



# SURVEILLANCE'S ROLE DURING AND AFTER THE PANDEMIC

International Association of  
Certified Surveillance Professionals

# SURVEILLANCE'S ROLE: COVID-19

- How do we identify infected individuals and what do we do about them?
  - Temperature
  - Coughing, sneezing
  - Demask
  - Declaration of Health
- Can we detect them at our entry points, including employee entrances?
  - One way in/out
  - Security/EMT triage?
  - Security Incident Response Team

# SURVEILLANCE'S ROLE COVID-19

- a) What is the purpose of your visit today?
- b) Have you traveled to an area with widespread or sustained community transmission of COVID-19 (within the last 14 days)?
- c) Have you been in contact with a person that has a confirmed positive test for COVID-19?
- d) Have you had or currently have a fever ( $> 100.4^{\circ}\text{F}$  or greater within the last 48-72 hours)?
- e) Do you have a new or worsening cough AND/OR shortness of breath?
- f) Do you have any flu-like symptoms (such as nasal congestion, sore throat or headache)?

# SURVEILLANCE'S ROLE: COVID-19

- Once in the property, what are the protocols for playing slot machines?
  - Social Distancing
  - Player Spacing: How far?
- Spas/Massage/Fitness Centers
- Playing at a gaming table?
  - How many players to a game?
- Eating in a restaurant/buffet?
  - Diner spacing
  - Pre-packaged food?
  - No buffet?
  - To go food?



# SURVEILLANCE'S ROLE: COVID-19

- What about our theaters, convention areas, etc.?
  - For now, we can't put that many people together.
  - Must enforce social distancing
- Can or should we allow people to use these facilities?
  - Probably not for several months.
  - When we do what will that look like?
  - Do you have surveillance cameras in these locations?

# SURVEILLANCE'S ROLE: COVID-19

- How do we clean our equipment? How often?
  - Cards, dice, slot machines, kiosks, etc?
  - Dining areas?
  - Back of House?



# SURVEILLANCE'S ROLE: COVID-19

- Will we allow guests and employees to wear masks?
  - We will have to!
- How does doing so affect the security of the property?
  - People, including employees, will have their faces hidden preventing their identification.
- How can we ensure we identify people wearing masks?
  - Remove at security checkpoints?
  - Use of facial recognition.

# SURVEILLANCE'S ROLE: COVID-19

- Valet: Will it be safe to for our employees to get in someone's vehicle? Is it safe for the guest?
- Receiving Docks: What are your delivery protocols?
- Do you shuttle your employees from their parking area?
  - How will that be done?
    - Less people, more frequent runs
    - Cleaning?





# SURVEILLANCE'S ROLE: COVID-19

- Where will your employees take a break?
- How many can be in the room?
  - Less than ten?
  - More break areas?
  - Partitions?

**BREAK AREA**



# SURVEILLANCE'S ROLE: COVID-19

- What type of personal protective equipment will employees need to perform their daily duties?
  - Masks
  - Gloves
  - What about security
  - Retail sales – Plexiglass at POS?
- Do they need it?
  - May not, but some will want it for their protection

# SURVEILLANCE'S ROLE: COVID-19

- What about the use of elevators?
- How do we now clean hotel rooms after use?
- How many people can be in room?



# SURVEILLANCE'S ROLE: COVID-19

- How do we require and enforce social distancing?
  - Our role will change to detection of symptoms, guest/employee failure to follow required protocols, ensuring proper distancing, etc.
  - We may have to add monitoring of cleaning operations to ensure they are performed.
  - Support of Security



# SURVEILLANCE'S ROLE: COVID-19

- Social Distancing Through Environmental Design (SDTED) Matthew Dimmick, CPP, PSP
  - Prompt identification and isolation of sick people
    - Facial Recognition
  - Where should they be taken
  - Reducing contact points
  - Opening non-essential doors
  - Target Hardening
    - Infection Control Plan
  - Protecting your employees and guests
    - Terrorism
    - Criminal activity

# SURVEILLANCE'S ROLE: COVID-19

- Legal and Liability Considerations:
  - Misidentified positive
  - Removal/Ejection
  - Barring of Patron
  - Hands-on
  - Infection of Employee or Guest Claim
    - Infection of family members due to visit
  - Failure to follow standard guidelines and practices
    - Cleaning
    - PPE
  - Insurance Coverage for Covid-19 issues?

# SURVEILLANCE'S ROLE: COVID 19

- Surveillance Room Changes/Needs
  - Masks?
  - Gloves?
  - Routine cleaning/wipe down at end of shift
  - What is emergency staffing plan?
  - Cross train with security (or TGA) to man surveillance, if needed



# SURVEILLANCE'S ROLE: COVID-19

- What is your plan to communicate these new and arising protocols?
- Employee Training
- Employees? Guests? (perception of cleanliness and established safety protocols)
  - Personal health and safety
  - Cleaning of self and property
  - What to do in an incident of potential contagion
  - Responding to accidental and purposeful incidents



# SURVEILLANCE'S ROLE: COVID-19

- Consider what would happen if a single person tested positive for Covid-19 and your team was quarantined?
  - How would you operate?
    - Back up staffing plans for required departments such as security/surveillance
- How could the casino operate?
  - Should identify other key departments and employees who are critical to operating:
    - PBX
    - Cage
    - F/B

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- <https://www.osha.gov/Publications/OSHA3990.pdf>

