

# AKWESASNE MOHAWK CASINO RESORT PANDEMIC OPERATING PLAN



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## PART I: PANDEMIC MANAGEMENT PLAN

AMCR is following Disaster Management Planning Guidelines (Prevention, Mitigation, Preparedness, Response and Recovery) to ensure the Health and Safety of our Associates and their families, our Guests and the Tribal Community. AMCR will take into consideration CDC, State and St. Regis Mohawk Tribe (SRMT) Emergency Operations Center (EOC) guidelines. Information on the pandemic and local caseloads can change quickly and AMCR will react to these changes to keep everyone as safe as possible.



### A. PREVENTION

1. The best plan of action is to prevent the spread of COVID-19 from occurring. Since COVID-19 is transmitted from, close personal contact our Prevention goal is to reduce the number of close personal contacts between employees, Guests and the community while maintaining excellent customer service and experience. While no device or plan is fool proof we have implemented a number of devices and plans to prevent the spread taking into account the customer service aspect; including reduced operating hours, opening areas that are safest to do so first and opening other areas later, installing barriers, and increasing touchless or self-serve capabilities. Initial property wide Orkin Vital Clean disinfecting system and six-foot distance markers throughout property.

### B. MITIGATION

1. If we cannot prevent close personal contact and spread, we will need to mitigate and reduce the effects of these contacts. We have implemented a number of pro-active procedures and measures to reduce the risk of spread of COVID-19 including a phased roll out opening of sections of the Resort, Training of all staff, Posters and Signage for Guests and Team Members, Progressive Discipline to ensure adherence to all policies.
2. **Training: All associates will be trained on COVID-19 our 7 Step Safety Plan.**
  - a. Social Distancing
  - b. COVID Sick Plan
  - c. Personal Hygiene
  - d. Hand Washing/Sanitizing Hourly or between tasks
  - e. Cleaning & Disinfecting
  - f. Face Masks & PPE
  - g. Checklists, policies and audits
3. **Health and Safety Mitigation Plan:**
  - a. **Guest Arrival.** A security officer will greet each visitor to the resort. Visitors will be screened. Appropriate signage will also be prominently displayed
  - b. **Hotel Guest Elevators.** An employee will sanitize the button panels at regular intervals, Signage will be

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posted to explain the current procedures. Two guests will be permitted on the elevator due to social distancing. If Guests are from the same household, more than two may enter.

#### 4. **Cleaning Products and Protocols**

- a. **Housekeeping** uses cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens.
- b. **Public Spaces and Communal Areas:** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating area
- c. **Guest Rooms:** Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
- d. **Laundry:** All bed linen and laundry will be changed upon check out and continue to be washed at a high temperature and in accordance with CDC guidelines.
- e. **Back of the House:** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.
- f. **Shared Equipment:** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a different employee.
- g. **Room Recovery Protocol:** In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case. Housekeeping will clean the room using standard COVID cleaning procedures and required PPE.
- h. **Air Filter and HVAC Cleaning:** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air **exchange** will be maximized.

#### 5. **AMCR COVID Safety Policy**

- a. For more safety rules and guidelines for employees see AMCR COVID Safety Policy

### C. **PREPAREDNESS**

1. AMCR will prepare for a possible COVID-19 event by having all of the following:
  - a. Ordering Supplies
  - b. Communication plan
  - c. Training

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- d. Communication
  - e. Audits and Checklists
  - f. Progressive Discipline
2. AMCR has established a COVID Safety Response Officer to coordinate response to COVID events.
  3. A COVID Response Team has been put in place to help manage COVID events and COVID safety.
    - a. **COVID Response Team** handles a COVID event. It includes at a minimum, the CSRO & members from HR, Security, Safety, Compliance, Housekeeping, Executive, and Surveillance.
    - b. **Contact Tracers** – Are part of the COVID Response Team and perform internal contact tracing with employees. All members have been certified in contact tracing. A minimum of five team members will be certified in Contact Tracing
    - c. **Safety Team** – Includes members of a variety of departments to ensure day to day safety procedures are being followed and to facilitate communication

