

FRENCH LICK CASINO®

French Lick Resort Casino Reopening Plan

At French Lick Resort Casino, there is no higher priority for us than the health and safety of our guests and associates. These unprecedented times challenge us all to do what we can to help slow the progression of this public health crisis, and French Lick stands ready to do its part. This document sets forth proposed operational changes upon reopening, both physical and procedural, to guest areas, associate workspaces, and back of house operations to mitigate and reduce risk of exposure to infectious diseases such as COVID-19. French Lick's proposed operational changes are based on protocols published by the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Act (OSHA) and United States Environmental Protection Agency (USEPA). French Lick is also committed to adherence of Governor directives and Indiana Gaming Commission regulations and oversight.

Casino Guest Capacity

State Directive Gathering Size	Table games	Slots	Sports Wagering	Cage	Player Services	Food Service	Beverage Service
Less than 10 people	Facility Remains Closed						
Less than 50 people	Closed	Limited to approx 270 slots	Kiosk only	Open	Open, Limited Service	Pre-packaged snack items	Sealed container beverages, no alcohol
Less than 250 people	Limited availability	Limited to approx 270 slots	Kiosk only	Open	Open, Full Service	Hot Meal Offering	Sealed container beverages, including alcohol

Physical Modifications

- Gaming positions will be limited in both slots and table games. All games will comply with social distancing directives set forth by governing agencies. Active slots will be no closer than six feet apart. Traditional table games positions will be limited. (See map of gaming floor with proposed active slot positions.)
- For Cage, Player Services, Bars and Food Service Counters: plexiglass or other suitable safety barriers for guests - associates interactions will be put into effect at stationary service locations.
- Spacing for public and back of house seating areas will reflect limited seating to comply with social distancing directives.
- Queuing areas will be marked and positioned in a manner to comply with social distancing directives in both guest and associate areas.
- Signage for proper communication displayed prominently in both guest and associate areas related to
 - CDC Guidelines
 - Social Distancing Standards
 - Hand washing protocols or standards
 - Proper wearing of Personal Protective Equipment (PPE), including masks, gloves and eye safety protection (glass or shield)

Casino Environmental Standards

- HVAC will be optimized to circulate the flow of fresh air
- Filters will be changed at an enhanced frequency
- Smoking will not be permitted in the casino

Safeguarding Guests and Associates

- Masks will be mandatory for all casino guests. Failure to comply will result in denial of admission to the casino
- Personal Protective Equipment (PPE) will be available - masks, gloves and glasses
- Sanitizing stations in both guest and associate areas
- Temperature checks for all guests and associates prior to entry. (See attached SOP)
- Associates will be instructed to remain at home when they are feeling ill or displaying flu like symptoms
- All associate areas, when possible, will comply with social distancing directives including but not limited to:
 - Break areas
 - Office spaces
 - Restrooms
- Associates will be encouraged to work remotely when possible
- Training for all associates on proper cleaning, disinfecting, and proper usage and maintenance of PPE to comply with CDC guidelines
- Enhanced cleaning and disinfecting of all guest and associate areas to include but not limited to:
 - Daily deep cleaning. Subject to IGC approval, operations may cease to perform deep cleaning at night.
 - Protocols for cleaning and disinfecting will occur with CDC approved cleaning and disinfecting agents in high touch areas, with the most rigorous standard applied.
- Monitoring Guest Behavior: Casino reserves the right to remove a guest that conducts themselves in a manner that is inconsistent with health safety standards.
- Smoking will be prohibited in the casino: Guests, who desire to smoke, will be given a wristband to gain access back into the casino.

Enhanced Operating Procedures – SOPs and Waiver Request

- Casino Cleaning & Disinfection Instructions and Heightened Decontamination Guidelines, SOP (See attached)
- Entry and Access Points – Turnstiles and Temperature Screening, SOP (See attached)
- Managing of On-Site Potential COVID-19 associate, SOP (See attached)
- Regulatory Waiver Requests (pending IGC review)

Generally:

- Allow for daily casino closure
- Limited casino access to invited guests based on business levels
- Casino entry based on hotel stay only
- Allowing PPE to be worn by both guests and associates
- Combined job duties to minimize number of associates to serve limited number of guests

Cage:

- Drop and Count requirements based on frequency of gaming activity, and to skip shuttered games
- ID expirations extension per state guidelines
- Extension of TITO vouchers
- Reduction of minimal cash reserves requirements during abbreviated operating capacity

Table Games/Slots:

- Eliminate the box person for craps during most stringent social distancing requirement
- Consider approval for credit/debit transactions at table games and slots to minimize cash handling
- Eliminate Security escort for table fills and slot jackpots

- Allow certain novelty games to be dealt face up.
- Dice switched out between guest/player roles.

