



COVID-19 SAFETY PLAN

[Version January 6, 2022]

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OVERVIEW

During the COVID-19 pandemic, we all must follow the mandates/orders from the Provincial Health Office (PHO) and regional health authorities, along with other authorities such as WorkSafeBC and Health Canada.

AS THE COVID-19 SITUATION CONTINUES TO EVOLVE, THE COVID-19 PHYSICAL DISTANCING, DISINFECTION AND OTHER PROCEDURES OUTLINED IN THE FOLLOWING COVID – 19 SAFETY PLAN MUST BE ADHERED TO.

If an employee is observed not following protocols and best practices, they will be advised of the corrective measures to be taken. If the failure to comply continues, the employee will receive a formal written warning and if they do not correct their behavior, the employee may be subject to suspension or termination of employment.

Our Morgan Creek employees need to know and understand that open communication with their department heads is key to our organization finding out about the specific COVID-19 risks/concerns that an employee may have within the workplace. Such communication is also vital in helping to formulate appropriate additional control measures or to modify existing measures to reduce the risk of COVID-19 transmission.

Golfers and Restaurant Customers:

Our customers are expected to respect and follow our protocols and best practice measures, all of which are communicated through signage, web page postings and direct verbal communications. Customers who are observed to not be following these measures, should be advised of their failure to comply, and if necessary, should be:

- a. given a verbal warning
- b. requested to leave the premise if verbal warning is not adhered to
- c. given a written warning (in the case of members)
- d. suspended from future play.

It is essential that a progressive discipline policy be followed in addressing these circumstances.

The contact for COVID-19 related concerns or comments is Mr. Ron Good by email at rgood@morgancreekgolf.com

Employee Illness Policies

1. If an employee tests positive for COVID-19, has been tested and is waiting for the results, or has contacted 8-1-1 and been told that they have a presumed case of COVID-19:
 - a. the employee **is not** permitted in the workplace and must follow the orders of the regional and/or provincial health authority, including a 5 day quarantine;
 - b. any employees who worked in contact with an infected employee will be informed that they are to self-monitor for symptoms of COVID-19;
 - c. any work area(s), surfaces and touchpoints that could have potentially been infected should be immediately closed off, cleaned and disinfected.

During Shift Self-Assessment and Monitoring

1. If an employee at work is showing or feeling (even mildly) the above symptoms for COVID-19, the employee must **GO HOME immediately** and must contact their personal physician or Health Link BC at 8-1-1. for further guidance.
2. Supervisors/Managers must assess individual employee health daily for COVID-19 symptoms.

Employee Support:

Employees who have been directed to stay home or are sick with COVID-19 and are experiencing stress, anxiety, overwhelming worry/concern, etc. are **encouraged to speak to their supervisor or department manager and to their personal physician for support.**

Return to Work:

An employee who has been sick or suspected of being sick will be allowed to return to the workplace once they have completed the isolation requirements set forth by Public Health.

General Protocols – Employees

All employees are required to follow safe work practices and protocols as directed by supervisory/management personnel:

PRIORITY 1 – Wear mask in any indoor space – Masks must be worn at all times while in any indoor space, including elevators, kitchens, staff break-rooms, washrooms, hallways and lobby areas.

PRIORITY 2 – Wash your hands with soap and water for at least 20 seconds before and frequently during your shift. If soap and water are not available, use an alcohol-based hand sanitizer provided throughout the facility. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves. 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.

PRIORITY 3 – Practice physical distancing – report to work with a mindset to abide by physical distancing processes and keep a minimum distance of at least 2m/6ft from fellow employees and customers.

Use caution when entering possible points of congestion in Clubhouse, like hallways and tight corridors. Please abide by “one way” arrows in hallways and “give way” to others as quick as possible to allow others to pass by without long waits. **NO CHATTING IN HALLWAYS!!**

PRIORITY 4 - Inform your supervisor or 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.