**D. RESPONSE TO A COVID EVENT**

<b>Employee COVID Event</b>	
<b>Initial Screening</b>	Employees are asked questions about COVID symptoms and contact either electronically or in person.
<b>Employees who failed screening</b>	A report will be generated with information on the employee. Name, date, badge, reason for failing screening. the report will go to the employee’s supervisor, Security and to the COVID Response Team.
<b>Employee Reporting</b>	<ol style="list-style-type: none"> <li>a. Employees will stay home and call their supervisor and report the following if <b>they or a household member</b>. Fully Vaccinated employees still need to call in but may exempt from quarantine in some circumstances as per current call out guidelines Feels sick with one COVID symptom for only one day and scenarios b – g does not apply to them</li> <li>b. Feel sick with multiple COVID symptoms and/or for more than one day and/or have worsening symptoms and/or scenarios c – h does apply</li> <li>c. Are being tested for COVID-19 -results pending (does not include mandatory monthly testing for un-vaccinated associates)</li> <li>d. Have tested positive for COVID-19</li> <li>e. Have been in contact with someone who tests positive or who has COVID symptoms</li> <li>f. Have been notified to isolate or quarantine by the department of health or government official</li> <li>g. Have or will be in a group larger than the designated group size</li> </ol>

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<b>Supervisor Reporting</b>	Supervisors will email the COVID Response team if b – g from above are reported.
<b>Department of Health Reporting</b>	Phone calls from a Department of Health about employees or Guests will be directed to the CSRO or Security Manager on duty.
<b>COVID Response Team</b>	COVID Response Team will contact the supervisor and/or employee with follow up, contact tracing, quarantining time frames and return to work qualifications based on internal guidelines based on CDC, State and SRMT guidelines.



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<b>Guest COVID Events</b>	
<b>Initial Screening</b>	Security will scan IDs or Guest will sign in to verify day and time of visit.
<b>Guests with Symptoms</b>	<p>A person displaying a cough, shortness of breath or other known symptoms of COVID 19 or a temperature above 100.4°F will be discreetly offered a secondary screening.</p> <p>If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before they leave the property.</p>
<b>1. If a guest requests to return to their room:</b>	<ol style="list-style-type: none"> <li>a. Security will be called to escort the guest for the remainder of the process.</li> <li>b. The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.</li> <li>c. Security will control the elevator to ensure no other visitors use the same cabin.</li> <li>d. Security will notify Housekeeping and the elevator will be returned to service only after properly sanitized.</li> <li>d. Security will notify the Hotel supervisor on duty to pin the room and not permit access until clearance is given and/or the room is properly sanitized.</li> </ol>
<b>2. If the guest does not return to their room:</b>	<ol style="list-style-type: none"> <li>a) Security department will notify the Hotel Supervisor on Duty to pin the room and not permit access until it has been cleared and the room is properly sanitized.</li> <li>b) The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.</li> <li>c) Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis <ul style="list-style-type: none"> <li>*Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared.</li> </ul> </li> </ol>
<b>3. If the Guest with an s symptoms is sharing the room or has had close contact with other visitors:</b>	<ol style="list-style-type: none"> <li>a) The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.</li> </ol>

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	b) All close contacts will be asked to leave property until medically cleared.
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**E. RECOVERY**

1. During recovery, the Resort will put into place deep cleaning/sanitizing of all affected areas and move associates around to cover the job duties and tasks left vacant by quarantined Associates.
2. AMCR will seek open and transparent communication with Associates, Guests and the Community.
3. AMCR will seek continuous improvement during the COVID-19 Pandemic by making Prevention, Mitigation, Preparation and Response part of meetings and business planning.

**PART II: AMCR PANDEMIC BUSINESS OPERATING PLANS**

**A. Reduced Hours & Reduced Operations**

1. Akwesasne Mohawk Casino Resort opened with reduced hours and reduced operations. Games and amenities will be opened in phases when it is safe and appropriate to do so. Throughout the phases, appropriate back-of-house (BOH) staff will be brought on to support the front-of-house operations (FOH). The Guest Experience is considered throughout the planning.
2. **Hours of Operation**
  - a. AMCR will have reduced public hours with extended hours on Weekends and Holidays. During the closed hours, staff will perform the deep cleaning and disinfect often-touched surfaces. \*Subject to change without notice based on business needs and local curfews.
3. **Occupancy Levels**
  - a. AMCR will operate at the recommended reduced seating capacity or less.
  - b. The restaurant venues when open will have occupancy numbers reduced by the social distancing requirement. The lower occupancy will assist in social distancing and reduce the density of guests within smaller areas.
  - c. As occupancy levels increases social distancing will remain in effect.

