



State of Louisiana
Gaming Control Board

JOHN BEL EDWARDS
GOVERNOR

MICHAEL NOEL
CHAIRMAN

August 11, 2020

TO: All Casino Licensees

FROM: Michael Noel, Chairman 
Louisiana Gaming Control Board

RE: COVID-19 Protocols and Best Practices

As the Gaming industry continues to navigate its operations through the COVID-19 Pandemic while focusing on the protection of employees and patrons, the Gaming Control Board shares in that responsibility. The industry has been diligent in implementing and enforcing the numerous CDC, State, and Board guidelines to safely operate. In many cases, properties have implemented additional requirements and processes to further enhance the safety of employees and patrons.

It is critically important that you remain proactive in enforcing established guidelines while at the same time looking for innovative ideas that address recurring issues or generally enhance safety. We all share in the desire to progressively move in a positive direction towards Phases 3 and 4 while avoiding a move backwards.

In an effort to standardize access to COVID-19 information, the Board is requiring each casino to establish and identify a COVID-19 Response Liaison. Most, if not all, casinos already have an employee currently engaged in this role. The following guidelines will apply:

- Each property will assign a key gaming employee as a contact point between the Board and Division and the casino. The name and contact information of the employee will be provided to the Board and Division.
- This position shall serve as the contact person for the Board and Division in all matters related to the COVID-19 virus response and shall be responsible for ensuring compliance with its pandemic response plan and all requirements related to COVID-19 mitigation efforts.
- The casino shall identify the casino's COVID-19 Response Liaison to all casino employees. Any employee who believes he or she may have contracted COVID-19, or who has a COVID-19-related concern shall report such through a process implemented by the casino to the COVID-19 Response Liaison.

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- The COVID-19 Response Liaison shall ensure all reporting requirements to state and local health officials are met with regard to COVID-19 positive guests and employees.
- The casino must inform employees who have had contact with individuals who have tested positive for COVID-19.
- Each casino should have a communications plan to inform the public of COVID-19 related measures they should expect to encounter and adhere to at each property. This information should be provided on the casino's website.

Attached you will find a compilation of recommended protocols and best practices gathered from casinos around the state as well as state gaming regulators around the country. Again, many of these practices are already implemented in some fashion at your properties. The goal is to share as much as we can to hopefully assist you in creating a safe environment that slows the spread of COVID-19.

Please continue to be vigilant in your efforts to mitigate exposure to all who visit and work at your casinos. Should you have any questions or concerns please contact the LSP Lieutenant in your field office.

Attachment

cc: Major Chuck McNeal
Command Inspector, LSP Gaming Division

Christopher Hebert
Director, Gaming Division, Office of Attorney General

Additional Recommended Protocols and Best Practices

Occupancy Limits

- Methods to insure adherence to occupancy limits may include head counts by security personnel, utilization of a licensee's existing surveillance systems, and utilization of a licensee's slot account system.
- In circumstances where the casino has reached its capacity, efforts must be made to prevent guests from congregating in violation of the six (6) foot social distancing guideline.

Face Coverings (When mandated)

- At points of entry, casino staff are to provide guests with masks (if a guest needs one) that cover the nose and mouth. Guests will be required to wear masks that cover the nose and mouth upon entry and while in the gaming area.
- Guests not complying with the face covering mandate shall be advised of the requirement and if they do not comply shall be asked to leave the casino.

Social Distancing

- Queuing
 - Any area of customer queuing, where lines normally form, markers and indicators will be placed on the floor and signage put in place to remind customers to continue standing 6' apart from any other customer group.
 - It is the responsibility of each casino to increase the number of security officers and other employees per shift to provide appropriate support of this objective.
- With the exception of Table Games, areas where interactions with casino employees may require less than six (6) feet of social distancing should be assessed for the installation of clear barriers to reduce the potential for COVID-19 transmission.
- At all significant points of entry and exit, separate ingress from egress in order to avoid two-way flow of guest traffic.
- Staff should implement and monitor procedures for elevators, escalators, and stairs to ensure social distancing.

Back of House

- Employees shall wear masks while performing their work duties. The licensee shall provide masks for all employees.

- Break schedules and shift times should be staggered to the extent possible to avoid congregating in back-of-the-house areas.
- Employee meetings should be accomplished in a manner to promote social distancing.
- The frequency of cleaning and disinfecting should increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, employee relations service desks, and training classrooms.
- Tools and equipment shared by employees should be disinfected before, during, and after each shift, or anytime the equipment is transferred to a different employee. This includes, without limitation, phones, radios, computers, other communication devices, payment terminals, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used by employees throughout the licensee's property.
- Rolling periodic announcements should be made in back-of-house areas reminding employees of COVID-19 protocols.
- Employees with high touch public contact should be provided frequent breaks to wash and/or sanitize their hands to reduce the risk of surface transmission.
- Casinos should not issue attendance "points" or discipline to employees who do not attend work due to experiencing COVID-19 symptoms, are subject to a mandated quarantine or have a positive COVID-19 diagnosis. Casinos shall be sensitive to the fact that incentives or bonuses tied to attendance may encourage employees to come to work while sick and may wish to be flexible in administering any such programs during this time.
- Signage indicating that NO team members with a fever or symptoms of COVID-19 are permitted to work should be placed at access points and signage reminding team members of CDC guidelines will be throughout the back of house.
- Social distancing requirements should be enforced in the back of house.

Table Games

- Casino employees should ensure patrons not participating in the activities do not congregate around table games, and over-the-shoulder play is not permitted.
- Cards should be replaced before each shift for games where players touch cards.
- Casinos should develop protocols for chips to be cleaned and sanitized daily.
- Dice should be disinfected for each new shooter.
- Dealers, Supervisors, or other table game personnel should frequently clean and sanitize gaming devices and equipment including, without limitation: card shoes, dice, table games, rails, chairs, card shoes, shufflers, roulette wheels, Pai Gow tiles, pit podiums, blackjack discard holders, and token boxes. Cleaning and

sanitizing should also occur when a new player or employee comes into contact with any of the aforementioned devices and equipment.

- The touching of cards by patrons should be limited to the extent possible. When possible, cards should be dealt face up and guests should not touch cards.
- Hand sanitizer should be made available to patrons at each table game.
- Personnel should wipe table games rails and chairs on regular intervals with disinfectant.
- No person should be within six feet of a person seated at a table or standing at a craps table.

Disposal of PPE

- Casinos should provide appropriate receptacles for disposal of PPE.

Containment Area

- Casinos should establish a containment area to isolate employees and patrons who fail the initial screening.

Promotions/Tournaments

- No promotions/tournaments should occur that require customers to cluster.

Cleaning and Disinfecting

- Casinos should close parts of the casino section by section overnight for deep cleaning and disinfecting daily.

Surveillance

- Surveillance systems should be used to monitor and ensure compliance with pandemic response policies and procedures including, but not limited to, the requirements for gathering, queuing, social distancing, and face coverings. Additional surveillance personnel may be required during peak hours.