



## **COVID-19 SAFETY PLAN**

### **OVERVIEW**

During the COVID-19 pandemic, we all must follow the mandates/orders from the Provincial Health Office (PHO) and regional health authorities, along with other authorities such as WorkSafeBC and Health Canada.

As the COVID-19 situation continues to evolve, it is imperative that the COVID-19 physical distancing, disinfection and other procedures outlined in the following COVID – 19 **MUST BE ADHERED TO** as we seek to reopen and ramp up our operations.

If an employee is observed not following protocols and best practices, they will be advised of the corrective measures to be taken. If the failure to comply continues, the employee will receive a formal written warning and if they do not correct their behavior, the employee may be subject to suspension or termination of employment.

Our Westfield Country Club employees need to know and understand that open communication with their department heads is key to our organization finding out about the specific COVID-19 risks/concerns that an employee may have within the workplace. Such communication is also vital in helping to formulate appropriate additional control measures or to modify existing measures to reduce the risk of COVID-19 transmission.

### **Golfers and Restaurant Customers:**

Our customers are expected to respect and follow our protocols and best practice measures, all of which are communicated through signage, web page postings and direct verbal communications. Customers who are observed to not be following these measures, should be advised of their failure to comply, and if necessary, should be:

- a) given a verbal warning
- b) requested to leave the premise if verbal warning is not adhered to
- c) given a written warning (in the case of members)
- d) suspended from future play.

It is essential that a progressive discipline policy be followed in addressing these circumstances.



## Employee Illness Policies

### Pre-Shift Self-Assessment

1. Every employee must self-assess BEFORE they arrive at work prior to EACH shift. Before the start of each shift, every employee must review the self-assessment signage located at the "punch-in clock" and declare whether they are feeling any of the COVID-19 symptoms.

You must ask yourself the following:

- a) Are you experiencing any flu-like symptoms such as fever, dry cough or shortness of breath, fatigue, sore throat and aches and pains?
- b) Have you been in contact, since your last shift, with anyone who is exhibiting flulike symptoms or anyone who has tested positive for Covid-19?
- c) Have you travelled or been in contact with anyone who has travelled internationally or otherwise to a high-risk area within the last 14 days? If you answer YES to any of the questions above, you must STAY HOME or GO HOME and self isolate and immediately contact your manager to advise of the circumstances.

If you are unsure about your self-assessment, please use the free online self-assessment tool through <https://bc.thrive.health/covid19/en> or through the COVID-19 BC Support App self assessment tool.

Staff are to undergo a pre-shift temperature check, a reading of 97-98 degrees Fahrenheit is acceptable. The hands-free thermometer is located at the employee time clock.

Staff who are sick must contact their personal physician or Health Link BC at 8-1-1 and MUST REMAIN HOME for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.

2. If an employee tests positive for COVID-19 or has been tested and is waiting for the results of a COVID-19 test:
  - a) the employee is not permitted in the workplace and must follow the orders of the regional and/or provincial health authority, including a 14 day quarantine;
  - b) any employees who worked in contact with an infected employee 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;
  - c) any work area(s), surfaces and touchpoints that could have potentially be infected should be immediately closed off, cleaned and disinfected.



#### During Shift Self-Assessment and Monitoring

1. If an employee at work is showing or feeling (even mildly) the above symptoms for COVID19, the employee must GO HOME immediately and must contact their personal physician or Health Link BC at 8-1-1. for further guidance.
2. Supervisors/Managers must assess individual employee health daily for COVID-19 symptoms.

#### **Employee Support:**

Employees who have been directed to stay home or are sick with COVID-19 and are experiencing stress, anxiety, overwhelming worry/concern, etc. are encouraged to speak to their supervisor or department manager and to their personal physician for support.

#### **Return to Work:**

An employee who has been sick or suspected of being sick will be allowed to return to the workplace once they have been diagnosed as being free of COVID-19 by health authorities.

#### **General Protocols – Employees**

All employees are required to follow safe work practices and protocols as directed by supervisory/management personnel:

**PRIORITY 1** - Wash your hands with soap and water for at least 20 seconds before and frequently during your shift. If soap and water are not available, use an alcohol-based hand sanitizer provided throughout the facility. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves. 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.

