



COVID-19 PROTECTION – SAFETY PLAN AND BEST PRACTICES FOR RESPONSIBLE OPERATION OF FACILITY

Prepared by PGGCC
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I. OVERVIEW

During the COVID-19 pandemic, the Prince George Golf and Curling Club (PGGCC) will follow mandates/orders from the Provincial Health Office (PHO) and regional health authorities, along with other authorities such as WorkSafeBC and Health Canada. The Province of BC is currently in Phase 3 of their Restart Plan

1. Purpose

This document provides practical advice and guidelines to ensure safe facility operations during the COVID-19 pandemic.

2. Provincial Health Officer Orders

The Provincial Health Officer (PHO) is the senior public health official for British Columbia and is responsible for monitoring the health of the population across the province. Several orders have been issued since the COVID-19 outbreak that apply to the PGGCC including:

Gatherings and Events – July 27, 2020

Workplace safety Plans – May 14, 2020

Food Service establishments, liquor services and Events July 23, 2020

Link to all PHO orders and resources - <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

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.

To communicate about potential exposure to COVID-19 in the workplace to employees the PGGCC has a joint health and safety committee with representatives from each department and employee representatives that are able to inform management of concerns related to being exposed to COVID-19 in the workplace.

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. Employees should report 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

PGGCC must conduct a risk assessment to help ensure we are taking appropriate action to protect ourselves and others against the risk of exposure to COVID-19.

Within our 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. Controls will include adhering to current public health orders, if applicable, public health advice, as well as implementing best practices to keep our employees and guests safe.

5. WorkSafeBC COVID-19 Safety Plan and FAQ’s

The PGGCC has developed 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.

This safety plan is 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

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 be 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 conduct a self-assessment at home each morning before their shift to ensure they are not feeling any of the COVID-19 symptoms.
 - b. If employees are unsure please use 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.
 - c. Supervisors/Managers will monitor 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.



4. Quarantine or Self-Isolate if:

- a. Any employee who has travelled outside of Canada 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 facility.

5. Employee Support:

- a. 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 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. 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
- 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
- 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.
 - l. 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. Please direct all requests for comment to General Manager at 250.563.0357 ext #104 email: gm@pggolfandcurling.com
 - m. Customer Interactions - If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them contact your supervisor or the General Manager. Listen to them and give them the GM's contact information. Do not go into specifics or make comments related to their feedback.
 - n. Follow all protocols your employer has provided you.
- 2. Manager Health and Safety:**
- a. Act as a resource person for assisting in developing specific safe work procedures, education, and training programs.
 - b. Support and participate in the development of supporting resources or other practices.
 - c. Maintain written records of training, instruction, fit testing, and other activities as necessary.
- 3. Joint Health and Safety Committee Members:**
- a. Review plans annually with the employer and update as required.
 - b. Review incident investigation reports, including those relating to COVID-19.



II. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

In order to comply with federal, provincial and regional recommendations, PGGCC is advocating the following protocols unless modified by Provincial health orders or Worksafe guidelines.

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

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

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. Where practical keep at least two meters (six feet) distance between yourself and others.
4. Do not shake hands with customers or employees.
5. Follow protocol for shifts, breaks and staff meetings as outlined in in department .

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?

With the exception of occupational first-aid attendants 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: (posters located throughout facility)

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

- a. 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.
- b. 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 department chooses to use gloves, employees should wash their hands thoroughly before putting on the gloves. Wearing gloves does not exclude food handlers from washing their hands.

3. Personal Protective Equipment (PPE):

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

- a. low risk: example is tasks where an individual is isolated, e.g. mowing
- b. medium risk: tasks where periodic communal interaction occurs
- c. high risk: tasks where staff members cannot maintain social distancing of 2 metres

PPE will be provided to workers as required based on departmental risk levels



3. 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.

Health Canada List of Hard-Surface Disinfectants:

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.



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. Examples of 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.



