



# COVID-19 REOPEN DOC.

## PHASES TO REOPEN

### [Overview](#)

Breakdown process on reopening Tachi Palace Casino Resort

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## Preface

Comprehensive overview on the process, guidelines, and safe reopening of The Tachi Palace Casino Resort. The following pages will provide detail steps on how each phase will take place.

17225 Jersey Avenue | Lemoore, California 93245

## Phase I

In *Phase I* we will look at the casino operations and the steps that will be taken to continue to keep our associates and guests safe. We will also regulate entrance to those that are **21 years of age and up wearing mask**. The Resort has increased the gaming floor by 23,000 square footage and has arranged the slot machines to promote social distancing. The facility occupancy will be reduced to meet the social distancing regulation. Phase I of the reopening will operate at 60% occupancy.

Social Distancing throughout the property will be handled in the following ways:

- Social distancing reminders/signs will be displayed advising guests of our COVID compliance with social distancing on property.
  - Images attached at end of this plan
- Upon opening there will not be transportation services.
- Facilities will position floor markers outside of the Casino entrances. Exterior signs will be posted to remind our guests of social distancing conditions while on property. Interior floor markers will be situated through the venues that acquire lines. Floor markers styled as Game Chips will be placed on the floor to mark the safe distance to be in line for either Premiere Club, Cage, Food Outlets etc.
- Internal monitoring via **Inferred Cameras** – receipt end of May
  - Camera's will be placed at:
    - Moon Fountain Entrance
    - Sun Bus Entrance
    - Hotel Entrance
    - Associate Entrance
  - Touch free thermometers will be used by security at the entrances as a secondary screening measure if temperature is registered with an entering guest.
    - Any guest or associate who has a temperature is 100.0 or greater will be sent home.
- Over-head announcements will be done by **Ritchie Gamblé** in 15minute increments to reinforce guests of social distancing and sanitizing needs.
- **COVID Safe Security** will assist with screening incoming guests. Continue to ask a guest to leave the property if they are exhibiting any active COVID symptoms such as the following:
  - Coughing (uncovered/poor hygiene)
  - Sneezing (uncovered/poor hygiene)
  - Runny nose (poor hygiene/touching slots after blowing nose)



- **COVID Safe Sanitation** stations will be posted throughout the property we have free standing refillable sanitizer stands and mounted sanitizers. See **Attachment A** for master Health and Safety Inventory. The following is how they will be placed:
  - Gaming Floor Various amounts to be included throughout the slot floor.
    - Free standing hand sanitizer stations will be position through the gaming floor.
  - Each Ticket Redemption machines will have mounted hand sanitizer dispensers.
  - Kiosks & ATM/Bill breakers will be clustered by free-standing hand sanitizers
  - Every Elevator on the property will have wall mounted sanitizers.
  - We will have 3 designated entrances with a security podium that will have a free-standing sanitizer dispenser.
    - Entrances will be as follow, South Bus Entrance, Hotel Valet Entrance, and Casino of the Moon Fountain Entrance.
  - To Go food venues will have the following:
    - Rez Dogs (2)
    - Pizza Hut Express (1)
    - Red Tail Hawk/ PhoNominal Eats (4)
    - Coyote Grille (2)
    - Coffee Stop (2)
  - Premiere Club and Guest Services will have 2 at each location.
    - Host Office will have desk pumps on each Hosts desk. (2)
  - Cage locations combined (5)
  - Hotel Front Desk will have free-standing dispensers in between each desk. (4)
  - All front of house sanitation dispensers will be monitored by the ES department and refilled as needed.
  - Fog Sanitizing daily
    - Facilities to use sanitize fogger in all open areas of the property nightly and non-occupied hotel rooms.
    - Back of house offices will all be kept open so sanitation fog can be administered to each office.
  - All Product Details on **Attachment E**
  
- **COVID Safe Slot** – On opening we will have 1,767 slot machines active. (5.20.2020) Mock partitions and plexiglass will be added if the 6’ spacing rule cannot be obtained by cluster alone. The remainder of the floor will be configured in the following ways:
  - Slot floor will be modified to meet the 6’ spacing rule.
    - See **Attachment B** – *Each Floor layouts will be updated as they are completed (current update 5.20.2020cm)*
  - Current Non-Smoking room will be open up to add more slot space to meet the needs of the 6’ rule.



