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CHANCES PRINCE RUPERT RESTART PLAN-COVID-19

VERSION 1.1

Human Resources

CHANCES PRINCE RUPERT 103 1st Ave West, Prince Rupert, V8J 1A3

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PATRON SAFETY

1. Physical Distancing

Chances Prince Rupert understands and acknowledges that returning to operations cannot occur without physical distancing in place. It is recognized that physical distancing is one of the most critical components in preventing the transmission of COVID-19. There is a need to implement physical distancing from the onset to ensure the safety of patrons, visitors and employees, while informing the public that we continue to support and align to the directives given by the Provincial Health Office (PHO).

Entrances at sites will be managed by security to ensure possible guest line ups are managed with proper physical distancing measures. Security will also manage the number of patrons allowed on the gaming floor to ensure physical distancing is achieved and enforced to align to the capacity numbers listed below. Chances Prince Rupert will limit and monitor occupancy capacity, increase space between slot machines, and limit bingo seating availability. Physical distancing will be practiced across all forms of gaming and guest services offered at sites including in common areas.

2. Guest Capacity

Security will monitor the entry of patrons at sites to screen for signs of illness, such as coughing and sneezing. Patrons will not be allowed to enter the premises if health and safety are a concern.

When capacity levels are reached, entrances will be closed, and a more controlled entry protocol will be activated. Patron lineups outside entrances will be managed with physical distancing guidelines for patrons to follow. Chances Prince Rupert will specify occupancy limits for washrooms, elevators, and employee meeting rooms.

104 gaming seats + 29 bingo seats + 57 restaurant seats including patio seats

3.1 SLOTS

Physical distancing will be applied to the layout of the slot floor via a slot floor move. This floor move has created two-meter distancing between all slot machines (See: **Slot floor change (PD) V4**). Where machines cannot be moved due to signage or vender schedules engineered controls such as plexiglass barriers will be applied. Hand sanitizer will be available throughout the gaming floor and will be clearly identifiable.

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3.2 BINGO

Bingo will continue to run on a smaller scale making use of the upper decks of Bingo and a portion of the main bingo floor this will allow for 29 available seats. Physical distancing has been applied in the layout of the bingo terminals and seats. Hand sanitizing stations will be placed in key areas to encourage proper sanitation routines. All paper outside of the “special” games will be sold out of the cash cage to minimize employee guest interactions.

3. Cleaning

Chances Prince Rupert will adhere to existing PHO guidelines and protocols for cleaning. Stringent cleaning processes will be in place and are essential to keeping patrons and employees safe.

4.1 PRIOR TO RE-OPENING

One week prior to reopening janitorial staff will be brought on to perform a deep clean of all hard and soft surfaces as per the specifications of the ***Cleaning and Disinfecting for Gaming Casino Facilities***.

4.2 SLOTS

Slot machines will have a full clean preformed twice a day, once prior to opening and once at shift change using Guidelines from the above-mentioned document (See: ***Cleaning and Disinfecting for Gaming Casino Facilities***). Once the facility is in operation slot machines will be disinfected hourly, as an added precaution patrons will be asked to leave their chairs pushed out after they are done on a slot machine to signal cleaning staff this machine requires sanitization.

4.3 BINGO

Bingo surfaces, terminals, gaming equipment, will be cleaned before and after the bingo session. During scheduled breaks in the session all empty terminals and tables will be disinfected.

4.4 OTHER TOUCH SURFACES

Chances Prince Rupert will be including its cleaning procedures in areas that are used by multiple employees and / or patrons (See: ***Appendix E - Updated Health & Safety Measures***).

5. Sanitization

Where possible hand sanitizer dispensers will be upgraded to touchless units and additional units in key areas will be added. All sanitization stations will have signage to create better visibility and provide messaging for when hand sanitization is necessary to reinforce cleanliness habits.

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All employees and patrons will have gloves available to them. Garbage can locations on the floor will be increased for disposal of PPE and will be clearly marked.

6. Signage

6.1 HEALTH & SAFETY MESSAGING

Website Messaging – It is important to keep patrons informed about what Chances Prince Rupert is doing to keep them safe. The Chances Prince Rupert team will provide messaging to support physical distancing, player health and safety. This will ensure there is a consistent messaging to reinforce the importance of the application of health and safety practices.

Gaming Floor Signage – Signage will be used to support the physical distancing message and highlight hygiene etiquette. Signage will be posted at entrances, on the gaming floor and back of house (BOH) as reminders of the rules for entry to the property. Visuals and messaging will be created that can constantly be shown on the gaming floor via Cool Signs and/or other digital screens. These images and messages will be constantly monitored and updated after opening to ensure patrons receive relevant and current information for best practices.

