



# Gray Wolf Peak Casino

## COVID-19 PROTOCOL PROGRAM

Please note this is a fluid document and will be reviewed and revised as needed. Because of the size of Gray Wolf Peak, our initial occupancy will be 150 patrons and our hours of operation will be 10am to 1am.

### 1. Employee & Guest Health

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

**Point of Entry and Temperature Checks.** Points of entry will be limited to the main entrance to allow our team to conduct noninvasive temperature checks utilizing a handheld forehead device. SKG will make every effort to screen guests and staff before they enter the building. Anyone displaying a temperature over 100.4°F/38°C will not be allowed entry to the property and will be directed towards appropriate medical care. If possible and practical, SKG will utilize a walk through scanner to reduce the person-to-person close quarter interaction.

**Enhanced Cleaning.** The Gray Wolf Peak Casino staffs a 24-hour custodial department. The property currently has 8 hand-sanitization stations for employee and guest use with 1 installed at the main entrance. In addition to routine cleaning, the property has implemented enhanced cleaning procedures including increasing the frequency of disinfecting restrooms to every hour, sanitizing gaming machines multiple times during shifts, as well as sanitizing door handles, doors, tables, chairs, handrails and other high touch and high traffic areas multiple times a day. The property will be closed from 10 a.m. to 1 a.m. every day for property-wide deep cleaning. This includes the Gray Wolf Peak Casino, the Conoco self-serve gas pumps will remain open 24 hours a day.

SKG custodial department team members will undergo training on proper Personal Protective Equipment (PPE) and personal safety. We currently use a video recommended by the Center for Disease Control and Prevention (CDC) as our source of training.

**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 and moving around the property. Restaurant tables, gaming machines, and other physical layouts will be arranged to ensure appropriate distancing, when possible. 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. All resort outlets will comply with, or exceed, Tribal mandated occupancy limits. In an effort to control high traffic areas and contact on surfaces, side doors will be closed. Visitors can enter through the Main Lobby entrance where a gloved staff member will greet them. SKG will place physical distancing indications (signs, floor signs, etc) throughout the property to promote social distancing standards.



**Masks.** Upon entering the casino, all employees, guests, and vendors must put on a mask and keep this mask on at all times, except for eating, drinking, and smoking.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, the casino floor, and restaurant entrances. Each department interacting with guests will have individual hand sanitizer bottles to sanitize their hands between guests.

**Front of the House Signage.** There will be health and hygiene reminders throughout the property.

**Back of the House Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze, and 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 the property to the designated property representative or Tribal Health. 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 co-worker or guest with a cough, 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 the property 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 property, we will work with Tribal Health to follow the appropriate actions recommended by it.

**Media Inquiries.** All media inquiries are directed to Bryon Miller or Brooke Duty at (406) 883-3636.

## 2. Employee's Responsibilities

**Hand Washing.** Correct hygiene and frequent handwashing with soap are vital to helping combat the spread of the virus. All employees 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 starting a shift. Employees in positions that have frequent exchange of money, credit/debit cards, and drinks should wash on a more frequent basis.

**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, Public Area Department, Hotel Operations, and Security.



**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask 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.

**Daily Pre-Shift & Timekeeping.** Hand sanitizer will be available at each time-clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

### 3. Our Guests' Journey

#### Guest Arrival

An employee will greet each visitor to the property. Visitors will be screened and asked to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property.

### 4. Cleaning Products and Protocols

Our facilities use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and blood-borne 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 not limited to, check-in and security counters, door handles, public bathrooms, ATMs and kiosks, casino cage counters, gaming machines, dining and drinking surfaces, and seating areas.

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

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

**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 dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security room, and GWP conference room.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes **keys**, 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. The use of shared food and beverage equipment in the back of the house



office pantries (including shared coffee brewers) must be sanitized after each use. Everyone is responsible to sanitize all areas that they have touched.

**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)

Main Entrances (Manned)  
Employee Entrances  
Department Specific Locations

## 6. Physical Distancing

Throughout the property we will meet or exceed tribal authority guidelines on proper physical distancing.

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes the main entrance, employee entrance, Player's Club, cashier cages, ATMs, and Kiosks.

**Restaurant and Bar.** Restaurant and bar will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

**Video Gaming Machine Operations.** Gaming machines will be turned off and/or reconfigured to allow for physical separation between guests, when possible. Casino Supervisors and managers will ensure that guests do not congregate around slots.

