



# PROPERTY HEALTH & SAFETY GUIDELINES

**COVID-19 RESPONSE 2021**

Updated April 5, 2021

# EMPLOYEE CONSIDERATIONS

- ❑ **Personal Protective Equipment (PPE).** Appropriate PPE will be provided to employees.
  - Face masks must be worn by all employees.
  - Gloves may be worn by employees consistent with property and departmental guidelines.
  - All employees will be trained on the proper use and disposal of PPE.
  - Front and Back of House signage will be prominently placed using both print and digital platforms.
  
- ❑ **Sanitizing and Disinfecting.** Numerous protocols apply to nearly every part of the business, while certain areas will have more department-specific protocols.
  - Employees will wash their hands with soap and water at the start and end of their shift, during breaks, and before and after using gloves. If soap is not available, employees can substitute an alcohol-based hand sanitizer.
  - Hand sanitizer units will be placed at key employee contact areas such as Meadows Market and Locker Rooms. Signage will be posted throughout the property reminding employees of the proper way to wash hands, sneeze and to avoid touching the face.
  - Prior to starting a job, employees will clean/disinfect commonly touched surfaces and tools with an approved EPA disinfectant.
  - All employees will receive property and departmental training on COVID-19 safety and sanitization protocols as recommended by IDPH and the CDC.
  
- ❑ **Social Distancing.** A six-foot social distancing policy will be in place, with floor decals used as markers throughout the property. In areas where appropriate distancing is a challenge, plexiglass barriers may be used as a further buffer and in accordance with department protocols.



# GUEST CONSIDERATIONS

## ❑ **Face Masks.**

- Guests will be required to wear a mask in all public areas on property. The only exception is when guests are eating or drinking. Upon entering the facility, guests will be asked to lower their face mask to confirm identity where appropriate and satisfy any IRGC regulated requirements.

## ❑ **Hand Sanitizer.** Hand sanitizer dispensers will be placed at key guest entrances and contact areas such as reception areas, hotel lobby, the casino floor, restaurant entrances, meeting and convention spaces and elevator landings.

- Guests will be encouraged to wash hands frequently, and messaging will be reinforced through overhead recordings and various signage mediums.
- In the absence of a nearby sink or soap, guests may use an alcohol-based hand sanitizer.

## ❑ **Social Distancing.** Guests will be advised to practice social distancing by standing at least six-feet away from other groups of people not together while queuing, waiting for elevators or moving throughout the property.

- Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group (parties who dine together will be allowed to sit near each other).



# CLEANING STANDARDS

Prairie Meadows uses cleaning products and protocols which meet or exceed CDC and Occupational Safety and Health Administration (OSHA) guidelines. The disinfectants being used meet the criteria for use against COVID-19, and are effective against viruses, bacteria and other airborne and bloodborne pathogens. Housekeeping (Hotel and Facility) and Stewarding departments are the primary departments responsible for cleaning and disinfecting in the public spaces. Other back-of-house departments will be responsible within their respective areas.

- Electrostatic disinfectant sprayers containing hospital-grade disinfectant will be used in high traffic areas, guest rooms and on high-touch surfaces when available.
- ❑ **Public Communal Spaces.** The frequency of cleaning and disinfecting has been increased in all public spaces with an increased emphasis on high-use contact surfaces including, but not limited to front desk, cage counters, bathrooms, ATMs, promotional kiosks, TITO machines, wagering kiosks, stair and escalator rails, gaming machines, gaming tables, dining surfaces and seating tables, elevators and panels and door handles.
- ❑ **Guest Rooms.** EPA registered cleaning and disinfecting protocols are used to clean guest rooms, with particular focus on high-touch items including TV remote controls, door and furniture handles, nightstands, phones, tablets, luggage racks, light switches, thermostat, plumbing handles, toilet seats and flooring.
  - Upon check out, each room will be thoroughly cleaned and disinfected using electrostatic spray technology when available.
  - When possible, rooms will be rented in such a way to limit back-to-back rentals.
- ❑ **Laundry.** All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines.
  - Dirty linen will be placed in a can with a lid while in the room to eliminate excess contact while being transported to the laundry facility.
- ❑ **Back of House.** The frequency of cleaning, disinfecting and trash pick-up will also increase in high-traffic BOH areas with an emphasis on entrances, employee dining room, employee restrooms, loading docks, kitchens, doors, handles and offices.



