



**Re-opening & Operating Protocols for
Off Track Betting Parlours (OTBs), Licensed Betting
Offices (LBOs), Betting Lounges &
Sports Betting Outlets**

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Re-opening & Operating Protocols for OTBs, Licenced Betting Office (LBO), Betting lounge & Sports Betting Outlets

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EXECUTIVE SUMMARY

PROTOCOLS FOR COVID 19 PREVENTION & CONTROL

SECTOR: OFF TRACK BETTING PARLOURS (OTBs), LICENCED BETTING OFFICES (LBOS), BETTING LOUNGES AND SPORTS BETTING OUTLETS

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 OTBs, LBOs, betting lounges, 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, punters, suppliers, and others) and to ensure that betting can be conducted safely and encourage healthy interactions and 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 social distancing; permanent furnishings to be marked to indicate distancing; use of one way traffic flow with control cordons and markers; Occupancy ration guidelines to enable 40sq. ft. per person.
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 when employees or patrons present symptoms and/or test positive for COVID 19

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PROTOCOL	Description
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 of gaming machines/poker boxes 6ft apart; limitations of use of machines that are not suitably distanced, cleaning and disinfecting machines after each use.
Food & Beverage	Only customer opened snacked and beverages No dine-in or consumption of food on premises;
Monitoring & Reinforcing	Use of MOHW Self Assessment Checklist for Workplaces, Public Facilities/Spaces – COVID 19

Details and supporting references are provided.

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1. Industry Background

- a. The betting industry comprises:
 - the Racing Promoter, Supreme Ventures Racing & Entertainment Limited (SVREL), offering betting services on-track and off track through its Off-Track Betting Parlours managed by the Off-Track Betting Parlour Operator.
 - Bookmakers and its licensed betting offices (LBOs), betting lounges and sports betting outlets.
- b. Betting services at the OTBs includes pool betting on local and simulcast horseracing, while bookmakers through their LBOs and betting lounges offer a combination of betting on local and simulcast horseracing and sporting events/event wagering.
- c. OTB Premises/locations across the island vary in size (small, medium, large). Some premises have adjoining facilities on the same premises offering bar services (snacks and beverage), lottery and gaming on poker boxes/gaming machines.
- d. Authorised premises are: Off Track Betting Parlours (OTBs) managed through a franchise agreement between the Off Track Betting Parlour Operator and Supreme Ventures Racing & Entertainment Limited (SVREL); licensed betting offices (LBOs), betting lounges and sports betting outlets managed through agent agreements with bookmakers.

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 Off Track Betting Parlours (OTBs), Licensed Betting Offices (LBOs), Betting Lounges and Sports betting outlets.

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) and to ensure that betting can be conducted safely and 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.

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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. The Racing Promoter and each Off-Track Betting Parlour Operator and Bookmakers with licensed betting offices, betting lounges and sports betting outlets must ensure its employees are adequately 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.

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)



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 OTB Agent/Operator and the Bookmaker.
- 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.
- Place hand sanitizer stations at all entry and exit points, restrooms and throughout the general premises.

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- 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.
- Hand sanitizer stations is to be located at all entry and exit points, restrooms and throughout the OTB general premises.
- 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.
- Ensure limitations on physical distance to other individuals are in place. Consider using one-way traffic flow, control cordons and floor markers as visible cues to help maintain physical distancing.
- Ensure facilitation of broadcast of races does not create overcrowding; implement a system that provides frequent announcements for placing bets.



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.
- No “back entry” to be used for customer access to the venue.
- Adjust layout/spacing in premises to facilitate physical distancing and to ensure the recommended spacing of 6 feet 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.
- Place barriers or floor markings inside the premises/waiting areas, walkways (where applicable) to distinguish appropriate physical distance spacing.
- Backrooms for VIPs - implement the following:
 - Implement a reservation system and a log containing the name, contact number and date of visit.
 - monitoring system to prevent overcrowding beyond the physical distancing allowances.
- Permanent seats must be 6ft apart.
- Back-entry - modify so that it is only accessed by VIP customers.
- Consider establishing a one-way traffic flow by using control cordons and floor markers as visible cues to help maintain physical distancing.
- All temporary tables, chairs and benches should be removed.
- For permanent chairs and tables in the VIP-Backroom, 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 punters on the property is 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 Patron 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 100

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

3. General Sanitization and Disinfection

- Thoroughly **detail-clean and disinfect** 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.
- 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.

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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 both 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.
- Have a sanitization station for the proper washing of hands and establish sanitization protocols.
- Monitor, clean and sanitize restrooms at least every 2 hours.
 - 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 employees with adequate supply of cleaning supplies to encourage disinfecting of workstations and sales terminals.
- Cashiers to hand sanitized after each transaction.
- Display posters promoting hand washing or hand rub using alcohol and about covering their cough or sneeze.
 - Provide closed bins lined with trash bags for hygienically disposing of used tissues.
- Have alcohol-based sanitizers **with at least 62% alcohol content** available for all persons entering the venue.

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- Have a sanitization station for the proper washing of hands.
- Provide adequate fixed or portable hand washing facilities/stations/restrooms.
 - Ideal to use easy open-close taps and 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) 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.
- b) Implement procedures to deal with employees presenting respiratory symptoms.
- c) 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. Use of Masks and Personal Protective Equipment (PPE)

- a) Provide Employees with Face Shield/mask and mandate the use while at work and interfacing with punters/customers.
- b) Enforce the use of masks in the premises/venue.

7. Gaming Machines

- Poker boxes and other such gambling and gaming instruments must be placed at 6ft apart to ensure social/physical distancing.
- Where machines cannot be physically spaced 6ft apart, every other machine must be disabled to prevent play.
- If necessary, place screen/barrier around each machine to create separation where practical.
- For poker boxes/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

- Snacks and beverages sold must be in sealed and only opened by customer
- No consumption on premises
- No dine-in facilities allowed

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 cleaning, sanitization & disinfection protocols, physical distancing protocols and health screening.

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 PUNTER DISPLAYS COVID-19 SYMPTOMS

- Take appropriate measures to escort the punter and report the case to the Report suspected cases to the local Ministry of Health and Wellness.

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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.