

Lac Vieux Desert
Northern Waters Casino Resort



HEALTH & SANITATION
PROGRAM

May 4, 2020

Statement from James Williams, Jr., Chairman, Lac Vieux Desert

At the Northern Waters Casino Resort we care about our family of employees and our community. When the Tribal Council decided to close we did it with a heavy heart but knew it was in everyone's best interest. We also understood that asking employees to stay home during the pandemic is challenging. We tried to limit cuts to employment, offered the use of vacation and sick time for a limited time and continued to pay for all employee benefits during their furlough.

Clearly, we will see increases in cases as we accelerate testing. Stanford University published research that COVID-19 cases could be 50x higher than currently being reported given the vast amount of asymptomatic and mildly symptomatic individuals. That means as we increase testing, we will see more cases.

To date, we have not experienced any positive COVID-19 cases in our community and data in Region 8 reflects that spread of the virus is relatively low compared to other regions in the State.

As we continue to manage the rapidly decelerating curve we must "flatten". Our economy is in a free fall. We must take steps to reopen. However, we realize that it is imperative to flatten this curve so we can re-emerge in a safe, sustainable way.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than this summary. It relies on the best available science on sanitization methods. We will continue to refine and update the plan as experts provide more advice.

Various leaders in the medical community agree that an incremental reopening makes sense, and that science and data must lead us out of this in a safe fashion.

To be able to recover and reopen:

1. The Tribal Council plans to reopen parts of the local economy in early to mid-May. We will begin with reduced occupancy, physical distancing measures in place, temperature checks, limited beverage service and no large gatherings. We all need to wear a mask. Wearing a mask is uncomfortable; however, it will allow our economy to reopen faster.
2. We will continue to monitor the data provided by modeling experts tracking benchmarks based on the following criteria:
 - a. Increases in COVID-19 testing velocity.
 - b. Hospitalizations and deaths per million over the national average over any sustained period.
 - c. Hospital critical care bed availability in reserve based on a ratio of current COVID-19 patients in the event of a spike.
3. We will ensure the appropriate amount of PPE and cleaning supplies necessary to sustain on-going protective measures long into the future.
4. Assuming in early- to mid-May we are still in line with the benchmarks and have a sufficient amount of PPE and cleaning supplies, we plan to slowly begin to reopen the Northern Waters Casino Resort with extensive safety measures in place.
5. Monitoring the data every day. We will make adjustments to the reopening plan, marginally pulling back or moving forward as the data permits.

The main obstacle on the list above is widespread testing. Our state and the medical community are focused on ways to vastly enhance testing.

If we incrementally reopen, we might have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity or our Tribal community. The only way to know this is one step at a time before it's too late and causes our operations irreversible economic damage.

Prior to restarting operations, all employees will be required to attend updated training on:

- COVID-19 signs, symptoms, and employee procedures, and who to contact in the event they become ill for any reason
- Required PPE and any required PPE for specific work areas as needed
- Surgical mask use requirements and protocol, proper donning procedure
- Location and protocols regarding locations of the PPE and how to acquire more if needed
- Employee's part in required disinfecting protocols of workspaces and areas
- Employee safety procedures, such as washing hands and not touching others or employee's face
- Proper handwashing procedure, and secondary requirements with follow-up protocol

Northern Waters Resort and Casino Program

1 Employee & Guest Health

The health and safety of employees and guests is our number one priority.

Thermal Cameras. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.0°F¹ will receive a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care. Prior to acquisition of thermal cameras, security team will use forehead thermometers to determine temperature. Upon screening, guests will be given a wristband as visual confirmation of screening. Guests who produce wristband of the day will be allowed in and out privileges without re-screening. Guests will also be able to receive wristband from screening conducted at golf course pro-shop.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators, or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. The Northern Waters Casino resort will comply with Tribal Council mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, and exercise areas. Hand lotion will be provided in guest rooms.

Masks. Guests are expected to bring their own mask. Masks will be provided for guests and employees who do not provide their own. Masks will be located at all guest and employee entrances.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Signs upon entrance will also reinforce that the Tribal Council has incorporated the State of Michigan requirements for wearing of masks when in an enclosed public space. Electronic signs will also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Western Upper Peninsula Health Department (WUPHD). We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough,

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

shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at work are instructed to immediately notify their manager (employees) or security (guests).

