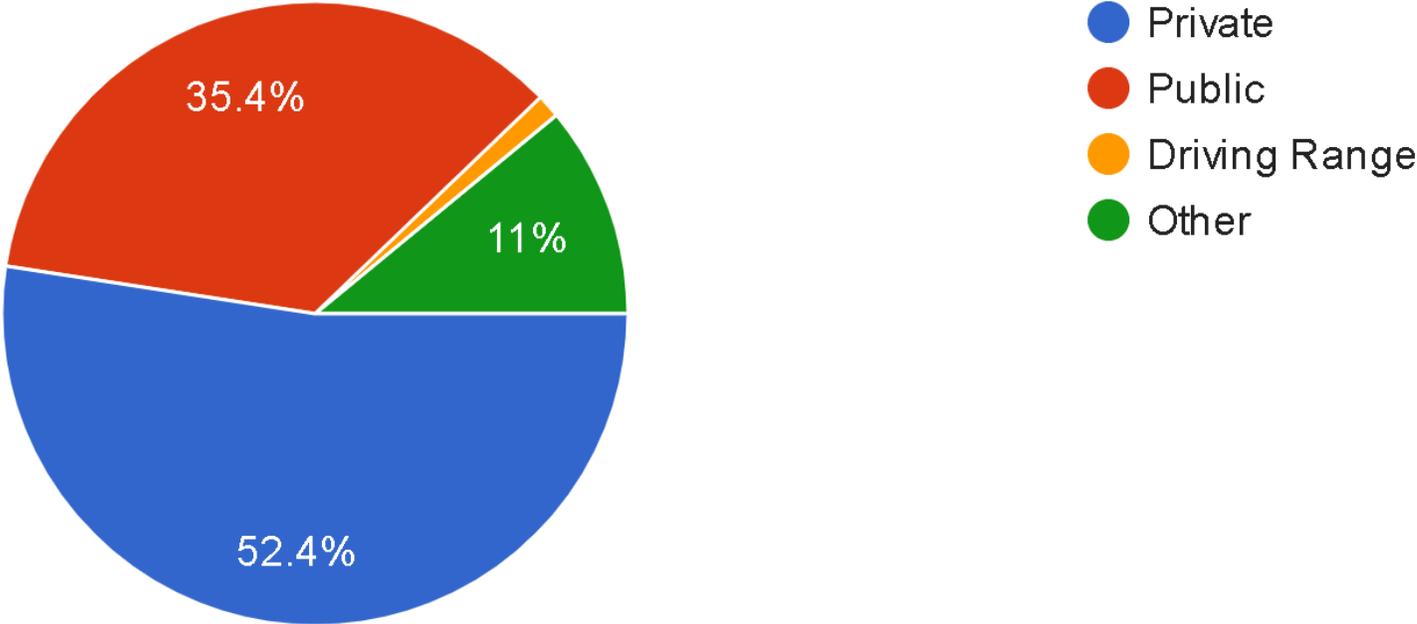


New England PGA – COVID-19 Survey Results

Facility Type

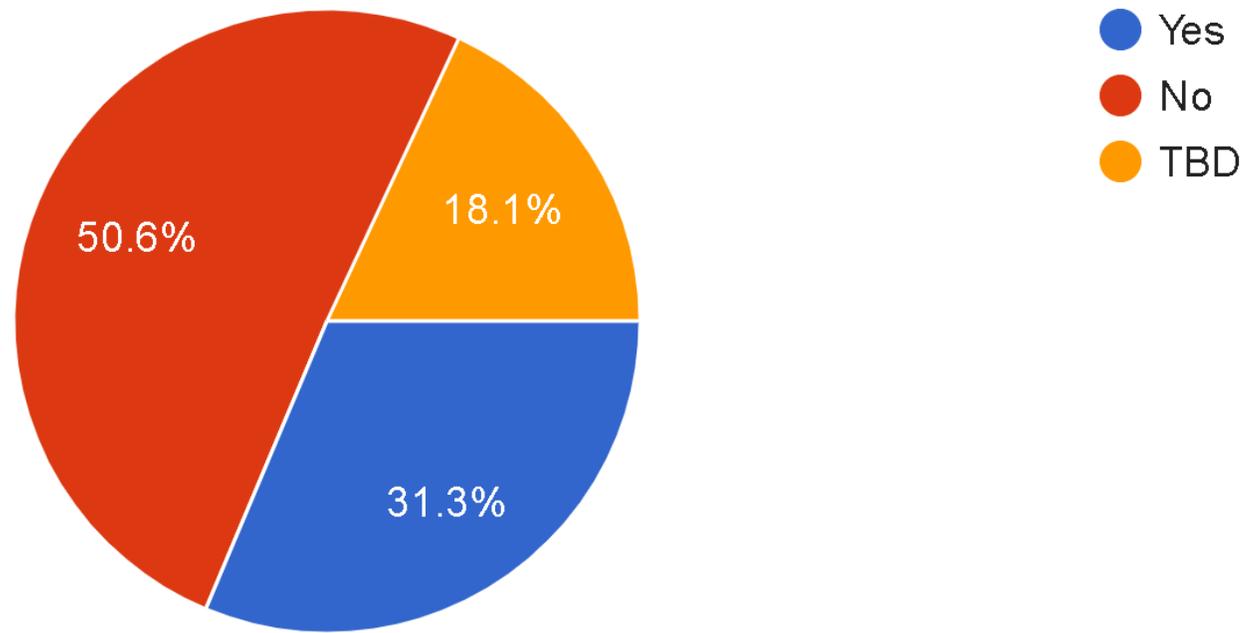
82 responses



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Are all operations of your facility closing due to COVID-19?

