



## COVID - 19 POLICY

The spread of the COVID-19 virus around the world has raised concerns for everyone in these trying times. The Bluenose Golf Club recognizes that the number one priority during these times is the well-being of our staff and customers. We want you to know that your health and safety will remain our top priority as this situation continues to evolve.

We know that everyone is anxious and excited to golf and we are very happy to invite you back for another golf season at Bluenose Golf Club. However, we ask that all of our golfers thoroughly read, understand and promise to follow and respect our COVID-19 protocols and any additional course specific protocols you may encounter. All of the protocols listed below have been created using the most **current regulations provided by the Restaurant Association of Nova Scotia, Nova Scotia Health Authority, and the Nova Scotia Golf Association**. **Failing to comply with the protocols listed below could easily result in mandatory closure of our entire facility.**

Golf provides the community with a place for outdoor exercise and much needed positive mental health stimulation during this difficult time. Physical distancing can be easily achieved throughout the golf course and we ask that you please respect all golfers and workers around you. We are happy to invest in the new adaptations so that we can bring a safe outdoor activity for the community.

Please note that the protocols, procedures and expectations implemented will be adjusted as the fluidity of the pandemic changes and the most current copy of all updated procedures, protocols and expectations will be available on our website for your review.

### Services that Are Not Available at this time, and will be periodically re-evaluated

- Push Cart/Power Caddie Storage
- Bag Placement on Carts by Staff
- Club Rentals
- Club Cleaning/Washing Sink
- Private Cart gas fill up
- Porta Potty (on course portable washroom service)
- On Course items: Scorecards & Pencils, water coolers, ball washers, and trap rakes



## Pro Shop & Surrounding Areas

- All Guests (Golfers & Diners) and employees are asked to **stay home if unwell** or symptomatic (fever, cough, runny nose, etc.)
- All Guests (Golfers & Diners) and staff members are required to **wash their hands** immediately upon entering the facility for a minimum of 20 seconds (hand washing guidelines)
- **6' Physical distancing** must be observed at all times. This includes the parking lot, Patio, putting green, waiting area around the 1st & 10th tee, and throughout the facility.
- Employees will have access to masks, gloves, and disinfectant materials on site
- The Upstairs Administration Office space will be off limits to everyone, with the exception of General Manager and Administrator/Bookkeeper. All high touch areas such as desk, phone, printer, stapler, calculator, desk and file door handles, etc. will be disinfected daily
- Signage is posted in high traffic areas to note caution about the personal risks and practices that will help everyone do their part to help lessen the spread of COVID 19
- Staff meetings will only be held if deemed necessary and only held in spaces that allow for proper social distancing of a minimum of 6 feet
- Staff will work independently as much as possible
- A Plexi-Glass barrier is installed at the pro shop sales counter for the protection of staff and guests
- **Masks must be worn at all times** while indoors in any of the buildings. Masks may be removed while eating, drinking, or by staff when behind the Plexiglas counter barriers.
- Staff will have the right to refuse service to people who are not respecting the mandatory mask order
- Staff will disinfect the surfaces of the sales counter top and ATM touch pad following each transaction
- Staff will disinfect high touch surfaces such as: fridge handles, phone, computer key pad, printer, counter tops, door handles, regularly during their shift
- Pro shop phone will be for staff use only
- Casual visitors are not permitted at the workplace, including: Clubhouse; Maintenance Barn; and Pro Shop
- Preferred Payment methods include debit, credit, or e-transfer
- BGC Golf Carts - high touch points will be disinfected following each use including: steering wheel, forward and reverse gear, golf bag straps, seats and seat backs, and keys. Gloves will be worn by staff when disinfecting carts.
- We would like 2 people to ride in each cart; however, it is not mandatory if concern of Covid is presented by a user of a rental cart.
- BGC Pull Carts – all surfaces will be disinfected following each use
- Staff will provide each golfer a score card and pencil upon request only
- Driving Range Balls & Bags – washed in soapy water upon retrieval and prior to distribution to customers. Staff are required to wear gloves when handling driving range balls and bags
- Pro Shop Traffic Pattern: All golfers are asked to enter the Pro Shop using the Patio door entry and must be wearing a mask. **Counter Customers will be limited to 2 people** in the Pro Shop at a time, and must ensure 6' distancing guidelines. The walkways, exits and entrances to the Pro Shop are clearly marked and are for through traffic only.
- **Locker Rooms** are limited to 1 person at a time, and are not included in the 2 person max in the Pro Shop.
- Boxes, packages, containers and equipment received will be disinfected prior to opening
- Green Fees/Guests will be welcome to play; however, under the conditions found in the Tee Time Procedures document, which can be found in the Pro Shop and on our website.
- **"Walk-Ons" are not permitted.** Tee Times for Golf and the Driving Range must be made following the Tee Time Procedures which are on a separate document located in the Pro Shop and on our website.
- The **handicap computer** mouse is to be disinfected by users after use. Disinfecting wipes and Hand sanitizer are provided in this area. A person using the handicap computer is not included in the 2 person max in the Pro Shop