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

Operation Hours. Initial operating hours for the casino will be 8 a.m. until 12 a.m. midnight, seven days a week and from 10:00 a.m. to 6:00 p.m. for the golf course pro-shop to allow time for deep cleaning and sanitization during closing hours. Hours will be modified over time as appropriate to improve guest experience while maintaining guest and employee safety.

2 Employee's Responsibilities

Northern Waters Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap and water is vital to help combat the spread of virus. All employees will be instructed to wash their hands with soap and water, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, casino floor personnel, Hotel Operations and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities. Training on how to effectively use and dispose of all PPE will be mandatory. Every employee entering the property will be provided a mask and required to wear it while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests or surfaces within the guest common areas. Surgical masks or other homemade face covering will be considered an essential part of PPE until further notice. All masks must be work appropriate.

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

Smoking. Employees will no longer be able to smoke in any area within the building. Smoking must now occur at designated outdoor smoking areas.

3 Guest

Guest Arrival

A security officer, or other designated personnel, will greet each visitor to the property outside of dedicated access points for pre-screening, all other secondary guest access points will be closed to funnel guest through the appropriate entrance. Parking cones and connectors will be used to close the South parking lot. Stanchions will be used outside the main entrance and within the building to direct foot traffic to the screening security officer. Visitors will be screened and asked to use hand sanitizer and to wear a mask (masks will be provided by the resort if the guest does not provide their own). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

A. Guest Arrival by Vehicle or Foot

- Guests will enter the resort through the front doors of the hotel or casino. Automated doors will not be used. Resort employee will open the door for the guest after the guest has properly donned their mask.
- Employees will not open the doors of cars.
- Employees will avoid all physical contact with guests or their items unless absolutely necessary.

B. Hotel Guest Elevators

- An employee will sanitize the button panels at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- No more than four guests are permitted in an elevator at a time.

C. Guest Sanitation Amenities

- Each guest to the hotel will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card.
- A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

D. Smoking

- Smoking will not be allowed on the gaming floor or in any area in which food or drinks are served. Smoking will be allowed in the Event Center for guests who choose not to smoke outside. Guests will enter the Event Center through the South entrance and exit through the North Entrance. Tables with ashtrays will be placed at intervals of not less than 12 feet edge to edge.
- All ashtrays will be pulled from the gaming floor and bar area

4 Cleaning Products and Protocols

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

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but

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

not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, casino cage counters, gaming tables, slot machines, dining surfaces and seating areas.

Gaming Machines. Gaming machines will be sanitized between each guest's use. Immediately subsequent to a guest's use, the machine will be disinfected and wiped down and will be marked as clean. If a machine is not used by any guest for 4 hours, the machine will be re-sanitized as soon as possible.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

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

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee break rooms, employee entrances, employee restrooms and locker rooms, loading docks, offices, kitchens, security scanning podiums, human resources service desk and training classrooms.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or before the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by WUPHD.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning will be increased, and fresh air exchange will be maximized.

5 Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House
All opened entrances
Hotel Registration
Guest Services Desk

Back of the House
Employee Entrance
Department Specific Locations
Housekeeping and Housekeeping closets
Employee Break Rooms

6 Physical Distancing

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

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

Queuing. Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes casino entry ways, hotel check-in, check-out, elevator entrances, restaurant, café, guest services, cashier's cage, ATM and multi-function machines and designated smoking area entrances. Plexiglass will be installed in all guest facing locations to create appropriate physical barriers for guest and employee safety.

Hotel Front Desk, Guest Services and Cashier's Cage. Employees will occupy every other workstation to ensure separation between employees whenever possible. Whenever possible, a single employee will be present at the desk.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

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

Table Games Operations. Table games will be closed until it is deemed safe to reduce social distancing. Upon reopening table games will have every other chair removed and every other table will be open. Casino Supervisors and managers are to ensure guests do not congregate in groups. No spectators will be allowed in the seating area.

