

# Wynn Las Vegas

## *Health & Safety Plan\**

JULY 30, 2021



\*A risk of exposure to COVID-19 exists in any public place or accommodation. COVID-19 is an extremely contagious disease that can cause severe illness and death. By visiting Wynn Las Vegas, you voluntarily assume all risks related to exposure to COVID-19.

## **EMPLOYEE & GUEST HEALTH**

*The health and safety of our employees and guests is our number one priority.*

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, are placed at key guest and employee entrances and contact areas such as elevators, driveways, reception areas, hotel lobbies, throughout the casino floor, at each table game, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons, spas and exercise areas.

**Face Coverings.**<sup>1</sup> All guests are required to wear face coverings, regardless if vaccinated or unvaccinated, when in indoor public areas, unless actively eating, drinking or smoking.<sup>2</sup> Guests are encouraged to wear face coverings when outdoors in large gatherings. Face masks are available at all resort entrances and provided free of charge. Guests may be required to briefly lower face coverings for identification purposes in compliance with regulatory and safety requirements.

All employees are required to wear face masks in indoor public or common areas, except when actively eating or drinking. Employees who are not vaccinated are required to wear a face mask unless management determines, in its discretion, that other safety protocols are sufficient to protect the employee and guests. Certain employees with with significant exposure to guests for long periods of time are allowed, at their discretion, to wear company issued N95 or equivalent masks.

**Front of the House Signage.** There is signage and messaging throughout the property reminding guests to wear a face covering. Digital signs on the casino floor provide messaging and communication.

**Back of the House Signage.** Signage is posted throughout the property reminding employees of the proper way to wear, handle and dispose of face masks and gloves (in positions deemed appropriate by medical experts), wash and sanitize hands, to use coughing and sneezing etiquette as well as avoid touching their faces.

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<sup>1</sup> <https://nvhealthresponse.nv.gov/state-information/governor-directives-and-declarations/>

<sup>2</sup> <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated-guidance.html>

## EMPLOYEE & GUEST HEALTH (CONT.)

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly to all presumed cases of COVID-19 on property. We are ready to provide support to our guests. Employees are required to stay home if do not feel well or have a reasonable belief they were in close contact, as defined by the CDC, with someone who tested positive for COVID-19 and are placed on a medical leave of absence pursuant to the company's illness and absence policies. Employees are also instructed to contact a manager if they notice a coworker or guest displaying or complaining of a cough, fever, shortness of breath, a new loss of taste or smell, repeated shaking with chills, muscle or body ache, headache, sore throat congestion or runny nose, nausea, vomiting, diarrhea or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security at 702.770.2820 (guests or employees). A certified emergency medical technician (EMT) or nurse is available 24 hours per day.

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the resort, we work closely with the Southern Nevada Health District (SNHD) to provide appropriate information and follow its recommended protocols.

## **EMPLOYEE'S RESPONSIBILITIES**

*Wynn Employees are vital for an effective health and sanitation program.*

**Hand Hygiene.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Wynn employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching their face or face mask, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

**COVID-19 Training.** All employees receive mandatory training on COVID-19 disinfection and safety protocols including, but not limited to, proper hand hygiene, coughing and sneezing etiquette, proper face mask and PPE usage, physical distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols and the employee illness and absence policies. More comprehensive training is provided for our teams with frequent guest contact including Housekeeping, Food & Beverage, Casino Operations, Public Area Department (PAD), Hotel Operations and Security. All training is available in a minimum of English and Spanish. Employees are not permitted to return to their duties until they have been appropriately trained.

**COVID-19 Testing & Screening.** All employees have access to company sponsored testing through Wynn's partnership with University Medical Center (UMC).

**Personal Protective Equipment (PPE).** Appropriate PPE is worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory. Gloves are provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

**Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings are conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer is available at each timeclock location and employees are required to sanitize their hands after clocking in. Our management team ensures constant communication and proper PPE, cleaning and disinfection procedures are followed and updated per the latest expert and regulatory guidance.

## THE GUEST JOURNEY

### **Guest Arrival at Valet**

- Guests enter resort through doors that have hand sanitizer and face masks available.
- The bell cart is cleaned regularly.

