



COVID-19 PROTECTION - BEST PRACTICES FOR RESPONSIBLE OPERATION OF BC GOLF COURSES

Prepared by the Allied Golf Association of BC
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On March 26, 2020, the BC Government issued the following:

"The Provincial Health Officer has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the essential service list may stay open if they can adapt their services and workplace to the orders and recommendations of the PHO."

With over 300 golf courses in all areas of the province, it is critical that all golf operations in British Columbia immediately align with COVID-19 orders, direction and safety protocols mandated by the Provincial Health Office (PHO) and regional health authorities.

Where governments have not mandated the temporary closure of golf courses, such as in BC, golf operators choosing to open must take every health and safety precaution for their team members and customers.

The Allied Golf Association of BC (AGA-BC) advocates the essential need for golf course property maintenance during any interruption to play and supports the following statement from 'We Are Golf', the National Allied Golf Associations:

"We Are Golf is committed to ensuring the health and safety of our members, golfers, staff, volunteers and industry stakeholders as well as every Canadian in the communities where we live, work and play."

Key statement from AGA - BC:

"Golf is good for our health, our environment, and the economy of British Columbia."

As the COVID-19 situation continues to evolve, it is imperative that all BC golf courses implement the COVID-19 physical distancing, disinfection and other procedures outlined in the following best management practices document.

Please note this is not a legal document. It will be updated as new information becomes available; however, every golf operator must follow all PHO orders. Please visit <http://www.aga-bc.org> for industry updates, news and to sign-up for the AGA-BC e-newsletter.

The Allied Golf Association of British Columbia (AGA-BC) is a member of the National Allied Golf Association and unifies five provincial golf industry sector organizations (British Columbia Golf, British Columbia Golf Marketing Alliance, British Columbia Golf Superintendents Association, Canadian Society of Club Managers – BC, Western Canada Turf Grass Association) to provide one cohesive voice for the golf industry of British Columbia.

I. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

During the COVID-19 outbreak, the Allied Golf Association of BC (AGA-BC) is advocating all BC Golf Courses follow mandates/orders from the Provincial Health Office (PHO) and regional health authorities, along with other authorities such as WorkSafeBC and Health Canada.

In order to comply with federal, provincial and regional recommendations, AGA-BC is advocating the following protocols to support the BC Golf Industry understanding that every property and its resources are different, while the situation continues to evolve.

(The reference to the term “Team Members” refers to the employees and volunteer workers of the golf course)

1. Team Member Illness Policy

All golf facilities should have an updated team illness policy that is communicated to all team members immediately before returning to work.

1. Assessment

- a. Team members must review the self-assessment signage located throughout the facility each morning before their shift to attest that they are not feeling any of the COVID 19 symptoms
- b. Managers will visually monitor team members at least twice a day to assess any early warning signs as to the status of their health and to touch base on how they are regarding their personal safety throughout the workday
- c. If Team Members are unsure please have them use the self-assessment tool provided free online through <https://bc.thrive.health/covid19/en> or through the COVID-19 BC Support App self-assessment tool.

2. If a Team Member is feeling sick with COVID-19 symptoms

- a. Team Members who feel sick with COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, are to remain at home and contact Health Link BC at 8-1-1.
- b. If a Team Member at work is showing even mild symptoms of the previous listed symptoms for COVID-19:
 - i. Send home immediately, remove them from the schedule and have them contact 8-1-1 or a doctor for further guidance.

3. If a Team Member tests positive for COVID-19

- a. The Team Member will not be permitted to return to the workplace until they are free of the COVID-19 virus.
- b. Any Team Members who work closely with the infected Team Member will also be removed from the workplace for at least 14 days to ensure the infection does not spread further into the workplace.
- c. Close off, clean and disinfect their work area immediately and any surfaces that could have potentially be infected/touched.

4. If a Team Member has been tested and is waiting for the results of a COVID-19 Test

- a. As with the confirmed case, the employee will be removed from the workplace.
- b. The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the public health authority of BC.
- c. Other Team Members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- d. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

5. If a Team Member has come in to contact with someone who has COVID-19

- a. Once the contact is confirmed, the Team Member will be removed from the workplace for at least 14 days or as otherwise directed by public health authorities. Co-workers who may have come into close contact with the Team Member will also be removed from the workplace for at least 14 days.
- b. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

6. Team Member Support

- a. If you are directed to stay home or are sick with COVID-19, Human Resources and your General Manager will be in touch with you immediately to provide you with guidance and support to assist you throughout your leave process.

7. Quarantine or Self-Isolate if:

- a. Any Team Member who has travelled outside of Canada or the province within the last 14 days is not permitted to enter any part of the facility and must quarantine and self-isolate.
- b. Any Team Member with any symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- c. Any Team Member from a household with someone showing symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.

- d. Any Team Member who is in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating, is not permitted to enter any part of the golf facility.