4. Signage, Barriers and Waivers

1. COVID-19 protocol signage is posted at public property entrances.
2. Physical distancing reminders are posted throughout facility public awareness.
3. Signs and markings are used to direct customers, to indicate appropriate distances to stand and to mark direction of travel
4. COVID-19 posters for the public and employees encouraging good handwashing are posted in appropriate locations, where they will be most noticed, including washrooms.
5. Self-assessment signage is posted on staff notice boards.
6. Plexi-glass barriers are located at cash tills where frequent transactions occur

5. 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 facility employees.
- c. Staff training to occur with acknowledgement 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 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 staff will enforce rules as per the following:
 - i. Verbal warning.
 - ii. A request to leave the premise if verbal warning is not adhered to.



6. In Case of Emergency

First aid protocols during the COVID-19 pandemic are posted on staff notice boards.

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>



III. PROTOCOLS FOR GOLF OPERATIONS

General Public Posted Sign Entering Facility:

Golf courses are uniquely suited to adapt operations to offer safe and healthy outdoor exercise. As such, we may stay open as long as we adapt our operations and workplace while strictly adhering to the orders of the Provincial Health Officer and guidelines established by Local, Provincial, and Federal Governments.

The Club has developed a Covid-19 safety plan and has adjusted its operations restricting options while at the facility. We kindly ask everyone to observe all measures we are taking to ensure that we can stay open and provide a safe environment for people to continue to enjoy golf and the many health benefits it provides.

If you are experiencing and Covid-19 symptoms, or have travelled in the last 14 days, please DO NOT COME to the golf course

Service Changes

- No Locker room or lower level access allowed.
- Handicap computer is not accessible.
- No rental clubs available.
- Power cart use restricted to single riders unless riding with someone in your expanded bubble. Players are required to load their own equipment.
- Limited the number of Golfers allowed in the Golf shop. A queue used outside the Golf Shop with access signage posted.
- Gap between tee times increased to 9 minutes intervals.
- On course washrooms closed. Golf Shop washrooms is open with primary touch points sanitized frequently.
- Shoe blower has been disabled.

While at the facility and golfing

- Arrive prepared - we encourage everyone to be proactive and responsible in bringing your own hand sanitizer for use while golfing.
- Be vigilant in practicing mandatory 2 meters(or more) physical distancing at all times.



- Please arrive at the golf course no earlier than 20 minutes prior to your tee time. This will allow enough time to complete your check in transaction and get to the first tee.
- Drinking fountains will not be operational.
- Flag sticks are not to be touched at any time. Cup fillers will keep the ball from going to the bottom of the hole. We encourage continuous putting to speed up play.
- Ball washers have been removed. Please replace divots and bring your own towels.
- Rakes have been removed from sand traps and a temporary local rule has been put in place to allow relief from unraked areas. Please do your best to "foot rake" your steps as you exit the bunkers
- Please leave the property as quickly as you can after golfing with no socializing in the parking lot.

Individuals and groups who do not observe our measures will be asked to leave.

IV PROTOCOLS FOR GOLF SHOP

Staff Procedures:

- Stay home if you are not feeling well
- Sanitize your hands before entering the Golf Shop
- Wash and sanitize your hands often through out your shift
- Wear a mask when working at front counter if you feel you cannot stay 6 feet apart
- Maintain Social Distancing from fellow staff and customers as much as possible
- Make sure no more than 3 customers enter the shop at one time
- Sanitize Point of Sale equipment after every use
- Quarantine any merchandize that has been touched by a customer, only do this when wearing proper PPE
- Fitting room is to be sanitized after every use
- Notify supervisor if an unsafe situation develops
- You have the right to refuse duties that you feel are unsafe



STAFF PROTOCOLS FOR PUBLIC:

- Tee time must be pre-booked. NO walk-ins
- You may show up 20 minutes in advance of your tee time (no earlier)
- If you wish to hit warm up balls prior to your round there will be a 2 token maximum.
- Increased spacing between tee times to enhance physical distancing
- Physical distancing of 2m mandatory at all times
- All transactions payments will be preferred electronically ie: Credit, Debit and Cash if necessary.
- Only 3 non staff permitted in Golf Shop at one time.
- Shopping for Golf related merchandize will be allowed, please refrain from touching merchandize that you do not intend on buying.
- When trying on clothing please leave anything you are not going to purchase in the fitting room on hangers and notify staff so they can collect and quarantine items and then sanitize the fitting room for the next customer.
- Light snacks and drinks available for purchase from Snack Shack kiosk
- All locker rooms are closed and off-limits
- Hand-sanitizing locations at Golf shop entrance as well as inside Golf Shop for your sanitary practices
- Two routinely sanitized washrooms beside Snack Shack
- Single rider power carts to be disinfected after each use
- Pull cart rentals to be disinfected after each use
- No Rental Clubs Available until further notice
- No rakes in the bunkers
- No ball washers
- Do not touch flag stick, putt with flag in
- No sharing of equipment