### **Guest Arrival by Taxi, Ride Share and Non-Wynn Limousines**

- Guests enter the resort through doors that are either propped open, are automated or manually operated by an employee, or in the absence of those, have hand-sanitizer available.
- The bell cart is cleaned regularly.

### **Guest Arrival by Wynn Limousine (SUVs and Sedans)**

- Limos are thoroughly cleaned before and after each use.
- Guests are required to wear a face covering while inside the vehicle.
- Guests are not permitted in the front passenger seat.

### **Resort Entry (all arrivals)**

- Guests are required to wear a face covering upon entering the resort. All guests enter through doors that have hand sanitizer and face masks available.

### **Hotel Guest Elevators**

- The button panels are cleaned and disinfected frequently.
- All guests must wear a face covering while in the elevator.

### **Guest Room Disinfection**

- Guests are assigned a room that has been thoroughly cleaned and disinfected.
- Each guest room is provided a COVID-19 awareness card outlining the health and disinfection steps implemented by the resort.
- Hand sanitizer and masks are provided in each room for guests use.

## CLEANING PRODUCTS AND PROTOCOLS

Our resorts use cleaning products and protocols which meet or exceed CDC and Occupational Safety and Health Administration (OSHA) guidelines. Our resorts use United States Environmental Protection Agency (EPA) List N<sup>3</sup> products which meet the criteria for use against SARS-CoV-2, the virus that causes COVID-19. We work with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of cleaning supplies and the necessary PPE. PAD, Housekeeping and Stewarding are the primary departments responsible for all cleaning and disinfecting in their respective areas (per regular business operating procedures). Other departments support as appropriate for employee and guest service and safety. We continue to maintain the property and thoroughly clean and disinfect high traffic areas and contact surfaces throughout the resort.

**Public Spaces and Communal Areas.** The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public restrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

**Guest Rooms.** Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, phones, in-room control panels, light switches, temperature control panels, alarm clocks, minibars, luggage racks and flooring. The existing Amazon Alexa units allow for touchless control of key features including drapery, air conditioning and lighting. Upon check out each room is thoroughly cleaned and disinfected using EPA List N approved products.

**Laundry.** All bed linens and laundry continue to be washed at a high temperature and in accordance with CDC guidelines.<sup>4</sup>

<sup>3</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<sup>4</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

## CLEANING PRODUCTS AND PROTOCOLS (CONT.)

**Back of the House.** The frequency of cleaning and disinfecting has also increased in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

**Shared Equipment.** Shared tools and equipment are disinfected after each shift or anytime the equipment is used by or transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. Refrigerators, water coolers and coffee brewers with disposable cups and single serve condiments and creamers may continue to be used with proper hand hygiene and enhanced disinfection protocols.

**Room Recovery Protocol.** In the event of presumptive case of COVID-19 the guest's room is removed from service and quarantined at least 24 hours before cleaning and disinfecting. All rooms with a presumptive or confirmed case of COVID-19 are thoroughly cleaned and disinfected with Ultraviolet Light (UV) or electrostatic spray technologies. In the event of an identified, positive case, the room is only returned to service after undergoing cleaning and disinfection that meets or exceeds SNHD's *Enhanced Cleaning of Guestrooms During COVID-19 Pandemic* protocol and applicable state laws including NRS 447.100<sup>5</sup> which requires the room remain out of service for a minimum of 48 hours following the complete disinfection of the room.<sup>6</sup>

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange is maximized.

<sup>5</sup> <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-enhanced-cleaning-of-guestrooms.pdf>

<sup>6</sup> <https://www.leg.state.nv.us/NRS/NRS-447.html#NRS447Sec100>

## FACE COVERING & PPE DISTRIBUTION LOCATIONS

### **Front of the House**

- All Resort Entrances
- Registration
- Wynn Rewards Kiosks
- Limousines

### **Back of the House**

- Employee Entrances (Face Masks)
- Uniform Distribution
- Department Specific Locations for All Other PPE including Kitchens, Housekeeping, and PAD Closets

# Department Specific Disinfection Policies



*Additional department and protocols are under review and are added/modified as developed*

