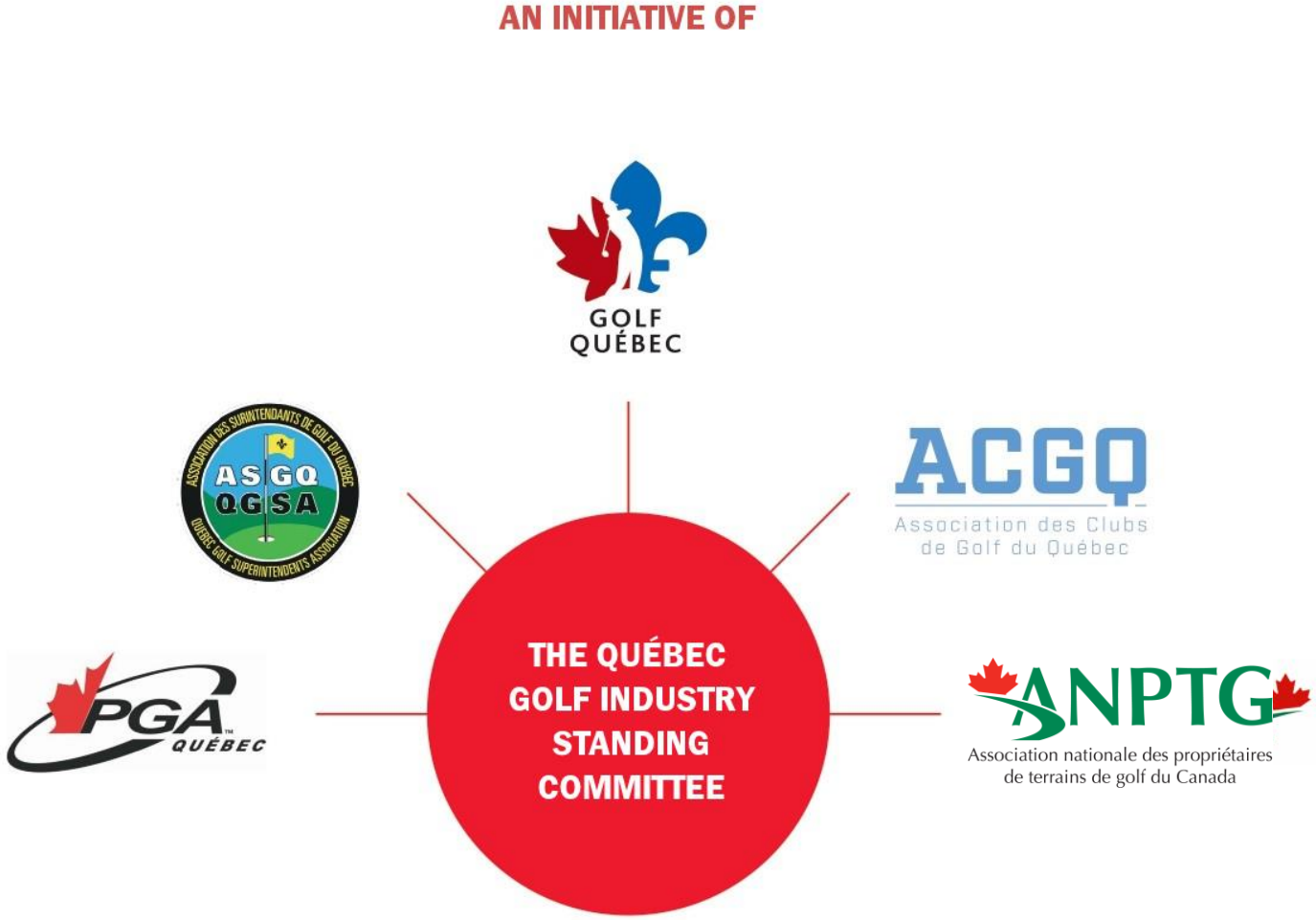
COVID-19

PROTOCOL FOR THE OPENING OF QUÉBEC GOLF COURSES

Measures and procedures for the safety of employees and golfers

Update: May 13, 2020





UPDATE
JUNE 10, 2020

PROTOCOL AMENDMENTS – JUNE 10, 2020

- P5 – General guidelines.
- P6 – Services – Clubhouse.
- P7 – Services – Food and beverage ares, terraces and mobile canteen.
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PURPOSE

Created by the Québec golf industry Standing Committee, this document is designed for owners, directors, managers, superintendents, and golf professionals.

