the right to request any guest on the gaming floor to briefly lower his/her masks for age and identification purposes.
- Supervisors shall be encouraged to sanitize Table Touch screens periodically throughout the gaming day.
- Resorts "Clean Team" shall be assigned to the Casino floor in order to sanitize high touch areas such as table rails and seating with disinfectants periodically while Table Game is in operation or upon player request. Games staff will provide hand sanitizer or individual wipes to players if requested by players.
- Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- Dealers shall be encouraged to sanitize (or if possible, wash their hands) more frequently and refrain from touching their faces while on their game.
- Security and table games supervisors reserve the right to ask a customer to lower a mask for purposes of identification and age requirement wherever encountered on property.
- Customers will be asked to place their Star Card on the layout near their betting area where the supervisor will swipe and initiate the rating.

[Return to Table of Contents](#)



## **SLOT OPERATIONS**

- When possible, employees will be assigned a specific set of tools (keys, radio, etc.), and if not, shared tools will be sanitized anytime the same is transferred between employees, and after each shift of use.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Slot Operations staff, security personnel or other authorized personnel shall have the right to request any guest on the gaming floor to briefly lower his/her masks for age and identification purposes.
- Employees will be encouraged to take frequent hand washing breaks, before the start of a shift and at least once during every break period.
- Resorts “Clean Team” shall be assigned to designated areas of the Casino floor in order to sanitize available machines periodically. Slot staff will provide individual wipes to players upon request or request additional “Clean Team” support if requested by players.
- Security and slot operations personnel reserve the right to ask a customer to lower a mask for purposes of identification and age requirement wherever encountered on property.
- Effective July 4, 2021 at 12:01 a.m., smoking will be permitted in designated sections of the casino floor consistent with State law and City ordinances.

[Return to Table of Contents](#)

## **DRAFTKINGS SPORTSBOOK**

- Fully vaccinated Employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be encouraged to wash their hands with soap and warm water for twenty (20) seconds or sanitize them before the start of a shift and during every break period.
- Resorts “Clean Team” shall patrol the Sportsbook in order to sanitize high touch areas such as Sports betting kiosks and seating periodically while the Sportsbook is in operation. Sportsbook staff will provide individual wipes to players upon request or request additional “Clean Team” support if requested by players.
- Security and sports operations personnel reserve the right to ask a customer to lower their mask for purposes of identification and age requirement wherever encountered on property.

[Return to Table of Contents](#)

## **SURVEILLANCE**

- Surveillance will maintain a schedule to comply with DGE regulations for minimum staffing based on NJ regulation, business volume, and company needs.
- Fully vaccinated employees will NOT be required to wear face masks. Employees WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS.
- Signage will be placed in the restroom for proper hand washing procedures.
- All employees shall be encouraged to wash their hands with soap and warm water for twenty (20) seconds or sanitize them during the course of the workday.
- Cleaning and sanitizing of workstations, common use equipment, and other high-touch areas will continue to take place on a regular basis.
- Hand sanitizer dispensers are available for use in the surveillance monitor room and department restroom.

[Return to Table of Contents](#)

## **FINANCE**

### **CASINO CAGE**

#### **General**

- Fully vaccinated cage employees shall NOT be required to wear face masks, however, cage employees WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Patrons will be required to lower their mask when conducting cashier transactions and when requested for identification purposes.
- Unless otherwise specified, all cage employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

#### **Sanitizer**

- To be placed at stations/windows along front line and in each bank.

#### **Hotel Cage**

##### **Pick Up Banks**

- Employees to sanitize hands after completing the transaction.

##### **Drop Off Banks**

- Employees to sanitize hands after completing the transaction.

##### **Windows**

- Plexiglass windows be installed to minimize open space between cashier and employee.

### **SOFT COUNT**

#### **General**

- Soft count employees shall NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Other than in the count room, where gloves are mandatory, soft count employees shall be

permitted to wear gloves if they choose to in which case the company will provide them with gloves.

