

April 10, 2020

Dear Members,

Following up on our previous note about what NAGA Alberta is doing to support our provincial golf industry, attached are government resources and golf course best practices you can implement once golf is allowed in our province.

As you are aware, golf was declared a non-essential service on Thursday, April 9 and therefore courses, at this time, cannot open. Interestingly, on the same day, the province of British Columbia confirmed that courses in that province can open as long as strict health and safety protocols are in place.

With the safety of our employees and customers at the forefront of our decision, NAGA Alberta will be working closely with the Alberta Government in seeking an exception like the courses in BC.

The economy in our province is fragile and the mental health of Albertans is of grave concern and we feel that golf can answer many of these perils. Annually, the golf industry proudly generates \$2.4 billion to the Alberta economy while employing over 42,000 people. By adhering to the attached health and safety protocols, which were designed to line up with the Alberta Health Services mandatory procedures, we feel that golf is a safe activity for people in our communities that can also provide the mental health support that many are seeking during these very stressful times.

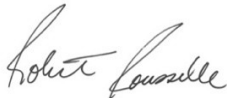
The attached documents are broken into two sections:

1. Alberta Health Services mandatory procedures
2. Alberta Golf industry recommended procedures.

We encourage you to become very familiar with the attached provincially mandated requirements and industry best practices in order to prepare your golf course and your staff, once government allows golf courses to open again. In order to be successful, we must be united on this front and ensure that all government regulations are being followed at all times. We thank you in advance for this.

We will keep you informed of our progress. Please do not hesitate to contact me should you have any questions.

Sincerely,



Robert Rousselle
President - NAGA Alberta
Executive Director, PGA of Alberta

cc: Erica Beck, Regional Director, NGCOA Canada
Phil Berube, CEO, Alberta Golf
Terri Solodan, Executive Director, AGSA



ALBERTA HEALTH SERVICES MANDATORY PROCEDURES

NAGA-AB is taking the outbreak of the novel coronavirus very seriously. Enclosed herein are proposed policies, drafted to accurately reflect the guidance and authority of the Province of Alberta and Alberta Health Services in an effort to ensure the safety of all staff, members, suppliers and public patrons at golf courses.

To protect yourself and others:

- practice [physical distancing](#)
- wash hands often with soap and water for at least 20 seconds
- cover coughs and sneezes with a tissue or your elbow
- avoid touching your face with unwashed hands
- avoid travel outside Canada
- watch for COVID-19 symptoms: cough, fever, shortness of breath, runny nose or sore throat

Follow [mandatory self-isolation requirements](#):

- 14 days if you recently returned from travel outside of Canada or are a close contact of someone who has tested positive for COVID-19, plus an additional 10 days from the onset of symptoms, should they occur, whichever is longer
- 10 days minimum if you develop any COVID-19 symptoms, or until the symptoms resolve, whichever is longer



ALBERTA GOLF INDUSTRY RECOMMENDED PROCEDURES

Once adopted by your staff and your customers, these measures will help the public feel more comfortable and set expectations on near term limitations during this trying time.

As information is constantly changing, all operators should endeavor to remain informed as to industry best practices to ensure that the services provided by the golf industry are done so in a safe manner.

DEPARTMENT	TASK	REVISION NO.	PROCEDURE
Property	On course	2020-04-00	All essential turfcare protocols shall continue and be updated to ensure compliance with this document, ensuring the long-term health and survival of the property.
Clubhouse	Building Access	2020-04-01	Restrict access to the pro shop, limiting access to facility staff and guests to ensure safe distances are clearly marked and enforced at all times.
Clubhouse	Building Access	2020-04-02	Restrict access to other parts of the clubhouse except for bathrooms which will be sanitized on a regular basis.
Clubhouse	Building Access	2020-04-03	Lockers / showers will remain closed until further notice.
Clubhouse/ Maintenance Building	Cleaning	2020-04-04	Increase the frequency of routine cleaning with approved antimicrobial products, sanitization and disinfection of all locations, especially all common and high traffic areas, frequently touched surfaces, including door handles, counters, telephones, pens.
Clubhouse/ Maintenance Building	Cleaning	2020-04-05	Increase the number of hand sanitizing stations throughout the buildings, especially entry points, lobby.
Clubhouse	Procedural	2020-04-06	Follow all guidance to not exceed gathering limits established by provincial authorities.
Clubhouse / Maintenance Building	Procedural	2020-04-07	Place appropriate signage outside all building entries and on power carts / F&B carts briefly outlining the physical distancing guidelines in place including sanitization practices, no handshaking or loitering, stop and read all precautionary messaging, including contact phone numbers and payment procedures.
F&B	Building Access	2020-04-08	Eliminate sit-down food and beverage services. Use "call-ahead," "take-out, and/or "to go" services only. Consider delivery as an option from the beverage cart, or an additional golf cart if feasible.
F&B	On course	2020-04-09	Remove all water stations from the course and either provide bottled water or advise patrons to purchase beverages prior to tee off.
Golf Operations	On course	2020-04-10	Do not allow the use of ball washing stations throughout the golf course.
Golf Operations	On course	2020-04-11	Remove rakes from the course and temporarily play these areas as non-hazards. Put a local rule in place that permits placing your golf ball in any bunker on the course.

DEPARTMENT	TASK	REVISION NO.	PROCEDURE
Golf Operations	On course	2020-04-12	Consider the removal of all benches.
Golf Operations	On course	2020-04-13	The golf course should be monitored on a regular basis to ensure players are practicing physical distancing.
Golf Operations	On course	2020-04-14	Leave the pin in while putting - DO NOT TOUCH THE PIN.
Golf Operations	On course	2020-04-15	Provide alternative cup options to prevent players from reaching into the hole (foam noodle/pipe insulation creates a one-inch gap or reverse the cup to raise it one inch).
Golf Operations	Procedural	2020-04-16	Ensure the facility has proper protocols in place in the event of lightning and frost delays so that there are no risks posed to physical distancing guidelines.
Golf Operations	Procedural	2020-04-17	Remove all merchandise items, normally smaller accessories, from your counter and place them out of reach of any customers that may be inside
Golf Operations	Registration	2020-04-18	Golfers must arrive at the course no earlier than 15 minutes before their tee time.
Golf Operations	Registration	2020-04-19	Ensure tee time intervals adequately spread players out on the course.
Golf Operations	Registration	2020-04-20	Consider having a greeter to the golf course informing all registered players that all procedures must be followed.
Golf Operations	Registration	2020-04-21	Remove bulk scorecard, pencil and tee holders from starter areas. Only issue when requested.
Golf Operations	Registration	2020-04-22	Remove sand containers, coolers or anything from a golf cart that could be "shared". This includes scorecards, tees, pencils and towels.
Golf Operations	Rental clubs/carts	2020-04-23	Ensure power carts, pull carts, rental clubs, other rental equipment is properly sanitized prior to issuing to customers.
Golf Operations	Rental clubs/carts	2020-04-24	After play, ask golfers to go directly to their carts and park them in designated areas.
Golf Operations	Rental clubs/carts	2020-04-25	Allow only one rider on power carts, unless players reside together.
Golf Operations	Transactions	2020-04-26	Eliminate walk-up tee times and require tee times be made in advance, while encouraging advance pay. Update your website to indicate this. Golfers who fail to abide by this policy should be asked to return to their cars and make necessary arrangements over the phone while remaining in their car.

DEPARTMENT	TASK	REVISION NO.	PROCEDURE
Workplace Safety	Cleaning	2020-04-27	Increase frequency of HVAC system filter changing, and schedule more frequent cleaning of the system.
Workplace Safety	Cleaning	2020-04-28	A log of daily cleaning will be kept for records, including inventory of gloves, masks and supplies.
Workplace Safety	Cleaning	2020-04-29	All commonly used items (ie. POS systems, computers, pens and phones) must be disinfected between shifts.
Workplace Safety	On course	2020-04-30	If portable restrooms are used, they must include hand washing stations with foot-activated devices adjacent to the units.
Workplace Safety	Procedural	2020-04-31	All staff will be required to complete and sign off on a health assessment and temperature check when they arrive to work to ensure they are not exhibiting any symptoms of Covid-19.
Workplace Safety	Procedural	2020-04-32	Ensure staff are trained on hygiene, sanitation and food handling to learn about epidemic prevention and control.
Workplace Safety	Procedural	2020-04-33	Ensure staff can recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
Workplace Safety	Procedural	2020-04-34	Ask your customers to personally dispose of any trash they may have in the nearby receptacles.
Workplace Safety	Procedural	2020-04-35	Install a splash guard or plexiglass barrier at the golf shop counter.
Workplace Safety	Transactions	2020-04-36	All staff handling cash or credit cards must wear protective gloves during all transactions.

Driving Ranges and Clubhouses

Driving ranges and clubhouses promote the gathering of groups. No gathering of more than 15 people is allowed in one indoor or outdoor location.

Failure to enforce group size and physical distancing restrictions may result in the establishment being subject to fines starting at \$1,000 up to \$500,000.

Please refer to the following site: <https://www.alberta.ca/restrictions-on-gatherings.aspx>



Appendix A. Alberta Golf Superintendents' Association Recommended Procedures

GENERAL

- Designate an area for staff to congregate prior to the start of the day allowing for social distancing. Do not enter facility until instructed to do so, so that numbers can be controlled in your space.
 - If no space is available, consider having staff remain in vehicles.
 - Personal items should be kept in your vehicle and not in the locker room to reduce contamination potential.
 - Limit access to facility to as short of time as possible to reduce contamination potential.
 - Limit access to equipment technician space to all staff as much as possible.
- When arriving to work or returning from the golf course tasks all staff should sanitize/wash hands immediately upon entering the building.
- Consider having a senior staff member be responsible for opening/closing all overhead doors and propping man doors open prior to staff arrival to reduce the need to touch door handles and openers.
 - Door knobs and handles should be regularly cleaned throughout the day.
- Conduct staff meetings in spaces that allow for proper social distancing (Ex. Outside, Equipment Storage Spaces, or in small groups).
- Consider stagger start times of staff by 10 minutes for staff to limit interaction.
 - Similar guidelines should be implemented on staff returning from tasks during the day and/or during their break times and lunch breaks
- Attempt to have staff work independently as much as possible.
 - If needed to work in close proximity, ensure that social distancing can be maintained.
- Common areas (lunchroom counters, tables, microwaves) should be cleaned/sanitized immediately after use. Communal coffee makers should not be in use.
 - Dishes and cutlery should be washed immediately and put away (no dishes in the sinks or on counters).
- Staff washrooms should be regularly cleaned throughout the day.
- A thorough shop clean should be conducted every few days.
 - Any staff asked to assist with sanitizing/cleaning areas of the shop should wear proper PPE.

EQUIPMENT

- If possible, assign equipment for the day to individual staff members.
- Only permit one rider per piece of equipment or utility vehicle.
- Sanitize high touch points at the start of use and end of use on equipment with bleach solutions (steering wheel, gear shifter, ignition key, mower controls/switches).
- Sanitize tools following use and prior to putting them away.
- Sanitize fueling stations prior to use and immediately after filling up.

COMMUNICATION

- Signs should be posted at entrances reminding staff of social distancing and to wash hands or use hand sanitizers upon entry into the building.
- Utilize radio or telephone communication as much as possible between staff members.
 - If face to face is necessary, perform in area where proper social distance can be maintained.

