



COVID-19 SAFETY PLAN

[Version Nov 30, 2020]

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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

Pre-Shift Self-Assessment

1. Every employee must self-assess **BEFORE** they arrive at work prior to **EACH** shift. Before the start of each shift, every employee must review the self-assessment signage located at the "punch-in clock" and declare whether they are feeling any of the COVID-19 symptoms.

You must ask yourself the following:

- a. Are you experiencing any flu-like symptoms such as fever, dry cough or shortness of breath, fatigue, sore throat and aches and pains ?
- b. Have you been in contact, since your last shift, with anyone who is exhibiting flu-like symptoms or anyone who has tested positive for Covid-19?
- c. Have you travelled or been in contact with anyone who has travelled internationally or otherwise to a high risk area within the last 14 days?

If you answer YES to any of the questions above, you must STAY HOME or GO HOME and self-isolate and immediately contact your manager to advise of the circumstances.

If you are unsure about your self-assessment, please use the free online self-assessment tool through <https://bc.thrive.health/covid19/en> or through the COVID-19 BC Support App self-assessment tool.

Staff are to undergo a pre-shift temperature check, a reading of 97-98 degrees Fahrenheit is acceptable.

Staff who are sick must contact their personal physician or Health Link BC at 8-1-1 and MUST REMAIN HOME for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.

2. If an employee tests positive for COVID-19 or has been tested and is waiting for the results of a COVID-19 test:

- a. the employee **is not** permitted in the workplace and must follow the orders of the regional and/or provincial health authority, including a 14 day quarantine;
- b. any employees who worked in contact with an infected employee 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;
- c. any work area(s), surfaces and touchpoints that could have potentially be 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 been diagnosed as being free of COVID-19 by health authorities.

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, tables, chairs, bar and service areas;
- 3) All restaurant **reservations and walk-in guests** will be managed by a senior staff member;
- 4) Guests are directed to use the **automatic door opener**; elbow can be used to activate switch;
- 5) Hand **sanitizer dispensers** are located at the main entrances to the clubhouse building; guests are requested to sanitize their hands before entering the restaurant
- 6) **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;
- 7) **Masks must be worn** at all times while in the clubhouse, unless seated at a table in the restaurant or banquet rooms;
- 8) To assist in achieving social distancing goals, **social distancing markers** have been applied to the restaurant floors;
- 9) 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;
- 10) **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.
- 11) Tables are not to be pre-set. **Tableware, utensils, menus etc** are to be provided just prior to guests being seated, therefore, providing peace of mind that nothing has been touched

or remained on the table from the previous guests. All **condiments**, candles, extras have been removed from the tabletops; recyclable single use menus will be used;

- 12) Employee **shift starting times** have been staggered in order to lessen crowding of washrooms and other areas of the clubhouse;
- 13) **Water and coffee** containers will be left on the tables for guests to serve themselves;
- 14) Guests wanting to take home their **left-overs** will be provided with a to-go box by the restaurant;
- 15) **Merchant terminals** must be wiped down after every use, using approved sanitizer;
- 16) **Service tops** are to be wiped down with approved disinfectant or diluted bleach cleaner after every use.
- 17) All **items from tables** are to be removed after each use, including all menus, salt and pepper shakers, unused cutlery, sugar and condiments etc. A dedicated team of staff will be responsible for **clearing dirty dishes**;
- 18) Wipe down **high touch areas of chairs and tables** after every use with approved cleaners;
- 19) **Doorknobs & Handles and other common touch points (both guest and staff areas)** are to be regularly wiped down throughout each shift and at each staff shift change;
- 20) **Counters and other facility access areas**, including washrooms, are to be frequently cleaned using approved disinfectants.
- 21) Staff are advised not to share **equipment** such as staplers, pens, scissors, pencils, erasers, markers;
- 22) Staff are to report their **health and safety concerns** to their supervisor/manager, who in turn will report the matter to the COVID committee.
- 23) Restaurant doors are opened in the early morning hours and rooms are aired out daily

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) Staff complete a COVID orientation and sign acknowledgement form before they return to work
- 3) **Hat and face mask** (or shield) **MUST** be worn while in the kitchen;
- 4) **Hands** **MUST** be washed before every entry to the kitchen;
- 5) **Prep cooks** do not work on the hot line
- 6) **Utensils** are not to be shared until they have been sanitized
- 7) **Gloves** must be used to handle all clean dishes
- 8) 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;
- 9) **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
- 10) 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.
- 11) **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.
- 12) 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.
- 13) 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..