OUR HYIEGE PROTOCOLS:

- All high-contact surfaces are regularly sanitized such as the Kiosk window frame and service-related surfaces, payment terminals, power carts, pull-carts, the flagsticks, bathrooms
- Our employees regularly wash and sanitize their hands
- Our employees will stay home if sick

GUEST EXPECTATIONS:

- Stay home if you are sick!
- Wash your hands with water and soap before and after the round
- Use proper coughing/sneezing etiquette by using your inner elbow
- Practice social distancing with a minimum of 2m (or 5 steps) between you and others while on the property
- Do not share any equipment including scorecards, tees, clubs, balls, ball markers, etc.
- Do not share any food, drinks or inhalation devices
- Refrain from picking up random golf balls you find
- Leave the pins in the hole
- While we're all in favor of sportsmanship, please refrain from a hand-shake at the end of a round!

*** Rules are subject to change at any time ***



Golf Shop Posted Sign:

Welcome to Prince George Golf and Curling Club

Golf Shop

IF YOU ARE NOT FEELING WELL PLEASE

DO NOT ENTER GOLF SHOP

Only 3 Customers allowed in Golf Shop at one time

Please sanitize your hands before entering

**Please do not touch merchandize you do not
intend on purchasing**

V. FOOD AND BEVERAGE OPERATIONS

Kitchen Daily Procedures:

- Call your supervisor from home if you have any Covid-19 related symptoms (eg. cough, fever) do not come to work.
- Starting shift times and break times will be staggered to avoid crowding in certain areas like the prep board or staff room.
- Be sure to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
- Handwashing is mandatory between using equipment, handling food, dishwashing, and leaving/re-entering the kitchen
- Use gloves when possible for all food handling and preparation.
- If opening the kitchen, sanitize all equipment handles before turning on (e.g. ovens, deep fryers, grill)



- Pick one of three kitchen prep surfaces as your designated workspace for the day. You should be the only one using the knives/utensils at that station.
- When possible, maintain a 2 meter distance from co-workers or customers
- High contact surfaces will be subject to an increased daily cleaning schedule *refer to cleaning checklist that your supervisor has provided.
- Make sure equipment (e.g. slicer, food processor, fry cutter) get cleaned and sanitized between uses.
- Avoid designated server areas in the kitchen along the coffee and ice machines *refer to flow chart posted on kitchen communication board.
- When doing dishes, make sure to wash hands between handling dirty dishes and clean dishes that have been fed through the machine. Gloves are recommended, and facemasks can be provided upon request
- If present when a delivery is being received, have the delivery person drop all product at the prep table nearest the back-kitchen entrance. Wait until the full order has been received and the delivery driver has left or distanced themselves before processing and putting away product.
- Normal cooking temperatures for foods will kill COVID-19 and other microbes in food.
- 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.

Restaurant and Lounge Daily Procedures:

Call the supervisor from home if any covid-19 related symptoms (eg: fever or cough) develop; do not come in to work!

- First staff member on shift: Put on protective gloves to turn on lights, unlock doors, turn on dishwasher, TV's and stereo and make coffee.
- Pour a half cup of bleach into the dishwasher reservoir after it fills. Fill the bucket provided with a water and bleach mixture for scrubbing each glass before running through the dishwasher.
- Only one staff member (Bartender) allowed behind the bar per shift.
- Keep personal items (purses, jackets etc.) in individually labelled boxes across from the server station. Do not touch anyone else's box.
- Each server will use one POS station (till) and one debit machine throughout the entire shift; the debit machine must be sanitized after each use.



