

WYNN LAS VEGAS HEALTH & DISINFECTION PROGRAM

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. This program has been developed in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.



Version 3.3

Statement from Matt Maddox, Chief Executive Officer, Wynn Resorts

At Wynn Resorts we care deeply about our family of employees and our communities. When we decided to be the first to close in Nevada, before the state required the closure of casino resorts, we did it with a heavy heart but knew it was in the best interest of our employees and community. We also understood that asking 15,000 employees to stay home during the pandemic is challenging. We chose to pay all our full-time and part-time employees for 60 days through May 15th including an estimate for tips they could earn during the closure. Recently, we decided to extend that period to May 31. It is costing us approximately \$3 million per day.

I commend our Governor, Steve Sisolak, for making the difficult decision and taking early action in the fight against COVID-19. I believe his decisions saved lives as we were facing potential exponential growth in COVID-19 exposure, given that Las Vegas caters to millions of people from all over the world.

Currently, Nevada is well positioned relative to many other states. Clearly, we will see increases in cases as we accelerate testing. The Roosevelt aircraft carrier data has shown that of the hundreds of sailors that have tested positive the majority are asymptomatic. Stanford University just published research that COVID-19 cases could be 50x higher than reported given the vast amount of asymptomatic and mildly symptomatic individuals. That means as we increase testing, we will see more cases.

So, I believe it is critical to monitor our hospitalizations as we increase testing. We passed our “peak” hospitalizations based on most national models and our hospitals were not overrun. Our COVID-19 related deaths per million are below the national average. We have also acquired enough personal protective equipment (PPE) through a public-private partnership to sufficiently supply our medical community that we all rely on for months.

We now face a new, rapidly decelerating curve we must “flatten”. Our economy is in a free fall. Nevada will likely be one of the hardest hit states in the nation and suffers from very high unemployment. It is imperative to flatten this curve so we can re-emerge in a safe, sustainable way.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the 20-page summary presented here. It relies on the best available science on disinfection methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and not applicable to all resorts in our industry.

In addition, I have been on calls almost daily with one of the country’s leading public health and pandemic preparedness experts, as well as various leaders in our medical community representing our hospitals and they agree that an incremental reopening makes sense, and that science and data must lead us out of this in a safe fashion.

In order to be able to recover and reopen in Las Vegas, this is what I believe are the right steps to take:

1. The Governor’s appointed Task Force should be focused on COVID-19 testing capabilities and safely reopening the economy.
2. Reopen parts of the local Nevada economy in early May, which the Governor ordered in his Phase 1 plan beginning May 9. He has called for reduced occupancy, physical distancing measures in place, and no large gatherings. The order requires all employees wear a mask. Frankly, we all need to

wear a mask. Wearing a mask is uncomfortable; however, it will allow our economy to reopen faster.

3. Follow the data provided by a team of modeling experts tracking benchmarks based on the following criteria:
 - a. Increases in COVID-19 testing velocity.
 - b. Hospitalizations and deaths per million should not exceed the national average over any sustained period.
 - c. Hospital critical care bed availability should be reserved based on a ratio of current COVID-19 patients in the event of a spike.
 - d. Full transparent data should be public, web based and accessible to anyone. To that end, we began working with Max Henderson from CovidActNow.org (501c3) to help create benchmarks and to provide custom data for Nevada as a possible public resource.
4. Assuming in mid- to late-May we are still in line with the benchmarks, slowly begin to reopen the Las Vegas strip with extensive safety measures in place.
5. Monitor the data every day. If we need to, marginally pull back or move forward.

The main obstacle on the list above is widespread testing. Our state, the medical community, the Task Force and resort industry leaders are focused on ways to vastly enhance testing and I anticipate it will happen over the coming weeks.

At Wynn Las Vegas, we recently established a partnership with University Medical Center to allow all Wynn employees to be tested before they return to work, with all costs being covered by Wynn. That testing began the first week of May onsite at Wynn Las Vegas and at satellite locations; more than a thousand employees were tested in the first three days. We have also provided the SNHD more than 100 of our call center employees to assist in their efforts with contact tracing.

One observation, that is often times overlooked, is that many of our hospitals are in financial distress. They have stopped all elective procedures and surgeries and now mainly focus on emergency issues and COVID-19. Emergency room visits are down substantially, and we have empty beds - thankfully.

However, we must keep in mind that various hospitals will likely face significant layoffs as they bleed money during this time. The hospitals need to begin elective surgeries while retaining capacity for COVID-19 patients, otherwise our healthcare system that is meant to save lives will be badly damaged. That would be counterproductive.

I understand that if we incrementally reopen, we might have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity. However, the only way to cross this river is one stone at a time and we need to put our feet in the water before it is too late.

