Reopening Protocol for Cardrooms: Appendix Q

Recent Updates: (Changes are highlighted in yellow)
11/19/2020: Maximum capacity in the outdoor gaming area is limited to 50% of current outdoor occupancy limit. Clarifies that screening of patrons should include confirmation that the patron is not under current quarantine or isolation orders. Clarifies that Cardrooms may utilize indoor restrooms with modifications and capacity restrictions.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow Cardrooms to continue to operate for outdoor gaming operations at 50% of their current outdoor capacity. The requirements below are specific to these businesses. In addition to the conditions imposed on cardrooms by the Governor, cardrooms must adhere to the conditions laid out in this Protocol, including any occupancy limits.

Cardrooms may additionally need to comply with the following guidance:
- ❑ DPH Protocols for Restaurants; however, no food or beverage may be served or consumed at gaming tables and alcohol may only be served with a meal.
- ❑ DPH Protocols for Hotels, if applicable
- ❑ DPH Protocols for Gyms and Fitness Centers, if applicable
- ❑ DPH Protocols for Retailers, if applicable

Note that Cardrooms that operate or lease bars, spas, nightclubs, lounges, conventions, indoor and outdoor sporting and entertainment venues, etc. should keep those areas closed until each of those types of establishments are allowed to resume modified or full operation. Racetracks are currently allowed to operate without spectators. All public events or concentrated gatherings, including musical or other performances at these facilities, must be canceled or postponed.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website http://www.ph.lacounty.gov/media/Coronavirus/ regularly for any updates to this document and related guidance, including those listed above.

This checklist covers:
(1) Workplace policies and practices to protect employee health
(2) Measures to ensure physical distancing
(3) Measures to ensure infection control
(4) Communication with employees and the public
(5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Occupancy Allowed:

**Approximate total square footage
of space open to the public:**

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

❑ Everyone who can carry out their work duties from home has been directed to do so.

❑ Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.

❑ Consider offering workers who request modified duties options that minimize their contact with patrons and other employees (e.g., managing inventory rather than working as a dealer, server, cashier or managing administrative needs through telework).

❑ In compliance with wage and hour laws, alternate, staggered or shift schedules have been instituted to maximize physical distancing.

❑ All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employers have provided information to employees regarding employer or government sponsored leave benefits, including their right to paid sick leave as guaranteed by the Families First Coronavirus Response Act.

❑ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on responding to COVID-19 in the workplace.

❑ Entry screenings are conducted before employees and contract workers may enter the workspace. Screening must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. Anyone screening positive may not enter the premises. (See County Entry Screening guidance.) These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.

❑ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer must report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response. The Department of Public Health will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.

❑ Employees who have contact with the public or other employees in the course of their employment are offered, at no cost, an appropriate face covering that covers the nose and mouth, unless Cal/OSHA standards require further respiratory protection. The face covering is to be worn, covering both the nose and mouth, by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office, or a cubicle with a solid partition that exceeds the height of the employee when standing.

❑ Employees are instructed to wash or replace their face coverings daily.

❑ Employers should consider whether gloves should also be provided to employees to supplement frequent handwashing. For example, employees who participate in screening patrons or guests to the establishment, handle frequently touched items, and/or handle items contaminated by body fluids should wear gloves.

❑ All indoor and outdoor workstations, including office spaces, gaming tables, casino cages, meeting rooms, etc. are reconfigured to ensure workspaces allow for six feet between employees and patrons. Place additional limitations on the number of workers in enclosed areas such as supply rooms, to ensure at least six feet separation between employees.

❑ For outdoor operations, the employer should have an effective heat illness prevention plan with written procedures in both English and the language(s) understood by the majority of the employees. The plan must be available to employees at the worksite. See the Cal/OSHA heat illness prevention page for resources, including FAQs, a webinar, and a sample written plan. Elements of a heat illness prevention plan must include:
  o Access to potable drinking water
  o Access to shade
  o Cool down breaks
  o Emergency procedures for heat illness cases
  o High heat procedures when the temperature exceeds 95 degrees
  o Monitoring of employees who are acclimatizing during a heat wave
  o Training on heat illness prevention and symptoms.

❑ Note that working outdoors creates additional hazards including:
  o Rewiring and the use of electrical extension cords can increase the likelihood of electrical hazards, including fire and electrocution. Ensure that outdoor operations comply with Cal/OSHA and all code requirements. See Cal/OSHA's Guide to Electrical Safety for more information.
  o Ensure there are no tripping hazards from cords or other equipment in outdoor work areas.
  o Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
  o Stop operations, move away from electrical wiring and equipment, and seek indoor shelter if there is lightning within 6 miles of your location (see FEMA "30/30 rule").

