



Pine Valley Golf Course COVID-19 Protection

Prepared following the *Best Practices for Responsible Operation of BC Golf Courses*,
issued by the Allied Golf Association of British Columbia, Spring 2021

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AGA-BC STATEMENT

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.

CURRENT PROVINCIAL HEALTH ORDERS

Updates on orders, restrictions, guidelines, and recommendations issued by the Provincial Health Officer can be found here:

<https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions#masks>

As of March 24, 2021, the following orders are relevant to golf course operations:

Outdoor gatherings

Up to 10 people can gather outdoors. For example:

Up to 10 people can gather at a park or beach

Up to 10 people can gather in the backyard of a residence

Do not gather with several groups of new people. **Stick to the same people.** Continue to use COVID-19 layers of protection and maintain physical distancing.

All restrictions for indoor gatherings remain in place. No indoor gatherings of any size are allowed. Patios and outdoor areas at restaurants, pubs and bars are **not included** as places to gather with 10 people at one table.

Activities allowed under the order

These activities are not considered a social gathering:

Going for a walk or hike

Parents carpooling kids to and from school

Grandparents providing child care

Public pools and public skating rinks, when not associated with an event, are allowed to continue to operate with a COVID-19 Safety Plan

Adult indoor and outdoor team sports

[Golf is not among the prohibited sports.]

While restrictions are currently in place related to adult team sports, some indoor and outdoor sports and activities, including drills and training activities, are permitted with a reduced number of participants:

2 people may engage in indoor sports with one another

10 people may engage in outdoor sports with one another

In both cases, participants must maintain a distance of 3 metres from one another unless everyone lives in the same private residence.

PHO order on restaurants, pubs and bars

In order to limit the spread of COVID-19, people should only be dining at restaurants with their household. For people who live alone, this should be with a maximum of two people they regularly interact with (core bubble).

You must wear a mask when not at a table. Events are no longer allowed.

Restaurants, pubs and bars can continue to operate if they have a COVID-19 Safety Plan and employee protocols in place.

WorkSafeBC will be conducting inspections to verify that COVID-19 Safety Plans remain effective. Establishments that are noncompliant with plan requirements may face orders and fines, and possible referral to public health which may result in a closure order.

EPA order on masks in public indoor settings

As outlined in the [EPA mask mandate order](#), masks are required for everyone in many public indoor settings. A face shield is not a substitute for a mask as it has an opening below the mouth.

There are exemptions for:

- People with health conditions or with physical, cognitive or mental impairments who cannot wear one
- People who cannot remove a mask on their own
- Children under the age of 12
- People who need to remove their masks to communicate due to another person's hearing impairment

Masks are required in many indoor public settings and all retail stores.

[...]

- Restaurants, pubs and bars when not seated at a table
- Sport or fitness facilities when not working out

Mask enforcement

You could be subject to a \$230 fine if you:

- Do not wear a mask in an indoor public setting, unless you are exempt
- Refuse to comply with the direction of an enforcement officer, including the direction to leave the space
- Engage in abusive or belligerent behaviour

Masks at workplaces and shared living areas

It is strongly recommended that masks be worn in the following areas:

Common areas in apartment buildings and condos, including:

Elevators

Hallways

Lobbies

Stairwells

Shared indoor workplace spaces, including:

Elevators

Kitchens

Hallways

Break rooms

FOOD AND LIQUOR SERVING PREMISES



ORDER OF THE PROVINCIAL HEALTH OFFICER

(Pursuant to Sections 30, 31, 32, and 39 (3) *Public Health Act*, S.B.C. 2008)

FOOD AND LIQUOR SERVING PREMISES AND RETAIL ESTABLISHMENTS WHICH SELL LIQUOR - MARCH 12, 2021

The *Public Health Act* is at:

<http://www.bclaws.ca/civix/content/complete/statreg/08028/?xsl=/templates/browse.xsl>
(excerpts enclosed)

