

In hopes of assisting everyone as we weave our way through this COVID-19 Pandemic, below are some Best Practices other facilities are doing around the country. If you have anything that you would care to share with our PGA Membership, please email me that information to Mike Downing, PGA Director of Player & Membership Development at mdowning@pgahq.com.

As we receive them, we will continue to update them on this site. Please always defer to what your state and county are requiring on decisions they are making/demanding. Below are some answers as of 03/16/2020.

This was the initial question - For members that are playing golf and store their clubs/speed carts/et cetera. What precautions have you taken or what procedures do you have in place to protect the staff and the membership from potentially transmitting anything. Do the members have to call ahead? Does the staff have to wear gloves? Are they allowed in the Golf Shop to purchase products?

Any help would be greatly appreciated in what your Golf Departments or facilities are doing with this.

To: Golf Professionals and General Managers

What: Golf Operations Coronavirus Protocol for Cleaning

All,

With the continued focus on making sure our Members and Employee partners are safe during this difficult time, please follow the protocol below regarding cleaning areas within our golf operations:

Golf Carts:

- Steering wheels, cart seats, sand bottles and coolers (if applicable) must be wiped down after each round with disinfectant spray or wipes
- STOP putting pencils on golf carts and allow for members to grab their pencils as they begin their round in starter boxes on the first tee. Or display scorecards and pencils near cart staging and instruct your members to grab them before their round begins.

Pro Shops:

- Keyboards, Micros touch screens and the pro shop counter must be wiped down with disinfectant spray or wipes regularly throughout the day during operation
- Pens that are used for signing tickets must be wiped down continuously throughout the day with disinfectant spray or wipes
- Please make hand sanitizers available throughout the pro shop and outside service areas
- Doors and other high touch areas should be wiped frequently with disinfectant spray or wipes

Bag Rooms & Outside Service:

- Ensure that bag room areas are cleaned and disinfected regularly
- Rental club grips must be wiped down with disinfectant spray or wipes after each use
- After each round is completed by a member or guest please use the follow phrase to address the member or guest: "Welcome back, how was your round today? Are you ok if I clean your clubs and place your bag either in the bag room or on the bag drop?"
- All golf staff should refrain from shaking hands

Thank you for the continued focus and support with helping keep our clubs and golf operations clean. Obviously, being outside presents less of risk of acquiring the virus so making sure we communicate about the steps we are taking to keep our golf operations clean and sanitized to our members, the more our members and guests will continue to play golf.

We are a public golf course but we have the following restrictions in place.

- 1-Pre-paid tee times are preferred.
- 2-Remote check-in on both first tees using cc only. Employees wear gloves to swipe cards.
- 3-Sanitize each steering wheel, seat, drink holder of all carts when they are returned to the pro shop area.
- 4-Sanitize all clubs, bag handles and headcovers in rental sets.
- 5-Provide hand sanitizer at the entrance/exit of bathrooms and pro shop area.

2020 Coronavirus (COVID-19) update

Team members,

The following information is related to the Coronavirus, specifically our golf course. Please review the materials carefully. If you are not feeling well, **DO NOT REPORT TO WORK**. The golf course plans to remain open, lesson programs will continue as well as league play. We are working through how to address golf outings that want to eat afterwards and banquets with large gatherings. As you can imagine, this will be a fluid situation, likely to have policies and procedures amended as time passes.

We are monitoring information published by the Department of as it relates to the two major contagions, COVID-19 and the flu. Please refer to the additional resources listed below for more information. The following interim guidance may help prevent workplace exposures to these illnesses:

- Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
- Supervisors will send staff home if they arrive to work presenting symptoms, as listed above.
- Be mindful and intentional about your personal etiquette including coughing, sneezing, and frequent and proper hand washing.
- Take charge of your work area and perform routine and frequent cleaning. This includes wiping down keyboards, desks, phones, tables, countertops, doorknobs, copy machines, and any other items that are touched by you and others on a regular basis. Use the cleaning supplies readily available in your work area. If you do not have an ample supply, please contact your facility manager.

Effective immediately, we are cancelling indoor and outdoor programs and events through at least April 5, 2020, including reservable areas, indoor play areas, visitor centers, exhibit areas and the Nature Center at the Summit.

Our outdoor locations including parks, golf, camping, boating and trails will remain open to guests.

We are cancelling all external business meetings and travel effective immediately, through April 5, 2020. If you are uncertain due to the nature of a specific meeting, please contact your division Chief.

All of this is in an effort to limit public gatherings to slow the spread of the virus.

We will continue to communicate with you regarding updates and changes as decisions are made.

Golf Carts:

- Steering wheels and cart seats must be wiped down after each round with disinfectant spray or wipes
- STOP putting pencils on golf carts and allow for guests to grab their pencils as they begin their round. Remove used pencils after cart is returned and clean off to use again.

Pro Shops:

- Keyboards, Micros touch screens and the pro shop counter must be wiped down with disinfectant spray or wipes regularly throughout the day during operation
- Pens that are used for signing tickets must be wiped down continuously throughout the day with disinfectant spray or wipes
- Doors and other high touch areas should be wiped frequently with disinfectant spray or wipes

Other Services:

- Rental club grips and pull carts must be wiped down with disinfectant spray or wipes after each use
- All golf staff should refrain from shaking hands
- Range baskets

- Wash your hands on a regular basis