# CLEANING STANDARDS

- ❑ **Shared Equipment.** Shared tools and equipment will be disinfected before, during and after each shift, or anytime the equipment is transferred to a new employee. This measure includes radios, phones, tablets, computers, payment terminals, kitchen tools, cleaning equipment, keys, time clocks and all direct contact items used throughout the property.
  - Water coolers and coffee brewers with disposable cups and refrigerators may continue to be used with proper hand washing hygiene and surface disinfection.
- ❑ **Room Recovery Protocol.** In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The room will not be returned to service until the case has been confirmed and cleared, and at least a minimum of 24 hours has elapsed prior to cleaning and disinfecting.
  - All rooms with a suspected case will be thoroughly cleaned and disinfected with electrostatic spray technology when available, in addition to enhanced disinfection protocol.
- ❑ **IT Equipment Sanitizing.**
  - Each department is responsible for cleaning and disinfecting their computer and electronic equipment in their respective areas.
  - The approved product for sanitizing computer and electronic equipment is TechSpray 1608-G4, an Isopropyl alcohol-based spray that contains 70% alcohol.
- ❑ **Employee Training.**
  - Cleaning and disinfecting
  - Use and disposal of PPE
  - Social Distance requirements
  - Departmental-specific training



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# DEPARTMENT SPECIFIC HEALTH & SANITIZATION POLICIES



# CASINO

- ❑ **Employee PPE and Hygiene.** Due to frequent handling of chips, cards and cash by employees and guests, frequent hand washing and avoidance of face touching are the best ways to help avoid the spread of the virus when in the casino.
  - Employees may use guest restrooms near their work areas to wash hands.
  - All slot and table employees will be required to wear a mask, and where appropriate, may wear gloves.
  - Upon entering or exiting the casino floor, employees will wash their hands where sinks are available, or sanitize with an alcohol-based sanitizer.
  
- ❑ **Social Distancing.**
  - ❑ Slot Department
    - Guests traveling together in the same vehicle may sit next to each other.
    - Guests will be asked to move away from the slot machine when technicians need to access for any reason.
    - When verifying a jackpot or credit meter payout, the verifier shall stand away from the guest and practice acceptable social distancing whenever possible.
    - Only one (1) employee at a workstation at a time while at the cage to process jackpots, pouch pays or checking out keys or money.
  
  - ❑ Table Games Department
    - Both the Dealer and Player must wear a face mask..
    - Management will be responsible for minimizing guest congregation at games.
    - Dealers to verbally give breaks instead of “tapping in”.



# CASINO

- ❑ **Cleaning and Sanitizing.** In addition to enhanced cleaning protocols for high-touch surfaces by the property housekeeping department, the following departmental specific protocols will be used:
  - ❑ Slot Department
    - CFA's shall carry a bottle of sanitizer and microfiber cloth to wipe down machines and chairs in between use.
    - Slot Attendants to offer to sanitize for guests sitting down at a machine.
    - Workstations and slot machines to be sanitized at least every four (4) hours.
    - After processing a jackpot, employee will sanitize both the clipboard and pen.
    - Employee will clean and sanitize the iPod and headset at the end of each shift.
    - Wipe down gaming revenue box and tip box after dropping paperwork and/or money inside.
    - Wipe down door handle when using slot dispatch room.
  - ❑ Table Games Department
    - Workstations and pit podium equipment such as computer, phone, printers, pens, staplers, etc. to be sanitized on a frequent basis.
    - Hand sanitizer and/or disinfectant wipes will be made available at every table game and at the pit stand for use anytime requested by a guest or employee.
    - Supervisors will regularly sanitize rails and chair areas in between play.
    - Specific cleaning and sanitizing checklists will be developed by Table Games Management to ensure that all areas, including but not limited to the below, are attended to and tracked consistently:
      - Rails, chip rails, drink shelves, tables, chairs, dice, pucks, cards, toke boxes, shufflers, roulette wheels, balls and dolly, Pai Gow cup, discard racks, craps stick and bowl, cup holders, roulette chips, promotional chips, Mini-Bacc mirror and score pad.
    - End of gaming day, deep-cleaning checklists will address the following:
      - Chips, dice, wheel heads, lammers, chairs, Big 6 wheel spokes, cup holders, Baccarat room, craps table, all felts, pit phones, TV remotes, stanchions, chip trays, trash bins, signage, fans, and all miscellaneous table games equipment.