**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 employees and customers.

Use caution when entering possible points of congestion in Clubhouse, like hallways and tight corridors. Please abide by “one way” arrows in hallways and “give way” to others as quick as possible to allow others to pass by without long waits. NO CHATTING IN HALLWAYS!!



**PRIORITY 3** - Inform your supervisor or 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.

**PRIORITY 4** - Stay informed. Information is changing frequently.

### **CLUBHOUSE SANITIZATION PROGRAM – PROTOCOLS**

1. Hand sanitizer stations have been placed at numerous locations at the outside lower level of the clubhouse fronting the practice facility and at the snack kiosk
2. Dedicated sanitization staff have been trained and employed, starting at 8 am and ending late evening. They continually sanitize all high touch items, including door handles, railings, washroom counters, light switches on the outside and inside of the Clubhouse. They complete a comprehensive checklist documenting each sanitization task completed, each shift.

### **RESTAURANT – PROTOCOLS**

The following safeguard measures and protocols apply to the restaurant area:

1. In addition to the general protocols applicable to all employees, all restaurant employees are required to frequently wash their hands, especially after they have been in other areas of the clubhouse such as the staff room, washrooms, kitchen, golf shop, snack kiosk;
2. Measures have been put in place to repeatedly sanitize the entire restaurant, including all POS stations, tables, chairs, bar and service areas;
3. All restaurant reservations and walk-in guests will be managed by a senior staff member;
4. Hand sanitizer dispensers are located at the main entrances to the clubhouse building; guests are requested to sanitize their hands before entering the restaurant
5. Lobby furniture has been removed;
6. To assist in achieving social distancing goals, social distancing markers have been applied to the restaurant floors;
7. Guests will be seated as quickly as possible. If their table is not ready, they will be asked to wait in a suitable area outside of the restaurant area where distancing requirements can be maintained;



8. Capacity of restaurant has been reduced by 50 % and guests must be seated in such a way that:
  - a. there is 2m / 6ft distance between the guests seated at one table and the guests seated at another table, unless they are in the same party, and
  - b. there must be no more than 6 patrons seated at a table.
9. Tables are not to be pre-set. Tableware, utensils, menus etc. are to be provided just prior to guests being seated, therefore, providing peace of mind that nothing has been touched or remained on the table from the previous guests. All condiments, candles, extras have been removed from the tabletops; recyclable single use menus will be used;
10. Employee shift starting times have been staggered in order to lessen crowding of washrooms and other areas of the clubhouse;
11. Staff will be assigned their own POS station which is not to be shared during a shift. All stations must be sanitized at the beginning and end of each shift;
12. A dedicated team of staff will be responsible for serving food to the customers
13. Doors to enter and exit the kitchen have been clearly labelled and are to be used as marked;
14. Water and coffee containers will be left on the tables for guests to serve themselves;
15. Guests wanting to take home their left-overs will be provided with a to-go box by the restaurant;
16. Merchant terminals must be wiped down after every use, using approved sanitizer;
17. Service tops are to be wiped down with approved disinfectant or diluted bleach cleaner after every use.
18. All items from tables are to be removed after each use, including all menus, salt and pepper shakers, unused cutlery, sugar and condiments etc. A dedicated team of staff will be responsible for clearing dirty dishes;
19. Wipe down high touch areas of chairs and tables after every use with approved cleaners;
20. Doorknobs & Handles are to be wiped down repeatedly and between staff shift changes, all common guest touch points should be wiped down every 30 mins.
21. Counters and other facility access areas, including washrooms, are to be frequently cleaned using approved disinfectants.
22. Staff are advised not to share equipment such as staplers, pens, scissors, pencils, erasers, markers.
23. Staff are to report their health and safety concerns to their supervisor/manager, who in turn will report the matter to the COVID committee.



24. Restaurant doors are opened in the early morning hours and rooms are aired out daily, weather permitting

## **KITCHEN – PROTOCOLS**

The following safeguard measures and protocols apply to the kitchen area:

