



# Rod N Reel Resort & Chesapeake Amusements

CHESAPEAKE BEACH, MARYLAND

SAFETY AND SANITATION PROGRAM

JUNE 12, 2020

We are closely monitoring government policy changes, Centers for Disease Control (CDC) Guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

# Rod N Reel Bingo Safety and Sanitation Program

## Statement from Mary Lanham – President at Chesapeake Amusements

This Coronavirus Pandemic has changed the world and will change the way we conduct business. Some of the changes will be permanent and some will fade as a Coronavirus solution is created. We have only the best intentions for our Team Members, our Guests and our Community. As our state continues to reopen, the program discussed in these guidelines are designed to keep our Team Members, Guests, Vendors and Community as safe as possible given the new normal.

We are happy to report that we were able to pay 100% of our 150+ Team Members from March 16<sup>th</sup> through May 28<sup>th</sup>, as well as continue healthcare and dental coverage. This decision demonstrates our action and commitment to our family of employees.

I commend our government leadership during this difficult time. I also commend the Maryland Lottery and Gaming Commission for their continued guidance and support.

This plan presents what we will do to keep our Guests, Team Members, and our Community as safe as we can. We will continue to refine and update the plan as our experts provide us more advice.

We are so thankful to have served the community for over 74 years. We look forward to safely reopening and welcoming everyone together again.

## **Our Safety and Sanitation Commitment**

This Safety and Sanitation Program was developed in response to COVID-19. The program follows advice from several health officials, including the CDC, Johns Hopkins, WHO and recommendations from the State of Maryland.

It was designed to minimize risk for our guests and Team Members. It ensures the hygiene and sanitation practices of our Resort, exceeding requirements of the CDC. This commitment also includes new cleanliness protocols that meet or exceed requirements.

These protocols are based on the most current information available on Safety and Sanitation for this industry. As we move forward, we will continue to monitor guidelines from the CDC, MLGCA, state and local officials and the Maryland Department of Health.

### **Clean Protocols**

To minimize risk and enhance safety for our guests and Team Members, we use disinfectant products that have been approved and certified by the EPA for use to kill a broad spectrum of microorganisms. We have increased our routine environmental cleanings and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are applied during cleaning of our guest rooms, public spaces, meeting rooms, game rooms, and other high touch areas.

### **COVID-19 Specific Protocols**

To ensure the health and safety of our guests, we have implemented several new protocols throughout the resort, including the following;

#### **Personal Protective Equipment (PPE).**

All guests entering the property will be required to have and wear, a face mask properly covering their nose and mouth. If a guest wishes to enter without a face mask, entry will be denied. Upon entering, when asked, some guests may be asked to quickly remove their mask for identification purposes. Once seated, guests may remove their face coverings, but are required to wear their mask while moving around the property.

Additional PPE will be evaluated based on CDC recommendations. Mask policy may change based on CDC and State Guidelines.

## Supplemental Measures.

Hand sanitizer and wipe stations for guest use will be located throughout the resort, including gaming areas. Floor signage for physical distancing will be installed at all queuing locations, including elevator lobbies, Cashier Cage, Rewards Cage, Promotions area, Front Desk, bars, meeting spaces, entrances to restaurants, Tackle Shop, Marinas, Salon & Spa, etc.

## Physical Distancing.

Guests and Team Members will be encouraged to practice physical distancing by standing at a safe distance from others while standing in queues, using elevators or moving around the resort. Restaurant tables, Pull Tab machines and other physical layouts have been arranged to ensure such appropriate distancing, complying with, or exceeding, local and state mandated occupancy limits. Team Members will utilize every other workstation to ensure appropriate separation between Team Members whenever possible. For additional protection of both Team Members and guests – in all face-to-face transaction counters, a transparent plastic barrier has been installed. Physical Distancing policy may change based on CDC and State Guidelines.

- **Guest Queuing.** All areas where guests queue are marked to indicate proper distancing, including Cage Cashier, Rewards Club, Front Desk and elevator lobbies.
- **Guest Elevators.** Signs will be placed in every elevator lobby to remind guests of the need for physical distancing. Physical distancing stickers will be placed on floor of elevators to instruct guests where to stand. We will increase the frequency of sanitation for all elevator touch points.
- **Restaurants and Bars.** Restaurants and bars have reduced seating to allow for appropriate distancing between every table.
- **Meeting Spaces.** Meeting and banquet rooms are arranged to allow for appropriate physical distancing between guests in all meetings and events, based on CDC and State recommendations.
- **Team Member Areas.** Physical distancing protocols are used in Team Member back of house areas. Back of house guidelines have been established to minimize interactions and touchpoints.
- **Pull Tab Machines.** We are taking a hybrid approach using partitions and additional square footage to provide for appropriate physical distancing.

## Other Guest and Employee Concerns.

**Guest arrival.** A team member will greet each visitor to the resort. Visitors will be screened and asked to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property. Any person attempting to enter Rod N Reel Resort who is unable or unwilling to accomplish these actions will be denied access.

- Valet and Shuttle Services will be suspended until further notice.

## Public Spaces

### Cleaning Products and Protocols

All cleaning solutions will meet CDC recommended guidelines and be effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. A COVID-19 Cleaning Protocol is being established for each area of the property.