Meeting and Convention Spaces. Meeting arrangements will allow for physical distancing between guests in all meetings and events based on CDC⁴ recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

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

Pools. The pool will remain closed until it is deemed safe to re-open indoor pools and spas. When the pool is re-opened, pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. Physical distancing protocols will be used in the employee break rooms, training classrooms, shared office spaces, the HR services window (via a teller style window) and other high-density areas to ensure appropriate distancing between employees.

ATM. House ATMs may be relocated to the casino foyer area out of the normal flow of traffic to prevent guest bottlenecks as they move from entrance to the ATM.

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

DEPARTMENT SPECIFIC SANITIZATION POLICIES

Additional department protocols may be under review and will be added/modified as developed

EMPLOYEE SERVICES & HUMAN RESOURCES

7 Employee General Areas

Cleaning & Sanitizing Protocol

- a. Laundry to be cleaned in accordance with CDC guidelines⁵
- b. Employees are expected to clean up after themselves and to sanitize areas occupied for breaks and eating
- c. All employee areas will be cleaned and sanitized by cleaning staff twice per day

Physical Distancing Protocol

- a. Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing
- b. Employees are expected to adhere to physical distancing requirements when using employee areas

Guest Considerations

- a) No department specific requirements
- b) Coat Check will temporarily cease accepting coats, personal affects, or packages to store until further notice

CASINO OPERATIONS

All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes.

8 Casino Cage

Cleaning & Sanitizing Protocol

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

Physical Distancing Protocol

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

Guest Considerations

- a. Hand sanitizer bottles are located on the guest counter at the Cage
- b. Hand sanitizer stations are located outside of the Cages

9 Slot Operations

Cleaning & Sanitizing Protocol

- a. Hand sanitizing stations on the Casino floor including adjacent to all ATMs and multi-function machines
- b. Workstations are to be sanitized at least once every four hours
- c. Slot attendants will sanitize slot machine after use by a guest
- d. Slots to be sanitized at least once every four hours if not used by guest
- e. Slot supervisors to complete a log in each section to track each machine's sanitization schedule

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

Physical Distancing Protocol

- a. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests

Guest Considerations

- a. Hand sanitizer dispensers to be placed throughout the slot floor
- b. Signage will be placed throughout the slot floor to remind guests that slot machines are sanitized between each user
- c. Signage will be placed throughout the slot floor to remind guests to wash hands their hands before and after using machines on the gaming floor
- d. Beverage servers will remain available to provide beverage services, including non-alcoholic beverages such as coffee and soda, to guest playing slot machines. Self-serve beverage stations will be closed to guests.

10 Table Games Operations

All table game operations are currently suspended. Table games will resume when it is determined it is safe to do so. Once play has resumed, the following safety and sanitation measures will be adhered to:

Cleaning & Sanitizing Protocol

- a. Staff to sanitize table game rails after each guest leaves a game
- b. Staff to sanitize each chair area after each guest leaves a game
- c. Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- d. Staff to sanitize the outside of shufflers every four hours; inside to be sanitized once per week
- e. Pit Podiums to be sanitized by Pit Boss every hour including phones, computers, Veridocs, all hard surfaces and cabinetry
- f. All units to be sanitized every time a new supervisor enters the pit
- g. Dealer to sanitize token boxes when entering a game
- h. Housekeeping to increase trash pick-up in pits
- i. Chip cleaning solutions being reviewed – pending expert guidance

Physical Distancing Protocol

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

Guest Considerations

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

11 Bingo Operations

Bingo operations will be suspended until further notice.

HOTEL OPERATIONS

12 Front Services

Cleaning & Sanitizing Protocol

- a. Offices, desks, counters, workspaces, and related equipment (including computers, payment terminals, calculators and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- b. Scooters, wheelchairs, and other guest amenities to be sanitized after each use
- c. Baggage doors sanitized every hour
- d. Bell carts and related equipment to be sanitized after each use
- e. Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- f. Back of House (BOH) elevator buttons to be sanitized at least once per hour
- g. Vending machines to be sanitized at least once per hour

Physical Distancing Protocol

- a. Guest laundry facilities will be closed until further notice
- b. Guest amenity deliveries will be delivered with contactless procedures whenever possible

Guest Considerations

- a. Self-service ice machines to be suspended and signage posted indicating ice is available by contacting the front desk

13 Lobby Area

Cleaning & Sanitizing Protocol

- a. Sanitize all guest touchpoints after each transaction including Credit Card Devices, pens, and registration countertops
- b. Room keys to be sanitized before stocking
- c. Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

- a. When practical, use a single employee to handle guest arrival
- b. Lobby Greeter or signage to provide guidance to arriving and departing guests to ensure physical distancing measures are followed when needed
- c. Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

- a. Employee will open main entrance door for guests upon arrival

14 Pool Operations

Pool is to remain closed pending guidance from the CDC or local medical experts.