- Non-Smoking Gaming will be added in the following locations:
  - Hotel Wet Bar
  - Hotel Will Call Area
  - Hotel Lobby
  - **Update – property now non-smoking as of 7/3/2020 6am**
- 3<sup>rd</sup> Floor will have increased slot floor in the following ways:
  - Reconfigured Bingo floor to provide more room for slot games
  - The poker room will now be closed to provide slot floor space
- Slot attendants will service the guests as needed, clean the slot machines in between assisting guests.
- Slot attendants will be using CIS Technology. This system will be alerting attendants of immediate needs to a machine and they can offer quicker service.
- Slot team members will wear a mask and clean hands after making any transaction.
- Slot team will not be available to assist in making change or cashing tickets for our guests but will direct guests to the change/ticket redemption machines for their convenience.
  
- **COVID Safe Food & Beverage** point of service areas have added plexiglass safety shields and will be offering to-go services for the following venues:
  - Pizza Hut Express
  - Rez Dog's
  - PhoNominal Eats
  - Red Tail Hawk
  - Coffee Stop
  - Soda, Alcohol & Coffee will be sold at designated bar/butler service or provided to guests.
  - Bar/Cocktail service will be exclusively for cocktails only. Guests will be asked to enjoy their beverage at their favorite slot machine.
    - Coyote Grille will open approximately 2-3 weeks after but before phase II
    - **Bar Cocktail services has been suspended 7/3/2020**
  
- **COVID Safe Premiere Club** will have plexiglass shields at each teller window. The Premiere Club team members will wear masks during their shifts on the floor.
  - New Updated Promotion Kiosks will be on the floor to assist guests with safe transactions for account information.
  - Premiere Club Cards now have more value as we transition into coupons free offers to our guests, alleviating the need for Premiere Club interactions.



- **COVID Safe Guest Service** will have plexiglass shields at each teller window. The Guest Service team members will wear masks during their shifts on the floor.
- **COVID Safe Cage Operations** will have plexiglass shields at each teller window. The Cage team members will wear masks during their shifts on the floor.
- **COVID Safe Hotel** will have plexiglass shields at the front desk. Hotel team members will wear masks. The hotel will offer touch free housekeeping services.
  - The UFC guidelines will follow be followed see **Attachment C**
  - There will be no valet service upon opening
  - Bellmen service will be to sanitize luggage carts and guests may use a cart for their luggage. Bellmen will not deliver luggage to rooms.
- **COVID Safe Table Games** – In the 6’ guidelines we will provide 3 people per table play: 1<sup>st</sup> base, center, 3<sup>rd</sup> base positions.
  - Table Games to open approximately two weeks after
  - Plexiglass will be mounted to add protection to the dealer and the players
  - Chips will be sanitized daily and increase in Card exchange
  - See Table Games Layout in **Attachment F**
- **COVID Safe Workforce:**
  - Each team member will be temperature screened prior to entering the building.
  - Each team member will be required to wear a mask.
  - Team members will be required to follow all Health and Safety guidelines to help prevent the contraction and or spread of COVID-19.
  - F&B will have cost-effective meals priced for team members at the following locations: Coffee Stop, Red Tail Hawk, PhoNominal, Pizza Hut Express, and Rez Dogs.
  - ADR on 2<sup>nd</sup> admin floor access for associates to eat and keep social distancing with 4 max per table and designated with spacer placements.
  - Back of the house, departments will wear masks and will have access to desk hand sanitizer pumps. These bottles will need to be kept when they are empty, and associates can visit back of house sanitizer refill station to refill bottle.
- **COVID Workforce Screening:**
  - The HR department Policy can be seen on **Attachment D**
    - The policy outlines guidance on COVID screening of team members should they show signs and symptoms.



