

# Communities, Culture and Heritage

## *Reopening Guide for Bingo Operations*

In the bingo industry, the health and safety of everyone we serve is our number one priority.

As the bingo industry moves to the recovery and reopening phase, this guide is designed to provide you with a summary of recommended practices that can be implemented in your business, including:

- Cleaning and Sanitation
- Health and Personal Hygiene
- Physical/Social Distancing
- Food Safety
- Contact

The province of Nova Scotia requires individual businesses to develop an operating plan prior to reopening. This document is provided to support your operation during the initial phase of reopening. Over time these best practices may be adapted or expanded as measures continue to be eased, based upon guidance from federal and provincial governments, as well as public health authorities. Ensure that your operation is compliant with your provincial government and health authority reopening measures.

For the latest COVID-19 information and resources, visit the Government of Nova Scotia website. For the latest COVID-19 information and resources for the foodservice industry, visit [restaurantscanada.org/COVID19](https://restaurantscanada.org/COVID19).

# Cleaning and Sanitation

Both your staff and guests must know that your hall is practicing accurate safety, sanitation, and health procedures to ensure their welfare. Now is the time to enhance your cleaning procedures and protocols with a special attention to key touch points and objects.

## Disinfecting Procedures

- Thoroughly clean the entire hall upon reopening. Clean and sanitize food contact surfaces. Clean and disinfect all other surfaces.
- Update cleaning schedules and logs to reflect increased disinfecting for high touch areas including door handles, tables, chairs, and restrooms.
- Clean and disinfect shared equipment such as credit card machines, point of sale stations, after every use.
- Clean tables and chairs between every seating.
- Make hand sanitizer available for staff and guests.
- Have deep cleaning response plan in place, in the event an employee(s) tests positive for COVID-19.

## Health and Personal Hygiene

High risk infection areas need to be cleaned and disinfected on a regular basis to protect against pathogen spread. These key touch points include areas where traffic is high, bodily spills may be frequent or where there is a generally low level of hygiene.

- Clean all areas frequently, as to your standard cleaning procedures.
- Maintain excellent hand hygiene. Washing your hands frequently with soap and water is the best way to reduce spread of germs.
- Use a disinfectant with a virucidal/bactericidal claim to disinfect frequently touched surfaces.

Ensure your staff and customers know that your top priority is their health and safety. Customers will be sensitive to hygiene, now more than ever. Surfaces, uniforms, and anything else that customers can see should be tidy and clean.

## Customers

- Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19.
- Customers are required to wash their hands or use hand sanitizer upon entrance and prior to playing bingo.

## Staff

- Staffs are required to wash their hands or use hand sanitizer upon entrance in the hall.
- Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks.
- Do not allow staff on-site if they are sick or might be sick; they should return home or stay home.
- Establish a clear policy based on Nova Scotia guidelines for what is expected of workers if they get sick, have symptoms, or if an exposure is reported in accordance with provincial labour legislation.
- Provide separate lockers or sealed bins/bags for employees to store their personal items. Do not allow staff to leave any items overnight.
- Limit the number of employees allowed simultaneously in break rooms to allow for physical distancing.
- Practice physical distancing by keeping more than two metres (six feet) apart from coworkers and customers as much as possible.
- There should be workplace policies and messaging to inform workers and customers to stay home if they are feeling unwell. If feeling unwell, please visit the COVID-19 assessment tool online.

- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each transaction if contact was made, and at the end of their shift. At a minimum staff should wash their hands a minimum of every 30 minutes.
- Avoid touching their face.
- Where handwashing after each transaction is not possible, establish clear procedures to have separate staff handles cash transactions than those serving customers.

## Personal Protective Equipment (PPE)

Use of PPE should be aligned with guidance from Nova Scotia Public Health Authorities.

### Masks

- Physically distancing of two metres (six feet) is always the first choice for protection from their staff or customers. For staff that cannot always physically distance two metres, the use of non-medical masks or face coverings is required by Public Health Authorities.
- Employees should be reminded not to touch their faces.

