



THE BONNYVILLE GOLF AND COUNTRY CLUB

Managing with COVID-19

The Bonnyville Golf and Country Club supports the following 'We Are Golf' statement from 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."

In the constantly evolving response to this pandemic, our operations will be tailored as outlined in this document to provide the utmost enjoyment of the sport to the greatest number of people possible.

On April 9, 2020, the Alberta Government expanded the existing list of recreation and entertainment businesses; *“where Albertans are prohibited from attending all public recreation facilities and private entertainment facilities, including*

- Gyms etc...and
- Golf courses
 - Workers are permitted to maintain golf courses as long as they follow public health measures that prevent the risk of transmitting COVID-19”

The Bonnyville Golf and Country Club (BGCC) recognized the essential need for pre-season golf course property maintenance, including preparations in the clubhouse/office, during any interruption to play. Successful COVID-19 risk mitigation measures were instituted with our and those staff of Randy Gallop Golf Enterprises Ltd (RGGE) during these preparations while awaiting Alberta Government approval to open.

On April 30, the Alberta Government announced: *“Golf courses can open on May 2, with restrictions including keeping clubhouses and pro shops closed. These will be able to open consistent with other businesses that will be open in stage one.”* The Province plans to determine on May 14 if/when stage one can be launched.

Now open for play with the COVID-19 restrictions continuing to evolve, it is imperative that our course implements the physical distancing, disinfection and other protocols outlined in the following BEST PRACTICES FOR RESPONSIBLE OPERATION document.

Relying on the best efforts of the Board of Directors, all staff, players, guests and volunteers to support the privilege of access to our sport, we’ll get through this together.

Please note this is not a legal document. It will be updated as new information becomes available; however, every golf operator must immediately adjust to follow all Alberta Chief Medical Officer of Health (CMOH) orders.

COVID-19 PROTECTION - BEST PRACTICES FOR RESPONSIBLE OPERATION OF the BGCC

Version 1.0

I. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS	4
1. Team Member Illness Policy	4
2. Team Member Responsibilities.....	6
3. Physical Distancing.....	7
4. Hand Washing, Hygiene and Personal Protective Equipment.....	7
5. Shift Preparation/Tasking, Communication and General Employee Procedures.....	9
6. Cleaning, Sanitizing and Disinfecting Protocols	10
7. Signage and Waivers	15
8. Security and Site Access.....	16
9. Disciplinary Action(s).....	16
II. PROTOCOLS FOR GOLF OPERATIONS.....	17
1. Welcome Message to Golfers	17
2. General Messaging to Golfers.....	18
3. Tee Time Policy	19
4. Check-In Policy	20
5. Practice Facility Policy	20
6. On-Course Measures.....	20
7. After Round Policy.....	21
8. Golfer Adherence	21
9. Specific Golf Operations Protocol	22
III. PROTOCOLS FOR FOOD AND BEVERAGE OPERATIONS	23
1. Alberta Government reopening conditions – Phase 1.....	Error! Bookmark not defined.

2. Takeout Service Clubhouse Procedures (if open)	23
3. On-Course Food & Beverage Service (if open).....	24
4. Information for Customers	25
5. Kitchen and BOH Procedures	25
IV. PROTOCOLS FOR GOLF COURSE MAINTENANCE	26
1. Shop, Yard and other Common Maintenance Areas	26
2. On-course Setup / Service.....	27
3. Equipment and Tool Use / Cleaning / Maintenance	28
V. EDUCATION AND AWARENESS	30
1. Acknowledgement Form.....	33

I. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

During the COVID-19 outbreak, the BGCC will follow mandates/orders from the Provincial Government, the Chief Medical Officer of Health (CMOH), regional health authorities, along with other authorities such as Alberta Occupational Health and Safety (OHS) and Health Canada.

In order to comply with federal, provincial and regional recommendations, the BGCC is establishing the following protocols while the situation continues to evolve.

(The reference to the term “Team Members” refers to the employees or volunteer workers of the BGCC and site staff of Randy Gallop Golf Enterprises Ltd)

1. Team Member Illness Policy

The BGCC has an updated team illness policy that is communicated to all team members immediately before returning to work.

1. Assessment

- a. Team members must complete and sign off on a health assessment and temperature check when they arrive daily to work to ensure they are not exhibiting any symptoms of COVID-19(requirement of the National Allied Golf Associations – Alberta (NAGA) rev #04-31).