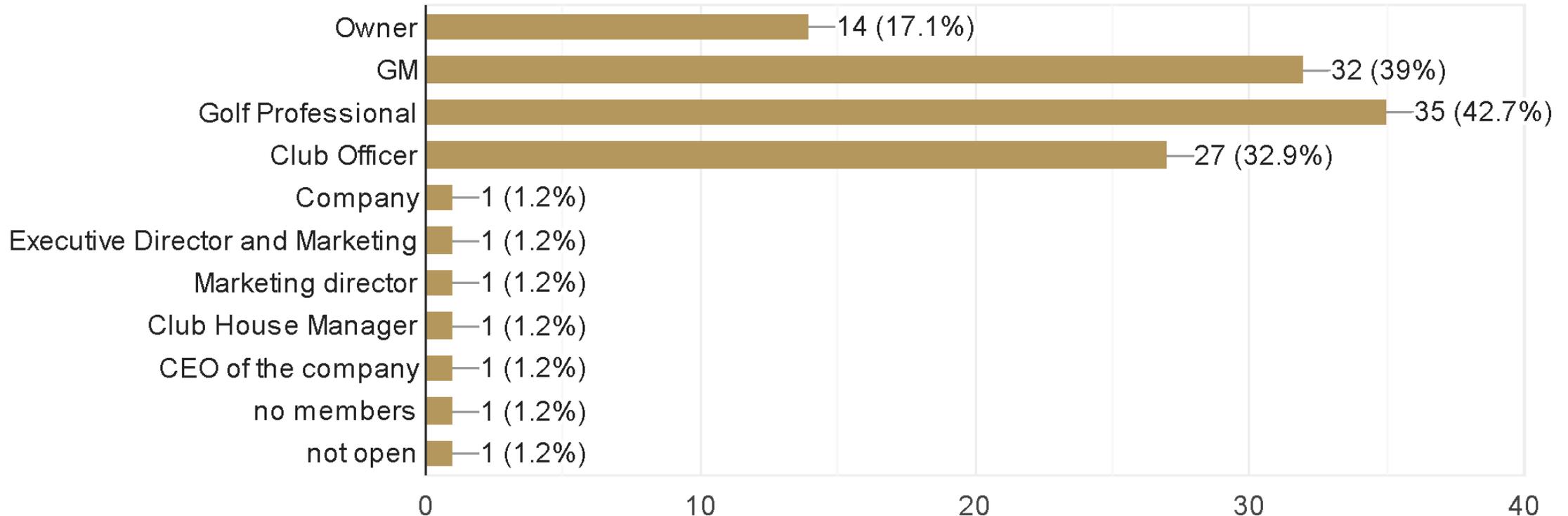
83 responses



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Who is communicating to the membership?

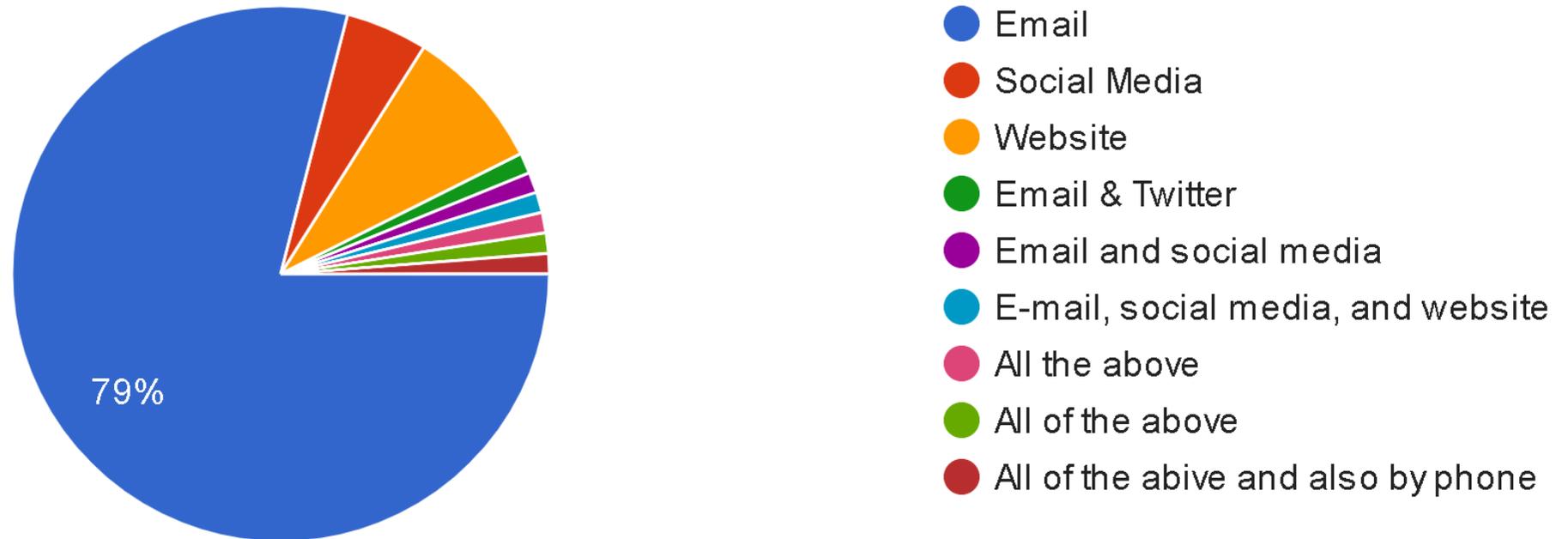
82 responses



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How are you communicating to your membership?

