

Reopening Protocol for Cardrooms: Appendix Q

Effective Date: 12:01am on Monday, April 5, 2021

Recent Updates: (Changes are highlighted in yellow)

4/2/2021: Updated to allow for indoor operations at an occupancy of 25% of maximum capacity based on applicable building or fire code.

COVID-19 case rates, hospitalizations, and deaths continue to fall, but community spread still remains moderate. COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

Due to Los Angeles County entering the “Orange Tier” of the State’s Blueprint for a Safer Economy framework, this protocol has been updated to lift some local activity-specific restrictions. Cardrooms should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations.

The requirements below are specific to Cardrooms, Satellite wagering facilities and Racetrack on-site wagering facilities (“Cardrooms”). These establishments may be open for indoor gaming at 25% of the indoor cardroom occupancy, based on applicable building or fire code. Each individual or separate indoor room inside a Cardroom where the gaming activities are provided to the public is open at 25% maximum occupancy. These establishments may also continue outdoor gaming operations with modifications. In addition to the conditions imposed on these establishment by the State Public Health Officer, cardrooms, satellite wagering facilities, and racetrack on-site wagering facilities must adhere to the conditions laid out in this County Protocol, including any occupancy limits.

Cardrooms may additionally need to comply with the following guidance:

- DPH Protocols for [Restaurants](#); however, no food or beverage may be served or consumed at gaming tables [DPH Protocols for Bars, if applicable](#)
- DPH Protocols for Hotels, if applicable
- DPH Protocols for Gyms and Fitness Centers, if applicable
- DPH Protocols for Retail, if applicable
- [DPH Protocols for Outdoor Live Events, if applicable](#)

Note that Cardrooms that operate or lease indoor bars, spas, nightclubs, lounges, conventions, and indoor entertainment venues, etc., must keep those areas closed until each of those types of establishments are allowed to resume modified or full operation. Racetracks are currently allowed to operate without spectators. All indoor public events or concentrated gatherings, including musical or other performances at these facilities, must be postponed.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance, including those listed above.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Occupancy Allowed:

Approximate total square footage
of space open to the public:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- Consider offering workers who request modified duties options that minimize their contact with patrons and other employees (e.g., managing inventory rather than working as a dealer, server, cashier or managing administrative needs through telework).
- In compliance with wage and hour laws, alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employers have provided information to employees regarding [employer or government sponsored leave benefits](#), including their right to paid sick leave as guaranteed by the [Families First Coronavirus Response Act](#).
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) [isolate themselves at home](#) and require the immediate [self-quarantine](#) of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- Entry screenings are conducted before employees, contract workers, vendors, delivery personnel, and other visitors may enter the workspace, in compliance with the [DPH Entry Screening guidance](#). Screening must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. Anyone screening positive may not enter the premises. (See County [Entry Screening](#) guidance.) These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for work that day.
 - Positive Screen (Not Cleared):

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- If the person was not fully vaccinated¹ against COVID-19 and has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter or work in the field and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer must report this cluster to the Los Angeles Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at www.redcap.link/covidreport. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support, and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response. The Department of Public Health will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.
- Employees who have contact with the public or other employees in the course of their employment are offered, at no cost, an appropriate face mask that covers the nose and mouth, unless Cal/OSHA standards require further respiratory protection. For more information, see LAC DPH COVID-19 Mask webpage at <http://ph.lacounty.gov/masks>. The face mask is to be worn, covering both the nose and mouth, by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. All employees must wear face masks at all times except when working alone in private offices with closed doors or when eating or drinking. The exception made previously for employees working in cubicles with solid partitions exceeding the height of the employee while standing is overridden until further notice.
- Employees are instructed to wash, if applicable, or replace their face masks daily.
- To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers. COVID-19 transmission is more likely to occur when employees are present together when not wearing face masks.
- Occupancy is reduced and space between employees is maximized in any room or area used employees for meals and/or breaks. This has been achieved by:
- Posting a maximum occupancy sign that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks; and
 - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
 - Placing tables at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way

¹ People are considered fully vaccinated for COVID-19 2 weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or 2 weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen).

that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.