- Unless otherwise specified, all soft count employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

### **Slot Count**

- Count employees shall be supplied with gloves and are fully vaccinated employees are NOT required to wear masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS.  
Hard surfaces that are regularly utilized in the count room shall be sanitized after the completion of each count.

### **Sanitizer**

- Hand sanitizer dispensers or sanitizing wipes to be placed in approved locations in count room for staff to be able to periodically sanitize.
- Staff to use sanitizing stations on casino floor during slot pick-up to periodically sanitize.

## **CASINO CREDIT**

- Disinfect own workspace prior to start and end of shift.
- Encourage marketing to make any requests via email, text, or phone.
- Fully vaccinated employees shall NOT be required to wear masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- At the end of any transaction requiring a patron to sign documents, any pen or touchscreen touched by the patron shall be sanitized and the credit employee will wash or sanitize their hands at the end of the transaction.
- All credit employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them at the end of each transaction with a patron and (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

## **ACCOUNTING/FINANCE**

(Payroll, Accounts Payable, Casino and Hotel Accounting, General Ledger, Collections)

- Limit access to work area to non-employees/ vendors through changing of door codes.
- Payroll window open by appointment only. Special requests and questions to be resolved through email when possible. Payroll checks to be mailed or direct deposited.

- Pre-scheduled meetings with internal customers to ensure the ability to adequately plan for physical distancing protocol.
- All employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

## **PURCHASING**

- Each Buyer has their own office.
- Handle as much as possible via electronic/email.
- Handle as much by telephone, but if in-person meeting takes place the employees will wash their hands after each meeting per protocol.
- Wash their hands with soap and warm water for twenty (20) seconds or sanitize them as often as possible, but no less than every hour while at work, before the start of a shift and at least once during every break period.
- Adequate supplies of EPA Registered Disinfectants that meet CDC guidelines (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) have been purchased and good faith efforts will be taken to ensure uninterrupted supplies are maintained.

## **LOADING DOCK AND MAIL ROOM**

- Warehouse will remain open.
- Fully vaccinated loading dock employees shall NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.  
All deliveries from outside vendors will follow these procedures.
- All orders to restaurants will be left in main kitchen with paperwork, Paperwork will be kept with Inventory manager. During this time, no check be required in order to avoid close contact.
- Mailman will wear gloves and mask while sorting mail. Packages and mail will be delivered to the offices requiring signatures t . Mailman / Receiving will document and verify delivery.
- Paperwork will be dropped for Inventory Manager in their box with no close contact.
- Handle as much as possible via electronic/email.
- Handle as much by telephone, but if in-person meeting takes place, employees in attendance shall wear masks and be separated by at least one chair width from other employees.

Wash hands with soap and warm water for twenty (20) seconds sanitize them as often as possible, but (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

## **INFORMATION TECHNOLOGY**

- Make use of Microsoft Teams for video conferencing at the Leadership level wherever possible.
- Fully vaccinated IT employees shall NOT be required to wear face masks, however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS** in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).

[Return to Table of Contents](#)

## **MARKETING**

### **Employee Education**

- Reminder signage in back of house areas on health and safety tips to include:
  - Fully vaccinated employees are NOT required to wear face masks, however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS** in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
  - Signage or messaging on the signs and symptoms of COVID-19 reminding employees to self-monitor for signs and symptoms of COVID-19 and NOT come to work if answering “Yes” to any question (e.g., “Do you have a fever”, “have you been in the presence of someone with COVID-19”, etc.).
  - Employees are to contact a supervisor if they notice a coworker with signs or symptoms of COVID-19.
    - Proper and frequent hand sanitizing or washing with soap is vital to help combat the spread of COVID-19. .

### **Customer Education**

- Website updates for COVID 19 and FAQ's
- Signage in key locations

### **PROMOTIONS BOOTH**

- Hand sanitizers available.
- Box office area - same as above.

### **VIP Club Check-in**

- Hand sanitizers available at check in for employees and guests to use prior to entering room.