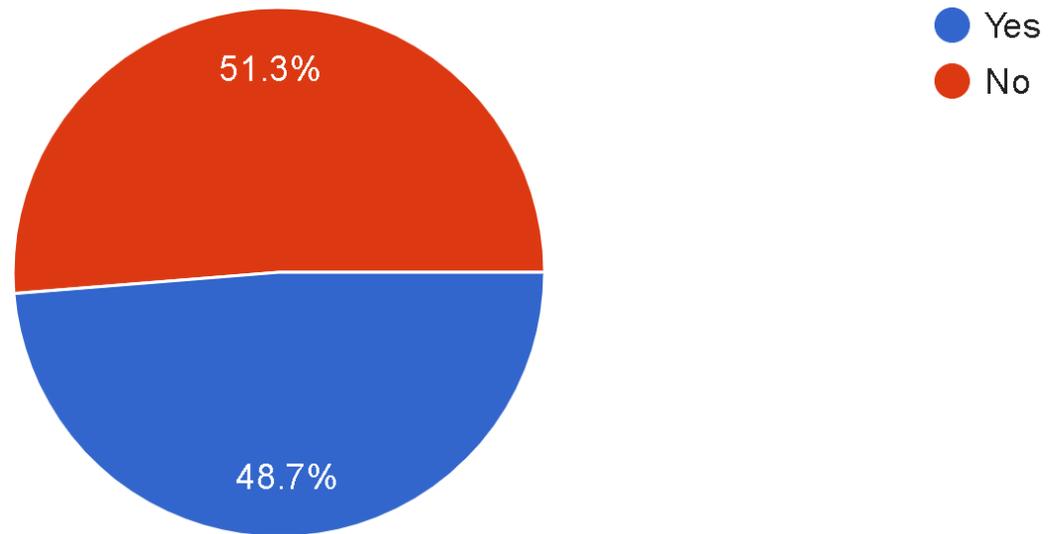
81 responses



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Will the golf shop be open?

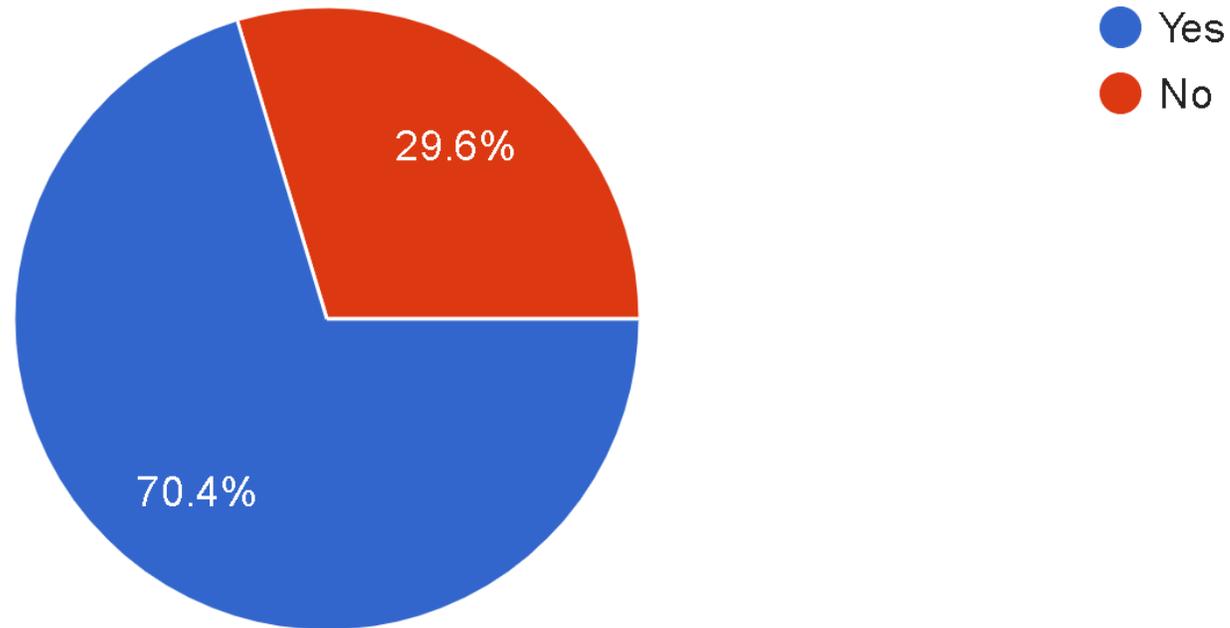
78 responses



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Have you stopped instruction/coaching/club-fitting?

