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ROYAL RIVER CASINO & HOTEL COVID-19 REOPENING HEALTH & SANITATION PROGRAM

We are working closely with Local, State, and Tribal Health Care Professionals as well as monitoring Tribal, State, and Federal Government policy changes, Centers for Disease Control (CDC) guidelines and public health advancements. This plan will continue to evolve as necessary or appropriate to ensure our protocols and procedures are in line with all best practices. This program has been developed in consultation with Medical Experts from the Flandreau Santee Sioux Tribal Clinic.

ROYAL RIVER CASINO & HOTEL

COVID-19 REOPENING HEALTH & SANITATION GUIDELINES

Joint Statement from Anthony Reider, Tribal President, Flandreau Santee Sioux Tribe and James McDermott, General Manager, Royal River Casino & Hotel

The health, safety and security of our guests and team members have and will continue to be the top priority of Royal River Casino & Hotel and the Flandreau Santee Sioux Tribal Leadership. Now more than ever, our business is you. When we made the difficult decision to close the property in an abundance of caution to prevent the possible spread of the COVID-19 Virus the decision was made based on all available information at that time. The Flandreau Santee Sioux Tribal Leadership organized a COVID-19 Taskforce at the beginning of March, 2020 to monitor the threat that COVID-19 posed to the property and community. Based on the Taskforce recommendation the Tribal Executive Committee passed a resolution to close the property at Midnight on April 1st. This resolution was passed ahead of any state, county, or city action was taken because we knew it was in the best interest of our Team Members, guests and community. We understood that by closing the property the crucial funds that are transferred from the casino to the Tribe to fund operations would be in jeopardy, but made the hard decision based on all available facts. The casino furloughed over 90% of Team Members asking that they stay home during the pandemic. We chose to pay all our full-time and part-time Team Members for 14 days including an estimate for tips they could earn during the closure to ensure they did not face economic hardship while the State of South Dakota and Federal Government began the steps to roll out the provisions of the CARES Act. In addition Royal River Casino's remaining management team at the direction of the Flandreau Santee Sioux Tribal Leadership began preparing and distributing over 100 meals a day to the Tribal Elders to ensure they receive nutritious meals during these difficult times as well as meals to the Flandreau Santee Sioux Tribal Health Clinic Staff to streamline healthcare service and minimize the need for movement outside of the clinic that could introduce new threats or infection. The Royal River Hotel was quickly identified and reconfigured to handle any medical need for bed space to quarantine patients and or medical providers at no cost to anyone requiring the use of this space. To date we are grateful that a surge has not presented itself and the need for the additional space has not been realized, however we remain committed to being proactive community members and will continue to offer the hotel in the event a need arises.

The following plan presents what we will do to keep our guests, Team Members, and our community safe. Each department will continue to modify their own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science on sanitization methods in consultation with medical experts and professional infectious disease expert's information from around the country. We will continue to refine and update our plan as new information becomes available. Our procedures are extensive and targeted for our property specifically, we recognize that every property in our industry faces a unique set of challenges and there is no one size fits all approach for reopening.

In order to be able to recover and reopen Royal River Casino & Hotel successfully while protecting the health and safety of our team members, guests and community, the following is the data we will continue to track and the measures and precautions the property will be implementing.

UNDERSTANDING THE DATA

Follow the data provided by a State of South Dakota, Flandreau Santee Sioux Tribal Covid-19 Task Force, and Center for Disease Control. Utilizing the following benchmarks to make the final decision to reopen:

- a. Increases in COVID-19 testing velocity.
- b. Hospitalizations and deaths per million in South Dakota should not exceed the national average over any sustained period.
- c. Hospital critical care bed availability should be remain at levels needed to respond in the event of a spike in COVID-19 patients.
- d. Full transparent data should be public, web based and accessible to anyone.