COVID-19 PROTECTION SAFETY PLAN AND BEST PRACTICES

- Write daily specials on both dry erase boards, one to be displayed on the deck and one inside lounge (large print visible from tables)
- Keep 2 meter distance from other workers and customers. Only one person on a break at a time.
- Limit movement in kitchen to food pick up area and far right side of kitchen; wait for kitchen staff to move and a clear path before proceeding. Ask for kitchen staff to provide lemons, limes, milk etc. for bar use from coolers and dry goods areas as these areas are now off limits to front end staff.
- Servers are not to scrape off dirty plates; place in the dish pit area and let gloved kitchen staff clean them. Wash hands (following the posted proper handwashing techniques) after handling all used dishes and glassware.
- Each table has a marked area that must be used by servers to take orders and drop off drinks, food and condiments. The customers in each party will take their food and drink from this area. Take out containers are also to be dropped off if requested for customers to transfer food themselves.
- No condiments on tables; given upon request and sanitized between uses.
- Paper menus are one time use only and are to be discarded after each use.
- Tables and chairs are to be sanitized after use. Bleach solution sprayed and wiped with clean cloth on all surfaces affected.
- Front end staff are responsible for disinfecting touch points (Handles, taps, doors) in bathrooms every hour and during closing procedures when cleaning personnel are not available.



VI. PROTOCOLS FOR GOLF COURSE MAINTENANCE

- Check in with employees on how they feel in the mornings and get employees to wash and disinfect hands when starting a shift
- Avoid touching face (eyes, nose, mouth)
- Remove Coffee pot/Microwave from lunchroom
- Have two separate start times (6:00 & 6:30) and everyone in their own vehicle
- Staggered coffee breaks/lunch times
- Have disinfectant wipes to sanitize fridge handle every time it is used as well as the water cooler
- At the end of every day employees will be responsible for sanitizing the unit they were in and any tools they used while taking the necessary precautions (ie gloves)
- Install no touch door opener on back door
- Disinfect all common touch areas a few times throughout the day
- Clean and wipe down bathroom periodically throughout the day
- Time sheets to be done by a supervisor
- Wash pad to be used with gloves and hose disinfected daily
- PPE is to be worn when doing recycling and garbage (gloves, mask) and cans will only be sorted after a week (can will be marked as of the date it got picked) and has passed to minimize exposure risks
- Flagsticks to be disinfected daily
- Staff to refer all deliveries to Mechanic Daryl H. or Supervisor if he is unavailable



VII. PROTOCOLS FOR ADMINISTRATION OFFICE

- Signage posted indicating that employees, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the office building.
- Use hand sanitizer in lobby when entering the building.
- Use Royal Lepage room for meeting or gatherings where physical distances cannot be maintained.
- Arrange workstations at least 2 meters apart and away from communal pathways.
- Minimize sharing office space or workstations. If workers must share office space, ensure that frequently touched surfaces are sanitized after use (i.e.; computer keyboard and mouse, desk surface, and telephone).
- If breaching the physical distancing requirement is unavoidable, plan the work task to ensure that time spent in proximity is minimized.
- Restrict eating to at your desk or in restaurant area with adequate space to maintain the physical distancing requirement.
- No consuming communal foods.
- Allow communal doors to remain open throughout the workday where possible to reduce contact with door handles.
- Use your own equipment only, such as pens, staplers, headsets, and computers.
- Minimize using shared office equipment or other items (photocopiers, coffee machines, microwave ovens, etc.). Shared equipment should be cleaned and disinfected after each use.
- Wash or sanitize hands after coming into contact with public items.
- Minimize non-essential in-person interaction between workers and visitors by encouraging use of virtual meeting tools, email, or telephone.
- All furniture removed from waiting area and sign in place to remind patrons to maintain physical distancing requirement.
- Barrier installed between receptionist and visitors (e.g., plexiglass). Sign in place outside reception desk directing visitors where to stand when approaching front desk.
- Staff provided with personal hand sanitizer for their use only.
- All non-essential communal items removed, such as candy, magazines,
- Receptacle provided for visitors to dispose of used sanitizing wipes and other personal protective equipment.
- Delivery persons to drop off goods at building lobby only