### **Washrooms**

- Washrooms may be accessed by entering the Clubhouse through the door off the patio (players may use the ally way from the parking lot – it is a one-way passage thru). Only 1 individual will be permitted in the washroom at a time. Only 1 stall will be available in each washroom. Locks have been installed on the inside of the main washroom doors. Users of the washrooms are asked to lock the door when in use. The washroom will be disinfected by staff every Hour, but users are asked to use the sanitizer provided to clean main door upon exit. All users are asked to exit the Clubhouse using the parking lot door (closest the washrooms). Those waiting to use the washrooms are asked to follow the 6 feet social distancing. Both washrooms are “unisex”. Walkways, exits and entrances to the washrooms are clearly marked and are for through traffic only.

### **Club Storage**

- This area is limited to 1 person and masks must be worn when inside.
- Members must handle their own clubs. Staff and other golfers will not be permitted to handle clubs.

**Competitions and Events** - The BGC Ladies and Men’s Match Committee in cooperation with the NSGA have adopted the following procedures for all competitions and events hosted by the Bluenose Golf Club:

- Specific event details and rules for play will be communicated via email to all competitors prior to them arriving at the course.
- Information will also be communicated to competitors regarding sign up procedures for each event
- Entry fees can be paid to the Pro Shop by e-transfer, debit or credit card, or may be paid directly to the Match Committee in a manner of their choosing.
- Groups must not exceed 4 players.
- Shotgun starts are permitted. All shotgun events will require social distancing at all times, particularly before and after the event. It will be the responsibility of the event organizer(s), with the assistance of BGC staff, to ensure all Covid protocols are being followed.
- Competitor groups will pick up their score card and pencil at the Pro Shop. Each group will designate 1 person to do the scoring so that there is only 1 scorecard per group. Scores will be verified after the round by each competitor verbally with the group’s scorekeeper.
- After the round is over, scorecards are to be dropped off in a designated area outside the Pro Shop (“Card Bucket”). During member events the Match Committee will be responsible for handling and disposing of the scorecards and posting the scores. Appropriate PPE will be worn during the handling of the scorecards and posting of scores.
- Competitors are to arrive at the 1<sup>st</sup> tee area a maximum of 15 minutes prior to their tee time or Shotgun start time.
- Players are not allowed to touch the pins and pins must remain in the hole at all times.
- For details on Clubhouse & Patio use, please refer to the current policy noted below.
- If it is necessary to suspend play during the event, all players must head to their vehicles immediately, or may seek shelter in the Clubhouse to a maximum of 48 people. Players will be updated either by Match Committee or Pro Shop staff via email or in person.
- Prize presentations in the Clubhouse are limited to 44 people and all participants must be seated. Larger groups may hold prize presentations outside as long as 6’ social distancing is possible and enforced by event organizer(s), with the assistance of BGC staff.



## Clubhouse & Patio Areas

### Employees

- All employees are asked to stay home if unwell or symptomatic (fever, cough, runny nose, etc.)
- All staff members are required to wash their hands immediately upon entering the facility for a minimum of 20 seconds (hand washing guidelines)
- A Plexi-Glass barrier is installed at the bar sales counter for the protection of staff and guests. Staff are not required to wear a mask when behind the barrier.
- Clubhouse staff will be limited to 2 people in the Kitchen at any time. Other staff are not to enter the kitchen without permission from the cook or Bar staff member.
- Employees will have access to masks, gloves, and disinfectant materials on site
- All Clubhouse staff preparing and serving food must wear a mask.
- All Clubhouse staff preparing and serving food will have a valid food handlers certificate
- Staff will disinfect the surfaces of the sales counter top and ATM touch pad following each transaction
- Staff will disinfect high touch surfaces such as: fridge handles, phone, computer key pad, and printer, counter tops, door handles on a regular basis throughout the day and at shifts end. Floors will be cleaned nightly.
- Clubhouse phone will be for Staff use only

### Washrooms

- Handwashing signage is posted in each washroom as a reminder
- Staff will disinfect high touch areas such as door knobs, toilet handles, toilet paper roll holder, sinks and taps, and paper dispensers a minimum of every Hour per shift and record time of completion on cleaning records sheet located between the washroom entrances.
- Clubhouse Washrooms may be accessed by entering the Clubhouse through the door off the patio (players may use the ally way from the parking lot – it will be a one-way passage thru). Only 1 individual will be permitted in the washroom at a time. Only 1 stall will be available in each washroom. Locks have been installed on the inside of the main washroom doors. Users of the washrooms are asked to lock the door when in use. The washroom will be disinfected by staff every Hour, but users are asked to use the sanitizer provided to clean main door upon entry and exit. All users are asked to exit the Clubhouse using the parking lot door (closest the washrooms). Those waiting to use the washrooms are asked to follow the 6 feet social distancing. Both washrooms are “unisex”. Walkways, exits and entrances to the washrooms are clearly marked and are for through traffic only.