WYNN LAS VEGAS PROGRAM

1 Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Thermal Cameras. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.4°F¹ will be taken to a private area for a secondary screening including a health declaration and a temporal temperature reading. Employees or guests confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, waiting for elevators or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas. Hand lotion, to prevent skin from drying out due to frequent sanitizing, will also be provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

Face Coverings. Employees are required and guests will be asked to wear appropriate masks or face coverings², which will be provided by the resort. At management's discretion guests may be allowed to remove their face covering when other safety protocols are available. Guests may be required to briefly lower face coverings for identification purposes in compliance with regulatory and safety requirements.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks and face coverings. Table game electronic signs will also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks and face coverings, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/php/public-health-recommendations.html>

² <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly to all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security at 702.770.2820 (guests or employees). Employees who are well but have a household member with COVID-19 are instructed to self-quarantine for 14 days. A certified emergency medical technician (EMT) will be on site 24 hours per day during the initial re-opening period.

Case Notification. If we are alerted to a presumptive case of COVID-19 at the resort, we will work closely with the Southern Nevada Health District (SNHD) to provide appropriate information and follow its recommended protocols.

2 Employee's Responsibilities

Wynn Employees are vital for an effective health and sanitation program.

Hand Hygiene. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Wynn employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive mandatory training on COVID-19 disinfection and safety protocols including, but not limited to, proper hand hygiene, coughing and sneezing etiquette, proper face covering and PPE usage, physical distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols and the employee illness and absence policies. More comprehensive training will be provided for our teams with frequent guest contact including Housekeeping, Food & Beverage, Casino Operations, Public Area Department, Hotel Operations and Security. All training will be available in a minimum of English and Spanish.

COVID-19 Testing & Screening. All employees have access to company sponsored testing through Wynn's partnership with University Medical Center (UMC). Employees will be screened utilizing the questions from the SNHD *COVID-19 Screening Questionnaire for Employees*³ prior to the start of each shift and results logged capturing the information requested on the SNHD *Employee Illness Log*⁴. Employee who test positive or show the

³ <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-covid19-screening-questionnaire.pdf>

⁴ <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-covid19-employee-absence-or-illness-log.pdf>

known symptoms of COVID-19 will not be permitted on property until they meet the CDC's Discontinuation of Isolation criteria⁵.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated per the latest expert guidance.

3 The Guest Journey

Guest Arrival

A security officer will greet each visitor to the resort. Visitors will be screened for temperature and then asked to use hand sanitizer and wear a mask or face covering. Appropriate signage will also be prominently displayed outlining proper face covering usage and current physical distancing practices in use throughout the resort.

a) **Guest Arrival Valet, Taxi or Ride Share**

- Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be disinfected after each guest is assisted.
- Valet services will be suspended until further notice.

b) **Guest Arrival by Wynn Limousine**

- Limos will be thoroughly cleaned before and after each use.
- No more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan.
- Guests will not be permitted in the front passenger seat.

Hotel Guest Elevators

- a) An employee will be present to disinfect the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

Guest Room Disinfection

- a) Guests will be assigned a room that has been thoroughly cleaned, disinfected and sealed with a disinfection sticker that the guest will break upon entry
- b) Each guest room will receive a COVID-19 awareness card outlining the health and disinfection steps being taken by the resort.
- c) A spray bottle of sanitizer and/or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

4 Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet or exceed CDC and Occupational Safety and Health Administration (OSHA) guidelines. The disinfectants being used are listed on Environmental Protection Agency (EPA) List N⁶ and meet the criteria for use against SARS-CoV-2, the virus that causes COVID-19, and are effective against viruses, bacteria and other airborne and bloodborne pathogens. Electrostatic disinfectant sprayers containing hospital disinfectant will be used throughout the resort in high traffic areas, guest rooms and on high touch surfaces. Ultraviolet Light (UV) technology will be used to provide an additional level of disinfection in large public restrooms and guest rooms with confirmed cases of COVID-19. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. PAD, Housekeeping and Stewarding will be the primary departments responsible for all cleaning and disinfecting in their respective areas (per regular business operating procedures). Other departments will support as appropriate for employee and guest service and safety.

Public Spaces and Communal Areas. The frequency of cleaning and disinfecting 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, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas. Large public restrooms throughout the resort will undergo an additional disinfection utilizing Ultraviolet Light (UV) technology on a regular basis.

Guest Rooms. Industry leading cleaning and disinfecting 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. The existing Amazon Alexa units allow for touchless control of key features including drapery, air conditioning and lighting. Upon check out each room will be thoroughly cleaned and disinfected using electrostatic spray technology; rooms will then be sealed with a disinfection label.