- TO: OWNERS AND OPERATORS OF RESTAURANTS, COFFEE SHOPS, CAFES, CAFETERIAS AND FOOD PRIMARY AND LIQUOR PRIMARY ESTABLISHMENTS, INCLUDING PUBS, BARS, LOUNGES AND NIGHTCLUBS, LIQUOR MANUFACTURING FACILITIES THAT HAVE TASTING ROOMS AND PRIVATE CLUBS**
- TO: OWNERS AND OPERATORS OF RETAIL ESTABLISHMENTS WHICH SELL LIQUOR**
- TO: PATRONS OF RESTAURANTS, COFFEE SHOPS, CAFES, CAFETERIAS AND FOOD PRIMARY AND LIQUOR PRIMARY ESTABLISHMENTS, INCLUDING PUBS, BARS, LOUNGES AND NIGHTCLUBS, LIQUOR MANUFACTURING FACILITIES THAT HAVE TASTING ROOMS AND PRIVATE CLUBS**

WHEREAS:

- A. On March 17, 2020 I provided notice under section 52 (2) of the *Public Health Act* that the transmission of the infectious agent SARS-CoV-2, which has caused cases and outbreaks of a serious communicable disease known as COVID-19 among the population of the Province of British Columbia, constitutes a regional event as defined in section 51 of the *Public Health Act*;
- B. A person infected with SARS-CoV-2 can infect other people with whom the infected person is in contact;
- C. The gathering of people in close contact with one another can promote the transmission of SARS-CoV-2 and increase the number of people who develop COVID-19 and become seriously ill; in particular, social mingling coupled with the consumption of alcohol which increases risky behavior, and/or the presence of loud background sound which causes people to move closer together to be heard or to speak more forcefully, is associated with significant increases in the

Ministry of Health

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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 minimum 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).

After each sub-section directly relevant for staff, management and new employees have to confirm and initial that they have reviewed the protocol and the date of the review. All employees also confirm that they have reviewed the entire protocol at the end of this section.

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.

Team Member Initials

Reviewed by and on (date)

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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** – 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. Clean and disinfect frequently touched objects and workstation surfaces as per directions below.
8. Stay informed. Information is changing frequently.
9. Operations teams will be provided with disposable gloves.
10. Practice physical distancing – keep a minimum distance of at least 2M / 6ft from fellow team members and customers.
11. 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. The news media will try to engage with you — sometimes aggressively to get information, but do not get angry or careless. Refer them to Keith Good.
12. Use the following recommended sentence to reply to media: “I want to make sure you have accurate, up-to-date information — so please contact Keith Good.
13. 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.

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3. Physical Distancing

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

When outside of your home, practicing social 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.

All Team Members are to practice social distancing as follows:

1. Minimize interaction with customers and fellow team members whenever possible.
2. Keep at least two meters (six feet) distance between yourself and other.
3. Do not shake hands with customers or team members, nod or wave instead.
4. Follow protocol for shifts, breaks and staff meetings as outlined in Section 5.

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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. wash your hands with soap and water, ideally with water warmer than 25` Celsius, for 20 seconds
 - b. <https://www.youtube.com/watch?v=o0P-0d1mJfA>
 - c. should be completed for the following reasons but are not limited to:
 - i. entering or leaving the clubhouse, pro shop, food and beverage, maintenance facility or any other structure at the golf course
 - ii. taking Personal Protective Equipment (PPE) on or off
 - iii. before and after breaks
 - 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.
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 6 feet, e.g. training – wear disposable gloves and body suit, paper/filter mask, face shield or full-face respirator mask.
4. 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

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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 every hour through your 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. Eliminate timecards/clock. Have staff communicate hours electronically.
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.

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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 for Disinfectants

Product	Definition	Application	Protection Level
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
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-porous surfaces	General use disinfectant and sanitizer for Hard surfaces
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-porous 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	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

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 into the blank field.

7. Signage 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. 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).
4. 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.
5. Self-assessment signage for staff.

8. Security and Site Access

1. Site Visit Restrictions:
 - a. Essential site visits
 - i. Only for operations personal including golf, clubhouse, food and beverage, maintenance and administration.
 - ii. Shipping/receiving/deliveries
 - iii. Customers
 - b. Non-essential 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.

9. Disciplinary Action(s)

It is expected that protocols in this document are followed by all golf course personnel. Staff sign that they have read this manual and understand the importance of following protocols. Standard disciplinary actions, as per your facility, will be enforced for failure to observe protocol.