2. Team Member Responsibilities

Team Members without symptoms of COVID-19 are currently free to work if they adhere to the following protocols:

1. **PRIORITY 1 - Wash your hands** with soap and water for at least 20 seconds before and frequently during your shift.
2. **PRIORITY 2 – Practice physical distancing** – report to work with a mindset to abide by physical distancing processes and keep a minimum distance of at least 2m/6ft from fellow team members and customers.
3. **PRIORITY 3 - Inform your manager immediately if, during your shift, you feel any symptoms of COVID-19** such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.
4. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
5. Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
6. If soap and water are not available, use an alcohol-based hand sanitizer.
7. Wear Personal Protective Equipment as supplied.
8. Clean and disinfect frequently touched objects and workstation surfaces as per directions below.
9. Stay informed. Information is changing frequently.
10. Media Interactions – Please do not speak with the media (radio, television stations, newspapers etc.). If you are approached by the media regarding COVID-19, be polite but do not comment. Please direct all requests for comment to **<Insert Manager's Name>**. The news media may try to engage with you — sometimes aggressively to get information, but do not get angry or careless. Here is a sample reply that could be made to media: “I want to make sure you have accurate, up-to-date information — so please contact our **<general manager? at telephone# or email>**.”
11. Customer Interactions - If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them email the General Manager. Listen to them and give them the GM's business card including his/her email address. Do not go into specifics or make comments related to their feedback.
12. Follow all protocols your employer has provided you.

3. Physical Distancing

Physical distancing is a strategy to limit the spread of COVID-19 and is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. Physical distancing is a conscious effort to reduce contact between people to slow down the spread of the virus. Even if you are symptom free and not part of an at-risk group, you still need to adhere to physical distancing measures to avoid contracting and spread of the virus.

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others.

When outside of your home, practicing physical distancing by keeping two meters (six feet) away from one another is something we can all do to help stop the spread of COVID-19.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace.

With this in mind, all Team Members in the workplace must adhere to the following:



1. Report to work with mindset to abide by physical distancing processes
2. Minimize interaction with customers and fellow team members whenever possible.
3. Keep at least two meters (six feet) distance between yourself and other.
4. Do not shake hands with customers or team members, nod or wave instead.
5. Follow protocol for shifts, breaks and staff meetings as outlined in Section 5.
6. If you notice that another employee is not abiding by the physical distancing policy, you must report it to a supervisor

4. Hand Washing, Hygiene and Personal Protective Equipment

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.

1. Hand Washing as set out by Health Canada

- a. Remove jewelry and wash your hands with soap and water, ideally with water warmer than 25° Celsius, for 20 seconds
- b. <https://www.youtube.com/watch?v=oOP-Od1mJfA>
- c. should be completed for the following reasons but are not limited to:
 - i. starting and concluding a shift.
 - ii. entering or leaving the clubhouse, pro shop, food and beverage, maintenance facility or any other structure at the golf course
 - iii. taking Personal Protective Equipment (PPE) on or off
 - iv. after touching shared items
 - v. after handling cash or credit/debit cards
 - vi. after each delivery if contact was made
 - vii. before and after breaks and/or eating or drinking.
 - viii. after using the washroom
- d. After washing your hands, use disinfectant spray on sink taps and surfaces.
- e. If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

2. Hand Protection

If a premise chooses to use gloves, Team Members should wash their hands thoroughly before putting on the gloves. Change the gloves before you handle money, credit card machines, cleaners, and after other contamination. Wearing gloves does not exclude food handlers from washing their hands.

Medical and food service gloves are usually made from polymers such as latex, vinyl and nitrile, although you may find disposable gloves made of other materials, such as neoprene. The following nitrile gloves are a recommended choice:

GLOVE TYPE	DEFINITION	ADVANTAGE	PROTECTION LEVEL	USAGE
Nitrile protective gloves	Made of synthetic material offers robust protection.	Stretchy, durable	Chemicals, viruses	▪ Kitchen ▪ Food service ▪ Cleaning ▪ Golf Operations ▪ Grounds Maintenance

3. Personal Protective Equipment (PPE)

Personal Protective Equipment should be broken down into the following 3 categories based on risk of exposure levels:

- a. low risk: tasks where an individual is isolated, e.g. mowing – wear disposable gloves or gloves that can be disinfected regularly.
- b. medium risk: wear disposable gloves, paper/filter mask.
- c. high risk: tasks where staff members cannot maintain social distancing of 2 metres / 6 feet, e.g. training – wear disposable gloves and body suit, paper/filter mask, face shield or full-face respirator mask.

Staff cleaning any rentals must be given Protective Personal Equipment – gloves, mask, eye protection and wash their hands often and after each rental.

Team members are required to wash your hands each time gloves are taken on and off. (Section 4.1.c.ii)

5. Shift Preparation/Tasking, Communication and General Employee Procedures

1. Shift Preparation

- a. All Team Members must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter and leave the clubhouse, pro shop and maintenance facilities and periodically through their shift. (see Section I.4.1).
- b. Personal Protective Equipment (PPE) is to be provided for all operational duties as per risk categories (see Section I.4.3).

2. Stagger shifts and breaks, for example, create two crews with alternating shifts.

3. Eliminate all in-person staff meetings:

- a. Communicate task assignments via email, text and/or radio.
- b. Assign individuals specific vehicles, radios, tasks, mowers and other equipment (see Section IV.3 for equipment protocols).
 - i. Disinfect radios prior to distributing to staff. (See Section I.6.4)

4. Training:

- a. When possible, minimize training on new tasks by keeping staff on tasks they have already been trained on.
- b. If it becomes necessary for training on a specific task, have staff review standard operation procedures, watch manufacturers training videos prior to hands-on training.