14) Deliveries are to be staged downstairs in loading bar, all items are removed from boxes and stored

15) 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) Customers are to collect take-out orders from the **designated “Pick up Area” (Host Stand)**;
- 6) 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;
- 7) **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 (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. Directional arrows placed on the floor for entering and exiting, door usage, also walking to and from the bathroom.
3. Closing Canterbury doors creating an entrance into Fraser and exit from Baker. Adding entrance and exit signs on the doors, propping open inside doors. Center patio door will also be closed, using Fraser as the entrance onto the patio and Baker as the patio exit door back inside. Back of house will also be one direction. Staff are to leave the kitchen going into the banquet room and foyer only. Staff must only enter the banquet room through the kitchen, and exit the banquet room through the swing room.
4. Room capacities:
 - a. Creekside room will be closed till further notice.
 - b. Banquet room – max capacity 48 guests (ONLY when social gatherings are permitted).
 - i. Various set-up options available, floor plans will reflect max capacities based on set-up style.
 - c. Banquet back storage room - max 4 staff members
 - d. Swing room – not available for event use currently
 - e. Banquet/kitchen bussing area – max 1 staff member
 - f. Coat check, linen room, and vestibule – max 1 staff member
5. 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.
6. 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, rollups, hand sanitizer, house rules and salt & peppers. 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 will be removed at the end of the event and all salt & peppers will be sanitized and placed at the back of the S&P storage, to rotate usage.
2. Water service: Glasses will be pre-set and a jug of water will be set on each table at the start of the event. Jugs that need to be filled must be moved to the “leave space for server” sign to be picked up and replenished by staff.
3. Coffee Service: Coffee cups will be pre-set at each setting and a coffee thermos with regular coffee will be placed on each table; staff will come around with a coffee cart and offer tea and decaf coffee to guests. Individual creamers and sugar packets will be available upon request from the coffee cart and these items will be placed at the edge of the table beside the guest who requested them. If a guest would like tea or decaf, they are asked to either move their cup to the edge of the table to be filled or to place the cup on the cart for the staff to fill. The guest will then be asked to remove their cup from the cart once the server has finished filling it. Staff should not be touching guest’s coffee cups to fill them.
4. Wine service: wine glasses will be pre-set. All wine will be opened and placed on the tables, for guests to self serve during the duration of the event.
5. Meal services: When social gatherings are permitted, we offer plated menu options for all group sizes and a limited buffet menu. The following 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. The first server is to exit the kitchen before the next one enters so as to comply with having only 1 staff member in the area at a time.
 - b. Clearing during service: The staff will ask all guests to keep their cutlery for the starter and entrée courses, fresh cutlery will be brought out with dessert. Servers are to wear gloves when clearing tables and 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 16 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 advised to wear gloves when collecting

order sheets. 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 via the restaurant kitchen. Communication with the kitchen staff is necessary to ensure an open pathway for the server.

- d. Buffet Service: Only available for groups under 20 guests. Each guest is to remain in their seat until directed by the banquet server. Only 1 guest is permitted at the buffet at a time, buffet utensils are to be wiped down following each guest and to be changed after 4 guests use them. Buffet tables are to be set as long as possible in order to space out items on the table. Roll-ups will be available for guests. 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.
6. 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 and asked to comply with the “same household or bubble” approach. Each table will be measured 6 feet apart when setting.
7. Sanitization of the room and its content will be completed before, during and after each event.
8. All bars will be hosted and located beside the fireplace. Tape and a portable hand sanitizer will be added per event to the floor for instructions on where to stand. Signage on tables and bar will indicate that only 1 person is permitted at the bar at a time.

Staff Safety

1. The Banquet Manager will contact staff 24 hours before their shift for a wellness assessment. This will allow some time to replace a staff member who is unwell, as schedules will be very specific for staffing. This procedure will also serve as a reminder of their shift, as business levels are very low.
2. Temperature check station - Upon arrival to the banquet floor, staff will be asked to verbally report their opening temperature. The manager/supervisor will perform the pre shift assessment and sign them in (documenting their temperature). Upon shift departure the manager/supervisor will sign them out.
3. 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.
4. Banquet staff are required to wear non-medical masks. When serving food & beverages, staff will wear gloves. Gloves will be changed when specific tasks are complete. Wall mounted or hand sanitizer stands are available around the banquet room & throughout the clubhouse.

5. Breaks, if needed, will be staggered.
6. 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. This will continue regularly throughout an event.
7. 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) Employees are asked to **use hand sanitizer** (sanitizer is mounted on wall outside of admin office) prior to each entry to the office;
- 7) 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;
- 8) **Managers’ meetings** are to be conducted remotely, via video conference;
- 9) Employees are encouraged to **eat lunch** outside, whenever possible;
- 10) Employees are encouraged to bring their own utensils, glassware etc ;
- 11) **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;
- 12) Employees are not to share **office supplies** such as staplers, pens, scissors, pencils, erasers, markers, headsets, etc.
- 13) 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. At the beginning of their shift, an employee will select a workstation and that will remain their station for their shift and no other employee is permitted to use that computer and phone.