## **BUS MARKETING OPERATIONS**

### **Bus Center**

- Welcome signage at entrance and inside the transportation center advising of health and safety procedures.
- Hand sanitizer in area for public and available at greeter desk.
- Fully vaccinated bus greeters shall NOT be required to wear face masks, however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS** in all public areas, in hotel rooms, and in



any other areas unless otherwise specified in these procedures (e.g. when in private offices).

### **Star Card Club Kiosks**

- Hand sanitizer in area for public use.
- EVS Clean Team to sanitize screens periodically, Kiosk top screen to display health and cleanliness procedures.

## **ENTERTAINMENT / SHOWROOM**

- Box office operation covered under Marketing Operations section.

## **A/V ENTERTAINMENT TECH CREW**

- Fully vaccinated employees shall NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).

## **CALL CENTER OPERATIONS**

- All pre-shift information and updates will be accessed on SharePoint.
- Scripting to be provided to all employees so they are prepared to answer guests' questions regarding new operations.

### **Operation During Reopening**

- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Face masks can be removed while answering calls as all Operators will be physically distanced or in cubicles with plexiglass.
- As employees come on shift, they may sanitize all equipment, including desktop, dial pads, keyboards and computer screens.
- As employees leave their shift, they may sanitize all equipment.
- Individual headsets will be assigned to each employee and will not be shared.

## **TELEPHONE OPERATORS (“PBX Center”)**

- Operators may sanitize equipment, including desktop, dial pads, keyboards and computer screens, prior to shift start and at the end the end of each shift.
- Operators will be assigned an individual headset, so they do not share headsets.

[Return to Table of Contents](#)

## **HOTEL OPERATIONS**

### **SECURITY**

#### **Guest Assistance / Engagement:**

- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- For guests presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Security will follow its normal procedures for managing guests who become severely ill on property (i.e., calling 911). Security will separate the guest and any persons travelling with him/her from other guests and will take appropriate measures to minimize the guest's contact with casino personnel while waiting for medical personnel to arrive. Security shall compile a list of unvaccinated employees known to have been in close contact with the ill guest and forward the list to the Executive Director of Workforce Development to enable monitoring the condition of those employees. For purposes of the Plan, "close contact" is defined as being within six (6) feet for a period of ten (10) minutes or greater.

#### **Casino Entries/ Underage Identification Checks - Veridocs Software**

- Security personnel or other authorized personnel shall have the right to request any guest on the gaming floor to briefly lower his/her masks for age and identification purposes.

#### **Escorts (Family, TM, Cash, Etc.)**

- Security will continue to escort all persons for various reasons in accordance with normal Security procedures.

#### **Medical Response**

- At times there will be an emergency medical situation on the premises. Security is the primary initial response to these calls. Anytime a call like this is received in which a person(s) responds to a medical situation these persons are put in direct risk of exposure due to the need of physical and/or near contact. These employees will be equipped in accordance with the nature of medical situation and Officers shall wear appropriate PPE including gloves and masks for their safety and the safety of the guest.