## **EMPLOYEE SERVICES & HUMAN RESOURCES**

### **Uniform Control**

#### **Cleaning & Disinfecting Protocol**

- Laundry is cleaned in accordance with CDC guidelines<sup>7</sup>

#### **Guest Considerations**

- No department specific requirements

## **CASINO OPERATIONS**

### **Casino Cages**

#### **Cleaning & Disinfecting Protocol**

- Guest facing counters are disinfected regularly
- All chips were cleaned using a commercial high temperature dish washer prior to reopening
- Post reopening chips are regularly cleaned in accordance with Nevada Gaming Control Board requirements

#### **Guest Considerations**

- Hand sanitizer bottles are located on the guest counter at the Wynn Baccarat Cage
- Hand sanitizer stations are located outside of the Wynn and Encore Main Cages

### **Slot Operations**

#### **Cleaning & Disinfecting Protocol**

- Hand sanitizing stations are on the Wynn Casino floor including adjacent to Wynn Rewards Booths and all ATMs
- Workstations are disinfected regularly
- Disinfection wipes are located throughout the slots floors for guests to use on the slot machines
- Slots are cleaned and disinfected regularly

#### **Guest Considerations**

- Hand sanitizer dispensers are placed throughout the slot floor
- Signage is placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance

<sup>7</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

### **Table Games Operations**

#### **Cleaning & Disinfecting Protocol**

- All chips were cleaned using a commercial high temperature dish washer prior to reopening
- Post reopening chips are regularly cleaned in accordance with Nevada Gaming Control Board requirements
- Blackjack games are dealt face up and customers do not touch cards
- Baccarat cards are destroyed after each use
- All other card games change cards every eight hours
- Supervisors disinfect table game rails, chairs and if applicable plexiglass regularly
- All table game equipment including, dice, buttons, balls, tiles and shufflers are cleaned and disinfected on a regular basis or whenever a new dealer enters the game
- PAD has increased trash pick-up in pits
- Pit Technicians disinfect hard surfaces and push carts at end of each shift
- Employees maintain physical distancing and disinfect tables and chairs after using the Dealers' Lounge
- Dealer's Lounge is deep cleaned daily
- Employees disinfect tables and chairs regularly in the Baccarat Lounge

#### **Guest Considerations**

- Guests are reminded to use hand sanitizer prior to the start of play
- Cocktail Servers remain available and serve beverages upon request; Butlers remain available for food and beverage service in VIP gaming areas
- Baccarat Buffet service is suspended with only pre-packaged or made to order food served

### **Race & Sportsbook Operations**

#### **Cleaning & Disinfecting Protocol**

- Supervisors disinfect race carrels and chairs regularly
- Ticket Writers wipe the counter with disinfectant regularly
- Chairs are cleaned and disinfected on a regular basis
- Race & Sportsbook is deep cleaned daily
- VIP Booths are disinfected regularly
- Supervisors clean and disinfect their station upon shift change, including phones, computers, Veridocs, all hard surfaces and counters

#### **Guest Considerations**

- Hand sanitizer is available for guest use

## **HOTEL OPERATIONS**

### **Business Services, Office Services, Lost & Found**

#### **Cleaning & Disinfecting Protocol**

- Counters, equipment and mail vehicles are cleaned and disinfected on a regular basis
- Addition of a disinfection kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
- Disinfect internet stations and post disinfection signage for guest reference

#### **Guest Considerations**

- Newspaper services are discontinued throughout the property. Guests are provided access to PressReader on their own devices.
- Guest receiving package deliveries to their room are provided the option of contactless delivery or in-room delivery

### **Front Services & Transportation**

#### **Employee PPE**

- Additional PPE, including gloves and masks, are provided for drivers and valet attendants upon request
- Drivers and valet attendants are provided individual bottles of hand sanitizer to keep on their person throughout their shift

#### **Cleaning & Disinfecting Protocol**

- Disinfect high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) are disinfected regularly or upon a new employee using the equipment
- Scooters, wheelchairs and other guest amenities are disinfected regularly
- Baggage belt divider tubs, bell carts and related equipment are disinfected regularly
- Back of House (BOH) elevator buttons are disinfected regularly
- Vending machines (break room and taxi tunnels) are cleaned and disinfected regularly

#### **Guest Considerations**

- Guest floor ice machines are disinfected at least every four hours and signage posted indicating appropriate use