Laundry. All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines⁷. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

⁶ <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

⁷ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Back of the House. The frequency of cleaning and disinfecting 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.

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 includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. Water coolers and coffee brewers with disposable cups and refrigerators may continue to be used with proper hand hygiene and high touch surface disinfection. Personal items including reusable food and beverage containers, cups and bags may not be used until further notice⁸.

Room Recovery Protocol. In the event of 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 or cleared. The guest room will be removed from service and quarantined for a minimum of 24 hours before cleaning and disinfecting. All rooms with a suspected case will be thoroughly cleaned and disinfected with UV or electrostatic spray technologies. In the event of a positive case, the room will only be returned to service after undergoing an enhanced disinfection protocol that meets or exceeds SNHD's COVID-19 Enhanced Guest Room Cleaning protocol⁹ and applicable state laws including NRS 447.100 which requires the room remain out of service for a minimum of 48 hours following the complete disinfection of the room¹⁰.

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 Face Covering & PPE Distribution Locations

Front of the House	Back of the House
All Resort Entrances & Exits Registration & Concierge Red Card Kiosks	Employee Entrances (Face Coverings) Department Specific Locations for All Other PPE Including Kitchens, Security Podiums, Housekeeping & PAD Closets

⁸ <http://media.southernnevadahealthdistrict.org/download/ferl/updates/20200323/20200323-COVID-19-Do-Not-Use-English.pdf>

⁹ <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-cleaning-and-disinfecting-of-guest-rooms.pdf>

¹⁰ <https://www.leg.state.nv.us/NRS/NRS-447.html#NRS447Sec100>

6 Physical Distancing

Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing. All casino areas will limit occupancy to 50% of the licensed capacity¹¹.

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities based on relevant local health regulations and to allow for a minimum of six feet between each seated group of guests traveling together. Reservations will be required for full-service restaurants and guests waiting to be seated will be asked not to wait inside the restaurant. Restaurants will text or call guests waiting to be seated once their tables are ready.

Slot Operations. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for proper physical separation between guests and to ensure occupancy does not exceed 50% of the licensed capacity. Casino Supervisors and Managers will ensure that guests do not congregate in groups.

Table Games Operations. Table games will have chairs removed and every other table will be open. Casino Supervisors and Managers will ensure that guests do not congregate in groups and that occupancy does not exceed 50% of the licensed capacity.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC¹² and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Retail Spaces. In coordination with our retail partners and tenants, guest occupancy limits will be enforced to meet local health authority guidelines and to allow for appropriate distancing at our owned and leased retail spaces.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests traveling together.

Salons. Treatment areas will be configured to allow for a physical divider or at least six feet of separation between chairs and other guests. Reservations will be required, and guests will be asked to wait outside of the salon until their appointment time.

¹¹ <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731>

¹² <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

Back of the House. Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window and other high-density areas in order to ensure appropriate distancing between employees.

DEPARTMENT SPECIFIC DISINFECTION POLICIES

Additional department and protocols are under review and will be added/modified as developed

EMPLOYEE SERVICES & HUMAN RESOURCES

7 Uniform Control

Cleaning & Disinfecting Protocol

- a) Laundry to be cleaned in accordance with CDC guidelines¹³

Physical Distancing Protocol

- a) A uniform control employee will be stationed at the entry to control maximum occupancy of the space
- b) Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform distribution counters
- c) Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing
- d) One employee at a time will be allowed into the processing area for loaners and exchanges

Guest Considerations

- a) No department specific requirements

CASINO OPERATIONS

8 Casino Cage

Cleaning & Disinfecting Protocol

- a) Guest facing counters to be disinfected at least once per hour
- b) Casino chips will be cleaned and sanitized prior to re-opening and before distribution from the cage using a commercial high temperature dish washer or UV light

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor

Guest Considerations

- (a) Hand sanitizer bottles are located on the guest counter at the Wynn Baccarat Cage
- (b) Hand sanitizer stations are located outside of the Wynn and Encore Main Cages

9 Slot Operations

Cleaning & Disinfecting Protocol

- (a) Hand sanitizing stations on the Wynn Casino floor including one adjacent to Red Card Booths and all ATMs
- (b) Workstations to be disinfected at least once every four hours
- (c) Slot attendants will offer to sanitize slots for guests sitting down at a machine
- (d) Slots to be cleaned and disinfected at least once every hour

¹³ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

- (e) PAD, assisted by slot supervisors, to complete a log to track each machine's disinfection schedule

Physical Distancing Protocol¹⁴

- (a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests
- (b) Guests to maintain six feet of separation while waiting in line at Red Card Booths

Guest Considerations

- (a) Hand sanitizer dispensers to be placed throughout the slot floor
- (b) Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance

10 Table Games Operations

Cleaning & Disinfecting Protocol

- (a) All chips will be cleaned and sanitized before leaving the cage to fill or refill a game using a commercial high temperature dish washer or UV light
- (b) Card games will be dealt face up and customers will not touch cards
- (c) Baccarat cards may be handled by guests and will be destroyed after each use
- (d) All other card games will change cards every four hours
- (e) Supervisors to disinfect table game rails after each guest leaves a game
- (f) Supervisors to disinfect each chair area after each guest leaves a game
- (g) Dealers to clean and disinfect dice for each new shooter
- (h) Dealer to disinfect the on/off button when entering a game
- (i) Dealer to disinfect the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- (j) Supervisors to disinfect the outside of shufflers every four hours; inside to be disinfected once per week
- (k) Roulette wheel head, ball and dolly disinfected when a new dealer enters the game
- (l) Supervisor to disinfect the Chipper Champ every hour
- (m) Pai Gow tiles disinfected when new dealer enters game
- (n) Big Six Wheel spokes and mirror to be disinfected by opening and closing supervisor
- (o) Pit Podiums to be disinfected by Pit Administrator every hour including phones, computers, Veridocs, all hard surfaces and cabinetry
- (p) Visual Limits and Elo units to be disinfected every time a new supervisor enters the pit
- (q) Dealer to disinfect the money paddle when arriving at the game
- (r) Baccarat discard pail and BJ discard holders to be disinfected by supervisor once every four hours
- (s) Dealer to disinfect toke boxes when entering a game
- (t) PAD to increase trash pick-up in pits
- (u) Pit Technicians to disinfect hard surfaces and push carts at the beginning and end of each shift
- (v) Employees to maintain physical distancing and disinfect tables and chairs after using the Dealers' Lounge
- (w) Dealer's Lounge to be deep cleaned daily
- (x) Employees to disinfect tables and chairs after each guest in the Baccarat Lounge

¹⁴ <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731>

Physical Distancing Protocol¹⁵

- (a) Every other table open
- (b) Three chair/guest maximum per blackjack table game (corners and middle seat remain)
- (c) Four chair/guest maximum per big baccarat table
- (d) Four chair/guest maximum per roulette table
- (e) Three players maximum on each side of dice tables
- (f) Managers and Supervisors will ensure unrelated guests do not congregating behind players
- (g) Remove seating in the Table Games Lounge and enforce maximum occupancy limits
- (h) Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation

Guest Considerations

- (a) Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
- (b) Cocktail Servers will remain available and serve beverage upon request; Butlers will remain available for food and beverage service in VIP gaming areas
- (c) Baccarat Buffet service will be suspended

11 Poker Operations

Cleaning & Disinfecting Protocol

- (a) All chips will be cleaned and sanitized before leaving the cage using a commercial high temperature dish washer or UV light
- (b) Cards will be changed and disinfected at least every two hours
- (c) Supervisors to disinfect table game rails after each customer leaves (ongoing)
- (d) Supervisors to disinfect each chair area after a customer leaves (ongoing)
- (e) Supervisors to disinfect the outside of shufflers every hour; inside to be cleaned once per week
- (f) Supervisors to assist disinfect podiums at least once per hour including phones, computers, Veridocs, all hard surface and cabinetry
- (g) Dealers to disinfect in table rating units each time they enter a game
- (h) Dealers to disinfect token boxes

Physical Distancing Protocol¹⁶

- a) Every other table open and tables to be staggered
- b) Maximum of four seats per game
- c) Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation

Guest Considerations

- a) Guests will be reminded to sanitize their hands prior to the start of play
- b) Food service protocols to be reviewed

¹⁵ <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731>

¹⁶ <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731>

12 Race & Sportsbook Operations

Cleaning & Disinfecting Protocol

- a) Supervisors to disinfect race carrels and chairs after each guest
- b) Ticket writer to disinfect the counter after each guest
- c) Chairs to be disinfected hourly
- d) Race & Sportsbook to be deep cleaned daily
- e) VIP Booths to be disinfected after each use
- f) Supervisor to clean and disinfect their station upon shift change, or at least every hour if shared, including phones, computers, Veridocs, all hard surfaces and counters

Physical Distancing Protocol

- a) Every other betting station open
- b) Six-foot intervals to be marked for ticket window queues
- c) Seats, carrels and booths to be reconfigured or removed to allow for appropriate physical distancing

Guest Considerations

- a) Hand sanitizer to be available for guest use

HOTEL OPERATIONS

13 Business Services, Office Services, Lost & Found

Cleaning & Disinfecting Protocol

- a) Counters and equipment disinfected at least once per hour
- b) In-house mail vehicle to be disinfected after each use
- c) Addition of a disinfection kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
- d) Disinfect internet stations and post disinfection signage for guest reference

