



**ALLIED GOLF ASSOCIATION**

BRITISH COLUMBIA

**COVID-19 PROTECTION - BEST PRACTICES FOR RESPONSIBLE  
OPERATION OF BC GOLF COURSES**

Prepared by the Allied Golf Association of BC

Version 21.03.11

## TABLE OF CONTENTS

<b>I.OVERVIEW</b>	<b>4</b>
1. Purpose	5
2. Public Health Directives	5
3. WorkSafeBC Directives	5
4. Recognize Hazards / Assess Risks	6
5. WorkSafeBC COVID-19 Safety Plan and FAQ's	7
6. Exposure Control Plan	7
7. Employee Illness Policy	8
8. Roles and Responsibilities	10
<b>II.STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS</b>	<b>13</b>
1. Physical Distancing	13
2. Hand Washing, Hygiene and Personal Protective Equipment	14
3. Shift Preparation/Tasking, Communication and General Employee Procedures	16
4. Cleaning, Sanitizing and Disinfecting Protocols	17
5. Signage, Barriers and Waivers	20
6. Site Access / Visits (including shipping/receiving), Waiting Areas, Security	21
7. Disciplinary Action(s)	21
8. In Case of Emergency	22
9. WorkSafeBC Protocols for Returning to Office Operations	22
<b>III. PROTOCOLS FOR GOLF OPERATIONS</b>	<b>23</b>
1. Welcome Message to Golfers	23
2. General Messaging to Golfers	24
3. Tee Time Policy	25
4. Check-In Policy	25
5. Practice Facility Policy	26
6. On-Course Measures	26
7. After Round Policy	27
8. Golfer Adherence	27
9. WorkSafeBC Protocols for Returning to Retail Operations	27
10. Specific Golf Operations Protocol	27

<b>IV. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS</b>	<b>30</b>
1. Ministerial Orders of the Provincial Health Officer	30
2. Liquor and Cannabis Regulation Branch Policy Directives	30
3. WorkSafeBC Protocols for Restaurants, Cafes and Pubs	30
4. Takeout Service Clubhouse Procedures (if open)	31
5. On-Course Food & Beverage Service (if open)	31
6. Information for Customers	32
7. Kitchen and BOH Procedures	32
8. Restaurant & Patio Dine-In Service Protocols	33
<b>V. PROTOCOLS FOR GOLF COURSE MAINTENANCE</b>	<b>37</b>
1. Shop, Yard and other Common Maintenance Areas	37
2. On-course Setup / Service	37
3. Equipment and Tool Use / Cleaning / Maintenance	38
<b>VI. SPORT CLARIFICATION</b>	<b>39</b>
1. Adult “Team Sport” Refined with Respect to “Group Sport”	39
2. Travel to Home Club	40
3. High Performance Exemption	40
4. Sport for Children and Youth	40
5. Intercollegiate Varsity Sport Exemption	40

On March 11th, 2020, BC's Provincial Health Officer provided the first relaxation of restrictions on public gathering - in anticipation of updates to health orders, travel advisories, and guidance, the AGA-BC has revised this document with updated information and current best-practice guidelines.

With over 300 golf courses in all areas of the province, it is critical that all golf operations in British Columbia align with COVID-19 orders, direction and safety protocols mandated by the Provincial Health Office (PHO), regional health authorities and other authorities such as Health Canada and WorksafeBC.

To be clear, the government of British Columbia has not mandated the temporary closure of golf courses. While operations are allowed to proceed, in order to ensure safety and contribute towards containing the spread of the virus, golf operators providing services must take every health and safety precaution for their employees and customers.

The Allied Golf Association of BC (AGA-BC) advocates the critical role that golf plays in the Canadian economy and supports the following statement from 'We Are Golf', the National Allied Golf Associations:

*"We Are Golf is committed to ensuring the health and safety of our members, golfers, staff, volunteers and industry stakeholders as well as every Canadian in the communities where we live, work and play."*

Key statement from AGA - BC:

***"Golf is good for our health, our environment, and the economy of British Columbia."***

As the COVID-19 situation continues to evolve, it is imperative that all BC golf courses continue to implement and improve the COVID-19 physical distancing, disinfection and other procedures outlined in the following best management practices document.

Please note this is not a legal document. It will be updated as new information becomes available; however, every golf operator must follow all PHO orders. Please visit <http://www.aga-bc.org> for industry updates, news and to sign-up for the AGA-BC e-newsletter.

---

*The Allied Golf Association of British Columbia (AGA-BC) is a member of the National Allied Golf Association and unifies five provincial golf industry sector organizations (British Columbia Golf, British Columbia Golf Marketing Alliance, British Columbia Golf Superintendents Association, Canadian Society of Club Managers – BC, Western Canada Turf Grass Association) to provide one cohesive voice for the golf industry of British Columbia.*

## I. OVERVIEW

During the COVID-19 pandemic, the Allied Golf Association of BC (AGA-BC) is advocating all British Columbia Golf Courses follow mandates/orders from the Provincial Health Office (PHO) and regional health authorities, along with other authorities such as WorkSafeBC and Health Canada.

### 1. Purpose

This document provides practical advice and guidelines to ensure safe golf facility operations, as businesses seek to reopen or ramp up their operations during the COVID-19 pandemic.

### 2. Public Health Directives

The Provincial Health Officer is the senior public health official for British Columbia and is responsible for monitoring the health of the population across the province, providing independent advice to the ministers and public officials on public health issues.

