**RECOMMENDED BEST PRACTICES DURING COVID-19**
**Presented by:**
**Canadian Society of Club Managers, Manitoba**
**Golf Manitoba**
**Manitoba Golf Superintendents Association**
**National Golf Course Owners Association Canada, Prairie Chapter**
**Professional Golfers' Association of Manitoba**

**Golf Courses in Manitoba are prepared to meet and exceed current Public Health regulations through the following Recommended Best Practices as outlined below. Additional actions will be addressed as mandated.**

| REFERENCE NO. | DEPARTMENT | PROCEDURE |
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| CH-001 | Clubhouse | Place appropriate signage outside the pro-shop and clubhouse plus at the first tee entries briefly outlining the physical distancing guidelines in place. |
| CH-002 | Clubhouse | Place signage at the pro-shop and clubhouse plus at the first tee encouraging good handwashing and respiratory hygiene |
| CH-003 | Clubhouse | Increase the frequency throughout the day of cleaning, sanitation and disinfecting of all common areas locations, especially high traffic areas such as counter surfaces, tables, public restrooms, POS system, credit card terminal, door handles, telephones, pens, golf carts and more. Create a log sheet for cleaning frequency tracking. Credit card terminal if touched by a customer for pin pad entry needs to be cleaned after each use. |
| CH-004 | Clubhouse | If more than one staff working in the pro shop, then one person to be assigned to a work station – Point of Sale system and phone for use during that shift, at the end of the shift the work station to be cleaned prior to the next shift, the work area to also be cleaned throughout the day but also prior to another staff person using that equipment |
| CH-005 | Clubhouse | One staff member either a greeter at the front door, pro shop attendant or the starter at the 1st tee must remind each golfer of the physical distancing requirement plus not to touch anything on the course besides their own belongings, this includes the flagstick. Golfers are not permitted to shake hands post round. Golfers caught disobeying any safety protocols will be requested to leave the facility immediately and banned to return while safety protocols being utilized. 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 (signage to be posted) |

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| CH-006 | Clubhouse | If a golf course has an announcement system then they can use this to recite the golfer rules of physical distancing and more. |
| CH-007 | Clubhouse | Some golf courses may wish to install a splash guard or plexiglass barrier at pro shop counter if unable to ensure the staff member is can be physically distanced. |
| CH-008 | Clubhouse | Educate staff on hygiene, sanitation and food handling, and its impact of preventing the spread of communicable diseases |
| CH-009 | Clubhouse | Make available wash stations or hand sanitizer stations in common areas |
| CH-010 | Clubhouse | Signage posted in English may also be posted in other languages if useful for the particular golf course clientele |
| GO-001 | Golf Operations | Payment options to be either: touchless, cashless, online pre-paid or pre-paid call ahead for green fees. Eliminate any walk-ups or cash payments. |
| GO-002 | Golf Operations | Golfers without a pre-scheduled tee time are not permitted, they must arrange a reservation prior to arriving at the course |
| GO-003 | Golf Operations | Request golfers to arrive only 10 minutes ahead of their tee time to ensure a limited number of people are waiting to play and discourage loitering. |
| GO-004 | Golf Operations | Do not permit customers to congregate in the parking lot either before or after round |
| GO-005 | Golf Operations | Restrict the number of people inside the pro shop at any given time to one person only. If the pro shop is large enough to allow for additional people with physical distancing, mark the floor with stickers or tape to indicate where people may want at a minimum of 6 feet distance from each other with directional flow signage. |
| GO-006 | Golf Operations | Golf courses are to limit the number of people on the course at one time by either increasing tee-time intervals and/or blocking off additional starter times. It is imperative that golf course pace of play is maintained as this will allow for a good spread of golf groups throughout the golf course and prevent any back-ups at any tee boxes. Golf courses must manage their tee sheet closely and make adjustments to ensure each group is spaced out from each other with the recommendation to have no more than one foursome at a tee box or at a green. |
| GO-007 | Golf Operations | One tee time booking per person, maximum of 4 players |
| GO-008 | Golf Operations | If a course employs a Players Assistant/Marshal then this person will be tasked with ensuring everyone is adhering to the rules of the course and any one failing to comply will be asked to leave the property immediately. |
| GO-009 | Golf Operations | Pull or push carts must be cleaned and disinfected after each use. |

