

# GRAND PORTAGE



LODGE ♦ CASINO

To our guests, employees and community,

Management was notified on August 8, 2020 of a lab-confirmed positive COVID-19 case of an Enterprise employee—a resident of the Grand Portage Reservation. The patient remains in quarantine, has complied with mandatory contact tracing and has been interviewed by health officials.

Per Jennifer Sorenson, Grand Portage Clinic Director, “In accordance with Public Health Emergency Plan protocols, Grand Portage Lodge & Casino took all the appropriate and immediate steps to mitigate exposure within the department, building and community.”

Employees of the affected department and others who may have come in close contact, as defined by the CDC guidelines, were notified of the exposure. Those with close contact (identified via contact tracing) were contacted by management and given instructions to follow according to the Minnesota Department of Health guidelines, including contacting their health care provider, getting tested and following health care professional directions.

Grand Portage Lodge and Casino employees have practiced, and continue to practice enhanced COVID-19 preventative protocols. “We are making every effort to keep our guests and employees healthy and safe,” said Brian Sherburne, Enterprise Administrator.

The subject of closure was discussed. In accordance with health officials’ recommendations, such a closure would be triggered by the positive cases of more than one person by a confirmed community transmission. At this time, a community resident-to-resident contagion has not occurred. RTC Chairwoman Beth Drost said, “As such, we are not closing at this time, but if there is reasonable question, we will not hesitate to do so.”

Rest assured that we are conducting due diligence as recommended by health care officials, CDC and the Grand Portage Clinic.

We urge everyone to practice the COVID-19 protocols to remain safe:

- Wash hands frequently with soap and water for at least 20 seconds
- Use hand sanitizer frequently – well-marked stations have been placed in all high-traffic areas
- Maintain social distancing at least 6 feet apart from others
- Wear a face covering in public (mandatory to enter our properties) to protect yourself and others
- Avoid large gatherings
- Cover your coughs and sneezes with a tissue and wash hands after
- Avoid touching your face and mouth
- Take care of your physical health and mental well-being
- If you feel ill, please stay at home

We practice additional enhanced health and safety measures:

- A non-invasive thermal scan is conducted at the main entrance for all guests and employees
  - Anyone with a temperature of 100° or more will be asked to return when healthy
- Entrants are asked if they have any COVID-19 symptoms from a comprehensive list displayed
- If guests do not have a face covering, they are provided with one – required while on property
- Improved Air Quality:

- This is now a smoke-free facility (including the casino, lounge and lodge rooms) with the exception of a smoking room located in the Event Center across from Antlers Lounge
- Plexiglass barriers have been placed in frontline service locations:
  - Front Desk
  - Players Club
  - Casino Cashier
  - Dining Room Cashier
  - Lounge Bartender/Cashier
  - Trading Post
- High Touch Areas frequently disinfected, including:
  - Slot machines and chairs
  - Faucets and toilet flush levers
  - Doorknobs and locks
  - Entrance and Exit doors and handles
  - Countertops
  - Handrails
  - Elevator buttons
  - Light switches
- Social Distancing is enforced in all queuing lines and throughout the property
- Casino capacity limited to 50% for social distancing
  - Blackjack tables are closed until further notice
- Dining Room is limited to 50% capacity with socially distant tables
  - Disposable menus and condiments are provided
  - Buffets have been discontinued at this time
- Lounge is limited to 50% capacity with socially spaced tables
  - Bar seating and service around the bar are not available (chairs removed)
- Casino Deli is temporarily closed
  - Limited “Grab & Go” food items are available at the Front Desk 24/7
- Lodge rooms have a mandatory 24 waiting period between guest stays
- Guests are asked to take the “Guest Pledge” in following health and safety protocols
- If guests or employees witness someone exhibiting COVID-19 symptoms, they are to notify Security
- Additional amenities have been discontinued until further notice:
  - Swimming Pool, Sauna and Hot Tub
  - Live Concerts and Dances
  - Slot Tournaments, Progressive Cash Draws and Grand Prize Giveaways
  - Fitness Center
  - Arcade
  - Shuttle Bus to/from Thunder Bay
  - Self-service drink station in Casino
    - Complimentary soft drinks and coffee are available from staff in the Casino

We want our employees, guests and communities to stay informed during this ongoing COVID-19 pandemic. Please watch for updates and additional announcements on the Grand Portage Lodge and Casino Facebook page, and at [GrandPortage.com](http://GrandPortage.com). We appreciate everyone’s diligence and patience in doing their part to mitigate this pandemic.

**Contact:** Brian Sherburne, Enterprise Administrator: 218-475-2938 or [bsherburne@grandportage.com](mailto:bsherburne@grandportage.com)