



COVID-19 PROTECTION - BEST PRACTICES

- I. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS 3
 - 1. Team Member Illness Policy..... 3
 - 2. Team Member Responsibilities 5
 - 3. Physical Distancing 6
 - 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, Barriers and Waivers 13
 - 8. Site Access, Waiting Areas, Security..... 15
 - 9. Supplier Protocols 15
 - 10. 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 19
 - 5. Practice Facility Policy 22
 - 6. On-Course Measures..... 23
 - 7. After Round Policy..... 24
 - 8. Golfer Adherence 24
 - 9. Specific Golf Operations Protocol 24

- III. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS

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3. [Takeout Service Clubhouse Procedures \(if open\)](#)..... 27

4. [On-Course Food & Beverage Service \(if open\)](#) 30

5. [Information for Customers](#)..... 30

6. [Kitchen and BOH Procedures](#) 30

7. [Restaurant & Patio Dine-In Service Protocols](#) 32

IV. [PROTOCOLS FOR GOLF COURSE MAINTENANCE](#) 33

1. [Shop, Yard and other Common Maintenance Areas](#) 33

2. [On-course Setup / Service](#) 34

3. [Equipment and Tool Use / Cleaning / Maintenance](#) 35

Please note this is not a legal document. It will be updated as new information becomes available; however, every golf operator must follow all PHO orders.

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Standard Protocols Common to All Departments

Team Member Illness Policy

1. Assessment

- a. Team members must review the self-assessment signage located throughout the facility each morning before their shift to attest that they are not feeling any of the COVID 19 symptoms
- 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 please have them 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.

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 BC 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 be 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.

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- 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 BC.
 - 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, Human Resources and your General Manager 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 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.

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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** – report to work with a mindset to abide by physical distancing processes and keep a minimum distance of at least 2m/6ft from fellow team members and customers.
3. **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.
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. Wear Personal Protective Equipment as supplied.
8. Clean and disinfect frequently touched objects and workstation surfaces as per directions below.
9. Stay informed. Information is changing frequently.
10. 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 Steve Haggard – Radium Golf Group – General Manager. The news media may try to engage with you – sometimes aggressively to get information, but do not get angry or careless. Here is a sample reply that could be made to media: “I want to make sure you have accurate, up-to-date information – so please contact our General Manager – Steve Haggard at 250-347-6220.
11. Customer Interactions - If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them email the General Manager. Listen to them and give them the GM’s business card including his/her email address. Do not go into specifics or make comments related to their feedback.

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Physical Distancing

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

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

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

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

With this in mind, all Team Members 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 team members whenever possible.
3. Keep at least two meters (six feet) distance between yourself and other.
4. Do not shake hands with customers or team members, nod or wave instead.
5. Follow protocol for shifts, breaks and staff meetings as outlined in Section 5.
6. If you notice that another employee is not abiding by the physical distancing policy, you must report it to a supervisor.



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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.

Hand Washing as set out by Health Canada

- a. Remove jewelry and wash your hands with soap and water, ideally with water warmer than 25` Celsius, for 20 seconds
- b. <https://www.youtube.com/watch?v=o0P-0d1mJfA>
- c. 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
- 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.

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:

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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

Personal Protective Equipment (PPE)

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

- f. low risk: tasks where an individual is isolated, e.g. mowing – wear disposable gloves or gloves that can be disinfected regularly.
- g. medium risk: wear disposable gloves, paper/filter mask.
- h. high risk: tasks where staff members cannot maintain social distancing of 2 metres / 6 feet, e.g. training – wear disposable gloves and body suit, paper/filter mask, face shield or full-face respirator mask.

Staff cleaning any rentals will be given Protective Personal Equipment – gloves, mask, eye protection 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 4.1.c.ii)

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Shift Preparation/Tasking, Communication and General Employee Procedures

1. Shift Preparation

- a. All Team Members are required to wash hands with soap for at least 20 seconds once they arrive at work, every time they enter and leave the clubhouse, pro shop and maintenance facilities and periodically through their shift. (see Section I.4.1). When not possible to wash hands with soap and water please use alcohol based hand sanitizer.
- b. Personal Protective Equipment (PPE) is 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. Employees using individual timecards/punch clocks are to sanitize unit after each use or provide alternative hours tracking through electronic communication.

