

APPENDIX A: GOLF FACILITY BEST PRACTICES DURING COVID-19

UPDATED FOR STEP 3 (EFFECTIVE FRIDAY JULY 16, 2021 AT 12:01am)

BASED ON ONTARIO REGULATION 364/20

<https://www.ontario.ca/laws/regulation/200364>

Golf Courses in Ontario have met and will continue to exceed current Public Health regulations as indicated in the *Workplace Safety & Prevention Services Guidance on Health and Safety for Golf Courses During COVID-19*.

In addition, the following Recommended Best Practices as outlined below go above and beyond. If additional actions are required, the golf industry is happy to engage in that discussion.

REFERENCE NO.	DEPARTMENT	PROCEDURE
CH-001	Clubhouse	<p>Updated for Step 1: Clubhouses are to be closed during Step 1, except to the extent that they provide access to a washroom, to equipment storage, or a portion of the amenity that is used to provide first aid.</p> <p>Updated for Step 2: Clubhouses are to be closed during Step 2, except to the extent that they provide access to a washroom, shower room, change room, equipment storage, or a portion of the amenity that is used to provide first aid. For further clarity, any locker rooms/change rooms/showers made available to the public must be cleaned and disinfected as frequently as is necessary to maintain a sanitary condition.</p> <p>Updated for Step 3: Clubhouses are permitted to open in Step 3. Total members of the public permitted to be in any indoor clubhouse is limited to the number that can maintain a physical distance of at least 2 metres from every other person AND many not exceed 50 per cent of capacity (50 per cent of the occupant load of the facility as calculated under the Fire Code). For further clarity any washrooms, locker rooms, change rooms, showers or similar amenities made available to the public are cleaned and disinfected as frequently as necessary to maintain a sanitary condition.</p> <p>Also – signage must be posted in a conspicuous location that states the capacity limits under which the clubhouse is permitted to operate.</p>
CH-001A	Pro Shop	<p>Updated for Step 1: Pro shops may be open at 15% capacity and can sell all goods.</p> <p>Updated for Step 2: Pro shops may be open at 25% capacity and can sell goods. Green fee payments should be taken by phone, online, outside or now in the pro shop, as long as capacity limits are adhered to. Any person in the pro shop must wear a mask when indoors.</p> <p>Updated for Step 3: Pro shops may be open with capacity limited to the number of people that can maintain a physical distance of at least 2 metres from every other person in the pro shop</p>
CH-002	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-003	Clubhouse	Place signage at the pro-shop and clubhouse plus at the first tee encouraging good handwashing and respiratory hygiene.
CH-004	Clubhouse	<p>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.</p> <p>Create a log sheet for cleaning frequency tracking. Credit card terminal if touched by a customer for pin pad entry should be cleaned after each use.</p>



CH-005	Clubhouse	<p>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.</p> <p>Golfers are not permitted to shake hands post round.</p> <p>Golfers caught disobeying any safety protocols will be requested to leave the facility immediately and banned to return while safety protocols being utilized.</p> <p>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).</p> <p>Updated for Step 3: This guidance is removed.</p> <p>Golfers caught disobeying any safety protocols will be requested to leave the facility immediately.</p>
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 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
CH-011	Indoor Facilities	<p>Updated for Step 2: Any persons in the indoor area of the premises must wear a mask.</p> <p>Updated for Step 3: Any persons in the indoor area of the premises shall wear a mask or face covering that covers their mouth, nose, and chin</p>
CH-012	Indoor and Outdoor Dining	<p>Updated for Step 1: Outdoor dining is permitted. Patrons must be seated at all times in any outdoor dining area except:</p> <ol style="list-style-type: none"> I. while entering the area and moving to their table II. while placing or picking up an order III. while paying for an order IV. while exiting the area V. while going to or returning from the washroom <p>Updated for Step 3: Indoor and Outdoor dining is permitted. There is no limit to the number of people that can sit at the same table.</p> <p>The establishment must record the name and contact information of every patron that enters the dining area, unless the patron temporarily enters the area to place, pick up or pay for a takeout order.</p>
CH-013	Indoor and Outdoor Dining	<p>Updated for Step 1: The outdoor dining area must be set up so that people seated at different tables are separated by:</p> <ol style="list-style-type: none"> i. a distance of at least two metres, or ii. plexiglass or some other barrier <p>Updated for Step 3: The indoor and outdoor dining area must be set up so that people seated at different tables are separated by</p> <ol style="list-style-type: none"> i. a distance of at least two metres, or ii. plexiglass or some other impermeable barrier

