



Tobiano Golf Course COVID-19 Safety Measures

As of May 29, 2020

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Standard Protocols Common to All Departments

Team Member Illness Policy

If a staff member is feeling ill, they are expected to stay at home

If a staff member feels they are developing any symptoms of COVID-19 we ask they stay at home and contact their doctor or call 8-1-1

If a staff member lives in a household with someone who has COVID-19 or is showing symptoms of COVID-19 we ask they stay at home until they are cleared of possibly having the virus

Team Member Responsibilities

Staff should avoid touching their eyes, nose and mouth with unwashed hands or when wearing gloves

Wear disposable gloves when sanitizing and cleaning

- Immediately properly dispose of gloves when finished

Maintain physical distancing of 6ft from all other staff and guests

- Do not shake hands with customers or staff, wave or nod instead

Staff are asked to wash their hands when they arrive for their shift, frequently throughout their shift and after their shift

- When washing hands use water warmer than 25 degrees Celsius, for 20 seconds
- If soap and water is not available use alcohol-based sanitizer
- Servers must wash hands every time they receive an item from a guest

All F&B staff members will now be required to obtain Food Safe Certification and those who have not taken the course in the last 5 years will be required to take a refresher course

Cleaning, Sanitizing and Disinfecting Protocols

Golf Shop

- Remote for TV
 - o Staff use only kept behind counter
 - o Disinfect prior to and after use
- One Computer per person per shift
 - o Disinfect at the beginning and end of each shift
- One phone per person per shift
 - o Disinfect at the beginning and end of each shift
- One Pin Pad per person per shift
 - o Disinfect after every transaction

- Account payment, credit card and debit only
- No cash allowed
- Office Supplies
 - Disinfect staplers, scissors, pens, calculators etc. at the beginning and end of each shift
- Doors, tables, chairs, counters, light switches
 - Disinfect at the beginning and end of each shift
- Radios
 - Disinfect at the beginning and end of each shift
- Rental Clubs
 - Not available at this time

Outside Bathrooms

- The Restrooms must be cleaned and disinfected every hour and must be done at the end of the day before being locked
- Ensure that the following areas are disinfected thoroughly
 - Door handles (inside and outside)
 - The entire toilet (seat, back, top sides, handle, bowl)
 - Toilet paper dispenser
 - Sink and sink fixtures
 - Soap dispenser
 - Hand dryer
- Gloves must be worn at all times when cleaning restrooms

Outside Services

- Following each use power carts will be sprayed with the spray 9 making sure to thoroughly get the following areas
 - Steering wheel
 - Arm rests
 - Seats
 - Forward / Reverse button
 - Keys
 - Roof safety handles
 - Upper cubbies
 - Lower console (cubbies and cup holders)
 - Rain covers
 - Windshield clips
 - Windshield (inside and out)
 - The coolers and sand bottles will be removed from the carts at this time
 - After the spray 9 has been applied and let sit for a maximum of 1 minute before being rinsed off
- The Visage screens then must be wiped down with a mild soap and water concentration
- Discard of the gloves prior to touching the steering wheel and parking the power carts in the cart barn
- Radios
 - Disinfected prior to and after each shift

- Rental Clubs
 - o Not available at this time
- Power cart charging cords
 - o Disinfected throughout the day
- Cart watering station
 - o Disinfected prior to and after use

The Black Iron Club and Grill

- Following day to day Canadian Food Safe procedures are required in order to ensure zero cross contamination from:
 - o Outside sources
 - o Other staff members
 - o Other food items
 - o Guests arriving for take-out
- Staff must ensure hair is pulled back, sleeves are rolled up and all jewelry on hands and wrists are removed
- Limited staff members are to be employed to ensure social distancing can take place within the Clubhouse at all times
- FOH staff members are (whenever possible) assigned individual debit machines and touch pads to avoid cross contamination between units
 - o If this is not possible, they are to be disinfected after every use
- One staff member (primarily the bartender) is designated to answering the phone to avoid cross contamination
 - o If no bartender is on shift the phone must be sanitized after every use
- There will be a Food Pickup Station in front of the main entrance