1. In addition to the general protocols applicable to all employees, all kitchen employees are required to frequently wash their hands, and always prior to each entry into the kitchen area AND are to ensure that they practice proper cough and sneeze etiquette (into elbows rather than hands);
2. Staff complete a COVID orientation and sign acknowledgement form before they return to work
3. Hat and face mask (or shield) will be worn when appropriate in the kitchen;
4. Hands MUST be washed before every entry to the kitchen;
5. Prep cooks do not work on the hot line
6. Utensils are not to be shared until they have been sanitized
7. Gloves must be used to handle all clean dishes
8. Loading bay and kitchen entrance areas are always to be kept clear so people are not forced into breaching the physical distancing guidelines AND direction signs posted on access doors are to be adhered to;
9. Food safety - normal cooking temperatures for foods will kill COVID-19 and other microbes in food. As with other microbes, always use a thermometer to check that the internal temperature of the food has reached 74°C
10. Prevent cross-contamination by:
  - a. keeping fruits and vegetables separate from raw foods; and
  - b. to limit any hand transfer of germs, only handle (touch) fresh fruits and vegetables that will be washed or cooked immediately.
11. 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.
12. 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.



13. Work with all delivery companies and vendors who come on premise to ensure social distancing is maintained and instruct safe drop-off point for deliveries.
14. Deliveries are to be staged downstairs in loading bar, all items are removed from boxes and stored
15. No unnecessary visits in the kitchen from staff or vendors

#### **RESTAURANT TAKE OUT SERVICE – PROTOCOLS**

The following safeguard measures and protocols apply to the restaurant take-out service:

1. In addition to the general protocols applicable to all employees, all employees providing take-out services are required to frequently wash their hands, and always prior to each entry into the kitchen area AND are to ensure that they practice proper cough and sneeze etiquette (into elbows rather than hands);
2. All customers are to place orders over the phone and pay with credit card/debit card only;
3. Members are to be asked to charge to their accounts to minimize interactions;
4. Customers with COVID-19 symptoms (flu-like symptoms such as fever, dry cough or shortness of breath, fatigue, sore throat and aches and pains) are to be asked to stay away from the premises and not order take-out food delivery;
5. Customers are to collect take-out orders from the designated “Pick up Area”;
6. Restaurant will provide single-use containers for takeout foods. Customers must not use their own containers or carrier bags/boxes for take-out food pick-up;
7. Alcohol sold with takeout food & beverage in a food primary area must be consumed off the premises;

#### **SNACK KIOSKS and BEVERAGE CART – PROTOCOLS**

The following safeguard measures and protocols apply to the snack kiosk and beverage cart:

1. In addition to the general protocols applicable to all employees, all employees working on the Snack Kiosks or on the Beverage Cart are required to frequently wash their hands, and, if applicable, always prior to each entry into the Snack Kiosk AND are to ensure that they practice proper cough and sneeze etiquette (into elbows rather than hands)
2. Post social distancing signage on all Beverage Carts and Snack Kiosks;
3. Employees are to use proper sanitation operational controls measures:



- a. safe transactions – only payments by way of credit or debit cards will be accepted and employees must wash their hands frequently or use hand sanitizer and disposable gloves;
  - b. merchant terminals must be wiped down after every use (follow manufacturer cleaning guidelines or 70% alcohol wet wipes);
  - c. all service counters must be sanitized after every use by wiping down with approved disinfectant or diluted bleach cleaner;
4. No self-serve food is to be offered to customers, only employees are to serve;

### **CATERING DEPARTMENT – PROTOCOLS**

In addition to the general protocols applicable to all employees, all catering employees are required to frequently wash their hands AND are to ensure that they practice proper cough and sneeze etiquette (into elbows rather than hands)

Common spaces / flow of guests & staff

1. Secure open the banquet entrance door and provide signage outside on an easel, for specific banquet events. Provide floor plans to the client with entrance noted in advance, strongly suggest they share this with their group of guests to limit outside waiting. Additional hostesses/banquet staff will be in place to assist with the congestion of guests and have them wait outside if needed.
2. Directional arrows placed on the floor for entering and exiting, door usage, also walking to and from the bathroom.
3. Closing Canterbury doors creating an entrance into Fraser and exit from Baker. Adding entrance and exit signs on the doors, propping open inside doors. Center patio door will also be closed and will display a directional arrow pointing to Fraser as the entrance onto the patio and Baker as the patio exit door back inside. Back of house will also be one direction. Staff are to exit the kitchen only by way of either the banquet room or foyer. Staff are to exit the banquet room only by way of the swing room, and through the bussing station of the kitchen.
4. Room capacities:
  - a. Patio - max capacity is 16 guests. To be set with restaurant tables & chairs, as 4 tops with 4 chairs each, or adding 6' banquet tables for an extra-large boardroom. If rounds are required, we will set 2 with 6 chairs each = 12.
  - b. Banquet - max capacity is 50 guests. To be set with 8 extra large rounds with 6 chairs each.