❑ Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
  o Break rooms _____
  o Restrooms _____
  o Gaming tables _____
  o Other _____

❑ To ensure that face coverings are worn consistently and correctly, employees are discouraged from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance themselves from co-workers and others.

❑ Disinfectant and related supplies are available to employees at the following location(s):

_____

❑ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

_____

❑ Employees are allowed frequent breaks to wash their hands. Provide time between dealer rotations to allow for thorough hand washing. Outdoor handwashing stations are installed and supplied with hand soap and paper towels at all times to enable employees working in the outdoor area to easily clean their hands during their workday.

❑ A copy of this protocol has been distributed to each employee.

❑ To the extent possible, each worker is assigned their own tools, equipment and defined workspace. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.

❑ Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.

❑ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.

❑ Optional—Describe other measures:

_____

B. MEASURES TO ENSURE PHYSICAL DISTANCING

❑ All operations, including all gaming tables, game play, and dining areas must be moved outdoors. If it poses an undue safety risk for cashier's cages to be moved outdoors, then they may remain indoors. Those cardrooms that allow indoor patron access for transactions at cashier's cages must:
   o Strictly limit patron access to indoor cashier's cages;
   o Strictly limit access to indoor public restrooms;
   o Install physical barriers or partitions at cages, counters and any other area where customers may come in close contact with employees;
   o Strictly enforce universal face covering usage and physical distancing requirements; and
   o Ensure that patrons return to the outdoor area immediately once any indoor activities are completed.

❑ The number of employees and patrons in the outdoor cardroom facility at a given time is limited such that patrons and employees are able to maintain physical distancing of at least six feet at all times and in no case more than 50% of the maximum capacity of the outdoor cardroom facility. Where feasible, parking is limited to further enforce maximum occupancy limits.

❑ The cardroom monitors all entrances in order to track patron occupancy. Where possible, provide a single, clearly designated entrance and separate exit to help maintain physical distancing.
   o Maximum number of patrons in outdoor area limited to: _____

❑ Food and beverages may be served in the outdoor cardroom area, provided that all food and beverages are served in a designated outdoor dining area that is separate from the outdoor gaming area. Food may be prepared indoors, but patrons may not enter the indoor facility to purchase, pick up, or consume food or beverages. Food and beverages may not be served or consumed at gaming tables. Operators must adhere to the DPH Protocol for Restaurants and may only sell alcohol when purchased in the same transaction as a meal.

❑ The establishment monitors occupancy of the outdoor area as well as the limited indoor area near the cashier's cages where patrons have access in order to track occupancy. Some public entrances to the establishment may be designated "exit only" to enable easier tracking of occupancy.

❑ Outdoor operations have adequate lighting to ensure that the outdoor area maintains sufficient lighting for worker safety and surveillance coverage.

❑ If outdoor operations are conducted under a canopy or other sun shelter, at least 3 sides of the canopy are open to allow sufficient outdoor air movement.

❑ Cardrooms must take appropriate measures to ensure worker security, including installing barriers that prevent vehicles from entering the outdoor area. Any barriers or other solid structures used to create a gaming area perimeter should be no higher than 3 feet. Mesh fencing or other materials that maintain adequate outdoor air flow may be used with no height restriction.

❏ Security staff remind patrons of the importance of maintaining physical distancing, wearing face coverings at all times, and that they should not congregate with others inside or outside the establishment.

❏ A staff person (or staff people if there is more than one entrance) wearing a cloth face covering is posted near the entry but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the outdoor area has reached its occupancy limit. To avoid lines outside of the facility, consider implementing timed entry and/or a virtual check-in and callback system so that patrons may wait in their cars if the facility has reached capacity.

❏ Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among employees and patrons in all facility locations including all outdoor areas. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and patrons should stand). Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

❏ Tape or other markings assist patrons in keeping a 6 feet distance between them and others in line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for subsequent customers who are joining the line.

❏ If the establishment has elevators, access is limited to employees and elevator capacity is limited to the number of riders that can be accommodated while maintaining a 6- foot physical distance between riders; during peak times for elevator use, this number can be adjusted to 4 individuals or fewer at a time for any elevator that does not allow for a 6-feet physical distance between riders. All riders are required to wear cloth face coverings.

❏ Outdoor public seating areas (e.g., lounge chairs or benches) are configured to support physical distancing.

❏ Gaming tables, chairs, tables, and gaming machines in the outdoor area are configured to ensure that patrons and employees are able to maintain a 6-foot physical distance and/or there is an appropriate physical barrier to limit possible exposures. See public health guidance on barriers.

