



# COVID-19 Health and Safety Plan

August 30, 2021

## Introduction

Parq Vancouver's top priority is the health and safety of guests and employees.

This Health and Safety plan supports and builds upon the Health and Safety Guidelines that have been developed by BCLC in conjunction with casino service providers throughout British Columbia. This plan provides direction to all gaming-related departments throughout Parq Vancouver and will be updated as BCLC, the Provincial Health Officer (PHO), the BC Centre for Disease Control (BCCDC) and WorkSafeBC update the guidance and requirements related to the COVID-19 pandemic.

## Guidance and Requirements

### General

Physical distancing is one of the most critical components in preventing the transmission of COVID-19 and will be practiced across all forms of gaming and guest amenities offered at Parq Vancouver including common areas and back of house spaces. As per the guidance from the BCCDC and WorkSafeBC, Parq Vancouver will open adhering to the physical distancing standard of 2 meters. Where this physical standard cannot be consistently achieved or where interaction is necessary, other controls including plexiglass barriers and/or masks will be implemented. If health and safety requirements cannot be met, the space, service or product will not be made available.

### Occupancy and Traffic

Entrances will be staffed and managed to ensure that line-ups, should they occur, are maintained in accordance with physical distancing measures, and to manage the number of guests allowed on the gaming floor and in food and beverage outlets that are on or accessed via the gaming floor. Occupancy limits for common areas such as the hotel lobbies, the gift shop and restaurants that are not accessed via the gaming floor will be managed separately.

All food and beverage will be operated in accordance with the health and safety guidance provided by the Provincial Health Officer, BCCDC and WorkSafeBC.

### *Casino – 2nd and 3rd floors*

The occupancy limit for the 2<sup>nd</sup> and 3<sup>rd</sup> floors including active gaming seats and food/beverage, is 1050 guests.

### *Elevators*

Elevators from the parkade will land on entry level L1 and will be limited to a single group from the same party or a limited number of people not from the same party. Signage noting the occupancy limits will be posted near the elevators and guests will be encouraged to maintain physical distance from one another and from staff.

## ***Washrooms***

Washroom capacity will be limited and controls will be implemented to support physical distancing. Occupancy limits will be posted outside of each washroom and signage is in place to encourage physical distancing.

## ***Signage***

Signage and floor markers will identify and reinforce physical distancing guidelines in strategic areas throughout the property and will be used to remind guests and employees to follow physical distancing protocols, particularly where queues typically form i.e. in front of cash cages.

## ***Monitoring***

Security will actively monitor in and out guest counts in order to ensure that capacity levels are not exceeded. When capacity levels are reached, the number of guests entering will be restricted to match the number of people leaving. Lineups outside entrances will be managed with physical distancing signage and guidelines for guests to follow.

Employees will actively observe the casino traffic throughout the site and engage with guests not adhering to health and safety protocols. Security personnel, surveillance systems, and employees will actively work to ensure any crowding or gatherings are immediately addressed. Security or other employees will intervene with guests if they observe any group gatherings. Guests will be reminded to abide by the physical distancing requirements and will be warned if they fail to comply. If management or Security deem it appropriate, guests may be required to leave. Physical distancing will not be enforced in situations involving 2 or more people from the same party visiting the casino together.

## ***Barriers***

Plexiglass barriers have been installed in the following areas:

- Guest Services
- Security Podiums
- Cash Cages
- Self-Exclusion Area
- 24/7 Eats and other food and beverage areas, as required

These barriers are in place to allow interactions with guests to be conducted where physical distancing standards cannot be maintained. Best practices will continue to be evaluated and applied where applicable.

## ***Masks***

As per the PHO guidance, masks are required in indoor public settings for all people 12 and older.

Individuals may be required to briefly remove their mask upon entry and as needed for security protocols requiring the need to identify them. This includes, but is not limited to, entrances to monitor for Voluntary Self Exclusion (VSE), age verification, prize payout and other situations where facial identification is required. Safety protocols will be followed if identification is required through the temporary removal of a mask.

Until further notice, masks remain required for all employees of Parq Vancouver.

## **Sanitization**

Cleaning will take place throughout the gaming floor and in all back of house and employee areas.

Increased sanitization supplies are available at the entrances and throughout the gaming floor for guests and employees to use. Hand sanitizers and disinfectant wipes will be strategically placed in high touch point areas. Signage will reinforce frequent use of these products while attending the property and announcements will be made encouraging both physical distancing and good hygiene.

## **Slot Machines**

Physical distancing and barriers have been applied to the layout of Parq Vancouver's slot machines. All slot machines at Parq Vancouver have been placed such that players are separated by a distance of 2 meters and where physical distancing is not possible, slot machine playing positions have been separated by plexiglass barriers.

Slot personnel and cleaners will sanitize slot machines in compliance with the guidance from the PHO and BCLC or upon request by guests. In addition, sanitizing wipes are located throughout the slot areas to allow guests to sanitize machines before use or as desired.

## **Table Games**

Table games and seating are arranged in a manner to support physical distancing where possible and engineering controls such as plexiglass barriers are installed where physical distancing is not feasible.

Hand sanitizer is available for guests and employees at each table. Employees will sanitize their hands and require players to sanitize their hands when they arrive at the table and at regular intervals during play. Playing positions will be sanitized upon guest request.

Community Poker and Craps will not be offered upon reopening and will be considered for reintroduction at a later date.

If a game cannot be operated or played in accordance with the guidelines provided by the PHO, BCCDC and WorkSafeBC, the game will not be offered until such time that safety requirements can be met.

## **Gaming Salons:**

Employees will control the number of players in salons and will ensure that all physical distancing, sanitization, and other controls are adhered to. The same requirements for physical distancing and barriers that apply in other areas will also apply in salons. In the case of a salon occupied by members of the same party, requirements for physical distancing and barriers will apply to interactions between the guests and employees.

## **Shuttles and Valet**

Shuttle buses and casino valet service will be suspended until further notice. When these services are reintroduced Parq Vancouver will adhere to the [WorkSafeBC Transit & COVID-19 Safety guidelines](#).

## **Employee Policies**

Parq Vancouver has implemented health and safety measures for all employees. These measures

are included in Parq Vancouver's COVID-19 employee policy. The controls that are being implemented include, but are not limited to:

- Employees must not come to work if they are sick or displaying any symptoms of a communicable disease such as COVID-19
- Staggering of shift and break times to allow for physical distancing and to prevent the congregation of employees during breaks and before or after work
- Break areas have been reconfigured and new locations temporarily converted to break areas
- Employees that are able to work from home may be permitted to do so in consultation with their supervisor and policies will be in place to ensure that those working from home do so safely
- Employees will receive training on COVID-19 protocols
- COVID-19-related training provided to employees will be tracked

Hygiene etiquette and protocols have been implemented for employees. Signage has been placed throughout the site as a reminder of hygiene practices, such as proper handwashing and avoiding touching their faces. Management will reinforce the importance of adhering to these practices. Hand sanitizer is available for employees to use throughout all areas.

Masks are mandatory at all times while on the gaming floor and in back of house areas. Employees who are not able to wear a mask due to a medical condition must provide proper medical documentation supporting the need for an accommodation.

All employees are required to complete a health check before reporting for their shifts.