



PGA

New England Section

PLAYING THROUGH COVID-19

BEST PRACTICES FOR SAFE OPERATION OF GOLF COURSES

I. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS	3
1. Team Member Illness Policy	3
2. Team Member Responsibilities.....	5
3. Physical Distancing	6
4. Hand Washing, Hygiene and Personal Protective Equipment	6
5. Shift Preparation/Tasking, Communication, and General Employee Procedures.....	8
6. Cleaning, Disinfecting and Sanitizing Protocols	9
7. Signage and Waivers	13
8. Security and Site Access	15
9. Disciplinary Action(s).....	15
II. PROTOCOLS FOR GOLF OPERATIONS.....	16
1. Welcome Message to Golfers	16
2. General Messaging to Golfers.....	17
3. Tee Time Policy.....	18
4. Check-In Policy	19
5. Practice Facility Policy	19
6. On-Course Measures.....	20

7. After Round Policy.....	20
8. Golfer Adherence	21
9. Specific Golf Operations Protocol	21
10. Golf Instruction Protocols.....	22
 III. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS	 24
1. Takeout Service Clubhouse Procedures (when open)	24
2. On-Course Food & Beverage Service (when open).....	25
3. Information for Customers	25
4. Kitchen and BOH Procedures	25
 IV. PROTOCOLS FOR GOLF COURSE MAINTENANCE	 27
1. Shop, Yard and other Common Maintenance areas.....	27
2. On-Course Setup / Service	28
3. Equipment and Tool Use / Cleaning / Maintenance	29

I. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

During the COVID-19 pandemic, the New England PGA (NEPGA) is advocating all New England Golf Courses follow mandates/orders from the Center for Disease Control and state & local health authorities, along with other authorities such as World Health Organization.

In order to comply with federal, provincial and regional recommendations, NEPGA is advocating the following minimum protocols to support the New England Golf Industry understanding that every property and its resources are different, while the situation continues to evolve.

(The reference to the term “Team Members” refers to the employees and any volunteer workers of the golf course)

1. Team Member Illness Policy

All golf facilities should have an updated team illness policy that is communicated to all team members immediately before returning to work.

1. Assessment

- a. Team members must review the self-assessment signage located throughout the facility each morning before their shift to attest that they are not feeling any of the COVID 19 symptoms
- b. Managers will visually monitor team members at least twice a day to assess any early warning signs as to the status of their health and to touch base on how they are regarding their personal safety throughout the workday
- c. If Team Members are unsure please have them use the self-assessment tool provided free online through <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>.

2. If a Team Member is feeling sick with COVID-19 symptoms

- a. Team Members who feel sick with COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, are to remain at home and contact their primary care physician for further instructions.
- b. If a Team Member at work is showing even mild symptoms of the previous listed symptoms for COVID-19:
 - i. Send home immediately, remove them from the schedule and have them contact their doctor for further guidance.

3. If a Team Member tests positive for COVID-19

- a. The Team Member will not be permitted to return to the workplace until they are free of the COVID-19 virus.
- b. Any Team Members who work closely with the infected Team Member will also be removed from the workplace for at least 14 days to ensure the infection does not spread further into the workplace.
- c. Close off, clean and disinfect their work area immediately and any surfaces that could have potentially be infected/touched.

4. If a Team Member has been tested and is waiting for the results of a COVID-19 Test

- a. As with the confirmed case, the employee will be removed from the workplace.
- b. The CDC advises that any person who has even mild symptoms to stay home and contact their primary care physician.
- c. Other Team Members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities. The workspace will be closed off, cleaned,
- d. and disinfected immediately and any other surfaces that could have potentially been infected/touched.

5. If a Team Member has come in to contact with someone who has COVID-19

- a. Once the contact is confirmed, the Team Member will be removed from the workplace for at least 14 days or as otherwise directed by public health authorities. Co-workers who may have come into close contact with the Team Member will also be removed from the workplace for at least 14 days.
- b. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

6. Team Member Support

- a. If you are directed to stay home or are sick with COVID-19, Human Resources and your General Manager will be in touch with you immediately to provide you with guidance and support to assist you throughout your leave process.

7. Quarantine or Self-Isolate if:

- a. Any Team Member who has traveled outside of the country within the last 14 days is not permitted to enter any part of the facility and must quarantine and self-isolate.
- b. Any Team Member with any symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- c. Any Team Member from a household with someone showing symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.

- d. Any Team Member who is in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating, is not permitted to enter any part of the golf facility.