# CAGE & MAIN BANK

- ❑ **Employee PPE and Hygiene.** Due to frequent handling of cash, chips and other paper, increased sanitizing and safety measures will be enacted.
  - Employees may use guest restrooms near their work areas to wash hands.
  - All customer-facing Cage employees will be required to wear a mask, and where appropriate, may wear gloves. Upon entering or exiting the casino floor, employees will wash their hands where sinks are available, or sanitize with an alcohol-based sanitizer.
  - Hand sanitizer will be available at each window, outside the cage and main bank areas.
  - Chips will be cleaned and sanitized in advance of opening, and a cleaning schedule will be adopted thereafter.
  
- ❑ **Cleaning and Sanitizing.**
  - Bank counters and high-touch surfaces will be sanitized at least every 15 minutes.
  - Shared tools and equipment will be sanitized before, during and after each shift or anytime it is transferred to a new employee.
    - This includes computers, keyboards, mouse, keys, buy bags, telephone, radios, calculator, pens, Topaz payment terminal and all other direct contact items used throughout the area.
  - Frequent wiping down of shared touch points, including, but not limited to:
    - Doors, copiers, printers, shredders, Topaz key pads, TITO machines, ATMs and credit card kiosks.



# RACE CENTER & SPORTSBOOK

- ❑ **Employee PPE and Hygiene.** Due to frequent handling of cash and other paper, increased sanitizing and safety measures will be enacted.
  - Employees may use guest restrooms near their work areas to wash hands.
  - All Race and Sportsbook employees will be required to wear a mask, and where appropriate, may wear gloves. Mandatory training on use will be provided.
  - Hand sanitizer will be available at Race and Sportsbook counters.
  
- ❑ **Social Distancing.**
  - Guests will maintain six feet of separation whenever queuing. Floor decals will be used to demark the appropriate distance.
  - Plexiglas barriers, where appropriate, will be used as an additional buffer at teller locations.
  - Signage will be prominently displayed reminding guests and employees how to properly social distance.
  
- ❑ **Cleaning and Sanitizing.**
  - Counters and high-touch surfaces will be sanitized.



# LIVE RACING & BACKSIDE

## ☐ COVID 19 Reporting.

If someone is observed displaying signs or symptoms of COVID-19, Security will be notified and will gather information on the case as needed.

- All workers reporting fever or respiratory symptoms will be denied access or quarantined until he/she:
  - Has had no fever for at least 72 hours (3 full days), and
  - Other symptoms have improved, and
  - At least 10 days have passed since symptoms first appeared
- IAHBPA and IAQHRA will communicate with horsemen on recommended medical facilities for testing and treatment of essential racing personnel (not Prairie Meadows employees) that have symptoms or are denied access to the facility.

## ☐ PPE and Hygiene.

- Employees should wash their hands frequently throughout the day with soap and water. Signage reflecting proper techniques (English and Spanish) will be prominently displayed throughout the backside operations.
- Masks or face coverings that cover both the nose and mouth will be required for all essential racing personnel and vendors while in public or performing their jobs until further notice. Gloves may be worn where appropriate.
- All essential Prairie Meadows personnel will be trained on the proper use and disposal of PPE, and will receive regular protocol updates.
- Signage will be displayed on proper use of PPE in English and Spanish.
- Track kitchen will offer vending machines only with individually wrapped offerings.