## Pool Operations

### Cleaning & Disinfecting Protocol

- Pools and spas continue to be operated to meet or exceed SNHD Aquatic Facility Regulations and be re-opened in compliance with the *SNHD Guidance for Aquatic Venues*<sup>8</sup>
- Chaise lounge hard surfaces are disinfected after each use
- Cabana guest contact hard surfaces are disinfected after each use
- Cabanas are cleaned and disinfected each night
- Towel desk, entry kiosks and all other desks and counters are disinfected regularly
- Lifeguard stand contact surfaces are disinfected upon rotation

### Guest Considerations

- Guests are reminded by lifeguards and pool attendants to remove face coverings while in the pool<sup>9</sup>

## Golf Operation

### Cleaning & Disinfecting Protocol

- Golf carts are disinfected before and after each round by a designated cart 'pit crew'
- Loaner clubs are disinfected before and after each round
- Locker rooms and foyer area are disinfected at least once every four hours; guest contact areas in each disinfected after each use
- All employees are provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
- Employees must wash or sanitize hands after touching any guest equipment including clubs, bags or shoes

### Guest Considerations

- Attendant at coffee and fruit station providing service; no self-service available
- All food and beverage items are served in single use individual containers
- Welcome packet of tees, ball markers a scorecard and pencils pre-set in carts for player use

<sup>8</sup> <https://www.southernnevadahealthdistrict.org/download/COVID-19/transition/snhd-transition-guidance-for-aquatic-facilities.pdf>

<sup>9</sup> <https://files.clarkcountynv.gov/clarknv/COVID19/Mitigation%20Plans/Activity%20and%20Business%20Tiers%20Summary%20Table%204-21.pdf?t=1620157228313&t=1620157228313>

## **HOTEL OPERATIONS**

### **Public Area (PAD)**

#### **Employee PPE**

- Gloves (single use or disinfected reusable) are used for all cleaning and trash removal

#### **Cleaning & Disinfecting Protocol**

- Employees disinfect high touch public area surfaces every four hours, including but not limited to:
  - Guest and garage elevator button panels
  - Entry doors
  - Escalator handrails
  - Plaza and Parasol handrails
  - Employee dining tables and counters
  - Front of the house restrooms
- Employees disinfect other public area contact surfaces every eight hours, including but not limited to:
  - Credenzas
  - Esplanade fountain handrails
  - Exterior elevators and handrails
  - Exterior stair handrails including parking garages
  - Employee smoking areas
  - Exterior benches
- Employees disinfect infrequent contact surfaces at least once every 24 hours, including but not limited to:
  - Individual offices
  - Back of house elevators

#### **Guest Considerations**

- No department specific requirements

### **Front Office**

#### **Cleaning & Disinfecting Protocol**

- Guest touchpoints are disinfected regularly including EMV Credit Card Devices, pens and countertop contact surfaces
- Room keys are disinfected before stocking
- Offices, Call Centers, Registration Desks are deep cleaned and disinfected upon a shift change

#### **Guest Considerations**

- Wynn Tower Suites interior entry doors are propped open to minimize guest contact
- VIP Lounge Ambassador serves all food and beverage; no self-service available

## **HOTEL OPERATIONS**

### **Housekeeping**

#### **Employee PPE & Hygiene**

- Gloves (single use or disinfected reusable) are used for all cleaning and trash removal
- Gloves are changed, with proper hand hygiene, after each guest room

#### **Cleaning & Disinfecting Protocol**

- Carts, trolleys and equipment are disinfected at the end of each shift
- Guest linens are delivered and removed from guest rooms in clearly labeled clean and dirty bags
- Pillow protectors, when used, on guest room beds are changed upon guest departure
- Back of house restrooms are disinfected at least once every four hours
- Rooms are thoroughly cleaned and disinfected with EPA List N disinfectants after check-out

#### **Guest Considerations**

- All reusable collateral is removed from rooms; critical information to be placed on single use collateral or electronically posted (in coordination with IRD)
- Disposable collateral which cannot be appropriately disinfected is disposed and changed after each guest
- Newspapers and magazines continue to be provided through PressReader for guests to access on their own devices
- Extra pillows and blankets stored in the guest room closets are removed and available upon guest request
- Specific disinfection consideration is paid to the following guest room areas:
  - Desks, counter tops, tables and chairs
  - Phones, tablets and remotes
  - Thermostats
  - Cabinetry, pulls and hardware
  - Doors and doorknobs
  - Restroom vanities and accessories
  - Restroom fixtures and hardware
  - Windows, mirrors and frames
  - Lights and lighting controls
  - Closets, hangers and other amenities