Casino Promotions:

- Allow the cancellation/modification of marketing/promotional events

Entry and Accessibility



- Guest counts will be continuously monitored to comply with the state's group gathering limits
- Temperature checks for all associates upon arrival.
- Temperature checks for guest, when appropriate. (See SOP)

Slots



- Slot machine use will be limited so that machines in use are at least six feet apart.
- Chairs will be removed so that guests do not sit closer than six feet. Chairs will be placed solely at operational machines that meet the social distancing criteria.

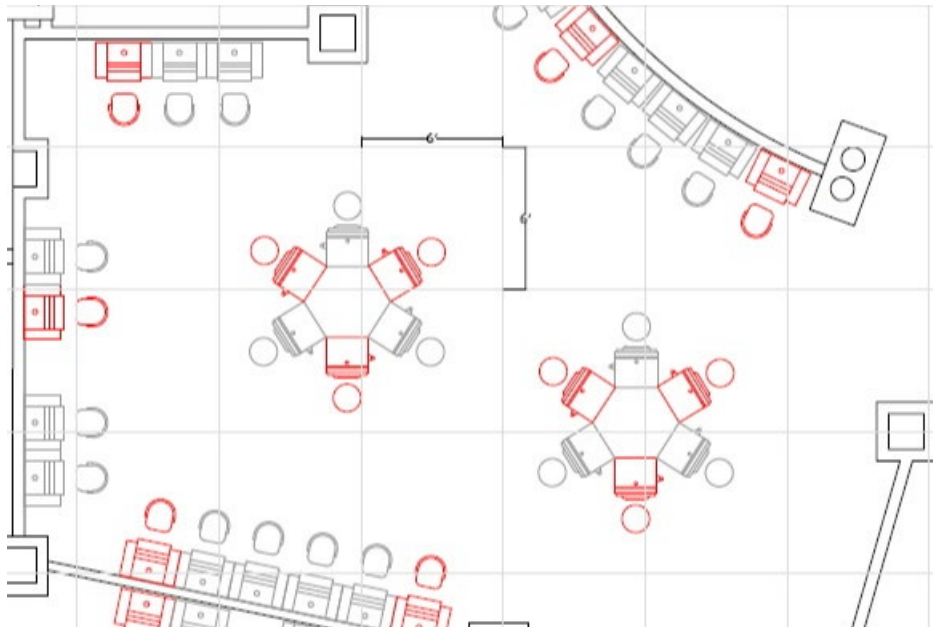
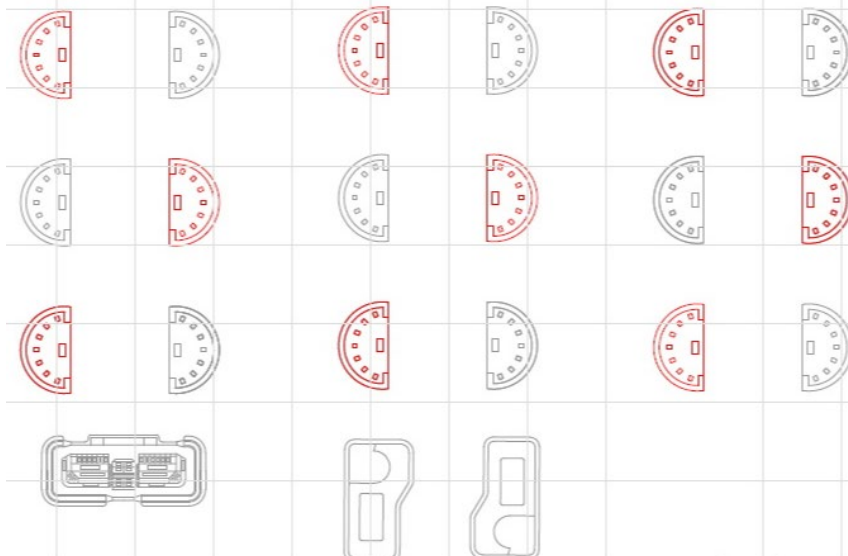