Cleaning & Sanitizing Protocol

- a. All chairs to be sanitized after each use
- b. Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour

Physical Distancing Protocol

- a. Chaise lounge chairs set with appropriate physical distancing

Guest Considerations

- a. No department specific requirements

15 Fitness Area

Fitness room use is suspended until further notice.

16 Housekeeping

Cleaning & Sanitizing Protocol

- a. Carts, trolleys, and equipment to be sanitized at the start and end of each shift
- b. Guest linen will be delivered and removed from guest rooms in single use sealed bags
- c. Pillow protectors on the guest room beds are to be changed daily
- d. All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- e. Back of house restrooms will be sanitized at least once every four hours
- f. House phones, in unsupervised/controlled areas, to be removed

Physical Distancing Protocol

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

Guest Considerations

- a. All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted
- b. Disposable collateral to be disposed and changed after each guest
- c. Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- d. All guest amenities to be packaged before being placed in room
- e. Specific sanitation consideration will be paid to the following guest room areas:
 - i. Desks, counter tops, tables, and chairs
 - ii. Phones, tablets, and remotes
 - iii. Thermostats
 - iv. Cabinetry, pulls and hardware
 - v. Doors and doorknobs
 - vi. Bathroom vanities and accessories
 - vii. Bathroom fixtures and hardware
 - viii. Blowdryers
 - ix. Microwaves and Refridgerators
 - x. Windows, mirrors, and frames
 - xi. Lights and lighting controls
 - xii. Closets, hangers, and other amenities

17 Fitness Center

Fitness Center is to remain closed pending guidance from local authorities and medical experts

Cleaning and Sanitizing Protocol

GOLF OPERATIONS

18 Golf Operations

Cleaning & Sanitizing Protocol

- a. Golf carts to be sanitized before/after each round by a designated cart 'pit crew'
- b. Loaner club rentals are suspended until further notice
- c. All employees to be provided personal size hand sanitizer to keep on them during their shifts and while on the course
- a. Employees to wash hands or sanitize hands after touching any guest equipment including clubs, bags, or shoes
- b. Pro Shop desk area to be sanitized once per hour
- c. Payment terminals to be sanitized after each use
- d. All frequently touched surfaces such as door handles and self-serve coolers
- e. Guests and employees will be required to wear a mask while inside the pro shop
- f. Separate building entry and exits have been marked to prevent congestion
- g. Golfers will be queued for social distancing while waiting to purchase rounds or other items
- h. Balls, tees, ice, beverages (with the exception of single serve) and other merchandise will be kept behind the counter for purchase by golfers to prevent unnecessary handling
- i. Bathrooms will be cleaned once per hour

Physical Distancing Protocol

- a. One player per cart unless immediate family members and/or following updates on guidance from local authorities
- b. Addition of inserts into golf hole cups to allow easy removal of balls. Signage to be placed so golfers know not to remove/handle the flag at holes.
- c. Increased tee time spacing to 10-minute intervals
- d. Sand and seed bottles removed from carts; employees will handle between rounds
- e. Remove ball washers and rakes shall be removed from the course

Guest Considerations

- a. Guests will be outside of the Pro Shop and pre-screened before being allowed to enter. Guests will be given a wrist band that can be used to grant casino entrance when open
- b. All guests will enter the pro-shop and bar building through the pro-shop doors and exit through the clubhouse. Masks or other face covering must be worn upon entering.
- c. No more than five guests will be allowed in the pro-shop and five guests in the bar at any time
- d. Bartender will be providing drink and food service
- e. All stools will be removed from the bar and guests will be allowed only take-away service
- f. Sign will be placed at the 9th tee giving the guests the number to call the bar and place an order for the turn. Bartender will make order and deliver to the players outside the pro-shop.
- g. Welcome packet of tees, scorecard and pencils pre-set in carts for player use

