

**Kansas Lottery Gaming Facility Managers  
Ad Astra Phase 2 Base Reopening Guidelines  
May 21, 2020**

**General Guidelines:**

1. Meet or exceed the recommended current Centers for Disease Control (CDC), state and local guidelines. Notwithstanding anything stated in these Base Reopening Guidelines, if there is a difference in any of the then current CDC, state or local guidelines, the more strict of those guidelines shall apply.
2. Signage will be placed at entrances depicting a checklist of COVID-19 symptoms and asking team members and guests to not enter the property if their answer is “YES” to any question on the checklist. Signage will include pictorial representation, as well as written communication in multiple languages as relevant to the team members and guests expected.
3. Temperature checks will be stationed at entrance. If an infrared device is used to check temperatures, anyone with a temperature of 99°F or higher should receive a temperature check with a more accurate device and be prompted verbally about symptoms. Temperature and symptom checks should preferably be performed by non-security staff.
4. Announcements will be made over the public address system to remind team members and guests to maintain social distancing, wear masks, and to be aware of the symptoms of COVID-19 disease.
5. Waiting areas/lines will be marked to observe social distancing standards and to remind guests to practice proper social distancing.
6. Guests will be encouraged to sanitize their hands upon entering the property, using sanitizer stations at the entry or exit points and throughout the casino floor. Touchless hand sanitizing stations are preferable.
7. Reminder signage will be placed throughout the back of the house encouraging team members to follow CDC guidelines (wash hands, use sanitizer, stay at home if sick, etc.). Team members should be provided printed guidance.
8. Training will be provided to team members on the symptoms of COVID-19 disease, the importance of social distancing, the importance of face masks, and the importance of proper hand washing and general hygiene.
9. Stagger breaks to avoid team members congregating in break areas.
10. Deep cleaning and disinfecting of the casino will occur daily, closing the casino section by section, or closing for a certain number of hours a day or evening, to accomplish this if necessary. Use an EPA registered disinfectant for the SARS-CoV-2 virus per manufacturer’s instructions.
11. Team members will be encouraged to wear cloth face masks while on the premises. The facility should provide clean face masks to team members at least once daily, and replace if the mask becomes damp or visibly soiled. Team members may bring their own face masks if preferred.
12. Guests will be recommended to wear facial covering and gloves throughout the property provided they show their face upon entry onto the gaming floor.
13. Valet will be discontinued unless otherwise specified in property specific plan.
14. Concerts and other entertainment and special event gatherings will comply with current state guidelines established for theaters, concert venues, and convention spaces.
15. Any promotion/tournament will follow CDC guidelines to observe social distancing, including proper social distancing for the giveaway.

16. Fitness centers will follow all applicable safety, sanitation and social distancing guidelines.
17. Guests not following social distancing or other safety guidelines may be asked to leave if they refuse to comply.
18. Increase the frequency of air filter replacement and HVAC system cleaning, and increase the amount of air exchanges to increase external air flow into the building.
19. Adhere to current mandated isolation and quarantine requirements. Currently, a case of COVID-19 is isolated for 10 days from the onset of symptoms OR 72 hours fever free without the use of fever reducing medication and with significant improvement in other symptoms, whichever is longer. Meaning, isolation for a case is a minimum of 10 days from the onset of symptoms. Close contacts of a case, defined as being within 6 feet for 10 minutes or more or having direct contact with secretions from a case (for example, being sneezed on), are in quarantine for 14 days from the last exposure to the case.
20. If a case is identified and associated with the facility, whether in a guest or team member, work with the local health department to help identify close contacts of the case. Information that public health will need in order to successfully trace contacts includes names and phone numbers/email addresses.
21. If a cluster of COVID-19 cases has been identified as originating at one of the state lottery gaming facilities, the lottery facility manager will work closely with state and local health departments, Kansas Lottery, Kansas Racing & Gaming Commission, and other relevant agencies to implement necessary detection and sanitation protocols to mitigate further exposure, and may include the temporary suspension of operations.
22. Plan for additional cleaning that may need to occur if a case is identified and known to have been on the premises during their infectious period (considered 48 hours before symptom onset).
23. The lottery facility managers should offer paid sick leave in compliance with the Families First Coronavirus Response Act (Employer Paid Leave Requirements) and as a best practice, relax demerit systems for attendance to encourage sick employees to stay home if related to possible exposure to COVID-19. Do not offer incentives or bonuses for attendance as these encourage sick employees to mask symptoms and work while ill.