DECISION TO OPEN

Assuming in mid- to late-May we are still in line with the benchmarks, reopen parts of Royal River Casino for a soft opening to invited guests beginning May 22nd for the hours of 2pm-10pm. Begin with reduced occupancy, physical distancing measures in place, and temperature checks for all team members, and no large gatherings. All team members will be issued and required to wear position specific Personal Protective Equipment including but not limited to masks. Wearing a mask is uncomfortable; however, it will allow our property to reopen faster and more effectively protect team members and guests. We will use the week of May 22nd-May 28th to observe the plan in action, speak with invited guests about their observations and comments and refine the operational effectiveness of the plan before fulling reopening the doors and welcoming all of our guests back beginning at 8am on May 29th.

CONTINUED DATA MONITORING

Monitor the data every day. If we need to, marginally pull back or move forward. It is understood that if we incrementally reopen, we might have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity, team member or guests safety, we will remain prepared to do so if the data shows the need for such decision.

James McDermott
General Manager
Royal River Casino & Hotel

Anthony Reider
Tribal President
Flandreau Santee Sioux Tribe

Royal River Casino & Hotel Program

1. Guest and Team Member Health

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

Infrared Thermometer Checks.

Team Members and Vendors will have one point of entry to allow our security team to conduct noninvasive temperature checks utilizing infrared thermometers on each team member and vendor entering the property. Anyone displaying a temperature over 100.0°F will be taken to a private area for a secondary temporal temperature screening. Team Members or vendors confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed to seek appropriate medical care.

Front of the House Signage.

There will be health and hygiene signs throughout the property including the proper way to wear, handle and dispose of masks, need for physical distancing, and sanitation practices. Electronic signs will also be used for messaging and communication.

Back of the House Signage.

Signage will be posted throughout the property reminding Team Members of the proper way to wear, handle and reuse face shields, masks, gloves, wash hands, sneeze and to avoid touching their faces.

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. Team Members will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other Team Members whenever possible. All property outlets will comply with, or exceed, Tribal Government mandated occupancy limits.

Hand Sanitizer.

Hand sanitizer dispensers, touchless whenever possible, will be placed at guest and Team Member entrances and contact areas such as reception area, hotel lobby, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, and pool. Hand lotion will be provided in guest rooms and throughout the back of house (in touchless dispensers) for Team Members.

Team Member & Guest Health Concerns.

Our Team Members have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to management, Management will contact all relevant medical partners for presumptive cases of COVID-19. We will be ready to provide support to our guests. Team Members 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, shortness of breath, or other known symptoms of COVID-19. Team Members and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (Team Members) or security (guests).

Case Notification.

If we are alerted to a presumptive case of COVID-19 at the property, we will work with the Flandreau Santee Sioux Tribal Health Clinic to follow the appropriate actions recommended by it.

2. Team Member's Responsibilities

Royal River Team Members play a key role in implementing an effective sanitation and health program.

Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Royal River Casino & Hotel Team Members have been instructed to wash their hands, 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 Team Members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for team members with more frequent guest contact including Food & Beverage Hotel Operations, Housekeeping, Porters, Slots, Table Games and Security.

Personal Protective Equipment (PPE).

Appropriate PPE will be worn by all Team Members based on their role and responsibilities and in adherence to Flandreau Santee Sioux Tribal Government regulations and Flandreau Santee Sioux Tribal Health Clinic guidance. Training on how to properly use and dispose of all PPE will be provided. Every Team Member entering the property will be provided a mask, face shield, and gloves and be required to wear these PPEs while on property.

Meetings & Timekeeping.

Team Member pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between Team Members. Larger departments will stagger Team Member arrival times to minimize traffic volume in back of house corridors. Hand sanitizer will be available at the time clock location and Team Members will be required to sanitize their hands after clocking in. Our management team will continue to provide communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3. The Guest Experience**Guest Entrance**

Guest entrance points will be temporarily limited to the main casino and hotel entrances.

A team member will greet each visitor to the property. Visitors will be screened and asked to use hand sanitizer and offered a mask and gloves to wear (which will be provided by the property). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property. Valet services will be suspended until further notice.

Guest Elevators

A Team Member will continually 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 will be permitted per elevator.