- i. for hands-on training, both staff must prep themselves by washing their hands and putting on PPE for level 3 (see Section I.4.3.c).
5. Postpone the use of Bio metric scanners. Create touch points procedures around individual timecards/punch clocks or provide alternative hours tracking through electronic communication.
6. Employee personal effects:
 - a. Minimize use of lockers, remove all non-essential items, disinfect after each use.
 - b. Only 1 person allowed in locker/change room at a time.
7. Lunch/meal breaks:
 - a. Maintain social distancing during all breaks.
 - i. encourage employees to have meal breaks outside or in their vehicle.
 - b. Where use of lunchroom is necessary:
 - i. fridge, microwave, coffee machine, dishwasher use to be minimized.
 - ii. after any use, all touch points must be disinfected.
 - iii. all dishes must immediately be cleaned or placed in the dishwasher after use.
 - c. Each employee is to disinfect any surfaces they have come in contact with after each use.

6. Cleaning, Sanitizing and Disinfecting Protocols

COVID-19 is susceptible to disinfectants and sanitizers.

- Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19.
- Increase cleaning and sanitizing frequency of food contact surfaces.

1. Definitions

- a. **Cleaning:** refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- b. **Sanitizing:** Food grade sanitizers are used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instruction for concentration and contact time. Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers. If a food

grade disinfectant is used on a food contact surface, it may need to be rinsed off with potable water.

- c. **Disinfecting:** refers to using chemicals, for example, EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

2. Hard (Non-porous) Surfaces

- a. Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.
- b. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- c. For disinfection, most common EPA-registered disinfectants should be effective.
 - i. Use products that are EPA-approved for use against the virus that causes COVID-19 is available. Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).
 - ii. Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.

3. Electronics and POS Equipment

- a. For electronics such as POS equipment, tablets, touch screens, remote controls, and keyboards, and telephones remove visible contamination if present.
 - i. Follow the manufacturer's instructions for all cleaning and disinfection products.
 - ii. Consider use of wipeable covers for electronics.
 - iii. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens.
 - iv. Dry surfaces thoroughly to avoid pooling of liquids

- b. Credit card terminals if touched by a customer for pin pad entry must be cleaned after every use.

4. Power Carts, Service Vehicles and Pull Carts

- a. PPE equipment must always be worn when disinfecting equipment.
- b. Do an initial spray down with water to remove any loose dirt
- c. DISINFECT the following areas with hand with a hand sprayer to be able to liberally spray the touch surfaces:
 - i. Steering wheel
 - ii. Arm rests
 - iii. Seats
 - iv. Roof safety handles
 - v. Lower console (cubbies and cup holders)
 - vi. Reverse switch
 - vii. Keys
 - viii. Club holders (straps, clips, etc.)
 - ix. Rain covers
 - x. Windshield clips
 - xi. Windshield (inside and out)
 - xii. The coolers and sand bottles are to be removed from the carts at this time
- d. Wash with soap and water as per usual
- e. GPS screens must then be wiped down with a mild soap and water concentrate
- f. Discard cleaning gloves prior to touching the steering wheel again, apply new gloves, and park the power carts in the storage area.
- g. Provide a sealed single sanitizer wipe on the driver's seat for use by the golfer to allow them to wipe again the high touch point areas.
- h. Add a sign on steering wheel "This cart has been cleaned with an approved bleach solution and a single sanitary wipe is provided for your additional safety"
- i. Power cart and equipment charging cords are to be disinfected throughout the day.
- j. Pull Carts (if available)
 - i. Wash cart and disinfect with bleach as per instructions, pull handles, straps and clips including rain hood attachments, handle, controls – brake, cup holders, and compartments after each use



5. Suggested Cleaning and Disinfecting Areas

- a. Clubhouse / Restaurant / Public Areas
 - i. Doorknobs / door push bar / door handles
 - ii. Counter tops / service tops / bar tops

- iii. POS terminals / merchant terminals / handheld devices
 - iv. Handrails / light switches / thermostat controls
 - v. Sound system and TV channel remote controls
 - vi. Chairs / guest seating areas / tabletops
 - b. Bathrooms / Kitchens
 - i. Doorknobs / door push bar / door handles
 - ii. Counter tops / sinks / basins
 - iii. Toilets / paper dispensers / handwash areas
 - iv. Prep areas / kitchen line / service pass
 - c. Staff Room / Offices
 - i. Doorknobs / door push bar / door handles
 - ii. Counter tops / workstations / desktops
 - iii. Time clocks / staff kitchen area
 - iv. Chairs / staff seating / staff break area
- 6. Product Guide Examples for Disinfectants and Sanitizers**
- Hard-surface disinfectants must meet Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2, the coronavirus that causes COVID-19. This means they are one of the easiest viruses to kill with the appropriate disinfectant when used according to the label directions.
- How to find out which disinfectant meets Health Canada's requirements for COVID-19:
- Click on the link below:
- <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
- Locate the Drug Identification Number (DIN) on the disinfectant product label and enter it into the blank field