PUBLIC AREAS

19 Public Area

Cleaning & Sanitizing Protocol

- a. Employees to sanitize the following areas at least once per hour when applicable amenity is open
 - i. Guest elevators
 - ii. Casino entry doors
 - iii. Credenzas
 - iv. Employee dining tables and counters
- a. Employees to sanitize the following areas at least once per hour
 - i. Hotel entry doors
 - ii. Handrails
 - iii. Outdoor employee smoking areas
 - iv. Exterior benches
 - v. Trash bins
- b. All Front of House (FOH) restrooms to be sanitized at least twice per hour

Physical Distancing Protocol

- a. Casino management, security and supervisors will enforce social distancing requirements to prevent congregating in public areas

Guest Considerations

- a. Guests not from the same household will be expected to adhere to social distancing protocols

RETAIL

20 Retail Stores

Cleaning & Sanitizing Protocol

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

Physical Distancing Protocol

- a. Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- b. Safe distancing will be clearly marked on the floor.

Guest Considerations

- a. Touching and handling items should be limited prior to purchase.
- b. All sales final until further notice (including phone orders)
- c. Golf Pro Shop will feature pre-packaged items only (including visors, hats, and gloves)

FOOD & BEVERAGE

21 Restaurants, Bars & Lounges

Restaurant, Café and Bar will remain closed until determined safe to re-open. Curb side orders will begin May 8, 2020 for Sportsbar Menu Only.

Cleaning & Sanitizing Protocol

- a. Host Podiums including all associated equipment to be sanitized at least once per hour
- b. Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour and logged by a manager

- c. POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d. Dining tables, bar tops, stools, and chairs to be sanitized after each use
- e. Switch take out containers to higher quality and use seal stickers to show no contact once food is boxed
- f. Notice to customers regarding food preparation and safety standards on each box
- g. Paper menu to be provided with each order
- h. Designated curb side pick spots marked at hotel lobby entrance
- i. Customer will be met by staff outside – security to radio curb side staff to notify of customer presence. Customers should not be allowed entry to pick up food.
- j. Curb side staff to wear PPE at all times. Gloves will be changed and hands washed after each transaction.
- k. Condiments to be served in single use containers (either disposable or washed after each use)
- l. Pens and all other reusable guest contact items to be either sanitized after each use or single use
- m. Menus to be single use and/or disposable
- n. All placemats must be single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- o. Sanitize trays (all types) and tray stands sanitized after each use
- p. Storage containers to be sanitized before and after each use
- q. Food preparation stations to be sanitized at least once per hour
- r. Kitchens to be deep cleaned and sanitized at least once per day
- s. Food and beverage items being prepared to be transferred to other employees/guests using contactless methods.
- t. All Food and Beverage staff to undergo Servsafe training which includes basic food handler, COVID-19 take out procedures and COVID-19 delivery procedures before assuming food and beverage duties.

Physical Distancing Protocol

- a. Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b. Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c. Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d. Reduce bar stool count to provide appropriate physical distancing
- e. Manage the line flow at the café to ensure coffee and food pick up areas remain appropriately distanced

Guest Considerations

- a. All self-serve condiments and utensils to be removed and available from cashiers or servers
- b. All straws to be wrapped
- c. Bar snacks will be served per individual guest and not shared by the table
- d. All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

SALES

22 Hotel Sales & Convention Services

All hotel stays and convention services will be suspended until further notice.