PRIORITY 5 - Stay informed. Information is changing frequently.

RESTAURANT – PROTOCOLS

The following safeguard measures and protocols apply to the restaurant area:

- 1) In addition to the general protocols applicable to all employees, all restaurant employees are required to frequently **wash their hands**, especially after they have been in other areas of the clubhouse such as the staff room, washrooms, kitchen, golf shop, snack kiosk;
- 2) Measures have been put in place to **repeatedly sanitize** the entire restaurant, including all POS stations, table surfaces, chairs, bar and service areas;
- 3) Hand **sanitizer dispensers** are located at the main entrances to the clubhouse building; guests are requested to sanitize their hands before entering the restaurant
- 4) **Signage** is located in the front clubhouse entrance notifying guests of mandatory mask wearing in the premises AND directing them to location of complimentary masks for their use;
- 5) **Masks must be worn** at all times while in the clubhouse, unless seated at a table in the restaurant or banquet rooms;
- 6) Guests will be **seated as quickly as possible**. If their table is not ready, they will be asked to wait in a suitable area outside of the restaurant area where distancing requirements can be maintained;
- 7) **Capacity of restaurant** has been significantly reduced. Guests must be seated in such a way that:
 - a. there is 2m / 6ft distance between the guests seated at one table and the guests seated at another table, unless they are in the same party; and
 - b. there must be no more than 6 patrons seated at a table.
- 8) Employee **shift starting times** have been staggered in order to lessen crowding of washrooms and other areas of the clubhouse;
- 9) **Water and coffee** containers will be left on the tables for guests to serve themselves;
- 10) Guests wanting to take home their **left-overs** will be provided with a to-go box by the restaurant;
- 11) **Merchant terminals** must be wiped down after every use, using approved sanitizer;

- 12) **Service tops** are to be wiped down with approved disinfectant or diluted bleach cleaner after every use.
- 13) All **items from tables** are to be removed after each use, including all menus, unused cutlery, sugar and condiments etc. A dedicated team of staff will be responsible for **clearing dirty dishes**;
- 14) Wipe down **high touch areas of chairs and tables** after every use with approved cleaners;
- 15) **Counters and other facility access areas**, including washrooms, are to be frequently cleaned using approved disinfectants.
- 16) Staff are to report their **health and safety concerns** to their supervisor/manager, who in turn will report the matter to the COVID committee.

KITCHEN – PROTOCOLS

The following safeguard measures and protocols apply to the kitchen area:

- 1) In addition to the general protocols applicable to all employees, all kitchen employees are required to frequently **wash their hands**, and always prior to **each entry** into the kitchen area AND are to ensure that they practice proper cough and sneeze etiquette (into elbows rather than hands);
- 2) **Hat and face mask** (or shield) **MUST** be worn while in the kitchen;
- 3) **Hands** **MUST** be washed before every entry to the kitchen;
- 4) Loading bay and kitchen **entrance areas** are always to be kept clear so people are not forced into breaching the physical distancing guidelines AND direction signs posted on access doors are to be adhered to;
- 5) **Food safety** - normal cooking temperatures for foods will kill COVID-19 and other microbes in food. As with other microbes, always use a thermometer to check that the internal temperature of the food has reached 74°C
- 6) Prevent **cross-contamination** by:
 - a. keeping fruits and vegetables separate from raw foods; and

- b. to limit any hand transfer of germs, only handle (touch) fresh fruits and vegetables that will be washed or cooked immediately.
- 7) **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.
- 8) 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.
- 9) Work with all delivery companies and vendors to establish safe drop-off point for deliveries and communicate to those who come on premise to wear masks and to maintain social distancing.
- 10) Deliveries are to be staged downstairs in loading bar, all items are removed from boxes and stored
- 11) No unnecessary visits in the kitchen from staff or vendors

RESTAURANT TAKE OUT SERVICE – PROTOCOLS

The following safeguard measures and protocols apply to the restaurant take-out service:

- 1) In addition to the general protocols applicable to all employees, all employees providing take-out services are required to **wear a mask, wash hands** frequently, including always prior to **each entry** into the kitchen area AND ensure proper cough and sneeze etiquette (into elbows rather than hands) is performed;
- 2) All customers are to **place orders and pay online**;
- 3) **Members** are to be asked to charge to their accounts to minimize interactions;
- 4) **Customers with COVID-19 symptoms** (flu-like symptoms such as fever, dry cough or shortness of breath, fatigue, soar throat and aches and pains) are to be asked to stay away from the premises and not order take-out food delivery;
- 5) Restaurant will provide **single-use containers** for takeout foods. Customers must not use their own containers or carrier bags/boxes for take-out food pick-up;
- 6) **Alcohol** sold with takeout food & beverage in a food primary area must be consumed off the premises;

SNACK KIOSKS and BEVERAGE CART – PROTOCOLS

The following safeguard measures and protocols apply to the snack kiosk and beverage cart:

- 1) In addition to the general protocols applicable to all employees, all employees working n the Snack Kiosks or on the Beverage Cart are required to frequently **wash their hands**, and, if applicable, always prior to **each entry** into the Snack Kiosk AND are to ensure that they practice proper cough and sneeze etiquette (into elbows rather than hands)
- 2) Only one employee at a time will be stationed in the Snack Kiosk, with minimal overlap for functional business handover. Entrance door signage notifies whether kiosk is occupied. If Kiosk is occupied, employee is to go to front window.
- 3) Sanitizer station is to be placed outside for customer use
- 4) **Post social distancing signage** on all Beverage Carts and Snack Kiosks;
- 5) Employees are to use proper sanitation operational controls measures:
 - a. **safe transactions** – only payments by way of credit or debit cards will be accepted and employees must wash their hands frequently or use hand sanitizer and disposable gloves;
 - b. merchant **terminals must be wiped down** after every use (follow manufacturer cleaning guidelines or 70% alcohol wet wipes);
 - c. all **service counters**, cupboards, coolers, safe room and safe, door knobs, computer etc. must be sanitized at the start of each shift and after every use by wiping down with approved disinfectant or diluted bleach cleaner. Such cleaning is to be repeated at the end of each shift even if you have the next up-coming shift;
 - d. gloves are to be used while preparing and wrapping foods.
- 6) **No self-serve food** is to be offered to customers, only employees are to serve;

CATERING DEPARTMENT – PROTOCOLS

In addition to the general protocols applicable to all employees, all catering employees are required to frequently **wash their hands** AND are to ensure that they practice proper cough and sneeze etiquette (into elbows rather than hands)

Guests **must wear masks** while in the Clubhouse (masks may be removed while seated at their table).

Common spaces / flow of guests & staff

1. Secure open the banquet entrance door and provide signage outside on an easel, for specific banquet events. Provide floor plans to the client with entrance noted in advance, strongly suggest they share this with their group of guests to limit outside waiting. Additional hostesses/banquet staff will be in place to assist with the congestion of guests and have them wait outside if needed.
2. Room capacities:
 - a. Banquet back storage room - max 4 staff members
 - b. Swing room – used only for buffet service, with one table of guests at a time service
3. The coat check room will be locked and a rolling rack will be placed in the banquet room. The linen room will be used by one set up staff.
4. Patio furniture will be set out in the Spring and removed following Remembrance Day. When patio furniture is set out, table and chair locations are not to be moved.

Food and Beverage Service

1. Tables will be set with linen, hand sanitizer, sugar caddies, salt & peppers and necessary cutlery. Mirrors and candles are only available on a pre-determined basis and are to be cleaned and sanitized before and after any usage. Clients are permitted to add their own centers and décor. All linen is removed at the end of the event and all sugar caddies and salt & peppers are to be sanitized before being returned to their proper storage containers.
2. Water service: Glasses will be pre-filled, and a jug of water will be set on each table at the start of the event. Staff will replace jugs throughout the event, as needed.
3. Coffee Service: Coffee cups will be pre-set at each setting; staff will come around with a coffee cart and offer tea and coffee to guests. Individual creamers will be available upon request from the coffee cart.
4. Meal services: We are offering plated menu options for all group sizes and a limited buffet menu; additional restrictions will apply.