### Gloves

- Proper hand hygiene is recommended. If gloves are required, avoid cross-contamination, and do not touch your face, eyes, nose or mouth. Staff may want to consider wearing gloves when asked by customers.
- Disposable gloves must be changed as frequently as applicable to avoid cross-contamination, such as when:
  - Changing tasks such as handling cash.
  - When changing waste / recycling receptacles.
  - Gloves are soiled, torn or damaged.

- Wash hands thoroughly before wearing the first pair of gloves, when changing gloves wash hands before wearing the next pair.

## **Physical/social distancing (staff and customers)**

While in your hall, customers will need to adhere to the changing guidelines on physical distancing. It is important to make the best use of your exterior and interior spaces to provide the best and safest experience for customers.

### **Customer areas**

- Post Nova Scotia approved signage promoting physical distancing upon entry.
- Ensure directives in the Public Health Order under the Health Protection Act are followed for total number of people and size of parties. Physical distancing of two metres (six feet) is still required between parties.
- Mark direction of travel, to designate entrances and exits, pick up areas, and washrooms.
- Demarcate floor with markers for any areas where a line up may occur (restrooms, pick up areas, etc.) and/or provide directional signage to indicate flow through the restaurant as well as outside.
- Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use.
- Washroom capacity may need to be adjusted to allow for physical distancing. You may consider limiting washrooms to one guest at a time.
- Customers must remain seated before and during the bingo, i.e. no wandering or socializing will be tolerated.

## Staff areas

- Train staff on physical distancing and how to best serve the client with the least amount of contact.
- Employees are required to wear a face covering when physical distancing of 2 metres cannot be maintained.
- Staff should be trained to understand and practice all updated health and safety procedures.
- Your staff are the face of your brand, ensure you make all customer service, cleaning and sanitizing practices highly visible to your customer.

## Bingo Equipment

- Bingo Daubers should not be shared.
- Reusable bingo cards should not be used.
- Electronic assist devices must be sanitized prior to use.
- Touchless/electronic point of sale should be used where possible for buy-ins and pay-outs.

## Food

For bingo halls where food is served, please refer to the Restaurant COVID-19 Rapid Recovery Guide for Nova Scotia: [http://rans.ca/files/shares/Reopening%20Guide\\_RANS\\_compressed.pdf](http://rans.ca/files/shares/Reopening%20Guide_RANS_compressed.pdf)



## Waste Management

All wastepaper bins/garbage receptacles must contain garbage bags. It is strongly recommended that the waste bins/receptacles used have a lid and foot pedal. At the end of the working day, all bins must be emptied and placed outside in a proper garbage receptacle. Staff must thoroughly wash their hands after completing this task.

## Contact

As businesses prepare to reopen as part of Nova Scotia's relaunch strategy, resources are available to help keep you, your staff, and your customers safe. All businesses and organizations operating during the COVID-19 pandemic are required to have an operational plan.

### Provincial Reopening Resources

- Nova Scotia Food Retail and Food Services Code
- Food Hygiene (Handling) Courses

### Other Provincial Resources

- Working during COVID-19
- COVID-19: occupational health and safety

For additional references, please refer to the following links:

<https://novascotia.ca/reopening-nova-scotia/prevention-plans/#sector-plans>

<https://novascotia.ca/coronavirus/docs/COVID-19-prevention-plan-checklist.pdf>

<https://novascotia.ca/coronavirus/img/social-distance.jpg>

<https://novascotia.ca/coronavirus/docs/COVID-19-prevention-plan-checklist.pdf>

To be successful during the economic relaunch, businesses should continue acting responsibly by following public health and physical distancing measures and using good hygiene and disinfecting practices.

The situation with COVID-19 is rapidly evolving. Find accurate, up-to-date information, including when to seek help at: <https://novascotia.ca/coronavirus>

Contact your local Public Health Officer for more information. The Public Health Agency of Canada has established a new Coronavirus Information line at 1-833-784-4397.