



Resilient Louisiana Program Update COVID-19 Health & Safety Protocols

To ensure its COVID-19 health and safety protocols are current and in keeping with the Governor's latest proclamation, 66-JBE-2021, the Office of Charitable Gaming (OCG) is issuing updates to its Resilient Louisiana Program. The updates are effective immediately for all locations licensed ("Licensed Location") for charitable gaming activities and are as follows.

- Licensees shall practice and enforce CDC social distancing guidelines in all areas of the Licensed Location including, as appropriate, the designated gaming area, lobbies, waiting areas, ATMs, and all employee use areas.
- Compliance with CDC social distancing guidelines shall be achieved through signage, marked areas on the floors, employee interaction with customers and any other reasonable measures which assure compliance.
- In addition to other measures promoting social distancing guidelines, operators may prohibit play at adjacent electronic video bingo devices by making the devices inaccessible for customer use or by removing chairs and stools.
- The installation of clear Plexiglass shields do not meet social distancing guidelines unless the shields are floor to ceiling.
- Chairs and stools may be reduced at bingo tables as necessary to accomplish social distancing guidelines.
- Cleaning protocols, which include wiping down all gaming devices after each patron's use, should remain a priority.
- Face mask requirements for all customers, employees and volunteers shall remain in place.

Contact the OCG via email at ocg@la.gov, or phone at 225-925-1835 or 1-800-562-9235 with questions regarding this OCG information bulletin.

Kimberly Lewis Robinson
Secretary, Louisiana Department of Revenue

The Office of Charitable Gaming (OCG) has issued this information bulletin in compliance with La. R.S. 4:705(9) to familiarize the public and its external customers with provisions of the Charitable Gaming laws. This bulletin contains informal information but does not have the force and effect of law.