- c. Banquet back storage room can accommodate 2 staff members, kitchen bussing hallway 1 staff member. Coat check, and linen room 1 staff member.
5. Standing spaces in the banquet back service room have been marked with an "X" on the floor.
6. Patio furniture will not be moved.

### **FOOD AND BEVERAGE SERVICE**

1. Table will be set with only linen and rollups as required for plated meals. No centers, mirrors, candles, sugar cadies, salt and peppers will be set. The client is permitted to add their own centers and décor.
2. Beverage service: Glasses will be pre-set and jugs will be pre-set on each table and replenished as needed. Coffee cups will be pre-set at each setting with sugar packets distributed on each saucer. Staff will ask if anyone would like cream – only single use creamers will be available for customer self-serve). Coffee thermoses will be placed on tables for customer self serve. Tea/decaf Coffee will be available on request. All sugars and creamers will be discarded following the event.
3. Wine glasses will be pre-set. All wine will be opened and placed on the tables for guests to self serve.
4. Only plated service will be offered inside the building. For multi course service, task specific staff, will run food from the kitchen, near the drop location. A task specific staff will then place the plates towards the guests (maintaining distance), so they can be reached, pending numbers. Salt /peppers will be available upon request and will be sanitized following use.
5. A task specific staff will ask guests to pass down their plates to the drop location. The staff will ask all guests to keep their cutlery for the next course. Clearing dishes and cutlery will be into the kitchen onto the trolley. Kitchen staff will empty the trolley when full. Additional staging / clearing will be in the swing room if required. Banquet staff are not to take the trolley unless directed by the event chef when it is safe to take to the dish washing area. A glass clearing station will be created in the swing room for larger events.
6. Patio area offering restaurant menu service will be max 16 guests, ordering 1 course meals, using the restaurant menu or limited menu. Before 10am the order will be taken verbally and given to the kitchen for specified time service. Menus will be discarded upon clearing the table. Communication with hostess is required to run food to the area through the lobby.



7. Banquet rooms will be set and executed by one staff. Clients will be advised they may not move chairs or tables. We will receive family groupings and set in groups of max 6. Each group will be measured 6 feet apart when setting.
8. Sanitization of the room and its content will be completed after each event.

### **STAFF SAFETY**

1. Banquet Manager will text staff 24 hours before their shift for a wellness assessment. This allows some time to replace a staff member who is feeling sick. Schedules will be very specific for staffing. This will also serve as a reminder of their shift, as business levels are very low.
2. Temperature check. Upon arrival to the banquet floor, staff will be asked to verbally report their opening temperature that they measured themselves at the punch-in time clock. The manager/supervisor will perform the pre shift assessment and sign them in (documenting their temperature). Upon shift departure the manager/supervisor will sign them out.
3. A hand washing station has been added in the banquet service room. Upon arrival, staff must wash their hands and thereafter every 20 minutes. Hands are also to be washed upon departure.
4. Due to the nature of service, banquet staff will be required to wear non-medical masks. When serving food & beverages staff will also be required to wear gloves. Gloves will be changed when specific tasks are complete. Waterless hand sanitizing stations have been installed near the banquet room & throughout the clubhouse.
5. Breaks if needed will be staggered.
6. Banquet staff must, as part of their opening and closing duties, sanitize with disinfectant spray all common high touch banquet spaces, including light switches, door handles/knobs, railings, iPad, credit card machine, bar top, salt & peppers. Regular sanitization must also be performed throughout the event.
7. The bar will be hosted, placed in the corner of the banquet room, to allow for guests to see the lineup. Max 42 guests in the room in this case (replacing 1 table = 6 seats). Tape/ floor decals will be added per event to the floor for instructions on where to stand in line. Our service will be hosted with table wine and may add bottled beer.