CH-014	Indoor <u>and</u> Outdoor Dining	<p>Updated for Step 1: No more than four people may be seated at an outdoor table unless everyone at the table is</p> <ol style="list-style-type: none"> i. a member of the same household, ii. a member of one other household who lives alone, or iii. a caregiver for any member of either household. <p>Updated for Step 2: No more than six people may be seated at an outdoor table unless everyone at the table is</p> <ol style="list-style-type: none"> i. a member of the same household, ii. a member of one other household who lives alone, or iii. a caregiver for any member of either household. <p>Updated for Step 3: There is <u>no limit</u> to the number of people that can sit at the same table</p>
CH-015	Indoor <u>and</u> Outdoor Dining	<p>Updated for Step 2: People (no more than six) seated at the same table are not required to adhere to physical distancing guidelines.</p> <p>Updated for Step 3: People seated at the same table are not required to adhere to physical distancing guidelines.</p>
CH-016	Indoor <u>and</u> Outdoor Dining	<p>Updated for Step 2: Live music is permitted at an outdoor patio with restrictions. The performer must maintain a physical distance of 3 metres from the audience or separated by a barrier</p> <p>Updated for Step 3: Live music is permitted with restrictions. The performers must maintain a physical distance of at least two metres from any spectators, or must be separated from the spectators by plexiglass or some other impermeable barrier.</p>
CH-017	Outdoor Meeting Space	<p>Updated for Step 2: Outdoor meeting and events spaces can be used at 25% capacity. Patrons are permitted indoors for the purpose of viewing meeting space for future bookings.</p> <p>Updated for Step 3: Outdoor meeting and event space can be used at 75 per cent capacity, or 5,000 persons, whichever is less</p>
CH-017A	Indoor Meeting Space	<p>Updated for Step 3: Indoor meeting and event space can be used and is limited to the number of people that can maintain a physical distance of at least 2 metres, and in any event may not exceed 50 per cent capacity (as determined by taking 50 per cent of the maximum occupant load), and not to exceed 1,000 persons.</p>
CH-018	Weddings & Receptions	<p>Updated for Step 2: Indoor religious services, including weddings, are permitted at 25% capacity. Outdoor religious services, including weddings, are capped at the number of people that can maintain 2m distance</p> <p>A social gathering associated with a wedding (not the ceremony itself) is permitted with 5 people indoors, or 25 people outdoors</p> <p>Updated for Step 3: Indoor religious services, including weddings, are permitted but limited to the number of people that can maintain a physical distance of at least 2 metres. Outdoor religious services, including weddings, must comply with public health guidance for physical distancing</p> <p>A social gathering associated with a wedding (aka the reception; and not the ceremony itself) is permitted with 25 people indoors, or 100 people outdoors.</p> <p>If your facility has dance facilities, please refer to your local Public Health Unit for additional guidance in this area as it is unclear in regulation 364/20.</p>
GA-001	Gatherings	<p>Updated for Step 2:</p> <p>Outdoor social gatherings and organized public events are permitted for up to 25 people</p> <p>Indoor social gatherings and organized public events are permitted for up to 5 people</p>



		<p>Updated for Step 3:</p> <p>Outdoor social gatherings and organized public events are permitted for up to 100 people</p> <p>Indoor social gatherings and organized public events are permitted for up to 25 people</p>
GO-001	Golf Operations	Payment options to be either: touchless, online pre-paid or pre-paid call ahead for green fees. Eliminate any walk-ups. Cashless preferred.
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	<p>Updated for Step 1: Request golfers to arrive only 20-30 minutes ahead of their tee time unless using outdoor dining. This will ensure a limited number of people are waiting to play and discourage loitering.</p> <p>Updated for Step 3: This guidance is removed</p>
GO-004	Golf Operations	<p>Updated for Step 1: Do not permit customers/golfers to congregate in the parking lot either before or after round. Golfers are permitted to use outdoor dining only, for socializing pre or post round, as long as they adhere to dining guidelines.</p> <p>Updated for Step 2: Outdoor gatherings are permitted for up to 25 people</p> <p>Updated for Step 3: Outdoor gatherings are permitted for up to 100 people.</p>
GO-005	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. Expectations of pace of play have to be set and tell people they will be asked to pick up and move ahead if falling behind.
GO-006	Golf Operations	One tee time booking per person, maximum of 4 players.
GO-007	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 anyone failing to comply will be asked to leave the property immediately.
GO-008	Golf Operations	Power carts, pull or push carts should be cleaned and disinfected after each use.
GO-009	Golf Operations	Encourage golfers to walk.
GO-010	Golf Operations	<p>Updated for Step 1: In 2020, plastic cart dividers were recommended for golf carts when being used by 2 people not from the same household. In 2021, masks are now mandatory at all times when in a power cart, except when being used by 2 people from the same household. Golf facilities are encouraged to operate with golf cart rentals for single riders only, where possible.</p> <p>* There is still some uncertainty in this area ... if in doubt, please consult your local Public Health Unit for clarity in your region at: https://www.health.gov.on.ca/en/common/system/services/phu/locations.aspx</p> <p>Updated for Step 3: At this point, there are no masks required on golf carts. For reference, on a call with the Ministry of Sport on July 9 it was clearly stated that 'participants in a sport are not required to</p>