- a. When the employee takes their lunch/dinner break they are to sanitize the touch screen, mouse, keyboard, phone, and counter area before being replaced by another employee
- b. At the end of their shift, the outgoing employee must repeat the cleaning procedures above
- c. A limited number of employees may be behind the counter at any one time

2) Customers

- a. Guests are not permitted on the property unless they have a tee time or a lesson. Guests will be permitted through the entrance gate 40 minutes prior to their reserved time
- b. Walk-ins are not permitted to enter the property unless permission is given by the golf shop.
- c. Customers must wear masks while in the clubhouse (including pro shop, locker areas, washrooms) and must always adhere to physical distancing guidelines
- d. Customers are not permitted to loiter in the Golf Shop.

3) Merchandising

- a. Merchandise will be reduced to create a more open and safe area.
- b. If a customer uses the fitting room the fitting room must be sanitized after each person's use
- c. Product that is tried on but not purchased must be quarantined and not placed back on the floor until it has been steamed.
- d. Merchandise returns are permitted but the product must be sanitized or quarantined. Golf equipment, bags, shoes, and accessories must be quarantined for 72 hours. All clothing must be steamed before being restocked and merchandised.

4) 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.

5) 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.

6) Power Carts

- a. Currently, power carts are permitted for single riders only.
- 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.

7) 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.

8) Practice Facility

- a. The range ball dispenser is operational with two hand sanitizing stations placed nearby
- b. Used baskets are to be picked up by our staff, sprayed with peroxide and left to dry for 15 minutes before going back into circulation.
- c. Guests with key fobs/range passes will be permitted if they show the staff their key fob.
- d. The purchasing of driving range key fobs is not permitted at this time
- e. Currently, a limited number of driving range stalls, placed 12 to 15 feet apart, are open to golfers. The remaining unused portion of the driving range tee deck is reserved for golf coaching/teaching purposes.
- f. Currently, the putting green has a limited number of cups and no flags for practice
- g. Chipping green – rake and ball scoops have been removed

9) Teaching Academy

- a. Only one-on-one coaching will be provided
- 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. Parents are not permitted in the building
- g. Golf club fitting equipment is to be sanitized before and after each use
- h. All equipment is to be sanitized following completion of each coaching session

10) Golf Course

- a. All ball washers have been removed
- b. All rakes have been removed from the bunkers
- c. Water fountains on # 5 tee, at the snack kiosk and the #15 tee are turned off
- d. Golfers are not permitted to pull the flag; the flag must always remain in the cup
- e. A false bottom is placed in each hole to stop the ball from dropping all the way to the bottom of the hole

11) Golf Course Marshalling

- a. Marshall (supervision) on the golf course is on-going to ensure physical distancing, reminding golfers, and where necessary, providing warnings to repeat offenders.
- b. Parking lots are to be marshaled to ensure that physical distancing is being respected and to discourage gatherings, irrespective of physical distancing.

GOLF COURSE GROUNDS CREW – PROTOCOLS

In addition to the general protocols applicable to all employees, every employee is required to **wash their hands** upon each entry to the maintenance shop.

Masks are mandatory inside the shop at all times.

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:**

- 6:00am Monday- Saturday Sarah Keyes and/or Alan Ayres, Sunday Zach Herbert arrive to set shop up for staff. All doors propped open (including coffee cup cupboard), windows are opened for airflow and lights are turned on.
- 6:00am all chairs, fridges, microwave, cupboard handles, coffee pot, alarm pads, pin flags, shovels/tools, trimmers, light switches, time clock, pens wiped with a 10:1 bleach spray
- 6:30am first crew shift comes in, washes their hands, time in and are told the goals for the day and leave to their equipment. (head mechanic for winter season) 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.
- 6.45am next crew come into the building (Crew is down to only 8 staff) monitored for washing hands and time clock is bleach wiped to sanitize keypad in between every time in. Staff is monitored for keeping social distance, reminded about social distancing ie limits of people in washrooms/tool room/dry room, and asked how they are feeling every morning and reminded to stay home if at all concerned about their health.
- 11:00am-12:30 staggered lunches. Staff is asked to sanitize any touch points they touch (for example, 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.
- 2:30pm-3:00pm crew arrives back for wash up. Everyone is responsible for washing and sanitizing their vehicles at the end of the day.

3. Grounds Crew Policies:

- No visitors (including delivery personnel) allowed in the shop. All building entry doors have signs prohibiting entry of non- grounds crew employees.. All deliveries to be placed outside. We have contacted our regular delivery drivers/suppliers and they are all aware of the new practices.
- 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 out lined 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 arrive 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.
- 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.

5. Monitoring

- Since February 2020, Grounds Crew policies and procedures have been implemented and are reviewed and modified on an on-going basis to remain current with the latest information and official medical recommendations concerning COVID-19
- Staff are encouraged to report health and safety concerns to Sarah or Alan.