

State of Louisiana
Department of Revenue

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Office of Charitable Gaming
Information Bulletin

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Update to the Resilient Louisiana Program
COVID-19 Health & Safety Protocols for Licensed Charitable Gaming Locations

Based upon new information being shared regarding COVID-19, the Office of Charitable Gaming (OCG) has updated its Resilient Louisiana Program (“Resilient Louisiana”) that outlines its COVID-19 health and safety protocols for locations licensed for charitable gaming activities (“Licensed Location”). Effective immediately, every organization licensed to conduct charitable gaming activities (“Licensee”) shall perform and/or implement the following protocols at its Licensed Location:

- Limit the use of gaming devices (during a gaming session) to fifty percent (50%) of the Licensed Location’s available gaming devices.
 - For example, if a bingo hall has 35 electronic video bingo (“EVB”) machines, only 17 EVB machines can be allowed for play during a gaming session.
- Close for a minimum period of time after each gaming session to conduct or perform deep cleaning services to all areas in the Licensed Location, including but not limited to, tables, chairs, Plexiglas barriers, handheld devices, gaming machines and devices, and restrooms.
 - EVB Licensed Locations shall close for 30 minutes; and,
 - Other Licensed Locations shall close for one (1) hour.
- Wipe down all gaming devices after each patron’s use.

In addition to the protocols above, a Licensee should also be familiar with the existing COVID-19 health and safety protocols for the topics listed below and on the next pages of this bulletin. In short, a Licensee shall follow these protocols and attest to its compliance prior to opening or re-opening.

Building Capacity

- Comply with the maximum occupancy number required by the State Fire Marshal’s Office.
 - Currently, building capacity is limited to fifty-percent (50%) of the normal/total building capacity.
 - The building capacity limitation includes members of the public, workers, volunteers, distributors, employees, etc.
 - A security guard or a designated employee is required to keep an accurate count of people entering and exiting the building to ensure the required capacity is not exceeded and to restrict the flow accordingly.
 - The Licensee shall provide the OCG with its Licensed Location’s maximum occupancy number.

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.

- Space all utilized gaming devices at least six (6) feet apart with no two (2) adjoining gaming devices in use at the same time.
- As a result of the building capacity guidelines, a Licensee may:
 - Limit the number of live bingo games and bingo payouts based on the limited crowd size with the prior written approval of the OCG.
 - However, such limitation shall be no greater than the 50% limitation on gaming positions set forth in Proclamation Number 58 JBE 2020.

Sanitization & Cleaning Protocols

- Clean all highly touched areas constantly.
- Wipe down gaming devices after each customer's use.
- Disinfectant all surfaces with a CDC approved disinfectant.
- Provide hand sanitizer at each entrance and throughout the Licensed Location.
- Post signage provided by the Centers for Disease Control ("CDC") or a health authority to educate customers and employees/volunteers on all sanitization & cleaning, social distancing, and face mask, temperature & screening procedures.

Social Distancing

- Require security services or a designated employee to enforce guidelines for guest social distancing throughout the Licensed Location, including areas encompassing ATM's, cashier(s), hand-held devices, EVB machines, entrances, etc.
- Mark the floor at transaction areas for six-foot spacing.
- Reconfigure the seating for live bingo sessions so all players are seated at least six feet apart.
- Reconfigure gaming devices at the Licensed Location for social distancing.
- Submit in writing to the OCG a plan that details how the Licensee intends to implement social distancing within its Licensed Locations.
 - Submit the plan to the OCG by using email address: OCG@la.gov and refrain from conducting any gaming sessions until an approval is received from the OCG.
 - Use the contact information at the end of this bulletin to obtain more information about the plan requirements and the attestation of compliance required for opening/re-opening.
- Social Distancing plans must account for the following parameters below:
 - Clear/translucent ("Plexiglas") barriers between the gaming devices will not eliminate the requirement that no two adjoining gaming devices should be in use at the same time and/or that all gaming devices shall be at least six feet apart.
 - Plexiglas barriers may be considered for a later phase of Resilient Louisiana.
 - All gaming devices that are non-compliant of the six-foot spacing or adjoining use requirement in in the "Out of Service" mode.

Face Mask, Temperature & Screening Procedures for Customers & Employees/Volunteers

- Recommend face mask use/wear for all customers entering a Licensed Location and have face masks available for use/wear for any customer that does not have one.
- Ask customers to briefly remove his/her face mask for identification purposes only, if identification checks are required at the Licensed Location.

- Require face masks for all employees/volunteers if they interact with customers and make face masks available for all other employees/volunteers as needed.
- Check the temperature of customer's (upon entry) and employee/volunteer's (at the start of their shift).
 - Anyone with a temperature of 100.4 degrees or more when checked twice (2X) in a ten-minute period will not be admitted.
- Require all customers (upon entry) and employees/volunteers (at the start of their shift) to answer the recommended CDC COVID-19 questionnaire for individuals.
 - Customers and employees/volunteers shall complete the questionnaire by reading it and responding.
 - The CDC recommended questionnaire is as follows:
 - ❖ Have you recently had or do you currently have an unusual cough?
 - ❖ Do you have any shortness of breath or a sore throat?
 - ❖ Do you have at least two of these symptoms:
 - Fever;
 - Chills;
 - Repeated shaking with chills;
 - Muscle pain;
 - Headache;
 - Sore throat;
 - New loss of taste or;
 - New loss of smell
 - ❖ Do you have a household member or have you had close contact with a person that is confirmed to have COVID-19 by a health care provider or laboratory confirmed test?
 - If the customer or employee/volunteer answers "no" to any of the above questions, he/she should be cleared to enter the Licensed Location.
 - However, if the customer or employee/volunteer answers "yes" to any of the above questions, he/she should not be cleared to enter the Licensed Location and should be advised to contact a physician to inform them of the symptoms.

Employee/Volunteer Training

- Provide reorientation and training for each employee/volunteer returning to the Licensed Location to help mitigate risks to co-employees and customers.
- The reorientation and training shall instruct each employee/volunteer on all the health and safety precautions suggested by the CDC and how-to socially distance himself/herself while in the Licensed Location.

As shared on page one (1) of this bulletin, prior to opening or re-opening Licensees are required to submit a form attesting that all these protocols have been met. Resilient Louisiana Attestation Forms for COVID-19 Health & Safety Protocols can be found on OCG's website at: <http://www.ocg.louisiana.gov/>. 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

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