6.2 SITE SIGNAGE

Signage outside facilities, at entrances, on the gaming floor, bathrooms and other guest areas will be used to reinforce health and safety and provide patrons reminders on physical distancing protocols.

6.3 FLOOR SIGNAGE FOR PHYSICAL DISTANCING SPACING

Floor markers will identify and reinforce physical distancing guidelines in strategic areas on the gaming floor and will be used to remind patrons to follow physical distancing protocols. These areas will include locations such as entrances, areas where patrons line up, and washrooms.

7. Dividers

Plexi-dividers or equivalent will be in place at various patron facing service areas where social distancing cannot be met:

- Security Podium
- Cash Cage
- Self-Exclusion
- Slot Machines

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Dividers will be in place to allow interactions with patrons to be conducted in the safest way possible. Best practices will continue to be evaluated and applied to the business where applicable. Employees will maintain and clean dividers and surrounding areas frequently to ensure patrons and employees are kept safe.

8. Face Coverings

As defined by the Public Health Agency of Canada, a face covering should fit securely to the head with ties or ear loops, be made of at least two layers of tightly woven material fabric (such as cotton or linen) and be large enough to completely and comfortably cover the nose and mouth without gaping.

8.1 EMPLOYEE FACE COVERINGS

All personnel at Chances Prince Rupert will be provided with one reusable face masks. (See: **Appendix E - Updated Health & Safety Measures**). This mask will be required to be used in all public areas as well as areas where front line staff are working (example: count room, kitchen etc.) Face masks will not be required in the break room if proper safe distancing is being practiced. All employees will be required to take responsibility for their reusable masks and ensure they are following proper sanitation practices.

8.2 GUEST / PATRON FACE COVERINGS

All patrons at Chances Prince Rupert will be required to wear face coverings at the site including BCLC employees, GSA's, vendors, and contractors.

Patrons will not be allowed onto any part of the gaming floor or in any public open spaces without a face covering on. Patrons may be required to remove their face covering for identification and any additional security protocol requiring the need to identify a guest. This includes, but is not limited to, entrances to monitor for Voluntary Self Exclusion (VSE), age verification, prize payout and other areas where facial identification is required. Safety protocols will be followed if identification is required through the temporary removal of a guest's face covering.

Weekly reviews by Chances Prince Rupert and BCLC on mandatory face coverings will be conducted. Any changes to face covering requirements will be made to align to the directive from the PHO and WorkSafeBC.

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9. Contact Tracing

BCLC has a process it can leverage using the Encore Rewards Program in order to support contact tracing. This program will be implemented only if directed to do so by the PHO. See Appendix L - BCLC Encore Rewards for Contact Tracing Process.

10. Congregating of Patrons

10.1 PREVENTION

Site employees will actively observe the casino traffic throughout the site and engage with patrons not adhering to distancing principles. All employees will participate in preventative actions to ensure crowding, or gatherings are immediately addressed. Employees will intervene with patrons if they observe any group gatherings and enforce these guidelines. This practice includes the casino floor, any smoking areas, or other potential guest gathering locations. Patrons who fail to comply will be exited from the facility. Failure to comply with distancing practices will be an undesirable act within the casino, and, if required, we will remove the guest or patrons from the premise.

11. Food & Beverage (F&B)

11.1 F&B SERVICE

Food and Beverage (F&B) service on the casino floor will be modified to comply with physical distancing guidelines. Site staff will actively observe the lounge traffic for places where patrons may congregate or stand in line and, in those places, markers will be installed to guide and assist patrons in maintaining a distance of two meters from other patrons or parties of patrons.

Patrons will be seated two meters of distance from other patrons, whether seated or standing, unless they are in the same party or they are separated by physical barriers. No more than six patrons will be seated at one table or booth or standing together, even if they belong to the same party. Once seated patrons may not move back and forth between tables, even if they belong to the same party.

11.2 ADDITIONAL F&B AMENITIES

Chances Prince Rupert has organized the setup of Don Cherry's Lounge area in accordance with food service guidelines established for restaurants and pubs.

The following changes have been made and include but are not limited to:

- Patrons must wait to be seated

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- Patrons at tables must be served by servers
- Tables cleaned between patrons
- Adjusted bar area for serving patrons
- Removed self-serve water/coffee station
- Tables set up to have “serving area” on one side of each table
- Salt and pepper shakers removed from table and delivered clean at request
- Patrons pack their own leftovers. Remainder of food to be thrown out
- Shields on Debit machines, cleaned between uses
- Lounge cleaning protocol doc
- Menu via QR code
- Laminated menus for easy cleaning
- Condiments will be cleaned after patron use and where possible condiments will be given in plastic ramekins
- Any food returns or re-fires must be immediately thrown out.