Physical Distancing Protocol

- a) Employees to use separate counters and have individual stations to eliminate shared equipment
- b) Maximum of two employees at counter
- c) Greeter at front door of Business Services, when necessary, to control physical distancing
- d) Credit card swipe moved to front counter
- e) Guest will be requested to place packages directly on the scale and then onto the conveyor
- f) Convert Security Hut Window at Convention Dock into a pickup/drop off point with limited contact for couriers
- g) Enforce six-foot physical distancing minimums with common carriers
- h) Encourage the use e-mail for all guest transactions
- i) Offer Internet Stations for printing and completing any documentation instead of at counter

Guest Considerations

- a) Print magazine and newspaper services will be discontinued throughout the property. Guests will be provided access to PressReader on their own devices.

- b) All packages will be placed in sealed single-use plastic bags
- c) Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

14 Front Services & Transportation

Cleaning & Disinfecting Protocol

- a) Disinfect high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
- b) Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be disinfected at least once every four hours or upon a new employee using the equipment
- c) Scooters, wheelchairs and other guest amenities to be disinfected after each use
- d) Baggage doors disinfected every hour
- e) Baggage belt divider tubs, bell carts and related equipment to be disinfected after each use
- f) Back of House (BOH) elevator buttons to be disinfected at least once per hour
- g) Vending machines (break room and taxi tunnels) to be disinfected at least once per hour by PAD

Physical Distancing Protocol

- a) Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
- b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

Guest Considerations

- a) Valet parking suspended
- b) Self-service ice machines to be suspended and signage posted indicating ice is available through IRD

15 Pool Operations

Cleaning & Disinfecting Protocol

- a) Pools and spas will continue to be operated to meet or exceed SNHD Aquatic Facility Regulations and be re-opened in compliance with the *SNHD Guidance for Aquatic Venues*¹⁷
- b) Chaise lounge chairs to be disinfected after each use
- c) Cabana guest contact surfaces to be disinfected after each use
- d) Cabanas to be pressure washed and disinfected each night
- e) Towel desk, entry kiosks and all other desks and counters to be disinfected at least once per hour
- f) Lifeguard stands to be disinfected upon rotation

Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

¹⁷ <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-guidance-aquatic-venues.pdf>

- b) Lifeguards and signage will remind guests to practice proper physical distancing while using the pools

Guest Considerations

- a) No department specific requirements

16 Golf Operations

Cleaning & Disinfecting Protocol

- a) Golf carts to be disinfected before and after each round by a designated cart 'pit crew'
- b) Loaner clubs to be disinfected before and after each round
- c) Locker rooms and foyer area disinfected at least once every four hours; guest contact areas in each disinfected after each use
- d) All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
- e) Employees to wash or sanitize hands after touching any guest equipment including clubs, bags or shoes

Physical Distancing Protocol

- a) One player per cart unless immediate family members and/or following updates on guidance from local authorities
- b) Addition of inserts into golf hole cups to allow easy removal of balls
- c) Increased tee time spacing to 20-minute intervals
- d) Every other bay to be utilized for warm-up area
- e) Caddies will utilize their own golf cart and refrain from handling guest tees, markers, scorecards, pencils and other small equipment
- f) Sand and seed bottles removed from carts; employees will handle between rounds
- g) Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie

Guest Considerations

- a) Attendant at coffee and fruit station providing service; no self-service available
- b) All food and beverage items to be served in single use individual containers
- c) Welcome packet of tees, ball markers a scorecard and pencils pre-set in carts for player use

17 Public Area (PAD)

Employee PPE

- a) Gloves (single use or disinfected reusable) to be used for all cleaning and trash removal

Cleaning & Disinfecting Protocol

- a) Employees to disinfect high touch public area surfaces at least once per hour, including but not limited to:
 - Guest and garage elevator button panels
 - Entry doors
 - Escalator handrails
 - Plaza and Parasol handrails
 - Employee dining tables and counters
 - Front of the house restrooms

- b) Employees to disinfect other public area contact surfaces at least once every four hours, including but not limited to:
 - Credenzas
 - Esplanade fountain handrails
 - Exterior elevators and handrails
 - Exterior stair handrails including parking garages
 - Employee smoking areas
 - Exterior benches
- c) Employees to disinfect infrequent contact surfaces at least once every 24 hours, including but not limited to:
 - Individual offices
 - Back of house elevators

Physical Distancing Protocol

- a) No department specific requirements

Guest Considerations

- a) No department specific requirements

18 Front Office

Cleaning & Disinfecting Protocol

- a) Disinfect all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
- b) Room keys to be disinfected before stocking
- c) Offices, Call Centers, Registration Desks to be deep cleaned and disinfected upon a shift change