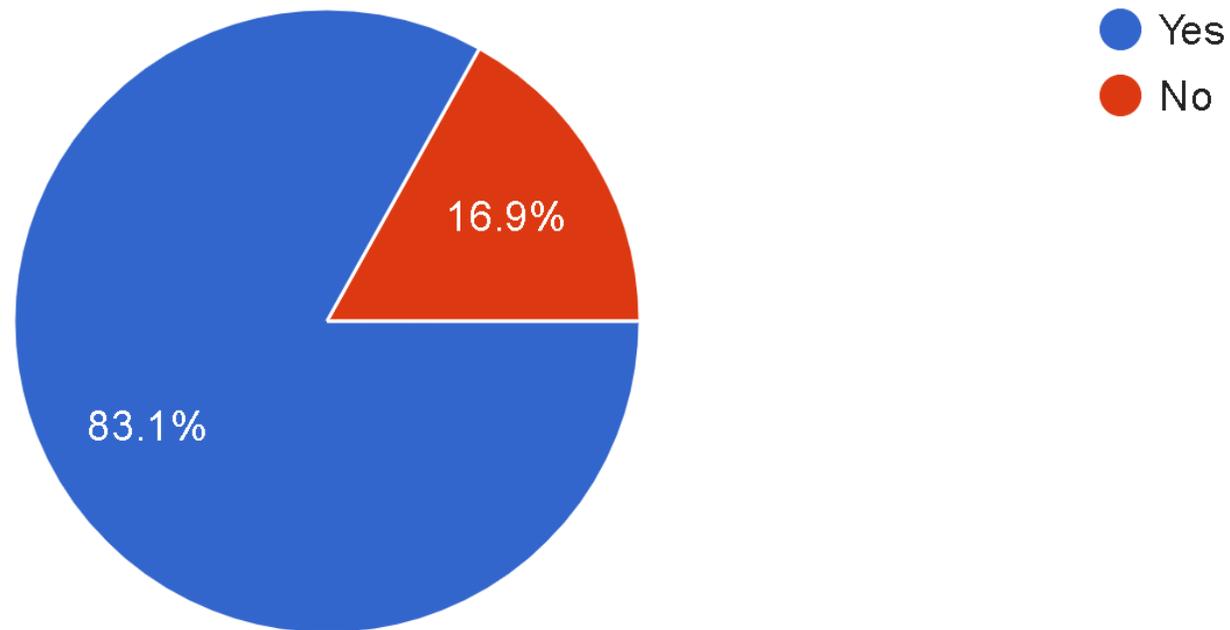
81 responses



New England PGA – COVID-19 Survey Results

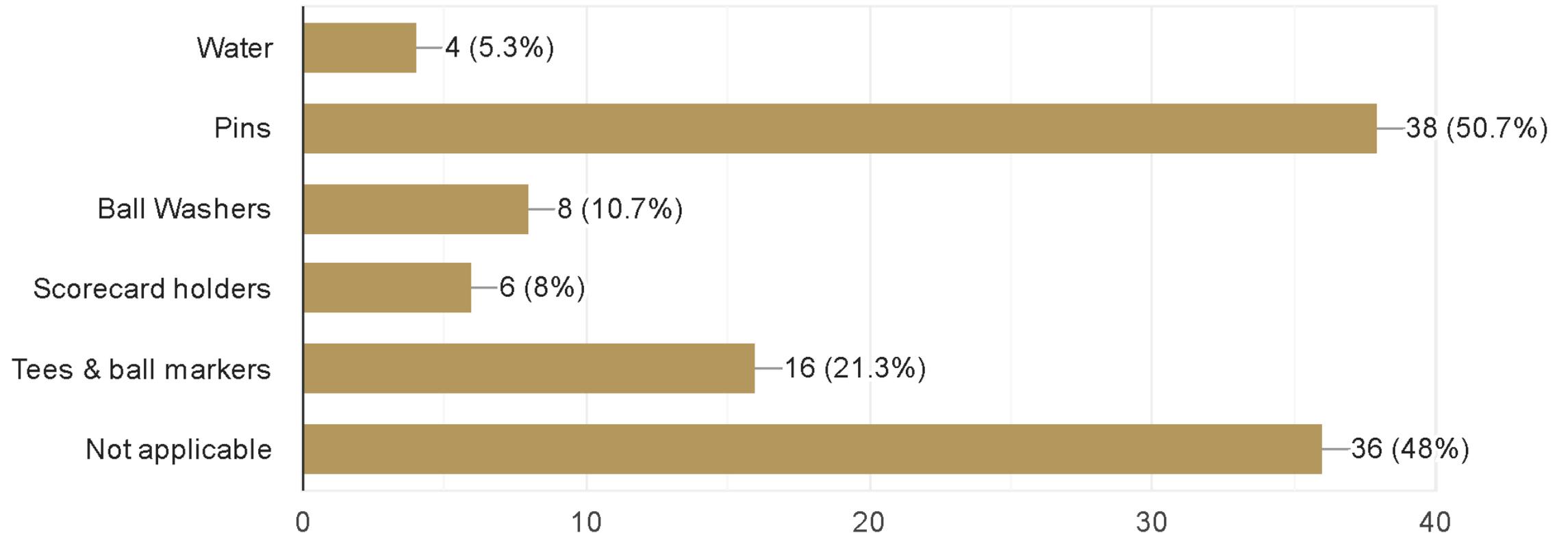
Are your golf course maintenance operations continuing during this time?

71 responses



New England PGA – COVID-19 Survey Results

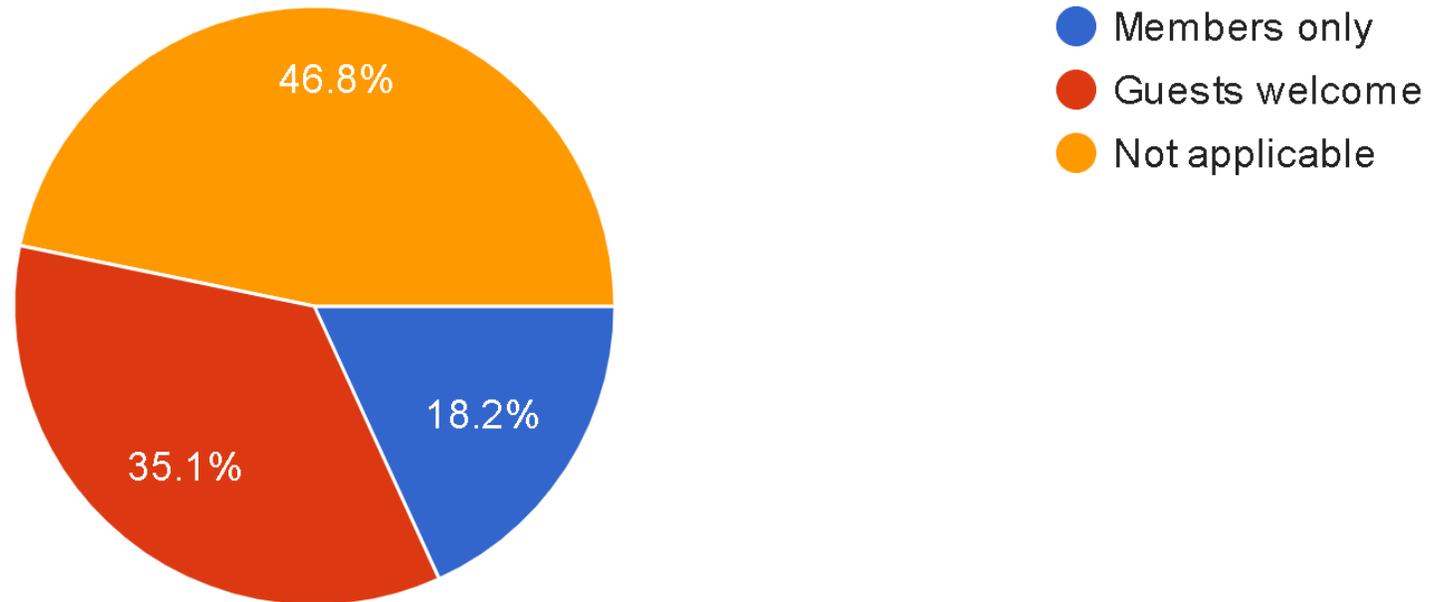
If your course is open, which of the following items will be on the course? (check all that apply)
75 responses



New England PGA – COVID-19 Survey Results

If your course is open, will guests be permitted?