## **SALON, SPA & FITNESS CENTERS**

### **Salon**

#### **Employee PPE & Hygiene**

- Assistants use gloves for linen removal
- Manicurists use gloves for manicures and pedicures
- Employees to use face shields or goggles for prolonged close contact treatments including hair cuts

#### **Cleaning & Disinfecting Protocol**

- All contact surfaces, tools, utensils, equipment, carts and trolleys to be cleaned and disinfected between guests in accordance with Nevada State Board of Cosmetology guidance
- Tools, utensils and equipment are assigned to individual technicians and not shared
- Single use tools are used when available and disposed of after each use
- Laundry is cleaned in accordance with CDC guidelines<sup>10</sup>
- Clean and soiled linens are transported in sealed single use plastic bags into and out of the salons

#### **Guest Considerations**

- Face coverings are provided and required to be worn unless it is necessary to remove the face covering for a short period of time to complete the service and for makeup services.
- Beverage service is provided using individual bottles or disposable cups
- Print magazine and newspaper services are discontinued throughout the property. Guests are provided access to PressReader on their own devices.
- Makeup services, when available, is done at one station, away from any hair-drying services
- Collateral and pens to be single use or disinfected between users; check presenters and other reusable collateral to be discontinued

<sup>10</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

## **SALON, SPA & FITNESS CENTERS**

### **Spas**

#### **PPE & Hygiene**

- Employees and guests wash and sanitize their hands before and after each treatment
- Face coverings are required during treatments with some limited exceptions, based on service type
- Disposable gloves are worn based on treatment and products in use and in line with industry best practices
- Employees to use face shields or goggles for prolonged close contact face treatments including facials

#### **Cleaning & Disinfecting Protocol**

- Treatment room contact surfaces are cleaned and disinfected between each guest
- Bathmats are used in areas that guests touch the floor with bare feet
- Porous contact surfaces are covered by a protective layer or clean linen that can be disposed of or properly sanitized after each guest

#### **Guest Considerations**

- Spa treatment menus exclude services that cannot be performed based on internal policies and regulatory guidelines
- Guests are required to complete an additional health screening prior to treatment
- Guests are informed when booking that the locker rooms and communal areas may be limited due to occupancy; Guests should arrive prepared for their treatment
- Sanitized sandals or disposable slippers are available upon request in private treatment rooms
- Beverage service is provided using individual bottles or disposable cups

### **Fitness Centers**

#### **Cleaning & Disinfecting Protocol**

- EPA List N approved sanitizer spray or wipes are available for attendants and guests to use on equipment between each user
- Fitness Centers are cleaned and disinfected on a regular basis including a deep cleaning each night

#### **Guest Considerations**

- Attendants are available to assist guests with the current physical distancing and disinfection protocols
- Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming

## **AVIATION SERVICES**

### **Aviation Services**

#### **Health Screening**

- Guests traveling on Wynn aircraft are required to complete the following questionnaire for themselves and their traveling party at least 24 hours prior to departure:
  - Do you have a new cough that you cannot attribute to another health condition?
  - Do you have new shortness of breath that you cannot attribute to another health condition?
  - Do you have any two of the following symptoms: Fever (100.4° F or above), chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, fatigue, diarrhea, congestion or runny nose, nausea or vomiting?
  - Have you come into close contact (within three feet) of someone who has a laboratory-confirmed COVID-19 diagnosis in the last 14 days?
- Aircraft is not dispatched until the questionnaire is received and all answers to the questions are negative for all passengers
- The Captain of the flight completes a temperature check, of both passengers and crew before each flight and refuse boarding for any passenger with a fever of 100.4°F or above
- If a passenger or crew member is displaying or complaining of any of the known symptoms of COVID-19 the Captain denies boarding to the crew member and/or the entire group of travelers
- Passengers are provided and asked to use hand sanitizer and wear a face covering before boarding the aircraft

#### **Employee PPE & Hygiene**

- Captain wears surgical masks, gloves and eye protection for health screenings
- Flight attendants use tongs to distribute face masks for passengers