### Guest Expectations

- Signage is posted in high traffic areas to note caution about the personal risks and practices that will help everyone do their part to help lessen the spread of COVID 19
- Walkways for through traffic to the washrooms and the Pro Shop entrance are clearly marked on the floors.
- When the clubhouse bar is not open, the “**closed gate**” for the seating area will be posted, and this area is not be used.
- All Guests (Golfers & Diners) are asked to **stay home if unwell** or symptomatic (fever, cough, runny nose, etc.)
- All Guests (Golfers & Diners) are required to **wash their hands** immediately upon entering the facility for a minimum of 20 seconds (hand washing guidelines)
- **Masks must be worn at all times** while indoors in any of the buildings. Masks may be removed while eating and drinking.
- Staff will have the right to refuse service to people who are not respecting the mandatory mask order
- The general Hours of operation are 12noon to 6pm. Maximum provincial regulated close time is 10pm.



- The seating areas are clearly marked, and limited to the number of chairs available. **No standing, seating only.**
- The Clubhouse & Patio will be available for limited seating of up to 44 people and up to 16 people respectively, with a maximum of 8 people per table. Floor markings for tables and chairs will be placed so that 6' social distancing can and must be adhered to. **Do not move tables and chairs** from their location.
- **All tables have a tag on them.** Guests are asked to turn the tag around with the red side facing out when they sit at a table or prior to leaving. This is so that our staff can properly disinfect the area after use and so that guests will know not to sit at a red tagged table. If a table has the green tag facing out that seating area and table has been disinfected and is ready to use by our guests. Note: Even if only 1 guest uses a table, the tag must be flipped to red so that the entire table setting will be disinfected.
- A name, phone number, date & time must be recorded for at least 1 person per table by your server. This regulation excludes golfers who are using the facility immediately before or after their round. The tee sheet collects the appropriate contact tracing info of golfers.
- Food and Beverages to be consumed in clubhouse & patio must be ordered and paid for at the bar or the Pro Shop and will be delivered to the table. **Table service only**, with the exception of "To Go" and "Take Out" purchases.
- All Food and **Beverages must remain at the table** at all times according to Restaurant Association of Nova Scotia as approved by Nova Scotia Health Authority restaurant guidelines.
- All products will be served in single use packaging and disposable/recyclable containers
- All guests are required to **leave their waste at the table**. Staff will properly sort and dispose of waste. PPE will be worn by staff during table cleaning. Chairs and tables are to be disinfected as soon as possible once a guest is no longer using the clubhouse & patio.
- **Take-Out** order procedures as follows: 1) Orders may be placed at the bar, or by calling the clubhouse 902-634-7196. 2) An estimated time to complete the order will be provided, and the customer must leave a cell phone number that they can be reached at. 3) Directions will be given to the customer as follows: They will be called when their order is ready, and to pick up and pay for items at the bar. Customers are to wait in their vehicle until they are notified that their order is complete.



## Golf Course & Grounds

- **6' Physical distancing must be observed at all times.** This includes the parking lot, Patio, putting green, waiting area around the 1st & 10th tee, and throughout the facility.
- Mowers/Greens and Grounds Equipment - high touch points will be disinfected following each use including: steering wheel, gear shifter, ignition key, mower controls and switches, handles, on/off switches, etc.
- Boxes, packages, containers and equipment received will be disinfected prior to opening
- Grounds Staff must wear gloves at all times to reduce the potential of virus transfer including: operating machines, and performing on course tasks, etc.)
- The periscopes and #9 light switches must be disinfected by golfers after use with the bottle of product supplied at these locations.
- Clinics and group lessons are limited to 10 people, including the instructor(s)
- No sharing of clubs on the course
- **The Golf Course Pins/Flag must remain in the hole.** Modifications have been made to the hole to allow for the removal of the golf ball without making contact with the hole and flag.
- No "tailgating" in the parking lot before or after the round is permitted.
- **Clubhouse Washrooms** may be accessed by entering the Clubhouse through the door off the patio (players may use the ally way from the parking lot – it will be a one-way passage thru). Only 1 individual will be permitted in the washroom at a time. Only 1 stall will be available in each washroom. Locks have been installed on the inside of the main washroom doors. Users of the washrooms are asked to lock the door when in use. The washroom will be disinfected by staff every Hour. Users are asked to use the sanitizer provided to clean main door upon entry and exit. All users are asked to exit the Clubhouse using the parking lot door (closest the washrooms). Those waiting to use the washrooms are asked to follow the 6 feet social distancing. Both washrooms are "unisex". Walkways, exits and entrances to the washrooms are clearly marked and are for through traffic only.
- "Food & Beverage To Go" purchases can be made at the Clubhouse and Pro Shop