This course opening protocol is a **reference guide** that presents the measures to be put in place and the standards to be respected.

The overall objective is to promote the opening of courses in **compliance with the guidelines of the Public Health Department** of the Government of Québec in order to ensure the health and safety of golf club clients and employees.

As the pandemic situation will continue to evolve over the coming months, the measures to be put in place will also be susceptible to change. **Updates to this guide will be provided periodically.**

You will find the list of relevant web sites in the appendix .

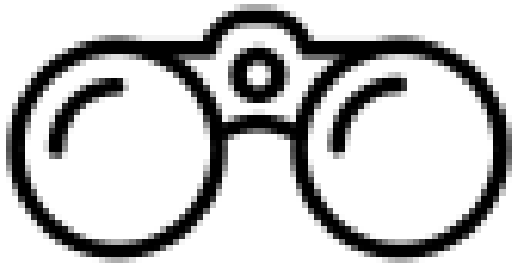


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GENERAL GUIDELINES

- **At all times and in all places, social distancing must be respected by both customers and employees.**
- **No gatherings or deviations from safety procedures will be tolerated.**
- Only the courses, snack bar, practice areas, clubhouse, food and beverages areas and terraces (**AMENDED GUIDELINE**), pro shop, and washrooms will be accessible to players.
- **DISCONTINUED GUIDELINE -** Golfers must arrive 30 minutes before their tee time at the earliest.
- The frequency of cleaning, sanitizing, and disinfection of all areas will be increased.
- **DISCONTINUED GUIDELINE -** Golfers will be asked to leave immediately after completing their round of golf.
- No handshakes or socializing moments.
- Golfers should be advised to check the inter-regional travelling restrictions issued by the Government of Québec (see useful links).



SERVICES

CLUBHOUSE

- **Clubhouse:**

AMENDED GUIDELINE

- Opening the clubhouse is authorized in compliance with the following measures:
  - Install a hand-washing station at the entrance to the clubhouse and in high-traffic areas;
  - Identify a single traffic direction to prevent customers from bumping into each other;
  - Clearly identify a single entrance and exit;
  - Ensure a minimum physical distancing distance of 2 metres at all times.
- **Pro shops can open to customers in compliance with the guidelines of the retail sector (links in the appendix).**
- Access to showers and lockers is **prohibited.**



SERVICES

FOOD ANDBEVERAGE AREAS,
TERRACES, AND
MOBILE CANTEEN

AMENDED GUIDELINE

- **The opening of food and beverage areas and terraces is allowed starting June 15 for all regions of Québec except for the Communauté métropolitaine de Montréal, Joliette RCM and City of l'Épiphanie where services will open on June 22.**

- **A mobile canteen is authorized on the course providing that sanitary measures and two-metre physical distancing are complied with.**

REFERENCES

- CNESST - Toolkit for the restaurant sector: https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Pages/toolkit-restaurant.aspx).

- CNESST - Workplace Sanitary Standards Guide – COVID-19 : https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Documents/DC100-2146A-Guide.pdf.



SERVICES

CARTS

- **Carts:**
  - Rental of **motorized and hand carts** is permitted.
  - **Motorized carts – without separators:** Only one person per motorized cart unless they live at the same address (see useful links).
  - **Motorized carts - with separator:** see link for the type of materials that are allowed. The driver must remain the same for the whole duration of the round of golf (see useful links).
  - Motorized and hand carts must be cleaned and disinfected before and after each use.



SERVICES

CLEANING AND STORAGE

- **Club and shoe cleaning services:**
  - **Club and shoe cleaning services** are not to be provided.
  - Compressed air cleaners for shoe cleaning must not be accessible.
- **Storage:**
  - **Bag storage** must remain closed. Golfers must take their equipment home after each round.

AMENDED GUIDELINE

- The storage of members' electric hand carts is permitted with before and after disinfection by an employee as it is done for motorized and hand carts. Only employees shall have access to the storage areas.