		wear a mask'. If there is any doubt on this, please continue consult your local Public Health Unit for clarity. https://www.health.gov.on.ca/en/common/system/services/phu/locations.aspx
GO-011	Golf Operations	Staff cleaning any rentals must be given Protective Personal Equipment – gloves, mask, eye protection/full face mask and wash their hands often and after each cart.
GO-012	Golf Operations	Remove bulk scorecard, pencil, and tee holders from starter areas. Only issue when requested. Updated for Step 3: This guidance is removed
GO-013	Golf Operations	Remove ball washers on course or tape them shut. Updated for Step 3: This guidance is removed
GO-014	Golf Operations	Remove or disconnect water fountains or coolers; offer bottled water only. Updated for Step 3: This guidance is removed
GO-015	Golf Operations	Remove bunker rakes. Updated for Step 3: This guidance is removed
GO-016	Golf Operations	Remove benches to assist with physical distancing requirements Updated for Step 3: This guidance is removed
GO-017	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: <ul style="list-style-type: none"> • implement a golf ball retrieval system (numerous options became available in the market in 2020) at each hole which eliminates the need for the golfer to touch the flagstick to remove the ball. • consider raising the cup 1" above the putting surface, inserting the cup upside down or stuffing a piece of Styrofoam into the cup Updated for Step 3: This guidance is removed
GO-018	Golf Operations	Updated for Step 1: Limit the use of the putting green to ensure proper physical distance guidelines of at least (2) metres can be followed. Recommend placing 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." Updated for Step 3: Continue to encourage proper physical distance guidelines to be followed
GO-019	Golf Operations	Provide dedicated waiting areas with proper signage for next group on tee waiting to approach teeing ground.
GO-020	Golf Operations	Updated for Step 1: Lessons may be conducted with no more than 10 people (including the instructor). All participants must adhere to physical distancing guidelines Updated for Step 3: Lessons may be conducted as long as participants are adhering to physical distancing guidelines
GE-001	Golfer Expectations	We encourage golfers to continue to 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. Updated for Step 3: This guidance is removed
GE-003	Golfer Expectations	Wear a mask during any interaction where you may come within 2 metres from a staff member, from arrival through to departure.
GE-004	Golfer Expectations	Do not shake hands or high five to celebrate, a tip of the cap will do.



		Updated for Step 3: This guidance is removed
GE-005	Golfer Expectations	Do not loiter in the parking lot before or after your round / do not congregate in the parking lot as the "19 th Hole" Updated for Step 3: This guidance is removed
GE-006	Golfer Expectations	Updated for Step 1: Unless you are using the outdoor dining facilities, please arrive no more than 20-30 minutes before your scheduled tee time, and depart parking lot immediately following the last hole of your round. Updated for Step 3: This guidance is removed
WS-001	Workplace Safety	Follow the Workplace Safety & Prevention Services Guidance on Health and Safety for Golf Courses During COVID-19, which can be found at: https://www.wspss.ca/WSPS/media/Site/Resources/Downloads/COVID-19-golf-course-health-and-safety-guidance.pdf?ext=.pdf Note: This document was created prior to the recent reopening Ontario plan and is not reflective of the changes to Step 2 and Step 3 of this plan. Ontario's We Are Golf partners are working to get this WSPS document updated as soon as possible, as it is not reflective of current guidance.
WS-002	Workplace Safety	Educate staff to recognize the symptoms of COVID-19 in each other and your customers.
WS-003	Workplace Safety	Establish a communication plan to keep your employees informed and updated on issues affecting the workplace.
WS-004	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 Public Health Unit for appropriate testing. Implement a per shift screening program to ensure that all staff are healthy and have not travelled outside of Canada.
WS-005	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-006	Workplace Safety	Conduct meetings by phone or online wherever possible. For in-person meetings, ensure safe social distancing (2 metres+) between attendees.
WS-007	Workplace Safety	Staff to be trained and reminder to stay 2 metres apart from all co-workers, customers, delivery people etc.
WS-008	Workplace Safety	Staff to not have visitors to the golf course
WS-009	Workplace Safety	Ensure appropriate signage is present throughout your facility.
WS-010	Workplace Safety	Provide necessary sanitation supplies and personal protection equipment.
WS-011	Workplace Safety	Ensure hand washing signage is present at all wash stations.
WS-012	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.
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.