- b. Managers will visually monitor team members at least twice a day to assess any early warning signs as to the status of their health and to touch base on how they are regarding their personal safety throughout the workday
 - c. If Team Members are unsure, use the self-assessment tool provided free online through <https://ahs.ca/covid>
- 2. If a Team Member is feeling sick with COVID-19 symptoms**
- a. Team Members who feel sick with COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, are to remain at home and contact Health Link AB at 8-1-1.
 - b. If a Team Member at work is showing even mild symptoms of the previous listed symptoms for COVID-19:
 - i. Send home immediately, remove them from the schedule and have them contact 8-1-1 or a doctor for further guidance.
- 3. If a Team Member tests positive for COVID-19**
- a. The Team Member will not be permitted to return to the workplace until they are free of the COVID-19 virus.
 - b. Any Team Members who work closely with the infected Team Member will also be removed from the workplace for at least 14 days to ensure the infection does not spread further into the workplace.
 - c. Close off, clean and disinfect their work area immediately and any surfaces that could have potentially been infected/touched.
- 4. If a Team Member has been tested and is waiting for the results of a COVID-19 Test**
- a. As with the confirmed case, the employee will be removed from the workplace.
 - b. The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the public health authority of AB.
 - c. Other Team Members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
 - d. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.
- 5. If a Team Member has come in to contact with someone who has COVID-19**
- a. Once the contact is confirmed, the Team Member will be removed from the workplace for at least 14 days or as otherwise directed by public health authorities. Co-workers who may have come into close contact with the Team Member will also be removed from the workplace for at least 14 days.

- b. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

6. Team Member Support

- a. If you are directed to stay home or are sick with COVID-19, the BGCC Pro/Manager or Grounds Superintendent will be in touch with you immediately to provide you with guidance and support to assist you throughout your leave process.

7. Quarantine or Self-Isolate if:

- a. Any Team Member who has 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 Team Member with any symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- c. Any Team Member from a household with someone showing symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- d. Any Team Member who is in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating, is not permitted to enter any part of the golf facility.

2. Team Member Responsibilities

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

1. **PRIORITY 1 - Wash your hands** with soap and water for at least 20 seconds before and frequently during your shift.
2. **PRIORITY 2 – Practice physical distancing** – keep a minimum distance of at least 2M/6ft from fellow team members and customers.
3. **PRIORITY 3 - Inform the Pro/manager or Grounds Superintendent immediately if, during your shift, you feel any symptoms of COVID-19** such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.
4. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
5. Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
6. If soap and water are not available, use an alcohol-based hand sanitizer.
7. Clean and disinfect frequently touched objects and workstation surfaces as per directions below.

8. Stay informed. Information is changing frequently.
9. Operations teams will be provided with disposable gloves.
10. Practice physical distancing – keep a minimum distance of at least 2M / 6ft from fellow team members and customers.
11. Media Interactions – Please do not speak with the media (radio, television stations, newspapers etc.). If you are approached by the media regarding COVID-19, be polite but do not comment. The news media will try to engage with you — sometimes aggressively to get information, but do not get angry or careless. Use the following recommended sentence to reply to media: “I want to make sure you have accurate, up-to-date information — so please contact BGCC President – Maurice Mercier at 780-573-7100 or mmercier@genmecacl.com
12. Customer Interactions - If a customer in the facility has a question or feedback related to the COVID-19 outbreak, listen to them and then give them the contact information from 11. above. Do not go into specifics or make comments related to their feedback.

3. Physical Distancing

As defined by the AB CMOH, physical distancing means limiting close contact with others.

When outside of your home, practicing social 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.

All Team Members are to practice social distancing as follows:

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



4. Hand Washing, Hygiene and Personal Protective Equipment

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

COVID-19 PROTECTION
BEST PRACTICES FOR RESPONSIBLE OPERATION OF the BGCC
Version 1.3.2

1. Hand Washing as set out by Health Canada
 - a. wash your hands with soap and water, ideally with water warmer than 25` Celsius, for 20 seconds
 - b. <https://www.youtube.com/watch?v=oOP-Od1mJfA>
 - c. should be completed for the following reasons but are not limited to:
 - i. entering or leaving the clubhouse, pro shop, food and beverage, maintenance facility or any other structure at the golf course
 - ii. taking Personal Protective Equipment (PPE) on or off
 - iii. before and after breaks
 - d. After washing your hands, use disinfectant spray on sink taps and surfaces.
 - e. If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

2. Hand Protection

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

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

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

3. Personal Protective Equipment (PPE)

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

- a. low risk: tasks where an individual is isolated, e.g. mowing – wear disposable gloves or gloves that can be disinfected regularly.

- b. medium risk: wear disposable gloves, paper/filter mask.
- c. high risk: tasks where staff members cannot maintain social distancing of 6 feet, e.g. training – wear disposable gloves and body suit, paper/filter mask, face shield or full-face respirator mask. Full-face respirators require a user 'Fit test' for sizing.

