



Q&A: Alberta's Relaunch Strategy

Information on gaming operations in Alberta

When will casinos, racing entertainment centres and bingo halls reopen?

On June 12, 2020, gaming facilities (casinos, racing entertainment centres and bingo halls) may reopen in Alberta, and VLT operations will commence throughout Alberta.

Will patrons be able to play slots, electronic table games, VLTs and bingo?

Yes. AGLC will work with casinos, VLT venues and bingo halls to ensure casino slots, **electronic** table games, VLTs and electronic bingo devices meet proper physical distancing and sanitizing requirements.

Will patrons be able to play traditional table games?

AGLC is working with the Chief Medical Officer of Health to determine when table games will reopen.

Will charities be required to attend casino events the same day gaming venues reopen?

Charities will not be expected to attend as soon as gaming venues reopen. Once traditional table games resume, so will charitable casino events.

Temporary changes have been approved to reduce the total number of volunteers required for an event; some positions will be combined. AGLC will be confirming charity attendance in advance of their scheduled dates to ensure they are able to attend their allotted event.

For the most up-to-date information, please continue to visit [AGLC.ca/COVID-19](https://www.aglc.ca/COVID-19).

Who is required to wear personal protective equipment (PPE) in gaming venues?

Patrons will be encouraged to wear non-medical masks on the gaming floor and in other areas of the casino. Staff and volunteers who cannot be protected by two metres of distance or a physical barrier should wear a cloth or surgical mask.

How will gaming venues handle patrons wearing masks?

When a patron wears a facemask within a casino or racing entertainment centre, staff will arrange for camera footage/surveillance to comply with security and self-exclusion requirements. This also applies to VLT locations with more than 15 VLTs for security reasons.

Are there specific hours of operation gaming venue should follow?

Gaming venues have the flexibility to decide if they will re-establish their full operating hours or reduce their hours. Check the venue's website for their hours of operation.

Are there any restrictions that restaurants and bars need to follow?

Restaurants and bars (including those inside gaming facilities) were able to reopen as part of stage one of Alberta's relaunch strategy. They will continue to ensure physical distancing rules are followed, provide table service only and not allow seating at the bar. More information on workplace health and safety guidelines see Guidance for restaurants, cafes, pubs and bars at [Alberta.ca/BizConnect](https://www.alberta.ca/BizConnect).

It is up to each gaming operator's discretion to determine the level of food service on the gaming floor. Modified food and beverage services may be offered to assist in managing physical distancing requirements, as directed by the Chief Medical Officer of Health.

What conditions will gaming venues need to meet as part of reopening?

Gaming operators are expected to follow the gaming policies, as well as the direction of the Chief Medical Officer of Health. This includes maintaining enhanced cleaning and health protocols, such as frequent cleaning of premises, providing sanitizer stations and ensuring physical distancing between patrons.

AGLC continues to work with all gaming venues and encourages all owners/operators to plan how they will incorporate the [Chief Medical Officer of Health's direction](#) into their operations. AGLC reminds all gaming operators of their responsibility to adhere to provincial health orders.

For more information on enhanced health and safety protocols, please visit:

www.alberta.ca/guidance-for-workplaces.aspx.

Guidance documents for casino and RECs, VLT retailers and bingo halls are available at

alberta.ca/BizConnect.

Who will enforce these rules?

Local public health officials will do so under public emergency declaration. AGLC inspectors will also be checking for compliance.

How do I make a complaint about a gaming venue that is not adhering to provincial health directives?

While this announcement is encouraging news for many Albertans and businesses, AGLC reminds licensees of their responsibility to adhere to the orders.

Complaints can be submitted by email at Inspections.Mailbox@aglc.ca. Please be sure to include the premises operating name and address, including town, along with the details of your complaint.