#### **Cleaning & Disinfecting Protocol**

- Aircraft are thoroughly cleaned and disinfected after each flight using CDC and EPA approved methods appropriate for the aircraft
- Shared, high contact surfaces are disinfected throughout the flight including, but not limited to, restroom surfaces, doors and handles and control panels
- Aircraft continues to refresh 100% of the cabin air every two to four minutes (per normal operating procedures)

#### **Guest Considerations**

- Food and beverage service is on single use disposable placemats and/or cloth linens that can be washed between flights
- Flight attendants sanitize their hands between each food and beverage service interaction
- Meals and snacks are served in pre-packaged individual containers

## **RETAIL**

### **Wynn Owned Stores**

#### **Cleaning & Disinfecting Protocol**

- All frequently touched areas are cleaned or disinfected frequently throughout the day

#### **Guest Considerations**

- No department specific requirements

## **FOOD & BEVERAGE**

### **Restaurants, Bars & Lounges**

#### **Employee PPE & Hygiene**

- Employees practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

#### **Cleaning & Disinfecting Protocol**

- Host Podiums including all associated equipment are disinfected at least once per meal period and upon shift change
- POS terminals are assigned to a single server where possible and disinfected after each shift. If multiple servers are assigned to a POS terminal, servers disinfect their hands after each use
- Dining tables, bar tops, stools and chairs are disinfected after each use
- Menus are offered via QR codes
- Trays (all types) and tray stands are disinfected regularly
- Food preparation stations are cleaned and disinfected regularly
- Kitchens are deep cleaned and disinfected at least once per day

#### **Guest Considerations**

- All flatware is provided as a roll-up using a disposable or properly cleaned cloth napkin
- Guests may remove face coverings while actively eating or drinking
- Refills will be provided in a fresh glass or poured directly from a pitcher; no contact will be made with a glass that a guest has already used
- All self-serve condiments and utensils are removed and available from cashiers or servers
- All straws are wrapped
- Napkin service is suspended until further notice (no placing in a guest's lap or refolding)
- All food and beverage items are placed on the table, counter, slot or other surface instead of being handed directly to a guest

#### **Additional Employee Dining Room (EDR) Protocols**

- All food is pre-packaged in single use containers
- Single use cups for beverage (no refills)
- Prepackaged plastic flatware
- Extension of EDR sneeze guards

## **FOOD & BEVERAGE**

### **In Room Dining (IRD)**

#### **Cleaning & Disinfecting Protocol**

- All equipment is disinfected prior to assigning for the shift
- Employees assigned to individual stations (including Sales Agents) disinfect their stations and all equipment at each change of shift
- Bus Runners disinfect all doors, handles and high contact surfaces regularly

#### **Guest Considerations**

- Printed IRD menus are removed from rooms and menus added to the in room tv menu and posted online

## **FOOD & BEVERAGE**

### **Catering & Banquets**

#### **Employee PPE & Hygiene**

- Employees practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

#### **Cleaning & Disinfecting Protocol**

- Shared equipment is assigned to individual employees or disinfected between users
- Meeting amenities and collateral are single use or appropriately disinfected before each new guest
- Menus, when provided, are single use
- Overlaying linens are replaced after each use
- Service counters, carts, side stations and other hard contact surfaces are regularly cleaned and disinfected at least once per meal service
- Linen transport bins to be clearly identified as clean or dirty
- Trays (all types) and tray stands are disinfected regularly
- Storage containers are disinfected regularly
- Food preparation stations are cleaned and disinfected regularly
- Kitchens are deep cleaned and disinfected at least once per day

#### **Guest Considerations**

- Appropriate COVID-19 prevention information, face coverings and hand sanitizer available for all resort guests, vendors and visitors
- Refills are provided in a fresh glass or poured directly from a pitcher without contact with the guest's glass
- Physically distanced floor plans examples are created for Hotel Sales & Convention Services use, if mandated by local authority
- Modified menus to showcase available styles of service and items currently available are created for guest reference

## **SALES**

### **Hotel Sales & Convention Services**

#### **Cleaning & Disinfecting Protocol**

- Disinfect high touch areas during designated group refresh times and/or at the conclusion of the day

#### **Guest Considerations**

- Coordinate with groups on requests for additional safety measures as requested to meet their event needs