2. Team Member Responsibilities

Team Members without symptoms of COVID-19 are currently free to work if they adhere to the following protocols:

1. **PRIORITY 1 - Wash your hands** with soap and water for at least 20 seconds before and frequently during your shift.
2. **PRIORITY 2 – Practice physical distancing** – keep a minimum distance of at least 6ft from fellow team members and customers.
3. **PRIORITY 3 - Inform your manager immediately if, during your shift, you feel any symptoms of COVID-19** such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.
4. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
5. Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
6. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% ethanol or 70% isopropanol content.
7. Clean and disinfect frequently touched objects and workstation surfaces as per directions below.
8. Stay informed as information is changing frequently.
9. Operations teams will be provided with disposable gloves.
10. Practice physical distancing – keep a minimum distance of at least 6ft from fellow team members and customers.
11. Media Interactions – Please do not speak with the media (radio, television stations, newspapers etc.). If you are approached by the media regarding COVID-19, be polite but do not comment. The news media may try to engage with you — sometimes aggressively to get information, but do not get angry or careless. Refer them to **<Insert Club Manager/PGA Professional Name>**.
12. Use the following recommended sentence to reply to media: “I want to make sure you have accurate, up-to-date information — so please contact our **<General Manager/PGA Professional at telephone# or email>**.”
13. Customer Interactions - If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them email the General Manager. Listen to them

and give them the GM's business card including his/her email address. Do not go into specifics or make comments related to their feedback.

3. Social Distancing

As defined by the Center for Disease Control, social distancing means limiting close contact with others.

When outside of your home, practicing social distancing by keeping six feet away from one another is something we can all do to help stop the spread of COVID-19.

All Team Members are to practice social distancing as follows:

1. Minimize close proximity interaction with customers and fellow team members whenever possible.
2. Keep at least six feet distance between yourself and others.
3. Do not shake hands with customers or team members, nod or wave instead.
4. Follow protocol for shifts, breaks and staff meetings as outlined in Section 5.



4. Hand Washing, Hygiene and Personal Protective Equipment

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.

1. Hand Washing as set out by CDC
 - a. Wash your hands with soap and water, ideally with warm water for 20 seconds
 - b. <https://www.youtube.com/watch?v=lisgnbMfKvI>
 - c. should be completed for the following reasons but are not limited to:
 - i. entering or leaving the clubhouse, pro shop, food and beverage, maintenance facility or any other structure at the golf course
 - ii. taking Personal Protective Equipment (PPE) on or off
 - iii. before and after breaks
 - d. After washing your hands, use disinfectant spray on sink taps and surfaces.
 - e. If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

2. Hand Protection

If a premise chooses to use gloves, Team Members should wash their hands thoroughly before putting on the gloves. Change the gloves before you handle money, credit card machines, cleaners, and after other contamination. Wearing gloves does not exclude food handlers from washing their hands.

Medical and food service gloves are usually made from polymers such as latex, vinyl and nitrile, although you may find disposable gloves made of other materials, such as neoprene. The following nitrile gloves are a recommended choice:

GLOVE TYPE	DEFINITION	ADVANTAGE	PROTECTION LEVEL	USAGE
Nitrile protective gloves	Made of synthetic material offers robust protection.	Stretchy, durable	Chemicals, viruses	<ul style="list-style-type: none"> ▪ Kitchen ▪ Food service ▪ Cleaning ▪ Golf Operations ▪ Grounds Maintenance

3. Personal Protective Equipment (PPE)

Personal Protective Equipment should be broken down into the following 3 categories based on risk of exposure levels:

- a. low risk: tasks where an individual is isolated, e.g. mowing – wear disposable gloves or gloves that can be disinfected regularly.
- b. medium risk: wear disposable gloves, paper/filter mask.
- c. high risk: tasks where staff members cannot maintain social distancing of 6 feet, e.g. training – wear disposable gloves and body suit, paper/filter mask, face shield or full-face respirator mask.

Staff cleaning any rentals must be given Protective Personal Equipment – gloves, mask, eye protection and wash their hands often and after each rental.

Team members are required to wash your hands each time gloves are taken on and off. (Section 4.1.c.ii)

5. Shift Preparation/Tasking, Communication and General Employee Procedures

1. Shift Preparation

- a. All Team Members must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter and leave the clubhouse, pro shop and maintenance facilities, and every hour through your shift (see Section I.4.1).
- b. Personal Protective Equipment (PPE) is to be provided for all operational duties as per risk categories (see Section I.4.3).

2. Stagger shifts and breaks, for example, create two crews with alternating shifts.

3. Eliminate all in-person staff meetings:

- a. Communicate task assignments via email, text and/or radio.
- b. Assign individuals specific vehicles, radios, tasks, mowers and other equipment (see Section IV.3 for equipment protocols).
 - i. Disinfect radios prior to distributing to staff. (See Section I.6.4)

4. Training:

- a. When possible, minimize training on new tasks by keeping staff on tasks they have already been trained on.
- b. If it becomes necessary for training on a specific task, have staff review standard operation procedures, watch manufacturers training videos prior to hands-on training.
 - i. for hands-on training, both staff must prep themselves by washing their hands and putting on PPE for level 3 (see Section I.4.3.c).

5. Eliminate timecards/clock. Have staff communicate hours electronically.

6. Employee personal effects:

- a. Minimize use of lockers, remove all non-essential items, disinfect after each use.
- b. Only 1 person allowed in locker/change room at a time.

7. Lunch/meal breaks:

- a. Maintain social distancing during all breaks.
 - i. encourage employees to have meal breaks outside or in their vehicle.
- b. Where use of lunchroom is necessary:
 - i. fridge, microwave, coffee machine, dishwasher use to be minimized.
 - ii. after any use, all touch points must be disinfected.
 - iii. all dishes must immediately be cleaned or placed in the dishwasher after use.
- c. Each employee is to disinfect any surfaces they have come in contact with after each use.

