

May 6, 2020

To All Alberta Gaming Operators

RE: Alberta's Re-launch Strategy

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I am writing to provide an update to Alberta's gaming operators related to next steps Alberta Gaming, Liquor and Cannabis (AGLC) is taking and your businesses will need to take related to COVID-19. We look forward to continuing to work closely together regarding your and our plans for gaming in Alberta in context of Alberta's re-launch strategy.

As you are likely aware on April 30, 2020, the Premier and Alberta's Chief Medical Officer of Health (CMOH) provided a provincial update on the status of the province's response to COVID-19.

At this time, we have no specific set date for reopening gaming facilities in the province, but we know that this will be data-driven and based on facts as indicated in [Alberta's re-launch strategy](#). AGLC is working closely with government officials to ensure that we are ready for when that time comes.

AGLC staff already have been communicating directly with gaming facility operators and retailers regarding eventual reopening. The conversations to date have centred more specifically on gaming operational plans and structure, and we thank you for your feedback to date.

We are now communicating the next stage of our support for the Alberta gaming reopening: the requirement for all gaming facility operators and retailers to develop an operational plan prior to opening to be submitted to AGLC. When a draft of your operational plan has been prepared, please send to Senior Director of Gaming Steve Lautischer at [steve.lautischer@aglc.ca](mailto:steve.lautischer@aglc.ca). AGLC will not be "approving" the plans per se, but will review to ensure alignment with AGLC Handbooks, Terms & Conditions and Operating Guidelines and to ensure that our ongoing planning is aligned with your organization's strategy.

While AGLC will certainly support your organizations during the process as it relates to restarting our electronic equipment for example, the facilities and operators are each responsible for demonstrating compliance with direction from Alberta's CMOH.

A successful operational plan for gaming operators (casinos, racing entertainment centres, and bingo halls) will contain the following components:

- Listing of mitigating measures to comply with Public Health Orders and all workplace guidance from Alberta's CMOH (for example, physical distancing, screening, hygiene and/or all other requirements)
- Plans for how the facility will organize charity volunteers, patrons, gaming facility and AGLC staff and keep them safe
- Identification of any AGLC policy handbook concerns or restrictions that would need to be considered to make your operational plan successful. If there are regulatory adjustments you recommend AGLC make to support meeting public health objectives, how will your organization mitigate or provide an alternate strategy to meet the regulatory need? (For example, if your plan requires personal protective equipment (PPE) that may hinder meeting existing identification requirements, what alternate plan will you put in place to ensure that requirement is met?)

- Casino operators must also demonstrate how you wish to manage both your slot/video lottery terminal (VLT) products and your table offering (if applicable) on Day 1, in compliance to the directions from Alberta's CMOH

A successful operational plan for VLT retailers will contain the following:

- Description of how retailers will ensure compliance with Public Health Orders and all workplace guidance from Alberta's CMOH, specific to VLTs at their property including mitigating measures (for example, physical distancing, screening, hygiene and/or all other requirements)
- Identification of any AGLC policy handbook concerns or restrictions that would need to be considered to make your operational plan successful

Some operators have contacted AGLC with specific questions about possible mitigation measures, including with questions about PPE requirements/purchases. Like all private businesses in Alberta, gaming facility operators will be responsible to make their own operational decisions on PPE purchases. AGLC is not in a position to provide advice about what may or may not be required, but compliance with [CMOH direction](#) is necessary.

The above list of components is not exhaustive. If your organization has already shared some details of your reopening strategy with AGLC (and thank you again for doing so), we look forward to receiving a specific plan from all, based on your latest and updated information at this time. The Government of Alberta's [Guidance for workplaces web page](#) provides additional resources to assist your organization in developing your operational plan.

Work also continues at AGLC to prepare so we are ready once the CMOH and the Government of Alberta state it is safe to resume these operations. As part of this work, we are examining different options around which operating conditions may need to be modified or staggered when gaming facilities reopen. A reopening plan, based on our conversations with many of you will be shared with gaming operators and retailers in the next few weeks and is intended to complement the work you will undertake to meet the requirements of the CMOH as per the operational plan submissions requested above.

As partners in Alberta's gaming sector, AGLC will continue to share information we have about available programs. Below are hyperlinks to provincial and federal supports for employers including the co-lending program from the Business Development Bank of Canada, for which we understand the gaming industry is now eligible:

[Provincial supports for businesses](#)

[Federal supports for businesses](#)

AGLC will continue to communicate updates as they become available, and our Gaming and Regulatory teams will be available to answer your questions as we learn more. Please check [aglc.ca](#) for these updates. For the most up-to-date information on recommendations for restrictions applicable to businesses and mass gatherings, please also visit [alberta.ca/COVID-19](#).

Yours truly,



Alain Maisonneuve  
President & Chief Executive Officer