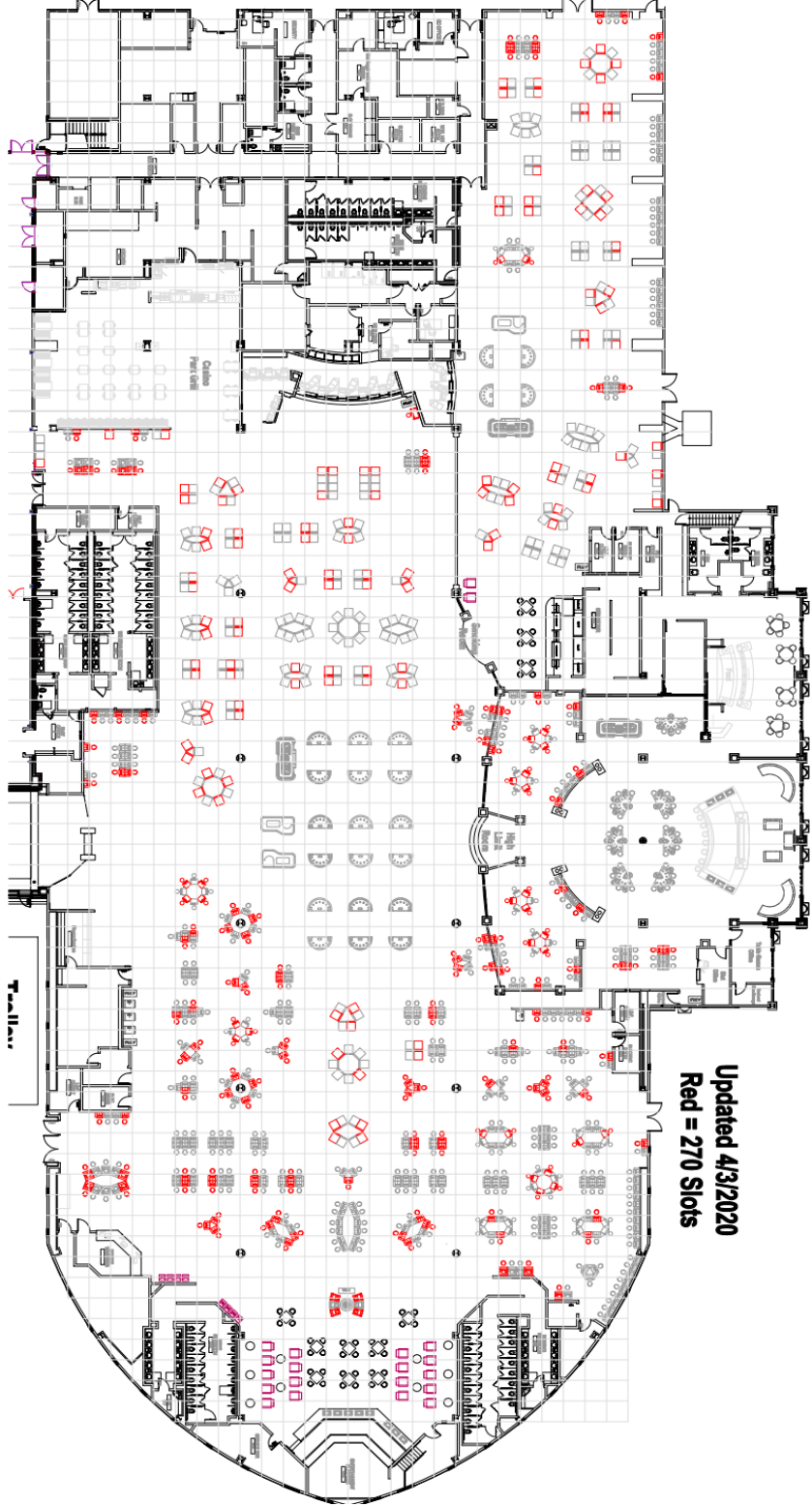
Table Games



- Games will open in a staggered pattern to create less crowded areas.
- The number of players per game will be limited: Blackjack – 3 positions; Roulette – 4 positions; Craps – 6 positions.
- Where permitted by game rules, novelty games will be dealt face up to avoid guest contact.
- Adopt “no touch” card policy where permissible based on game rules.



French Lick Resort Casino - Proposed Active Slot Positions



Updated 4/3/2020
Red = 270 Slots

Food & Beverage



- Beverage servers will use sealed or closed containers for drink service.
- Limited offerings of hot food.
- Self-service beverage stations will be closed.