6. Cleaning, Sanitizing and Disinfecting Protocols

COVID-19 is susceptible to disinfectants and sanitizers.

- Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19.
- Increase cleaning and sanitizing frequency of food contact surfaces.

1. Definitions

- a. **Cleaning:** refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- b. **Sanitizing:** Food grade sanitizers are used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instruction for concentration and contact time. Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers. If a food grade disinfectant is used on a food contact surface, it may need to be rinsed off with potable water.
- c. **Disinfecting:** refers to using chemicals, for example, EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

2. Hard (Non-porous)

- a. Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.
- b. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- c. For disinfection, most common EPA-registered disinfectants should be effective.
 - i. Use products that are EPA-approved for use against the virus that causes COVID-19 is available. Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).

- ii. Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.
- 3. Electronics and POS Equipment
 - a. For electronics such as POS equipment, tablets, touch screens, remote controls, and keyboards, and telephones remove visible contamination if present.
 - i. Follow the manufacturer's instructions for all cleaning and disinfection products.
 - ii. Consider use of wipeable covers for electronics.
 - iii. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens.
 - iv. Dry surfaces thoroughly to avoid pooling of liquids
 - b. Credit card terminals if touched by a customer for pin pad entry must be cleaned after every use.
- 4. Power Carts, Service Vehicles and Pull Carts
 - a. PPE equipment must always be worn when disinfecting equipment.
 - b. Do an initial spray down with water to remove any loose dirt
 - c. DISINFECT the following areas with hand with a hand sprayer to be able to liberally spray the touch surfaces:
 - i. Steering wheel
 - ii. Arm rests
 - iii. Seats
 - iv. Roof safety handles
 - v. Lower console (cubbies and cup holders)
 - vi. Reverse switch
 - vii. Keys
 - viii. Club holders (straps, clips, etc.)
 - ix. Rain covers
 - x. Windshield clips
 - xi. Windshield (inside and out)
 - xii. The coolers and sand bottles are to be removed from the carts at this time

- d. Wash with soap and water as per usual
 - e. GPS screens must then be wiped down with a mild soap and water concentrate
 - f. Discard cleaning gloves prior to touching the steering wheel again, apply new gloves, and park the power carts in the storage area.
 - g. Provide a sealed single sanitizer wipe on the driver's seat for use by the golfer to allow them to wipe again the high touch point areas.
 - h. Add a sign on steering wheel "This cart has been cleaned with an approved bleach solution and a single sanitary wipe is provided for your additional safety"
 - i. Power cart and equipment charging cords are to be disinfected throughout the day.
 - j. Pull Carts (if available)
 - i. Wash cart and disinfect with bleach as per instructions, pull handles, straps and clips including rain hood attachments, handle, controls – brake, cup holders, and compartments after each use
5. Suggested Cleaning and Disinfecting
- a. Clubhouse / Restaurant / Public Areas
 - i. Doorknobs / door push bar / door handles
 - ii. Counter tops / service tops / bar tops
 - iii. POS terminals / merchant terminals / handheld devices
 - iv. Handrails / light switches / thermostat controls
 - v. Sound system and TV channel remote controls
 - vi. Chairs / guest seating areas / tabletops
 - b. Bathrooms / Kitchens
 - i. Doorknobs / door push bar / door handles
 - ii. Counter tops / sinks / basins
 - iii. Toilets / paper dispensers / handwash areas
 - iv. Prep areas / kitchen line / service pass
 - c. Staff Room / Offices
 - i. Doorknobs / door push bar / door handles
 - ii. Counter tops / workstations / desktops
 - iii. Time clocks / staff kitchen area
 - iv. Chairs / staff seating / staff break area

6. Product Guide for Disinfectants

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meet Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Liter of water. Minimum contact time of 10 minutes in a single application. Air dry for one minute.	Recommended by the CDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry for one minute.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

Hard-surface disinfectants must meet CDC requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2, the coronavirus that causes COVID-19. This means they are one of the easiest viruses to kill with the appropriate disinfectant when used according to the label directions.

How to find out which disinfectant meets requirements for COVID-19:

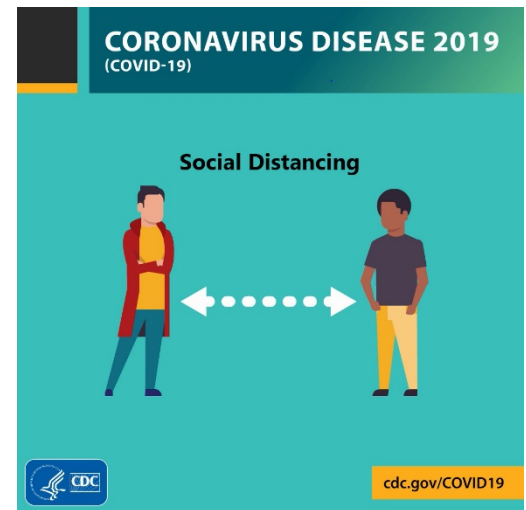
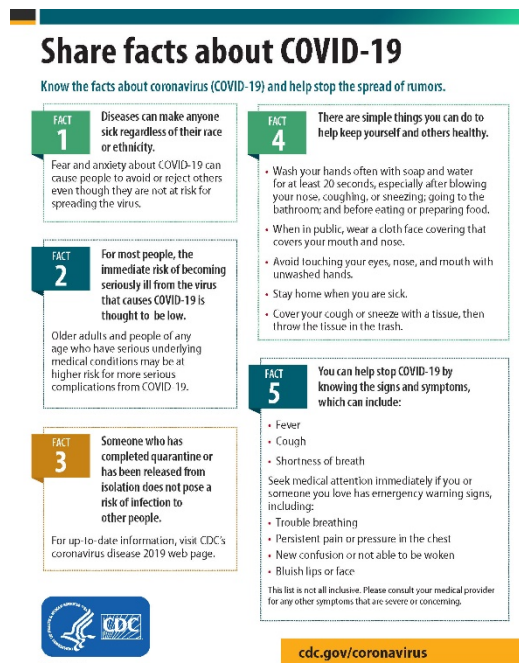
Click on the link below:-

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Locate the EPA Registration Number on the disinfectant product label and enter into the blank field for detailed information.

7. Signage and Waivers

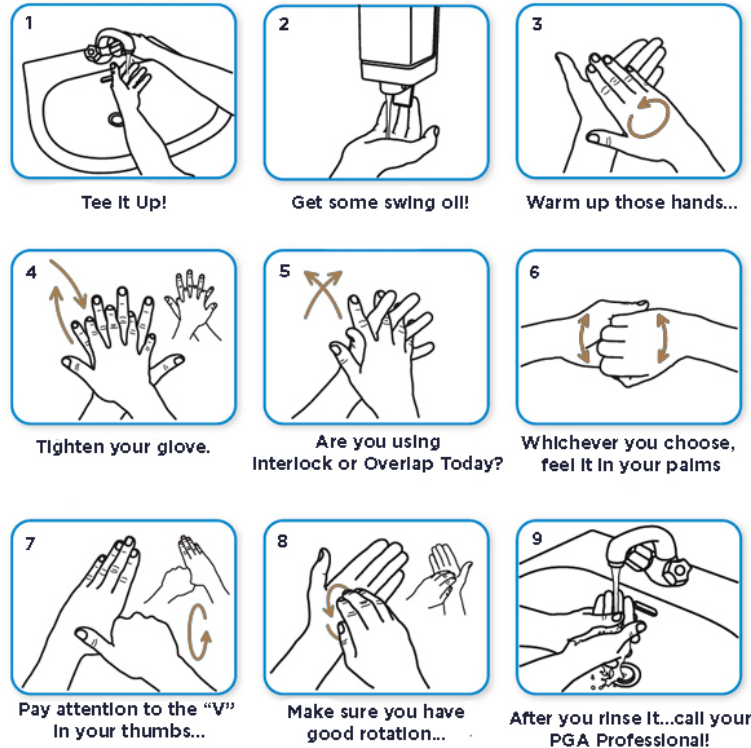
1. Place entrance policies at entrance to your parking lot.



2. Place appropriate signage outside the pro shop and clubhouse plus at the first tee entries briefly outlining the physical distancing guidelines in place.

3. Physical distance signs should be situated upon reaching the clubhouse, outside the pro shop, at the practice facility, approaching the tee box(es), and on the putting green(s).
4. COVID-19 posters for the general public and team members encouraging good handwashing are to be posted in appropriate locations, where they will be most noticed, including bathrooms.

PLAY A QUICK 9 FOR EFFECTIVE HANDWASHING



Before you turn, use a paper towel to dry your hands, then use the same cloth to turn off the faucet if necessary. Now your hands are clean and ready to play!

**These tips provided
by your local
PGA Professional!**



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New England Section

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5. Self-assessment signage for staff.
6. Signage posted in English may also be posted in other languages if useful for customers.
7. Legal waivers and participation agreements may also be considered.

8. Security and Site Access

1. Site Visit Restrictions:

a. Essential site visits

- i. only for operations personal including golf, clubhouse, food and beverage, maintenance and administration.
- ii. Shipping/receiving/deliveries
- iii. Customers

b. Non-essential site visits

- i. Anyone not carrying out facility operations, e.g. vendors, family/friends, non-golfing visitors, must not be permitted onsite.
- ii. If there is need for non-essential personnel to be onsite, prior arrangements must be made before visiting and this visitor must disinfect prior to entering any buildings and/or interacting with any staff, golfer or guest.

9. Disciplinary Action(s)

It is expected that protocols in this document are followed by all golf course personnel.

Consider having your staff sign that they have read this manual and understand the importance of following protocols.

Standard disciplinary actions, as per your facility, should be enforced for failure to observe protocol.