The responsibilities of the Provincial Health Officer (PHO) are outlined in the Public Health Act and include the following:

- provide independent advice to the ministers and public officials on public health issues;
- monitor the health of the population of B.C. and advise on public health issues and on the need for legislation, policies and practices;
- recommend actions to improve the health and wellness of the population of B.C.;
- deliver reports that are in the public interest on the health of the population and on government's progress in achieving population health targets;
- establish standards of practice for and conduct performance reviews of Medical Health Officers; and
- work with the B.C. Centre for Disease Control and Prevention and B.C.'s Medical Health Officers across the province to fulfill their legislated mandates on disease control and health protection.

### 3. WorkSafeBC Directives

WorkSafeBC helps businesses meet their obligations under the Workers Compensation Act and the Occupational Health and Safety Regulation. All employers in British Columbia have an obligation under the Act to ensure the health and safety of workers and other parties at their workplace. With respect to COVID-19, that responsibility includes protecting employees by following orders issued by the PHO, guidance provided by the BC Centre for Disease Control

and the latest news released from the government. In addition, employers must implement policies and procedures to protect employees from the risk of exposure to COVID-19.

Employers should consider how best to communicate about potential exposure to COVID-19 in the workplace to employees. There should be a system whereby employees (including joint health and safety committee representatives and employee representatives) are able to inform management of concerns related to being exposed to COVID-19 in the workplace. Open communication is key to finding out about specific tasks that concern employees as well as gaining input on appropriate control measures to keep employees safe.

Employees should know and understand their workplace health and safety responsibilities — and those of others. Employees have three key rights:

1. the right to know about hazards in the workplace;
2. the right to participate in health and safety activities in the workplace;
3. and the right to refuse unsafe work.

Employees in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the employee should follow some specific steps within their workplace to resolve the issue. The employee would begin by reporting the undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation.

If the matter is not resolved, the employee and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

If entering the workplace, employees should agree to:

1. Comply with the employer’s instructions around minimizing exposure to COVID-19.
2. Wash their hands frequently, and/or use hand sanitizer.
3. Take steps to minimize exposure to COVID-19 while away from work.

#### **4. Recognize Hazards / Assess Risks**

Every workplace is unique. Businesses must regularly assess all the hazards within their operations, taking appropriate steps to eliminate or control the associated risk. This process is referred to as a risk assessment. Businesses must also ensure they are taking all the appropriate action to protect themselves and others against the risk of exposure to COVID-19.

Within the golf industry, there are many routine situations where employees will have contact with customers, coworkers and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately. All businesses must think about the risks in their workplace and take steps to control them. Such controls will include adhering to current public health orders, if applicable, public health advice, as well as implementing best practices to keep your employees and guests safe. We have outlined some best practices in Sections II – V, that employers should consider when implementing COVID-19 related controls in the workplace.

## 5. WorkSafeBC COVID-19 Safety Plan and FAQ's

Employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. WorkSafeBC has created a downloadable six-step COVID-19 Safety Plan Template for use in preparing COVID-19 Safety Plans.

<https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan>

This safety plan must be posted online and available in the establishment for staff, customers and WorkSafeBC inspections.

WorkSafeBC has also provided answers to Frequently Asked Questions to support employers and employees in their return to safe operation.

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/faqs-returning-to-safe-operation>

## 6. Exposure Control Plan

According to section 5.1.1. of the Occupational Health and Safety Regulation, the following biological agents are designated as hazardous substances:

- a liquid or solid material that is contaminated with a prion, virus, bacterium, fungus or other biological agent that has a classification given by the Public Health Agency of Canada as a Risk Group 2, 3 or 4 human pathogen that causes an adverse health effect;
- a biological toxin that causes an adverse health effect.

**COVID-19 (SARS-CoV-2) has been classified as a Risk Group 3 (RG3) human pathogen by the Centre for Biosecurity.**

1. Section 6.34 of the Occupational Health and Safety Regulation requires employers to develop and implement an **Exposure Control Plan** if an employee has or may have occupational exposure to a biological agent. The exposure control plan must include the following:
  - a. A risk assessment conducted by a qualified person to determine if there is a potential for occupational exposure.
  - b. A list of all work activities for which there is a potential for occupational exposure.
  - c. Engineering controls and administrative controls to eliminate or minimize the potential for occupational exposure.
  - d. Standard or routine infection control precautions and transmission-based precautions for all work activities that have been identified as having a potential for occupational exposure, including:
    - i. Housekeeping practices designed to keep the workplace clean and free from spills, splashes or other accidental contamination.
    - ii. Work procedures to ensure that contaminated laundry is isolated, bagged and handled as little as possible.
  - e. A description of PPE designed to eliminate or minimize occupational exposure.
  - f. A program to inform employees about the contents of the exposure control plan and to provide them with adequate education, training and supervision to work safely with, and in proximity to, a biological agent.
  - g. A record of all training and education provided to workers.
  - h. A record of all employees who have been exposed, while performing work activities, to a biological agent designated as a hazardous substance in section 5.1.1.

## 7. Employee Illness Policy

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

1. **If an employee tests positive for COVID-19 or has been tested and is waiting for the results of a COVID-19 test:**
  - a. An employee testing positive for COVID-19 **is not** permitted in the workplace.
  - b. Any employees who worked in contact with an infected employee will be informed and removed from the workplace for at least 14 days.
  - c. Immediately close off, clean and disinfect any work area(s), surfaces and touchpoints that could have potentially been infected.
  - d. Follow the orders of the regional and/or provincial health authority thereafter.

**2. If an employee is feeling sick with COVID-19 symptoms:**

- a. Employees 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 Health Link BC at 8-1-1.
- b. If an employee at work is showing even mild symptoms of the previous listed symptoms for COVID-19, **send home immediately**, remove them from the schedule and have them contact 8-1-1 or a doctor for further guidance.