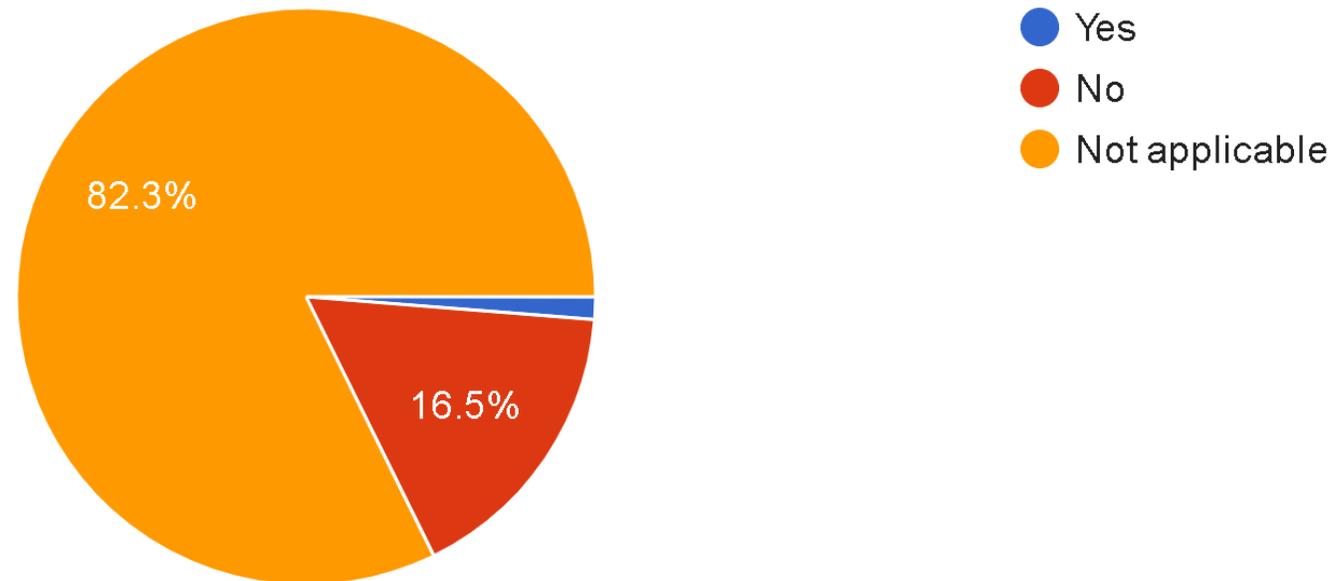
77 responses



New England PGA – COVID-19 Survey Results

If your course is open, will caddies be permitted on property?

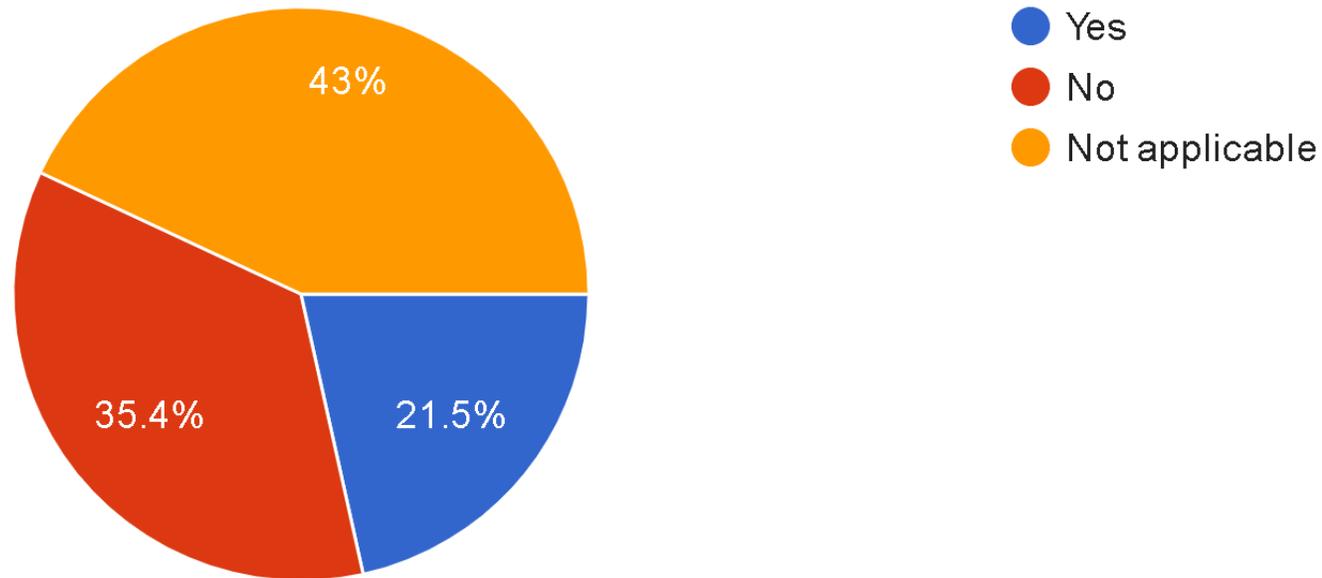
79 responses



New England PGA – COVID-19 Survey Results

Will you allow locker rooms to be used at this time?

