

Major General (R) Al Hopkins
Chairman

Jerry Griffith
Commissioner

Tom Gresham
Commissioner




Allen Godfrey
Executive Director

MISSISSIPPI GAMING COMMISSION
Post Office Box 23577
Jackson, Mississippi 39225-3577
(601) 576-3800

INDUSTRY LETTER NO. 2020-01
May 15, 2020

TO: All Licensees, Enrolled Attorneys and Interested Parties

FROM: Allen Godfrey, Executive Director 

RE: Reopening Guidelines for COVID-19

Phase One Casino Reopening Guidelines

General Guidelines:

- The number of guests on the property shall be limited to no greater than 50% the property's maximum occupancy.
- Limit points of entry to allow for each guest to be screened prior to entry. Such screening shall include the following questions, and any guest answering any question in the affirmative shall not be permitted to enter the property:
 - Have you been in close contact with a confirmed case of COVID-19 in the past 14 days?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- During the initial screening, guests will be asked to use hand sanitizer and encouraged to wear a mask (which will be provided by the property) while on property.
- Signage will be placed at entrances depicting a checklist of COVID-19 symptoms and asking staff members and guests **NOT** enter the property if their answer is "YES" to any question on the checklist.
- Waiting areas/lines will be marked to observe social distancing standards and to require guests to stand 6' apart. Staff will be stationed to enforce the social distancing standards.
- Hand sanitizer stations will be located at all entry or exit points and throughout the casino floor.

- Any guest queuing, where lines normally form, markers and indicators will be placed on the floor and signage put in place to require guests to continue standing 6' apart from any other guest. Staff members will be stationed to enforce the social distancing standards.
- Reminder signage will be placed throughout the back of the house encouraging staff members to follow CDC guidelines (wash hands, use sanitizer, stay at home if sick, etc.).
- Staff members will be regularly deployed to guest and staff member touch-points for cleaning and disinfecting. High frequency touch-points will be sanitized at least once every two hours. Staff members will be trained on proper cleaning and disinfecting protocol according to the recommended guidance.
- As designated by property, close parts of the casino section by section overnight for deep cleaning and disinfecting daily.
- Valet will be discontinued unless otherwise specified in property specific plan.
- Player's Club may remain open as designated by each property, while practicing proper social distancing. Player's Club to be deep cleaned daily.
- No entertainment or special event gatherings.
- No promotions/table game tournaments will be permitted that require customers to cluster and cannot be conducted in accordance with appropriate social distancing and then-current government orders and guidelines.
- VIP lounges will remain closed.
- Gyms will be permitted to open subject to the limitations in Paragraph I(b) and its subparts of Executive Order 1480.
- Spas will be permitted to open subject to the limitations in Paragraph I(a) and its subparts of Executive Order 1480.
- All properties shall adhere to the recommended Centers for Disease Control (CDC) guidelines for a business in its category. If a staff member is alerted to a presumptive case of COVID-19 on the property, the staff member shall promptly report it to his/her supervisor and the presumptive case shall be reported to the Mississippi Department of Health. The property shall work with the Mississippi Department of Health to follow the appropriate actions recommended by it.
- Guests not adhering to physical distancing and any other requirements will be advised of the requirements and warned that if they continue to disregard the requirements they will be asked to leave the property.

All Areas:

- Cleaning and sanitizing protocols will be adopted and followed for cleaning all areas of casino and hotel. Such protocols will require, at a minimum, that all high frequency touch-points and guest facing counters will be sanitized at least once every two hours.
- Physical distancing protocols will be followed for all areas of the casino and hotel.