**3. Employee Health Monitoring / Assessment:**

- a. Employees must review the self-assessment and [entry-check signage](#) located throughout the facility each morning before their shift to attest that they are not feeling any of the COVID-19 symptoms.
- b. **Employees MUST perform a daily health check before entering the workplace.** While written, verbal or other forms of daily supervised health checks are acceptable, using the self-assessment tool provided free online through <https://bc.thrive.health/covid19/en> or through the COVID-19 BC Support App self-assessment tool provides a standardized response.
- c. Supervisors/Managers must assess individual employee health daily for COVID-19 symptoms.
- d. Employees concerned that they may have come into contact with someone who may be ill, or feel that they may themselves be infected, are to take the following actions:
  - i. Report the incident to your supervisor.
  - ii. Call HealthLinkBC at 8-1-1 for further direction.
  - iii. Contact a health care provider via telephone.
- e. If contact is confirmed, the employee 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 employee will also be removed from the workplace for at least 14 days.
- f. Immediately close off, clean and disinfect any work area(s), surfaces and touchpoints that could have potentially been infected.

**4. Quarantine or Self-Isolate if:**

- a. Any employee who has travelled outside of Canada or the province within the last 14 days is not permitted to enter any part of the facility and must quarantine and self-isolate.
- b. Any employee with any symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.

- c. Any employee 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 employee 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.

**5. Employee Support:**

- a. Employers should provide the best possible support and guidance for staff who have been directed to stay home or are sick with COVID-19.
- b. Employees experiencing mental health issues (e.g., stress, anxiety, overwhelming worry/concern, etc.) as a result of the COVID-19 pandemic are encouraged to speak to their supervisor or Human Resources Department for support.

**6. Return to Work:**

- a. An employee will be allowed to return to the workplace once free of COVID-19, typically 14 days since becoming ill or upon testing negative for the virus.

## **8. Roles and Responsibilities**

**1. Senior Management:**

- a. Identify infectious diseases that are, or may be, in the workplace – such as COVID-19.
- b. Develop and implement an Exposure Control Plan (ECP) defined in Section I.5.
- c. Assist with the risk assessment process and consult on risk controls, as needed.
- d. Ensure that the materials (i.e. tools, equipment, etc.) and other resources such as training are provided to support the ECP.
- e. Ensure supervisors and employees receive the appropriate level of ECP training.
- f. Provide the appropriate PPE to minimize employee exposure to COVID-19.
- g. If unable to obtain the necessary resources (including PPE) due to supply chain disruption, advise the appropriate emergency agency and re-evaluate the ECP.
- h. Ensure that a copy of the exposure control plan is available to all employees including managers, supervisors, and employees.
- i. Conduct a periodic review of the ECP effectiveness.

**2. Manager/Supervisor/Foremen:**

- a. Assist with the risk assessment process and consult on risk controls, as needed.
- b. Ensure that awareness and information resources are shared consistently with employees.
- c. Provide or arrange for ECP training/SWP review in support of the ECP.

- d. Direct/assign work in a manner that eliminates and if not possible, minimizes the risk to employees. This includes measures for physical distancing.
  - e. Ensure that all necessary PPE and other equipment are provided to employees.
  - f. Ensure employees have been trained on the selection, care, maintenance and use of any PPE, including fit testing for those employees who may be issued a respirator.
  - g. Make the Exposure Control Plan (ECP) available to employees.
  - h. Assess the risk(s) related to the COVID-19 virus for the positions under their responsibility.
  - i. Support and participate in the development of supporting resources.
  - j. Ensure employees are following the applicable Safe Work Practices and use all required PPE correctly.
  - k. Communicate employee concerns with senior management.
- 3. Employees:**
- a. Follow established safe work practices as directed by supervisory personnel.
  - b. **PRIORITY 1 - 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 (see Section II.2).
  - c. **PRIORITY 2 – 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 (see Section II.1).
  - d. **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.
  - e. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
  - f. 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.
  - g. Participate in training and instruction.
  - h. Review awareness and informational resources provided and rely on information from trusted sources including PHO, regional health authorities, CCDC and others.
  - i. Use and maintain the assigned Personal Protective Equipment in an effective and safe manner.
  - j. Report to the employer any exposure incidents (know how and when to report).
  - k. Refuse work if you have reasonable cause to believe it will put yourself or others at risk.



## **II. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS**

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

### **1. Physical Distancing**

Physical distancing is a strategy to limit the spread of COVID-19 and is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. Physical distancing is a conscious effort to reduce contact between people to slow down the spread of the virus. Even if you are symptom free and not part of an at-risk group, you still need to adhere to physical distancing measures to avoid contracting and spread of the virus.

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others.

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

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace.

With this in mind, all employees in the workplace must adhere to the following:

1. Report to work with mindset to abide by physical distancing processes.
2. Minimize interaction with customers and fellow employees whenever possible.
3. Keep at least two meters (six feet) distance between yourself and others.
4. Do not shake hands with customers or employees, nod or wave instead.
5. Follow protocol for shifts, breaks and staff meetings as outlined in Section .
6. If you notice that another employee is not abiding by the physical distancing policy, you must report it to a supervisor.



#### **When Physical Distancing is not Possible**

If physical distancing is not possible while performing work tasks, you must carefully manage and minimize the risk of exposure to COVID-19. First, consider whether or not the task is truly essential at this time:

- Can the task be delayed?
- Can it be safely done in another way?
- Can the number of employees involved be reduced?

Only employees who are considered to be at a lower risk of transmitting COVID-19 should complete this work. It should not be completed by employees who are at higher risk of complications due to COVID-19 including:

- Employees over the age of 60.
- Employees with chronic health conditions including diabetes, heart disease and lung disease.
- Employees who are immunocompromised.

With the exception of occupational first-aid attendants (see Section II.8), any physical distancing breaches should be brief and rare. Do not neglect other safety procedures during physical distancing breaches.