6. Product Guide Examples for Disinfectants and Sanitizers

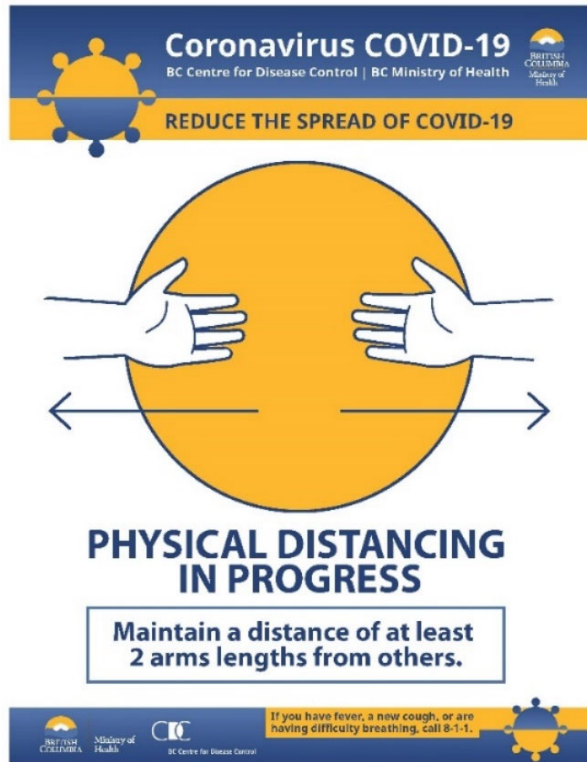
PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Lysol Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meet Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Clorox Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Ecolab Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

7. Signage, Barriers and Waivers

1. Place entrance policies at entrance to your parking lot.



2. Place appropriate signage outside the pro shop and clubhouse plus at the first tee entries briefly outlining the physical distancing guidelines in place.
3. Use signs and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify a drive-thru lane or pick up zone
4. Physical distance signs should be situated upon reaching the clubhouse, outside the pro shop, at the practice facility, approaching the tee box(es), and on the putting green(s).
[Download a free physical distancing poster from the BCCDC.](#)
5. COVID-19 posters for the general public and team members encouraging good handwashing are to be posted in appropriate locations, where they will be most noticed, including washrooms. [Download a free handwashing poster from the BCCDC.](#)



6. Self-assessment signage for staff.
7. Signage posted in English may also be posted in other languages if useful for customers.
8. Install plexi-glass barriers at and between cash registers
9. Legal waivers and participation agreements should be considered to have participants acknowledge and agree to the additional health risk of potential exposure to COVID-19 and diffuse liability issues.

8. Site Access, Waiting Areas, Security

1. Site Visit Restrictions:
 - a. Essential site visits
 - i. Operations Team Members including golf, clubhouse, food and beverage, maintenance and administration.
 - ii. Shipping/receiving/deliveries
 - iii. Customers
 - b. Limit the number of customers allowed into your business
 - c. Non-essential Team Member site visits
 - i. Anyone not carrying out facility operations, e.g. vendors, family/friends, non-golfing visitors, must not be permitted onsite.
 - ii. If there is need for non-essential personnel to be onsite, prior arrangements must be made before visiting and this visitor must disinfect prior to entering any buildings and/or interacting with any staff, golfer or guest.
2. Provide a waiting area outdoors with markers to designate safe distances once Clubhouse access is reopened.
3. Consider security personnel or team members to reinforce safety protocols.

9. Supplier Protocols

1. Work with all suppliers/vendors and delivery companies who come on premise to ensure physical distancing is maintained.
2. Communicate your personal hygiene measures to any suppliers/vendors and delivery personnel who come to the premises. Assign safe drop off areas and communicate any special protocols to delivery companies, staggering deliveries where possible.
3. Loading bays and clubhouse/kitchen/maintenance facility entrance protocols are to be kept clear at all times so people are not forced into breaching the physical distancing guidelines.

10. Disciplinary Action(s)

1. Team Members

- a. The responsibility for enforcing occupational health & safety regulations eventually lies with the employer.
- b. It is expected that protocols in this document are followed by all golf facility team members.
- c. While team members are required to follow these, the employer needs to ensure team members do so. For team members who are observed to not be following these regulations, employers are expected to use discipline, which includes verbal and written warnings, and in extreme cases, termination. Therefore, it is essential that employers have a progressive discipline policy and all team members are familiar with it.
- d. Consider having your team members sign that they have read this manual and understand the importance of following protocols.

2. Golfers and Takeout Customers

- a. It is expected that protocols in the document are followed by all golfers and takeout customers.
- b. While customers are required to follow these, the golf facility needs to ensure golfers do. For customers who are observed to not be following these regulations, golf facilities are expected to use discipline, which could include the following:
 - i. verbal warning
 - ii. a request to leave the premise if verbal warning is not adhered to.
 - iii. a written warning to members
 - iv. suspension from future play and possible notification of offenders to other golf courses.
- v. It is essential that golf facility operators have a progressive discipline policy and all golf and takeout customers are familiar with it.

II. PROTOCOLS FOR GOLF OPERATIONS

1. Welcome Message to Golfers

Welcome to the 2020 Golf season. It is well advertised and documented that the absolute best practice to contain the spread of COVID-19 is to stay home and limit visits to public places for the essentials. Our priority is the health and safety of our team members, golfers, guests and our communities through these challenging times.

As our staff and management prepared for the 2020 season, we have watched carefully the progress of the COVID-19 Pandemic. We have monitored closely the recommendations and precautionary measures of the World Health Organization, Health Canada, the BC Centre for Disease Control and our provincial health officer. While we acknowledge that the absolute best practice is to stay home, given the nature of the sport of golf amidst wide open spaces, and with rigid protocols in place, the game can continue to be played, keeping both golfers and employees safe from the transmission of the COVID-19 virus. It must also be acknowledged that golf does offer health benefits that must not be overlooked. World Golf Foundation studies have shown that playing golf will result in improvements in life expectancy and quality of life, as well as physical and mental health.