Physical Distancing Protocol

- a) Restructure stanchions to provide appropriate six-foot intervals
- b) Staff every other workstation
- c) Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- d) Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

- a) Wynn Tower Suites interior entry doors to be propped open to minimize guest contact
- b) VIP Lounge Ambassador to serve all food and beverage; no self-service available

19 Housekeeping

Employee PPE & Hygiene

- a) Gloves (single use or disinfected reusable) to be used for all cleaning and trash removal
- b) Gloves to be changed, with proper hand hygiene, after each guest room

Cleaning & Disinfecting Protocol

- a) Carts, trolleys and equipment to be disinfected at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in single use bags
- c) Pillow protectors on the guest room beds are to be changed upon guest departure

- d) All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- e) Back of house restrooms will be disinfected at least once every four hours
- f) House phones, in unsupervised/controlled areas, to be removed
- g) Rooms to be disinfected with electrostatic sprayers after check out
- h) Disinfected rooms to be sealed with a disinfection label (only the new guest staying in a room will break the seal)

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- b) Disposable collateral to be disposed and changed after each guest
- c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices
- d) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- e) Shoeshine is suspended until further notice
- f) Specific disinfection consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities

SALON, SPA & FITNESS CENTERS

20 Salon

Employee PPE & Hygiene

- a) Assistants to use gloves for linen removal
- b) Manicurists will use gloves for manicures and pedicures
- c) Face shields or goggles to be used for prolonged close contact treatments including hair cuts

Cleaning & Disinfecting Protocol

- a) All contact surfaces, tools, utensils, equipment, carts and trolleys to be cleaned and disinfected between guests in accordance with Nevada State Board of Cosmetology guidance
- b) Tools, utensils and equipment will be assigned to individual technicians and not shared
- c) Single use tools to be used when available and disposed of after each use

- d) Laundry to be cleaned in accordance with CDC guidelines¹⁸
- e) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the salons

Physical Distancing Protocol

- a) Services will be provided by reservation only
- b) Guests will be asked to wait outside of the salon until their scheduled appointment time
- c) Treatment chairs will be physically distanced by a minimum of six feet or divided by partitions

Guest Considerations

- a) Beverage service will be provided using individual bottles or disposable cups
- b) Print magazine and newspaper services will be discontinued throughout the property. Guests will be provided access to PressReader on their own devices.
- c) Makeup services are suspended pending expert guidance
- d) Collateral to be single use; check presenters and other reusable collateral to be discontinued

21 Spas

Pending guidance from local authorities and medical experts.

22 Fitness Centers

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

AVIATION SERVICES

23 Aviation Services

Health Screening

- a) Guests traveling on Wynn aircraft will be required to complete a Health Declaration form for themselves and their traveling party at least 24 hours prior to departure
- b) Aircraft will not be dispatched until the Health Declaration is received
- c) The Captain of the flight will complete a health screening, of both passengers and crew, following the *Secondary Screening* procedures outlined in the *Entry Screening & Case Reporting Protocol*
- d) If a passenger or crew member is displaying or complaining of any of the known symptoms of COVID-19 the Captain will deny boarding to the crew member and/or the entire group of travelers
- e) Passengers will be provided and ask to use hand sanitizer and wear a face covering before boarding the aircraft

Employee PPE & Hygiene

- a) Captain to utilize surgical masks, gloves and eye protection for health screenings
- b) Flight attendants to utilize tongs to distribute face coverings for passengers

Cleaning & Disinfecting Protocol

¹⁸ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

- a) Aircraft will be thoroughly cleaned and disinfected before and after each flight utilizing an electrostatic disinfectant sprayer
- b) Shared, high contact surfaces will be disinfected throughout the flight including, but not limited to, restroom surfaces, doors and handles and control panels
- c) Aircraft will continue to refresh 100% of the cabin air every two to four minutes (per normal operating procedures)

Physical Distancing Protocol

- a) Aircraft capacities:
 - Passengers travelling together from the same household or immediate family members up to the maximum capacity of the aircraft in use
 - Passengers travelling together from different households or non-immediate family members may travel with a maximum of eight passengers on the aircraft
 - Groups of passengers traveling together will not be combined with other groups of passengers

Guest Considerations

- a) Food and beverage service will utilize single use disposable placemats and/or cloth linens that can be washed between flights
- b) Flight attendants will sanitize their hands between each food and beverage service interaction
- c) Meals and snacks to be served in pre-packaged individual containers

