



**Guidelines for Operators of Gaming Machines -
Gaming Lounges & Operators with up to 19 gaming
machines
Re-opening & Operating Protocols
to reduce the level of risk for exposure to and
spread of the Covid-19 virus**

June 16, 2020

Re-opening & Operating Protocols for Operators of Gaming Machines (Gaming Lounges, Operators with up to 19 Gaming Machines & Prescribed Premises Owners/Operators)

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EXECUTIVE SUMMARY

PROTOCOLS FOR COVID 19 PREVENTION & CONTROL

The protocols for COVID 19 prevention and control for the gambling industry have been determined by a multi-faceted approach that entailed stakeholder engagement, site inspections of a sample of gaming lounges and operators of up to 19 gaming machines (under19s), risk assessment, review of and benchmarking against international gaming industry best practices and compliance with the Ministry of Health and Wellness guidelines.

These provide guidance and direction to enable a return to operations, are based on the Ministry of Health and Wellness (MOHW) and Government of Jamaica (GOJ) measures, and mandate strict adherence to the industry/segment specific and MOHW Guidelines for reporting facilities and conduct of operations.

These measures are intended to safeguard the health and wellbeing of all persons (employers, employees, customers/players, suppliers, and the public), to ensure that gaming can be conducted safely and encourage healthy interactions, safe spaces and conditions.

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Following is a summary of the protocols detailed in the document.

Procedures Prior to Resuming Operations

PROTOCOL	Description
Sanitizing & Cleaning	All surfaces to be cleaned & disinfected in accordance with MOHW Environmental Health Guidelines For the Cleaning and Disinfection of Public Places (COVID-19)
Public Education & Communication	Signs, Posters and physical distancing markers to be placed around venue to communicate general information about COVID-19 and protocols to be enforced for cleaning, disinfecting, personal hygiene and protective measures. Employees must be trained in protocols for cleaning, sanitizing venues, personal hygiene and protective measures.
Physical Distancing	Layout/spacing to be modified to facilitate and enforce 6ft physical distancing.

General Operations

PROTOCOL	Description
Employee & Patron Well-being	Pre-screening for symptoms, temperature checks on arrival at the venue and denial of access for persons with fever and/or respiratory symptoms; signs and posters to promote hygiene and respiratory etiquette; hand washing and sanitizing equipment and facilities; provision of and wearing of masks and face shields; limitations on number of persons within venues to prevent overcrowding; procedure for employees or patrons who develop symptoms.
Social & Physical Distancing Protocols	Signs, Posters and physical distancing markers to be placed around venue to indicate physical distancing, spaces to be modified to remove temporary furniture to facilitate physical distancing, permanent furnishings to be marked to indicate distancing; use of one way traffic flow with control cordons and markers, Occupancy ratio guidelines to enable 40sq. ft. per person or up to 50% of the maximum capacity for the premises authorized by the Fire Department.
Sanitization and Disinfection	Hand washing & sanitization stations with adequate safe water supply; soap and single use hand towels and alcohol based sanitizers with at least 62% alcohol content; personnel trained and assigned to routinely clean and disinfect entire venue and high touch areas at specific intervals using appropriate grade and concentration of disinfecting agents; enclosed garbage disposal containers; procedure