- Employees presenting with COVID-19 symptoms will be directed to exit the casino hotel complex and return home for their safety and the safety of others.
- For employees presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough), Security shall follow its current process for managing employees who become severely ill on property (i.e., calling 911). The employee shall be separated from other guests and appropriate measures taken to minimize the employee's contact with casino personnel while waiting for medical personnel to arrive. Security shall compile a list of unvaccinated employees known to have been in close contact with the ill employee and forward the list to the Executive Director of Workforce Development to enable monitoring the condition of those employees. The employee shall be quarantined for the required time period as directed by the local Department of Health and/or in accordance with then current CDC guideline (i.e. quarantine for ten (10) days for such other period as may be recommended by the CDC at the time of such occurrence). For purposes of the Plan, "close contact" is defined as being within six (6) feet for a period of fifteen (15) minutes or more within 2 days prior to illness onset.
- All employees must log-in to the wall mounted video monitor at the employee entrance using their employee ID number or badge and affirmatively represent that:
  - They have not, in the past 14 days, been in close contact with anyone who has recently been diagnosed, tested, or quarantined for COVID-19.
  - Neither they nor anyone in their household have been diagnosed, tested or quarantined for COVID-19 in the past 14 days; and
  - They are not now experiencing, nor did they experience within the past 14 days, any NEW symptoms appearing above.
- Any unvaccinated employee with a temperature exceeding 100.4 °F or exhibiting symptoms listed on the [COVID-19 Symptom Checklist](#) shall not be permitted to work until the sooner of:
  - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g. cough, shortness of breath); and at least 10 days have passed since symptoms first appeared. Refer also to the NJDOH Quick Reference: Discontinuation of Transmission-Based Precaution of Home Isolation for Persons Diagnosed with COVID-19 at [https://www.nj.com/health/cd/cd/documents/topics/NCOV/COVID-QuickRef\\_Discont\\_Isolation\\_and\\_TBP.pdf](https://www.nj.com/health/cd/cd/documents/topics/NCOV/COVID-QuickRef_Discont_Isolation_and_TBP.pdf). See table on pg. 3 "Guidance for discontinuation of home isolation precaution for persons awaiting test results (e.g. PUI) and not in a healthcare setting."
  - They receive a negative result from a COVID-19 test and do not have a fever over 100.4 °F (38 °C); or they present a physician's note permitting them to return to work.
- Any unvaccinated employee not permitted to work for the reasons listed above will be provided with materials advising them to self-quarantine, seek medical attention and not return to work until the above criteria has been met.

## **FRONT DESK**

- Each desk will have a bottle of hand sanitizer for agent use.
- Employees will not take ID / Credit Card from guest. They can verify them without touching them.
- Guests are encouraged to check in online and proceed to the key pick up line.
- Hand Sanitizer has been installed at the front desk and 2 new standing ones are placed in the entrances to the lobby.
- EVS will sanitize the counters and Credit Card machines periodically.
- Agents will not share workstations and will be required to sanitize them before leaving their shift. Sanitizing materials and/or disposable wipes will be located in the drawers under each terminal.
- Rooms controllers will wear gloves when picking up keys from key drop box and when removing them from key packets.
- Fully vaccinated employees will NOT be required to wear face masks however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE** in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

## **VIP Check in**

- Employee will not take ID/Credit Card from guest. They can verify them without touching them.
- Agents will not share workstations and will be required to sanitize them before leaving their shift. Sanitizing materials and/or disposable wipes will be located in the drawers under each terminal.
- Each station will be equipped with hand sanitizer and/or disposable wipes for guest and employee use.
- Fully vaccinated employees will NOT be required to wear face masks, however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS** in all public areas of the casino hotel complex and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

## **Scooters and Wheelchairs**

- Scooters and Wheelchairs will be sanitized after each use.

## HOUSEKEEPING

- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Every guest room may be occupied as they are separate units.
- Enhanced cleaning protocols will continue for guest rooms and high touch hard surfaces (i.e., all furniture and counter tops, phones, TV remote (unless protected with a plastic sleeve that is changed between guests), thermostat, drawer pulls, refrigerators, light switches, mirrors and windows, doorknobs, light switches, spigots, flush handles, Do Not Disturb sign, wipeable menus and tent cards and entry door handle) shall be sanitized after each guest's stay.
- Room service menu/marketing materials in guest rooms shall be maintained in a wipeable medium (or placed in a wipeable sleeve) and shall be appropriately sanitized or, discarded if disposable, after each guest's stay.
- When any guest room was occupied by a guest who was known to have tested positive for COVID-19, the hotel room will be cleaned and disinfected in a manner that is consistent with CDC guidelines for areas occupied by persons infected with the COVID-19 virus.
- We will focus our efforts on sanitizing frequently touched areas using disposable wipes and EPA-registered disinfectants (List N) approved for use against SARS CoV-2 (See <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>).
- Remove drinking glasses and ensure all guest cups in the rooms are individually wrapped plastic cups.
- Tent cards, marketing material and loose items that are not wipeable or disposable will be removed from guest rooms.
- Guests may decline housekeeping service by placing a "do not disturb" sign on the outside of the hotel room door.
- Heavy Porters will sanitize elevator buttons, vending and ice machines and house phones periodically on their assigned hallways.
- All linens, towels and laundry will be laundered in accordance with CDC guidelines.
- Housekeeping employees will wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of their shift and before returning from every break. Gloves and masks will be worn in public areas, in guest rooms and in all other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Room Attendants will not clean nor disinfect an occupied room while guest is present in the room.