II. PROTOCOLS FOR GOLF OPERATIONS

1. Welcome Message to Golfers

Welcome to the 2020 Golf season. It is well advertised and documented that the absolute best practice to contain the spread of COVID-19 is to stay home and limit visits to public places for the essentials. Our first priority is the health and safety of our team members, golfers, guests and our communities through these challenging times.

As our staff and management prepared for the 2020 season, we have watched carefully the progress of the COVID-19 Pandemic. We have monitored closely the recommendations and precautionary measures of the World Health Organization, the Center for Disease Control and our state & local officials. While we acknowledge that the absolute best practice is to stay home, given the nature of the sport of golf amidst wide open spaces, and with rigid protocols in place, the game can continue to be played, keeping both golfers and employees safe from the transmission of the COVID-19 virus. It must also be acknowledged that golf does offer health benefits that must not be overlooked. World Golf Foundation studies have shown that playing golf will result in improvements in life expectancy and quality of life, as well as physical and mental health.

<Insert Golf Course name> is committed to the ongoing safety of golfers and our staff. As a result, a number of precautionary measures have been put in place to ensure that everyone will stay safe in and around <Insert Golf Course name>. Safety will rely on the full cooperation of golfers and our team members from the time we arrive at the facility until the time we leave. We have implemented a number of safety measures including:

- ensuring team member health
- practicing physical distancing
- reducing the number of touch points & rigorous cleaning of remaining touch points
- training our team members on enhanced cleaning, disinfecting and sanitizing procedures
- and requiring the cooperation of golfers through adherence to our policies and procedures.

A full list of the internal measures we have implemented can be found on our website <insert website address and link> and these measures are also posted at the <golf course/club>. While we do hope that our environment will return to normal in the not too distant future, for now, this mode of operation will become the new normal for the not too distant future. We

acknowledge that every golfer will make their own decision as to whether it is in their best interest to golf during these times or not. However, should you choose to join us, we will welcome you and require your full cooperation with regards to the measures that have been implemented for everyone's safety.

Stay safe,

<Insert General Manager's/Golf Professional name>

<Insert Golf Course name>

2. General Messaging to Golfers

If you have underlying medical conditions, it is recommended that you not visit our facility. Anyone displaying symptoms of COVID-19 which primarily displays as a persistent cough, will not be permitted on the course. So, if you don't feel well, please stay home, and, when in doubt, get tested.

If you have traveled outside of the United States, you are not permitted at our facility until you have self-isolated for a minimum of 14 days.

If you are showing symptoms of COVID-19, please do not come to our facility. Call your doctor, local public health or call 2-1-1.

If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our facility.

PHYSICAL DISTANCING IS REQUIRED AT ALL TIMES (minimum 6ft apart) NO handshaking, NO hugging etc. from arrival until departure and will be enforced. Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises and may be suspended from future play.

THE CLUBHOUSE, LOCKER ROOMS AND FOOD AND BEVERAGE FACILITIES, OTHER THAN TAKE AWAY ITEMS ARE CLOSED.

The bathrooms on the outside of the clubhouse will be <open and will be disinfected frequently / closed>.

Please bring your own sanitizer and use it each and every time you touch a foreign surface (Pro Shop door, bathroom door, golf cart).

Please bring your own water as we will not be providing any and will have no place for you to fill up your water bottles at this time.

We will not be providing, tees, pencils, water, coolers or sand bottles on the golf carts at this time.

Following the recommendations of the government, we encourage all players to wear a mask or some face covering while entering and exiting the facility and playing golf.

Do not handle each other's golf balls, tees, ball markers etc.

3. Tee Time Policy

Tee times will be < a recommended spacing of a minimum of 10 minutes and up to 15 minutes depending on the playability of the golf course > apart to permit for physical distancing and maintenance of pace of play.

Reservation formats available:

Twosomes

Threesomes

- three same-household members
- two same-household members + 1 other booked together
- three individuals booked together, however a maximum of two power carts

Foursomes

- four same-household members
- two same-household members + two same-household members, booked together, with a maximum of two carts
- two same-household members + two individuals, booked together, with a maximum of two power carts, ie. one or two must walk
- Four individuals walking

Power carts are single rider only, unless you share the same household and have proof of same physical address. A maximum of two power carts are available per tee time reservation.

Coolers and sand bottles have been removed. Note that all power carts are thoroughly cleaned and sanitized after each use.

If possible, bring your own pull cart. A limited amount will be available for use.

Golfers without a pre-scheduled tee time are not permitted, they must arrange a reservation prior to arriving at the course.

Book online or by phone.

4. Check-In Policy

Please do not arrive at the golf course any earlier than necessary, 15 minutes is generally sufficient. Congregating in the parking lot is not permitted before or after play.

Change shoes in the parking lot, clubhouse locker rooms are closed.

Bag services, club storage and club rentals will not be provided to eliminate touch points where the virus might be transmitted. Be prepared to carry your own bag and, when required, placing it on a pull cart or power cart.

Be prepared to pay for green fee or other purchases by debit or credit card. Member clubs can institute a procedure whereby guest green fees and purchases can be put on account without the need for touching (signing or otherwise paying), or even entering the Pro Shop (a wave for check in might be all that is needed).