### **ADMINISTRATION OFFICE – PROTOCOLS**

The following safeguard measures and protocols apply to the administration office:



1. In addition to the general protocols applicable to all employees, all employees working in the Administration Office are required to frequently wash their hands and practice proper cough and sneeze etiquette (into elbows rather than hands);
2. Plexiglass barriers have been installed in the administration office to protect those staff that share a common area and to protect the reception area from the general public;
3. Varied and non-traditional work weeks and working remotely, as approved by the operations manager, are to be used to assist in reducing the number of people in the office at one time;
4. Non-medical face masks are to be worn by the admin office staff while in the common area of the office and when exiting the office to go to other areas of the clubhouse;
5. Employees are encouraged to have “standing “ meetings outdoors whenever possible, in groups of 2 or 3 people;
6. Employees are asked to use hand sanitizer (sanitizer is mounted on wall outside of admin office) prior to each entry to the office;
7. Hand sanitizer, disinfectant wipes, and disinfectant spray are all located in the admin office. Employees are to disinfect their workstation at the beginning and end of each day;
8. Managers’ meetings are to be conducted remotely, via video conference;
9. Employees are encouraged to eat lunch outside, whenever possible;
10. Employees are encouraged to bring their own utensils, glassware etc.;
11. Travel between offices should be minimized and employees are advised to telephone, text or email co-workers whenever possible to avoid face to face contact;
12. Employees are not to share office supplies such as staplers, pens, scissors, pencils, erasers, markers, headsets, etc.
13. All deliveries are to be left immediately outside the reception counter and a verbal consent will be given by the admin employees should a delivery need to be brought in directly to the office. Couriers are not permitted to enter the admin office. Admin employees are to immediately bring the delivery in and distribute to the appropriate department.

#### **GOLF SHOP, GOLF PRACTICE AREAS – PROTOCOLS**

1. Employee Workstations Two computers and two phone lines are located behind the shop counter. At the beginning of their shift, an employee will select a workstation and



that will remain their station for their shift and no other employee is permitted to use that computer and phone.

- a. When the employee takes their lunch/dinner break they are to sanitize the touch screen, mouse, keyboard, phone, and counter area before being replaced by another employee
- b. At the end of their shift, the outgoing employee must repeat the cleaning procedures above
- c. A limited number of employees may be behind the counter at any one time

## 2. Customers

- a. Guests are not permitted on the property unless they have a tee time or a lesson. Guests will be permitted through the entrance gate 40 minutes prior to their reserved time
- b. Walk-ins are not permitted to enter the property unless permission is given by the golf shop.
- c. Customers must always adhere to physical distancing guidelines
- d. Customers are not permitted to loiter in the Golf Shop.

## 3. Merchandising

- a. Merchandise will be reduced to create a more open and safe area.
- b. If a customer uses the fitting room the fitting room must be sanitized after each person's use
- c. Product that is tried on but not purchased must be quarantined and not placed back on the floor until it has been steamed.
- d. Merchandise returns are permitted but the product must be sanitized or quarantined. Golf equipment, bags, shoes, and accessories must be quarantined for 72 hours. All clothing must be steamed before being restocked and merchandised.

## 4. Suppliers

- a. Suppliers have been contacted and directed to follow Covid-19 Protocols.
- b. They are not to come on site if they are feeling sick.
- c. They are to minimize visits to Westfield Country Club, only visit when essential.

## 5. Deliveries

- a. All deliveries are to be left immediately outside the Golf Shop door
- b. Couriers are not permitted in the Golf Shop. The employee must immediately bring the delivery in and distribute to the appropriate department, or, deliver to the Golf Shop office.



#### 6. Power Carts

- a. Currently, power carts are permitted for double riders, and single riders upon request
- b. Carts are washed with soap and water then sprayed with disinfectant at the end of each use. Just prior to a customer taking a cart, an employee will wipe down the high touch surfaces with a disinfectant.

#### 7. Rental Push Carts

- a. Push carts are permitted for rental. All push carts that are rented out are rinsed and then sprayed with disinfectant immediately prior to each use.