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PROTOCOL	Description
	when employees or patrons present symptoms and/or test positive for COVID 19.
Personal Hygiene and Employee Self Screening Protocols	Training for employees in personal hygiene, screening protocols, guidance for employees using public transportation, provision of face shields and masks for employees, signage to remind employees to adhere to all protocols, provision of facilities to ensure hand washing/sanitization protocol is diligently followed.
Provision of Facilities for sick employees	<u>Suitable, dedicated area for employees who develop symptoms on the job</u> and procedure for referral based on MOHW COVID 19 Workplace Protocols
Use of Masks and Personal Protective Equipment (PPE)	<u>Masks to be worn by all staff, service providers, patrons, security and visitors at all times.</u> <u>Provision of face shield and masks for employees interfacing with customers. Provision of appropriate PPE for cleaning staff based on MOHW guidelines.</u>
Gaming Machines	Placement & demarcation of layout of gaming machines and other measures such as physical barriers between machines to ensure physical distancing; limitations on use of machines that are not suitably distanced; cleaning and disinfecting machines after each use.
Food & Beverage	Sanitization between service transactions; reducing opportunities to share service items such as menus, table amenities and condiments; single use service items; bar service barriers; sealed food and beverage items
Monitoring & Reinforcing	Use of MOHW Self Assessment Checklist for Workplaces, Public Facilities/Spaces – COVID 19

Details and supporting references are provided.

Re-opening & Operating Protocols for Operators of Gaming Machines (Gaming Lounges, Operators with up to 19 Gaming Machines & Prescribed Premises Owners/Operators)

1. Industry Background

- a. The gaming industry comprises:
 - Operators of gaming machines - slot machines: 20-225
 - Operators of gaming machines - slot machines & locally made gaming machines: up to 19
 - Owners/operators of Prescribed Premises (i.e. venues authorized for use as a location for gaming machines)
 - Licenced agents and industry personnel
- b. Authorised premises are: premises licensed under the Licences on the Trade and Business Act or the Spirits Licence Act; any club registered under the Registration of Clubs Act; premises licensed as a hotel under the Tourist Board Act; a betting lounge (maximum of 19 gaming machines); a gaming lounge (20-225 gaming machines).
- c. Complimentary services: entertainment, food, condiments and drink/beverage
- d. Gaming Premises/locations across the island vary in size (small, medium, large). Some premises have adjoining or embedded facilities on the same premises offering restaurant and bar services, lottery and gaming on gaming machines.

2. Method of Spread of the COVID-19 Virus

Refer to the guidelines issued by the MOHW - *Infection Prevention and Control Recommendations for Employers: Interim Guidance for COVID-19*.

3. Scope

The scope of the document entails protocols as it relates to Operators of Gaming Machines - Gaming lounges and operators with up to 19 machines.

4. Purpose

- To provide guidance and direction to enable a return to operations in the context of the Ministry of Health and Wellness (MOHW) and Government of Jamaica (GOJ) guidelines.
- To mandate strict adherence to the industry/segment specific and MOHW guidelines for reopening facilities and the conduct of operations.

These measures are intended to safeguard the health and wellbeing of all persons (employers, employees, punters, suppliers, and general public), to ensure that gaming can be conducted safely, encourage healthy interactions and safe spaces and conditions.

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To mitigate probability of transmission and spread of COVID-19, there should be adequate measures are in place for:

- Social & Physical Distancing
- Hand and Respiratory Hygiene
- Regular Cleaning and Disinfection
- General Considerations for Employees, punters, suppliers, general public
- General Sanitation and Hygiene
- Management of people with COVID-19
- Effective risk Communication, Public education & Training
- Ventilation

The re-opening and operating protocols are informed by the following MOHW Guidelines:

- a) [COVID-19 Preparedness and Response Infection Prevention and Control \(ILC\) Guidance for Public Establishments](#)
- b) [MOHW Self Assessment Checklist for Workplaces, Public Facilities/Spaces – COVID 19](#)
- c) Environmental Health Interim Guidelines and for the Reopening of Public Facilities/Spaces for COVID-19
- d) [Infection Prevention and Control Recommendations for Employers: Interim Guidance for COVID-19 \(With Guidance for Persons Who Deal with High Volume of People\)](#)
- e) [Environmental Health Guidelines for the Cleaning and Disinfection of Public Places \(COVID-19\)](#)
- f) [Public Health Inspection Checklist for Workplaces, Public Facilities and Spaces – COVID-19](#)

5. Document Updates

As the Government of Jamaica (GOJ) measures are subject to change from time to time, these guidelines are to be applied within the limits of those measures unless otherwise specified. Amendments will only be issued where there are significant changes to be implemented.