## **2. Hand Washing, Hygiene and Personal Protective Equipment**

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

1. Hand Washing as set out by Health Canada:
  - a. Remove jewelry and wash your hands with soap and water, ideally with water warmer than 25` Celsius, for 20 seconds.

**Health Canada Handwashing video:** <https://www.youtube.com/watch?v=o0P-0d1mJfA>

- b. Should be completed for the following reasons but are not limited to:
  - i. Starting and concluding a shift.
  - ii. Entering or leaving the clubhouse, pro shop, food and beverage, maintenance facility or any other structure at the golf course.
  - iii. Taking Personal Protective Equipment (PPE) on or off.
  - iv. After touching shared items.
  - v. After handling cash or credit/debit cards.
  - vi. After each delivery if contact was made.
  - vii. Before and after breaks and/or eating or drinking.
  - viii. After using the washroom.
- c. After washing your hands, use disinfectant spray on sink taps and surfaces.

- d. 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, employees 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"> <li>• Kitchen</li> <li>• Food service</li> <li>• Cleaning</li> <li>• Golf Operations</li> <li>• Grounds Maintenance</li> </ul>

## 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 2 metres / 6 feet, e.g. training – wear disposable gloves and body suit, paper/filter mask, face shield or full-face respirator mask.

Employees are required to wash your hands each time gloves are taken on and off. (see Section II.1.b.iii)

### **3. Shift Preparation/Tasking, Communication and General Employee Procedures**

1. Shift Preparation:
  - a. All Employees 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 periodically through their shift. (see Section II.2.1)
  - b. Personal Protective Equipment (PPE) is to be provided for all operational duties as per risk categories. (see Section II.2.3)
  - c. Disinfect radios prior to distributing to staff. (see Section II.4.7)
  - d. Assign individuals specific vehicles, radios, tasks, mowers and other equipment. (see Section V.3 for equipment protocols)
2. Scheduling:
  - a. 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.
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 II.2.3.c)
5. Create touch point procedures around individual timecards/punch clocks or have employees 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/Rest Breaks:
  - a. Maintain social distancing during all breaks.
    - i. Encourage employees to have meal breaks outside or in their vehicle alone.
  - b. Where use of lunchroom is necessary:
    - i. Limit use to the appropriate number of employees that can safely physical distance within the lunchroom based on square footage.
    - ii. Fridge, microwave, coffee machine, dishwasher use to be minimized.
    - 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.

#### **4. Cleaning, Sanitizing and Disinfecting Protocols**

Coronaviruses are enveloped viruses. This means they are one of the easiest viruses to kill with the appropriate disinfectant when used according to the label directions.

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

##### **1. Definitions:**

- a. **Cleaning:** The BCCDC defines cleaning as "the physical removal of visible soiling (e.g., dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth." It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- b. **Sanitizing:** Sanitizers are used after cleaning to reduce bacteria on surfaces where surfaces must remain food grade safe. The CDC defines a sanitizer as an "agent that reduces the number of bacterial contaminants to safe levels as judged by public health requirements." Disinfectants are different from sanitizers in that they have a greater ability to destroy pathogens, bacteria and viruses.
- c. **Disinfecting:** Disinfecting is the process required for all hard (non-porous) surfaces to combat the spread of COVID-19. The CDC defines a disinfectant as "usually a chemical agent (but sometimes a physical agent) that destroys disease-causing pathogens or harmful microorganisms but not kill bacterial spores."

##### **2. Product Guide Examples for Disinfectants and Sanitizers:**

Hard-surface disinfectants must meet Health Canada's 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.

- a. **Refer to/use Health Canada's list and recommendations for disinfectant product choices.**
  - i. Follow manufacturer's instructions for all products used.
  - ii. Never mix bleach with ammonia or any other cleanser.
  - iii. Never apply disinfectants to the human body.

**Health Canada List of Hard-Surface Disinfectants:**

[www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html](http://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html)

Locate the Drug Identification Number (DIN) on the disinfectant product label and enter it into the blank field.

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Lysol 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
Clorox Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Ecolab 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.	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



**COVID-19 PROTECTION**  
**BEST PRACTICES FOR RESPONSIBLE OPERATION OF BC GOLF COURSES**  
Prepared by the Allied Golf Association of BC

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
---------------------------	----------------------------------------------------------------------------	------------------------------------------------	------------------------------------------

**3. Hard (Non-porous) Surfaces:**

- a. Frequently touched surfaces should be disinfected at least twice per day.
- b. 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. Clean hands immediately after removing gloves.
- c. If surfaces are dirty, clean using a detergent or soap and water prior to disinfection.

**4. Suggested Cleaning and Disinfecting areas:**

- 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

**5. Electronics and POS Equipment:**

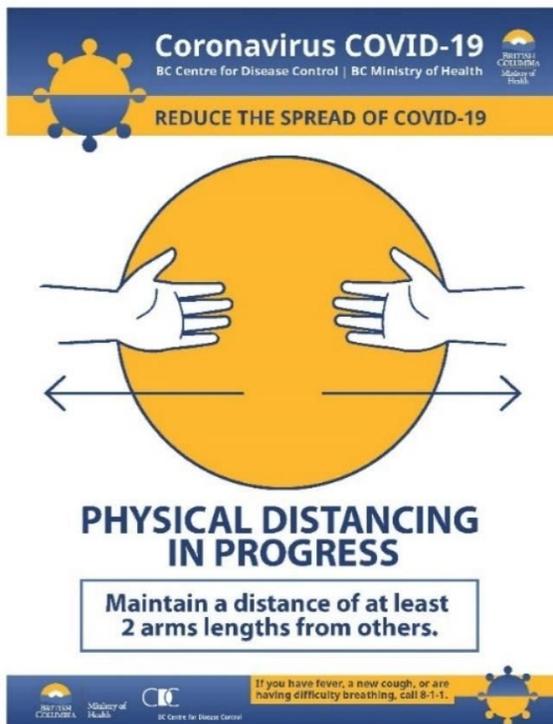
- a. For electronics such as POS equipment, tablets, touch screens, remote controls, keyboards, telephones and radios, remove visible contamination if present.
  - i. Follow the manufacturer's instructions for all cleaning and disinfection products.
  - ii. Consider use of wipeable covers for electronics.
  - 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.