Guest Sanitation Amenities

A spray bottle of sanitizer or wipes will be provided on each Slot Bank and throughout the property for guests that wish to self-clean their surrounding before use. Self Service Hand Sanitizer Stations will be located around the property as well for guest use.

4. Sanitation Products and Protocols

Royal River Casino & Hotel utilizes cleaning products and protocols which meet or exceed industry guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors and suppliers to ensure we continue to evaluate all new products as they become available and that we maintain an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas.

The frequency of cleaning and sanitizing was increased in all public spaces prior to closure and will remain at increased levels with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, promotional kiosks, guest service counters, casino cage counters, gaming machines, gaming tables, beverage convenience stations, pool equipment, dining surfaces and seating areas.

Guest Rooms.

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

Laundry.

All bed linen and laundry will continue to be changed daily and washed at a high temperature and in accordance with CDC guidelines. 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 Team Member dining rooms, Team Member entrance, Team Member restrooms, loading dock, offices, kitchen, security scanning podiums, and administrative building

Shared Equipment.

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

Potentially Exposed Room Recovery Protocol.

In the event of a presumptive case of COVID-19 the effected room will be removed from service and quarantined. The guest room will not be entered or returned to service until test results are complete and the 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 our licensed third-party cleaning partner and approval by the Flandreau Santee Sioux Tribal Clinic.

Air Filter and HVAC Cleaning.

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

5. Locations for the Distribution of Personal Protection Equipment (PPE)**Front of the House**

All Security Podiums, Guest Service Center, Cage, and Hotel Front Desk

Back of House

- a) Team Member Entrances Security Podium,
- b) Department Specific PPE Locations Including Kitchens, Housekeeping & Porter Closets

6. Physical Distancing

Throughout the property we will meet or exceed Tribal Government Health Authority and CDC guidelines on proper physical distancing.

Queuing

Any area where guests or Team Members queue will be clearly marked for appropriate physical distancing. This includes hotel front desk, elevator lobbies, restaurants, cage, guest services, and ATMS and promotional kiosks.

Back of the House.

Physical distancing protocols will be used in the Team Member dining rooms, training classrooms, shared office spaces, the Team Member services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between Team Members.

Cage, Guest Service Center, and Hotel

Team Members will utilize every other workstation to ensure separation between Team Members whenever possible.

Meeting and Convention Spaces.

Meeting and Convention Space will remain closed in the near term. Upon reopening, set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and Tribal recommendations. Buffet style food service will be suspended and replaced by plated service.

Pools.

Pool and Spa area will remained closed for the near term. Upon reopening occupancy and seating will be configured to allow for at least six feet of separation between groups of guests.

Restaurants and Bars

Restaurants will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests. Bars will utilize Plexiglas partitions between seats where gaming machines are present and reduce seating capacity where gaming machines are not present. Restaurant operations will reopen in progression as business levels dictate. Buffet operation will remain closed for the near term.

Retail Spaces.

Guest occupancy limits will be enforced to allow for appropriate distancing at our Gift Shop and Convenience store locations.

Slot Operations

Slot machines will be separated utilizing the egad-s MOS® MY Own Space Panel system between each machine to allow for physical separation between guests. Casino supervisors and managers will ensure that guests do not congregate around slots.

Table Games Operations

Table Games will reopen on a limited basis. Table games will have chairs removed and at least every other table will be out of service. Casino Supervisors and managers will ensure that guests do not congregate in groups.

7. DEPARTMENT SPECIFIC SANITIZATION POLICIES

Additional department and protocols are under review and will be continue to be added/modified as needed

CASINO OPERATIONS

Guests will be offered disposable masks and gloves upon their request. Guests entering the gaming floor will be requested to briefly lower their masks for age and identification purposes.