<Insert Golf Course name> is committed to the ongoing safety of golfers and our staff. As a result, a number of precautionary measures have been put in place to ensure that everyone will stay safe in and around <Insert Golf Course name>. Safety will rely on the full cooperation of golfers and our team members from the time we arrive at the facility until the time we leave. We have implemented a number of safety measures including:

- ensuring team member health
- practicing physical distancing
- reducing the number of touch points & rigorous cleaning of remaining touch points
- training our team members on enhanced cleaning, disinfecting and sanitizing procedures
- and requiring the cooperation of golfers through adherence to our policies and procedures.

A full list of the internal measures we have implemented can be found on our website <insert website address and link> and these measures are also posted at the <golf course/club>. While we do hope that our environment will return to normal in the not too distant future, for now, this mode of operation will become the new normal for the not too distant future. We

acknowledge that every golfer will make their own decision as to whether it is in their best interest to golf during these times or not. However, should you choose to join us, we will welcome you and require your full cooperation with regards to the measures that have been implemented for everyone's safety.

Stay safe,

<Insert General Manager's name>

<Insert Golf Course name>

2. General Messaging to Golfers

If you have underlying medical conditions, it is recommended that you not visit our facility.

Anyone displaying symptoms of COVID-19 which primarily displays as a persistent cough, will not be permitted on the course. So, if you don't feel well, please stay home, and, when in doubt, get tested.

If you have traveled outside of Canada, you are not permitted at our facility until you have self-isolated for a minimum of 14 days.

If you are showing symptoms of COVID-19, please do not come to our facility. Call your doctor, local public health or call 8-1-1.

If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our facility.

PHYSICAL DISTANCING IS REQUIRED AT ALL TIMES (minimum 2m/6ft apart) NO handshaking, NO hugging etc. from arrival until departure and will be enforced. Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises and may be suspended from future play.

THE CLUBHOUSE, LOCKER ROOMS AND FOOD AND BEVERAGE FACILITIES, OTHER THAN TAKE AWAY ITEMS ARE CLOSED.

Washrooms on the premises are disinfected frequently; <hand sanitizers are located at XX>.

Please bring your own sanitizer and use it each time you touch a foreign surface (Pro Shop door, washroom door, golf cart).

Please bring your own water as we will not be providing any and will have no place for you to fill up your water bottles at this time.

We will not be providing, tees, pencils, water, coolers or sand bottles on the golf carts at this time.

Following the recommendations of Health Canada, we encourage all players to wear a mask or some face covering while entering and exiting the facility and playing golf.

Do not handle each other's golf balls, tees, ball markers etc.

3. Tee Time Policy

Tee times will be spaced further apart at < XX minutes depending on the playability of the golf course> to allow for less back up at the clubhouse and the maintenance of physical distancing for golfers teeing off.

Power carts are single rider only, unless shared with a member of the same household with proof of same physical address. Coolers and sand bottles have been removed. Note that all power carts are thoroughly cleaned and sanitized after each use.

If possible, bring your own pull cart.

Golfers without a pre-scheduled tee time are not permitted, they must arrange a reservation prior to arriving at the course.

Book online or by phone.

4. Check-In Policy

Please do not arrive at the golf course any earlier than necessary, 20 minutes is generally sufficient. Avoid congregating in the parking lot (physical distancing).

Change shoes in the parking lot, clubhouse locker rooms are closed.

Bag services, club storage and club rentals will not be provided to eliminate touch points where the virus might be transmitted. Be prepared to carry your own bag and, when required, placing it on a pull cart or power cart.

Be prepared to pay for green fee or other purchases by debit or credit card. Member clubs can institute a procedure whereby guest green fees and purchases can be put on account without the need for touching (signing or otherwise paying), or even entering the Pro Shop (a wave for check in might all that is needed).

PRACTICE PHYSICAL DISTANCING ALWAYS (minimum 2m/6ft apart), from greetings upon arrival, in and around practice areas, the tee, putting greens, and at conclusion of the round. Consider continuous putting, 2 ft. gimmes, only one player on the tee box at a time; pay attention to the posters that limit the number of people in the Pro Shop, on the Putting Green, etc.

5. Practice Facility Policy

<It is recommended that the Practice Facility/Driving Range is only for the use of golfers prior to their reserved tee-time>

<If open> As per the BC Centre for Disease Control, <Driving Range tees or hitting stalls> will be spaced a minimum separation of 2m/6ft between them.

<If open> The practice greens may be used if a minimum (2m/6ft) physical distancing can be maintained between golfers.

Please use your own balls on the practice greens.

6. On-Course Measures

Ball washers will not be available at this time, so please carry a bottle of water and towel accordingly.

Bunker rakes will not be available, please smooth sand with your foot or the club, preferred lies are permitted in the bunker or the bunkers are to be played as Ground Under Repair at this time.

Sand/seed containers may not be provided, please repair divots as best you can.

<If cups accept putt balls then they should be reduced in depth to allow for the balls to be removed with the toe of the putter. If cups are raised, then the ball is considered hole when it hits the side of the cup.>

Golfers are encouraged to award gimmes up to 2ft.

The flagstick is to remain in at all times so please refrain from touching the flagstick.