**B. Safety**

1. **AMCR will follow the COVID-19 Management Plan and the AMCR Safety Policy.**
  - a. **Face Masks:** AMCR will meet or exceed SRMT EOC ordinances on Face Mask wearing.
  - b. If masks are required they must be worn covering the both the mouth and nose.
  - c. Guests and employees may only remove their masks to eat, drink or smoke in designated areas.
  - d. All AMCR associates must follow the mask guidelines in the AMCR Safety Policy.
  - e. Face shields cannot be worn in place of a face mask.

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- f. Those Associates required to clean or disinfect will wear the proper Personal Protective Equipment (PPE) in accordance to the CDC and to the directions on the cleaning product label.

**2. Social Distancing**

- a. COVID-19 is spread through close contact of people. To lessen close contact AMCR will incorporate Social Distancing throughout the property in accordance to CDC, Tribal and/or State guidelines. The Slot floor reconfiguration will incorporate appropriate social distancing between players. Table Games will temporarily cease Poker. Restaurants will offer limited occupancy and incorporate social distancing anywhere a line or que may form. The Hotel, will utilize social distancing at the front desk, limit the occupancy of the elevators. Bingo when operating will limit seating and manage ques to enforce social distancing. Ancillary services within the casino will incorporate adequate social distancing by signage, floor stickers, barriers and/or stanchions.
- b. In the back of the house, AMCR associates will incorporate social distancing in the workspace by separating work stations physically or with barriers or by scheduling where possible. Signs and floor stickers will facilitate social distancing in the hallways, the employee break room, the wardrobe and other areas where people may come in close contact with each other.

**3. Smoking - AMCR has re-opened as a non-smoking venue.**

- a. Smoking will not be allowed in the building. Guests may smoke outside in a designated smoking area.
- b. Employees may smoke outside in designated employee smoking areas.

**C. REGULATORY**

- 1. Prior to reopening, the St. Regis Mohawk Tribal Gaming Commission, the New York State Gaming Commission and the National Indian Gaming Commission did receive proper notification including this plan.
- 2. Changes and updates to the plan will be made through normal policy change procedures

**D. PHASE ONE – AMCR Opened on August 28, 2020**

**1. Slots**

- a. Reconfiguration of slot gaming floor to allow social distancing between gaming machines. Before opening all equipment was tested to ensure compliance to all regulatory requirements. Player tracking system parameters were tested to ensure integrity and proper operation of the system. Gaming machines were removed from the gaming floor both Class III and Class II to ensure social distancing, along with utilizing the Poker Room space for added gaming floor space. Ticket redemption, player point accruals, or coupon expirations, etc. were reviewed to determine if expiration dates apply. More machines will be added as social distancing requirements lessen.

**2. Food & Beverage - The Tavern, Sticks Sports Book Grill, Maple Brewing, Floor Beverage Service & Employee Dining Room**

- a. These were the initial food venues to open. Beverages on the gaming floor will be through beverage servers and service bars. All public bars will be closed and will reopen upon approval of Saint Regis Mohawk Tribe.

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- i. **Tavern and Sticks Sports Book & Grill** food venue reduced occupancy by engineered social distancing. Hours can be modified based on State and local regulations. Assisted daily curbside meal delivery may be added.
- ii. **The Employee Dining Room** occupancy engineered social distancing. Single use plates, cups, utensils and condiments. Self-service salad bar eliminated. On occasion food is provided to employees it will be done in a manner to maintain social distancing and it will be served in single serve containers. Employees may use the designated break areas as dining space to allow for social distancing.
- iii. **Maple Brewing** will have no interruptions.
- iv. **Service Bar 1 & 2** will be open for beverage service while maintaining proper social distancing. **Alcohol service** is allowed on the gaming floor as determined by state liquor rules and SRMT EOC rules.

### 3. Marketing

- a. Marketing promotions and events will be designed to operate without creating bunching or grouping of Guests.
- b. Concerts and events that cannot be re-designed for social distancing and/or moved outside will be cancelled.
- c. Give-a-ways or other promotions that lead to queuing will be have social distancing signs and queuing markings clearly visible.
- d. Touch points will be reduced if possible or sanitizer to use between people will be provided if not.