EMPLOYEES

12. Employee Physical Distancing

Variances to some operating procedures have been approved by BCLC to reduce the number of patron interactions with casino employees.

12.1 HEALTH & SAFETY DELEGATE

Cheryl Tauber, Human Resources & Gaming Manager will act as our Health and Safety Coordinator designate and assist employees with implementing proper protocols, answer questions, provide educational materials and to whom incidences will be reported.

Employees will be provided a list of resources to reference, which will include, but not be limited to:

- key medical, mental health and other personal assistance websites and phone numbers
- approved and up to date sources for COVID-19 Information
- updates on changes to business operations as they occur.

12.2 EMPLOYEE SHIFTS

Chances Prince Rupert will where possible stagger the start and finish time of employee shifts to allow for physical distancing. Breaks for employees will also be staggered to prevent congregation of employees. The break room will have the ability to seat two people at safe distances during their break. We have designated the convention kitchen as an overflow break room that can hold up to four employees at safe distancing.

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12.3 BACK OF HOUSE PHYSICAL DISTANCING

Employees will be expected to adhere to physical distancing requirements in areas on the gaming floor and in the back of house (BOH) employee only areas (see **Appendix E - Updated Health & Safety Measures**). Chances Prince Rupert has clear policies and strict procedures in place around interactions of employees, suppliers, and others in BOH areas.

All Chances Prince Rupert employees will also adhere to physical distancing on the gaming floor and in employee only areas.

13. Employee Education

13.1 TRAINING

As Chances Prince Rupert returns to operation, it is critical for employees to be trained on new ways of interacting with patrons and dealing with other personal interactions. Chances Prince Rupert has established various documents about circumstances related to COVID-19 that are to be reviewed and signed off on by each employee upon hire. We will also be keeping our “what’s happening” board up to date with changes as they happen.

We will ensure all employees are trained on:

- How to protect themselves, and others
- The proper cleaning and disinfecting procedures set forth in the BC CDC’s guidance and the Cleaning and Disinfection for Gaming Casino Facilities
- How to prevent the spread of infectious disease, including, without limitation, physical distancing, handwashing, and not spreading germs at work
- Proper protocols on how to respond to all presumed cases of COVID-19
- SPs will ensure that all training provided in accordance with these guidelines is documented

14. Health & Safety Policies

Employees will be required to follow all new arrival and departure guidelines (See: **Appendix C – Staff Arrival and Departure Plans**) and do a self-health check prior to coming to work, if they do not pass their self-health check they will be asked to stay home (see: **Appendix B - Mandatory Self Health Check**). Employees who have symptoms of any transmissible illness such as cold, flu, or COVID-19 will be required to stay home until these symptoms have cleared up for at least 24 hours.

All employees will sign a declaration form prior to reopening (See: **Appendix A - Declaration of Intention**). Employees will be provided a copy of the declaration form after it has been signed and

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a copy will go to their employee file. All new employees after reopening will also be required to sign the declaration form.

If an employee develops COVID-19 symptoms, the proper protocols to report it to the health authority must and will be followed.

15. Personal Protective Equipment (PPE)

15.1 FACE COVERINGS

All Chances Prince Rupert, BCLC employees and patrons must wear face coverings in all areas at site (See: **Appendix E - Updated Health & Safety Measures** and Staff Resources Reusable mask use).

15.2 HYGIENE

While technically not equipment, the practices of hygiene and hand washing support the effectiveness of PPE. Signage will be placed throughout the site as a reminder of hygiene practices, such as proper handwashing and avoiding touching their faces. Management will reinforce the importance of adhering to these practices.

Hand sanitizer will be made available for employees to use throughout all site areas.

PATRON SAFETY

Chances Prince Rupert's message to the public will be clear that the safety of patrons and employees is our first priority. It is important that the public know that Chances Prince Rupert are adjusting their operations to ensure physical distancing and safety in alignment with the PHO.

CONCLUSION

These guidelines were established based on the information available at the time of creation. It is anticipated processes will evolve and these guidelines will be revised based on experience from other jurisdictions and official guidance and recommendations from the BC CDC, B.C. Ministry of Health, WorkSafeBC and Dr. Bonnie Henry in relation to preventing the spread of COVID-19. BCLC will keep Chances Prince Rupert informed of any changes to the guidelines and Chances Prince Rupert will update the plans, as necessary.



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Appendixes

APPENDIX A – DECLARATION OF INTENTION

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