**Back of the House.** Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

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

## DEPARTMENT SPECIFIC SANITIZATION POLICIES

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

## EMPLOYEE SERVICES & HUMAN RESOURCES

### 7. Human Resources

Cleaning & Sanitizing Protocol

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



- b) Offices, desks, counters, workspaces and related equipment to be sanitized at least once every four hours or upon an employee using the equipment

#### 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
- b) Physical distancing protocols will be used in the employee training classrooms, orientations, interview rooms, shared office spaces, the employee services window in order to ensure appropriate distancing between team members
- c) Orientation will be limited to New Team Members of 5 or less in the HR training room, 6 or more will be scheduled in a conference room
- d) Verification of Identification will take place with the New Team Member holding their ID; a copy of identification will take place at orientation

## CASINO OPERATIONS

### 8. Casino Cage

#### Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once every 30 minutes
- b) Hand-sanitizer bottles located on the guest counters
- c) Hand sanitizer stations near cages
- d) Frequent cleaning and sanitizing of all high traffic areas.
- e) Shared equipment and workstations are to be sanitized before, during and after each shift
- f) Plexiglas shields will 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
- b) Plexiglas shields installed at cage windows

#### Guest Considerations

- (a) Hand sanitizer bottles are located on the guest counter at all casino cages

### 9. Players Club

#### Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once every 30 minutes
- b) During high traffic times the equipment shall be sanitized in between guest interaction.
- c) Hand-sanitizer bottles located on the guest counters
- d) Hand sanitizer stations near PC Booth
- e) Frequent cleaning and sanitizing of all high traffic areas
- f) Shared equipment and workstations are to be sanitized before, during and after each shift



- g) Limited handling of ID and club cards and immediate hand sanitizing after returning ID or club card
- h) Plexiglas shields will 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
- b) Plexiglas installed at Players Club windows

### **10. Slot Operations**

#### Cleaning & Sanitizing Protocol

- (a) Slot Department Staff will carry hand sanitizer on their person
- (b) Slot Department Staff will self-sanitize after document or instrument exchange (money, JP's, TITO, pens, etc.)
- (c) Slot Department Staff will assist guests with a friendly reminder to wear a mask while on property
- (d) Slot Department Staff will offer to dispense hand sanitizer to the guest after a document exchange
- (e) Workstations to be sanitized at least once every four hours
- (f) Slot Department Staff will assist in sanitizing Video Gaming Machines (VGM), chairs, kiosks, ATMs and work stations when not performing essential job duties
- (g) Slot Department Staff will direct guest inquiries and concerns for Covid-19 to Tribal Health

#### Physical Distancing Protocol

- (a) VGM machines will be turned off and/or reconfigured to allow for separation between guests, when possible.

#### Guest Considerations

- (a) Hand sanitizer dispensers to be placed throughout the casino floor
- (b) Signage will be placed throughout the casino floor to remind guests to sanitize VGM machines before use or contact a Slot Department Attendant for assistance

### **11. Public Areas**

#### Cleaning & Sanitizing Protocol

- a) Employees to sanitize the following areas at least once every 30 minutes
  - Casino entry doors
  - Gaming machines (in coordination with Slot Dept. team member)
  - Employee dining tables and counters
  - Kiosk/ATM units
  
- b) Employees to sanitize the following areas at least once per hour
  - Employee smoking areas
  - Exterior benches



Trash bins

- c) All Front of House (FOH) restrooms to be sanitized at least once per hour

## FOOD & BEVERAGE

### 12. Restaurant & Bar

#### Cleaning & Sanitizing Protocol

- a) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour
- b) 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
- c) Dining tables, bar tops, stools and chairs to be sanitized after each use
- d) Hand sanitizer stations near Food and Beverage venues
- e) Shared equipment and workstations are to be sanitized before, during and after each shift
- f) Limited handling of ID, credit cards and club cards and immediate hand sanitizing after returning these items
- g) Guest swipes their own credit/debit card at Bar/Deli
- h) Condiments to be served in single-use containers (either disposable or washed after each use)
- i) Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single-use
- j) Menus to be single-use and/or disposable
- k) Sanitize trays (all types) and tray stands sanitized after each use
- l) Storage containers to be sanitized before and after each use
- m) Food preparation stations to be sanitized at least once per hour
- n) Kitchens to be deep cleaned and sanitized at least once per day
- o) Salad Bar will remain closed until further notice
- p) Bartenders must have garnishes already skewered, use tongs or have gloves on
- q) Floor drinks will be all plastic or disposable cups
- r) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

#### Physical Distancing Protocol

- a) Supervisors 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 coffee and food pick up areas remain appropriately distanced



- f) Additional quick-serve coffee options to open based on demand and length of physically distanced lines
- g) Plexiglas installed at Bar/Deli
- h) No parties over 9 people will be sat together due to social distancing standards

#### Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) All straws to be wrapped or handed out with clean gloves
- c) All food and beverage items to be placed on the table, counter, slot or other surfaces instead of being handed directly to a guest

### **13. 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 supervisors will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) All related equipment and contact surfaces to be sanitized before and after each use

#### 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, cage area, etc.)

#### Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

### **ENTRY SCREENING & CASE REPORTING PROTOCOLS**

#### **Entry Screening**

Any person displaying a cough, shortness of breath, or other known symptoms of COVID-19 or a temperature above 100.4°F/38°C will be discreetly offered a secondary screening.

A team member using appropriate PPE (including a mask and eye protection) and a temporal thermometer will record a second temperature.

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**





If the secondary reading confirms that the visitor has a temperature above 100.4°F/38°C, the visitor will be denied entry to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

**CPR**

S&K Gaming, LLC will seek medical advice to develop and address CPR related first aid services. The best practices will be implemented after consulting experts. Emergency services such as ambulance calls may require pre-screen notification for COVID related symptoms with the information passed to the responding agency.