### 4. Security

- a. Security will Scan IDs of Guests for possible future identification.

## E. PHASE TWO - Started after Phase One was evaluated. This evaluation includes case numbers.

### 1. Food & Beverage

- a. **Maple Steak & Ale** - Menu will be added to the Tavern menu. Reduced occupancy a result of engineered social distancing floor plan. Table disinfecting procedures maximize diner's protection. Assisted daily curbside meal delivery is a possibility.
- b. **Gift Shop** - Clear barrier added at cashier counter.

## D. PHASE THREE - Will start after Phase One & Two have been evaluated. This evaluation includes case numbers.

### 1. Table Games

- a. Table games is open and reduced occupancy set by engineered social distancing. Dealers will verbally tap into games. **Unvaccinated dealers at games without barriers are required to wear a face shield and cloth face mask.**
- b. Hand sanitizer will be available for guests to use while playing at the table game. Guests will be reminded of proper mask usage (if required) and to utilize the hand sanitizer before beginning to play.

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**2. Hotel**

- a. The Hotel has returned to full occupancy of 150 rooms. Elevators will have maximum occupancy of two (2) unless all in the same party. Hotel housekeeping will disinfect rooms utilizing new protocols to minimize risk to associates and maximize safety to guests. Stay over service is discontinued.

**3. Cedars Coffee**

- a. Cedars has been moved to the Tavern.

**E. PHASE FOUR** - Will start after Phase One, Two & Three have been evaluated. This evaluation includes case numbers. Each part of Phase Four will be evaluated independently.

**1. Sticks Sports Book (Wagering Venue)**

- a. Sticks Sports Book is open. Kiosks have proper queuing to incorporate social distancing and provide sanitizing wiper for use between users. Winning tickets paid through the Cage/Winners Club.

**2. Tavern Bar Top Machines & Dining**

- a. Tavern Slot Bar Top service will open when approved by the EOC.

**3. Hotel Pool**

- a. Hotel pool is open. The following were considered:
  - i. Change the deck layout to accommodate social distancing.
  - ii. Visual cues for social distancing
  - iii. Limit Capacity/stagger use times/reservations
  - iv. Include signage in Pool area

**4. Native Harvest Buffet**

- a. The Buffet will remain closed. The buffet restaurant space is re-opened as the Native Harvest Café with new hours and a re-design Guests order and pay for their meal from a fixed menu at the host station. They are served at their seat. . Condiments will be single use. Will follow social distancing and other F&B COVID safety guidelines.

**5. Banquets**

- a. Banquet area may be used for internal use and for socially distanced events. All safety protocols will be followed. Group size will be at or less than EOC guidelines.

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**6. Grab-n-Go:**

- a. We will see if we need to open the Grab-n-go. Occupancy set by engineered social distancing. Minimal menu, no self-serve items. Single use utensils and condiments.

**7. Valet/Coat Check**

- a. Valet services may return in this phase with hand sanitizing after every touched vehicle. Coat check can use plastic bags to cover each coat.

**8. Cascades & Bars**

- a. The Cascades & Tavern bar will open with approval from the SRMT EOC. It will open with either alternating bar slots turned off and chairs removed or barriers in place.

**9. Bingo**

- a. When it is safe to open Bingo:
  - i. Tables will be socially distanced.
  - ii. Online and telephone reservations through our Hold My Ticket software can be utilized in conjunction with our cash sales to help minimize guest contact and provide occupancy management.
  - iii. Assigned seating will utilize the engineered social distancing floor plan.
  - iv. Associates and guests will be required to wear facial coverings following current SRMT EOC ordinances.
  - v. Prices and payouts will reflect the new maximum occupancy levels.

**10. Sweetgrass Spa and & Fitness Room**

- a. The Spa, and fitness room’s reopening will be evaluated based on current guidelines.

**11. Bussing**

**Bussing is reopened. Bus operators must follow all state and local guidelines for social distancing, masks and other COVID safety guidelines.**

**12. Concerts in the Mohawk Bingo Palace or Banquets** will resume with proper precautions as per SRMT EOC. Outdoor events may be considered.