## 5. Signage, Barriers and Waivers

1. Post COVID-19 protocol signage at all property entrances.
2. Post physical distancing reminder signage inside and outside the pro shop and clubhouse, at the practice facility, on putting/chipping greens, approaching tee boxes and other appropriate locations.  
[Download a free physical distancing poster from the BCCDC.](#)



3. Use signs and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify a drive-thru lane or pick up zone.
4. COVID-19 posters for the general public and employees encouraging good handwashing are to be posted in appropriate locations, where they will be most noticed, including washrooms. [Download a free handwashing poster from the BCCDC.](#)



5. Self-assessment signage for staff.

6. Signage posted in English may also be posted in other languages if useful for customers.
7. Install plexi-glass barriers at and between cash registers
8. Legal waivers and participation agreements should be considered to have participants acknowledge and agree to the additional health risk of potential exposure to COVID-19.

## **6. Site Access / Visits (including shipping/receiving), Waiting Areas, Security**

### **1. Site Visit Restrictions:**

- a. Every operation needs to consider its own definition of essential and permissible site visitors (defined as any individual not an employee).
- b. Essential site visits may include but are not limited to:
  - i. Shipping/receiving/delivery personnel.
  - ii. Outside contractors.
  - iii. Customers.
  - iv. Job applicants.
- c. All site visitors:
  - i. Must be provided and adhere to all protocols in this document.
  - ii. Should be scheduled in advance and staggered whenever possible.
  - iii. Should be assessed for COVID-19 symptoms upon arrival to the site.
  - iv. Should be closely monitored while onsite and be restricted to minimal interaction with employees.
- d. Assign and mark safe wait/drop-off areas:
  - i. Restrict loading/unloading areas to task essential personnel.
  - ii. Keep loading bays clear when not in use.
- e. Non-essential site visits should be avoided.
- f. Consider security personnel or employees to reinforce safety protocols.

## **7. Disciplinary Action(s)**

### **1. Employees:**

- a. The responsibility for enforcing occupational health & safety regulations eventually lies with the employer.
- b. It is expected that protocols in this document are followed by all golf facility employees.
- c. Consider having your staff acknowledge they have read this manual and understand the importance of following protocols.
- d. Standard progressive disciplinary actions, as per your facility, should apply, including but not limited to:

- i. Verbal warnings.
- ii. Written warnings.
- iii. Termination in extreme cases.

**2. Golfers and Restaurant Customers:**

- a. It is expected that protocols in the document are followed by all golfers and takeout customers.
- b. While customers are required to follow these, the golf facility needs to ensure golfers do. For customers who are observed to not be following these regulations, golf facilities are expected to use discipline, which could include the following:
  - i. Verbal warning.
  - ii. A request to leave the premise if verbal warning is not adhered to.
  - iii. A written warning to members.
  - iv. Suspension from future play and possible notification of offenders to other golf courses.
  - v. It is essential that golf facility operators have a progressive discipline policy and all golf and takeout customers are familiar with it.

## **8. In Case of Emergency**

Employers are responsible for first aid at the workplace. First aid policy and procedures must be reviewed in the era of COVID-19 and communicated to all employees. A first aid risk assessment will help determine the required type of Exposure Control Plans (ECP), including control measures recommended by health authorities and regulatory bodies.

**New WorkSafeBC resource for first aid protocols during the COVID-19 pandemic**  
<https://www.worksafebc.com/en/about-us/news-events/announcements/2020/May/new-resource-for-first-aid-protocols-during-covid-19-pandemic>

## **9. WorkSafeBC Protocols for Returning to Office Operations**

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>

### III. 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 priority is the health and safety of our employees, 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, Health Canada, the BC Centre for Disease Control and our provincial health officer. 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 employees from the time we arrive at the facility until the time we leave. We have implemented a number of safety measures including:

- ensuring employee health
- practicing physical distancing
- reducing the number of touch points & rigorous cleaning of remaining touch points
- training our employees 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 name>

<Insert Golf Course name>

## 2. General Messaging to Golfers

If you have underlying medical conditions, or consider yourself in a high-risk group, please try to book a foursome of golfers you are comfortable playing with and consider non-peak tee times such as 2pm in the afternoon. Please feel free to contact the golf shop to discuss your concerns and if not a booking a foursome, ask to be paired with other high-risk players.

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 travelled outside of Canada, and are not [exempt from the federal Quarantine Act](#), 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 8-1-1.

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.

If you contract COVID-19 and have played at our golf facility anytime within the last 14 days, please include our facility in the contact tracing provided to health authorities and we will follow the recommendations of the health authorities thereafter.

PHYSICAL DISTANCING IS REQUIRED AT ALL TIMES (minimum 2m/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.**

Washrooms on the premises are disinfected frequently; hand sanitizer stations are located at <the entrance to the clubhouse, golf shop, washrooms, etc>.

Please bring your own sanitizer and use it each time you touch a foreign surface (Pro Shop door, washroom 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 Health Canada, 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 spaced further apart at < XX minutes depending on the playability of the golf course > to allow for less back up at the clubhouse and the maintenance of physical distancing for golfers teeing off.

Power carts are single rider only, unless shared with a member of the same household with proof of same physical address. 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.