Cleaning & Sanitizing Protocol

- a. Sanitize conference room doors, tables, chairs light switch and other equipment after each group use

Physical Distancing Protocol

- a. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Health Department and CDC guidelines
- b. Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- a. Provide example of physically distanced floor plans
- b. Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

SECURITY

23 Security Operations

Cleaning & Sanitizing Protocol

- a. All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b. Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c. Shift Supervisors to log completed tasks
- d. Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete

Physical Distancing Protocol

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

Guest Considerations

- a. Security Officers will receive training from the Safety Officer prior to re-open for training on proper protocols for screening guests and dealing with emergency situations while protecting themselves and other guests from infection
- b. Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

Entry Screening & Case Reporting Protocols

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| <p>Entry Screening</p> | <ul style="list-style-type: none"> • Non-invasive thermal cameras will be placed at each entry point to the resort. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening • Prior to acquisition of thermal cameras, security will use forehead thermometers to determine temperature. Thermometers must be sanitized between uses. • All guests will be asked the following: “Do you or anyone in your household have any COVID-19 symptoms: Fever, Repeated shaking with chills, Cough, Shortness of Breath or Difficulty Breathing, Sore Throat, New loss of smell or taste, Headache, Muscle Pain” “Have you, or anyone you’ve been in contact with in the last 14 days, tested positive for COVID-19?” <p>If the guest answers no to both questions, proceed to test temperature with thermometer provided. Thermometer must be sanitized after each use.</p> <p>During Phase 1 of reopening, each guest must also present their Players Club Card or be identified in our system as having a Players Club Card. No new Players Club Cards will be issued at this time. Exception: Entry will be permitted to couples entering the casino where one person has a Players Club card and one does not.</p> <p>If the guest answers yes to either question or has a temperature over 100.0°F proceed to Secondary Screening below.</p> |
| <p>Secondary Screening</p> | <ul style="list-style-type: none"> • The visitor displaying an elevated temperature will be escorted to a designated, private, and isolated area and provided with PPE. • A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature. If the second reading remains above 100.0°F, the Security Officer must explain to them that they will not be admitted to the Casino and advise the following: “I’m sorry, our pre-screening protocol prohibits your entry into the Casino (or Golf Pro Shop). Thank you for your understanding. Without exception, our pre-screening protocols are designed to protect you, our employees and our other guests. I urge you to contact your medical provider for guidance and/or screening. You may also contact the Lac Vieux Desert Health Center between the hours of 8:00 a.m. and 4:00 p.m. to speak to a nurse at 906-287-0103.” |

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| | <ul style="list-style-type: none"> If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card. |
| Visitors with Elevated Temperature | <ul style="list-style-type: none"> If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry to the property and directed to local medical authorities, provide resources and recommendations from CDC and local health authority on guidelines. See Secondary Screening script above. |
| Health Dept Reporting | <ul style="list-style-type: none"> The Security Supervisor handling the case will immediately notify the local Health Dept at _____ and advise the operator that there is a possible case of COVID-19. Inform the Health Dept if the visitor is requesting medical care or refusing to cooperate and leaving the property. |
| In-House Hotel Guest | <ul style="list-style-type: none"> If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged |
| In-House Hotel Guest | <p>If a guest requests to return to their room:</p> <ul style="list-style-type: none"> A Security Supervisor will be called to escort the guest for the remainder of the process. The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room. The Security Supervisor will control the elevator to ensure no other visitors use the same cabin. The Security Supervisor will notify Housekeeping and the elevator will be returned to service only after properly sanitized by Housekeeping. The Security Supervisor will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized. |
| In-House Hotel Guest | <p>If the guest does not return to their room:</p> <ul style="list-style-type: none"> The Security Supervisor will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized. The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings. Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in). |
| In-House Hotel Guest | <p>If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:</p> <ul style="list-style-type: none"> The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts. |

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| | <ul style="list-style-type: none"> • Follow Health Dept guidance on required isolation or quarantine procedures for close contacts as appropriate. • If a room is being used for self-isolation the Security Supervisor will inform Hotel Management and local health authority guidelines will be followed for all additional contact with the guest and service to the room. |
| Transportation | <ul style="list-style-type: none"> • If the visitor has their own vehicle the visitor may leave in their own vehicle. • If the visitor does not have their own vehicle an ambulance may be called and determine transport response to the appropriate medical care facility as directed by the Health Department and local health authorities. • Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation options. The property is not to transport. |
| Internal Reporting | <ul style="list-style-type: none"> • The Security Supervisor will notify the preliminary investigator to prepare an incident report. The report will be submitted to the crisis management team. • At a minimum, the incident report should include the visitor's name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care. • The incident report will be updated as new information is available and when/if the visitor returns to the property. |