

# Occupations and Workplaces

## Casino Industry Workers

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## What are the roles and responsibilities of casino industry workers?

Working in a casino involves a variety of roles to make sure of the smooth operation of the establishment and guest satisfaction. Casino industry workers play important roles in maintaining operational standards and creating a safe, enjoyable gaming environment. Key roles include:

- **Card Dealers:** Oversee card games like blackjack, poker, or baccarat. They assist players, manage chips and payments, and regulate gameplay pace.
- **Slot Technicians:** Handle slot machine repair, maintenance, and troubleshooting and make sure that gaming equipment complies with regulations.
- **Security Officers:** Maintain a secure environment, respond to incidents, monitor for fraudulent behaviour, and assist during emergencies.
- **Other Roles:** Include hospitality staff ([servers](#), [cooks](#)), cashiers, [retail workers](#), pit bosses, [entertainment workers](#), [office or administration staff](#), [custodians](#), and more.

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## What are some general duties of casino workers?

General duties of casino workers include:

- Maintaining security and making sure the guests and staff are safe.

- Responding to emergencies such as crimes, fire, violent situations, natural disasters and similar incidents.
- Providing customer service.
- Handling financial transactions accurately and securely.
- Maintaining cleanliness and organization in work areas.
- Following all rules, laws, regulations, and casino policies.
- Cooperating with coworkers and supervisors.
- Reporting any issues, incidents, or concerns quickly to management.
- Participating in training and development programs.
- Contributing to a positive and enjoyable atmosphere.

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## What are health and safety concerns for casino workers?

Casino workers face unique health and safety risks, including:

- Ergonomic and visual strain: Repetitive movements and prolonged periods of standing or sitting can lead to [musculoskeletal disorders](#) (MSDs) and repetitive strain injuries (RSIs). Casino [lighting](#) may cause eye strain and fatigue.
- [Shift work](#): Irregular shifts can disrupt natural sleep patterns and could potentially cause fatigue.
- Hygiene concerns: High foot traffic from guests and staff in casino facilities may increase the risk of virus transmission, necessitating strict hygiene protocols.
- Bullying and harassment: The dynamic environment may expose workers to [bullying](#) and [harassment](#).
- [Manual materials handling](#): Moving large or heavy objects
- Chemical exposure: Exposure to [cleaning](#) and maintenance products.
- Noise exposure: High [noise levels](#) in the busy casino environment.
- [Slips, trips, and falls](#): Slippery surfaces and crowded areas increase the risk of incidents.
- Second-hand smoke exposure: Even with smoking restriction laws, workers may still be exposed to some [second-hand smoke](#). Additionally, workers might have been exposed to second-hand smoke before smoking laws were implemented.
- Dust exposure from coin counting: Workers may encounter metal dust during coin counting processes, requiring measures to minimize exposure and protect [respiratory health](#).

This list is not all-inclusive, and additional measures may be necessary to address specific risks in individual casino environments.

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## What are some preventive measures for casino workers?

To promote the well-being of casino workers, it is important to implement preventative measures. These measures include:

- Regular training on proper [lifting techniques](#) and [ergonomics](#).
- Incorporate [stretching exercises](#) into breaks.
- Use ergonomic [workstations](#) and equipment.
- Follow good practices when working in a [standing](#) or [sitting](#) position.
- Provide appropriate [personal protective equipment](#) (PPE).
- Encourage [reporting](#) of safety concerns or hazards.
- Conduct regular [inspections](#) to identify and address safety [hazards and risks](#).
- Perform routine [risk assessments](#) and implement corrective measures.
- Establish emergency protocols for [fires](#), [medical incidents](#), or security threats.
- Promote a culture of safety awareness through [communication](#), training, and safe work practices.
- Provide access to [wellness programs](#) and resources.
- Encourage regular [hygiene practices](#) such as regular [handwashing](#).
- Implement shift management practices, including regular breaks and task rotation.
- Rotate job tasks to prevent prolonged exposure to specific hazards.
- Install noise-reducing materials or barriers.
- Enforce smoke-free policies.
- Promote open communication between employees and management regarding health and safety concerns.

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## What are general safe work practices and requirements?

Establish an [occupational health and safety program](#) and follow your jurisdiction's laws and regulations about occupational health and safety. This program entails:

- Forming a [health and safety committee](#) with representatives from different departments to review incident reports and devise improvement strategies.

- Developing thorough [safety policies](#) outlining safety protocols, emergency procedures, and a commitment to worker safety.
  - Create a plan for effective responses to [emergencies](#).
  - Encourage employees to participate in hazard identification and provide comprehensive safety training.
  - Regularly assess and update safety protocols based on any new requirements, feedback and changing environments.
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## What are some good general safe work practices?

- Follow company safety rules.
  - Learn [fire safety](#).
  - Learn about [chemical safety](#), [WHMIS](#) and [SDSs](#).
  - Know how to [report a hazard and near miss](#).
  - Practice safe [lifting](#).
  - Follow [good housekeeping](#) procedures.
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