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. Employees are encouraged to have meal breaks outside or in their vehicle.

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- 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.

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.

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, EPA-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.

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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 EPA-registered disinfectants should be effective.
 - i. Use products that are EPA-approved for use against the virus that causes COVID-19 is available. Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).
 - ii. Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, 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. Unexpired bleach will be effective against coronaviruses when properly diluted.

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.

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- 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. Power cart and equipment charging cords are to be disinfected throughout the day.
- g. Pull Carts (if available)
 - i. Wash cart and disinfect with surface sanitizer as per instructions, pull handles, straps and clips including rain hood attachments, handle, controls – brake, cup holders, and compartments after each use

5. 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

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- 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

6. 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.

Signage, Barriers and Waivers

1. Entrance signage stating policies located in parking lots.
(shown in separate documents)
2. Appropriate signage is placed outside the pro shop and clubhouse plus at the first tee entries briefly outlining the physical distancing guidelines in place.
3. Signs and markings direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify a drive-thru lane or pick up zone.
4. Physical distance signs are situated upon reaching the clubhouse, outside the pro shop, at the practice facility, approaching the tee box(es), and on the putting green(s).
5. COVID-19 posters for the general public and team members encouraging good handwashing are posted in appropriate locations, where they will be most noticed, including washrooms.

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Coronavirus COVID-19
BC Centre for Disease Control | BC Ministry of Health

REDUCE THE SPREAD OF COVID-19

**PHYSICAL DISTANCING
IN PROGRESS**

Maintain a distance of at least
2 arms lengths from others.

BRITISH COLUMBIA Ministry of Health
BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Coronavirus COVID-19
BC Centre for Disease Control | BC Ministry of Health

Hand Hygiene

SOAP OR ALCOHOL-BASED
HAND RUB: Which is best?

Either will clean your hands:
use soap and water if hands
are visibly soiled.

Remove hand and wrist jewellery

HOW TO HAND WASH		HOW TO USE HAND RUB
1 Wet hands with water. Brush out or avoid finger rings.	2 Apply liquid or foam soap.	1 Cover hands with a small amount of product.
3 Rub hands together thoroughly for at least 20 seconds.	4 Rinse thoroughly under running water.	2 Apply about a 1/4 cup, hand amount for 20 seconds.
5 Dry hands thoroughly with paper towel.	6 Use paper towel to turn off the tap.	3 Rub all surfaces of your hands and wrists until completely dry (15-20 seconds).

BRITISH COLUMBIA Ministry of Health
BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

6. Self-assessment signage for staff.
7. Signage posted in English may also be posted in other languages if useful for customers.
8. Legal waiver and participation agreements are sent in confirmation email and state participants acknowledge and agree to the additional health risk of potential exposure to COVID-19 and diffuse liability issues.

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Site Access, Waiting Areas, Security

1. Site Visit Restrictions:
 - a. Essential site visits
 - i. Operations Team Members including golf, clubhouse, food and beverage, maintenance and administration.
 - ii. Shipping/receiving/deliveries
 - iii. Customers
 - b. Limit the number of customers allowed into your business
 - c. Non-essential Team Member site visits
 - i. Anyone not carrying out facility operations, e.g. vendors, family/friends, non-golfing visitors, must not be permitted onsite.
 - ii. 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.
2. Guests are asked to wait in their vehicles until 25 minutes prior to their tee times to reduce congregating.
3. All team members are to reinforce safety protocols.

Supplier Protocols

1. All suppliers/vendors and delivery companies who come on premise must ensure physical distancing is maintained.
2. RGG personal hygiene measures are to be told to any suppliers/vendors and delivery personnel who come to the premises. A safe drop off area and communication of any special protocols to delivery companies is required, staggering deliveries where possible.
3. Loading bays and clubhouse/kitchen/maintenance facility entrance protocols are to be kept clear at all times so people are not forced into breaching the physical distancing guidelines.

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Disciplinary Action(s)

1. Team Members

- a. The responsibility for enforcing occupational health & safety regulations lies with the employer.
- b. It is expected that protocols in this document are followed by all golf facility team members.
- c. While team members are required to follow these, the employer needs to ensure team members do so. For team members who are observed to not be following these regulations, employers are expected to use discipline, which includes verbal and written warnings, and in extreme cases, termination. Therefore, it is essential that employers have a progressive discipline policy and all team members are familiar with it.
- d. Consider having your team members sign that they have read this manual and understand the importance of following protocols.