## **ENGINEERING & FACILITIES**

### **Engineering & Facilities Management**

#### **Cleaning & Disinfecting Protocol<sup>11</sup>**

- Potable water is flushed in accordance with SNHD General Guidance on Flushing Potable Premise Plumbing Systems
- Food service outlet hot and cold-water fixtures are flushed for five minutes

<sup>11</sup> <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-guidance-flushing-potable-premise-plumbing-systems.pdf>

## **SECURITY**

### **Security Operations**

#### **Employee PPE & Hygiene**

- Officers requiring direct guest contact or conducting secondary health screenings use surgical masks and eye protection
- Face coverings are distributed via self-serve dispensers at each point of entrance

#### **Cleaning & Disinfecting Protocol**

- All contact surfaces are disinfected at the completion of an incident (in addition to standard disinfection protocols)
- Shift managers assign specific disinfection responsibilities and ensure proper protocols are followed
- Handcuffs, holding rooms and all related equipment and contact surfaces are disinfected after each use
- Shift Manager notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been disinfected)
- SCC track critical activities in iTrak

#### **Guest Considerations**

- Security Officers familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

## SECURITY

### Screening & Case Reporting Protocol

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#### Early Screening

Any person displaying a temperature above 100.4°F or above or displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19 are discreetly offered a secondary screening.

Employees participating in a secondary screening are to follow proper hand hygiene and apply appropriate PPE, including a surgical mask and eye protection, before engaging with the visitor.

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#### Secondary Screening

The visitor displaying an elevated temperature or other known symptom of COVID-19 is escorted to a designated, private and isolated area and provided with PPE.

An EMT or security officer use a temporal thermometer to record a second temperature reading (allowing at least 10 minutes between the first and second temperature readings) and ask the visitor the following questions:

- Do you have a new cough that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Do you have any two of the following symptoms: Fever (100.4° F or above), chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell?
- Have you come into close contact (within three feet) of someone who has a laboratory-confirmed COVID-19 diagnosis in the last 14 days?

If the visitor refuses the Secondary Screening, they are denied entry to the property and provided a COVID-19 information card.

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#### Visitors with Elevated Temperature or COVID-19 Symptoms

If the Secondary Screening confirms that the visitor has a temperature of 100.4°F or above, is displaying or complaining of the known symptoms of COVID-19, or otherwise answers any of the questions in the affirmative, a visitor who is not a confirmed hotel guest is denied entry\*\* to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

A Security Supervisor collect basic visitor information including the name of the visitor and their place of residence.

- If a visitor refuses to provide information or cooperate with Security, the visitor is denied entry to the property.

\*\*See additional procedures that follow for hotel guests

## SECURITY

### Screening & Case Reporting Protocol (continued)

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#### SNHD Reporting

The Preliminary Investigator handling the case immediately notifies the SNHD at (702) 759-1170 and advises the operator that there is a possible case of COVID-19.

The Preliminary Investigator also informs the SNHD if the visitor is requesting medical care, refusing to cooperate and leaving the property, of any visible symptoms and the results of questioning.

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#### Hotel Guests

##### (skip to Transportation for employees and non-resident guests)

If a visitor is a confirmed hotel guest from out of town and has an elevated temperature or otherwise answers the questions affirmatively, the guest is offered the following options (all in direct coordination with SNHD):

1. If the hotel guest does not wish to check-in, a Security Supervisor is called to advise the guest of the option to either seek medical attention on their own or, if they have private transportation, to return to their residence in another jurisdiction. In either case, the Security Supervisor advises the SNHD of the visitor's intent to seek medical attention or return to their residence in another jurisdiction.
2. If the hotel guest wishes to check-in, the guest is required to self-quarantine in the guest room until an onsite test can be administered and the results received:
  - A Security Supervisor is called to escort the guest and explain the remainder of the process in coordination with SNHD guidance.
  - The Security Supervisor controls the elevator to ensure no other visitors use the same cabin.
  - The SCC notifies PAD and the elevator is returned to service only after properly disinfected by PAD.
  - The guest is required to self-quarantine by staying inside their hotel room pending the results of testing (to be provided in coordination with UMC in the guest's hotel room).
  - The SCC notifies the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and the room is properly disinfected.
  - Housekeeping service is suspended (amenities are delivered to the outside of the room upon request).
  - In Room Dining is available using contactless delivery and single-use, disposable service ware.
  - As may be directed by the SNHD on a case-by-case basis, a guest who tests positive for COVID-19 is transported for medical care, private accommodation, or other lodging.