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, 20 minutes is generally sufficient. Avoid congregating in the parking lot (physical distancing).

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 all that is needed).

PRACTICE PHYSICAL DISTANCING ALWAYS (minimum 2m/6ft 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

<It is recommended that the Practice Facility/Driving Range is only for the use of golfers prior to their reserved tee-time>

<If open> As per the BC Centre for Disease Control, <Driving Range tees or hitting stalls> will be spaced a minimum separation of 2m/6ft between them.

<If open> The practice greens may be used if a minimum (2m/6ft) physical distancing can be maintained between golfers.

Please use your own balls on the practice greens.

## 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.

<If cups accept putt balls then they should be reduced in depth to allow for the balls to be removed with the toe of the putter. If cups are raised, then the ball is considered hole when it hits the side of the cup.>

Golfers are encouraged to award gimmes up to 2ft.

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 be available at <insert on course locations>.

If in an unlikely event, a group needs to play through, then all players must abide by the physical distancing protocol of a minimum of 2m/6ft.

## 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 OR is available with strict protocols for cleaning all touch points between every user>

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

## 8. Golfer Adherence

**All safety 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. WorkSafeBC Protocols for Returning to Retail Operations

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/retail>

## 10. 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 of Canada within the last 14 days, if they have, they will be asked to leave the property immediately as they must be in self-quarantine for 14 days

3. Where entry into the Pro Shop/Clubhouse/Washrooms is required and the opening/closing of a door, install hand sanitizing stations accordingly. Increase/promote frequent handwashing, hand sanitizing amongst all employees. Provide each employee with their own personal hand sanitizer and have self-serve hand sanitizer at each Point of Sale station. Remind employees 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 6ft physical distancing must be maintained at all times. It is recommended that each employ have one Point of Sale system and phone for use during their shift. At the end of the shift the workstation is to be cleaned prior to the next shift.
6. Where possible prop pro shop and washroom entry doors open. If frequent cleaning of washrooms (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 reusable cloths, rather, disposable cloths. Surfaces include counters, door handles, transaction machines, phones, tv changers, anything that either or both golfers and employees 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
10. Rental clubs and pull carts, if available, must be disinfected after each use.
  - a. Staff cleaning any rental clubs must be given PPE – gloves, mask, eye protection and wash their hands often and after each rental.

- b. 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

11. Power Carts, Service Vehicles and Pull Carts:

- a. PPE equipment must always be worn when disinfecting equipment.
- b. Wash with soap and water as per usual.
- 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. Remove coolers and sand bottles from carts



- d. GPS screens must then be wiped down with a mild soap and water concentrate.
- e. Discard cleaning gloves prior to touching the steering wheel again, apply new gloves, and park the power carts in the storage area.
- f. 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.
- g. 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.”*
- h. Power cart and equipment charging cords are to be disinfected throughout the day.

12. Marshall the course to ensure physical distancing, reminding golfers, and where necessary provide warnings to repeat offenders. If repeat violators are not heading 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.

## **IV. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS**

### **1. Ministerial Orders of the Provincial Health Officer**

Ministerial orders of the British Columbia Provincial Health Officer as of 11 March 2021

[Ministerial Order of the Provincial Health Officer](#)

[Ministerial Order of the Provincial Health Officer for Restaurants, Pubs, Bars and Nightclubs, December 30, 2020](#)

[Ministerial Order of the Provincial Health Officer for Gatherings and Events– February 10, 2021](#)

[Ministerial Order of the Provincial Health Officer for Workplace COVID-19 Safety Plans - May 14, 2020 - No Expiry Date](#)

### **2. Liquor and Cannabis Regulation Branch Policy Directives**

A listing of all Liquor and Cannabis Regulation and Policy Directives can be found here:

<https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licence-permits/liquor-law-policy/liquor-policy-directives?keyword=liquor&keyword=and&keyword=cannabis>

Pertinent and recent policy directive links:

[20-27](#) - Replaces Policy Directive 20-19 and extends the temporary authorization for food primary and liquor primary licensees to sell and deliver packaged liquor to patrons with the purchase of a meal for off-site consumption until March 31, 2021

[20-26](#) - Announces the intention to extend Temporary Expanded Service Area (TESA) authorizations to Oct. 31, 2021 at no charge, as well as the extension of the deadline for new TESA applications to Oct. 31, 2021.

### **3. WorkSafeBC Protocols for Restaurants, Cafes and Pubs**

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/restaurant-cafes-pubs>

#### **4. 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 2 metres / 6 feet markings on the floor with instructions to stay 2 metres / 6 feet 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 2m/6ft spacing if the clubhouse is unable to hold up to 50 people (incl employees) 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. Communicate to your employees 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, employees 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.
  - c. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
  - d. Service tops must be wiped down after every use, please use and EPS registered disinfectant or diluted bleach cleaner to sanitize.
  - e. 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.
7. Do not provide self-serve food to patrons; have your employees serve all foods.
8. Wear disposable gloves when handling guest food products, and while making to-go beverages for guests if there is no dedicated cashier.
9. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

#### **5. On-Course Food & Beverage Service (if open)**

1. Post social distancing signage on all beverage carts and service kiosks

2. Communicate to your employees proper sanitation operational controls:
  - a. Safe transactions, employees 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 and EPS 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).

## 6. 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 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 a designated "Pick up Area".
8. Wash your hands or use alcohol-based hand sanitizer before entering premises for pick up.

## 7. Kitchen and BOH Procedures

1. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
2. Only essential employees should be permitted within the kitchen, to reduce possible contamination and to allow physical distancing measures to be upheld.
3. Re-arrange work areas or re-organize work tasks to allow workers to maintain physical distance. Consider using markings or dividers in the kitchen to ensure physical distancing.
4. Consider moving activities to another room if possible. Separating duties into unused dining areas could be an option for some preparation and packaging.