- Where possible, outdoor break areas have been created and are equipped with shade covers and seating that enables employees to maintain a 6-foot physical distance at all time from others.
- Employers should consider whether gloves should also be provided to employees to supplement frequent handwashing. For example, employees who participate in screening patrons or guests to the establishment, handle frequently touched items, and/or handle items contaminated by body fluids should wear gloves.
- All indoor and outdoor workstations, including office spaces, gaming tables, casino cages, meeting rooms, etc. are reconfigured to ensure workspaces allow for six feet between employees and patrons. Place additional limitations on the number of workers in enclosed areas such as supply rooms, to ensure at least six feet separation between employees.
- For outdoor operations, the employer should have an effective heat illness prevention plan with written procedures in both English and the language(s) understood by the majority of the employees. The plan must be available to employees at the worksite. See the Cal/OSHA heat illness prevention page for resources, including FAQs, a webinar, and a sample written plan. Elements of a heat illness prevention plan must include:
 - Access to potable drinking water
 - Access to shade
 - Cool down breaks
 - Emergency procedures for heat illness cases
 - High heat procedures when the temperature exceeds 95 degrees
 - Monitoring of employees who are acclimatizing during a heat wave
 - Training on heat illness prevention and symptoms.
- Note that working outdoors creates additional hazards including:
 - Rewiring and the use of electrical extension cords can increase the likelihood of electrical hazards, including fire and electrocution. Ensure that outdoor operations comply with Cal/OSHA and all code requirements. See [Cal/OSHA's Guide to Electrical Safety](#) for more information.
 - Ensure there are no tripping hazards from cords or other equipment in outdoor work areas.
 - Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
 - Stop operations, move away from electrical wiring and equipment, and seek indoor shelter if there is lightning within 6 miles of your location.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Gaming tables _____
 - Other _____
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Employees are allowed frequent breaks to wash their hands. Provide time between dealer rotations to allow for thorough hand washing. Outdoor handwashing stations are installed and supplied with hand soap and paper towels at all times to enable employees working in the outdoor area to easily clean their hands during

their workday.

- A copy of this protocol has been distributed to each employee.
- To the extent possible, each worker is assigned their own tools, equipment, and defined workspace. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.
- Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- Cardrooms may be open for indoor and/or outdoor gaming operations with required modifications.
- The maximum number of people, including employees, customers, and others, in the Cardroom's **indoor area** at a given time is limited to 25% of the cardroom's indoor occupancy based on applicable building or fire code. Each separate or individual room in a Cardroom's indoor gaming area where gaming services are offered must be limited to 25% of that room's capacity. Gaming tables in the indoor cardroom area must be spaced to allow for at least 8 feet of distance between tables, measured from one table edge to the next table edge.
 - Maximum number of customers in the indoor area is limited to: _____
 - Where feasible, parking is limited to further enforce maximum occupancy limits.
- The maximum number of people, including employees, customers, and others, in the Cardroom's **outdoor area** at a given time is limited such that all are able to maintain physical distancing of at least six feet at all times. Gaming tables in the outdoor area must be spaced to allow for at least 8 feet of distance between tables, measured from one table edge to the next table edge. Cardrooms may expand their outdoor seating footprint to allow for tables to be at least 8 feet apart. If additional space is added, the local building department or fire department must reestablish the maximum outdoor occupancy of persons.
 - Maximum number of patrons in outdoor area limited to: _____
- The Cardroom must strictly and continuously meter the entry and exit of customers at all entrances in order to track occupancy to ensure that all employees and patrons are able to maintain a physical distance of six feet at all times. Cardrooms that are insufficiently or not metering or appear to be over-capacity, may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite public health inspector. Where possible, provide a single, clearly designated entrance and separate exit to help maintain physical distancing.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a mask may be posted near the entry but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the **Cardroom** has reached its occupancy limit. To avoid lines outside of the facility, consider implementing timed entry and/or a virtual check-in and callback system so that patrons may wait in their cars if the facility has reached capacity.
- Food and beverages may only be served in a designated dining area that is separate from the gaming area. Indoor dining areas are limited to 50% indoor capacity, or 200 people whichever is fewer. Food and beverages may not be served or consumed at gaming tables. Operators must adhere to the [DPH Protocol](#).

for Restaurants or Protocol for Bars, as applicable.

- Tables in the designated dining area must be spaced to allow for at least **eight** (8) feet of distance between tables, measured from one table edge to the next table edge. Tables should seat no more than **four** (4) persons.
- The establishment monitors occupancy of the outdoor area as well as the limited indoor area in order to track occupancy. Some public entrances to the establishment may be designated “exit only” to enable easier tracking of occupancy.
- Outdoor operations have adequate lighting to ensure that the outdoor area maintains sufficient lighting for worker safety and surveillance coverage.
- Cardrooms must take appropriate measures to ensure worker security, including installing barriers that prevent vehicles from entering the outdoor area. Any barriers or other solid structures used to create a gaming area perimeter should be no higher than **three** (3) feet. Mesh fencing or other materials that maintain adequate outdoor air flow may be used with no height restriction.
- Security staff remind patrons of the importance of maintaining physical distancing, wearing face masks at all times, and that they **may** not congregate with others inside or outside the establishment.
- Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among employees and patrons in all facility locations including all areas **of the cardroom facility**. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and patrons should stand). Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Tape or other markings assist patrons in keeping a 6 feet distance between them and others in line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for subsequent customers who are joining the line.
- If the establishment has elevators, access is limited to employees and elevator capacity is limited to the number of riders that can be accommodated while maintaining a 6-foot physical distance between riders; during peak times for elevator use, this number can be adjusted to 4 individuals or fewer at a time for any elevator that does not allow for a 6-feet physical distance between riders. All riders are required to wear face masks.
- Public seating areas (e.g., lounge chairs or benches) are configured to support physical distancing.
- Gaming tables, chairs, tables, and gaming machines in the outdoor area are configured to ensure that patrons and employees are able to maintain physical distance and/or there is an appropriate physical barrier to limit possible exposures. See public health guidance on **barriers**.
- The number of patrons at gaming tables and machines is limited such that patrons have increased physical distance. Non-player game watching is discontinued if it increases the chance of patrons breaking physical distance of six feet.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Effective ventilation is one of the most important ways to control small aerosol transmission. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces. See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information. Please Note: Ventilation and other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face

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masks (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.