Staff cleaning any rentals must be given Protective Personal Equipment – gloves, mask, eye protection (goggles if pressure spraying/washing) and wash their hands often and after each rental.

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

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

1. Shift Preparation

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

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

3. Eliminate all in-person staff meetings:

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

4. Training:

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

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

6. Employee personal effects:

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

7. Lunch/meal breaks:

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

6. Cleaning, Sanitizing and Disinfecting Protocols

COVID-19 is susceptible to disinfectants and sanitizers.

- Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19.
- Increase cleaning and sanitizing frequency of food contact surfaces.
- Use the “Wipe – Twice” method: once to clean + once to disinfect

1. Definitions

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

2. Hard (Non-porous) Surfaces

- a. Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.
- b. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- c. For disinfection, most common Health Canada-registered disinfectants should be effective.
 - i. Health Canada provides an updated list of products effective for use against the virus that causes COVID-19. Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).
 - ii. Additionally, diluted bleach solutions (see Section 1.8) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring sufficient contact time, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Select proper bleach first by finding the DIN*****number on the label. Enter that number in the search bar of Health Canada's proven products for COVID-19 disinfection <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html> . If the product does not show as part of this special database, avoid using it and those bleach varieties with no DIN indication or have DIN numbers for other applications. These have no evidence as effective against the COVID-19 virus. The correct, unexpired bleach will be effective against coronaviruses when properly diluted AND PREPARED DAILY. The COVID-19 pandemic has created an unprecedented demand for disinfecting and cleaning products. To help avoid market disruptions, as an interim measure Health Canada has now allowed USA products in Canada. So you will find some products with USA labeling that are now available in Canada. Such disinfectant labels will instead carry the EPA registration number on the side panel of the label. Use that number to check the US CDC website for approved disinfectants.

3. Electronics and POS Equipment

- a. For electronics such as POS equipment, tablets, touch screens, remote controls, and keyboards, and telephones remove visible contamination if present.

- i. Follow the manufacturer’s instructions for all cleaning and disinfection products.
 - ii. Consider use of wipeable covers for electronics.
 - iii. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens.
 - iv. Dry surfaces thoroughly to avoid pooling of liquids
 - b. Credit card terminals if touched by a customer for pin pad entry must be cleaned after every use.
- 4. Power Carts, Service Vehicles and Pull Carts
 - a. PPE equipment must always be worn when disinfecting equipment.
 - b. Do an initial spray down with water to remove any loose dirt
 - c. DISINFECT the following areas with hand with a hand sprayer to be able to liberally spray the touch surfaces:
 - i. Steering wheel
 - ii. Arm rests
 - iii. Seats
 - iv. Roof safety handles
 - v. Lower console (cubbies and cup holders)
 - vi. Reverse switch
 - vii. Keys
 - viii. Club holders (straps, clips, etc.)
 - ix. Rain covers
 - x. Windshield clips
 - xi. Windshield (inside and out)
 - xii. The coolers and sand bottles are to be removed from the carts at this time
 - d. Wash with soap and water as per usual
 - e. Discard cleaning gloves prior to touching the steering wheel again, apply new gloves, and park the power carts in the storage area.
 - f. Add a sign on steering wheel “This cart has been cleaned with an approved disinfectant”.
 - g. Pull Carts (if made available)
 - i. Wash cart and disinfect with an approved solution as per instructions - pull handles, straps and clips including rain hood attachments, handle, controls – brake, cup holders, and compartments after each use
- 5. Suggested Cleaning and Disinfecting Areas
 - a. Clubhouse / Restaurant / Pro Shop / 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
 - d. Storage rooms
 - i. Doorknobs / door push bar / door handles
 - ii. Ice machine / freezer accesses
- 6. Cleaning records, supplies and PPE inventories
 - a. Maintain a written log of daily cleaning
 - b. Maintain a daily inventory of gloves, masks, cleaning, sanitizing and disinfecting supplies
- 7. HVAC systems
 - a. Examine HVAC(furnace, A/C, recirculating fans...) system filters bi-monthly, replace media frequently.
 - b. Schedule HVAC system cleaning twice annually.
- 8. Product Guide for Disinfectants

COVID-19 PROTECTION
BEST PRACTICES FOR RESPONSIBLE OPERATION OF the BGCC
Version 1.3.2

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meet Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Unscented Bleach (6%) solution	50/1 dilution of water/approved bleach used to disinfect surfaces - 20mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the Alberta Health for disinfecting non-porous surfaces	General use disinfectant and sanitizer for Hard surfaces
Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

Hard-surface disinfectants must meet 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.