2. Golfers and Takeout Customers

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

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II. PROTOCOLS FOR GOLF OPERATIONS

1. Welcome Message to Golfers

The health and well-being of our members, guests and employees is our top priority and we are following all directions and recommendations from the Federal Government and the British Columbia Health Officer Dr. Bonnie Henry. In support of the COVID-19 precautions and the additional physical distancing measures you will experience some changes to the way the game is played along with the services we will be able to offer. We appreciate the understanding and discipline of everyone following the guidelines so we can keep everyone healthy, safe and playing golf.

Zero Touches, Zero Transfers – Zero Bogeys

Physical Distancing

We ask that everyone PLEASE, PLEASE, maintain Physical Distancing of at least 2 meters from all patrons and staff members.

Your Health – Our Health

If you feel any symptoms such as Cough, Headache, Fever or Difficulty Breathing “PLEASE STAY HOME”

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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 which primarily displays as a persistent cough, will not be permitted on the course. So, if you don't feel well, please stay home, and, when in doubt, get tested.

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

If you are showing symptoms of COVID-19, please do not come to our facility. Call your doctor, local public health or call 8-1-1.

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

PHYSICAL DISTANCING IS REQUIRED AT ALL TIMES (minimum 2m/6ft apart) NO handshaking, NO hugging etc. from arrival until departure and will be enforced. Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises and may be suspended from future play.

Washrooms on the premises are disinfected frequently; at all entry points.

Please bring your own sanitizer and use it each time you touch a foreign surface (Pro Shop door, washroom door, golf cart).

Please bring your own water as we will not be providing any and will have no place for you to fill up your water bottles at this time.

Tees and pencils will be available by request and handed to you by a team member wearing a glove.

Following the recommendations of Health Canada, we encourage all players to wear a mask or some face covering while entering and exiting the facility and playing golf.

Do not handle each other's golf balls, tees, ball markers etc.

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Tee Time Policy

Reservations

Guests will be asked to make all reservations online and or by telephone. Person to person reservations on property are not permitted.

Check-In Policy

Guest Check in:

1. Prepay by phone is encouraged by calling:
Springs Golf Shop 250-347-6200 Radium Golf Shop 250-347-6266
2. Preferred methods of payment are Credit, Debit and Flex Cards
3. Payment of playing fees is permitted in the golf shop but access is limited to one group of 4 players at a time



- The Radium Golf Group is a limited cash facility – Credit, Debit and Flex cards are preferred
- Clubhouse access is limited to:
 - Maximum of 4 guests in the golf shop
 - Maximum of 32 seats in the Springs Clubhouse
 - Maximum of 24 seats on the Springs Deck
- Prepayment of playing fees is highly encouraged
- Receipts for transactions will only be provided upon request

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- Bag Drop Services are currently not available

Arrival Policy

Arrival to the Radium Golf Group Course:

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- Please call our Golf Shop at 250-347-6266 if you wish to prepay your playing fees prior to arrival. Green fee payment is accepted in person upon arrival with the preferred method of payment being Debit or Credit Card.
- At this time, we are unable to provide Bag Drop Services. Please proceed to the South side of the clubhouse and a Guest Services Attendant will direct you to your sanitized power cart.
- Please do not arrive more than 25 minutes prior to your tee time or please remain in your vehicle until 25 minutes prior to your tee time.
- For those needing any addition items such as gloves, balls or clothing they will be permitted into the golf shop area (MAX limit ONE GROUP not exceeding Four Players at a time).
- There would be no signatures required

Springs Course:

Please call our Golf Shop at 250-347-6200 if you wish to prepay your playing fees prior to arrival. Green fee payments are accepted in person upon arrival with the preferred method of payment being Debit, Credit or Flex Card.

At this time, we are unable to provide Bag Drop Services. Please proceed to parking lot and a Guest Services Attendant would be pleased to assist you at your vehicle.

- Please do not arrive more than 25 minutes prior to your tee time or please remain in your vehicle until 25 minutes prior to your tee time.
- For those needing any addition items such as gloves, balls or clothing they will be permitted into the golf shop area (MAX limit ONE GROUP not exceeding Four Players at a time).