Staff Members:

- The casino shall conduct a daily screening of all staff members at the beginning of their shift. Such daily screening shall include the following questions, and any employee answering any question in the affirmative shall be sent home:
 - Have you been in close contact with a confirmed case of COVID-19 in the past 14 days?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- Staff members shall be screened for elevated temperature (over 100 degrees) at the beginning of their shift. Staff members with a temperature over 100 degrees will not be allowed entry to the property and will be directed to consult their doctor.
- Staff Members shall be required to report any symptoms of COVID-19 to their supervisor, and any staff member that exhibits any of the symptoms of COVID-19 during their shift shall be sent home immediately and advised to consult with their physician.
- Appropriate PPE will be worn by all staff members based on their duties and responsibilities and in adherence to state and local regulations and guidelines. Every staff member entering the property will be provided a mask and required to wear that mask while on the property.
- All employees shall be provided training regarding minimizing the spread of COVID-19, including reinforcement of proper sanitation, hand washing, cough and sneeze etiquette, and proper use of PPE.
- Signage shall be located at staff member access points indicating that NO staff members with a fever or symptoms of COVID-19 are permitted to work.
- Sanitizer stations will be available throughout the back of the house.
- Tables and chairs in the staff member break rooms will be spaced to promote social distancing.
- Access to staff member workout areas will be permitted subject to the limitations in Paragraph I(b) and its subparts of Executive Order 1480.
- On-going reinforcement and training of safe practices will be required for all staff members.
- Food in staff member dining areas should be individually wrapped or boxed or served by an attendant wearing appropriate PPE.

Table Games:

- Three chair/guest maximum per table game. Table corners and middle seat shall remain at each table, all other seats shall be removed.
- Staff will ensure that guests do not congregate in groups on the table game floor.
- Three player maximum on each side of the dice table.
- Staff member shall sanitize table game rails after each guest leaves a game.
- Staff member shall sanitize each chair area after each guest leaves a game.
- Dealers to sanitize dice for each new shooter.
- Dealer to sanitize the on/off button when entering the game.
- Dealer shall sanitize the exterior of the card shoe when entering the game and the interior of the card shoe when the game goes dead.

- Supervisor to sanitize the outside of the card shufflers every four hours; inside to be sanitized once per week.
- Roulette wheel head, ball and dolly shall be sanitized when a new dealer enters the game.
- Disinfectant and hand sanitizer will be available in the table game pit areas and to each player at a gaming table.
- When possible, dealers shall instruct guests not to touch cards and/or deal cards face up.
- For table games where the guests touch the cards, sanitizer or disinfectant wipes shall be made available at the table to guests, and the property will implement a sanitization or replacement system for cards based on volume, time and/or frequency of play.
- Guests will be requested to refrain from eating at table games.
- Poker rooms will remain closed until further notice.
- All tables and the table game floor to be deep cleaned daily.

Slots:

- Slot machines will be turned off and/or reconfigured with chairs removed to allow for a minimum of six feet separation between guests. Staff will ensure that guests do not congregate in groups on the slot floor.
- Staff will sanitize each operational slot machine at least once every four hours.
- The slot floor will be deep cleaned daily.
- Hand sanitizers will be available to guests throughout the slot floor, and signage will be posted asking guests to sanitize prior to playing machines.

Sportsbooks:

- Signage will be posted in sportsbook lounges to remind guests to appropriately social distance and staff will be stationed to enforce.
- Hand sanitizer shall be available to guest and staff in the sportsbook area.
- Six-foot intervals to be marked for ticket window queues. Ticket counter to be sanitized at least once per hour.
- Seats, carrels and booths to be reconfigured or removed to allow for a minimum of six feet of distance between guests.
- Seats, carrels and booths to be sanitized after each guests leaves.
- Sportsbook to be deep cleaned daily.

Casino Cage:

- Guest facing counters to be sanitized at least once per hour.
- Cleaning and sanitizing protocols will be implemented for guest-facing areas and team member areas.
- Hand sanitizer shall be available to guests and staff in the casino cage area.

- Social distancing protocol shall be implemented for queueing and team member/guest interactions in the casino cage area. Guests shall maintain six feet of separation while waiting in line with spacing to be clearly marked on the floor.

F & B Operations:

- Food services may be offered subject to the limitations in Paragraph I(a) and its subparts of Executive Order 1478.
- Beverages may be offered to guests on the playing floor.
- Food service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour.

Hotel:

- Appropriate signage reminding guests to practice social distancing will be placed in hotel lobby and elevator areas.
- To minimize potential hotel housekeeping team member exposure, housekeeping room services will be offered at check-out only (or upon request by guest).