

WEST VIRGINIA STRONG

The Comeback

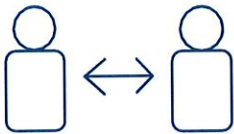
The seal of the Governor of West Virginia is a large, circular emblem in a lighter shade of blue, positioned on the left side of the cover. It features a central landscape with a sun rising over mountains, a river, and a town. The words "GOVERNOR OF WEST VIRGINIA" are written around the top inner edge, and "FIDELITY BRAVERY INTEGRITY" is written around the bottom inner edge. The seal is partially obscured by the text and a white horizontal line.

**A Guide to Safely reopening
Limited Video Lottery Retailers**

Issued on May 22, 2020

A Guide to Safely reopening Limited Video Lottery Retailers

Under Gov. Justice's reopening plan, West Virginia Strong — The Comeback, limited video lottery retailers are to be allowed to re-open with the limited services outlined below. To do so, Gov. Justice has issued the following guidance to mitigate the exposure and spread of COVID-19 among staff and customers. These guidelines, in addition to any and all relevant guidelines established by the Centers for Disease Control (CDC) and the West Virginia Division of Health and Human Resources (WVDHHR), will help West Virginians safely obtain the services provided by such facilities. Businesses are strongly encouraged to implement more stringent protocols as they see fit. Reopening is allowed but not required.



As your business reviews and implements these new measures, we encourage you to consult with the West Virginia Lottery Commission and to share and discuss your plan with your employees and your customers.

Please note: The following guidelines are being published in advance of Governor Justice's Executive Order — currently anticipated to be effective as of May 30, 2020 — that will allow for the opening of such facilities in a limited capacity.

Note further: Limited video lottery retailers should likewise consult applicable guidance for restaurants, bars, and related businesses to determine other best practices.

Failure to adhere to these guidelines may result in appropriate enforcement measures.

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GAMING REGULATIONS

Limited video lottery retailers permitted to reopen shall be responsible for ensuring that any and all operational guidelines adopted, which should be based upon review of the foregoing guidelines, comply with the State Lottery Act and all other related gaming statutes and regulations. All such plans should be submitted to the West Virginia State Lottery Commission for review.

OPERATIONAL RESTRICTIONS/REQUIREMENTS

- **Occupancy:** For limited video lottery retail locations that are standalone facilities, restrict facility occupancy to 50 percent of capacity as dictated by fire code. For limited video lottery retail locations operating out of bars, restaurants, or other related business entities, such limited video lottery retailers must adhere to the occupancy limitations associated with the guidance published for those businesses.
- **Social Distancing:** Implement strict social distancing guidelines of at least six feet between individuals who do not reside together, modify scheduling, and follow occupancy limits to reduce unnecessary interactions. Where physical distancing or the removal or closing of machines is not practicable, implement use of physical barriers to reduce customer contact (see below).
- **Layout:** Adjust layout and close or restrict access to seating and certain video lottery machines to maintain at least six feet of distance between customers who do not reside together. To the greatest extent possible, limited video lottery retailers should space out or limit the number of machines available to enable proper social distancing (e.g., physically move machines, remove chairs, and turn off certain machines). Where such physical spacing is not possible due to physical limitations, limited video lottery retailers may implement use of transparent physical barriers to separate customers (e.g., safety glass, plexiglass, or solid plastic shields), provided that use of any such barrier must be approved by the Lottery Commission.
- **Cleaning:** Ensure that staffing and supplies available for such facilities are sufficient to enable enhanced sanitization and cleaning measures in accordance with appropriate CDC guidelines. Machines should be cleaned by staff regularly and customers should be asked to assist by wiping down such surfaces before and after use.
- **Touch points:** Point of sale equipment, doorknobs, light switches, buttons, gaming surfaces, redemption units, and all other commonly touched surfaces must be frequently cleaned and sanitized.
- **Limitations:** Common areas, break rooms, and other areas in which customers or employees may congregate should be closed or limited to the greatest extent possible, and to the extent such locations cannot be closed, seating and other furniture should be arranged to allow for proper social distancing.
- **PPE:** Encourage all employees and customers to wear appropriate personal protective equipment (PPE) where applicable, including appropriate face coverings.
- **Security:** Develop a strategy for security checks for customer's entrance into the limited video lottery retailers, which may include directing the customer to present and/or scan their own state issued identification card asking that they temporarily remove their mask to confirm identity prior to being allowed to enter the facility.
 - Any and all protective barriers installed must have confirmation from Lottery security of effective camera coverage.

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- **Payments:** Encourage customers to make non-cash payments.
- **Plan:** Plan for potential COVID-19 cases and work with local health department officials when needed (i.e., monitor and trace COVID-19 cases, deep-clean facilities).
- **Signage:** Post extensive signage on health policies, including the following documents in the workplace to help educate all on COVID-19 best practices:
 - [CDC: Stop the Spread of Germs](#)
 - [CDC: COVID-19 Symptoms](#)

CUSTOMER PROTECTION

- Screen customers for illness prior to entry:
 - Temperature checks.
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- Provide maximum ventilation and reduce touch points.
- Limit entrance to a single door and, to the greatest extent possible, allow for touchless entry. Hand sanitizers should be installed at the entry points.
- Reduce touch points to the greatest extent possible.
- Post signs encouraging social distancing.
- Require or request that customers clean all gaming equipment they contact using disinfecting wipes before and after each use and provide, at each piece of gaming equipment, appropriate materials to clean and disinfect such equipment and require that staff continuously clean such equipment on a rolling basis, and at least twice per shift wherever possible.
- Additional trash receptacles should be provided for wipes and gloves.
- Any and all beverages should be served in original cans or bottles or in disposable cups.

EMPLOYEE PROTECTION

- Screen all employees reporting to work for COVID-19 symptoms:
 - Temperature checks.
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- Staff should wear appropriate PPE, including face coverings.
- Provide training on PPE based on CDC guidelines.
- Provide training on safe gaming practices.
- Provide a sanitizing station with soap and/or bottle of hand sanitizer.
- Practice recommended social distancing to the greatest extent possible.
- Allow employees to take lunch and breaks off premises or outdoors to the greatest extent possible.