## **Mitigate Risk to Employees - Housekeeping**

- Room Attendants will return their key and panic device at the clerk window at the end of the shift (the key and panic device will be sanitized prior to the next shift used).
- Fully vaccinated employees will NOT be required to wear face masks, however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS** in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Shared tools, equipment and communication devices will be sanitized after each shift of use.
- Employees shall be informed on proper cleaning and disinfecting protocol, including manufacturer instructions on use according to recommended guidance. Employees will also be provided with proper PPE required for the tasks they are assigned to perform.
- All laundry will be laundered in accordance with CDC guidelines.
- Disposable gloves shall be worn when handling dirty laundry.

## **WARDROBE**

- Employees will sanitize their workstations often and be provided breaks for hand washing.
- Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- Unless fully vaccinated, the seamstress will wear a face mask when doing measurements on another employee who shall also wear a face mask unless fully vaccinated.
- Disposable gloves shall be worn when handling dirty laundry.
- All uniforms and laundry will be laundered in accordance with CDC guidelines.

## **POOL & SPA**

- Fully vaccinated employees will NOT be required to wear face masks, however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS** in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees will sanitize their workstations often and be provided breaks for hand washing.

- Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- Lifeguards and Spa Attendants will wear gloves when handling used towels.
- Hand sanitizer stations will be monitored regularly by Spa Attendants and EVS.

## **PARKING OPERATIONS**

### **Valet**

- Valet drivers will be provided with hand sanitizer or wipes to use between vehicle transactions.
- Valet drivers will sanitize cars with disinfectant wipes or use steering wheel/seat covers upon guest requests.
- Keys will be left in the vehicle ignition and valet attendant will hold the car door open for the guest to avoid the guest touching these areas.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers.

### **Doorman**

- EVS will sanitize the touch points on bell closet entry doors using disinfecting wipes or disinfecting solutions.
- Doorman will have the option to use gloves or hand sanitizer between each guest transaction.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers.



## **Bellman**

- Bellman will have the option to wear gloves or use hand sanitizer when delivering guest luggage and will change gloves between each delivery or use hand sanitizer.
- Bell carts will be sanitized by EVS or mobile ultraviolet light technology on a scheduled basis.
- Fully vaccinated employees will NOT be required to wear face masks however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers.

## **Valet/Self Park Cashiers**

- Cashiers will be required to sanitize their workstations before leaving their shift. Sanitizing materials and/or disposable wipes will be located in the drawers under each terminal.
- Fully vaccinated employees will NOT be required to wear face masks however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers.

## **ENVIRONMENTAL SERVICES (EVS)**

### **Rest Rooms**

- Rest rooms will be deep cleaned and sanitized with increased frequency based on business volumes, but no less often than once each day focusing on high contact areas including sinks, spigots, counter tops, paper towel dispensers, hand dryers,

light switches, doorknobs and handles, urinals, toilet seats, toilet stall doors and handles, flush handles and entry door handle.