Washrooms inside clubhouse

- Guests are asked to be respectful of the 6 ft rule including only one person using the sinks at a time
- All washrooms will be equipped with sanitizer, signage explaining the importance of washing before and after using the facilities
- 2 of the Men's urinals will be shut down to encourage proper spacing
- Washrooms will be cleaned frequently
- Doors to the washrooms inside the clubhouse will be kept open

Site Access, Waiting Areas, Security

Maximum 4 (not include staff members) people allowed in the golf shop at any given time

Golfers will receive their keys from outside services

Golf shop will charge Credit Card on file for ALL people in a given tee time

Receiving Deliveries

- Drivers will be required to sanitize hands before unloading any products
- All products will be isolated and/or sanitized before being up into use

Protocols for Golf Operations

Tee Time Policy

14 days advance booking privileges

All bookings must be made by calling the golf shop to ensure COVID-19 safety precautions. Online bookings have been temporarily disabled.

Mandatory for booking

- First name
- Last name
- Phone number
- Email address
- Valid Credit Card number

Tee times are available from 8 am to 5 pm.

Tee times will be 10 minutes apart

Walk-ons are not permitted

Same-day replay rounds may not be available

Cart Sharing Formats

Twosomes of your social circle.

Threesomes

- Three players of your social circle in two carts
- Two same social circle in one cart + another person in separate cart

Foursomes

- Four players of your social circle in two carts
- Two same social circle players in one cart + two same social circle players in another cart

In all cases a maximum of 2 carts per tee time

Carts **MUST** be off the golf course by 9:00PM **NO EXCEPTIONS**

Check-In and Payment Policy

Upon arrival guests are to speak to the outside service employee

The outside service employee will then indicate your arrival to the golf shop, the golf shop will then process green fee payment FOR THE ENTIRE TEE TIME using the credit card provided at the time of your booking. A receipt will be e-mailed to the e-mail address provided at the time of booking.

Guests will be assigned a cart that has been sanitized for their use. Guests are to fill out the cart waiver form on the steering wheel in full and drop it in the cart waiver form box provided.

Guests are not to use their own Lysol wipes on the GPS screen

There will be no bag drop service

Guests are not to arrive more than 30 minutes prior to their tee time (so as to limit the number of people in the parking lot and around the clubhouse building).

Please be at the first tee and teeing off at your specific tee time.

Golf Shop Policy

The Tobiano Golf shop is open with access limited to four people at a time.

- Only guests wishing to purchase merchandise

Guests will not be permitted to handle any merchandise within the shop, a staff member is to assist with selecting merchandise and sizing. Trying on apparel is not permitted at this time.

There will be refunds or exchanges on any merchandise at this time

The preferred method of payment is by credit or debit with tap.

We encourage payment of green fees be done as per our payment and check-in policy to limit any unnecessary access to the building, however, you may enter the golf shop to pay for your green fee if necessary

Practice Facility Policy

Hours of operation are 7:30am to 7:00pm 7 days per week, however will close weekly between 4:00pm Tuesday and 9:00am Wednesday for grounds maintenance purposes.

The driving range and practice facilities will be open for use by golfers 30 minutes prior to their tee time and for Tobiano members and Tobiano T-Card holders for up to 1 hour per day, based on availability.

The 1st tee putting green is only available to the group that is next on the tee box

There will be no holes, flagsticks, or practice balls on the practice greens.

- Guests must utilize their own golf balls

Other than green fee players, public use of the practice facilities is not permitted at this time. Members and T-Card holders may utilize practice facility at any time based on availability for a maximum of 1 hour per day

On-Course Measures

No rakes in bunkers

- You may improve your lie within the bunker

On course washrooms will be open and sanitized regularly

No sand and seed bottles

Cups will be set with a foam riser so golf balls will enter the hole but not be sunk to the bottom for easy retrieval

Guests are asked to refrain from touching the flagstick

Garbage cans will only be available at the tee box of hole #10

After Round Policy

Guests are asked to return their power cart to the designated cart drop off area in front of the clubhouse

Garbage and recycling bins will be available in the designated cart drop off area

- Guests are asked to completely empty their cart of all personal belongings and garbage

Guests are to avoid excess socializing in the parking lot after their round

General Information and Procedures

If you have travelled 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

Please practice social distancing at all times (2m / 6ft apart from each other) NO handshaking, NO hugging etc.