- a. Plated Service; Multi-course: Guests are to remain in their seats for the duration of the event, each course will be brought to them. Servers must wash their hands before serving any meals to guests, gloves are available for extra protection. Multiple servers will be assigned to run food during meal periods, dropping plates then returning to the service area for additional plates. Servers will rotate coming and going from the service area.
 - b. Clearing during service: Servers are to bring plates to a drop location just inside the kitchen doors. One server is to remain in the kitchen area and clear the plates that are brought in by the other servers and transfer them onto the clearing trolley. The trolley will be removed to the dishwasher for cleaning either by a kitchen staff member following each course, or the stationed banquet server. Only if the kitchen is not busy will the stationed banquet server be notified by the kitchen staff that it is safe to take the trolley to the dishwasher. All servers must wash their hands during and following clearing plates from guests.
 - c. Plated Service; Select menu: Guests are to remain in their seats for the duration of the event, their meal will be brought to them. Available for groups with a maximum of 20 guests. Guests are to place their orders via a printed menu placed at their seat, orders will be collected by the server at a pre-determined time specified on the event order. The server is to compile the orders onto a single sheet, which is to be given to the kitchen and ready for the pre-determined mealtime. Menus will be discarded upon recording orders to the kitchen. Meals are to be run to the banquet room and/or Creekside room via the restaurant kitchen. Communication with the kitchen and Restaurant staff is necessary to ensure an open pathway for the server.
 - d. Buffet Service: Additional restrictions and limitations will apply. Each guest is to remain in their seat until directed by the banquet server. Only 1 table of guests is permitted at the buffet at a time, buffet utensils are to be wiped down following each table and to be changed after half of the tables have been called. Utensils may be switched out sooner depending on servers' discretion. Buffet tables are to be set as long as possible in order to space out items on the table. Hand sanitizer will be placed at the start of the buffet line with signage for guests to use it before approaching the buffet table. Additional signage will be displayed along the buffet.
5. The Banquet room is to be set by one staff member as per a pre-determined and final floor plan sent out by the Catering Manager. Clients will be advised they can not move tables or chairs during their event. If using round tables, clients will be required to keep the number of guests at each table within the maximum of 6 guests per table. Each table will be spaced as far apart as possible for the guest count.
 6. Sanitization of the room and its content will be completed before, during and after each event.
 7. All bars are to be hosted, unless specifically requested. Cash bars will not accept cash, only debit and credit. A portable hand sanitizer will be added beside the bar. Signage on tables and bar will indicate that only 1 person is permitted at the bar at a time.

Staff Safety

1. Handwashing station in the banquet service room - Upon arrival, staff will wash their hands, thereby reinforcing the practice of hand washing every 20 minutes and at departure.
2. Banquet staff are required to wear non-medical masks. Wall mounted or hand sanitizer stands are available around the banquet room & throughout the clubhouse.
3. Breaks, if needed, will be staggered.
4. Banquet staff will be responsible to sanitize with disinfectant spray common high touch banquet spaces. This includes, but is not limited to, light switches, door handles, railings, and the bar top.
5. Banquet manager/supervisors and bartender are to use the side computer located in the Restaurant lounge for printing out event reports/receipts. They are to only use this computer if the area is clear and safe to do so and are responsible for sanitizing the keyboard and mouse when they are done.