- EPA-registered disinfectants (List N) approved for use against SARS CoV-2 (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) will be used.
- Rest Room Porters will sanitize all high contact surfaces including sinks, spigots, counter tops, paper towel dispensers, hand dryers, light switches, doorknobs and handles, urinals, toilet seats, toilet stall doors and handles, flush handles and entry door handle with EPA-registered disinfectant and/or disposable wipes throughout their shift.
- Gloves shall be worn when on-duty and will be changed after each cleaning cycle.
- Mop water will be changed after each cleaning cycle, and a new mophead to be used.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS while on duty, in all public areas of the casino hotel complex, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Shared tools and communication devices will be sanitized after each shift of use. This includes, but is not limited to, radios, phones, and computers.

### **Casino Floor/Property**

- Enhanced cleaning protocols using EPA-registered disinfectants (List N) approved for use against SARS CoV-2 (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) will be implemented throughout the casino hotel complex. EVS Porters assigned to the casino floor will continuously wipe all primary touch points with disinfectant and disposable wipes.
- High touch areas of each Slot machine (buttons, screens, bill and card acceptors) and seats will be sanitized periodically and any time that a guest may request the cleaning of a particular slot machine.
- Any railings, mirrors, ATMs, door handles in assigned area will be sanitized throughout the shift.
- Gaming table rails and stools will be sanitized periodically and any time that a guest or table games employee requests the cleaning of a particular gaming table surface area.
- Buttons utilized by guests and other high-touch surfaces on self-service ice machines and vending machines shall be sanitized no less than every eight (8) hours. Hand sanitizer will be made available, and signage will be posted recommending that guests utilize same prior to touching these high-touch surfaces.

## **Back of House**

- Sanitizer stations will be placed throughout back of house areas.
- Hard surfaces that are regularly utilized in each count room shall be cleaned with EPA Registered Disinfectants (see <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>) after the completion of each count.

## **Mitigate Risk to Employees**

- Porters will individually pick up their supply cart and exit storeroom as directed by shift manager.
- Shift managers will stagger the return of carts toward the last hour of the shift. Designated employee will have them disinfected, stocked and staged for the next shift.
- Porters will return keys and radios to drop off area for disinfecting between shifts.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- All employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- All high contact surfaces, including, but not limited to, check-in counters, bell and concierge desks, elevators/elevator buttons/elevator handrails, door handles, public restrooms, etc. in areas utilized by the public will be cleaned with increased frequency based on business volumes, but no less often than once each day.
- All linens, towels, uniforms, and laundry will be laundered in accordance with CDC guidelines.
- Shared tools, equipment and communication devices will be sanitized after each shift of use.
- Employees shall be informed on proper cleaning and disinfecting protocol, including manufacturer instructions on use according to recommended guidance. Employees will also be provided with proper PPE required for the tasks they are assigned to perform.
- Disposable gloves shall be worn when handling dirty laundry.

## **HOTEL SALES**

- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR

FACE MASKS in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).

- Employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

## **FACILITIES**

- Clean and disinfect facilities time clocks each shift - assign to General Maintenance. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- Employees to clean and disinfect iPads and radios after every shift.
- Employees will carry sanitizer wipes to use after each service has been completed. e.g., wipe down HVAC thermostat/ doorknobs, locks, etc. Facilities SOPs to include sanitizing procedures as needed.
- Have available cleanable reusable gloves to each facilities employee as a part of their uniforms.
- Enforce uniform policy cleaning protocol.
- Have available reusable masks to each facilities employee as a part of their uniforms to be cleaned after daily use or as needed.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.

## **HVAC**

- Inspect and evaluate the heating, ventilation and air conditioning (HVAC) unit to ensure that the system is operating within its design specifications and according to existing building code standards.
- Conduct routine maintenance as recommended by the manufacturer or HVAC professional.
- Within the design specification of the HVAC unit:
  - Increase the volume of outdoor air to the maximum capacity while the facility is occupied.
  - Reduce the volume of recirculated air being returned to the indoor spaces.
  - Increase the volume of air being delivered to the indoor spaces to the maximum capacity.
  - Select maximum filtration levels for the HVAC unit.
  - Run the HVAC unit continuously while the facility is occupied.