Support Services – Cage, Player Services, and Sports Wagering



- Support Service areas will only operate every other window as needed and provide hand sanitizer at each window for guests.
- Associates will encourage guests to follow social distancing requirements by arranging and marking queuing area.
- Installation of plexiglass guards at windows.

Support Operations - (See attached SOP)

- EVS – increased cleaning of high touch points.
- Enhanced Emergency Cleaning Measures – frequency of enhanced emergency cleaning measures will occur at a minimum of once per day.
- Enhanced emergency cleaning measures will be in coordination with the specific emergency.
- Overall Cleaning Standards
- Associate training for cleaning and disinfecting

Standard Operating Procedures (SOP)


Cleaning & Disinfection Instructions

Heightened Decontamination Guidelines

Turnstiles

Temperature Screening Process & Facial Masks for Casino Guests


Managing of On-Site Potential COVID-19 Associate

 FRENCH LICK RESORT® <small>FRENCH LICK & WEST BADEN · INDIANA</small>	STANDARD OPERATING PROCEDURE French Lick Resort
Title of SOP:	MAINTENANCE OF AN OCCUPIED ROOM
Department(s):	Facilities
Document Number:	Implementation Date:

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Purpose

- 1.1 This purpose of this SOP is to set forth the procedures for facilities and maintenance associates to follow regarding entry into an occupied guest room.

Scope

- 2.1 This SOP will affect facilities and maintenance departments and associates.

Roles and Responsibilities

- 3.1 The Director of Facilities is the owner of this SOP.
- 3.2 The Director of Facilities, or the Director's designee, will be responsible for ensuring that facilities and maintenance associates follow these procedures.

References

- 4.1 NA

Definitions

- 5.1 NA

Procedural Description

- 6.1 Associates shall not enter into an occupied room unless under emergency conditions. Emergency conditions include, but are not limited to, the following:
 - 6.1.1 Alarms indicated by the Fire Panel.
 - 6.1.2 Issues that will damage property by means of uncontrollable water (broken water/sprinkler lines, clogged drains, etc.).
 - 6.1.3 Issues that can potentially damage property or person by electricity due to malfunctioning equipment within the room (HVAC components, electrical outlets, etc.).
- 6.2 Associates that must enter into occupied rooms under emergency conditions must:
 - 6.2.1 Wear Protective Personal Equipment (PPE) consisting of protective gloves and either a full face shield or mask and safety glasses. Mask may be worn with the face shield if desired.
 - 6.2.2 Be occupied by a second associate, also wearing PPE, to assure guest's personal items and privacy are not compromised and to assist in repairs where possible.

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- 6.2.3 Perform the necessary repairs expeditiously, informing the Front Desk of updates and timing to keep the guest informed, or, if repairs are untimely, to relocate the guest to another room.
- 6.2.4 Clean and sanitize the area upon completion.
- 6.2.5 Clean and sanitize tools and equipment prior to removing PPE upon completion of work.
- 6.2.6 PPE must be sanitized or disposable PPE replaced after each encounter in an occupied room. Disposable PPE must be disposed of in proper waste receptacles and hands washed with soap and water for at least 30 seconds or properly sanitized.
- 6.3 Rooms to be occupied will be checked within 24-hours of occupancy in order to reduce potential maintenance needs while occupied. The following is a checklist to be considered:
 - 6.3.1 Room lock is functional and responsive to key cards.
 - 6.3.2 Television is operational and responsive to the remote.
 - 6.3.3 Lights, lamps, clocks all work properly.
 - 6.3.4 Thermostat is taken off "set back" mode and set to 68 degrees Fahrenheit.
 - 6.3.5 Rooms placed online but not yet occupied should have shower and sink traps filled to prevent potential odors. Toilets should be flushed so that water level is appropriate and water is clear.
- 6.4 Rooms that cannot pass the checklist prior to occupancy must be placed "out of order" and repaired expeditiously to be put back into inventory.

Document Approval Signature Page


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 FRENCH LICK RESORT® <small>FRENCH LICK & WEST BADEN · INDIANA</small>	STANDARD OPERATING PROCEDURE French Lick Resort
Title of SOP:	MANAGING OF ON-SITE POTENTIAL COVID-19 ASSOCIATES
Department(s):	RESORT WIDE
Document Number:	Implementation Date:

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Purpose

- 1.1 The purpose of this document is to provide instruction regarding the management of associates who become sick with symptoms of Covid-19 while on-duty at the Resort. Symptoms may include but are not limited to feeling feverish, persistent dry/unproductive cough, and/or shortness of breath.