5. Increase cleaning of all frequently touched surfaces, food contact surfaces and equipment using approved cleaning products following the manufacturer's instructions regarding dilution and contact time.
6. Use gloves for all food handling and preparation.
7. **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 74°C.
8. 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.
9. 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.
10. Food grade sanitizers are used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instructions 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.
11. For dishwashing equipment, plate ware and utensils, use a dishwasher that can achieve disinfection. If washing by hand, use the three-sink process (wash, rinse, sanitize), ensuring that all equipment is disinfected. Particular temperature and chemical requirements apply to commercial equipment disinfection; see BCCDC and Provincial Health Services Authority Dishwashing Requirements for more details:  
<http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/EH/FPS/Food/GuidelinesMechanicalWarewashinginFoodServiceEstablishmentswebformatJan2013.pdf>

## 8. Restaurant & Patio Dine-In Service Protocols

See [section B in the Provincial Health Order document](#) for a complete list of requirements. Below is listed the information from the December 30th update, but we advise you to use the link above to ensure the information you are referencing is up to date.

1. Patrons must be able to maintain a distance of two metres from other patrons unless they are separated by physical barriers.
2. If patrons remain on the premises, other than tasting rooms with a liquor manufacturer licence, after being served or serving themselves, there must be sufficient seating for them, whether at tables, booths or counters, and patrons must be seated.

3. In licensed premises, other than cafeterias, private clubs or tasting rooms with a liquor manufacturer licence, patrons must be assigned to a table, booth or counter and shown to their seats. Patrons must stay in the seat to which they are assigned, or at which they seat themselves, and must not move from table to table.
4. Liquor may only be served to patrons who are seated, other than in cafeterias, private clubs or tasting rooms with a liquor manufacturer licence.
5. Patrons must be seated in all premises, other than cafeterias or tasting rooms with a liquor manufacturer's licence, except to use a self-serve food or non-alcoholic drink station, use a self-serve lottery ticket dispenser, pay at a pay station, use washroom facilities or when leaving the premises.
6. There must be a sufficient number of staff at premises, other than cafeterias, private clubs or tasting rooms with a liquor manufacturer's licence, to ensure that patrons remain seated.
7. There must be a sufficient number of staff at premises, other than cafeterias, private clubs or tasting rooms with a liquor manufacturer's licence, to ensure that patrons do not congregate in areas of the premises.
8. Patrons who are not in the same party must be seated two metres apart from one another, unless they are separated by a physical barrier.
9. There must be no more than six patrons seated at a table or booth, even if they belong to the same party.
10. There must be a distance of two metres between the backs of the seats of patrons seated at adjacent tables or booths, even if members of the same party are seated at adjacent tables or booths, unless the adjacent tables or booths are separated by physical barriers.
11. There must be two metres between patrons seated at a counter, unless the patrons are in the same party or they are separated by physical barriers.
12. If a party of patrons is seated at a counter, there must be no more than six members of the party seated less than two metres apart from one another, unless they are separated by a physical barrier from other members of the party who are seated adjacent to them at the counter.
13. If there is a self-serve food or non-alcoholic drink station on the premises,
  - a. hand washing facilities or alcohol-based sanitizers must be within easy reach of the station;
  - b. signs reminding patrons to wash or sanitize their hands before touching self-serve food, drink or other items, and to maintain a two metre distance from other patrons, must be posted at the self-serve station; and
  - c. high touch surfaces at the station, and utensils that are used for self-serve, must be frequently cleaned and sanitized.

14. You must determine the maximum number of patrons who can be accommodated safely on your premises, taking into consideration the requirements set out in the sections above and must document this maximum number in your safety plan.
15. You must monitor the number of patrons present on your premises and ensure that the number present does not exceed the maximum number in your safety plan.
16. You must take steps to prevent the congregation of patrons outside your premises, such as by taking reservations and requesting patrons to remain in their cars or elsewhere until notified by telephone or an App that there is seating available for them on the premises.
17. You must assess your premises for places where patrons may congregate and take steps to avoid congregation.
18. You must use physical devices, install markers or use other methods to guide and assist patrons in maintaining a distance of two metres from other patrons if they are not seated.
19. You must monitor your premises and remind patrons to maintain a distance of two metres from one another.
20. If there are physical barriers between tables or booths or seats at a counter, the tops and bottoms of the physical barriers must be positioned so that the physical barriers block the transmission of droplets produced by breathing, talking, coughing or sneezing between patrons who are seated at adjacent tables, booths or seats at a counter.
21. Dance floors must be closed with physical barriers or occupied with tables.
22. Patrons must not sing, engage in Karaoke or dance on the premises.
23. Jam and open mic sessions must not be held on premises.
24. Background music, including live solo and live band music, and any other background sounds, including from televisions and electronic sound producing devices, must not be amplified and must be no louder than the volume of normal conversation.
25. If background music is provided by a live performer or performers, or a disc jockey, a physical barrier must be installed between the performers or disc jockey and the patrons which blocks the transmission of droplets produced by the performers or the disc jockey, or there must be at least a three metre separation between performers and patrons.
26. Liquor sales for onsite and off-site consumption must cease between 8:00 pm on December 31, 2020 and 9:00 am on January 1, 2021. Liquor sales for onsite consumption must cease at 10:00 pm on all other dates, and must not resume until 9:00 am the following day.
27. If liquor is served
  - a. the obligations under sections 61 (2) of the Liquor Control and Licensing Act must be complied with,