How to find out which disinfectant meets Health Canada's requirements for COVID-19:

Click on the link below:-

<https://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 into the blank field – not in database = not proven tested as effective for COVID-19 regardless what the seller says.

7. Signage and Waivers

1. The BGCC will post a sign similar to the one below at the greeter's station to inform patrons

If you have COVID-19 symptoms, or have been outside Canada in the past 14 days, DO NOT ENTER

- PLEASE be patient while we all adjust to these new requirements -

NO 'DROP IN' golfers beyond this point – Phone 780-826-4886 for available tee times

REMAIN in the waiting zone until 15 minutes before your tee time, then drive in

Respect MANDATORY Physical Distancing at all times (2 metres = 2 five irons)

Maximum ONE person at the east door of Golf Shop at one time

Practice greens are CLOSED.

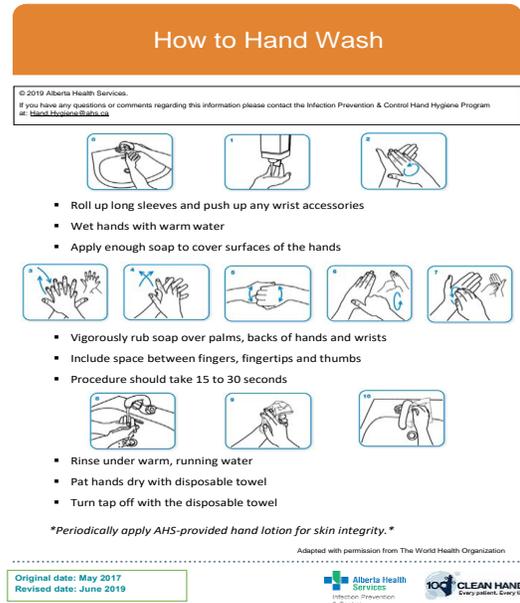
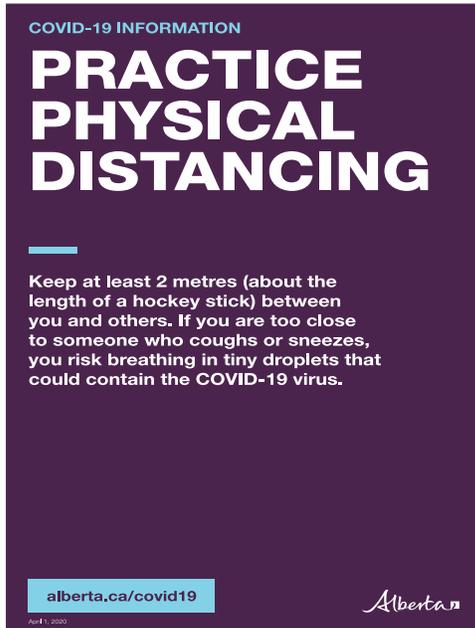
Practice range use ONLY for players announced as about to tee off.

UPON FINISHING YOUR ROUND, promptly exit the property.

Please remember, these are only temporary requirements. With time and your cooperation, they WILL change!



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



8. Security and Site Access

1. Site Visit Restrictions:

a. Essential site visits

- only for operations personnel including maintenance, golf, clubhouse, food and beverage, and administration.
- Shipping/receiving/deliveries
- Customers

b. Non-essential site visits

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

9. Disciplinary Action(s)

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

Staff will sign that they have read this manual and understand the importance of following protocols. (Section V.1)

To support our 'We Are Golf' position, standard disciplinary actions will be enforced for failure to observe protocol.

II. PROTOCOLS FOR GOLF OPERATIONS

1. Welcome Message to Golfers

Welcome to the 2020 golf season! Driven by all our difficult changes in habit that reduced the pace of the virus spread, and the hard work of golf industry associations, our sport is the first in Alberta allowed to reopen. Our first priority remains the health and safety of our team members, golfers, guests and our communities through these challenging times.

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 only essential public places. As the Board and management of the Bonnyville Golf and Country Club prepared for this season, we have carefully watched the effects of the COVID-19 pandemic. We have closely monitored the recommendations of Health Canada, successful golf operations in provinces opened to play before ours, recent advice from NAGA-AB and the direction/mandates of Alberta Health authorities. Though the nature of our sport is amidst wide open spaces, things are not yet back to normal. Only with rigid protocols in place, a new normal, can golf continue to be played while keeping both players and employees safe from the transmission of the COVID-19 virus. It must also be acknowledged that golf does offer health benefits that cannot be understated. World Golf Foundation studies have shown that playing golf will result in improvements in life expectancy and quality of life, as well as mental and physical health (unless you purposely cough in somebody's backswing).