BEFORE OPENING

GENERAL

- **Reservations of tee times:**
  - Tee times must be booked in advance, either by phone or online.
  - It is recommended that tee times are sufficiently far apart to avoid congestion on the course.
- **Payments:**
  - **As much as possible, opt for telephone or contactless payments** using cards, cell phones or virtual wallets, ideally on fixed terminals that do not have to be handled.
  - **Make hand sanitation (hand washing or a hydro alcoholic solution with more than 60% of alcohol)** accessible when handling cash, cards or if the terminal is handled by customers.
- **Stationery:**
  - Scorecards and pencil should only be available upon request.



BEFORE OPENING

PRACTICE AREAS

- **Driving range:**
  - Maintain a physical distance of at least 2 metres.
  - Balls and baskets should be cleaned with soapy water or disinfectant after each use.
  - Installation of a hand cleaning station.
  - Removal of any non-essential items such as bag and club racks.
- **Practice green:**
  - Removal of pins and cups on the practice green.
  - Golfers must use their own balls on the practice green.
- **Bunkers:**
  - Removal of rakes.



BEFORE OPENING

ON THE COURSE

- **Greens:**
  - Provide a mechanism to prevent players from having to retrieve their ball from the cup with their hands.
  - Golfers must not remove pins.

- **Course:**
  - **AMENDED GUIDELINE -**No water distribution on the course. (Sale of bottled water allowed on the course via the mobile canteen.)
  - **DISCONTINUED GUIDELINE -** No food or drink distribution by cart on the course.
  - No ball washers on the course.

- **Bunkers:**
  - No rakes in bunkers.



EMPLOYEE PROTECTION

GENERAL

- Promote and enforce **safe social distancing measures** (2 metres).
- Reminder of symptoms and preventive measures to avoid spreading the virus.
- **Promote hand washing** through posters and verbal communication.
- Inform staff members and communicate to them the arrangements made by the employer to ensure their safety at work.
- **Question employees on a daily basis** about their health condition: no fever, cough, breathing difficulties or loss of smell and taste (see useful links for a complete list).
- Provide employees with hand washing stations or alcohol-based gels.
- Make gloves and masks available to employees, if desired.
- Employees will be required to wash their clothes at the end of each day (work shift).
- Clean equipment and work surfaces regularly.



EMPLOYEE PROTECTION

ADMINISTRATION

- **Prohibit client access to administrative offices.**
- Encourage working from home, where possible.
- Arrange offices to ensure a distance of 2 metres between users at all times.
- Arrange office space to ensure good flow of employees to avoid congestion and facilitate compliance with the 2-metre physical distancing requirement.
- Disinfect shared equipment (e.g. printer, coffee maker, etc.).
- Clean all equipment and work surfaces regularly.
- Encourage the transmission of digital documents instead of sharing paper documents.
- Do not share work tools such as pencils, computers, etc.



EMPLOYEE PROTECTION

PRO SHOP

- **SUGGESTED GUIDELINE -** An employee manages access to the pro shop while maintaining a distance of 2 metres between each person.
  - His/her role will be to minimize the number of customers inside the pro shop at the same time.
  - Encourage customers to use the hand sanitizer dispenser for hand disinfection.
- Physical markers or markers on the ground to indicate the 2-metre distance to be respected.
- Installation of a plexiglass divider to separate the employee working at the cash register from customers.
- Wearing gloves is not recommended at the cash register. Wearing gloves for extended periods of time increases the risk of the employee bringing them to his/her face.
- Maintain payment terminals clean throughout the day.



EMPLOYEE PROTECTION

SNACK BAR

- Provide that food can be prepared and served while respecting the requirement for physical distancing between kitchen staff.
- Display hand washing technique in the kitchen.
- Provide physical markers or markers on the ground to indicate the 2-metre distance to be respected by clients.
- Install a physical barrier (plexiglass) between customers and employees of the snack bar.



EMPLOYEE PROTECTION

STARTER'S BOOTH

- Installation of physical markers or markers on the ground to indicate the 2-metre distance to be respected at the starter's booth as well as on the tee and around the first tee box.
- Provide the necessary space for a foursome to wait for their tee time (8 metres in total).
- If necessary, a physical barrier will have to be installed between the person in charge of the tee times and clients.
- Provide a different validation system so that the customer does not have to share his/her receipt with the starter. Suggestions: only show the receipt, digital exchange, text message from the cashier to the starter.
- Golfers are encouraged to walk.
- Customers are responsible for handling their own equipment.