## FOOD & BEVERAGE:

### OCCUPANCY:

- The number of patrons in each food or beverage outlet shall be limited to 100 percent of the food and/or beverage outlet's indoor capacity, excluding the food and/or beverage outlet's employees.
- Single-use condiments and table items will be used wherever possible in addition to others that are able to be cleaned and whipped .
- All reusable linen napkins and/or tablecloths shall be laundered after each customer or party's use.
- Hand sanitizers with at least 60% alcohol shall be available close to workstations and customer tables for employees and customers.

### CLEANING AND DISINFECTION

- All tables and chairs shall be sanitized daily. and between each use in causal outlets.
- Commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) shall be sanitized frequently and in accordance with CDC guidelines.
- Frequent sanitizing of heavy transit areas and high-touch surfaces (e.g., doorknobs, staircases like credit card machines, keypads, and counter areas to which employees and customers have access) shall be conducted.
- Procedures to increase cleaning and disinfection in the kitchen areas shall be conducted while avoiding all food contact surfaces when using disinfectants. Food contact surfaces shall be cleaned and sanitized before use with a sanitizer approved for food contact surfaces. Non-food contact surfaces shall be frequently cleaned.  
In the event of a presumptive or actual positive COVID-19 case of an employee, patron, or vendor, the restaurant shall be cleaned and disinfected in accordance with current CDC guidance.

### GENERAL

- **These protocols are based upon the guidelines set forth in the NJ Department of Health Guidelines *Health and Safety Standards for Indoor and Outdoor Dining* dated July 4, 2021**  
(see <https://nj.gov/health/legal/covid19/Indoor Dining Guidance 7-1-21.pdf>).
- Fully vaccinated employees will NOT be required to wear face masks, however, **EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS** in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g., when in private offices).

- Unless otherwise specified, all employees shall be required and consistently reminded through signage to wash their hands with soap and warm water for twenty (20) seconds or sanitize them (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Shared tools and communication devices will be sanitized anytime the same is transferred between employees, and after each shift of use. This includes, but is not limited to, radios, phones, and computers.

## **ALL RESTAURANTS/EMPLOYEE DINING ROOM/IN ROOM DINING**

- Employees with symptoms of COVID-19 (fever, cough, or shortness of breath) shall be sent home.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Hand sanitizer will be used before clocking in and hand sanitizer or sanitizing wipes used after and throughout the shift.
- Hand washing with soap and warm water for twenty (20) seconds should be done every 15 minutes. Employees shall, at a minimum, wash their hands with soap and warm water for twenty (20) seconds or sanitize them no less than every hour while at work, before the start of a shift and at least once during every break period.
- All employees shall follow coughing and sneezing etiquette and proper tissue usage and disposal.
- Host Podiums, including all associated equipment, to be sanitized at least once per hour.
- Service stations/side stands, including carts, counters, handrails, trays, beverage stations POS terminals, to be sanitized at least once per hour.
- Servers - Gloves to be worn by all and must be changed after each interaction and from table to table.
- Check presenters, votives, pens and all other reusable guest contact items to be sanitized after each use or disposed of. In some cases, where possible, discontinue use.
- Carts used for transporting food and picking up used dishes, flatware, and glassware shall be cleaned using EPA Registered Disinfectants between every shift and at least once per day unless business volumes require that disinfecting should be done more frequently.
- All pre-shifts focus on safety/sanitary guidelines, inclusive of constant proper handwashing with soap and warm water for twenty (20) seconds.
- Walk in coolers - Door handles, light switches shall be sanitized regularly throughout the shift, always wearing gloves.
- Hand washing with soap and warm water for twenty (20) seconds to be done every 15 minutes. Each workstation will be sanitized every hour and/or after each food item is prepped. They will have everything needed for the task in order to prevent excess movement through the space.

- Gloves must be worn at all times by the Culinary staff and hands must be washed with soap and warm water for twenty (20) seconds every 15 minutes or so.
- Sanitizer fluid or wipes shall be provided in the employee cafeteria.

