



BOSTON HARBOR

## **Encore Boston Harbor Provides Statement Regarding COVID-19**

**EVERETT, MA** (March 12, 2020) – Massachusetts Department of Public Health officials have informed Encore Boston Harbor that an individual, who now has tested positive for the coronavirus, was low risk and showing no signs of symptoms when at the resort on March 5.

The Company, however, is being vigilant and has notified employees who had direct contact with this individual to take precautionary measures. The employees have been placed on paid leave.

For the past several weeks, Encore Boston Harbor has implemented several enhancements to its pre-existing high standard for cleanliness and sanitation in a concerted effort to create the safest possible environment for guests and employees. The updated program follows recommendations from the U.S. Centers for Disease Control and Prevention (CDC) and the Massachusetts Department of Public Health. In addition, Wynn Resorts has independently engaged as a consultant Dr. Rebecca Katz, Director of the Center for Global Health Science and Security, at Georgetown University Medical Center to assist with formalizing the following procedures:

### **Enhanced Sanitation Procedures**

We are in constant communication with our employees to reinforce our sanitization safety procedures in both guest-facing and back-of-house areas. We are sanitizing high-traffic public areas at an increased frequency.

- Hand sanitizers are located throughout public and back-of-house locations. Sanitizers are refilled and checked regularly.
- Public touch points, such as handrails, elevator buttons, telephones, faucets, door handles and knobs are cleaned multiple times throughout the day with a sanitizing solution.
- Surfaces such as front desk, restaurant counters, and dining tables are wiped regularly with a sanitizing solution.
- The casino gaming floor slot machines are wiped and surfaces cleaned with a sanitizing solution multiple times throughout the day.
- Gaming supplies (e.g., chips, dice, cards) are cleaned, refreshed or discarded on an ongoing basis.

### **Revised Food Handling Procedures**

As always, our food and beverage operation will continue to hold itself to the highest standards of hygiene and food-handling practices. We employ an in-house Director of Health and Food Safety who works closely with the City of Everett Health Inspector to ensure these standards are upheld during this time. As a precaution, we have specific protocols in place for food and beverage including:

- Culinary staff positioned at the Buffet at each food station to serve our guests, eliminating the need for guests to touch serving utensils. In addition, we are routinely cleaning all hard surfaces and have placed hand sanitizing stations at the entrance for guests to use prior to entry.
- Sanitation of work surfaces in back-of-house and high guest traffic areas front-of-house on a frequent basis.
- All food and beverage employees following a rigorous routine of hand washing and hand sanitization.

### **Other Special Precautionary Measures**

- We have canceled large entertainment gatherings, including concerts and food and beverage events. We will also be temporarily closing our Buffet and the Memoire nightclub in the coming days.
- We have started to take the temperature of guests who are exhibiting symptoms of respiratory illness. With their permission, we are discreetly taking their temperature with a non-contact, digital thermometer. Guests with a temperature of 100F degrees or higher will be asked to leave our property and encouraged to seek medical attention for further screening or treatment. Guests who refuse to have their temperature taken will be asked to leave our property.
- If at any point a guest feels ill, they should return to their room and call the front desk or let one of our security officers know that they are not feeling well. A trained member of our security team will help assess the situation, including taking a temperature reading and evaluate the need for medical assistance.
- All Encore Boston Harbor employees are prohibited from reporting to work with a fever or respiratory illness that can be transmitted to others.
- Employees insured by the company have access to healthcare, many of whom also have access to a 24-hour telemedicine provider.

For additional information and updates, please visit [www.EncoreBostoninfo.com](http://www.EncoreBostoninfo.com).

### **About Encore Boston Harbor**

Encore Boston Harbor features 210,000 square-feet of gaming space including more than 3,000 slot machines and 240 table games. Situated on the Mystic River in Everett, MA and connected to Boston Harbor, Encore Boston Harbor also boasts 671 spacious hotel rooms, a spa, salon and fitness center, specialty retail shops, 15 dining and lounge venues and more than 50,000 square feet of ballroom and meeting spaces. The grounds feature a six-acre Harborwalk with pedestrian and bicycle paths that provide access to the waterfront, an event lawn, public art and ornate floral displays. It is the largest private, single-phase development in the history of the Commonwealth of Massachusetts.

The casino offers free self-parking for all guests seven days a week and is proud to be the Official Hotel of the New England Patriots.

For more information, visit [encorebostonharbor.com](http://encorebostonharbor.com) or follow Encore Boston Harbor on [Instagram](#), [Twitter](#) and [Facebook](#).

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