On course drinking water will not be available. Please ensure you have enough refreshments to keep hydrated.

Garbage cans will be available at <insert on course locations>.

If in an unlikely event, a group needs to play through, then all players must abide by the physical distancing protocol of a minimum of 2m/6ft.

7. After Round Policy

Please return your power cart to the designated cart drop off area

Garbage and Recycling bins will be available in the designated cart drop off area, however, please consider taking it home with you to minimize potential exposure.

Please COMPLETELY empty your cart of all personal belongings and GARBAGE

Compressed air for shoe cleaning <will not be available OR is available with strict protocols for cleaning all touch points between every user>

Following play exit the course as promptly as possible and avoid excess socializing in the parking lot after your round.

8. Golfer Adherence

All safety policies will be enforced and anyone not in compliance with these policies will be asked to leave the premises and may be suspended from future play.

9. Specific Golf Operations Protocol

1. If online booking is permitted, include the five points of the general message as part of the booking conditions or confirmation. Telephone bookings must communicate the same message. Refer to where more detailed information about the golfer responsibilities and club protocols can be found (website, posted at the club).
2. Consider employing a greeter who will inform the golfer of the various protocols that are in place whether it be the pro shop, the practice facility, on the course, clubhouse, etc. Each golfer must be asked if they have returned from travel outside of Canada within the last 14 days, if they have, they will be asked to leave the property immediately as they must be in self-quarantine for 14 days
3. Where entry into the Pro Shop/Clubhouse/Washrooms is required and the opening/closing of a door, install hand sanitizing stations accordingly. Increase/promote frequent handwashing, hand sanitizing amongst all team members. Provide each team member with their own personal hand sanitizer and have self-serve hand sanitizer at each Point of Sale station. Remind team members to keep their hands away from their face.
4. Remind and enforce that employees practice physical distancing at all times and ensure a process to maintain that distance with the positioning of Point of Sale stations.
5. If more than one employee is working in the pro shop, then 6ft physical distancing must be maintained at all times. It is recommended that each employ have one Point of Sale system and phone for use during their shift. At the end of the shift the workstation is to be cleaned prior to the next shift.
6. Where possible prop pro shop and washroom entry doors open. If frequent cleaning of washrooms (especially on course) cannot be done (recommend hourly), you must close them.
7. Do not permit the handling of Pro Shop merchandise until after purchase. Close off access to Pro Shop retail. Hand purchases to purchaser. Remove bulk scorecards and pencils. Provide disinfected power cart key where appropriate and scorecard as well as pencils upon request.
8. Cleaning of surfaces after each golfer exchange must be done. Do not use re-useable cloths, rather, disposable cloths. Surfaces include counters, door handles, transaction machines, phones, tv changers, anything that either or both golfers and team members

touch (keyboards, debit/credit machines, door handles, counters, clubhouse washrooms, etc.) Disposable items must be placed in a lined garbage container.

9. Practice Facility Touch Points (if applicable)

- a. Disinfect ball dispenser touch points with disinfectant solution regularly throughout the day
- b. Disinfect entire ball basket with disinfectant solution after every use
- c. Wash balls after every pick

10. Clean, disinfect pull carts and power carts after each use. (Section I.6.4)

11. Marshall the course to ensure physical distancing, reminding golfers, and where necessary provide warnings to repeat offenders. If repeat violators are not heading the warnings, request follow up with a member of the senior management team. While an extreme measure may involve calling the police who will respond. Repeat offenders risk endangering the lives of others! Marshall to ensure that the parking lots are frequently visited to ensure that physical distancing is respected coupled with discouraging gatherings, irrespective of physical distancing.

III. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS

1. Ministerial Order of the Provincial Health Officer

Ministerial order of the British Columbia provincial health officer dated 20 March 2020

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/covid-19-pho-order-nightclubs-food-drink-services.pdf>

2. Liquor and Cannabis Regulation Branch Policy Directives 20-05 and 20-07

Policy No: 20-05

https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation-licensing/policy-directives/20-05_sale_and_delivery_of_packaged_liquor_from_service_area_for_off-site_consumption.pdf

Policy No: 20:07

https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation-licensing/policy-directives/20-07_clarification_of_the_word_packaged_and_sale_of_draught_beer.pdf

3. Takeout Service Clubhouse Procedures (if open)

1. Identify a designated pick up area
2. Physical distance the customers who are waiting for their takeout F&B, such as setting up ropes to organize potential lineups with 2 metres / 6 feet markings on the floor with instructions to stay 2 metres / 6 feet apart and reduce opportunities for interactions among customers.
3. Monitor the amount of people who enter the clubhouse when picking up food and beverage take out. If required maintain a line up outside the building with 2m/6ft spacing if the clubhouse is unable to hold up to 50 people (incl Team Members) safely with physical distancing practices.