Scope

- 2.1 This SOP will cover all Resort departments and associates.

Roles and Responsibilities

- 3.1 The Owner of the SOP is the Chief Operating Officer.
- 3.2 It is the responsibility of all Resort associates to be aware of the instructions set forth in this document.

References

- 4.1 NA

Definitions

- 5.1 **Rapid Response Designee (RRD)** – An individual or group of individuals assigned to evaluate all associates and draw a conclusion regarding the associate’s dismissal or ability to return to work. The RRD will escort the ill associate while they are on Resort property. The RRD for the Resort is the on-duty EMT (Emergency Medical Technician).
- 5.2 **Sick Room/Quarantine Room-** A defined location where a potentially ill associate is sequestered until further actions are determined.
- 5.3 **Personal Protective Equipment (PPE)-** Items used to protect oneself from various hazards.
- 5.4 **Close Contact-** Being within 6 feet for 15 minutes or more, during the 48-hour period before the diagnosed associate’s symptoms started.

Procedural Description

- 6.1 **The procedures to be followed when an associate exhibits signs of Covid-19 will be as follows:**

- 6.1.1 When an associate is exhibiting signs for the Covid-19 while on duty, it will need to be reported to their Manager/Supervisor immediately. Either by the associate themselves or by another associate.
- 6.1.2 EMT on duty will need to be notify immediately and the EMT will respond to associate to speak to the associate about performing a vitals check.
- 6.1.3 The associate will need to be taken to the building's Sick Room/Quarantine Room to be evaluated by the EMT. The associate will also need to take all their personal belongings with them to the Sick Room.
 - 6.1.3.1 French Lick Hotel Sick Room/Quarantine Room is on the Lower Level Spring Wing within the Property Operations section
 - 6.1.3.2 West Baden Hotel Sick Room/Quarantine Room will be a designated meeting room on the 1st Floor.
 - 6.1.3.3 French Lick Casino Sick Room/Quarantine Room will be the Medical Room and the Holding Cell.
- 6.1.4 Prior to entering the Sick Room/Quarantine Room, the EMT will need to have the proper PPE on them. This includes but limited to: Gloves, Face Masks, and Gown
- 6.1.5 If associate is showing symptoms of the Covid-19, a face masks will be provided to the associate by the EMT.
- 6.1.6 If an associate is showing symptoms of the Covid-19, the EMT will need to know the following information along with any other information concerning the associate's health and document it in the CIP Reporting system:
 - 6.1.6.1 Has the associate come in close contact with anyone with Covid-19?
 - 6.1.6.2 What other associates has the ill associate been in close contact with?
 - 6.1.6.3 Who all is in the Sick Room/Quarantine Room with the ill associate?
 - 6.1.6.4 What is the associate's specific job duties?
- 6.1.7 The EMT will determine if the associate needs to be sent home due to possible symptoms.
- 6.1.8 The associate will need to stay in the Sick Room/Quarantine Room till their transportation is ready for them. Until then, the EMT will remain with the associate and will escort them to their transportation.
- 6.1.9 The EMT will need to document all information within their report in the CIP Reporting System and inform Risk Management immediately.

6.2 The decontamination procedure will be as follows:

- 6.2.1 Once the associate has exited the Sick Room/Quarantine Room, the EMT will need to notify EVS to perform sanitation and decontamination of the Sick/Quarantine Room as well all areas the ill associate was at prior to entering the Sick/Quarantine Room.
- 6.2.2 No one can enter the Sick/Quarantine Rooms without the EMT's permission and donning the proper PPE prior to entry.

6.2.3 EVS will need to inform the EMT when the sanitation and decontamination is complete with the Sick/Quarantine Room so the EMT can report it in the CIP Reporting System.