ADMINISTRATION OFFICE – PROTOCOLS

The following safeguard measures and protocols apply to the administration office:

- 1) In addition to the general protocols applicable to all employees, all employees working in the Administration Office are required to frequently **wash their hands** and practice proper cough and sneeze etiquette (into elbows rather than hands);
- 2) **Plexiglass barriers** have been installed in the administration office to protect those staff that share a common area and to protect the reception area from the general public;
- 3) Varied and non-traditional work weeks and working remotely, as approved by the operations manager, are to be used to assist in **reducing the number of people** in the office at one time;
- 4) **Face masks** are to be worn by the admin office staff while in the clubhouse (face mask is not required while sitting at desk alone in their office room);
- 5) Employees are encouraged to have “**standing “meetings outdoors** whenever possible, in groups of 2 or 3 people;
- 6) Hand sanitizer, disinfectant wipes, and disinfectant spray are all located in the admin office. Employees are to **disinfect their workstation** at the beginning and end of each day;
- 7) **Managers’ meetings** are to be conducted remotely, via video conference;
- 8) Employees are encouraged to **eat lunch** outside, whenever possible;
- 9) **Travel between offices** should be minimized and employees are advised to telephone, text or email co-workers whenever possible to avoid face to face contact;
- 10) Employees are not to share **office supplies** such as staplers, pens, scissors, pencils, erasers, markers, headsets, etc.
- 11) All **deliveries** are to be left immediately outside the reception counter and a verbal consent will be given by the admin employees should a delivery need to be brought in directly to the office. Couriers are not permitted to enter the admin office. Admin employees are to immediately bring the delivery in and distribute to the appropriate department.

GOLF SHOP, GOLF PRACTICE AREAS – PROTOCOLS

1) Employee Workstations Three computers and two phone lines are located behind the shop counter. There will be a maximum of one employee behind the counter at any time. At the end of a shift or prior to taking a break and being replaced by a co-worker, the employee will sanitize all three computers, phones and countertop. If there are two employees working, one staff member will work in the Golf Shop at the counter, the second will work in the Golf Shop office. The phones can be forwarded to the Golf Shop Office for tee time bookings.

2) Customers

- a. Customers must wear masks while in the clubhouse (including pro shop, locker areas, washrooms) and must always adhere to physical distancing guidelines
- b. There is a maximum of six customers permitted in the Golf Shop at one time
- c. Customers are not permitted to loiter in the Golf Shop.

3) Suppliers

- a. Suppliers have been contacted and directed to follow Covid-19 Protocols.
- b. They are not to come on site if they are feeling sick.
- c. They are to minimize visits to Morgan Creek, only visit when essential.

4) Deliveries

- a. All deliveries are to be left immediately outside the Golf Shop door
- b. Couriers are not permitted in the Golf Shop. The employee must immediately bring the delivery in and distribute to the appropriate department, or deliver to the Golf Shop office.

5) Power Carts

- a. Currently, power carts are permitted for two riders
- b. Carts are washed with soap and water then sprayed with peroxide at the end of the day. Just prior to a customer taking a cart, an employee will wipe down the high touch surfaces with a disinfectant.

6) Rental Push Carts

- a. Push carts are permitted for rental. All push carts that are rented out are rinsed and then sprayed with peroxide immediately prior to each use.

7) Practice Facility

- a. The range ball dispenser is operational with two hand sanitizing stations placed nearby

8) Teaching Academy

- a. Coaching will be provided for up to three people at once, outside
- b. Masks must be worn by students and coaches while in the building
- c. Sanitizer stations located inside and outside of the building are to be used upon entering the building
- d. Each room has a maximum capacity of one coach and one student
- e. Students are not to linger in hallway
- f. All equipment is to be sanitized following completion of each coaching session

GOLF COURSE GROUNDS CREW – PROTOCOLS

1. **Areas of concern** for the Grounds Crew are:

- Lunchroom, Washrooms, Tool room, Dry room
- Chairs, fridges, microwave, cupboard handles, coffee pot, alarm pads, pin flags, shovels/rakes/tools, trimmers, light switches, time clock.

