



Safer at Home

CHARITABLE GAMING

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



Safeguarding Guidance:

1. Review and follow the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review and follow CDC [guidance for business and employers](#).
3. Review and follow the CDC [guidance for cleaning and disinfection](#).
4. Provide [ServSafe COVID-19](#) training or its equivalent to all employees.
5. If providing food services, follow [Food Service Industry guidance](#). In addition, no food service will happen at gaming tables (other tables will be allowed food service). Beverages are allowed at the gaming table. Where possible, venues should provide beverages that are sold in original containers.
6. Business owners, managers, and all employees should familiarize themselves with the [symptoms of COVID-19](#) and general [information about COVID-19](#).
7. Staff and volunteers must be provided with education and training about safe practices as it relates to hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the [Universal Guidelines](#) and in this document.
8. Dedicated staff (i.e. a safety officer) should be assigned to be monitor social distancing and compliance with protective actions, and to prompt customers and other staff about the importance of social distancing, hand hygiene, and use of cloth face coverings.
9. A customer who is visibly symptomatic (e.g., recurrent coughing, runny nose, etc.) should be asked to leave a gaming table and establishment.
10. All staff should wear reusable/washable cloth face coverings over their noses and mouths while at work. This includes wearing a cloth face covering when in common areas, outdoors when others are in close proximity, and in shared staff areas, when social distancing is difficult to maintain.
11. Provide training on cloth face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).
12. Review the NH DHHS information about [using cloth face coverings](#).
13. People wearing face coverings must not touch their eyes, noses, mouths, or faces, or adjust their face coverings without first sanitizing their hands. After touching faces or adjusting face coverings, hands must be sanitized.
14. Guests should be asked to wear cloth face coverings while they are within the facility and around other staff and guests when social distancing is difficult to maintain.
15. Staff and patrons/consumers should practice frequent hand hygiene by either washing hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer with at least 60% alcohol. This includes, but is not limited to, hand hygiene upon arrive at the facility, before and after meals or snacks, before and after going to the bathroom, before and after touching a person's face or face covering, and prior to leaving the facility.



Consumer Protections:

1. Signage must be prominently posted in the parking lots, and at the entrances of the facility, to inform customers that if any of the following apply, they should not enter the facility and put other customers or staff at risk and that any tickets purchased can be rescheduled for another day, or the person can receive a refund:
 - a. Any symptoms of COVID-19 (see [Universal Guidelines](#) for list of potential symptoms) or fever of 100.4 degrees F or higher.
 - b. Close contact with someone who is suspected or confirmed to have had COVID-19 in the past 14 days. (**NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
 - c. Traveled in the past 14 days either:
 - i. Internationally (outside the U.S.),
 - ii. By cruise ship, or
 - iii. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.).

Business Process Adaptations

1. All facilities should have a communication plan to educate staff and customers about COVID-19 health and safety practices at the facility.
2. Stagger staff shifts, breaks, and meals, in compliance with wage and hour laws and regulations to maintain social distancing. Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for a safe social distancing of at least 6 feet.
3. Gaming machines, tables and other physical layouts should be arranged to ensure at least 6 feet of distance between customers and staff at adjacent tables.
4. Where social distancing cannot be maintained, facilities should install transparent plastic barriers between players/dealers at gaming tables for additional protection between each player and the dealer.
5. Use plastic shields or barriers between customers and clerks at service counters when possible and clean them frequently.
6. Venues should limit the number of seats or betting positions per table to maximize distance between players. E.g.:
 - a. Blackjack: 4 players/table;
 - b. Craps: 6 players/table;
 - c. Roulette: 6 players/table; and
 - d. Poker: 6 players/table.
7. For roving sales staff/volunteers, they must be masked, and sanitize hands between sales.
8. Reservations or call ahead seating is recommended to promote social distancing and prevent groups of guest waiting for table. Consider using a text alert system to alert



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- guests of available seating, or an intercom system for guests waiting in their vehicles. Prevent congregating in waiting areas.
9. Mark any areas where patrons queue, including restrooms, to indicate proper social distancing of at least 6 feet apart. Separate chairs in any waiting area by at least 6 feet.
 10. Make hand washing stations or alcohol-based hand sanitizer readily available to both employees and patrons particularly by the cage, at each gaming tables, staff breakrooms and all entrances and exits to the facility.
 11. Dealers at gaming tables should ask all customers (e.g., those sitting at a poker table) to use alcohol-based hand sanitizer on a periodic and frequent basis.
 12. Venue must establish enhanced cleaning and disinfecting protocols. This includes cleaning and disinfecting shared resources and frequently touched surfaces at least every 2-hours, e.g:
 - a. Cage counters, gaming machines, gaming tables, and gaming equipment;
 - b. ATMs, redemption terminals, rewards club kiosks;
 - c. Door handles, and stair handrails; and
 - d. Public bathrooms.
 - e. Lucky 7 or other electronic machines
 - f. Gaming/betting tables and equipment as able
 13. Lucky 7 or other electronic machines: Venue should provide disinfection wipes, and place signage for patron asking to wipe down the machines before use.
 14. Venue should frequently sanitize any tools and equipment shared by employees before, during, and after each shift, or anytime the equipment is transferred to a different employee. This includes phones, radios, computers, other communication devices, payment terminals, keys, time clocks, and all other direct contact items used by employees throughout the facility.
 15. Customer playing areas and betting positions should be cleaned and disinfected after each patron leaves and before another person uses that location.
 16. Food and Beverage services will follow Food Services guidelines, with the additional restriction that for 'casino/card room' no food service will happen at gaming tables (other tables will be allowed food service). Beverages are allowed at the gaming table. Where possible it is recommended that beverages be sold in original containers.
 17. Indoor Smoking areas will be closed.
 18. Evaluate building ventilation system to increase room and overall building ventilation, increase the number of air exchanges, increase outdoor air ventilation, limit internal air circulation, improve central air filtration, and routinely replace filters and perform other necessary maintenance.