4. Ensure service areas are properly cleaned and sanitized according to the product manufacturer's instructions after each customer service, employee shift changes, and before, during and after closing
5. Provide single-use containers for takeout foods. Customers must not use their own containers or carrier bags/boxes for take-out food or other food/beverage or grocery products.
6. Communicate to your employees proper sanitation operational controls:
 - a. Enhance your premises' sanitation plan and schedule, and review with all employees, post a copy in the staff room.
 - b. Safe transactions, team members accepting payments with credit cards, and debit cards must wash their hands frequently or use hand sanitizer and disposable gloves and be reminded to not touch their face.
 - c. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
 - d. Service tops must be wiped down after every use, please use and EPS registered disinfectant or diluted bleach cleaner to sanitize.
 - e. Doorknobs & handles should be wiped down every day and between staff shift changes, all common guest touch points should be wiped down at least once a day.
7. Do not provide self-serve food to patrons; have your employees serve all foods.
8. Wear disposable gloves when handling guest food products, and while making to-go beverages for guests if there is no dedicated cashier.
9. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

4. On-Course Food & Beverage Service (if open)

1. Post social distancing signage on all beverage carts and service kiosks
2. Communicate to your employees proper sanitation operational controls:
 - a. Safe transactions, team members accepting payments with credit cards, and debit cards must wash their hands frequently or use hand sanitizer and disposable gloves and be reminded to not touch their face.
 - b. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
 - c. Service tops must be wiped down after every use, please use and EPS registered disinfectant or diluted bleach cleaner to sanitize.
3. Do not provide self-serve food to patrons; have your employees serve all products.

4. Wear disposable gloves when handling guest food or beverage products, and while making to-go beverages for guests if there is no dedicated cashier.
5. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

5. Information for Customers

1. All customers are to place orders by telephone
2. Takeout menu should be available online or can be emailed upon request
3. If payment is required a time of collection only credit and debit card will be accepted
4. Members please charge purchases to your accounts to minimize interactions.
5. Be efficient in operations encourage customers to pay in advance.
6. Customers with COVID-19 symptoms, i.e. sore throat, fever, sneezing, fatigue, coughing, or gastrointestinal symptoms, i.e. nausea, vomiting, diarrhea, stay away from the premises and not order take-out food delivery.
7. Please follow signage and collect takeaway orders from designated "Pick up Area"
8. Wash your hands or use alcohol-based hand sanitizer before entering premises for pick up

6. Kitchen and BOH Procedures

1. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
2. Only essential Team members should be permitted within the kitchen, to reduce possible contamination and to allow physical distancing measures to be upheld.
3. Re-arrange work areas or re-organize work tasks to allow workers to maintain physical distance. Consider using markings or dividers in the kitchen to ensure physical distancing
4. Consider moving activities to another room if possible. Separating duties into unused dining areas could be an option for some preparation and packaging.
5. Increase cleaning of all frequently touched surfaces, food contact surfaces and equipment using approved cleaning products following the manufacturer's instructions regarding dilution and contact time.
6. Use gloves for all food handling and preparation.

7. **Food safety:** Normal cooking temperatures for foods will kill COVID-19 and other microbes in food. As with other microbes our advice is to always use a thermometer to check that the internal temperature of the food has reached 74°C
8. There is no evidence that COVID-19 is spread through eating or touching raw fruits or vegetables. When preparing fresh fruits and vegetables, wash or scrub them under cold, running, potable tap water prior to consumption.
9. Prevent cross contamination by:
 - a. keeping fruits and vegetables separate from raw foods.
 - b. Only handle (touch) the fresh fruits and vegetables that will be washed or cooked immediately to limit any hand transfer of germs.
10. Food grade sanitizers are used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instruction for concentration and contact time. Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water.
11. For dishwashing equipment, plate ware and utensils, use a dishwasher that can achieve disinfection. If washing by hand, use the three-sink process (wash, rinse, sanitize), ensuring that all equipment is disinfected. Particular temperature and chemical requirements apply to commercial equipment disinfection; see BCCDC and Provincial Health Services Authority Dishwashing Requirements for more details
<http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/EH/FP/S/Food/GuidelinesMechanicalWarewashinginFoodServiceEstablishmentswebformatJan2013.pdf>

7. Restaurant & Patio Dine-In Service Protocols WHEN PERMITTED BY PHO*

***Restaurant & Patio Dine-In Service is not currently permitted in British Columbia, however, when it is permitted by the PHO again, provided below are protocols for 50 people or less.**

1. Physical distancing must always be maintained.
2. Continue to use approved sanitizers and disinfectants – refer to cleaning, sanitizing and disinfecting section I.6
3. Communicate your sanitation controls to staff and monitor them:
4. Enhance your premises' sanitation plan and schedule, and review with all Team Members, post a copy in the staff room.
5. Safe handling currency, cashiers who handle money, including credit cards, must wash their hands frequently and be reminded to not touch their face.

6. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
7. Service tops must be wiped down after every use, please use and approved registered disinfectant or diluted bleach cleaner after every use.
8. Doorknobs & Handles should be wiped down repeatedly and between staff shift changes, all common guest touch points should be wiped down every 30-60 mins
9. Frequently clean and disinfect floors, counters and other facility access areas, such as bathrooms, using approved disinfectants.
10. Follow all capacity stipulations by the Provincial Health Officer [PHO] during the COVID 19 pandemic whether on interior dining areas or outdoor patios.
11. Create a waiting area that will provide physical distancing requirements such as setting up ropes to organize potential lineups at the host/entrance area with instructions and floor markings to keep guests 2 metres / 6 feet apart.
12. Map route for customers from entry to tables and washrooms. Consider using separate entry and exits if facility allows.
13. Re-arrange restaurant & patio tables to ensure guests are physically distanced at least 2m/6ft apart. Please consider access for servers between tables.
14. Remove and clean all items from tables after each use, this includes all menus, salt and pepper shakers, unused cutlery, sugar and condiment caddies etc. Consider using single served packaged condiments.
15. It is recommended to not pre-set tables. Set up customer tableware, utensils, menus once customers have been seated, therefore, providing peace of mind that nothing has been touched or remained on the table from the previous diners.
16. Wipe down chairs and tables after every use with approved cleaners.
17. Consider providing approved hand sanitizer or single serve sanitizer wipes for all guests.
18. Make sure payment terminals are wiped down with sanitizer after every transaction.
19. Consider allowing guests to transfer uneaten food into restaurant provided to-go containers/packages themselves.
20. Frequently disinfect surfaces repeatedly touched by employees or customers, such as doorknobs, equipment handles, check-out counters, drink dispensers etc.
21. Help customers maintain good infection control and physical distancing by discontinuing operations, such as salad bars, buffets, and beverage service stations that require customers to use common utensils or dispensers.