To retain authority approval to continue playing, we all must be committed to a number of new precautionary measures put in place to ensure that everyone will remain safe. New habits only slowly replace old ones, but it will happen. Our success depends on the full cooperation of golfers and our team members from the time we arrive at the facility until the time we leave.

We have implemented a number of safety measures including:

- monitoring team member at-work health
- practicing physical distancing
- reducing the number of touch points & rigorous cleaning of remaining touch points

COVID-19 PROTECTION
BEST PRACTICES FOR RESPONSIBLE OPERATION OF the BGCC
Version 1.3.2

- training our team members on enhanced cleaning, disinfecting and sanitizing procedures
- and requiring the cooperation of golfers through adherence to our policies and procedures.

A full list of the internal measures we have implemented can be found on our website bonnyvillegolfclub.com and these measures are also posted in the clubhouse main entrance. Note that ALL PLAYERS MUST have a tee time pre-authorized over the phone by the proshop(780-826-4886) before entering the parking lot GO ZONE. 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. 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,

Maurice Mercier - President

Bonnyville Golf and Country Club

2. General Messaging to Golfers

If you have underlying medical conditions, it is recommended that you not visit our facility. Anyone displaying symptoms of COVID-19 such as cough, fever, shortness of breath, runny nose or sore throat will not be permitted on the course. If you don't feel well please stay home and call you doctor, local public health or call 8-1-1.

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

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

PHYSICAL DISTANCING IS REQUIRED AT ALL TIMES (minimum 6ft apart) NO handshaking, NO hugging etc. from arrival until departure. This will be enforced. Failure to observe physical

distancing risks the closure of the course, and as such you will be asked to leave the premises and may be suspended from future play.

THE CLUBHOUSE(except solo-use of main floor washrooms), LOCKERS AND ALL FOOD AND BEVERAGE FACILITIES, ARE CLOSED UNTIL FURTHER NOTICE.

THE PROSHOP COUNTER IS OPEN TO 1 GUEST AT A TIME THROUGH THE EAST DOOR. THIS PLEXIGLASS SHIELDED AREA IS FOR PAYMENT TRANSACTIONS AND MERCHANDISE PICK UP ONLY – Proshop browsing will not be available.

The washrooms on the course are closed.

Please bring and use your own sanitizer to supplement the provided sani-stations.

Please bring adequate hydrating liquids. We have no place for you to fill up your water bottles at this time.

We will not be providing loose tees or sand bottles at this time.

Share nothing – not balls, tees, markers, scorecards, pencils, handshakes, birdie juice... with others

3. Tee Time Policy

PRE-Booking is required by ALL players and is ONLY available by phone at 780-826-4886. Please be patient if on hold as we adjust our technology and staff resources to handle increased call volumes.

Members can pre-book 4 days in advance, non-members 3 days.

Golfing without a pre-booked tee time is not permitted. Golfers must have a reservation prior to exiting their vehicle.

Tee times will be spaced further apart to permit for physical distancing and maintenance of pace of play. (NAGA-AB Rev #2020-04-19)

All private and rented power carts are single rider only, unless riders are members of the same household. Note that all rented power carts:

- are thoroughly cleaned and disinfected after each use
- must be returned to the designated drop off area directly from your finishing hole. Do not drive to your vehicle first to unload.

4. Check-In Policy

Please enter the golf course parking lot GO ZONE no earlier than 15 minutes before your tee time. Avoid congregating in the parking lot (physical distancing). Preferably, remain in your vehicle until publicly announced as in the next teeing groups, then gather your gear, cart, receipt etc... and proceed to the practice/first tee.

All locker areas are off limits.

Bag services and club/pull cart storage 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.

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

5. Practice Facility Policy

Use of the practice mats is mandatory. No ball tees of any kind can be used. Stay off the grass.

Practice mats are pre-positioned to adhere to physical distancing rules. They MUST NOT be repositioned.

The Practice Facility is ONLY for the use of golfers immediately prior to their tee time. Unused balls are not for use by others.

The practice greens are totally off limits until the industry provides a workable framework to ensure physical distancing .

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 will not be provided, please repair divots as best you can.

Cups will be set so balls will not completely drop into the hole.

“Pin Stays In” rule - The flagstick remains in at all times so please refrain from touching the flagstick.

All benches are off limits, closed to any use. Please respect our blocking off efforts.

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

There are no self-serve markers, pencils or scorecards

Golf groups are not be permitted to play through.