## Phase II

In *Phase II* we review the steps to open The Market Place at Pork Chop Hill Buffet. In this phase we will increase our occupancy to 75%.

- **COVID Safe Buffet** – We will continue the touch free buffet that we began as we transitioned to our COVID Closure.
  - Plexiglass was installed before closure and will continue to stay up.
  - Buffet staff will handle all food and specials for the guest to be served on their plates in keeping with the touch free experience that began before we closed.
  - Seating will be spaced out in dining area to accommodate social distance.
- **Buffet has been closed as of 7/3/2020**

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## Phase III

In Phase III we look to the reopening of Bingo Operations and CEC. At this phase we will now begin to operate at 100% occupancy.

- **COVID Safe Bingo** team members will wear masks. Plexiglass will be at each register.
- **COVID Safe Bingo Seating** in The Bingo Hall will be configured in a way that would support social distancing. All Bingo players will sit facing the caller on the Bingo stage. Each Bingo seat will be spaced 6' apart from each other.
  - Seating diagram see **Attachment G – TBD**
- **COVID Safe Bingo Dining** will have F&B offering pre-packaged food options for the guests.
- Self-service butler for sanitation precautions.

Social distancing will continue throughout the CEC. Facilities will position floor markers outside of the CEC. Social distancing reminders will be displayed advising guests of our COVID compliance with social distancing on property.

- Internal monitoring via Infrared Camera to be placed at the entrance.
  - Touch free thermometers will be used by security at the entrances as a secondary screening measure if temperature is registered with an entering guest.
    - Any guest or associate who has a temperature is 100.0 or greater will be sent home.
  - Security will be screening for the following:
    - Coughing (uncovered/poor hygiene)
    - Sneezing (uncovered/poor hygiene)
    - Runny nose (poor hygiene/touching, arcade/bowling after blowing nose)
  - Security team will be wearing masks
  - Over-head announcements will be done by **Ritchie Gamblé** in 15minute increments to reinforce guests of social distancing and sanitizing needs.
- **COVID Safe Dining** – The concessions area will have Plexiglass mounted in front of the registers. Orders will be To Go. The seating in the promenade will be reduced to offer 6' social distancing.
- **COVID Safe Movies** – The ticket sales system will be configured to space seating (unless sales are to a single household).
- **COVID Safe Arcade** – The Arcade will be set up to mirror the Slot Gaming Operation, in that the Arcade games will be set up 6' apart to offer social distancing.
  - The billiard tables will be removed (temporarily) to allow additional floor space for the Arcade games.



- **COVID Safe Bowling** – Social distancing in the Bowling hall would allow families (single household = limit 10) to bowl at one lane. Team will then space out and rent out every other lane to maintain the social distance need.
- **COVID Safe CEC Team** – The CEC team members will all wear masks. The team members will further sanitize the arcade/kiosk after use.

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**COVID Property Signage**

All open entrances:

All of the Tachi Palace Associates are working hard to keep everyone safe.  
**Must be 21 years and older to enter the Casino Resort.**  
 Here are some reminders to follow:

**TEMPERATURE CHECK POINT**

 

Masks are required on ALL guests and associates.  
 Wash your hands often with soap and water for at least 20 seconds.

 

Please utilize our sanitation dispensers throughout the Resort.  
 Avoid touching your eyes, nose, and mouth.

 

Maintain social distancing.  
 Stay home if you are sick.  
 Call your doctor if you develop fever, cough, or difficulty breathing.

 **THANK YOU FOR YOUR CONTINUED SUPPORT!**

**TACHI**  
**PALACE**  
CASINO RESORT

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**Floor Markers:**



**Front of House Masks:**



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