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II. PROTOCOLS FOR GOLF OPERATIONS

1. Welcome Message for Golfers

Welcome to the 2021 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 first priority continues to be the health and safety of our team members, golfers, guests and our community through these challenging times.

As our staff and management prepared for the 2021 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.

Pine Valley Golf Course 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 Pine Valley. 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 and these measures are also posted at the Pine Valley Golf Course. 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 now. 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,

Keith Good
Operator, Pine Valley Golf Course

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. 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 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 is open to a limited number of persons for essential purposes only (green fees, concession, washrooms).

Please use sanitizer each and every time you touch a foreign surface (doors, golf cart).

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. Masks are mandatory inside the clubhouse.

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

3. Tee Time Policy

Please observe your tee time and adequate pace of play to permit for physical distancing.

We recommend you book tee times with members of your own household or immediate 'bubble'.

Power carts will be reserved for those who need them for mobility and health reasons. Please do not share a power cart with someone outside your own household or 'bubble'.

Note that all power carts are thoroughly cleaned and sanitized after each use.

If possible, bring your own pull cart.

Please 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, less than 20 minutes is generally sufficient. Avoid congregating in the parking lot or around the practice green at the entrance (physical distancing).

Club rentals are available and will be sanitized after each golfer.

Pull carts are available and will be sanitized after each golfer.

Be prepared to pay for green fee or other purchases by debit or credit card.

PRACTICE PHYSICAL DISTANCING ALWAYS (minimum 6 ft 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. Don't share picnic tables with people outside your own household or 'bubble'.

5. 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.

Cups will be outfitted with foam so that balls will not enter the hole all the way and can be removed without touching the cup.

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

6. After Round Policy

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

Please COMPLETELY empty your cart of all personal belongings and GARBAGE.

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

7. Golfer Adherence

All 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.

8. Specific Golf Operations Protocol

1. The general messages to golfers are displayed at the clubhouse and on the website.
2. Golf course staff will inform golfers of the various protocols. 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. Hand sanitizing stations are installed inside the clubhouse, outside the clubhouse, and at strategic locations on the course.
4. Employees will be reminded to maintain physical distancing at all times and wear masks inside and where they cannot maintain a 2m distance.
5. If more than one employee is working in the pro shop, then each person is to be assigned to a work station during that shift. At the end of the shift the work station is to be cleaned prior to the next shift.
6. Washrooms are to be cleaned hourly or have to be closed.
7. The handling of Pro Shop merchandise is not permitted until after purchase. Scorecards and pencils will be handed out upon request.
8. Cleaning of surfaces after each golfer exchange must be done. Surfaces include counters, door handles, transaction machines, phones, tv remote controls, anything that either or both golfers and team members touch (keyboards, debit/credit machines, door handles, counters, clubhouse washrooms, etc.).
9. Pull carts, power carts, and rental clubs have to be cleaned and disinfected after each use.
10. The course will be marshalled by grounds staff 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! Frequently marshal the parking lots to ensure that physical distancing is respected coupled with discouraging gatherings, irrespective of physical distancing.

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III. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS

1. Ministerial Order of the Provincial Health Officer

Under the 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>

TO: OWNERS AND OPERATORS OF PREMISES AT WHICH FOOD AND/OR DRINK IS PREPARED AND SERVED

TO: OWNERS AND OPERATORS OF PREMISES AT WHICH MEALS AND DRINKS, INCLUDING DRINKS CONTAINING LIQUOR ARE PREPARED AND SERVED

1. You may stay open, subject to the following:
 - a. You may only provide take out or delivery service.
 - b. Customers may be on your premises only for the time that it takes them to purchase and collect their purchase.
 - c. You must ensure that when there are people on your premises there is sufficient space available to enable them to maintain a distance of 2 metres from one another.
 - d. You must not have more than 50 people present at one time on your premises

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

No: 20-05

The sale and delivery of packaged liquor for off-site consumption with the purchase of a meal.

Liquor primary and food primary licensees that are permitted to remain open during the current health crisis are authorized to sell and deliver packaged liquor of all types from the service area for off-site consumption to patrons with the purchase of a meal, subject to new terms and conditions for these purposes.



Date: March 21, 2020

To: Liquor primary and food primary licensees permitted to remain open during the COVID 19 health crisis.