In the event of frost or lightening delays, return to, or remain in your vehicle. Refuge shelters on the course have a maximum occupancy of 2 during the COVID-19 protection measures period.

7. After Round Policy

After play, immediately return your rental cart to the designated drop off area behind the no. 9 green. Unload clubs, personal possessions and garbage if possible. Walk to your vehicle, avoiding excess socializing, and depart the grounds.

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 to our clean up team.

8. Golfer Adherence

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

9. Specific Golf Operations Team Protocol

1. Telephone bookings should include information from the first five points of the general message as part of the booking conditions or confirmation. Refer to where more detailed information about the golfer responsibilities and club protocols can be found (website, posted at the club).
1. 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.
2. Where entry into the Pro Shop/Clubhouse/Washrooms is required by the opening/closing of a door, install hand sanitizing stations accordingly. Increase/promote frequent handwashing, hand sanitizing amongst all team members. Provide each team member with their own personal hand sanitizer and have self-serve hand sanitizer at each Point of Sale station. Remind team members to keep their hands away from their face.
3. 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.
4. If more than one employee is working in the pro shop, then one person is to be assigned to a work station – Point of Sale system and phone for use during that shift, at the end of the shift the work station is to be cleaned and disinfected prior to the next shift.
5. 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.
6. 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.
7. Cleaning of surfaces after each golfer exchange must be done. Do not use re-useable cloths, rather, disposable cloths. Surfaces include counters, door handles, transaction machines, phones, tv changers, anything that either or both golfers and team members touch (keyboards, debit/credit machines, door handles, counters, clubhouse washrooms, etc.) ATM should be put out of service/removed. Disposable items must be placed in a lined garbage container.

8. Practice Facility Touch Points (if applicable)
 - a. Disinfect entire ball basket with disinfectant solution after every use
 - b. Wash balls after every pick

9. Clean, disinfect pull carts and power carts after each use. (Section I.6.4)

10. Marshall the course to ensure physical distancing, reminding golfers, and where necessary provide warnings to repeat offenders. If repeat violators are not heeding the warnings, request follow up with a member of the senior management team. Repeat offenders risk endangering the lives of others! An extreme measure may involve calling the police who will respond. Marshall to ensure that the parking lots are frequently visited to ensure that physical distancing is respected. Discourage gatherings, irrespective of physical distancing.

III. PROTOCOLS FOR FOOD AND BEVERAGE OPERATIONS (WHEN OPEN)

This entire section III to be rewritten to reflect Alberta gov't reopening rules for restaurants when announced later in May. It does provide our Pro/Mgr with food-for-thought. We will use this template to structure our eventual written F&B policy.

1. Alberta Provincial Government Relaunch Strategy conditions - Phase 1

To be announced on or after May 14,2020

2. Takeout Service Clubhouse Procedures (if required)

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-metre markings on the floor with instructions to stay 2 metres apart and reduce opportunities for interactions among customers.
3. Monitor the number of people who enter the clubhouse when picking up food and beverage take out. If required maintain a lineup outside the building with 2M/6ft spacing.
4. Ensure service areas are properly cleaned and sanitized according to the product manufacturer's instructions after each customer service, employee shift changes, before opening and at 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.

COVID-19 PROTECTION
BEST PRACTICES FOR RESPONSIBLE OPERATION OF the BGCC
Version 1.3.2

6. All alcohol sold with takeout food & beverage must be consumed outside the clubhouse.
7. Communicate proper sanitation operational controls to all employees:
 - a. Enhance your premises' sanitation plan and schedule, and review with all employees, post a copy in any staff room.
 - b. Safe transactions - team members accepting payments with credit or 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 a Health Canada registered disinfectant or approved diluted bleach cleaner to sanitize.
 - e. Doorknobs, cabinet handles, equipment grips/pulls - should be wiped down every day and between staff shift changes, all common guest touch points should be wiped down at least once a day.
8. Do not provide self-serve food to patrons; have your employees serve all foods.
9. Wear disposable gloves when handling guest food products, and while making to-go beverages for guests if there is no dedicated cashier.
10. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into tissue or elbows rather than hands).

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

1. Post social distancing signage on all beverage carts and service kiosks
2. Communicate proper sanitation operational controls to all employees:
 - a. Safe transactions, team members accepting payments with credit or 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 with a Health Canada registered disinfectant or approved 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 tissue or elbows rather than hands).