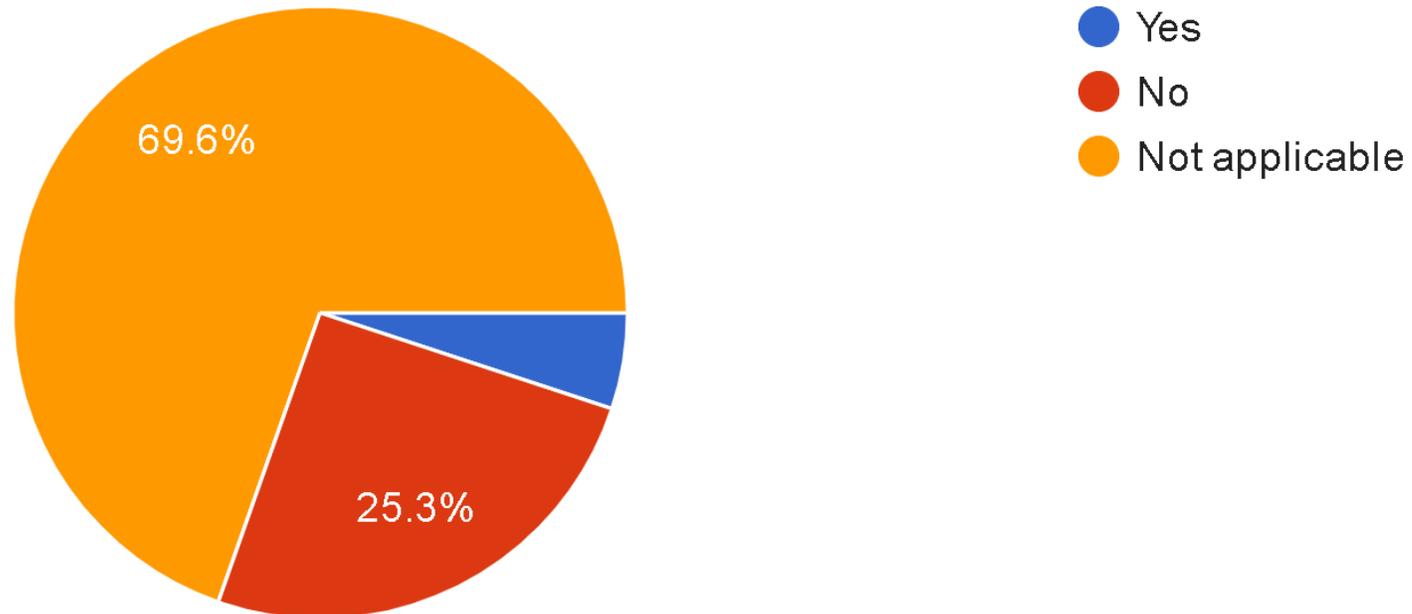
79 responses



New England PGA – COVID-19 Survey Results

If you have a fitness area, will it remain open?

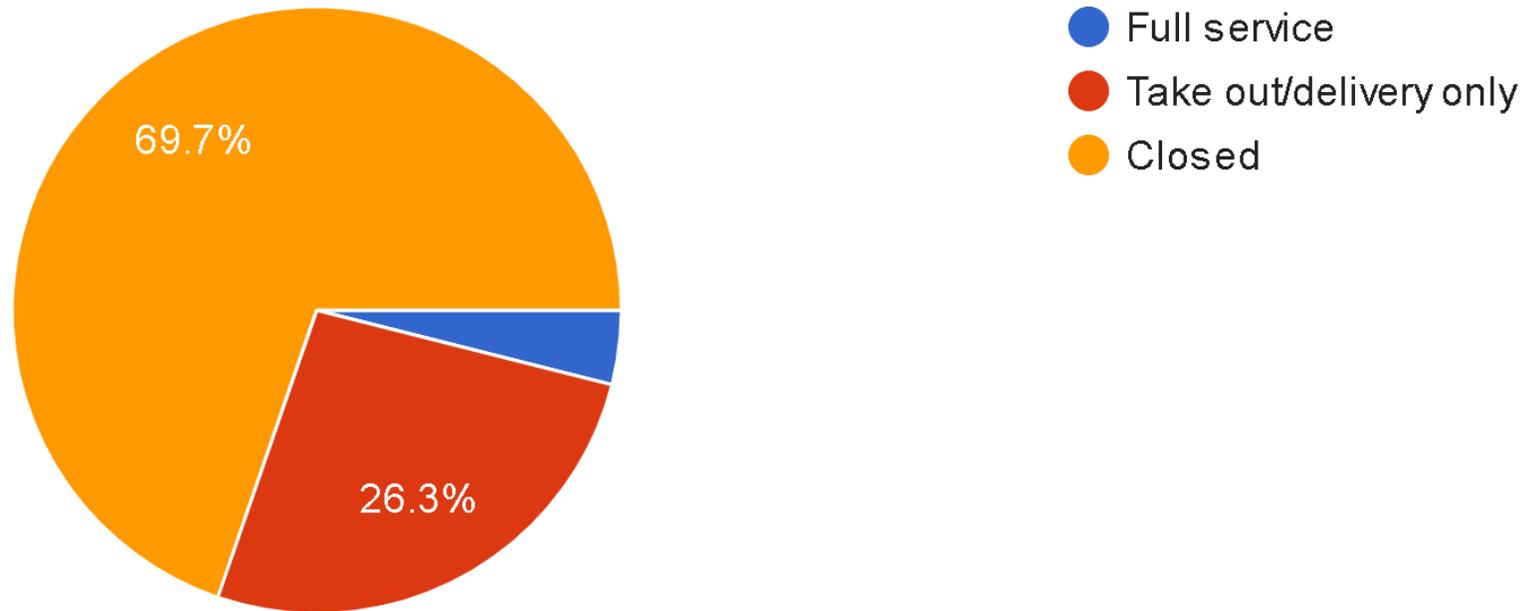
79 responses



New England PGA – COVID-19 Survey Results

Will your food & beverage be available?