Re: **The sale and delivery of packaged liquor for off-site consumption with the purchase of a meal.**

Current Policy

The sale and delivery of packaged liquor for off-site consumption by a liquor primary or food primary licensee is prohibited, except in the case of a liquor primary licensee with an off-premises sales endorsement.

New Policy

Liquor primary and food primary licensees that are permitted to remain open during the current health crisis are authorized to sell and deliver packaged liquor of all types from the service area for off-site consumption to patrons with the purchase of a meal, subject to new terms and conditions for these purposes.

The delivery of liquor by licensees is subject to terms and conditions. The delivery of liquor by a third-party delivery service is also subject to provision in the Liquor Control and Licensing Regulation and to new terms & conditions for these purposes.

Licensees are required to know the terms and conditions applied to their licence. Please ensure you are fully aware of these before you commence the sale and delivery of packaged liquor. The applicable terms and conditions regarding the sale of packaged liquor, delivery of liquor by a licensee and delivery of liquor by a third-party are also attached to the email containing this directive.

This authorization remains in effect until July 15, 2020.

Explanation

Temporarily permitting liquor primary and food primary establishments to sell and deliver liquor products as part of their services assists the public in observing social distancing measures and also provides essential support to the hospitality industry in the present provincial health crisis.

Further Information

Further information regarding liquor and cannabis control and licensing in British Columbia is available on the Liquor and Cannabis Regulation Branch website at

No: 20-07

The sale of draught beer and the meaning of the word “packaged”.



Liquor and Cannabis Regulation Branch
POLICY DIRECTIVE
No: 20 - 07

Date: March 26, 2020

To: Liquor primary and food primary licensees permitted to deliver liquor with a meal

Re: **The sale of draught beer and the meaning of the word “packaged”**

Policy Clarification

To promote public health and safety following the orders from the Public Health Officer, on March 21, 2020, the LCRB issued PD 20-05 to allow liquor primary and food primary licensees that are permitted to remain open during the current health crisis to sell and deliver packaged liquor of all types from the service area for off-site consumption to patrons with the purchase of a meal, subject to new terms and conditions for these purposes.

Since PD 20-05 was issued, the LCRB has received questions regarding the sale of draught beer and the meaning of the word “packaged.”

Sale of Draught Beer

You may sell draught beer in new glass vessels referred to as growlers and bombers of a size no less than one litre provided by you, with a meal.

Growlers and bombers are considered packaged beer, so they have been specified under the packaged beer line item for clarity and are subject to that minimum price (see table below).

Liquor Category	Minimum Price Per Litre (not including all sales taxes)
Wine	\$6.44
Spirits	\$27.88
Liqueurs	\$20.39
Packaged Beer (bottles, tins, growlers, bombers)	\$3.19
Cider and Coolers	\$3.75

Definition of “packaged”

The word “packaged” means in the container the manufacturer sold the product in. You must not sell any liquor you have packaged yourself, with the exception of draught beer noted above.

3. Food and Beverages

Food and beverages are available at the clubhouse and are to be taken outside.

1. Only 3 customers and up to 2 employees are allowed inside the clubhouse at any time.
2. Staff are to remain at their work station, behind plexiglass, whenever possible.
3. Social distancing signs will be posted to remind customers to keep their distance.
4. Markers on the floor will demonstrate appropriate distancing for line-ups.
5. Staff will handle all cooler doors and pass beverages to customers.
6. There will be no self-serve food stations.
7. The sanitation plan and PPE outlined above will be maintained in the food preparation areas, as well as tills, counters, and other surfaces.
 - a. Sanitation plan and schedule, will be posted for the staff.
 - 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 an 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.
8. Employees are to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

4. Kitchen

1. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
2. 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
3. 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.
4. 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.
5. 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.
6. 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.
7. Work with all deliveries companies and vendors who come on premise to ensure social distancing is maintained and instruct safe drop off point for deliveries.

8. Kitchen entrances are to be kept clear at all times so people are not forced into breaching the physical distancing guidelines.

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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 and Other 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.
2. Maintenance facility cleanliness:
 - a. All door 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.

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2. On-Course Setup

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. ball washers
 - b. bunker rakes;
 - c. 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
4. 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.
5. 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.
 - d. Do not sort recyclables.

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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/lid

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