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- There would be no signatures required

Transactions:

While visiting us we encourage payments to be made by debit or credit card using the tap function or with your Radium Golf Group Flex Card. This is encouraged for Grab & Go purchases at The Springs Clubhouse, The Springs Beverage Cart (when on course) and Mulligans Halfway House at The Radium Course. Where tap is not an option, payment terminals will be wiped down with sanitizer after each transaction. Cash is only to be handled with PPE gloves provided to staff members.

Email Confirmations:

Guests will receive TWO email confirmations automatically generated by Club Prophet.

Email 1: will be sent at the time the tee time booking is made.

Email 2: will be sent 24 hours in advance of the tee time.

Emails contain operational procedures and pertinent information for players

Golf Carts to Guests:

While we are not a cart mandatory facility the majority of our playing guests do take Power Carts. We will sanitize all touch points after every use:

- | | | | |
|------------------|--------------|---------------------|---------------|
| * Steering wheel | * Cup holder | * Seat bar | * Roof handle |
| * F/R button | * Seats | * Sweater basket | * Windshield |
| * Bag strap | * Rain hood | * Ball/club cleaner | * Coolers |

At this time, we are unable to provide on golf carts:

- | | | | |
|-----------------------|----------|--------|----------|
| * Scorecard | * Pencil | * Tees | * Towels |
| * Sand & seed bottles | | | |

Scorecard and/or pencil will be provided upon request and handed to the guest by a staff member wearing PPE glove provided.

We will wipe all staff touch points prior to providing the power cart to the guest:

- | | | | |
|------------------|--------|--------------|-------------|
| * Steering wheel | * Seat | * F/R button | * Bag strap |
|------------------|--------|--------------|-------------|

Green fee players who choose to walk will be provided a complimentary push cart that will be sanitized after each use and wiped down with sanitizer prior to handing to the guest.

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**Pace of play:**

Targets of 4:15 will remain and this condition of use is based on social spacing.

Player Spacing

We will instruct groups to not tee off the first hole until all players in the group in front are on the putting surface.

Practice Facility Policy

Practice Facility

Every other stall (at the Springs) and every other mat (at the Radium) practice facility will be made not available. Signage will be placed in every closed practice stall to ensure 2 metre spacing while warming up or practicing.

Range Balls will be washed upon pickup from the turf with the operator using rubber gloves. There will be a disinfectant added to the cleaning solution of to increase the cleanliness of the golf balls.

We have instituted a single use system for Practice Baskets. A used practice basket container will be positioned on the Practice Tee Deck for the return of baskets. The baskets will be sprayed with sanitizer and water then wiped prior to being made available to another guest. There will be a clearly marked "sanitized" basket area where all sanitized baskets will be placed ready for use. Baskets will be stored inside overnight.

Hand sanitization station is provided beside the ball dispenser with signage for use prior to utilizing key pad.

Practice putting green holes will be filled with a pool noodle to limit the depth the golf ball can go in. There will be NO FLAGS on the practice greens at this time.

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On-Course Measures

On Course:

- Each hole will be filled with a 3" pool noodle so they ball goes into the cup while putting but does not drop far enough into the hole that would require someone to reach in. (3" has been tested and proven to be the proper depth)
- There will be no rakes in the bunkers and players will be permitted to move the ball to a like lie or texture of sand, but must remain within the penalty area and move within a club length to place the ball in a comparable lie no closer the hole and play from that point.
- Signage will be placed at each tee box reminding players of the "Covid" playing rules.
- Signage will be affixed to each flagstick reminding players of the "Covid" putting rules.
- There will be no waste baskets.
- There will be no ball washers.
- There will be no sand and seed bottle holders or mixture pails on the par 3's.

Comfort Stations:

A team member is designated to sanitize washrooms on-course and in the clubhouse throughout their shift. Ambassadors will travel by carts throughout the day and while monitoring pace of play to also sanitize washrooms.

Washrooms are sanitized regularly (interior health mandates twice per day however that is a bare minimum). There will be hand sanitizing stations installed in each washroom along with a surface sanitizing spray bottle and napkins for individual usage on surfaces.

Rental Clubs:

Will be cleaned in front of guests prior to use as well as after. This will include a wipe down of the golf bag and head covers will NOT be provided.