# LIVE RACING & BACKSIDE

## ❑ Social Distancing.

- All employees will maintain six feet of separation whenever possible in conjunction with property policy.
- Signage will be prominently displayed reminding guests and employees how to properly social distance.
- Only licensed racing personnel will be allowed in the barn area. Licensed owners will be allowed 1 guest age 18 or older per visit. Paddock area access will be limited to Commission, Racing Officials and licensed personnel who have horses racing that day.
- Post-position draws will be conducted with only racing, horsemen's representatives and commission officials physically present, and will not be open to the public. Will explore the possibility of virtual post-position draws. Hard copies of the draw will be posted outside of racing office.
- Access to the Horsemen's Bookkeeper will be for official business only. Loitering is not permitted. Masks or other face coverings must be worn by all in the space, and a Plexiglas partition may be used to further buffer any distance constraints.
- Access to the Racing Office is limited, and all persons must wear masks or other face coverings as appropriate social distancing may be difficult.
- The Winner's Circle and Walking Ring will be utilized.
- No unlicensed personnel under the age of 18 will be allowed in the barn area.
- No one under the age of 18 will be allowed to reside in the dorms.

## ❑ Cleaning and Sanitizing.

- Racing operation buildings including dormitory common spaces, the administration building, and jockey quarters will be cleaned. Barn restrooms will be cleaned.
- In the Racing office, each employee will have access to an approved disinfectant for wiping down their workstations.
- Electrostatic disinfectant sprayers containing EPA-registered disinfectant will be used in high traffic areas and on high-touch surfaces when available.



# LIVE RACING & BACKSIDE

## □ Jockey Room Protocols.

- The Jockey's Guild should be consulted for organizational protocols.
- Only essential personnel licensed by the state, and jockeys scheduled to ride in races that day will be allowed access to the Jockey Room.
- Valets and other personnel will have gloves available to wear if they so choose.
- Valets and other personnel that work in these areas must wear a mask or other face covering. This includes racing officials, PMRC personnel, outriders, track chaplain and pony personnel.
- Jockeys and valets need to practice 6-foot social distancing practices as much as possible both in the room and outside in the Paddock and unsaddling area.
- All sauna/hot box facilities will remain closed for use. The use of showers is allowed but jockeys and personnel must practice social distancing protocols.
- Jockeys and room personnel are encouraged to limit travel to other tracks or out-of-state. Any international travel will require a 14-day mandatory self-quarantine.
- There will be no congregating by the televisions in the paddock/jockey's room walkway, inside the jockey's room where a television is located and in the Paddock Judge's office.
- Jockeys shall wear masks or other face coverings in the Jocks' Room.
- Jockeys will be encouraged and reminded to refrain from physical contact between themselves and others.
- Jockeys are required to leave the Jockeys' Room immediately following their last ride, unless directed otherwise by the Stewards.



# LIVE RACING & BACKSIDE

## Starting Gate / Assistant Starters

- Use of masks or other face coverings is required until further notice. Gloves will be available for use if desired.
- Employees should practice social distancing measures.

## Dormitory.

- Only two (2) licensed workers age 18 and older are permitted per dormitory room issued. All social distance policies should be adhered to in or around the dormitories.
- If a licensee living within Prairie Meadows dorm area begins to feel ill or shows symptoms of COVID-19, then the licensee or trainer must notify Prairie Meadows security immediately.

## Other.

- Vendors will be made aware of our health and safety protocols.
- Horses shipping into Prairie Meadows must have prior approval of the Racing Secretary or Stall Superintendent prior to arrival at the stable gate.
- These protocols will be posted on the Prairie Meadows website and made available to the IAHBPA, ITBOA and IAQHRA for publication.
- Chapel service will be conducted virtually to ensure social distancing.



# FOOD & BEVERAGE

## ☐ Employee PPE and Hygiene.

- Employees will wash hands frequently and may use guest restrooms near their work areas or kitchens to wash hands.
- All employees will be required to wear a mask, and where appropriate, may wear gloves.
- Upon entering or exiting the restaurant or bar, employees will wash their hands where sinks are available, or sanitize with an alcohol-based sanitizer.
- Hand sanitizer will be available at each podium, bar, kitchen and at all entries.

## ☐ Social Distancing.

- Hostesses and Managers to manage physical distancing at entries and queues.
- Tables and booths to be utilized with appropriate social distancing between each family or traveling party, and in accordance with local health guidelines.
- Reduce barstool count to provide for effective social distancing standards.
- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced; use floor decals where appropriate.