EMPLOYEE PROTECTION

ON THE COURSE

- Work in smaller groups so that employees can work in compliance with the physical distancing requirement.
- Disinfect flags daily.
- For employees who are responsible for cleaning carts and other equipment, provide the necessary equipment as indicated on the WHMIS label for each product:
  - Flags;
  - Motorized carts;
  - Hand carts.



EMPLOYEE PROTECTION

GOLF PROFESSIONALS
AND LESSONS

NEW GUIDELINES

- Conducting golf day camps is authorized as of June 22, 2020, in accordance with the guidelines developed by the Association des camps du Québec as well as the prescribed ratios.
  - Toolkit (in French): campsquebec.com/mesures-covid19
  - Teachers/children ratios:
    - 3-4 years old: 1/8
    - 5-6 years old: 1/10
    - 7-8 years old: 1/12
    - 9-11 years old: 1/15
    - 12-14 years old: 1/15
    - 15-17 years old: 1/15
- Individual and group golf lessons (teaching).
- Individual and group golf lessons (athletic coaching).
- Lessons will be given while respecting the 2 metres of social distancing at all times between all participants and the teaching professional.
- Professionals shall not handle their client's equipment.



EMPLOYEE PROTECTION

BREAKS AND MEALS

- **Breaks:**
  - Ensure that social distancing is applied and respected during breaks (e.g., rotate or stagger break times).
  - Avoid sharing objects (e.g., cutlery, dishes, change, bills).
  - Remove non-essential objects from break rooms (e.g., magazines, newspapers, decorations).
- **Meals:**
  - Clean eating areas before and after use.
  - Ensure that social distancing is applied and respected at mealtimes (e.g., rotate breaks).
  - Promote thorough hand washing before and after meals.
  - Do not share cups, food, etc.
  - Discard or wash all used dishes.



GOLFER'S GREETING

IN THE PARKING LOT

- **SUGGESTED GUIDELINE -** An employee **greets customers upon their arrival to inform them of the club's operational procedures:**
  - **DISCONTINUED GUIDELINE -** If the golfer arrives more than 30 minutes before his/her tee time, he/she will be asked to wait in his/her vehicle.
  - Guests must change their shoes in the parking lot.
  - **AMENDED GUIDELINE -** The bag drop area must can be open. **Hand washing between each client and facial protection are mandatory.**
  - Guests are responsible for handling their own equipment.
  - Golfers must meet their golf partners at the meeting point designated by the pro shop staff.
- Golfers receive electronically at the time of booking the tee-time or upon arrival at the club, an instruction sheet, when possible.



GOLFER'S GREETING

AT THE STARTER'S BOOTH

- The person in charge of greeting customers ensures that physical distancing and the new tee time conditions are respected:
  - Golfers must meet their playing partners at the area designated by the club.
  - No simultaneous tee times.
  - It is recommended that tee times be sufficiently spaced out to avoid congestion on the course.



ACTIVITIES, LEAGUES, RECREATIONAL TOURNAMENTS, AND QUALIFIERS

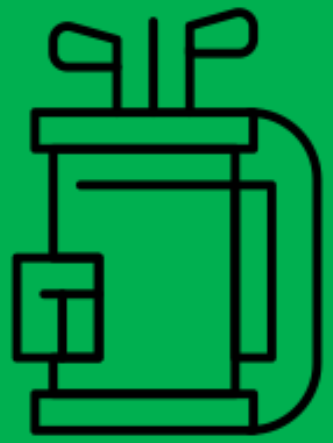
- Activities in the form of local and regional competitions (leagues, recreational tournaments, ranking events) are permitted as of June 8.
- Organizational arrangements must be planned so that the number of people involved (organizers) in the operation of the competition is kept to a minimum.
- Moreover, the presence of large numbers of spectators is not recommended.
- At all times, organizers, participants, volunteers, spectators and other stakeholders must respect physical distancing of two metres.
- Sanitary measures and golf course opening protocol must be maintained.
- In addition, the ban on major sporting events is maintained until August 31, 2020.