Re-opening & Operating Protocols for Operators of Gaming Machines (Gaming Lounges, Operators with up to 19 Gaming Machines & Prescribed Premises Owners/Operators)

PRE-OPENING PROCEDURES

1. Prior to re-opening, **clean and disinfect** all hard and soft surfaces in accordance with the guidelines published by the MOHW for **Environmental Health Guidelines for The Cleaning and Disinfection of Public Places (COVID-19)**.
2. Erect signs, posters and physical distancing markers to **communicate general information about COVID-19 and protocols to be enforced for cleaning, disinfecting, personal hygiene and protective measures and to promote social/physical distancing.**
3. Modify spacing to facilitate physical distancing of 6ft as specified by the MOHW.
4. Gaming lounge operators and operators of up to 19 gaming machines in collaboration with premises owners/operators must ensure employees are trained on:
 - the proper cleaning and disinfecting procedures set out in the MOHW guidelines above.
 - how to prevent the spread of infectious disease, including, without limitation, social distancing, hand washing and not spreading germs at work.
5. Any training provided is to be documented and kept for Public Health records and inspection by the Commission.

Operators are to apply the MOHW **Self Assessment Decision Tree Process for Businesses/Establishments/Institutions/Facilities in light of COVID-19: Reopening of Public Facilities** to ensure that all parameters that are to be in place are met before operations commence. (Pages 11 and 12 of [MOHW COVID 19 Workplace Protocols](#) – see Figure 1 for example)

Re-opening & Operating Protocols for Operators of Gaming Machines (Gaming Lounges, Operators with up to 19 Gaming Machines & Prescribed Premises Owners/Operators)

Diagram 1: Decision-Tree for Restaurants, Bars, Supermarkets and the like

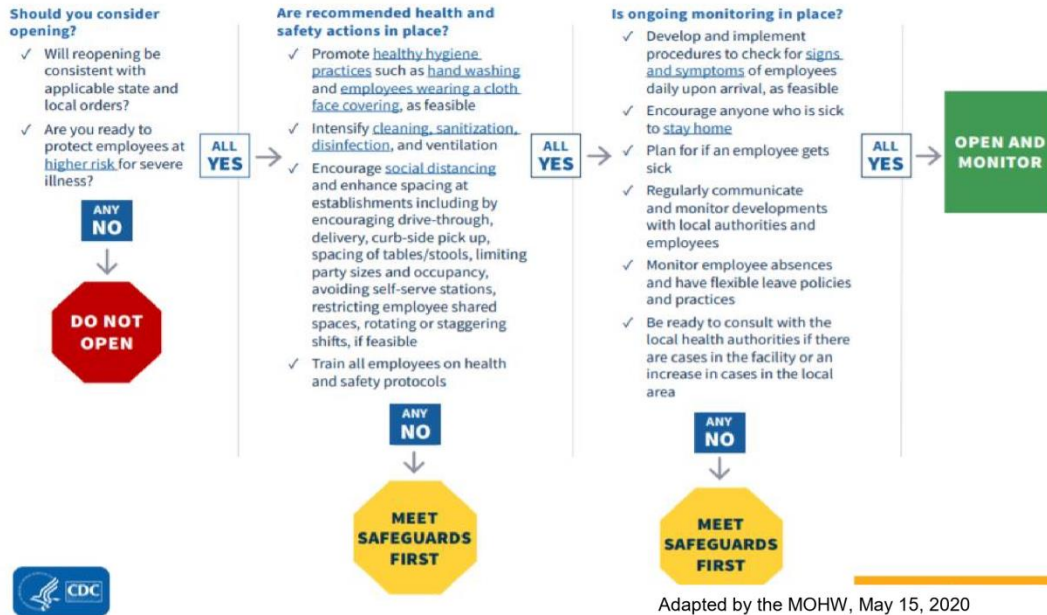


Figure 1: Decision Tree for Restaurants, Bars, Supermarkets and the like – Extracted from MOHW COVID 19 Workplace Protocols