6.3 The process of notifying leadership and affected associates will be as follows:


- 6.3.1 HR will request written or verbal consent, which is to be documented with date and time of verbal consent, from the ill associate to disclose their COVID-19 diagnosis to both Leadership and other associates identified as having close contact with the ill associate.
- 6.3.2 If the ill associate does not give consent, HR is prohibited from releasing the identity of the ill associate. HR will advise those affected associates they have been in close contact with someone who has tested positive or who is experiencing COVID-19 related symptoms.
- 6.3.3 HR will then ask the affected associates to self-quarantine for 14 from the time of their last contact with the ill associate as well as remind the affected associates to notify their healthcare provider if they notice a change in their health status. If the affected associate receives a diagnosis of COVID-19, they are to inform HR immediately.
- 6.3.4 The affected associate will be informed to contact HR prior to returning to work.
- 6.3.5 HR will notify Resort Leadership after receiving consent to do so from the ill associate as well as the associate's manager.
- 6.3.6 The associate's manager will be informed by HR on what information they can give out about the situation and will assist HR in the of contacting affected associates.

6.4 The process for using face masks will be as follows:

- 6.4.1 If associates are not able to maintain a 6 feet distance from other associates, face masks will be required to wear.
- 6.4.2 If the face mask is reusable, associates must remember to wash and dry the mask properly.

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 FRENCH LICK RESORT® <small>FRENCH LICK & WEST BADEN · INDIANA</small>	STANDARD OPERATING PROCEDURE French Lick Resort
Title of SOP:	TEMPERATURE SCREENING PROCESS AND FACIAL MASKS FOR CASINO GUESTS
Department(s):	Security
Document Number:	Implementation Date:

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Purpose

- 1.1 The purpose of this procedure is to help prevent the spread of the COVID-19 virus within the French Lick Resort facility through temperature screenings of all associates and guests immediately upon entering.

Scope

- 2.1 This SOP will affect all associates and guests who enter any property of French Lick Resort.

Roles and Responsibilities

- 3.1 The Director of Security is the owner of this SOP.
- 3.2 It is the responsibility of all Security associates to implement the procedures outlined.

References

- 4.1 Cook Group Park 48 Temperature Screen Process

Definitions

- 5.1 **Personal Protective Equipment (PPE)** – Equipment utilized to protect oneself from harm. This may include, but is not limited to face masks and gloves.
- 5.2 **Infra-Red Thermometer-** A thermometer utilizing infra-red technology to check a person’s body temperature without having to physically touch the person.

Procedural Description

6.1 Initial Screening

- 6.1.1 Signage shall be placed at all associate/guests entry points throughout the Resort advising associates and guests entering the Resort of the temperature screening process as well as informing associates/guests if they show any of the listed symptoms, they are to not to enter the facility.
 - 6.1.1.1 All guests and associates will be required to wear a face masks while on Resort property. If an associate or a guest refuses to wear a face masks, they will be denied entry.

6.1.1.2 Note: Golf associates will be screening guests and associates at the golf courses.

6.1.2 Proper PPE will be in place and be utilized by the designated associate working the screening location prior to beginning the screening.

6.1.3 The Infra-Red Thermometers will be tested before the start of the screening to ensure it is in working order.

6.1.4 Once the designated associate is posted and has on the proper PPE, they will start the screening process utilizing the Infra-Red Thermometer during the initial screening.

6.1.5 After the screening is complete and the associate/guest passes the screening, they will be given a wristband to wear for the day. Each day will have a different colored wristband to show the associate/guest has been through the temperature screening process.

6.1.5.1 If an associate or guest refuses to have their temperature check, they will be denied entry to the Resort and/or the Casino.

6.1.6 If an associate/guest is found to have a temperature of 100 degrees or more; a secondary temperature check will be conducted.

6.2 Secondary Screening

6.2.1 The designated associate will perform the secondary screen in a separate area after a 5 minute waiting period, with the Infra-Red Thermometer and will contact the on-duty EMT to conduct a medical report in the CIP Reporting System if the secondary screen also shows the associate/guest's temperature to be 100 degrees or more.

6.2.1.1 If the temperature is 100 degrees or more, The EMT will also ask the associate/guest permission to conduct vitals check as well as to inquire if the associate/guest has been feeling ill or if they have any other listed symptoms.


6.2.1.2 the EMT will inform the associate/guest to leave the facility and to check with their health care provider via IU Health Telemedicine.

6.2.2 If secondary screening shows a temperature below 100 degrees and no other symptoms are noted, the designated associate will allow the associate/guest to enter the facility.

6.2.2.1 The designated associate will need to conduct a quality check of the thermometers if the secondary screening shows a temperature less than what the initial screening shown.

6.3 Facial Masks for Casino Guests

6.3.1 Guests who are entering the Casino with a face mask must remove the mask prior to entering to allow Security to see their face and to check their ID, if needed.

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