## **STEWARDING**

- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). Steward employees to change gloves as needed.
- Sanitize walk-in door handles as often as possible using Micro-Quat solution.
- Wash hands with soap and warm water for twenty (20) seconds as often as possible, especially right after sweeping and mopping the kitchen floors.
- After bathroom break, wash hands with soap and warm water for twenty (20) seconds and use hand sanitizer before going back to workstation, wear gloves.
- Overnight Heavy Cleaners to sanitize all food contact surfaces after cleaning using Micro Quat sanitizer.
- Trash to be pulled as often as possible.

## **BACK OF HOUSE – CULINARY**

- Stress regular hand washing with soap and warm water for twenty (20) seconds and use of gloves.
- Football trays to be sanitized / washed after each use.

[Return to Table of Contents](#)

## CASINO MARKETING

### Hosts / Player Development / Butlers

- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices). in all public areas of the casino hotel complex, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Employees shall be required to wash their hands with soap and warm water for twenty (20) seconds or sanitize them after every encounter with a guest and (i) no less than every hour while at work; (ii) before the start of a shift; and (iii) at least once during every break period.
- Butlers to receive deliveries for food/amenities from a room service food server. The Butler will make contact with the guest, will ensure they are satisfied, and allow the guest to wheel the table into the room.

[Return to Table of Contents](#)



## EMPLOYEE SERVICES

- Hand sanitizer or sanitizing wipes shall be available at each timeclock station. Employees will proceed to their offices.
- Fully vaccinated employees will NOT be required to wear face masks, however, EMPLOYEES WHO ARE NOT FULLY VACCINATED SHOULD CONTINUE TO WEAR FACE MASKS in all public areas, in hotel rooms, and in any other areas unless otherwise specified in these procedures (e.g. when in private offices).
- Servicing Employees – Employees requiring HR support will be identified through the intercom system prior to entering the common area. A limited number of employees will be permitted in the common area at one time. All others will be asked to wait outside until the employee(s) inside have left the common area and it has been sanitized. A sanitizer station is located in the common area. HR Employees are required to use hand sanitizer after every transaction.
- Personal Workstations – Employees will be expected to wipe down and sanitize frequently touched surfaces in their private offices.
- Exiting Employee Services - Employees will clock out at the end of their shift, clean and disinfect the surface of the time clock, and depart via the main door. Hand sanitizer or sanitizing wipes shall be available at each timeclock station.
- HR shall compile a list of unvaccinated employees known to have been in close contact with another employee or guest presenting with severe COVID-19 symptoms (i.e., very high fever, extreme shortness of breath, uncontrolled cough). HR Staff shall monitor the condition of those unvaccinated employees for ten (10) days following the date of close contact by having the employee(s) complete a [COVID-19 Symptom Checklist](#) on each day of work during that ten (10) day period. For purposes of the Plan, “close contact” is defined as being within six (6) feet for a period of fifteen (15) minutes or greater within a 24-hour period.
- In any situation where an unvaccinated employee is known to have been in close contact with a guest or another employee who has tested positive for COVID-19 and the infected guest or employee was not wearing a mask during the close contact, the unvaccinated exposed employee will be sent home from work and advised to self-quarantine and monitor his or her symptoms for the required time period as directed by the local Department of Health and/or in accordance with then-current CDC guidelines as set forth in ["Steps to help prevent the spread of COVID-19"](#).
- HR shall advise Risk Management of any employee presumed cases of COVID-19 to enable Risk Management to comply with any required reporting to local and/or state health authorities for contact tracing and/or other purposes.
- Rolling announcements will be made on human resources communications reminding employees of CDC guidelines and when not to come to work (e.g., wash hands, use sanitizer, stay at home if sick, if you have a temperature, getting vaccinated, etc.).

[Return to Table of Contents](#)

## **RISK MANAGEMENT**

- Risk Management shall comply with any reporting to local and/or state health authorities for contact tracing and/or other purposes as required

[Return to Table of Contents](#)