- **Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing will be increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to all counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, ticket and marketing kiosks, stair handrails, cashier counters, Pull Tab machines, dining surfaces and seating areas.
- **Guest Rooms.** Guest Room Attendants will be instructed to pay particular attention to high touch items, including television remote controls, toilet seats and handles, door and furniture handles, desks, sink handles, nightstands, telephones, light switches, flooring and other services.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen utensils, engineering tools, cleaning equipment and carts, keys and all other direct contact items used throughout the property.
- **Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased.
- **Back of House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the Team Member break room, Team Member entrances, restrooms, loading docks, offices, pantries, security room, and meeting spaces.
- **Deep Cleaning.** The Resort will be open daily from 8 AM – 4 AM. This will allow ample time for Deep Cleaning by our Environmental Team. This will occur daily from 4 AM – 8AM. Procedures are listed in Appendix A.

## Team Member Initiatives

To ensure the health and safety of our Team Members, we have implemented the following throughout our resort:

- **Additional Training.** Before returning to work, all Team Members will be required to undergo additional training on COVID-19 safety and sanitation protocols. A more comprehensive training will be required for our teams with frequent guest contact, including gaming, housekeeping, food & beverage, public areas, hotel operations and security. Our management team has clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and they will be ready to provide full support to our guests, addressing any health concerns. Team Members are reminded to stay home if they do not feel well. Team Members are also instructed on proper procedures if they notice a coworker or guest with symptoms related to COVID-19.
- **Team Member Responsibility.** It is important that these guidelines are taken seriously. Your decisions can impact your fellow Team Members. We have to feel confident everyone is making good decisions with the health and wellbeing of each other, our guests, our neighbors and our community.
- **Health Questionnaire.** Upon reporting to work each shift, each Team Member will be subject to a health questionnaire in which he/she must indicate if they feel ill, have tested positive for COVID-19 or have come into recent contact with someone who has tested positive for COVID-19. If a Team Member has responded yes to any question, he/she will be asked to seek medical attention or self-quarantine until it is determined that it is safe for them to return to work again.
- **Personal Protective Equipment (PPE).** Every Team Member on property will be required to wear a mask securely covering their mouth and nose. Additionally, appropriate supplemental PPE will be worn by all Team Members based on their role and responsibilities and in adherence to state or local regulations and guidelines. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to Team Members whose responsibilities require them, as determined by medical experts. PPE policy may change based on CDC and State recommendations.
- **Cleaning.** The frequency of cleaning and disinfecting has been increased in all back of house areas with an emphasis on Team Member break areas, entrances, restrooms, offices, kitchens, security checkpoints, and service desks. Hand sanitizer dispensers, touchless whenever possible, will be placed throughout the resort including back of house areas.

## Other COVID-Specific Protocols

If a presumptive case of COVID-19 is reported by a hotel guest, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitation protocol.

If a confirmed case of COVID-19 is reported by a game room guest, the resort will use all tools available to trace where the guest was present, and what other guests he/she interacted with. We will then consult with health agencies to determine the next steps. The areas where the guest was present will be removed from service and sanitized immediately.

At Rod N Reel Resort, we have taken enhanced health and safety measures for you, our other guests, and our Team Members. You must follow all posted instructions while on our property.

An inherent risk of exposure to the virus that caused COVID-19 exists in any public space where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the CDC, senior citizens and those with underlying medical conditions are especially at risk.

**By visiting Rod N Reel Resort, you voluntarily assume all risks related to exposure to the virus that causes COVID-19.**

It is important to be safe.

# Appendix A

Environmental Team Program for Rod N Reel Resort COVID-19 Reopening

DEEP CLEANING/DISINFECTING AND SANITATION SERVICE

## Description of Work:

Provide Cleaning/Disinfecting/Sanitation services to properly clean and sanitize all areas to guard against potential outbreaks of coronavirus (COVID-19).

## Purpose:

Thoroughly clean and disinfect all high touch points throughout property in order to achieve high health standards ensuring good public health relations, sustaining optimum guest/Team Member morale and maintain a safe facility.

## Environmental Team Policies:

- Team members will always practice proper physical distancing from all Rod N Reel Resort staff and guests.
- Team members are required to wear proper PPE such as masks and gloves.
- Team members are instructed to stay home if sick or feel symptoms of COVID-19.

## Chemicals and Tools:

**Spartan HDQ Neutral one-step disinfectant germicidal detergent and deodorant.** Neutral ph quaternary based cleaner formulated to kill a broad spectrum of microorganisms on hard, non-porous surfaces. Kills MRSA.

**Victory Complete Professional Cordless Electrostatic Sprayer.** Patented electrostatic charge penetrates chemical providing a thin even spray pattern on all surfaces. Flow rate: 40 micron/3.1 oz per minute – 80 micron/3.8 oz per minute – 110 micron/10.5 oz per minute.

## Environmental Team Cleaning Specifications:

1. Thoroughly clean all surface areas throughout named areas with multipurpose cleaner in order to remove dirt, debris, soil, etc.
2. Apply disinfectant on all high touch, hard non-porous surfaces such as tabletops, counter tops, doorknobs, door handles and utilize sprayer.
3. Apply disinfectant in one swift motion to wet and coat designated high touch surface areas.
4. Allow disinfectant to swell on surface area for 5 minutes to accomplish 99.99% kill claim, norovirus, MRSA, pathogens, negative bacteria, germs, etc.
5. Wipe surfaces dry with one swift motion using a disposable towel. Discard disposable towel in trash. Repeat steps 1-5 over again throughout all surface areas.