Casino Cage, Guest Service Center/Host Operations

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once per hour
- b) Scooters, wheelchairs and other guest amenities to be sanitized after each use

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 stations are located outside of the Casino Cage and Guest Service Center
- b) Valet parking suspended

Slot Operations

Cleaning & Sanitizing Protocol

- (a) Hand sanitizing stations on the Royal River Casino & Hotel Casino floor including one adjacent to each Promotional Kiosks and ATMs
- (b) Workstations to be sanitized at least once every four hours

- (c) Slot attendants to offer to sanitize slots for guests sitting down at a machine
- (d) Slots to be sanitized at least once every four hours
- (e) Slot team members to work with Porter Supervisor to complete a log in each section to track each machine's sanitization schedule
- (f) Sanitizer to be stationed at each slot bank to allow guests to personally clean machines if desired

Physical Distancing Protocol

- (a) Slot machines will be separated using egad-s MOS® Lexan Panels between each machine.
- (b) Guests to maintain six feet of separation while waiting in lines

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 to sanitize slot machines before use or contact a slot attendant for assistance

Table Games Operations

Cleaning & Sanitizing Protocol

- (a) Supervisors to sanitize table game rails after each guest leaves a game
- (b) Supervisors to sanitize each chair area after each guest leaves a game
- (c) Dealers to sanitize dice for each new shooter
- (d) Dealer to sanitize the on/off button when entering a game
- (e) 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
- (f) Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week
- (g) Roulette wheel head, ball and dolly sanitized when a new dealer enters the game
- (h) Supervisor to sanitize the Chipper Champ every hour
- (i) Pit Podiums to be sanitized by Supervisor every hour including phones, computers, all hard surfaces and cabinetry
- (j) Table electronic signage to be sanitized every time a new supervisor enters the pit
- (k) Dealer to sanitize the money paddle when arriving at the game
- (l) Dealer to sanitize token boxes when entering a game
- (m) Porters to increase trash pick-up in pit
- (n) Pit Team to sanitize hard surfaces and push carts at the beginning and end of each shift
- (o) Chip cleaning solutions being reviewed – pending expert guidance

Physical Distancing Protocol

- (a) Every other table open
- (b) Four chair/guest maximum per table game (corners and middle seats remain)
- (c) Craps will remain closed for the near term.
- (d) Discourage unrelated guests from congregating behind players
- (e) 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) Cocktail Servers will remain available and serve beverage upon request

HOTEL OPERATIONS

Front Desk & Lobby

Cleaning & Sanitizing Protocol

- a) Staff every other workstation
- b) Sanitize high touch Front Desk and Lobby spaces and equipment including door handles, bell carts, bathrooms, and guest seating areas
- c) Offices, desks, counters, workspaces and related equipment (phones, keyboards, and radios) to be sanitized at least once every four hours or upon a new Team Member using the equipment
- d) Room keys to be sanitized before stocking
- e) Elevator buttons to be sanitized at least once per hour
- f) Vending and ice machines on each floor to be sanitized at least once per hour

Physical Distancing Protocol

- a) Guests waiting in line will maintain a minimum distance of six feet.
- b) Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

- a) Guest laundry will remain closed for the near term

Pool Operations

Pool Area will remain closed for the near term

PUBLIC AREA OPERATIONS

Public Area (Porters)

Cleaning & Sanitizing Protocol

- a) Team Members to sanitize the following areas at least once per hour
 - Guest elevators
 - Casino entry doors
 - Slot machines (in coordination with Slot Team)
 - Handrails
 - Team Member dining tables and counters
 - Hotel entry doors (in coordination with Hotel Front Desk Team)
 - Team Member smoking areas
 - Exterior benches
 - Trash and recycling bins
- b) All Front of House (FOH) restrooms to be sanitized at least once per hour

Physical Distancing Protocol

- a) Team Members will maintain six feet of distance away from guests whenever possible

Guest Considerations

- a) No department specific requirements

Housekeeping

Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Pillow protectors on the guest room beds are to be changed daily
- c) 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
- d) Back of house restrooms will be sanitized at least once every four hours
- e) House phones, in unsupervised/controlled areas, to be removed

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; housekeepers 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
- 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: Desks, counter tops, tables and chairs, Phones, tablets and remotes, Thermostats, Cabinetry, pulls and hardware, Doors and doorknobs, Bathroom vanities and accessories, Bathroom fixtures and hardware, Windows, mirrors and frames, Lights and lighting controls, Closets, hangers and other amenities

RETAIL

Royal River Casino & Hotel Gift Shop, First American Mart, and Prairie Junction

Cleaning & Sanitizing Protocol

- a) Point of sale stations, 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 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

Guest Considerations

- a) Displays and retail assortments may be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage, CBD and Tobacco products
- b) All sales final until further notice (including phone orders)

FOOD & BEVERAGE

Restaurants, Bars & Lounges Operations

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) Condiments to be available upon request and sanitized after each use
- f) Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use
- g) Menus to be sanitized after each use and/or disposable
- h) Storage containers to be sanitized before and after each use
- i) Food preparation stations to be sanitized at least once per hour
- j) Kitchens to be deep cleaned and sanitized at least once per day
- k) Food and beverage items being prepared to be transferred to other Team Members using contactless methods (leaving on expediting tables, or under heat lamp, etc.)

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 quick serve outlets to ensure food pick up areas remain appropriately distanced
- f) Convenience Beverage Locations to be sanitized once per hour, sanitizer to be available for guest use if desired
- g) Casino Bars will be staffed to allow for appropriate distancing between Team Members

Guest Considerations

- a) All self-serve condiments and utensils dispensers to be sanitized at least once per hour.
- b) All straws to be wrapped
- c) Buffet Service to remain closed for the near term
- 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

Additional Team Member Dining Room (TDR) Protocols

- a) No self-serve food available (including snacks)
- b) Team Members to sanitize all areas after their use
- c) Single use cups for beverage
- d) All self-serve condiments and utensils dispensers to be sanitized after team member use.

Catering, Banquets & Convention Services / Sales

Cleaning & Sanitizing Protocol

- a) Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- b) All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- c) All linen, including underlays, to be replaced after each use
- d) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

Physical Distancing Protocol

- a) All buffet and self-serve style events to remain suspended for the near term
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing.
- g) Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- b) Develop examples of physically distanced floor plans for use of event set ups
- c) Create modified menus to offer only plated meal options
- d) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

SECURITY

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) Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
- e) Shift Manager will notify the Security EE Desk after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)
- f) Security EE Desk will track critical activities in reporting software

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 to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

8. ENTRY SCREENING & CASE REPORTING PROTOCOLS

Guest Entry

a) Entry to be controlled by minimizing the numbers of available entry points

b) Guests entering the property will be offered complimentary disposable masks and gloves.

c) Guests exhibiting known symptoms of the COVID-19 Virus will receive a non-invasive screening from a Security Supervisor.

d) Security Supervisor will collect basic visitor information including name, area of property guest has occupied during their visit and close contact guests in their traveling party and ID (i.e. driver's license or Team Member ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.

e) If symptoms are confirmed to exist the presenting guest will be required to leave property and not return until symptoms break or they have been properly cleared by a medical professional.

f) If a guest refuses to provide information or cooperate with Security, the visitor will be required to leave the property.

Security Reporting

In-House Hotel Guests

a) If a guest requests to return to their room: 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 EE Desk will notify Porters and the elevator will be returned to service only after properly sanitized by Porters. The EE Desk will notify the Hotel Front Desk to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized. EE Desk will follow this up with an email to the Hotel Director

b) If the guest does not return to their room: The EE Desk will notify the Hotel Front Desk 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

c) Guests who have previously displayed known symptoms of COVID-19 may NOT return to the property until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

d) If the Guest displaying known symptoms of COVID-19 is sharing the room or has had close contact with other visitors: The Security Supervisor will determine room shares and close contact guests traveling with the PUI guest. The full protocol will be followed beginning with a secondary screening for all close contacts. Follow FSST Tribal Clinic 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. CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.

Internal Reporting

- a) Security Supervisor will immediately generate a report of guest contact and send to Director of Security for review and distribution
- b) The report will be submitted to the Executive Leadership Team for review with the COVID-19 Taskforce.
- c) At a minimum, the incident report is to include the visitor 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.