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GENERAL PROTOCOLS

1. Employee & Patron Well-being

- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature of 38.7°Celsius (100° Fahrenheit) and/or visible symptoms should be documented and moved into the designated isolation area on the property for re-screening. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the Gaming Operator and or Premises Owner/Operator.
- Place and maintain signs and posters at entrance, in high visibility areas and around the premises to clearly inform employees and patrons about physical distancing and the COVID 19 safety protocols.
- Maintain signs and posters promoting hand hygiene, respiratory etiquette.
- Establish one main entrance and limit points of entry to allow each patron to be screened and sanitized prior to entry.
- Implement Entry Protocol – Attendants to implement access protocols
 - All persons entering the premises
 - must have their temperature checked (using a non-touch/infrared thermometer). **Deny access for persons with fever and/or respiratory symptoms.**
 - asked to use hand sanitizer or have their hand sanitized by staff attendant using a sanitizing agent containing 62%-70% alcohol.
 - must wear a face mask that covers the nose and mouth.
 - Prohibit entry to anyone with displayed or self-identified symptoms or without mask.
- Post signs throughout the property reminding patrons of proper hygiene, including without limitation, proper hand washing, how to cover coughs and sneezes and to avoid touching their faces. (See Figure 2 for examples. BGLC will provide print ready templates at www.bglc.gov.jm)
- **Display signs at entrance communicating general information about COVID-19 and protocols for cleaning, disinfecting, personal hygiene and protective measures.** Such information to include sensitizing ways to prevent the spread of COVID-19 and for screening requirements to verify patrons not exhibiting COVID 19 symptoms such as cough, headache, fever, running nose, sore throat, shortness of breath, aches and pains and fainting.

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- Hand sanitizer stations is to be placed at all entry and exit points, restrooms and throughout the general premises.
- Place floor markers to indicate 6ft spacing for patron queuing at areas where lines normally form
 - Consider using one-way traffic flow, control cordons and floor markers as visible cues to help maintain physical distancing.
- Restrict entry to persons who are above the age limit defined in The Disaster Risk Management Order 2020.
- Limit gatherings to no more than the maximum capacity for the premises based on the square footage and social distancing parameters.
- Monitor the number of patrons/customers entering and exiting the premises. Once the maximum number is reached, allow one person to enter for every person who leaves.
- Implement process such as advance reservations to manage the daily capacity on the gaming floor and in the bar/restaurant area



Figure 2: COVID 19 Safety Sign Templates

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2. Social & Physical Distancing Protocols

- Maintain a single main entrance to the venue by patrons/customers to facilitate better management of access protocols and numbers of patrons inside the venue.
- Adjust layout to facilitate physical distancing and ensure the recommended minimum spacing between persons is in place.
- Install protective screens at cashier counter to provide safety between cashiers and patrons. If a glass screen is already in place, a face shield may not be mandatory, but a mask is mandatory.
- Place barriers or floor markings inside the premises/waiting areas, walkways (where applicable) to highlight physical distance spacing.
- Create a stagger/rotation work hour system where applicable to limit number of workers within facility or common areas at any point.
- VIP rooms - implement the following:
 - reservation system and log of patrons to this area including the name, contact number and date of visit
 - monitoring system to prevent overcrowding beyond physical distancing allowances
- Permanent seats placed 6ft apart
- Consider establishing one-way traffic flow within venue by using control cordons and floor markers as visible cues to help maintain physical distancing.
- For permanent seats such as banquettes, place markers to clearly identify positions for social distancing. Monitor to ensure compliance.
- Appoint Sanitization/physical distancing personnel to sanitize customers upon entry and periodically check that protocols are followed.