PRACTICE SOCIAL DISTANCING ALWAYS (minimum 6 ft apart), from greetings upon arrival, in and around practice areas, the tee, putting greens, and at conclusion of the round. Consider continuous putting, 2 ft. "gimmes", only one player on the tee box at a time; pay attention to the posters that limit the number of people in the Pro Shop, on the Putting Green, etc.

5. Practice Facility Policy

The Practice Facility is ONLY for the use of golfers prior to playing golf at this time

Practice Range tees will be spaced at minimum of 12 ft. wide or Every other Practice Range bay will be closed so as to provide ample physical distance while hitting balls.

The practice greens may be used by a maximum of <insert number based on acceptable physical distancing for the size of the practice green > people at one time.

There will be no holes or flagsticks on the practice greens.

There will be no balls on the practice greens as each golfer should use their own.

6. On-Course Measures

Ball washers will not be available at this time, so please carry a bottle of water and towel accordingly.

Bunker rakes will not be available, please smooth sand with your foot or the club, preferred lies are permitted in the bunker or the bunkers are to be played as Ground Under Repair at this time.

Sand/seed containers may not be provided, please repair divots as best you can.

Cups will be set so balls will not enter the hole. A putt is to be considered sunk if it hits the cup and comes to rest within 12 inches of the cup.

The flagstick is to remain in at all times so please refrain from touching the flagstick.

On course drinking water will not be available. Please ensure you have enough refreshments to keep hydrated.

Garbage cans will only be available at the 10th tee.

Golf groups will not be permitted to play through

7. After Round Policy

Please return your power cart to the designated cart drop off area

Garbage and Recycling bins will be available in the designated cart drop off area, however please consider taking it home with you to minimize potential exposure.

Please COMPLETELY empty your cart of all personal belongings and GARBAGE

Compressed air for shoe cleaning will not be available

Following play exit the course as promptly as possible and avoid excess socializing in the parking lot after your round.

8. Golfer Adherence

All policies will be enforced and anyone not in compliance with these policies will be asked to leave the premises and may be suspended from future play.

9. Specific Golf Operations Protocol

1. If online booking is permitted, include the five points of the general message as part of the booking conditions or confirmation. Telephone bookings must communicate the same message. Refer to where more detailed information about the golfer responsibilities and club protocols can be found (website, posted at the club).
2. Consider employing a greeter who will inform the golfer of the various protocols that are in place whether it be the pro shop, the practice facility, on the course, clubhouse, etc. Each golfer must be asked if they have returned from travel outside the United States 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
3. Where entry into the Pro Shop/Clubhouse/Bathrooms is required and the opening/closing of a door, install hand sanitizing stations accordingly. Increase/promote frequent handwashing, hand sanitizing amongst all team members. Provide each team member with their own personal hand sanitizer and have self-serve hand sanitizer at each Point of Sale station. Remind team members to keep their hands away from their face.
4. Remind and enforce that employees practice physical distancing at all times and ensure a process to maintain that distance with the positioning of Point of Sale stations.
5. If more than one employee is working in the pro shop, then one person is 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 is to be cleaned prior to the next shift.

6. Where possible, prop pro shop and bathroom entry doors open. If frequent cleaning of bathrooms (especially on course) cannot be done (recommend hourly), you must close them.
7. Do not permit the handling of Pro Shop merchandise until after purchase. Close off access to Pro Shop retail. Hand purchases to purchaser. Remove bulk scorecards and pencils. Provide disinfected power cart key where appropriate and scorecard as well as pencils upon request.
8. Cleaning of surfaces after each golfer exchange must be done. Do not use re-useable cloths, rather, disposable cloths. Surfaces include counters, door handles, transaction machines, phones, tv changers, anything that either or both golfers and team members touch (keyboards, debit/credit machines, door handles, counters, clubhouse washrooms, etc.) Disposable items must be placed in a lined garbage container.
9. Practice Facility Touch Points (if applicable)
 - a. Disinfect ball dispenser touch points with disinfectant solution regularly throughout the day
 - b. Disinfect entire ball basket with disinfectant solution after every use
 - c. Wash balls after every pick
 - d. Consider having range balls pre-stocked to avoid touch points.
10. Clean, disinfect pull carts and power carts after each use. (Section I.6.4)
11. Marshall the course to ensure physical distancing, reminding golfers and where necessary provide warnings to repeat offenders. If repeat violators are not heeding the warnings, request follow up with a member of the senior management team. While an extreme measure may involve calling the police who will respond. Repeat offenders risk endangering the lives of others! Marshall to ensure that the parking lots are frequently visited to ensure that physical distancing is respected coupled with discouraging gatherings, irrespective of physical distancing.