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After Round Policy

Please return your power cart to the designated cart drop off area or leave by your vehicle when you depart.

Garbage and Recycling bins will be available in the designated cart drop off area, however, please consider taking it home with you to minimize potential exposure.

Please COMPLETELY empty your cart of all personal belongings and GARBAGE

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

Golfer Adherence

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

Specific Operations Protocol

1. Entry ways into the clubhouse the Pro Shop/Clubhouse/Washrooms is restricted and hand sanitizing stations are placed at entry points. Hand sanitizer is placed at all point of sale locations. Signage to frequently wash hands is posted.
2. Reminders are communicated to staff that employees practice physical distancing at all times and ensure a process to maintain that distance with the positioning of Point of Sale stations.

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3. If more than one employee is working in the pro shop, then 6ft physical distancing must be maintained at all times. It is recommended that each employ have one Point of Sale system and phone for use during their shift. At the end of the shift the workstation is to be cleaned prior to the next shift.
4. When possible prop pro shop and washroom entry doors open. Clubhouse and on-course cleaning of washrooms must be performed a minimum 3 times per day.
5. Place as much retail product as possible out of the reach of guests. Should guests touch retail product it must be removed from the retail store and steamed. Remove bulk scorecards and pencils. Provide scorecard as well as pencils upon request.
6. 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.) Disposable items must be placed in a lined garbage container.
7. Practice Facility Touch Points (if applicable)
Every other mat at the practice facility will be made not available to maximize additional spacing. Signage will be placed in every closed practice stall.

Range Balls will be washed upon pickup from the turf with the operator using rubber gloves. There will be a disinfectant added to the cleaning solution of to increase the cleanliness of the golf balls.

We have instituted a single use system for Practice Baskets. A used practice basket container will be positioned on the Practice Tee Deck for the return of baskets. The baskets will be sprayed with sanitizer and water then wiped prior to being made available to another guest. There will be a clearly marked "sanitized" basket area where all sanitized baskets will be place ready for use. Baskets will be stored inside overnight.

Hand sanitization station will be provided beside ball dispenser with signage for use prior to utilizing key pad.

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Practice putting green holes will be filled with a pool noodle to limit the depth the golf ball can go in. There will be NO REMOVABLE FLAGS.

8. Clean, disinfect pull carts and power carts after each use.
9. Ambassador on course to ensure physical distancing, reminding golfers, and where necessary provide warnings to repeat offenders. If repeat violators are not heading the warnings, request follow up with a member of the senior management team. While an extreme measure may involve calling the police who will respond. Repeat offenders risk endangering the lives of others! Ambassador and/or Guest Services Attendant to ensure that the parking lots are frequently visited to ensure that physical distancing is respected coupled with discouraging gatherings, irrespective of physical distancing.

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III. PROTOCOLS FOR GOLF FACILITY FOOD AND BEVERAGE OPERATIONS

Clubhouse Food & Beverage Procedures

Food and Beverage Service

The Service Standards in place are based on BC Restaurant Guideline Recommendations:

Grab & Go:

- We are serving out of our Clubhouse if you wish to stock up before heading out as the beverage cart may not operate daily.

Clubhouse Dining:

- Even if the restaurant is empty, we still ask that you call and make a reservation as seating is limited at this time 250-347-6205

Tables and Chairs will be set with a 2 meter distance between when a guest is seated. Inside tables and chairs are to be sprayed with sanitizer and left to sit for 10 minutes. After 10 minutes any remaining moisture is wiped off. Deck tables and chairs will be sprayed with sanitizer and left to dry.

Current Seating Capacity on June 22, 2020

Inside Clubhouse Seating – 32

Deck Seating Capacity – 24

- We are mandated by Work Safe BC to collect the information from 1 person from each table to keep on file for up to 30 days.
- We also can only have a maximum of 6 people sitting at 1 table.
- Staff has the right to refuse service to any guest that displays any of signs of COVID-19 in order to protect our staff and other guests. If you are not feeling well please stay home!
- You MUST sanitize your hands prior to coming into the restaurant and again when you leave the restaurant; a sanitizing station will be located just inside the doors of the restaurant.