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Occupancy Ratio Guidelines

The number of patrons in the venue should be limited to one person for every 40 sq ft/2 sq m. This includes non-customer-facing areas.

Premises Size (sq ft/sq m)	Size Category	Maximum Capacity
Less than 1000 sq ft/93 sq m	SMALL	5
1000 sq ft/93 sq m - 2000 sq ft/185.8 sq m	MEDIUM	20
Greater than 2000 sq ft/185.8 sq m	LARGE	Up to 30% maximum of the officially authorised capacity for the premises as prescribed by the Fire Department.

Venues with outside space/areas for gatherings must follow the Guidelines for Mass Gatherings issued by GOJ.

3. General Sanitization and Disinfection

- Thoroughly **detail-clean and sanitize** the entire venue prior to opening each day.
- Frequent cleaning, disinfection, sanitization of high-use and high-touch areas (at least every 2 hours), including without limitation, counters, cashier booth & counter, restrooms, tables and seats, gaming machines, doorknobs, walls, handrails, light switches, equipment/ terminal touch-pads.
- **Personnel trained and assigned to routinely clean and disinfect entire venue and high touch areas at specific intervals using appropriate grade and concentration of disinfecting agents.**
- Require all cleaners to wear protective apparel while conducting their cleaning duties e.g. masks, gloves.
- Place sanitizing hand-rub dispensers/stations in prominent places around the premises and ensure they are refilled regularly.
- Ensure adequate inventory of appropriate cleaning and disinfecting supplies are available at all times.
- Ensure contracted sanitization and disinfection service providers are qualified to offer the service.
- Implement deep cleaning and disinfection procedures for areas used by infected persons.
- Implement sanitization or cleaning schedules for premises.

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- Replace A/C air filters or clean and disinfect them prior to opening and arrange regular maintenance.
- Ensure hand washing facilities are readily available for customers and employees. Some may require more frequent (even after each use) disinfecting based on traffic and usage.
- Have alcohol-based sanitizers **with at least 62% alcohol content** available for all persons entering the premises.
- Monitor, clean and sanitize restrooms at least every 2 hours.
 - a. Ensure adequate supply and quantity of clean water, soap, disinfectant, alcohol, hand sanitizer, paper towel.
- Garbage receptacles (bins and skips) should be enclosed, emptied and cleaned daily.

4. Personal Hygiene and Employee Self Screening Protocols

- Train employees in personal hygiene and screening protocols
- Provide employees with face shields and masks
- Provide employees with small sanitation packs (i.e. hand sanitizer and disinfectant wipes)
- Public Transportation Guidelines to be communicated to Employees:
 - Wear a face covering on public transportation
 - ensure you maintain social distancing, where possible, including at busy entrances, exits, under canopies, bus stops, platforms or outside of stations
 - Face away from others as much as possible
 - Consider skipping a row of seats between yourself and other riders if possible.
 - Keep the time you spend close to others as short as possible
 - Be aware of the surfaces you touch - Limit touching frequently touched surfaces such as kiosks, digital interfaces such as touch-screens, ticket machines, turnstiles, handrails, restroom surfaces, elevator buttons, and benches as much as possible.
- Provide each employee with adequate supply of cleaning tools to encourage frequent disinfecting of workstations and sales terminals.
- Cashiers to hand sanitized after each transaction.
- Display posters promoting hand washing or sanitizing using alcohol and to cover their cough or sneeze.
 - Provide closed bins lined with trash bags for hygienic disposal of used tissues.
- Have alcohol-based sanitizers **with at least 62% alcohol content** available for all employees and persons entering the venue.

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- Provide adequate fixed or portable hand washing facilities/stations/restrooms.
 - Ideally use non-contact taps, soap, towel dispensers and trash receptacles
- Ensure an adequate supply of soap, **safe** water and disposable towels is always available in restrooms
- If employees go home due to COVID-19 related symptoms, their work areas and any areas they had contact with must be cleaned and disinfected.