4. Information for Customers (if open)

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

5. Kitchen and BOH Procedures (if open)

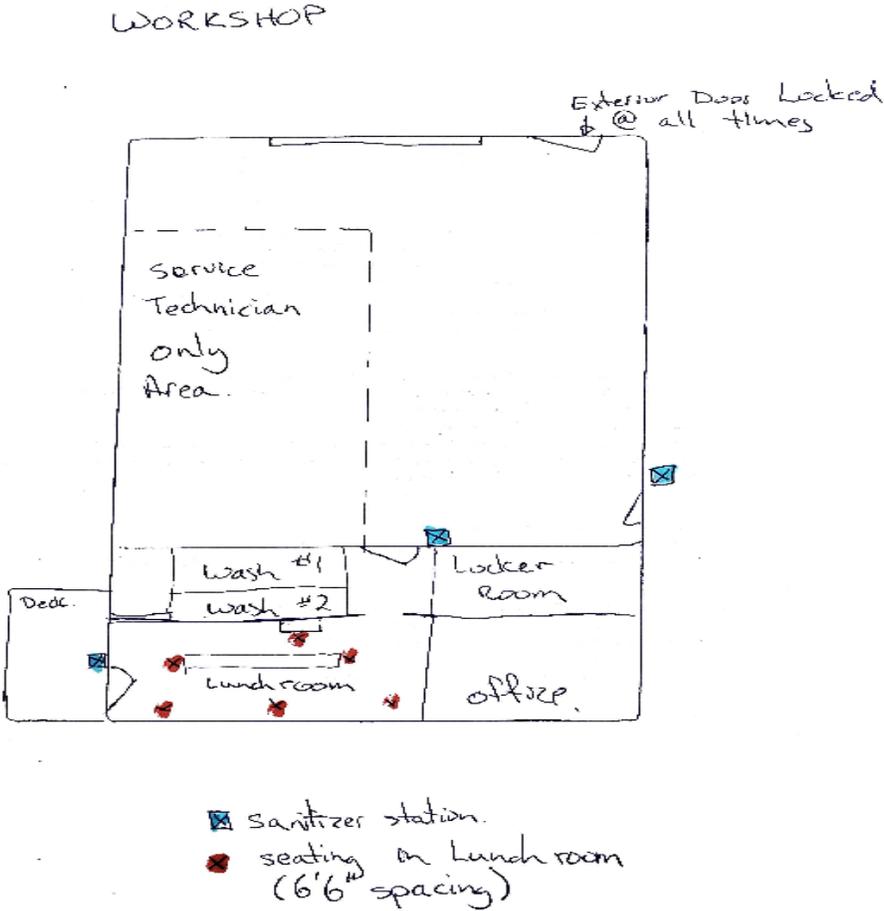
1. Ensure employees practice proper hygiene including frequent hand washing and proper cough and sneeze etiquette (into tissue or elbows rather than hands).
2. Food safety: Normal cooking temperatures for foods will kill COVID-19 and other microbes in food. As with other microbes our advice is to always use a thermometer to check that the internal temperature of the food has reached 74°C
3. There is no evidence that COVID-19 is spread through eating or touching raw fruits or vegetables. When preparing fresh fruits and vegetables, wash or scrub them under cold, running, potable tap water prior to consumption.
4. Prevent cross contamination by:
 - a. keeping fruits and vegetables separate from raw foods.
 - b. Only handle (touch) the fresh fruits and vegetables that will be washed or cooked immediately to limit any hand transfer of germs.
5. Sanitizers are used on food contact surfaces. 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. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water.
6. Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19. Increase cleaning and sanitizing frequency of food contact surfaces.
7. Work with all delivery companies and vendors who come on premise to ensure social distancing is maintained and instruct safe drop off point for deliveries.
8. Loading bay and kitchen entrances are to be kept clear at all times so people are not forced into breaching the physical distancing guidelines.

IV. PROTOCOLS FOR GOLF COURSE MAINTENANCE

During the COVID-19 outbreak, the BGCC will follow mandates/orders from the Provincial Health Office and regional health authorities, along with other authorities such as AB OHS and Health Canada.

In order to comply with federal, provincial and regional recommendations, the BGCC is advocating minimal golf course maintenance until playing access is Provincially approved. The following minimum protocols are designed to support the Alberta Golf Industry by utilizing a comprehensive golf course maintenance guide, understanding that our property and its resources are unique and the situation continues to evolve.