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- We will be using laminated menu that are sanitized and left to sit for 10 minutes after each use.
- Credit, debit and Flex Cards are the preferred methods of payment. Receipts will only be provided upon request.
- Beverage Cart – On days that we run the beverage cart, we ask that you place orders, one at a time, from 6 feet back. Please do not crowd the cart attendant and allow staff space to safely deliver your purchases to each individual cart. At such time, members/guests can make a payment, one at a time, while maintaining the recommended physical distancing.

Service:

Drinks that require ice or are served in glasses are recommended to be prepared using gloves. Cans or bottled drinks can be served with clean sanitized hands or gloves. Gloves must be changed or sprayed with sanitizer between guests. Drinks, when requested will be delivered via a tray and set on a tray jack. Guests will be instructed to grab the glasses and water themselves from that point.

Food will be picked up from the passthrough in the kitchen and placed on a large server tray. Food will be delivered to the table and placed on a tray jack. From there guests will be directed to grab their plates themselves. We will inform the table that we will not clear dirty plates unless requested. If requested we will place a bus bin on the tray jack and instruct the guest to place their dirty dishes in the bin.

Condiments such as ketchup will be served in single use containers. We will bring in single use salt and pepper packets.

POS

The mouse and keyboard will be on the hourly sanitization checklist and sanitized every hour. Mouse and keyboard can be used with or without gloves but hands or gloves should be sanitized after each use. The same goes for the debit machine.

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We have:

1. Identified a designated pick up area.
2. Set physical distance lines for the customers who are waiting for their takeout F&B, on the floor with spacing of 2 metres / 6 feet markings to reduce opportunities for interactions among customers.
3. Monitor the amount of people who enter the clubhouse when picking up food and beverage take out. If required maintain a line up outside the building with 2m/6ft spacing if the clubhouse is unable to hold up to 50 people (incl Team Members) safely with physical distancing practices.
4. Ensure service areas are properly cleaned and sanitized according to the product manufacturer's instructions after each customer service, employee shift changes, and before, during and after closing
5. Provide single-use containers for takeout foods. Customers must not use their own containers or carrier bags/boxes for take-out food or other food/beverage or grocery products.
6. Proper sanitation operational controls:
 - a. Safe transactions, team members accepting payments with credit cards, and debit cards must wash their hands frequently or use hand sanitizer and disposable gloves and be reminded to not touch their face.
 - b. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
 - c. Service tops must be wiped down after every use, please use and EPS registered disinfectant or diluted bleach cleaner to sanitize.
 - d. Doorknobs & handles should be wiped down every day and between staff shift changes, all common guest touch points should be wiped down at least once a day.

Safety Measures:

1. Do not provide self-serve food to patrons; have your employees serve all foods.
2. Wear disposable gloves when handling guest food products, and while making to-go beverages for guests if there is no dedicated cashier.
3. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

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On-Course Food & Beverage Service (if open)

1. Social distancing signage on all beverage carts and service kiosks
 - a. Safe transactions, team members accepting payments with credit cards, and debit cards must wash their hands frequently or use hand sanitizer and disposable gloves and be reminded to not touch their face.
 - b. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
 - c. Service tops must be wiped down after every use, please use and EPS registered disinfectant or diluted bleach cleaner to sanitize.
2. Do not provide self-serve food to patrons; have your employees serve all products.
3. Wear disposable gloves when handling guest food or beverage products, and while making to-go beverages for guests if there is no dedicated cashier.
4. Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

Information for Customers

1. Takeout menu is available online or can be viewed by downloading the Radium Golf Group App from the App Store
2. Preferred methods of payment are Credit, Debit and Flex Cards.
3. Members please charge purchases to your accounts to minimize interactions.
4. Customers with COVID-19 symptoms, i.e. sore throat, fever, sneezing, fatigue, coughing, or gastrointestinal symptoms, i.e. nausea, vomiting, diarrhea, stay away from the premises and not order take-out food delivery.
5. Please follow signage and collect takeaway orders from designated "Pick up Area"
6. Wash your hands or use alcohol-based hand sanitizer before entering premises for pick up

Kitchen and BOH Procedures

1. Employees are to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

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2. Only essential Team members should be permitted within the kitchen, to reduce possible contamination and to allow physical distancing measures to be upheld.
3. Work areas have been re-organized to allow workers to maintain physical distance.
4. Increased cleaning of all frequently touched surfaces, food contact surfaces and equipment using approved cleaning products following the manufacturer's instructions regarding dilution and contact time.
5. Use gloves for all food handling and preparation.

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
- 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.
- 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.
- 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.
- For dishwashing equipment, plate ware and utensils, use a dishwasher that can achieve disinfection. If washing by hand, use the three-sink process (wash, rinse, sanitize), ensuring that all equipment is disinfected. Particular temperature and chemical requirements apply to commercial equipment disinfection; see BCCDC and Provincial Health Services Authority Dishwashing Requirements for more details.

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Restaurant & Patio Dine-In Service Protocols

***Restaurant & Patio Dine-In Service is now currently permitted in British Columbia, below are protocols for operations.**

1. Physical distancing must always be maintained.
2. Continue to use approved sanitizers and disinfectants – refer to cleaning, sanitizing and disinfecting section
 - a. Safe handling currency, cashiers who handle money, including credit cards, must wash their hands frequently and be reminded to not touch their face.
 - b. Merchant terminals must be wiped down after every use, please follow manufacturer guidelines or use 70% alcohol wet wipes.
 - c. Service tops must be wiped down after every use, please use and approved registered disinfectant or diluted bleach cleaner after every use.
 - d. Doorknobs & Handles should be wiped down repeatedly and between staff shift changes, all common guest touch points should be wiped down every 30-60 mins
 - e. Frequently clean and disinfect floors, counters and other facility access areas, such as bathrooms, using approved disinfectants.
3. Follow all capacity stipulations by the Provincial Health Officer [PHO] during the COVID 19 pandemic whether on interior dining areas or outdoor patios (see above).
4. Restaurant & patio tables have been rearranged to ensure guests are physically distanced at least 2m/6ft apart.
5. A maximum of 6 patrons are permitted at each table.
6. Remove and clean all items from tables after each use, this includes all menus, salt and pepper shakers, unused cutlery, sugar and condiment caddies etc. Consider using single served packaged condiments.
7. Chairs and tables are wiped down after every use with approved cleaners.
8. An approved hand sanitizer is stationed at entry door to clubhouse for all guests.
9. Payment terminals are wiped down with sanitizer after every transaction.
10. Guests to transfer uneaten food into restaurant provided to-go containers/packages themselves.
11. Frequently disinfect surfaces repeatedly touched by employees or customers, such as doorknobs, equipment handles, check-out counters, drink dispensers etc.

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IV. PROTOCOLS FOR GOLF COURSE MAINTENANCE

The following minimum protocols are intended to support the BC Golf Industry by providing a comprehensive golf course maintenance guide understanding that every property and its resources are different, while 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.
 - 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 use, e.g. sink, toilet, etc.
 - e. Lunchroom – maintain physical distancing and stagger breaks.
 - f. Locker room:
 - i. minimize use of lockers, remove all non-essential items, disinfect after each use;
 - ii. only 1 employee 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.

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On-course Setup / Service

1. Signage
 - a. Reminder signage is posted on every hole, all flags and at all on-course washrooms:
 - i. physical distancing between players and maintenance personnel;
 - ii. handwashing;
 - iii. flagstick etiquette;
 - iv. others as needed.
2. High touch items/accessories removed including but not limited to the following:
 - a. water coolers
 - b. ball washers
 - c. benches;
 - d. bunker rakes;
 - e. practice/putting green flagsticks
3. Flagsticks and cup holes:
 - a. Golfers are to keep flagsticks in the holes
 - b. Disinfect flagstick daily and prior to changing hole locations
 - c. Set cups in a manner that keeps the ball from dropping, - we have chosen a 3 ½" pool noodle.
4. Practice Facility:
 - a. Defined in "practice facility" above.
5. On-course washroom cleanliness:
 - a. Disinfect course washrooms a minimum of four times per day.
 - b. If unable to maintain this frequency, on-course washrooms will be closed.
6. On-course garbage bins:
 - a. Have been removed.
 - b. Emptying of bins to be done separately to all other tasks to minimize exposure.
7. Sand/seed bottles and on-course bins:
 - a. Removal of all common use sand/seed bottles.
 - b. All on cart sand/seed bottles have been removed.
 - c. On-course sand bins have been removed

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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.
 - 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

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