5. Facilities for sick employees

- A suitable isolated area is to be provided for sick employees and should have at a minimum hand-washing station or provision of a hand-sanitizer station.
- Implement procedures to deal with employees presenting respiratory symptoms while on the job
- Refer to the Ministry of Health & Wellness COVID-19 Workplace Protocols for dealing with an employee who has been tested positive for COVID-19.

6. Masks and Personal Protective Equipment (PPE)

- Provide Employees with masks and/or face shields
- **Masks to be worn by all staff, service providers, patrons, security and visitors at all times.**
- **Provision of face shield and masks for employees interfacing with customers** and mandate the use while at work and interfacing with patrons.
- **Provision of appropriate PPE for cleaning staff based on MOHW guidelines.**

7. Gaming Machines

- Limit capacity at multi-station machines to maintain 6ft distancing
- Preferred and recommended standard for single user gaming machines is to place machines so that players are 6ft apart.
- In the absence of 6ft separations, a physical barrier between the machines plus requirement for players to be wearing a mask may satisfy physical distancing protocols.
- Where machines cannot be placed to adequately provide for required physical distancing, at least every other machine must be disabled to prevent play.
- For gaming machines not in use, remove stool/chair so that patrons are not inclined to use the machine
- Assign attendants to monitor and ensure patrons do not congregate in groups and maintain social distancing around gaming machines.
- Clean and disinfect gaming machines, devices, stools, chairs and other ancillary equipment before and after use by each player.

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8. Food and Beverage

Reference detailed protocols for food and beverage service provided by the Ministry of Tourism. Following are highlights.

- Menus: avoid using menus that will be touched by multiple persons – consider digital signs, social media channels or website so persons can browse menus from personal mobile devices rather than pass around a physical menu. Single use menu can be used and discarded after each use.
- Service staff to sanitize hands upon each completed pickup and delivery of food & beverage from each table/area.
- Single use table coverings to be used and changed after each guest
- Trays and other serving utensils to be sanitized after each use.
- At bars,
 - designate area for drink preparations
 - Create barrier between patrons and bartender
 - Sanitize or wash hands between each drink service
 - Serve sealed beverages that are only opened by the patron
- Clean/wash and sanitize all utensils in hot water at minimum 80° centigrade

9. Monitoring and Enforcement

- Monitoring will be done by the BGLC Compliance Inspectors.
- Pursuant to amended Conditions to Licence, the Commission will issue Directions as part of enforcement measures.
- Periodic monitoring by the MOHW Public Health Inspectors.

10. Self-Assessment by Operators

Refer to MOHW resources: <https://www.moh.gov.jm/covid-19-resources-and-protocols/>

- Create checklists to be completed weekly to self-monitor and reinforce adherence to sanitization & disinfection protocols, physical distancing protocols and health screening.

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WHAT TO DO IF AN EMPLOYEE DISPLAYS COVID-19 SYMPTOMS

- Ensure all employees are familiar and know how to report suspected cases or contact with Covid-19 positive persons to the following: Parish Public Health Facilities
 - <https://jamcovid19.moh.gov.jm/>
 - 1-888-ONE-LOVE (1-888-633-5683)
- Report suspected cases to the local Ministry of Health and Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in.
- It is a requirement to report illness to the Ministry of Health and Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities.
- Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information.

WHAT TO DO IF A PATRON DISPLAYS COVID 19 SYMPTOMS

- Take appropriate measures to escort the patron from the premises and report the suspected case to the local Ministry of Health and Wellness

INFORMATION AND RESOURCES

- MOHW resources are available at: <https://www.moh.gov.jm/covid-19-resources-and-protocols/>
- Guidelines will be made available at the BGLC Website www.bglc.gov.jm
- Guidelines will be distributed to operators by email and published as pamphlet for physical distribution.
- Sign templates will be available for premises operators to download and print from www.bglc.gov.jm