**ALL AREAS: Personnel/team members:**

1. Cleaning and sanitizing protocols will be followed for cleaning all areas of casino and hotel. This includes offices and back of house.
2. Physical distancing protocols will be followed for common areas such as hotel lobby, restaurant seating areas and other public areas where guests or team members congregate. This includes offices and back of house.

**Team Members:**

1. Signage on team member access points indicating that NO team members with a fever or symptoms of COVID-19 are permitted to work.
2. Team members are encouraged to wear facial covering.
3. Tables and chairs in the team member break rooms will be spaced to promote social distancing.
4. Access to team member workout areas will be suspended unless the Ad Astra Phase 2 guidelines for fitness centers and gyms are followed.

**Table Games:**

1. Table games will be arranged to maximize the distance between dealers and guests by:

- a. Limiting card games to a maximum of 3 players per table;
  - b. Limiting dice games to a maximum of 3 players per side of the table;
2. Limiting roulette and baccarat to 4 players per table. Dealers and table games participants will be required to wear masks.
3. Guests will be required to sanitize their hands prior to entering and exiting a game.
4. Table games dealers to sanitize dice upon pass off and for each new shooter
5. Table games dealers to sanitize the on/off button when entering a game
6. Table game procedures will be modified so that only the dealer may touch cards;
7. Table games dealers to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
8. Table games supervisors to sanitize the outside of shufflers every hour; inside to be cleaned once per week
9. Roulette wheel head, ball and dolly sanitized when a new dealer enters the game
10. Pit Podiums to be sanitized regularly, including phones, computers, all hard surfaces and cabinetry
11. Dealer to sanitize the money paddle when arriving at the game
12. Baccarat discard pale and BJ discard holders to be sanitized by supervisor on a regular basis
13. Dealer to sanitize token boxes when entering a game
14. Chips will be sanitized routinely
15. Cards will be replaced routinely
16. Internal maintenance staff to increase trash pick-up in pits
17. Disinfectant and hand sanitizer will be available in the Table Games pit areas.
18. Hand sanitizer will be available at each Table Game while in play.
19. Personnel will wipe down with disinfectant chairs and table game rails at regular intervals and specific chairs and rail areas upon player request
20. Poker rooms shall remain closed until further notice.
21. Kansas Department of Health & Environment recommends that the lottery facility managers post signage in table game areas that reads:
 

“Due to the nature of table games, it may not be possible to maintain a physical distance 6 feet or more from others. You should understand this additional risk, especially if you are someone that might experience severe complications from COVID-19 disease (elderly, chronic health conditions, or have a suppressed immune system).”

**Slots:**

1. Strategically make available for play certain slot machines in order to observe, to the extent feasible, appropriate social distancing.
2. Hand sanitizers will be available to guests and signage will be posted asking guests to sanitize prior to playing machines. Casino staff will regularly wipe down all slot machines with disinfectants.

**Casino Cage:**

1. Cleaning and sanitizing protocol will be implemented for guest-facing areas and team member areas, including hand sanitizer.
2. Social distancing protocol will be implemented for queueing and team member/guest interactions.

**Food and Beverage Operations:**

1. Food and beverage operations will be operated in accordance with CDC guidelines for social distancing and sanitation.
2. Restaurants/bars to social distance by controlling seating/tables and reservations/ capacity.
3. All food and beverage offerings will comply with the requirements of the Ad Astra Plan and local health departments for restaurants, bars and other food outlets for both self-service and dine-in services.

**Hotel:**

1. Hotel operations will follow CDC, state and local health department guidelines.
2. Appropriate signage reminding guests to practice social distancing will be placed in hotel lobby and elevator areas.
3. To minimize potential hotel housekeeping team member exposure, housekeeping room services will be offered at check-out only.
4. Inform guests that team members (bell persons, guest room attendants, room service, etc.) cannot enter occupied rooms.
5. Any room delivery requests are to be bagged and hung on the door.
  - a. Team members should knock on the door and ensure guests receive the delivery.

**Property Specific Plans**

**The above are general guidelines.** As each property is different in size and layout, each property may submit its own written SOPs to the Kansas Lottery and Kansas Racing and Gaming Commission prior to beginning operations listing details of measures property is taking based on its size and layout. The SOPs submitted will be for front of house and back of house covering the areas listed in the General Guidelines. No later than one week following reopening of a casino, all previously submitted casino-specific plans for that casino shall be revised to meet or exceed the Reopening Guidelines set forth herein and resubmitted to the Kansas Lottery and Kansas Racing and Gaming Commission for approval.