IV. PROTOCOLS FOR GOLF COURSE MAINTENANCE

During the COVID-19 outbreak, AGA-BC is advocating all BC Golf Courses follow mandates/orders from the Provincial Health Office and regional health authorities, along with other authorities such as WorkSafeBC and Health Canada.

In order to comply with federal, provincial and regional recommendations, AGA-BC is advocating minimal golf course maintenance. The following minimum protocols are intended to support the BC Golf Industry by providing a comprehensive golf course maintenance guide understanding that every property and its resources are different, while the situation continues to evolve.

1. Shop, Yard and other Common Maintenance Areas

1. Maintenance facility access:
 - a. No outside visitors permitted, employees only except for deliveries (see Standard Protocols Section I.8.5).
 - b. Block doors open so handles do not need to be touched where practical.
 - c. Restrict access to certain areas of shop, e.g. only equipment technicians allowed in repair/bay areas.
 - d. Washrooms:
 - i. only 1 employee allowed in washroom at a time;
 - ii. all touch points must be disinfected after use, e.g. sink, toilet, etc.
 - e. Lunchroom (see Standard Protocols Section I.5.7)
 - f. Locker room:
 - i. minimize use of lockers, remove all non-essential items, disinfect after each use;
 - ii. only 1 employee allowed in locker/change room at a time.
2. Maintenance facility cleanliness:
 - a. All doors, handles, counters, light switches, fuel handles and other high touch items must be disinfected several times per day depending on the amount of use, with the following suggested at minimum:
 - i. once staff has left the facility to perform morning maintenance;
 - ii. after lunch;
 - iii. at the end of each shift.
 - b. Place hand sanitizer throughout maintenance area and ensure access to hand washing stations.

2. On-course Setup / Service

1. Signage
 - a. Consider posting reminder signage at three locations per nine holes and at all on-course washrooms:
 - i. physical distancing between players and maintenance personnel;
 - ii. handwashing;
 - iii. flagstick etiquette;
 - iv. others as needed.
2. High touch items/accessories removed including but not limited to the following:
 - a. water coolers
 - b. ball washers
 - c. benches;
 - d. bunker rakes;
 - e. practice/putting green flagsticks
3. Flagsticks and cup holes:
 - a. Golfers are to keep flagsticks in the holes
 - b. Disinfect flagstick daily and prior to changing hole locations
 - c. Set cups in a manner that keeps the ball from dropping, e.g. turn cup upside down, utilize a 2" PVC coupler, raise cup lip above putting surface
4. Practice Facility: (if applicable)
 - a. Maintain a minimum of 2m/6ft between hitting bays
 - b. Remove flags from putting greens or set cups as in Section IV.2.3
 - c. Remove rakes from practice bunker (if applicable)
5. On-course washroom cleanliness:
 - a. Disinfect course washrooms every 30-60 min as per Standard Protocol (see Standard Protocols Section I.6)
 - b. If unable to maintain this frequency, on-course washrooms must be closed.
6. On-course garbage bins:
 - a. Remove lids or make permanently open.
 - b. Emptying of bins to be done separately to all other tasks to minimize exposure.
 - c. Consider removing garbage containers and asking golfers to take garbage home with them.
7. Sand/seed bottles and on-course bins:
 - a. Consider removal of all common use sand/seed bottles.
 - b. Consider discontinuing use of or limiting sand/seed bottles to individual use containers.
 - i. all sand/seed bottles are to be disinfected before use;

- c. On-course sand bins are to be secured open or have lids removed;
 - i. scoops in on-course bins are to be removed.

3. Equipment and Tool Use / Cleaning / Maintenance

- 1. Vehicles, mowers, equipment (hand or power), tools, etc:
 - a. All vehicles to be single occupancy.
 - b. Each employee is required to disinfect their own equipment/tools before and after use (see Standard Protocols Section I.6)
 - c. During the course of a shift, do not share vehicles, mowers, radios, tools and other hand or power equipment.
 - d. Consider assigning staff equipment to avoid sharing between employees.
- 2. Equipment Cleaning
 - a. Clean and fuel equipment as per usual.
 - i. Use electronic methods to record fuel usage / hours / mileage
 - b. Disinfect fuel pump handle/nozzle after use.
 - c. Spray equipment with disinfectant on all touch point areas including but not limited to the following:
 - i. steering wheel
 - ii. gear shift
 - iii. key
 - iv. light and other switches
 - v. seats
 - vi. gas caps/lids