- b. the directives and guidance provided by the Liquor and Cannabis Regulation Branch to ensure that patrons do not over order, overconsume or binge drink must be followed, and
  - c. the authority under section 61 (3) of the Liquor Control and Licensing Act must be exercised when appropriate. (see [Liquor and Cannabis Regulation Branch website](#))
28. Unless a full meal service is provided, premises which are licensed to serve liquor must close between 9:00 pm on December 31, 2020 and 9:00 am on January 1, 2021, and between 11:00 pm and 9:00 am the following day on all other dates, and all patrons must vacate the premises. If a full meal service is provided, premises may stay open, but liquor service must not resume until 9:00 am the following day.
29. Liquor must not be consumed on the premises by any person, including patrons, owners, operators or staff after 9:00 pm on December 31, 2020, and after 11:00 pm on all other dates
30. If, in the ordinary course of business, you collect information from patrons for the purpose of making reservations or seating patrons,
- a. you must collect the first and last name and telephone number, or email address, of at least one member of every party of patrons, and you may collect this information from other members of a party or from other patrons who wish to provide it; and
  - b. you must retain this information for thirty days, in case there is a need for contact tracing on the part of the medical health officer, in which case you must provide the information to the medical health officer
31. The Gatherings and Events Order applies to the holding of events on your premises

## **V. PROTOCOLS FOR GOLF COURSE MAINTENANCE**

In order to comply with federal, provincial and regional recommendations, AGA-BC is advocating minimal golf course maintenance.

### **1. Shop, Yard and other Common Maintenance Areas**

1. Maintenance facility access:
  - a. No outside visitors permitted, employees only except for deliveries. (see Section II.6)
  - 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.
2. Washrooms / Lunchroom / Locker rooms (see section II.3 and II.4)
3. Maintenance facility cleanliness:
  - a. All doors hands, 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: (see Section II.5)
  - a. Consider posting reminder signage at three locations per nine holes and at all on-course washrooms:
    - 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. Maintain a minimum of 2m/6ft between hitting bays.
  - 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 frequently. (see Section II.9.6)
  - 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.
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, tractors, equipment (hand or power), tools, etc:
  - a. Vehicles to be single occupancy whenever possible.
    - i. Assign vehicle, mowers and equipment to a single employee per day.
    - ii. During the course of a shift, do not share vehicles, mowers, radios, tools and other hand or power equipment.
  - b. Where work vehicles must be shared, space passengers 6 ft from the driver if possible.
    - i. Encourage anyone in a shared vehicle to wear a mask and gloves.
  - c. Each employee is required to disinfect their own equipment/tools before and after use (see below).
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

## **VI. SPORT CLARIFICATION**

As of December 24, 2020, updates have been made to the restrictions announced in the written Provincial Health Order on Gatherings and Events. These updates apply to all sport activities in B.C. Five key points have been further clarified, including:

### **1. Adult “Team Sport” Refined with Respect to “Group Sport”**

Group sport is defined as sporting activities involving more than one person 22 years of age and older and includes training and practice for an individual or a team sport, but does not include sport activities for children or youth, varsity sport or high-performance athlete sport activities.

1. If the group sport is indoors, only two persons participate (e.g. singles tennis or an athlete and a coach training session);
2. If the group sport is outdoors, only four persons participate (e.g. four individuals may run together or four individuals could run soccer drills).
3. The participants maintain a distance of three metres from one another while engaged in the group sport, unless the participants reside in the same private residence. For example, individuals should not be playing a sport with four people and then switching teams to another group of four during the same time slot.
4. The decision was made to update the age from 19 to 22 years of age or older because an unintended consequence to restricting adult sport and defining adult as 19 years of age and over, was the exclusion of some participants who are on the same team. There are many sports with participants on the same team who are both under the age of 18 and 19 or over. By increasing the age to 22 or older, it allows for those who are 19, 20, and 21 to continue to participate in their sports.

## **2. Travel to Home Club**

Individuals are permitted to travel to their home club for the purpose of sport, while following all restrictions in the current public health order.

1. Home club is defined as the sport organization, club, or facility at which a person is registered for ongoing sport programming.
2. Individuals should not carpool with other participants who are not in their household.

## **3. High Performance Exemption**

High performance athletes are individuals who have been identified to a targeted athlete list with the Canadian Sport Institute-Pacific (CSI-P) by their respective Provincial Sport Organization (PSO) or National Sport Organization (NSO).

1. A person who is a high-performance athlete who is already training in B.C. may train, compete and travel for that purpose if they follow the COVID safety protocols of their respective provincial or national sport organization.

## **4. Sport for Children and Youth**

This definition refers to an activity which is delivered by a provincial sport organization or a local sport organization and may include participants who are under 22 years of age, but does not include varsity sports. The PHO Order for Events and Gatherings differentiates between adult and youth sport activities.

1. Participants maintain a physical distance of three metres from one another and do not engage in handshaking, high fives, hugging, etc.
2. Participants can only travel to their home club.
3. Children and youth sport may include participants who are under the age of 22.
4. Games, tournaments and competitions are temporarily suspended for teams.
5. The focus is on activities that have a low risk of COVID-19 virus transmission (i.e. can maintain three metres physical distance).

## **5. Intercollegiate Varsity Sport Exemption**

Varsity sport is defined in the order as a sport for which the eligibility requirements for participation are established by a national association for the regulation of intercollegiate athletics, or which is designated as a varsity sport program by a post-secondary institution.

1. Individuals of any age may participate in varsity sport if they are a member of a varsity sport team and they only train or practice with the post-secondary institution with which they are enrolled.
2. Varsity sport, at this time, needs to follow viaSport's Return to Sport Guidelines (i.e. maintain three metres physical distance and travel is limited to the athlete's respective post-secondary institution).

Remember, reducing interactions will help keep communities safe and healthy and lower the risk to our health care system. For more details on sport activities in B.C., please review the most recent viaSport [FAQ](#) regarding BC's return to sport.