10. Golf Instruction Protocol

Below is a list of best practices for you to consider implementing while coaching in the current COVID-19 (Coronavirus) environment:

1. Make sure you are staying up to date on public health guidance and any mandates from your local and state governments. We suggest checking online resources at least three times per day (morning, mid-morning and early afternoon) and follow their recommended best practices. Limit group sizes and/or make the necessary accommodations to meet local standards.
2. Avoid making any physical contact during a lesson (starting with no handshakes) and ensure you maintain the recommended social distancing (six feet, 10 if it's windy). Some additional common-sense tips:
 - a. Don't touch clubs or the person, and don't tee up the golf balls.
 - b. Don't touch their carts or bags.
 - c. Don't touch the bag stations unless you have wiped them down first.
 - d. Have anti-bacterial wipes with you at all times.
 - e. Don't touch your face and wash your hands between each lesson.
 - f. When doing video and showing them their swing, have your device on a stand and ask them to stay six feet away.
 - g. Have students take their own notes with their own pen.
 - h. When using Trackman, use your largest possible screen so the numbers are easily read by the student from far away.
 - i. Don't allow the people you are teaching to eat during the lesson (they are touching their hands to their mouth when doing so).
 - j. Ask people to bring their own water. Even if you have removed water stations and have bottled water available, students could be leaving used water bottles behind for you to discard.
 - k. Use your own alignment stick and training aids that are cleaned non-stop if used on a student.
 - l. If you have a registration table for larger groups, have sanitizer available on the table and anti-bacterial wipes for the pens.
 - m. If using rental clubs for a lesson, wipe down all grips and clubs with anti-bacterial wipes prior to and after use.
3. Over-communicate before your lesson. Make sure your students are aware of the practices and procedures you and your facility have in place to ensure their health and well-being. Make sure they are aware of what is expected of them once on property – the health precautions and standards they will be required to follow.
4. Don't risk anyone's health. If you or a student is not feeling well, reschedule.
5. Consider creating a virtual coaching academy online or offering lessons via video using Google Hangout or FaceTime options to connect with your students. Stay tuned for more to come on distance coaching suggestions.

III. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS

1. Takeout Service Clubhouse Procedures (if open)

1. Identify a designated pick up area
2. Physical distance the customers who are waiting for their takeout F&B, such as setting up ropes to organize potential lineups with 6ft markings on the floor with instructions to stay 6ft apart and reduce opportunities for interactions among customers.
3. Monitor the amount of people who enter the clubhouse when picking up food and beverage take out. If required, maintain a line up outside the building with 6ft spacing if the clubhouse is unable to hold up to 50 people (incl Team Members) safely with physical distancing practices.
4. Ensure service areas are properly cleaned and sanitized according to the product manufacturer's instructions after each customer service, employee shift changes, and before, during and after closing
5. Provide single-use containers for takeout foods. Customers must not use their own containers or carrier bags/boxes for take-out food or other food/beverage or grocery products.
6. All alcohol sold with takeout food & beverage in a food primary area must be consumed off the premises
7. Communicate to your employees the proper sanitation operational controls:
 - a. Enhance your premises' sanitation plan and schedule, and review with all employees, post a copy in the staff room.
 - b. Safe transactions, team members accepting payments with credit cards, and
 - c. debit cards must wash their hands frequently or use hand sanitizer and disposable gloves and be reminded to not touch their face.
 - d. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
 - e. Service tops must be wiped down after every use, please use and EPA registered disinfectant or diluted bleach cleaner to sanitize.
 - f. Doorknobs & handles should be wiped down every day and between staff shift changes, all common guest touch points should be wiped down at least once a day.
8. Do not provide self-serve food to patrons; have your employees serve all foods.
9. Wear disposable gloves when handling guest food products, and while making to-go beverages for guests if there is no dedicated cashier.
10. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

2. On-Course Food & Beverage Service (if open)

1. Post social distancing signage on all beverage carts and service kiosks
2. Communicate to your employees the proper sanitation operational controls:
 - a. Safe transactions, team members accepting payments with credit cards, and debit cards must wash their hands frequently or use hand sanitizer and disposable gloves and be reminded to not touch their face.
 - b. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
 - c. Service tops must be wiped down after every use, please use an EPA registered disinfectant or diluted bleach cleaner to sanitize.
3. Do not provide self-serve food to patrons; have your employees serve all products.
4. Wear disposable gloves when handling guest food or beverage products, and while making to-go beverages for guests if there is no dedicated cashier.
5. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

3. Information for Customers

1. All customers are to place orders by telephone
2. Takeout menu should be available online or can be emailed upon request
3. If payment is required at time of collection only credit and debit card will be accepted
4. Members, please charge purchases to your accounts to minimize interactions.
5. Be efficient in operations and encourage customers to pay in advance.
6. Customers with COVID-19 symptoms, i.e. sore throat, fever, sneezing, fatigue, coughing, or gastrointestinal symptoms, i.e. nausea, vomiting, diarrhea, stay away from the premises and not order take-out food delivery.
7. Please follow signage and collect takeaway orders from designated "Pick up Area"
8. Wash your hands or use alcohol-based hand sanitizer before entering premises for pick up

4. Kitchen and Back of House Procedures

1. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
2. Food safety: Normal cooking temperatures for foods will kill COVID-19 and other microbes in food. As with other microbes our advice is to always use a thermometer to check that the internal temperature of the food has reached 165°F

3. There is no evidence that COVID-19 is spread through eating or touching raw fruits or vegetables. When preparing fresh fruits and vegetables, wash or scrub them under cold, running, potable tap water prior to consumption.
4. Prevent cross contamination by:
 - a. keeping fruits and vegetables separate from raw foods.
 - b. Only handle (touch) the fresh fruits and vegetables that will be washed or cooked immediately to limit any hand transfer of germs.
5. Food grade sanitizers are used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instruction for concentration and contact time. Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water.
6. Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19. Increase cleaning and sanitizing frequency of food contact surfaces.
7. Work with all deliveries companies and vendors who come on premise to ensure social distancing is maintained and instruct safe drop off point for deliveries.
8. Loading bay and kitchen entrance protocols are to be kept clear at all times so people are not forced into breaching the physical distancing guidelines.

