

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

PGA 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
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 1 st 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)

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 wait 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.

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: <ul style="list-style-type: none"> • consider raising the cup 1" above the putting surface, inserting the cup upside down or stuffing a piece of Styrofoam into the cup • consider raising the cup one inch above the ground so the ball only hits the side • 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.

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

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.