SICK EMPLOYEE OR DISPLAYING SYMPTOMS

- Provide a clear procedure in the case where an employee would start experiencing symptoms:
  - Isolate him/her in a room.
  - Have them wear a procedural (or surgical) mask or, if they do not have such a mask, a face shield (1).
  - Call 1 877 644-4545.
- Verify if the employee has had contact with customers and notify these customers.
- Ensure compliance with public health recommendations for a safe return to work at the end of the isolation period (1)

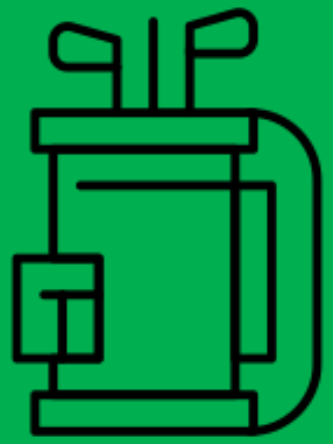
(1) Source: Occupational health: https://www.inspq.qc.ca/en/covid-19/occupational-health



PLAYERS' RESPONSIBILITIES

BEFORE TEEING OFF

- The golfer should not come to the course if he/she is experiencing symptoms or if he/she has tested positive for Covid-19.
- Respect the 2-metre social distancing at all times.
- Respect of the instructions given by employees in charge of guiding golfers.
- **DISCONTINUED GUIDELINE -** Do not arrive more than 30 minutes before the booked tee time.
- Put on your golf shoes in the parking lot.
- **All golfers must register with the greeting staff upon arrival.**
- Do not arrive at the tee more than 10 minutes before your tee time.
- **AMENDED GUIDELINE -** The golfer is the only person who can handle his/her golf equipment except in the bag drop area, where he/she can be assisted by an employee who will respect the sanitary and distancing measures.
- Motorized carts:
  - **without separators:** Only one person per motorized cart unless they live at the same address.
  - **with separator:** see link for the type of materials that are allowed. The driver must remain the same for the whole duration of the round of golf.



PLAYERS' RESPONSIBILITIES

ON THE COURSE

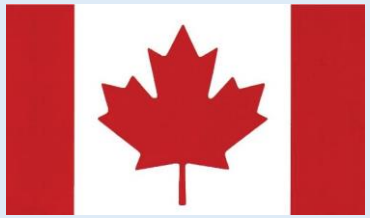
- Respect the 2-meter social distancing at all times.
- Do not touch the flags.
- Smooth the sand in the bunkers with your feet or a club.
- Do not touch another player's ball, marker, cart or any other piece of equipment.
- After the round, no handshakes are allowed. Cordial greetings only.
- After the 18th hole, golfers must immediately leave the premises with their equipment.

USEFUL LINKS

- **Frequently asked questions - Leisure, sports and outdoor activities** https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/gatherings-activities-covid-19/
- **Public health authority guidelines concerning the gradual resumption of sports and leisure activities :** https://www.quebec.ca/en/tourism-and-recreation/sporting-and-outdoor-activities/resumption-outdoor-recreational-sports-leisure-activities/public-health-authority-guidelines-resumption-sports-leisure-activities/
- **Information about coronavirus (COVID-19) in Québec:** https://www.quebec.ca/en/
- **Coronavirus (Covid-19) - Advice to the general public:** https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/situation-coronavirus-in-quebec/
- **INSPQ - Public health expertise and reference centre** https://www.inspq.qc.ca/en
  Occupational health: https://www.inspq.qc.ca/en/covid-19/occupational-health
- **Travelling:** https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/travelling-region-to-another-covid19/
- **CNESST:** **www.cnesst.gouv.qc.ca/** (in French)
- **CNESST – COVID-19 kit:** https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19/Pages/trousse.aspx (in French)
- **Motorized carts:** https://saaq.gouv.qc.ca/en/newsroom/article/covid-19-installing-partitions-in-vehicles/



USEFUL LINKS



- **Coronavirus disease (Covid-19):**
  https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html

- **Awareness resources:**
  https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html

- **Economic Response Plan:**
  https://www.canada.ca/en/department-finance/economic-response-plan.html