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June 9, 2020

Attention Casino Facility Operators, Advisors, and Licensed Charities

**RE: Resuming Casino Events – COVID-19 Framework**

In response to the COVID-19 pandemic, and to ensure Casino Facility Licensees (CFL) can best protect their staff, volunteers, and patrons, the following measures are being permitted by AGLC and may be implemented by the CFL.

**Face Masks**

The use of face masks or facial coverings is permitted by casino staff, charity volunteers and patrons under the following guidelines:

- The CFL is to ensure that all staff who wear face masks in the performance of their duties have been properly identified prior to the start of their shift.
- Should a patron attend a casino facility wearing a face mask, Security staff are to immediately arrange for Surveillance to obtain full facial coverage of the patron, with and without the mask, as well as full body coverage of the patron; this may be accomplished with existing or enhanced camera coverage. The facility is responsible to determine if the patron is of legal age and all other usual due diligence assessments such as not permitting entrance of self-excluded and intoxicated patrons.
- Should operators provide face masks to patrons at any time while inside the facility, a Supervisor or Security is to arrange for Surveillance to obtain full facial coverage of the patron, with and without the mask, as well as full body coverage of the patron.
- Patrons wearing face masks will be required to remove their mask for confirmation of identification when required to provide ID for AML/FINTRAC transactional reporting and/or confirming the patrons identity at tables (when available) and all cash/slot cages, as well as when checking for patrons enrolled in the self-exclusion program.

If you have any questions regarding these provisions or procedural requirements, please contact Senior Manager, Inspections Gaming, Nadja Lacroix at 780-447-8847 or [nadja.lacroix@aglc.ca](mailto:nadja.lacroix@aglc.ca) or Gaming Operational & Compliance Specialist, Todd Stearns at 780-447-8749 or [todd.stearns@aglc.ca](mailto:todd.stearns@aglc.ca).

Best wishes to everyone for a successful gaming re-launch,



Dave Berry  
Vice President, Regulatory Services

**Attachment: Reduced/Combined Volunteer Operational Requirements**

copy: Robert Pape, Director, Compliance Branch  
Gary Beam, Director, Investigations Branch  
Nadja Lacroix, Senior Manager, Inspections Gaming