1. Shop, Yard and other Common Maintenance Areas



1. Maintenance facility access:
 - a. No outside visitors permitted, employees only except for deliveries (see Standard Protocols Section I.8.5).
 - b. Block doors open so handles do not need to be touched where practical.
 - c. Restrict access to certain areas of shop, e.g. only equipment technicians allowed in repair/bay areas.
 - d. Washrooms:
 - i. only 1 employee allowed in washroom at a time;
 - ii. all touch points must be disinfected after each use, e.g. sink, toilet, etc.
 - e. Lunchroom (see Standard Protocols Section I.5.7) maximum 6 staff at one time
 - f. Staff are encouraged to wear gloves whenever possible and to minimize entering and exiting the maintenance building and/or locker room
 - g. Locker room:
 - i. minimize use of lockers, remove all non-essential items, disinfect after each use;
 - ii. only 2 employees allowed in locker/change room at a time.
2. 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.

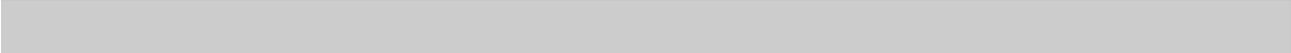
2. On-course Setup / Service

1. Signage
 - 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/bench seats blocked off or removed;
 - d. bunker rakes;
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 does not require reaching into the hole for ball retrieval.
e.g. utilize a PVC pipe or foam noodle insert that extend above the grass level
4. Practice Facility:
 - a. Increase distance between turf mats to adhere to physical distancing measures
 - b. Remove all rubber tees from turf mats (common touch point)
 - c. Remove flags/cups from putting greens, sign as "CLOSED – Off Limits"
 - d. Remove rakes from practice bunker (if applicable)
5. On-course washroom cleanliness:
 - a. If opened for use, disinfect course washrooms every 30-60 min as per Standard Protocol (see Standard Protocols Section I.6)
 - b. If unable to maintain this frequency, on-course washrooms must be closed.
6. On-course garbage bins:
 - a. Remove lids or make permanently open.
 - b. Emptying of bins to be done separately to all other tasks to minimize exposure.
 - c. Do not sort recyclables.
7. Sand/seed bottles and on-course bins:
 - a. Removal of all common use sand/seed bottles and all sand bins

3. Equipment and Tool Use / Cleaning / Maintenance

1. Vehicles, mowers, equipment (hand or power), tools, etc:
 - a. All vehicles to be single occupancy.
 - b. Each employee is required to disinfect their own equipment/tools before and after use (see Standard Protocols Section I.6)
 - c. During the course of a shift, do not share vehicles, mowers, radios, tools and other hand or power equipment.
 - d. Consider assigning staff equipment to avoid sharing between employees.
2. Equipment Cleaning
 - a. Clean and fuel equipment as per usual.
 - i. Use electronic methods to record fuel usage / hours / mileage

- b. Disinfect fuel pump handle/nozzle after use.
 - c. Spray equipment with disinfectant on all touch point areas including but not limited to the following:
 - i. steering wheel
 - ii. gear shift
 - iii. key
 - iv. light and other switches
 - v. seats
 - vi. gas caps/lids
- 

IV. EDUCATION AND AWARENESS

The Board of the BGCC will strive to remain abreast of the most current, relevant information provided by the Federal, Provincial and local authorities as it affects golf on our property.

Should those mandates and advice provoke a change(s) that materially affects the most current version of this COVID-19 Best Practices policy, management will ensure all staff are made aware of, and educated to, the changes.

Staff are encouraged to continually find and share any improvements in BGCC strategies to protect against transmitting or acquiring this virus. Signing the following form will accept your role in carrying out these best practices and acknowledges your satisfaction with the Club's actions to deal with the risk of COVID-19 transmission while on the property of BGCC.

Bonnyville Golf and Country Club

STAFF MEMBER ACKNOWLEDGEMENT FORM

Staff member: _____

I understand that the novel coronavirus causes the disease known as COVID-19. I understand that the novel coronavirus has a long incubation period during which carriers of the virus may not show symptoms and still be contagious.

I understand that due to the teamwork approach to staff activities at the Bonnyville Golf and Country Club (BGCC), shared tools, equipment, task and other areas present some risk of contracting this disease.

I have read Version _____, sections (circle all those that apply) I, II, III, IV, V of the BGCC's BEST PRACTICES FOR RESPONSIBLE OPERATIONS to protect from acquiring COVID-19.

I confirm that I am not currently positive for the novel coronavirus.

I confirm that I am not waiting for the results of a laboratory test for novel coronavirus.

I verify that I have not been identified as a close contact of a confirmed case of someone who has tested positive for novel coronavirus and/or been asked to self-isolate by Alberta Health, the Communicable Disease Control or any other government health agency.

I verify that the information I have provided on this form is truthful and accurate. I knowingly and willingly consent to work for the BGCC during the COVID-19 pandemic.

I understand that that I may revoke this consent only in writing during my employment with the BGCC.

Name: _____ Date: _____

Signature: _____ Date: _____