

# STAGE 2: GUIDANCE FOR CASINOS, VLTS AND BINGOS

## Overview

Chief Medical Officer of Health (CMOH) Order 25-2020 requires businesses and entities to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with any applicable Alberta Health guidance found at: [alberta.ca/biz-connect.aspx](https://alberta.ca/biz-connect.aspx).

Where any part of this guidance is inconsistent or in conflict with enhanced or stronger public health restrictions set out in another CMOH Order, the enhanced or stronger public health measures would prevail. Operators are also required to follow the [General Operational Guidance](#) and any other applicable CMOH orders.

This document has been developed to support operators of casinos, video lottery terminals (VLTs) and bingo halls in reducing the risk of transmission of COVID-19 among attendees (including workers, staff, participants/patrons, volunteers and, where relevant, members of the general public). The guidance provided outlines public health and infection prevention control measures specific to these settings and activities.

In all settings, it is important that measures are implemented to reduce the risk of transmission of COVID-19. This includes, but is not limited to ensuring: physical distancing, barrier use (where appropriate), proper hand hygiene, respiratory etiquette, enhanced cleaning and disinfecting, records management and building maintenance (e.g., ventilation).

## COVID-19 Risk Mitigation

<b>General Advice for Operators of Casinos, VLTs and Bingo Venues</b>	<ul style="list-style-type: none"><li>• Casinos and bingo venues may reopen to the public with attendance limited to <b>1/3 of fire code capacity</b>.<ul style="list-style-type: none"><li>○ If the venue does not have a fire code capacity, it must adhere to 1/3 of normal capacity and ensure that attendees from different households can stay 2 metres' apart at all times.</li></ul></li><li>• Businesses offering VLTs must ensure that they are spaced 2 metres' apart (see the section on VLTs, Slots and Gaming Equipment).</li><li>• Amenities and services (e.g., retail, food services, hotels) located in casinos and bingo venues must follow the relevant <a href="#">COVID-19 Guidance</a>.</li><li>• Staff, workers, volunteers, and the general public must maintain 2 metres' physical distancing at all times in casinos, VLT and bingo venues, and must wear face masks in indoor areas of these venues.</li></ul>
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	<ul style="list-style-type: none"> <li>• Operators must enhance cleaning and disinfecting practices as described in the COVID-19 <a href="#">General Operational Guidance</a>.</li> <li>• Operators should place hand sanitizer containing at least 60% alcohol in convenient locations throughout the facility.</li> <li>• The operator should have detailed plans for a rapid response if an attendee becomes symptomatic while at their facility. For more information on what this should include, see the <a href="#">General Operational Guidance</a>.</li> <li>• Ensure ventilation systems are operational and functioning optimally. Refer to the <a href="#">General Operational Guidance</a> for more information on ventilation.</li> </ul>
<p><b>VLTs, Slots and Gaming Equipment</b></p>	<ul style="list-style-type: none"> <li>• Alberta Gaming, Liquor and Cannabis (AGLC) will work with operators to ensure that active casino slots and VLTs are spaced every 2 metres, unless separated by a physical barrier large enough to prevent droplet transmission between clients that does not obstruct the view of the front of the machines by the staff or cameras.</li> <li>• Physical barriers are not to be attached to gaming equipment (contact AGLC for details).</li> <li>• Increase frequency of cleaning and disinfecting of all slots and VLTs (including electronic table games). Every effort must be made to sanitize a machine after each guest vacates.</li> <li>• To preserve the integrity of the equipment, the specific cleaning solution used for all electronic gambling equipment is to be approved by AGLC Gaming Division.</li> <li>• Slots located within 2 metres of “Game Sense” kiosks cannot be enabled, unless separated by a physical barrier.</li> <li>• Ticket redemption kiosks, “Winner’s Edge” kiosks and any other kiosks found on a casino floor must not be within 2 metres of one another or any other electronic device.</li> <li>• AGLC will disable the remaining devices and operators must remove chairs for non-functional gaming equipment, leaving only seating for the available machines.</li> <li>• Players should remain seated while playing slots or VLTs.</li> </ul>
<p><b>Table Games and Other Casino Amenities</b></p>	<ul style="list-style-type: none"> <li>• Guests should not congregate, cheer, shout, or back wagers behind players at table games.</li> <li>• A cashed out player must not congregate next to another table.</li> <li>• Each betting space may be used if a clear barrier large enough to prevent droplet transmission separating the spaces is installed. Satisfactory camera coverage must be maintained.</li> </ul>

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	<ul style="list-style-type: none"> <li>• If a clear barrier is NOT installed at a gaming table that protects both players and dealers, the maximum number of players per table is 2.</li> <li>• All dealers must sanitize or wash their hands prior to shift start, prior to returning to tables from breaks and in between any deck or card shoe change. If dealers sanitize their hands while at a game table, they must “dust off” prior to resuming dealing.</li> <li>• Dealers are to verbally give breaks instead of “tapping in” and maintain appropriate separation while exchanging positions.</li> <li>• Cards must be replaced regularly.</li> <li>• Operators must increase the frequency of cleaning and disinfecting of:             <ul style="list-style-type: none"> <li>○ player chips; table game rails and chairs; equipment such as card shufflers, “chipper champs”, baccarat discard piles, and blackjack discard holders; pit podiums, including phones and computers; and all hard surfaces and cabinetry.</li> </ul> </li> <li>• Dealers must enhance cleaning and disinfecting of:             <ul style="list-style-type: none"> <li>○ dice;</li> <li>○ the on/off button when entering a game;</li> <li>○ card shoes;</li> <li>○ money paddles and token boxes;</li> <li>○ roulette wheel head, ball and dolly;</li> <li>○ Pai Gow tiles.</li> </ul> </li> <li>• Count room volunteers or staff must wash or sanitize their hands at the onset and conclusion of the count.</li> <li>• Worker and volunteer safety measures, such as physical distancing, physical barriers and face masks, must be undertaken in casino workstations such as the cash cage and customer service areas.</li> <li>• Cash cage volunteers or staff must wash or sanitize their hands at the onset of their shift and every break period and the conclusion of their shift.</li> </ul>
<b>Bingo Halls</b>	<ul style="list-style-type: none"> <li>• Increase frequency of cleaning and disinfecting of E-Bingo devices. Every effort must be made to sanitize E-Bingo devices after each patron vacates the machine.</li> <li>• To preserve the integrity of the equipment, the specific cleaning solution used for E-Bingo devices is to be approved by AGLC Gaming Division.</li> </ul>
<b>Performances</b>	<ul style="list-style-type: none"> <li>• Performances in casinos and bingo venues must follow the <a href="#">Guidance for Performing Arts</a>.             <ul style="list-style-type: none"> <li>○ Audiences for indoor performances must be in fixed seating.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>○ Operators must follow the <a href="#">Guidance for Indoor and Outdoor Seated Venues</a>.</li></ul>
<b>Hosting Events and Activities</b>	<ul style="list-style-type: none"><li>● Casinos and bingo venues used as locations for a wedding ceremony or funeral service must follow the <a href="#">Guidance for Weddings and Funerals</a>.</li><li>● Indoor social gatherings are not allowed at these locations and outdoor social gatherings must follow the <a href="#">current gathering restrictions</a>.</li><li>● Sport and structured recreational activities in casinos and bingo venues must follow the <a href="#">Guidance for Sport, Fitness and Recreation</a>.</li></ul>

This document and the guidance within it is subject to change and will be updated as needed.

Last Revised: June 2021