## SECURITY

### Screening & Case Reporting Protocol (continued)

#### Hotel Guests

3. A hotel guest who exhibits signs of COVID-19 subsequent to check-in may self-quarantine in the guest room until an onsite test can be administered and the results received:
  - A Security Supervisor is called to escort the guest for the remainder of the process.
  - The guest is provided appropriate PPE (if not already wearing) and escorted directly to their room.
  - The Security Supervisor controls the elevator to ensure no other visitors use the same cabin.
  - The SCC notifies PAD and the elevator is returned to service only after properly disinfected by PAD.
  - The guest is required to self-quarantine by staying inside their hotel room pending the results of testing (to be provided in coordination with UMC in the guest's hotel room).
  - The SCC notifies the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and the room is properly disinfected.
  - Housekeeping service is suspended (amenities are delivered to the outside of the room upon request).
  - In Room Dining is available using contactless delivery and single-use, disposable service ware.
  - As may be directed by the SNHD on a case-by-case basis, a guest who tests positive for COVID-19 is transported for medical care, private accommodation, or other lodging.
  
4. A hotel guest who exhibits signs of COVID-19 subsequent to check-in who does not wish to self-quarantine or be tested onsite may return to their room to collect their belongings and to check out:
  - A Security Supervisor is called to escort the guest for the remainder of the process.
  - The guest is provided appropriate PPE (if not already wearing) and escorted directly to their room.
  - The Security Supervisor controls the elevator to ensure no other visitors use the same cabin.
  - The SCC notifies PAD and the elevator is returned to service only after properly disinfected by PAD.
  - The SCC notifies the Hotel Manager on Duty to pin the room and not permit access until the belongings have been retrieved and the room is properly disinfected (as if the guest tested positive for COVID-19).
  - The SNHD is advised of the circumstances of the guest's decision not to be tested onsite and is given as much information regarding the guest as available.

## SECURITY

### Screening & Case Reporting Protocol (continued)

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#### Hotel Guests

5. If a hotel guest who exhibits signs of COVID-19 requests to leave the property to seek medical attention, or such attention is medically required and the guest does not wish to or cannot return to their hotel room to collect their belongings:
  - The SCC notifies the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly disinfected.
  - The guest's belongings remain in the room until security can arrange for the safe removal and secure storage of the belongings in sealed bags or suitcases. The exterior of each bag and suitcase are disinfected before it is transported.
  - Guest belongings remain in secure on property storage until the guest or SNHD can retrieve the belongings.
  - Hotel Management determines the best course of action to handle the outstanding folio on a case by case basis.
  - The room is properly disinfected (as if the guest tested positive for COVID-19).
6. Guests who have previously displayed an elevated temperature who seek medical treatment on their own may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).
7. If the Guest with an elevated temperature or known symptoms is sharing the room or has had close contact with other visitors:
  - The Security Supervisor determines room shares and close contact guests traveling with the elevated temperature guest. The full protocol is followed beginning with a secondary screening for all close contacts.
  - Follow SNHD guidance on required isolation or quarantine procedures for close contacts as appropriate.
  - If a room is being used for self-isolation the SCC informs Hotel Management and CDC and local health authority guidelines are followed for all additional contact with the guest and service to the room.

## **SECURITY**

### **Screening & Case Reporting Protocol (continued)**

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#### **Transportation**

If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance is called to transport the person to the appropriate medical care facility as directed by the SNHD and local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, including aircrafts, taxis, Uber, Lyft or other shared transportation options.

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#### **Internal Reporting**

The Security Supervisor notifies the Preliminary Investigator to prepare an incident report.

The report is submitted to the VP of Security, Investigations and Crisis Management. The VP of Security, Investigations and Crisis Management is responsible for distributing information to other operating departments only on a need to know basis and in accordance to relevant SNHD and State of Nevada emergency directives.

The incident report should include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was 100.4°F or above, if other known symptoms of COVID-19 were present or complained about, known visitor traveler information and if the visitor was transported for medical care.

The incident report is updated as new information is available and when/if the visitor returns to property.