

# COVID-19 Operations

## PUBLIC

- 1 If you have been outside the country in the last 14 days, there is a government mandated 14-day quarantine period. Please **STAY HOME** and do **NOT** visit the golf course, under any circumstance, until your full 14-day quarantine period has passed.
- 2 Practice safe social distancing at all times. Please leave at least 2 metres between yourself and anyone around you.
- 3 Wash your hands often with soap and water for at least 20 seconds or sanitize when needed.
- 4 Cover coughs or sneezes with your elbow or tissue
- 5 Avoid touching your face with unwashed hands
- 6 Watch for COVID-19 symptoms: cough, fever, shortness of breath, runny nose, sore throat.
- 7 At the discretion of staff, any players exhibiting signs of illness will not be permitted to play.
- 8 Book Online at [golfnorth.ca](http://golfnorth.ca)
- 9 Our tee reservation centre will be available for tee time reservations. 1-888-833-8787
- 10 Purchase 10 game passes through [golfnorth.ca](http://golfnorth.ca) for further discounted prepaid golf
- 11 No "walk up" registrations will be permitted or registered.
- 12 Arrive prepared with personal sanitizer and sanitizing wipes as needed
- 13 Cash payments will not be accepted.
- 14 All courses will be adding an additional 2 minutes to tee time intervals to further increase social distancing on the golf course.
- 15 All clubhouse seating facilities will be closed to all players.
- 16 Washroom facilities will be available in the clubhouse only. There will be no washroom facilities available on the golf course.
- 17 Please dispose of any personal trash in the designated receptacles. Please do not litter. Dispose at appropriate time or place in your golf bag and take home.

## OPERATIONS

- 1 One person in the bathroom at any given time.
- 2 All registration processes and customer interaction will be completed outside or in an indoor area with restricted access.

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- 3 Groups are not to arrive at the course no more than 20 minutes prior to their scheduled tee time. Anyone arriving sooner will be asked to wait in their vehicles.
- 4 Only one group of golfers is to check in with the attendant at one time. It is encouraged to have only one person check in for the entire group.
- 5 Once registered, the groups will not proceed to the first tee until permitted to do so.
- 6 Counter tops, payment units, door handles and any other surfaces in contact with public will be repeatedly sanitized.
- 7 Power carts and pull carts will be sanitized after each use.
- 8 Although we will try our best to sanitize pull cart handles and power cart steering wheels and cart dashes on a regular basis, we encourage all players renting these products to be proactive using their own sanitizing wipes.
- 9 Member and player services will be suspended including club storage, locker rooms etc. Please change your footwear in the parking lot or at home.
- 10 Scorecards and pencils will be given out on per request basis. Players are encouraged to keep their score on their cell phones.
- 11 Retail items purchased will be placed outside the clubhouse for curbside pick up that is convenient for the player.
- 12 Food and beverage service will be limited to take out items only.
- 13 There will be no beverage/snack cart operating on the golf course.
- 14 Driving ranges, practice putting greens and other practice facilities will remain closed until further notice to prevent social grouping.

## ON COURSE

- 1 All rakes, ball washers, benches and any other fixtures will be removed from the golf course.
- 2 Always leave the pin in and encourage "gimmie" putts between you and your playing partners.
- 3 Continuous putting is encouraged to promote social distancing while on the green.
- 4 Keep a minimum two metre distance from your playing partners and refrain from shaking hands after your round or any other physical contact.
- 5 Maintain the bunker areas as best you can for respect of other players
- 6 Refrain from picking up playing partners' clubs or golf balls.
- 7 The putting cup will be modified to prevent your ball from dropping into the hole for retrieval.

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## STAFF PROTOCOLS

- 1 One staff member will administer registration and one staff member will ensure safe distancing of groups prior to play.
- 2 Staff will be equipped with sanitizer, gloves and soap and water.
- 3 Masks will not be supplied. If you feel a mask is required for your safety, you are more than welcome to wear one.
- 4 Please refrain from touching your face even with a gloves on.
- 5 Cleaning sanitizer and hand sanitizer will be available for staff.
- 6 Employees are to stay home if feeling unwell in any way.
- 7 All commonly used items, POS systems, computers, pens and phones must be disinfected between shifts/users.
- 8 Wash your hands often with soap and water for at least 20 seconds or sanitize when needed.
- 9 Cover coughs or sneezes with your elbow or tissue
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- 11 Avoid touching your face with unwashed hands

## MANAGEMENT PROTOCOLS

- 1 Designate an area for staff to congregate prior to the start of their shift allowing for social distancing.  
Do not enter the facility until instructed to do so.
- 2 Ensure staff can recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- 3 Employee personal items should be kept in the trunk of their vehicle and not in the locker room or common areas.
- 4 Limit access to the facility to as short of time as possible.
- 5 When arriving to work or returning from the golf course tasks all staff should sanitize/wash hands immediately upon .  
entering the building
- 6 Consider having a senior staff member be responsible for oprning/closing all overhead doors and propping man doors open  
prior to staff arrival.
- 7 Conduct staff meetings in spaces that allow for proper social distancing.
- 8 Consdider staggering start times of staff by 10 minutes to limit interaction.
- 9 Attempt to have staff work independently as much as possible.

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- 10 Common areas should be cleaned and sanitized immediately after use. Communal coffee makers should not be in use.
- 11 Staff washroom facilities should be regularly cleaned throughout the day.
- 12 A thorough shop clean should be conducted every few days.  
Any staff asked to assist with sanitizing/cleaning areas of the shop should wear proper PPE.
- 13 If possible, assign equipment for the day to individual staff members.
- 14 Only permit one rider per piece of equipment or utility vehicle.
- 15 Sanitize high touch points at the start of use and end of use on equipment.
- 16 Sanitize tools following use and prior to putting them away.
- 17 Sanitize fueling stations prior to use and immediately after filling up.
- 18 Signs should be posted at entrances reminding staff of social distancing and to wash hands or use hand sanitizers upon entry into the building.
- 19 Utilize radio or phone communication as much as possible between staff members.
- 20 Ensure the facility has proper protocols in place in the event of lightning and frost delays so that there are no risks posed to physical distancing.
- 21 Consider having a greeter to the golf course informing all registered players that all procedures must be followed.
- 22 After play, ask golfers to go directly to their cars.
- 23 Carts and pull carts need to be dropped off in a designated area for sanitization after play.
- 24 Place appropriate signage outside all building entries and on power carts briefly outlining the physical distancing guidelines in place including sanitization practices, no loitering, stop and read all precautionary messaging, including contact phone numbers and payment procedures.