



KANSAS CITY

Ameristar KC

Demographics

- *Over 500,000 square feet*
- *140,000 square feet gambling space*
- *3200+ slot machines & 90+ tables*
- *184 room hotel*
- *Five-level, 2,660 space parking*
- *12 diverse dining venues including a micro-brewery*
- *1,384 seat Pavilion*
- *18 theater movie complex*
- *Hi-Vi Archade/Kidsquest*

Ameristar KC Demographics

- *1800 Team Members*
- *30 different departments*
- *20+ different dialects*
- *24 hours*
- *365 days*
- *Approximately 9,000,000 Guests per year*

Why This Safety Committee Structure?

- ◆ Goal: develop and maintain a Safety Culture that values personal, fellow Team Member, and guest safety.



- ◆ Flexibility to adapt to highly varied departments, large number of TMs

Committee Structure

- ◆ **Safety Commissioners**
 - Risk & Safety Manager**
 - Risk & Safety Coordinator**
- ◆ **Coaching Staff**
 - Key employees/line supervisors**
- ◆ **Players**
 - All Team Members**

Coaching Staff

- ◆ Currently over 75 certified BASE Coaches
- ◆ Represent 30 different departments or venues



Coaching Responsibilities

- ◆ **Serve as safety resource in the department**
- ◆ **Provide everyday coaching of TMs relating to safety issues**
- ◆ **Work with Managers and TMs to develop the team's Quarterly Game Plan.**

Training

◆ 16 hours of intensive training over 2 days:

- ◆ BASE Philosophy & Process
- ◆ Hazards & Risks
- ◆ Job Hazard Analysis
- ◆ OSHA Overview
 - Standards
 - Written Programs
 - Training
- ◆ Physical Hazard Scanning
- ◆ Effective Coaching
- ◆ Behavior Based Safety
- ◆ Effective Safety Training
- ◆ Root Cause Analysis
- ◆ Supervisor Incident Analysis
- ◆ Involving TMs
 - Perception Surveys
 - Teams & Committees
 - Observations
- ◆ Developing Game Plans
- ◆ Safety Bingo

Department Game Plan

- ◆ Based upon evaluation of department statistics and safety needs
- ◆ Includes 2 items from RM which are facility wide
- ◆ Includes a minimum of 2 items specific to the department or venue
- ◆ New Game Plan each quarter

Department Game Plan

◆ Typical Activities:

- Training
- Physical Observations
- Surveys
- Ergonomic Evaluations
- Stretching & Warm-up Exercises
- Behavioral Observations
- Awareness Activities

Department Game Plan

◆ Examples:

- Slot Techs—Provide Chemical Safety/MSDS training. "Adopt a Hallway" and "Adopt a Workplace."
- TG—Ergonomics program for dealers--training for dealers and supervisors.
- Buffet—Coaching for utilization of spill mats and pop-up signs in guest areas. TMs will be monitored for use and effectiveness will be discussed during pre-shifts.

Department Game Plan

◆ Examples:

- Facilities—Conduct training on Lockout/tagout, Review the EAP and review the use of the eye wash and train on proper hand hygiene.
- Marketing—Meeting topics: January--Driving Safely on Ice/Snow, Feb--EAP, March--Review Tornado Safety.
- Amerisports—a self-defense class will be arranged for Servers.

Monthly BASE Coaches Meeting

- ◆ New topics or training.
- ◆ Issues and sharing of successes.
- ◆ Group sharing and evaluation:
 - Each team coach covers activities to date which are part of their Game Plan.
 - Game Plan signed.

Expansion of Process

- ◆ **Now at 4 of 7 Ameristar Casinos**
 - KC, CB, SC, Jackpot
- ◆ **Scheduled for 2 more in 2008**
 - Vicksburg, Blackhawk
- ◆ **Scheduled for 7th in 2009**
 - East Chicago



QUESTIONS?