❏ The number of patrons at gaming tables and machines is limited such that patrons have increased physical distance. Non-player game watching is discontinued if it increases the chance of patrons breaking physical distance of six feet.

❏ Break rooms and other common areas are closed or configured to limit employee gatherings and to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.

❏ Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

C. MEASURES FOR INFECTION CONTROL

❏ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.

❏ To reduce the risk of Legionnaires' disease and other diseases associated with water, the establishment operator has taken steps to ensure that all water systems and features are safe to use after a prolonged facility shutdown.

❏ Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe: _____

❏ Common and high traffic areas such as lobbies, waiting areas, and break rooms, and frequently touched objects (e.g., counters, club terminals, gaming machines, devices, chairs, handrails,

elevator controls, doorknobs or handles, credit card readers, elevator buttons, escalator handrails, ATM pin pads, etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants following the manufacturer's instructions for use.

❑ Equipment and furniture that must be shared is cleaned and disinfected between shifts or between users, whichever is more frequent, including but not limited to working surfaces, keys, chips in play, gaming table rails and chairs, dice and tiles, cards (if not discarded after use), electronic playing book forms, touchscreens, time clocks, cleaning equipment and stationary and mobile equipment controls.

❑ Terminals, desks and help counters are equipped with proper sanitation products, including hand sanitizer and sanitizing wipes, and personal hand sanitizer is provided to all staff assisting customers.

❑ Entry screening is conducted before patrons may enter any of the establishment's indoor or outdoor areas. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills, and whether the individual is currently under isolation or quarantine orders. (See County Entry Screening guidance.) These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance of a facility stating that visitors with these symptoms should not enter the premises.

❑ Patrons are instructed that they must wear a face covering at all times while on the gaming facility property, including at all gaming tables and machines, and in the outdoor area. Patrons may remove their face coverings temporarily when eating and drinking in the designated outdoor dining area. To support the safety of your employees and other patrons, a face covering should be made available to patrons who arrive without them.

❑ Hand sanitizer stations (touchless wherever possible) are placed in all high traffic areas such as reception, lobbies, gaming tables, restaurant entrances, and other areas where queueing and handling of chips, cards, money, tickets, etc. will occur including but not limited to machine banks, gaming tables, ATM machines, ticket redemption machines, casino cages, restrooms, etc. Sanitizing stations are monitored and replenished as necessary.

❑ When patrons and employees pass items back and forth for an extended period of time (such as chips and cards), patrons are reminded to use hand sanitizer frequently and not to touch their eyes, nose and mouth. Consider offering disposable gloves at each table to be used by patrons.

❑ Cards are changed upon every dealer rotation, disposed of by the outgoing dealer and replaced with new cards.

❑ Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently, at least hourly during hours of operation.

❑ Outdoor restrooms and handwashing stations with hand soap, paper towels and touchless trashcans may be installed. Patrons may individually access indoor restrooms, and cardroom must enforce capacity limitations and physical distancing for lines of patrons waiting outside to use the indoor restroom. Indoor and outdoor public restrooms are regularly cleaned and disinfected using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:

_____

❑ Public drinking water fountains are turned off and have signs informing patrons that they are inoperable. All self-service coffee, water, and snack areas are closed.

❑ Employee restrooms are not available for customer use.

❑ Customer entrances and exits, counter service areas, and other common-space areas are equipped with proper sanitation products, including alcohol-based hand sanitizer, disinfectants, tissues, disposable towels, and no-touch trash cans.

❑ Restaurants, snack bars or concessions stands comply with the Checklist for Reopening Restaurants. Consuming food and/or beverages at gaming tables is prohibited.

❑ Optional—Describe other measures:

_____

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

❑ A copy of this protocol is posted at all public entrances to the establishment.

❑ Signage at the entry and/or where patrons line up notifies patrons of occupancy limit and requirement that they wear a face covering to enter and while within the facility.

❑ Signage is posted in the outdoor area that reminds patrons to maintain physical distancing of six (6) feet, the need to wear a face covering at all times, the importance of regular handwashing and the need to stay home if they are feeling ill or have symptoms of COVID-19.

❑ Display signage at entrances, cage counters, restrooms, ATM machines, ticket redemption stations, gaming tables, etc. to remind patrons of physical distancing, proper use of face coverings and the importance of hand hygiene at every opportunity.

❑ Online outlets of the establishment (website, social media, etc.) provide clear information about establishment hours, required use of face coverings, limited occupancy, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

❑ Services that are critical to the patrons/clients have been prioritized.

❑ Measures are instituted to assure access to goods and services for patrons who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

Phone number: _____

Date Last Revised: _____