

ARIZONA DEPARTMENT OF HEALTH SERVICES

COVID-19 Recommendations for Casinos and Gaming Facilities

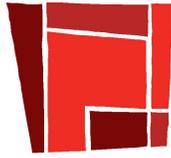
Per the Centers for Disease Control and Prevention (CDC) guidance, under all circumstances, the following precautions should be taken by *people visiting casinos or gaming facilities*:

- [Stay at home when sick.](#)
- Protect yourself while visiting casinos and gaming facilities:
 - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
 - It is especially important to clean hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.
 - After leaving a casino or gaming facility, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.
 - Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Stay at home when you are sick.
 - Avoid close contact (within 6 feet) with others.
 - Cover your cough or sneeze with a tissue or your sleeve (not your hands) and immediately throw the tissue in the trash.
 - Clean and disinfect frequently touched objects and surfaces.
 - Consider wearing cloth face coverings, if it can be safely managed, in public settings where other physical distancing measures are difficult to maintain.
 - If you are at [higher risk](#) for severe illness, you should avoid crowds and non-essential travel. People at higher risk for [severe illness](#) include adults 65 or older and people of any age who have serious underlying medical conditions.

To the extent possible, casinos and gaming facilities should take measures to ensure that employees and guests follow these guidelines

The Department of Health Services recommends the following additional steps be taken by *casinos and gaming facilities*:

- Implement physical distancing precautions that maintains at least 6 feet between guests who do not live in the same household, when possible:
 - Provide space and visual cues (e.g., floor markers) for guests when they are in queue lines (check-in, check-out, elevator lobbies, casual dining, etc).
 - Slot machines should be reconfigured to align with physical distancing recommendations. Ensure that guests do not congregate around slot machines.
 - Table game operations should allow for physical distancing by closing every other table and removing chairs to ensure physical distance between guests.
 - Wipe down slot machines or gaming equipment between guests.
 - Enforce occupancy limits in retail spaces and pool/ outdoor settings.

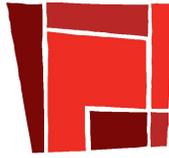


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- Enforce similar physical distancing requirements in employee-only spaces, such as dining rooms, uniform control areas, and shared office spaces.
- Consider whether meetings and gatherings in convention spaces may need to have limited attendance, be held virtually, or suspended if physical distancing is difficult.
- Encourage guests that are most vulnerable (i.e. adults 65 and over and people of all ages with underlying medical conditions) and those with symptoms of illness to stay home.
 - Post signage at entrances advising those with symptoms of illness to not enter.
 - Consider separate services, with added precautions, for vulnerable adults.
 - Consider use of masks for employees, if feasible, along with increased sanitation and enforcement of physical distancing.
- Provide adequate supplies to support healthy hygiene behaviors, including soap, hand sanitizer with at least 60 percent alcohol, disinfecting wipes, tissues, and no-touch trash cans.
 - Place hand sanitizer and disinfection materials frequently around gaming tables, slot machines, guest-facing counters and services.
- Encourage use of a cloth face covering, when feasible. Coverings should not be placed on children less than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance.
- Restrict common areas where people are likely to congregate and interact.
- Distribute and post health messages and materials to staff and guests and educate about everyday preventive actions that include respiratory etiquette and hand hygiene:
 - Staying home when sick.
 - Covering coughs and sneezes with a tissue or elbow (not your hands) and immediately throwing the tissue in the trash.
 - Washing hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Enforce disinfection procedures of:
 - Casino cages, slot machines, game tables, table chairs, card shoes, card shufflers.
 - Any game chips and pieces of equipment that game players touch while participating in table games, poker, or Bingo or Keno stations.

The Arizona Department of Health Services recommends the following additional steps be taken by *staff*:

- Document and communicate flexible sick leave policies that permit adherence with public health isolation and quarantine guidance.
- Train all staff on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Have employees or volunteers maintain at least 6 feet separation from other individuals and ensure the use of cloth face coverings when possible.



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- Provide appropriate personal protective equipment (PPE) for employees in accordance with public health recommendations.
- Provide adequate supplies in employee workspaces to support healthy hygiene behaviors, including soap, hand sanitizer with at least 60 percent alcohol, disinfecting wipes, tissues, and no-touch trash cans.
- Intensify cleaning, disinfection, and ventilation.
 - Clean and disinfect frequently touched surfaces and all areas after they are touched or used, such as seats, doorknobs, tables, restrooms, etc.
- If a hotel or gaming facility provides food for staff or guests, the food items should be individually packaged. Maintain rigorous sanitation practices like disinfection, handwashing, and cleanliness when preparing or serving anything edible.
 - Avoid the use of buffets or family-style food services.

The list of EPA-approved disinfectant products for emerging viral pathogens expected to be effective against COVID-19 can be accessed [here](#).

The Arizona Department of Health Services recommends the following additional steps be taken by *hotel services*:

- Enhance disinfection procedures in hotel guest services:
 - Public spaces, including the front desk, public bathrooms, check-in counters, bell desks, ATMs, etc.
 - High-touch surfaces in guest rooms including television remotes, toilet seat and handles, light switches, temperature control panels, etc.
 - Provide hand sanitizer and disinfectant in each guest room and communal space.
- Continue to launder bed linens and laundry at high temperatures.
- Consider an enhanced cleaning procedure if a guest with confirmed COVID-19 is identified.
- Increase air filter and HVAC cleaning and filter replacements.
- Ensure that all water systems like drinking fountains, decorative fountains, and hot tubs are safe to use [after a prolonged facility shut down](#) to minimize the risk of [Legionnaires' disease](#) and other waterborne diseases.
- Avoid the use of buffets or family-style food services in guest rooms or guest communal spaces.
- Provide informational cards in each guest room with details on recommended COVID-19 precautions.
- Nurseries and childcare facilities within casinos or gaming facilities should comply with [CDC guidelines for childcare facilities](#).

For additional guidance, visit CDC's [Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#).

For COVID-19 questions, please call the Arizona COVID-19 Hotline at: 1-844-542-8201