## ☐ Cleaning and Sanitizing.

- Host podiums including all associate equipment to be disinfected at least once per hour.
- POS terminals to be assigned to a single server where possible and disinfected between each user and before and after each shift.
- Dining tables, chairs, bar tops and stools to be disinfected after each use.
- Condiments to be served in single use containers.
- Votives, pens and all other reusable guest contact items to be disinfected after each use.
- Menus to be single use and disposable.
- Disinfect trays and trays stands after each use.
- Food preparation stations to be disinfected at least once per hour.
- Kitchens to be deep cleaned and disinfected at least once per day.



# HOTEL

## ☐ **Employee PPE and Hygiene.**

- Employees will wash hands frequently and may use guest restrooms near their work areas to ensure frequent hand washing.
- All employees will be required to wear a mask, and where appropriate, may wear gloves.
- Upon entering or exiting their workspace, employees will wash their hands where sinks are accessible, or sanitize with an alcohol-based sanitizer.
- Hand sanitizer stations will be located in the hotel lobby and at each elevator landing in the hotel.
- Guestroom Attendants will wear masks and gloves while cleaning each room and will wash hands and change gloves between each guest room.

## ☐ **Cleaning and Sanitizing.**

- Counters, business services and equipment disinfected at least once per hour.
- Shared tools and equipment will be sanitized before, during and after each shift or anytime it is transferred to a new employee.
- Self serve ice machines to be suspended.
- Electrostatic disinfectant sprayers containing EPA-registered disinfectant will be used in high traffic areas and on high-touch surfaces when available.

## ☐ **Guest Considerations.**

- Ice will be removed from each floor; ice can be obtained through the Front Desk.





# HOTEL HOUSEKEEPING

## ❑ Employee PPE and Hygiene.

- Employees will wash hands frequently and may use guest restrooms near their work areas to ensure frequent hand washing.
- All employees will be required to wear a mask, and where appropriate, may wear gloves. Mandatory training on use will be provided.
- Upon entering or exiting their workspace, employees will wash their hands where sinks are accessible, or sanitize with an alcohol-based sanitizer.
- Hand sanitizer stations will be located in the hotel lobby, guest elevator corridor and at each elevator landing in the hotel.

## ❑ Social Distancing.

- Minimize the frequency of employees entering guest rooms during a stay.
- Discontinue stayover service.

## ❑ Cleaning and Sanitizing.

- Guestroom Attendants will wear masks and gloves while cleaning each room and will wash hands and change gloves between each guest room.
- Shared tools and equipment will be sanitized before, during and after each shift or anytime it is transferred to a new employee.
- Specific, enhanced sanitization to be used on the following:
  - Desks, countertops, tables, chairs, phones, tablets, remotes, thermostats, cabinetry, pulls and hardware, doors and knobs, bathroom vanities, toilets, windows, mirrors, frames, lights and lighting controls, closets, hangers, refrigerators, coffee makers and safes.
- Carts and equipment to be sanitized at the start and end of each shift.

## ❑ Guest Considerations.

- No stay over service will be offered. All cleaning will take place upon checkout.
- Employees will not enter a room that has a guest inside.
- Extra pillows and blankets stored in guest room closets will be removed.



# PGR, VIP SERVICES & GIFT SHOP

## ❑ Employee PPE and Hygiene.

- Employees may use guest restrooms near their work areas to wash hands.
- All employees will be required to wear a mask, and where appropriate, may wear gloves.
- Upon entering or exiting the casino floor, employees will wash their hands where sinks are available, or sanitize with an alcohol-based sanitizer.
- Hand sanitizer will be available at each window and cashier station in Gift Shop.
- Hand sanitizer stations will be located throughout the casino floor and near promotional kiosks, TITO machines and at the Gift Shop entry.

## ❑ Cleaning and Sanitizing.

- Counters and high-touch surfaces will be sanitized at least every 15 minutes.
- Shared tools and equipment will be sanitized before, during and after each shift or anytime it is transferred to a new employee.
  - This includes computers, keyboards, mouse, embossers, telephone, radios, PIN pads, calculator, pens and all other direct contact items used throughout the area.
- Frequent wiping down of shared touch points, including, but not limited to:
  - Doors, copiers, printers, shredders, promotional and new card kiosks.