RETAIL

24 Wynn Owned Stores

Cleaning & Disinfecting Protocol

- a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be disinfected at least once per hour and upon a shift change
- b) Disinfect carts and mag liners before and after each use
- c) Disinfect handles, knobs, cage locks, cages and stock room surfaces at least once per hour

Physical Distancing Protocol

- a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- b) Tailoring service will be postponed until further notice

Guest Considerations

- a) Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
- b) All merchandise will be served/handled by a retail attendant; no self-serve available in any category
- c) All sales final until further notice (including phone orders)
- d) Golf Pro Shop will feature pre-packaged items only (including visors, hats and gloves)

FOOD & BEVERAGE

25 Restaurants, Bars & Lounges

Employee PPE & Hygiene

- a) Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

Cleaning & Disinfecting Protocol

- a) Host Podiums including all associated equipment to be disinfected at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be disinfected at least once per hour and logged by a manager
- c) POS terminals to be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
- d) Dining tables, bar tops, stools and chairs to be disinfected after each use
- e) Condiments to be served in single use containers (either disposable or washed after each use)
- f) Votives, pens and all other reusable guest contact items to be either disinfected after each use or single use
- g) Menus and check presenters to be single use, disposable or laminated to allow for disinfection between uses
- h) Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and disinfected after each use
- i) Disinfect trays (all types) and tray stands disinfected after each use
- j) Storage containers to be disinfected before and after each use
- k) Food preparation stations to be disinfected at least once per hour
- l) Kitchens to be deep cleaned and disinfected at least once per day
- m) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Guests who are waiting for a table will be asked to wait outside of the restaurant and will be informed by text or phone when their tables are ready
- c) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d) Groups of guests traveling together may be seated at tables up to the number of guests authorized by local and state authorities
- e) Reduce bar stool count to provide appropriate physical distancing per local health guidance
- f) Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- g) Additional quick serve coffee options to open based on demand and length of physically distanced lines (Lobby Bar, Wynn Coffee Cart)

- h) Casino Service Bars will be staffed to allow for appropriate distancing between employees

Guest Considerations

- a) Table settings, including all china, glass and silverware, to be set after the guest is seated; tables not being used should remain unset
- b) All flatware to be provided as a roll-up using a disposable or properly cleaned cloth napkin
- c) Refills should be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used
- d) Restaurant and bar guests to be provided a disposable tissue or mat surface to place their mask or face covering on while dining
- e) All self-serve condiments and utensils to be removed and available from cashiers or servers
- f) All straws to be wrapped
- g) Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- h) Tableside cooking to be suspended until further notice
- i) Remove grab and go offerings; available from fountain workers only
- j) Bar snacks will be served per individual guest and not shared by the table
- k) All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

Additional Employee Dining Room (EDR) Protocols

- a) No self-serve food available (including snacks)
- b) Food to be served by EDR cooks and line attendants
- c) Single use cups for beverage (no refills)
- d) Prepackaged plastic flatware
- e) Trays and plates to be distributed by EDR attendants
- f) Extension of EDR sneeze guards

26 In Room Dining (IRD)

Cleaning & Disinfecting Protocol

- a) All equipment will be disinfected prior to assigning for the shift
- b) Employees assigned to individual stations (including Sales Agents) will disinfect their stations and all equipment at least once per hour and at each change of shift
- c) Bus Runners will disinfect all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol

- a) Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- b) Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

Guest Considerations

- a) Printed IRD menus to be removed from rooms
 - Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.

- b) Minibars to be locked, all loose product removed, and service suspended until further notice
 - Items will be available upon request from IRD

27 Catering & Banquets

Cleaning & Disinfecting Protocol

- a) All shared equipment and meeting amenities to be disinfected before and after each use, or be single use if not able to be disinfected
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

Physical Distancing Protocol

- a) All self-serve buffet style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or disinfected individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Hotel Sales & Convention Services)
- g) Groups larger than 250 guests will not be permitted pending approval from the Nevada Gaming Control Board and local health authorities¹⁹

Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- b) All flatware to be provided as a roll-up using a disposable or properly cleaned cloth napkin
- c) Refills should be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used
- d) Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- e) Create modified menus to showcase styles of service and items currently available

SALES

28 Hotel Sales & Convention Services

Cleaning & Disinfecting Protocol

- a) Disinfect conference room doors, tables, chairs light switch and other equipment after each group use
- b) Meeting Concierge and Specialty Desk will disinfect their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

¹⁹ <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731>

Physical Distancing Protocol

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Catering & Banquets)
- b) Groups larger than 250 guests will not be permitted pending approval from the Nevada Gaming Control Board and local health authorities²⁰
- c) Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- a) Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- b) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

ENTERTAINMENT

29 Le Reve Theater [Pending State and Local Health Guidance]

Cleaning & Disinfecting Protocol

- a) Theater seating and public areas to be disinfected at the conclusion of each performance
- b) All equipment to be individually assigned when possible to eliminate equipment sharing