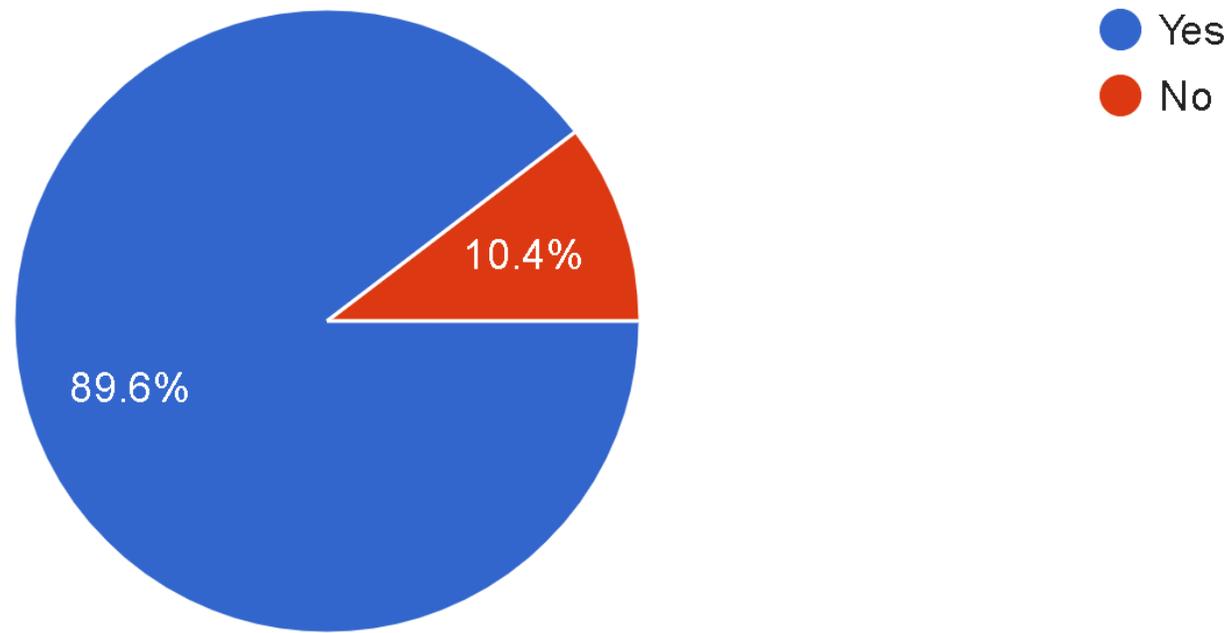
76 responses



New England PGA – COVID-19 Survey Results

Are you encouraging social distancing or offering suggestions to your members?

77 responses



COVID-19 Short Answer Responses

Have you instituted enhanced cleaning/disinfecting? If yes, please explain.

CDC guidelines

Not open yet

Regular disinfecting of high traffic areas

We did prior to closing.

Cleaning and disinfecting more frequently

Common areas, Pro Shop and enhanced cleaning/disinfecting of locker rooms
yes. Disinfecting all carts after use as well as all clubhouse areas.

Locker rooms will be cleaned more often than usual dependent on usage. We have small golfing community.

Flagsticks on the golf course will be disinfected daily.

We have two housekeepers working 4 days a week - added sanitizing to the Simulator and Fitness Center. Each room / venue throughout the Clubhouse has disinfecting spray. The Grille Room and Kitchen will remain closed.

Yes cleaning all areas in golf shop

Use wipes frequently. Wash hands frequently.

Cleaning 3 times a day

I'm sure this is being done although I haven't personally been involved.

Cleaning sprays and hand sanitizers for everyone to use.

Housekeeping doing deep cleaning much more regularly.

In progress

Yes, more individual cleaning of surfaces and items used during the consumption of food and Beverages

Yes, Conducting deep clean of all major buildings. Cleaning and disinfecting all areas twice a day.

Yes. Enhanced sanitation throughout the facility

Total overhaul of what we focus on. Touch points.

Yes, increased sanitary practices and made sanitary practices more available to all.

Bleach cleaning on all surfaces and carts

· The Sports Center is disinfected daily with solutions that are approved for the treatment of the Coronavirus and other pathogens. We have a full-time crew in the center daily that cleans and sanitizes all areas, including the locker rooms, fitness room, studios, and all surface areas several times per day. In addition, all fitness equipment is disinfected several times per day, and we encourage all members to utilize the Gym Wipes to disinfect each piece of equipment that they use before and after use. We have closed the Steam rooms as a hot, moist environment is an ideal environment for the growth of pathogens · Our clubhouse staff is disinfecting all areas of the club on an increased basis. · We have eliminated all snack containers and have prepared individual servings in sealed containers.

Disinfecting carts and clubhouse.

Use of wipes on computers, door handles and all common use areas

Yes, cleaning crew has implemented all new procedures to disinfect and clean common areas almost constantly

Increased disinfecting of commonly touched areas including door knobs and light switches. Carts will be thoroughly sterilized after each use.

The clubhouse until recently was being cleaned more often, but went to take-out mode last Friday, 3/13. Club is currently shutting all food operations for the next three days to re-evaluate all operations, and a potential situation that arose today, 3/16. Golf Course is not open yet.

Not at this time

On the hour

Not at this time due to minimal use of the club house. Club House staff will be doing disinfecting.

Sanitizer stations

Daily cleaning

Around the clock essential cleaning. Door nobs, key touch points

Hourly countertop and high traffic areas

sanitizing all doorknobs and key touchpoint daily

We hired a outside cleaning company to help with cleaning/disinfecting

Clorox will be used to clean rental push carts, Golf carts will not be allowed

Yes, following CDC most current guidelines

Canisters of disinfecting wipes at credit card terminals, wiping handles/public areas in all areas every 30 minutes (give or take), wiping employee areas.

Golf carts will be wiped down/sanitized after each use. The pro shop, locker rooms and rest rooms will be cleaned and sanitized regularly.

Not yet. Opening day is 4/1. Will be this week.

All carts wiped down before and after use.

We stepped up cleaning efforts by Professional cleaners daily as well as during the day disinfecting.

Cleaning enhanced

Yes, golf carts get disinfected before every round

Yes. We have cleaned the entire building due to staff coming in sickly.

Deep cleaning every building and then not allowing anyone into that area for 2 weeks

yes, we have kept core staff working through club closures to deep clean the entire clubhouse.

Extensive cleaning of clubhouse, kitchen, and hourly cleaning of restrooms, proshop checkin areas!

We have not opened as yet, but we will upon opening.

Yes wipes an enhanced bleach

Disinfecting wipes throughout facility. Hand sanitizers at entry ways. Sanitizing sprays for golf carts

Touch areas are being sanitized 2-3 times per day vs once per day

Yes- full steam clean and sanitizing of all golf cars and utility vehicles.

Extra wipes and soap stations

2 times minimum per day

Are you taking any additional steps to protect your members/staff during this time?

Yes disinfect all areas

Hand sanitizer, social distancing

Just trying to let everyone know we are doing are best.

Closing down the facility was a tough call, but the best for both members and staff.