IV. PROTOCOLS FOR GOLF COURSE MAINTENANCE

During the COVID-19 outbreak, NEPGA is advocating all Golf Courses follow mandates/orders from the regional health authorities, along with other authorities such as CDC and World Health Organization.

In order to comply with federal, state and local recommendations, the NEPGA is advocating minimal golf course maintenance in accordance with GCSAA recommendations. The following minimum protocols are intended to support the New England Golf Industry by providing a comprehensive golf course maintenance guide understanding that every property and its resources are different, while the situation continues to evolve.

1. Shop, Yard and other Common Maintenance Areas

1. Maintenance facility access:

- a. No outside visitors permitted, employees only except for deliveries (see Standard Protocols Section I.8.5).
- b. Block doors open so handles do not need to be touched where practical.
- c. Restrict access to certain areas of shop, e.g. only equipment technicians allowed in repair/bay areas.
- d. Bathrooms:
 - i. only 1 employee allowed in bathroom at a time;
 - ii. all touch points must be disinfected after use, e.g. sink, toilet, etc.
- e. Lunchroom (see Standard Protocols Section I.5.7)
- f. Locker room:
 - i. minimize use of lockers, remove all non-essential items, disinfect after each use;
 - ii. only 1 employee allowed in locker/change room at a time.

2. Maintenance facility cleanliness:

- a. All door handles, counters, light switches, fuel handles and other high touch items must be disinfected several times per day depending on the amount of use, with the following suggested at minimum:
 - i. once staff has left the facility to perform morning maintenance;
 - ii. after lunch;
 - iii. at the end of each shift.
- b. Place hand sanitizer throughout maintenance area and ensure access to hand washing stations.

2. On-course Setup / Service

1. Signage
 - a. Consider posting reminder signage at three locations per nine holes and at all on-course bathrooms:
 - i. physical distancing between players and maintenance personnel;
 - ii. handwashing;
 - iii. flagstick etiquette;
 - iv. others as needed.
2. High touch items/accessories removed including but not limited to the following:
 - a. water coolers
 - b. ball washers
 - c. benches;
 - d. bunker rakes;
 - e. practice/putting green flagsticks
3. Flagsticks and cup holes:
 - a. Golfers are to keep flagsticks in the holes
 - b. Disinfect flagstick daily and prior to changing hole locations
 - c. Set cups in a manner that keeps the ball from dropping, e.g. turn cup upside down, utilize a 2" PVC coupler, raise cup lip above putting surface
4. Practice Facility: (if applicable)
 - a. Increase distance between hitting stalls or close every other hitting bay
 - b. Remove flags from putting greens or set cups as in Section IV.2.3
 - c. Remove rakes from practice bunker (if applicable)
5. On-course washroom cleanliness:
 - a. Disinfect course washrooms every 30-60 min as per Standard Protocol (see Standard Protocols Section I.6)
 - b. If unable to maintain this frequency, on-course washrooms must be closed.
6. On-course garbage bins:
 - a. Remove lids or make permanently open.
 - b. Emptying of bins to be done separately to all other tasks to minimize exposure.
 - c. Consider removing garbage containers and asking golfers to take garbage home with them.
 - d. Do not sort recyclables.
7. Sand/seed bottles and on-course bins:
 - a. Consider removal of all common use sand/seed bottles.
 - b. Consider discontinuing use of or limiting sand/seed bottles to individual use containers.
 - i. all sand/seed bottles are to be disinfected before use;
 - c. On-course sand bins are to be secured open or have lids removed;
 - i. scoops in on-course bins are to be removed.

3. Equipment and Tool Use / Cleaning / Maintenance

1. Vehicles, mowers, equipment (hand or power), tools, etc:
 - a. All vehicles to be single occupancy.
 - b. Each employee is required to disinfect their own equipment/tools before and after use (see Standard Protocols Section I.6)
 - c. During the course of a shift, do not share vehicles, mowers, radios, tools and other hand or power equipment.
 - d. Consider assigning staff equipment to avoid sharing between employees.
2. Equipment Cleaning
 - a. Clean and fuel equipment as per usual.
 - i. Use electronic methods to record fuel usage / hours / mileage
 - b. Disinfect fuel pump handle/nozzle after use.
 - c. Spray equipment with disinfectant on all touch point areas including but not limited to the following:
 - i. steering wheel
 - ii. gear shift
 - iii. key
 - iv. light and other switches
 - v. seats
 - vi. gas caps/lids