- Entry screening is conducted before patrons may enter any of the establishment's indoor or outdoor areas. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills, and whether the individual is currently under isolation or quarantine orders. (See County Entry Screening guidance.) These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance of a facility stating that visitors with these symptoms should not enter the premises.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for that day.
 - Positive Screen (Not Cleared):
 - If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- Patrons are instructed that they must wear a face mask at all times while on facility property, including at all gaming tables and machines, except when dining in designated dining areas. Patrons may remove their face masks temporarily when eating and drinking in the designated dining area. Patrons that have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. To support the safety of your employees and other patrons, a face mask should be made available to patrons who arrive without them.
- To operate outdoor Cardroom operations, a facility must allow for the free flow of outdoor air through the entire space, as specified in the California Department of Health's mandatory guidance on Use of Temporary Structures for Outdoor Business Operations.
- Partitions or barriers around or within the facility may be used and do not qualify as closed sides so long as they are no more than 3 feet in height as measured from the floor and do not impede the free flow of air through the entire facility. A partition or barrier that is greater than 3 feet in height is considered a closed side.
- Fences and screens that do not impede airflow are not considered closed sides for purposes of determining whether an area is outdoors.
- To reduce the risk of Legionnaires' disease and other diseases associated with water, the establishment operator has taken steps to ensure that all water systems and features are safe to use after a prolonged facility shutdown.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe: _____
- Common and high traffic areas such as lobbies, waiting areas, and break rooms, and frequently touched objects (e.g., counters, club terminals, gaming machines, devices, chairs, handrails, elevator controls, doorknobs or handles, credit card readers, elevator buttons, escalator handrails, ATM pin pads, etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants following the manufacturer's instructions for use.
- Equipment and furniture that must be shared is cleaned and disinfected between shifts or between users, whichever is more frequent, including but not limited to working surfaces, keys, chips in play, gaming table

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rails and chairs, dice and tiles, cards (if not discarded after use), electronic playing book forms, touchscreens, time clocks, cleaning equipment and stationary and mobile equipment controls.

- Terminals, desks and help counters are equipped with proper sanitation products, including hand sanitizer and sanitizing wipes, and personal hand sanitizer is provided to all staff assisting customers.
 - Hand sanitizer stations (touchless wherever possible) are placed in all high traffic areas such as reception, lobbies, gaming tables, restaurant entrances, and other areas where queueing and handling of chips, cards, money, tickets, etc. will occur including but not limited to machine banks, gaming tables, ATM machines, ticket redemption machines, casino cages, restrooms, etc. Sanitizing stations are monitored and replenished as necessary.
 - When patrons and employees pass items back and forth for an extended period of time (such as chips and cards), patrons are reminded to use hand sanitizer frequently and not to touch their eyes, nose, and mouth. Consider offering disposable gloves at each table to be used by patrons.
 - Cards are changed upon every dealer rotation, disposed of by the outgoing dealer and replaced with new cards.
 - Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently, at least hourly during hours of operation.
 - Outdoor restrooms and handwashing stations with hand soap, paper towels and touchless trashcans may be installed. Patrons may individually access indoor restrooms, and cardroom must enforce capacity limitations and physical distancing for lines of patrons waiting outside to use the indoor restroom. Indoor and outdoor public restrooms are regularly cleaned and disinfected using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:
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- Public drinking water fountains are turned off and have signs informing patrons that they are inoperable. All self-service coffee, water, and snack areas are closed.
 - Employee restrooms are not available for customer use.
 - Customer entrances and exits, counter service areas, and other common-space areas are equipped with proper sanitation products, including alcohol-based hand sanitizer, disinfectants, tissues, disposable towels, and no-touch trash cans.
 - Restaurants, snack bars or concessions stands comply with the [Checklist for Reopening Restaurants](#). Consuming food and/or beverages at gaming tables is prohibited.
 - Optional—Describe other measures:

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol, or if applicable, the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the establishment. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- Signage at the entry and/or where patrons line up notifies patrons of occupancy limit, and requirement that they wear a face mask to enter and while within the facility. See the [County DPH COVID-19 Guidance webpage](#) for additional resources and examples of signage that can be used by businesses.
- Signage is posted **throughout the facility** that reminds patrons to maintain physical distancing of six (6) feet, the need to wear a face mask at all times, the importance of regular handwashing and the need to stay home if they are feeling ill or have symptoms of COVID-19.

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- Display signage at entrances, cage counters, restrooms, ATM machines, ticket redemption stations, gaming tables, etc. to remind patrons of physical distancing, proper use of face masks and the importance of hand hygiene at every opportunity.
- Online outlets of the establishment (website, social media, etc.) provide clear information about establishment hours, required use of face masks, limited occupancy, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the patrons/clients have been prioritized.
- Measures are instituted to assure access to goods and services for patrons who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:
