

Q&A: Alberta's Relaunch Strategy

Information for VLT retailers



When will retailers be able to enable VLTs?

On June 12, 2020, VLT operations can resume throughout Alberta. Retailers may enable their VLTs once their operating plans meet the Chief Medical Officer of Health's directives.

Will VLT retailers determine themselves if they are open for business for stage two?

Restaurants and bars were able to reopen to 50 per cent capacity as part of stage one. VLT retailers can determine if they want to enable their VLTs in stage two. Retailers are to submit an operational plan to AGLC detailing how they plan to meet the Chief Medical Officer of Health's guidelines. AGLC's key account coordinators will work with retailers to arrange for the VLTs to be enabled.

Operational plans can be submitted to Senior Director of Gaming, Steve Lautischer at steve.lautischer@aglc.ca.

AGLC key account coordinators:

Daniel.Chernenkoff@aglc.ca

Tim.Lake@aglc.ca

Ory.Stewart@aglc.ca

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What do VLT retailers need to do before reopening?

Retailers are required to:

- Adhere to public health guidelines outlined by Alberta's Chief Medical Officer of Health (CMOH), including:
 - implementing practices to minimize the risk of transmission of infection among attendees;
 - providing procedures for rapid response if an attendee develops symptoms of illness;
 - ensuring that attendees maintain high levels of sanitation and personal hygiene; and
 - complying, to the extent possible, with the [Workplace Guidance for Business Owners](#), the guidance document for VLT retailers, and any other applicable Alberta Health guidance found at: alberta.ca/biz-connect.
- Align with additional guidance from AGLC as outlined in this Q&A document.

Will patrons be able to play VLTs?

Yes. To ensure proper physical distancing, AGLC will work with each VLT retailer to only make VLTs available every two metres (six feet) or separate them by a clear physical barrier supplied by the retailer. Working within each floor configuration, the team will aim to strategically make the most popular VLTs available where possible.

For the safety of patrons and staff, the remaining units will remain disabled. VLT retailers are asked to remove all chairs at unavailable devices to meet physical distance requirements, unless separated by a clear physical barrier.

Can retailers install barriers between VLTs and have them all enabled?

Retailers can install dividers between VLTs, but they cannot be connected to or impact the integrity of the VLTs themselves or the bases/spacers and cannot obstruct the view of the front of the VLTs by the staff or cameras. The costs of these installations will be the responsibility of the VLT retailer.

For locations with 15 or more VLTs, please contact AGLC's Investigations Branch at Investigators.Mailbox@aglc.ca to confirm any planned barrier installations will not interfere with camera coverage.

Can retailers move VLTs to meet physical distance requirements?

AGLC is required to move any equipment, such as VLTs. AGLC will do its best to accommodate retailer requests to move VLTs two metres (six feet) apart. AGLC's timing is based on resource availability. Retailers can contact their respective key account coordinator for more information.

Who is required to wear personal protective equipment (PPE) in VLT locations?

Patrons should be encouraged to wear non-medical masks in the VLT area and in other areas of the restaurant or bar. Staff who cannot be protected by two metres of distance or physical barrier should wear a cloth or surgical mask.

Will AGLC cover the cost of PPE?

Like all private businesses in Alberta, VLT retailers will be responsible to make their own operational decisions on PPE purchases and will be responsible for the associated costs. AGLC is not in a position to provide advice about what may or may not be required, but compliance with the [Chief Medical Officer of Health's direction](#) is necessary.

Are there specific hours of operation VLT retailers need to follow?

Operators have the flexibility to decide if they will re-establish their full operating hours (Monday to Sunday, between 10 a.m. and 3 a.m.) or the venue hours. As demand and capacity are realized, AGLC can accommodate changes from VLT retailers to adjust their operating hours.

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

Restaurants and bars were able to reopen as part of stage one and will continue to follow the [Chief Medical Officer of Health's direction](#). For more information on workplace health and safety guidelines see Guidance for [restaurants, cafes, pubs and bars](#) at Alberta.ca/BizConnect.

What conditions will VLT retailers need to meet as part of stage two?

VLT retailers 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, ensuring physical distancing rules are followed, provide table service only and no seating at the bar. More information on workplace health and safety guidelines can be found at Alberta.ca/BizConnect.

AGLC continues to work with all gaming venues and encourages all VLT retailers to plan how they will incorporate the [Chief Medical Officer of Health's direction](#) into their operations. AGLC reminds all VLT retailers of their responsibility to adhere to provincial health orders. Venues that contravene the direction of the Chief Medical Officer of Health risk immediate suspension of their licence.

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

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

A guidance document for VLTs is 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 of the public health order.

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

While this announcement is encouraging news for many Albertans and businesses, AGLC reminds VLT retailers 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.

For any questions, please contact Hotline at 1.800.561.4415 or HotlineRequests@aglc.ca.