## ❑ Guest Considerations.

- Returns and exchanges will not be permitted.
- Clothing, hats and other items may not be tried on. Items may not be taken out of their packing box or wrap to sample.



# PUBLIC AREA HOUSEKEEPING

## ❑ Employee PPE and Hygiene.

- Employees will wash hands frequently and may use guest restrooms near their work areas to ensure frequent hand washing.
- All employees will be required to wear a mask and single-use disposable gloves while performing duties.
- Upon entering or exiting their workspace, employees will wash their hands where sinks are accessible, or sanitize with an alcohol-based sanitizer.
- Hand sanitizer stations will be provided in back-of-house areas including employee entrances, time clocks and break areas.

## ❑ Cleaning and Sanitizing.

- Housekeeping will be primarily responsible for all cleaning and sanitizing in public areas and back-of-house hallways and restrooms.
- Each back-of-house office suite will be responsible for cleaning and sanitizing their office environments.
- The F&B department will be responsible for cleaning and sanitizing public and back-of-house food service areas to ensure compliance with Iowa Food Code requirements.
- The frequency of sanitizing public area frequent contact surfaces will be increased to an hourly rotation, including, but not limited to: escalator railings, guest elevator buttons and panels, entry door handles and public restrooms.
- Sanitization of slot machine touch points will be increased to every four hours.
- Electrostatic disinfectant sprayers containing EPA registered disinfectant will be used throughout the property in high traffic areas when available.
- Public restrooms will be deep cleaned and fully sanitized once per shift. Frequent contact surface sanitizing and touch up cleaning will occur hourly.
- Shared tools and equipment will be sanitized before, during and after each shift or anytime it is transferred to a new employee.
- Back-of-house restrooms and high touch points will be sanitized every four hours



# PUBLIC AREA HOUSEKEEPING

## ❑ **Disinfecting Products.**

- EPA registered disinfecting products will be used on all areas of the property.
- A variety of products will be utilized and par levels will be increased to ensure an uninterrupted supply.
- Per CDC and best practice guidelines, microfiber cloths will be used and changed out regularly to sanitize surfaces.

## ❑ **HVAC & Maintenance.**

- All air handling equipment serving public spaces has the capability of providing 100% outdoor air, current exchange is every 15 minutes throughout property.
- All air handling equipment has a minimum MERV 8 filtration per ASHRAE 52.0-2012 standards for filtration in commercial buildings. Each filter is treated with Spor-Ax antimicrobial agent (EPA # 464-673-68603).
- Air handling equipment serving casino floor smoking areas have MERV 11 filtration equivalent to hospital general areas per ASHRAE 52.0-2012. Each filter is treated with Spor-Ax antimicrobial agent (EPA # 464-673-68603).



# SECURITY

## ☐ Employee PPE and Hygiene.

- Employees will wash hands frequently and may use guest restrooms near their work areas to ensure frequent hand washing.
- All employees will be required to wear a mask, and where appropriate, may wear gloves. Mandatory training on use will be provided.
- Upon entering or exiting their workspace, employees will wash their hands where sinks are accessible, or sanitize with an alcohol-based sanitizer.
- Hand sanitizer stations will be located throughout the facility.

## ☐ Social Distancing.

- Standard security protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody, etc.).
- When available, Security Officers will politely assist with enforcing social distance protocols throughout the facility.

## ☐ Cleaning and Sanitizing.


- All contact surfaces, including podiums, to be disinfected frequently and at the completion of an incident.

## ☐ Guest Considerations.

- The South Entrance will be open during race days only, one hour prior to post until one hour after the last race.





 **COVID-19 WARNING**

*We have implemented enhanced health and safety measures for our Guests, Employees and Community. You must follow all posted instructions and comply with all verbal commands while visiting Prairie Meadows.*

*By visiting Prairie Meadows, you voluntarily assume all risks related to exposure to COVID-19.*

*An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness, and possibly death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable.*

*Let's keep each other healthy and safe.*