2. **Implementing protocols:**

- Masks are mandatory inside the shop at all times.
- 6:00am Monday- Saturday Sarah Keyes and/or Alan Ayres, Sunday Zach Herbert arrive to set shop up for staff.
- All chairs, fridges, microwave, cupboard handles, coffee pot, alarm pads, pin flags, light switches, time clock, pens wiped with a 10:1 bleach spray.
- 6:30-7:00am first crew shift comes in, washes their hands, time in and are told the goals for the day and leave to their equipment. Time clock is bleach wiped to sanitize keypad in between every time in. Staff is monitored for keeping social distance i.e. limits of people in washrooms/tool room/dry room, reminded about social distancing, and asked how they are feeling every morning and reminded to stay home if at all concerned about their health.
- All staff to take temperature when they time in with temp clock and record by day on time sheet.
- 11:00am-12:30pm staggered lunches/socially distanced lunches. Staff is asked to sanitize any touch points after they touch the fridge/cupboards etc. with the 10:1 bleach spray and disposable cloths provided. Sarah/Alan or Zach are there to monitor social distancing and that protocols are being followed.
- 1:30pm-3:00pm crew arrives back for wash up. Everyone is responsible for washing and sanitizing their vehicles at the end of the day. There are sanitization tools in the shop area.

3. **Grounds Crew Policies:**

- No visitors allowed in the shop. All doors have signs explaining if you are not an employee of the Grounds Crew there is no entry to the building.
- All deliveries to be placed outside. We have contacted our regular delivery drivers/suppliers and they are all aware. If a rep comes by for ordering they are briefed on the COVID-19 policies and are asked to wear a mask.
- Staff is asked to complete a self-check every morning before arriving to work and are encouraged to text/call if they think they have symptoms.

- Staff is to take the sanitary practices seriously. If staff is observed not following protocols properly, they are warned. If it continues to be an issue, they receive a formal warning in writing and if they do not correct the behavior they are suspended.
- Crew is paired with the same people or work alone to reduce risk of a spread.
- Staff is reminded that tension may be high with customers and to remain calm in any situation. If it escalates, they are to follow our incident reporting protocols that are listed on the Health and Safety board
- If a staff member exhibits symptoms, they are to follow the steps outlined on the Health and Safety Board. Workers will be asked to wash their hands, report to first aid and provided with the necessary PPE.
- Only one individual in the lady's washroom/tool room/dry room at a time, two can be in the men's due to it being larger.
- Lunchroom a max of 8 people at one time to maintain distance
- Staggered start times have been implemented and crew ends at different times depending on shift
- Staff is asked to stagger breaks and to eat outside when able.
- Manager arrives early to sanitize building (switches, knobs, chairs, faucets)
- Manager will turn on all lights, prop open doors to help reduce touch points and open windows for airflow (when able).
- Every employee is required to wash their hands as soon as they enter the shop in the morning and any time they re-enter.
- All employees have personalized pens/lockers
- Carts are sanitized throughout the day and staff is asked to stick to one vehicle for the entire day if tasks allow. If not, sanitization occurs immediately.
- Tables have been removed from the lunchroom to ensure social distancing and to reduce touch points.
- Memos from management, signs explaining ways to prevent spread posted all over the building
- Grounds Crew policies for prevention outlined and posted
- At the end of every day, tools/carts all sanitized by an appointed staff member.

4. Communication Plans and Training

- All staff has received, read, and signed the Morgan Creek COVID-19 policy
- All staff was advised of the return to work policies before coming back to work, has been advised on what to do if they become ill at work or have been exposed to COVID-19 in any way.
- Staff are encouraged to feel comfortable telling Alan/Sarah if they are feeling unwell, have been in contact with a positive case or have any other concerns. We strive to keep open lines of communication with the team.

5. Monitoring

- Grounds Crew policies and procedures have adapted to all new information about COVID-19 since February 2020.
- Staff are encouraged to report health and safety concerns to Sarah or Alan.