#### 8. Practice Facility

- a. The range ball dispenser is operational with two hand sanitizing stations placed nearby
- b. Used baskets are to be picked up by our staff, sprayed with peroxide and left to dry for 15 minutes before going back into circulation.
- c. Guests with key fobs/range passes will be permitted if they show the staff their key fob.
- d. The purchasing of driving range key fobs is not permitted at this time
- e. Currently, a limited number of driving range stalls, placed 12 to 15 feet apart, are open to golfers. The remaining unused portion of the driving range tee deck is reserved for golf coaching/teaching purposes.
- f. Currently, the putting green has a limited number of cups and no flags for practice
- g. Chipping green – rake and ball scoops have been removed

#### 9. Teaching Academy

- a. The golf club fitting equipment is sanitized before and after each use
- b. All equipment is sanitized after each coach uses it
- c. Each room has a maximum capacity of one coach and one student

#### 10. Golf Course

- a. All ball washers have been removed
- b. All rakes have been removed from the bunkers
- c. Golfers are not permitted to pull the flag; the flag must always remain in the cup
- d. A false bottom is placed in each hole to stop the ball from dropping all the way to the bottom of the hole

#### 11. Golf Course Players Assistant



- a. Players Assistant ( supervision) on the golf course is on-going to ensure physical distancing, reminding golfers, and where necessary, providing warnings to repeat offenders.
- b. Parking lots are monitored to ensure that physical distancing is being respected and to discourage gatherings, irrespective of physical distancing.

### **GOLF COURSE GROUNDS CREW – PROTOCOLS**

1. In addition to the general protocols applicable to all employees, every employee is required to wash their hands upon each entry to the maintenance shop.
2. 5:00 am Monday- Saturday;
  - a. supervisors arrive early to set shop up for staff. All doors propped open (including coffee cup cupboard), windows are opened for airflow and lights are turned on
  - b. all chairs, fridges, microwave, cupboard handles, coffee pot, alarm pads, pin flags, shovels/tools, trimmers, light switches, time clock, pens wiped with a disinfectant spray
3. 5:30 am;
  - a. first crew comes in, washes their hands, explain the goals for the day and staff leave to organize their equipment. (head mechanic, fairway mowers, rough mowers, tee/collar mowers)
  - b. Time clock is bleach wiped to sanitize keypad in between every time in.
  - c. Staff are reminded and monitored for keeping social distance i.e. limits of people in washrooms/tool room/dry room, reminded about social distancing, and asked how they are feeling every morning and reminded to stay home if at all concerned about their health.
4. 5:45 am
  - a. next crew come into the building (greens mowers, bunkers, pin changer) monitored for washing hands and time clock is bleach wiped to sanitize keypad in between every time in.
  - b. Staff are reminded and monitored for keeping social distance i.e. limits of people in washrooms/tool room/dry room and asked how they are feeling every morning and reminded to stay home if at all concerned about their health.



5. Monday/Wednesday/Friday; the staff mowing the fairways, wash up and end their day around 10:30am - 11:00am hoses are sanitized afterwards
6. Monday – Saturday; the tee collar mower crew washes up and end their day around 10:00am-10:45am. Hoses are sanitized after.
7. 11:00am-12:30pm staggered lunch.
  - a. Staff are asked to sanitize any touch points after they touch the fridge/cupboards etc. with the 10:1 bleach spray and disposable cloths provided.
  - b. Supervisors are present to monitor social distance and that protocols are being followed.
  - c. 1:45 pm-2:00 pm crew arrives back for wash up; Two people are assigned as the hose washers for the vehicles and someone is tasked with sanitizing with 10:1 bleach spray all steering wheels, gear shifts and seats of every cart and the tools used that day. The task is rotated throughout the crew so that they feel like part of the prevention.
8. No visitors allowed at the maintenance shop. All doors have signs explaining if you are not an employee of the Grounds Crew there is no entry to the building. All deliveries to be placed outside. We have contacted our regular delivery drivers/suppliers and they are all aware of the new practices.
9. Single rider cart protocols are in place and employees are asked to ensure distance if working with others on the golf course.
10. Employees are paired with the same people or work alone to reduce risk of transmission.
11. Employees are reminded that tension may be high with customers and to remain calm in any situation. If it escalates, they are to follow our incident reporting protocols that are listed on the Health and Safety Board
12. Only one individual in the lady's washroom/tool room/dry room at a time, two can be in the men's washroom due to it being large
13. Lunchroom a maximum of 8 people at one time to maintain distance
14. Staggered start and end times have been implemented
15. Employees are asked to stagger breaks and to eat outside when possible.
16. All employees have personalized pens
17. Carts are sanitized throughout the day and employees are asked to stick to one vehicle for the entire day if tasks allow. If not, sanitization occurs immediately.
18. Tables have been removed from the lunchroom to ensure social distancing and to reduce touch points.



19. Memos from management, signs explaining ways to prevent spread are posted in appropriate locations throughout the building