Physical Distancing Protocol

- a) Theater seating and capacity to be managed to allow for appropriate distancing between groups of guests based on SNHD and CDC guidelines
- b) Show schedule limited to one performance per day
- c) Costume dressing and quick-change protocols are staggered and supervised by wardrobe attendants
- d) Performers complete workouts at home or offsite when possible
- e) Maximum occupancy limits and appropriate PPE usage enforced within Health Services for performers requiring physical therapy

Guest Considerations

- a) Showroom snack bars to follow Food & Beverage protocols
- b) Ushers to assist in guest movement and flow to ensure physical distancing protocols are followed

²⁰ <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731>

ENGINEERING & FACILITIES

30 Engineering & Facilities Management

Cleaning & Disinfecting Protocol²¹

- a) Potable water to be flushed in accordance with SNHD General Guidance on Flushing Potable Premise Plumbing Systems
- b) Food service outlet hot and cold-water fixtures to be flushed for five minutes

SECURITY

31 Security Operations

Employee PPE & Hygiene

- a) Officers requiring direct guest contact or conducting secondary health screenings to utilize surgical masks and eye protection
- b) Officers distributing face coverings to utilize tongs to avoid direct contact with the face covering and/or visitor

Cleaning & Disinfecting Protocol

- a) All contact surfaces to be disinfected at the completion of an incident (in addition to standard disinfection protocols)
- b) Shift managers will assign specific disinfection responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) Handcuffs, holding rooms and all related equipment and contact surfaces to be disinfected after each use
- e) Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been disinfected)
- f) SCC will track critical activities in iTrak

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers to assist, when available, with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

²¹ <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-guidance-flushing-potable-premise-plumbing-systems.pdf>

32 Screening & Case Reporting Protocol

Entry Screening

Non-invasive thermal cameras will be placed at each entry point to the resort. Any person displaying a temperature above 100.4°F or displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19 or will be discreetly offered a secondary screening.

Employees participating in a secondary screening are to follow proper hand hygiene and apply appropriate PPE, including a surgical mask and eye protection, before engaging with the visitor.

Secondary Screening

The visitor displaying an elevated temperature or other known symptom of COVID-19 will be escorted to a designated, private and isolated area and provided with PPE.

A Security Officer will utilize a temporal thermometer to record a second temperature reading (allowing at least five minutes between the first and second temperature readings) and ask the guest to complete a Health Declaration.

If the visitor refuses the Secondary Screening, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature or COVID-19 Symptoms

If the Secondary Screening confirms that the visitor has a temperature above 100.4°F and/or is displaying or complaining of the known symptoms of COVID-19 the visitor will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

**See additional procedures below for current hotel guests

A Security Supervisor will collect basic visitor information including the Health Declaration, names of room shares and close contact guests in their traveling group and the visitor's travel history.

If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

SNHD Reporting

The Preliminary Investigator handling the case will immediately notify the Southern Nevada Health District (SNHD) at (702) 759-1300 Option 2 and advise the operator that there is a possible case of COVID-19.

Inform the SNHD if the visitor is requesting medical care or refusing to cooperate and leaving the property and of other symptoms and travel history.

If a current hotel guest is deemed to have an elevated temperature or other known symptoms, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

If a guest requests to return to their room:

- A Security Supervisor will be called to escort the guest for the remainder of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
- The SCC will notify PAD and the elevator will be returned to service only after properly disinfected by PAD.
- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly disinfected.

In-House
Hotel Guests

(skip to
Transportation
for employees
and non-
resident
guests)

If the guest does not return to their room:

- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly disinfected.
- The guest's belongings will remain in the room until security can arrange for the safe removal and secure storage of the belongings in sealed bags or suitcases. The exterior of each bag and suitcase will be disinfected before it is transported.
- Guest belongings will remain in secure on property storage until the guest or SNHD can retrieve the belongings.
- Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis

Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature or known symptoms is sharing the room or has had close contact with other visitors:

- 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.
 - Follow SNHD guidance on required isolation or quarantine procedures for close contacts as appropriate.
-

- If a room is being used for self-isolation the SCC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.
-

Transportation

If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the SNHD and local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

Internal Reporting

The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.

The report will be submitted to the head of Crisis Management. The head of Crisis Management will be responsible for distributing information to other operating departments only on a need to know basis and in accordance to relevant SNHD and State of Nevada emergency directives.

The incident report should include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.4°F, if other known symptoms of COVID-19 were present or complained about, known visitor traveler information and if the visitor was transported for medical care.

The incident report will be updated as new information is available and when/if the visitor returns to property.