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| GO-010 | Golf Operations | Encourage golfers to walk. |
| GO-011 | Golf Operations | Golf cart rentals are reserved for single riders only unless you are confident that the two people wishing to rent the cart do indeed reside in the same household (easier to determine with members that have a spouse). Golf carts rented out must be cleaned and sanitized prior to the next rental. |
| GO-012 | Golf Operations | Staff cleaning any rentals must be given Protective Personal Equipment – gloves, mask, eye protection and wash their hands often and after each cart |
| GO-013 | Golf Operations | Remove bulk scorecard, pencil, and tee holders from starter areas. Only issue when requested. |
| GO-014 | Golf Operations | Remove ball washers on course or tape them shut. |
| GO-015 | Golf Operations | Remove or disconnect water fountains or coolers; offer bottled water only. |
| GO-016 | Golf Operations | Remove bunker rakes. |
| GO-017 | Golf Operations | Remove benches to assist with physical distancing requirements |
| GO-018 | Golf Operations | Remove on-course trash cans and ask golfers to take their own garbage home |
| GO-019 | Golf Operations | Direct players to leave the pin in the cup at all times, post small signage on each flag as a reminder, options for the golf course instead:<br>• consider raising the cup 1" above the putting surface, inserting the cup upside down or stuffing a piece of Styrofoam into the cup<br>• consider raising the cup one inch above the ground so the ball only hits the side<br>• consider creating a “gimme” circle around each hole location to reduce surface contamination. |
| GO-026 | Golf Operations | Close putting green or place alignment sticks, or stakes on the putting green as targets, and/or turn the cups upside down and leave in the hole. Remove all flags and institute a “bring your own practice balls policy.” Limit the use of the putting green if open to 4 people maximum, this may need to be reduced depending on size of the area or can be increased as well. |
| GO-027 | Golf Operations | Provide dedicated waiting areas for next group on tee waiting to approach teeing ground |
| GE-001 | Golfer Expectations | Practice physical distancing by staying a minimum of two (2) meters away from other people at all times. |
| GE-002 | Golfer Expectations | Leave the pin in while putting - DO NOT TOUCH THE PIN. |

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| GE-003 | Golfer Expectations | Do not shake hands or high five to celebrate, a tip of the cap will do. |
| GE-004 | Golfer Expectations | Do not loiter in the parking lot before or after your round. |
| WS-001 | Workplace Safety | Educate staff to recognize the symptoms of COVID-19 in each other and your customers. |
| WS-002 | Workplace Safety | Establish a communication plan to keep your employees informed and updated on issues affecting the workplace. |
| WS-003 | Workplace Safety | Institute a policy that requires employees to tell you when they've been exposed to any highly communicable illness, and then direct them to the local health agency for appropriate testing. Implement a per shift screening program to ensure that all staff are healthy and have not travelled outside of Canada. |
| WS-004 | Workplace Safety | Train staff on proper hand washing and sneezing/coughing practices and have them sign off on the training document for assurance they understand the importance of implementing these practices. |
| WS-005 | Workplace Safety | Conduct meetings by phone or online wherever possible. For in-person meetings, ensure safe social distancing (6+ feet) between attendees. |
| WS-006 | Workplace Safety | Staff to be trained and reminder to stay 6 feet apart from all co-workers, customers, delivery people etc. |
| WS-007 | Workplace Safety | Staff to not have visitors to the golf course |
| WS-008 | Workplace Safety | Ensure appropriate signage is present throughout your facility. |
| WS-009 | Workplace Safety | Provide necessary sanitation supplies and personal protection equipment. |
| WS-010 | Workplace Safety | Ensure hand washing signage is present at all wash stations. |
| WS-011 | Workplace Safety | Provide hand sanitizer stations for both staff and guests in multiple locations throughout the facility |
| TM-001 | Turf & Maintenance | Minimize the number of maintenance staff members working on the course at one time. Consider splitting the crew into two teams that do not work at the same time. |
| TM-002 | Turf & Maintenance | Maintain physical distancing guidelines at all times |
| TM-003 | Turf & Maintenance | Assign staff equipment to avoid sharing between employees |
| TM-004 | Turf & Maintenance | Stagger work hours and break hours and limit access to lunchroom |
| TM-005 | Turf & Maintenance | Place hand sanitizer throughout maintenance area and access to hand washing stations |
| TM-006 | Turf & Maintenance | Regularly sanitize any surface that is contacted – common areas |

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| TM-007 | Turf & Maintenance | In the event that equipment (including radios) must be shared it must be thoroughly sanitized before being used by another employee \| steering wheel as well as all areas touched by operators pre and post use |
| TM-008 | Turf & Maintenance | Practice handwashing and standard hygiene practices. |
| TM-009 | Turf & Maintenance | No visitors to the facilities. |