Board of Directors meeting this Thursday (3-19-20) to discuss plan. Golf course accessibility still not decided.

No admittance into clubhouse except for bathrooms.

Promoting - leaving the pin in

Closing main clubhouse to all traffic and only having locker rooms open for convenience to members.

We are only allowing one person at a time to enter the pro shop

We are allowing office staff, event staff, food and beverage team to work from home.

If you don't need to come to the club please stay home

Taking our temperature before coming into work.

Keep the pin in the hole at all times Single rider golf carts

social distancing

Play with family only. No rakes. Leave the Pin in.

I've been asked to stay away from the club for two weeks because I was recently on a cruise. This applies to all members that have recently been out of the country as well.

Yes, bag room and golf shop are closed.

Adding sanitizer through facility and more frequent cleaning

Wellness calls/check ins to all members over the age of 70 Regular communication with high ranking Health Care administrators

Extremely limited member/staff contact

Shutting all operations until 5/1

Yes, disinfecting, social distancing, not working on bad weather days, etc.

We are closed just telling staff to be smart

Club is shutdown until April 1st in which the board will reevaluate.

Limiting the number of participants in the facility at one time.

No hand shaking. Golf Shop merchandise doesn't seem like a great idea for people to be touching at the moment.

We are not quite fully open, but plan on only course, no clubhouse facility

1 player per cart, limited range use

Additional Purell has been added to the outside portion of the golf shop, Lysol Disinfectant Spray is available by the bag room, carts are being disinfected using a 30-1 ratio of bleach and water, disposable gloves have been added of staff use outside, limited access to the golf shop at this time.

Not now

Working remotely, web meetings, hand cleaning stations,

Gloves

may limit tee times to 20 min intervals to prevent people milling about

We closed our facility until April 3rd to help protect our staff and members.

Extremely limited interactions

Yes, following most current CDC guidelines

We ask the staff is comfortable coming to work with all the safety precautions we have put in place.

Most staff is working from home.

cleaning/ sanitizing

Members will load and unload their own clubs onto and off of golf carts. They will also retrieve and return their own clubs if they are being stored in the bag room. Staff will wear rubber gloves and walkers will not be required to check in in the pro shop. We will require tee times on the weekend and they will be spaced 12 minutes apart.

Sending out as much info as possible to them to make smart decisions.

Social distancing in pro shop. More space at check in between customers and staff.

Latex gloves, social distancing

Rubber gloves and hand sanitizer are readily available. Asking all high risk team members to stay home.

Not at this time.

We are paying saluted and hourly staff their regular wages during this time.

Having certain staff work from home.

Just social distancing and sanitation products if available.

Limited staff on duty. No handshakes. 8 foot distance rule between staff and members. Gloves to be worn and changed out regularly. Sanitizers along the golf course. No water coolers. No cash or CC accepted. Member charge only

Yes, reduce access doors, closing certain designated spaces, reducing services
Asking members to not touch the flagsticks and to please stay away if you are showing symptoms or feeling ill

Are there any additional best practices you would like to share?

Constant communication about education on why we are doing what we are doing
Keep disinfectant, paper towels visible. We have signage in several spots describing the measures we are taking for safety.

Food will have a day before ordering and then will be made to order on the day of pick up. Only available on Friday and Saturday.

Wash hands, stop hoarding toilet paper!

Be smart, health is more important than revenue.

Still trying to stay informed and passing along the knowledge to my staff and customers

Food Takeout Delivery Service Wellness Walks Wellness calls/check ins to all members over the age of 70

1 person per cart, sanitize before member sanitizes after.

Just giving employees full control of what they feel the right thing to do is.

Be sure to you and staff are delivering the same message to members & guests.

If we do ultimately keep the golf course open, I have a feeling that we will end up being self serve. No golf shop congregating. No service between staff and member with golf bags, carts, etc. Even the driving range is iffy. Will golfers stay 6 feet apart? What happened in Disney Land and the bars this weekend tells us no. If golf staff does remain on site, I envision we will be kept at a distance and check-in procedures will be from afar using our iPads. If you are in close proximity to your assistant pros or bagroom staff, and either yourself or they may have been infected, everyone will need to quarantine, which will effectively shut down your golf shop anyway. There's only so many people in the golf operation to keep things going, we are not large corporations. The only thing we should be servicing members at this time, if at all, is the ability to play the golf course if local authorities let us. No lessons, no merchandise, no clinics, no youth programs. There are too many common touch points and too much stuff to keep clean constantly that will require our attention. I have a feeling that we may have all of this dictated to us by government in due time, but let's remember that we are not an essential part of life. We are a leisure activity. That leisure activity of playing golf may be safe, but we cannot go under normal

operations at this time if we are being told to stay home other than grocery stores and pharmacies. Let's take care of ourselves, try and get back to something of a normal in the summer, by taking the hard but necessary actions now. Thank you!

The golf course is scheduled to open on April 1 and the Golf Shop on May 1

Working to deliver members web clinics, golf fitness videos, online shopping

We are encouraging our staff and members to visit the [cdc.gov](https://www.cdc.gov) website to learn how to prepare for the coronavirus.

IF WE OPEN: Propping doors open, one customer in the golf shop at a time, no flagsticks, (very basic hole location sheet, or even a sign on the tee saying "front left"), no rakes, cover up ball washers, walking only (if we do cars, single rider), strongly discouraging cash, staggering tee times, limit to threesomes (maybe), with the potential of extra cars in a group, **NO TOLERANCE POLICY ON CART VIOLATIONS**, suggesting "social distance birdie celebrations", Blocking a time period for Seniors only.....**DISABLING** the ability to book online so the communication is solid.....and that everything is day to day

Going to bring up plenty of bleach and disinfectant as long as we are operational.

Just trying to be smart, have golfers have a great experience and monitoring daily health news. We attempted to remain open during these difficult times, leaving flagsticks in place, Instructing players to bypass handling rakes and we sterilized high touch areas. As a municipal facility and in accordance with state and local guidance we closed the facility as of this morning. The safety of our customers and staff always our top priority.

Still a work in progress.