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

We will not be providing tees or pencils on the power carts at this time

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

Following the recommendations from Health Canada, we encourage all players to wear a mask or some face covering while playing

THE CLUBHOUSE WILL OPEN WITH LIMITED SEATING AVAILABLE.

The restrooms on the outside of the golf shop will be open and will be sanitized hourly

Golfer Adherence

Anyone not in compliance with these policies will be asked to vacate the premises and no refund will be issued.

Protocols for The Black Iron Club & Grill Food and Beverage Operations

Takeout Service Clubhouse Procedures

Orders are primarily taken over the phone

- Full name and phone number must be placed with each order to ensure accuracy

Upon arrival guests are to call the restaurant from the round-about located in front of the clubhouse

An employee will deliver the take-out to the guest waiting in the round-about

Tap is the preferred method of payment

- There will be an auto 10% gratuity attached to all take-out orders
- Employee will hover the debit terminal below the cart to process the payment

Any order larger than \$100 will require multiple payments

- If the bill is \$150 there will need to be two payments
 - o One for \$100
 - o One for \$50

Restaurant & Patio Dine-In Service Protocols

Tables are set up for specific purposes they may NOT be moved

- Maximum of 6 guests per table
- A group of more than six guests will be required to slip into multiple tables to fit the pre-set floor plan

Guest will receive a single use paper menu per two people

All roll-ups will be paper wrapped

All sauces will be served in single use plastic ramekins

Only a specific amount of sugars will be supplied with coffee/tea

No candles or salt and peppers will be kept on table

- Can be made available upon request and will need to be sanitized after use

Servers will not refill any drinks

- Can bring decanter or a fresh glass

Serving trays will be sanitized every time it is used to remove an item from a table

If dishes are sent back to the kitchen for modifications, they are to be disposed and remade to the guest's requests

Any order larger than \$100 will require multiple payments

- If the bill is \$150 there will need to be two payments
 - o One for \$100
 - o One for \$50

Social distancing must always be respected, or the guest will be asked to leave

Any guest displaying any visible sickness will be asked to leave

On-Course Food & Beverage Service

Guest must respect a two-golf club length distance at all times

The Beverage Cart attendant is to advise the golfers of the selection, prepare the beverages in a bag of ice or openly on the side of the beverage cart

Credit/Debit with tap is the preferred method of payment

- If they only have chip the machine must be sanitized after use

After receiving payment, the attendant must step back to allow the golfers to approach the Beverage cart and pick-up their order

Information for Customers

There is hand sanitizer provided at the front door and in each washroom

- Prepared to CDC standards for contact sanitation
- We heavily recommend using them

Credit/Debit is the preferred method of payment

- There is a 15% auto gratuity on dine in service
 - o If the guest does not agree with this policy, they server can remove the gratuity

Explain the empty seat at the table is for the server to drop of and pick up product

- Ask them not to move the chairs around

Guests are not to approach the bar at any time

Guests on the patio

- There is a high likelihood there will not be a seat inside for them in the event of heavy wind or rain
- They will be asked to pay for services rendered
- Food may be packaged up for take-out
- They must use the outside washrooms

Guests are to box up their own leftovers

Kitchen and BOH Procedures

Cutlery is to be soaked in a disinfecting solution for no less than 10 minutes before being washed the standard 2 times

Cutlery and dishes are to be scraped clean and then placed with the utmost care as to avoid splashing of any contaminated food debris

The dishwasher is not to use the spray arm to pre-rinse the dishes from FOH

Line-Cooks are to follow proper food safe procedures

All kitchen staff is to do their best to respect social distancing

If there are more than two cooks on the line, they will be required to wear masks

Protocols for Golf Course Maintenance

Shop, yard and other common Maintenance Areas

Maintenance facility access

- No outside visitors permitted, employees only except for deliveries
- Doors will be blocked open, so handles do not need to be touched where practical
- Lunch Room:
 - o Maximum 7 people at a time
 - o If more than 7 people need to meet meeting will be held in parking lot
- Locker Room:
 - o Minimize use of lockers, disinfect after each use
 - o Only 2 employees at a time

Maintenance Facility Cleanliness

- All door handles, light switched, fuel handles and other high touch items will be disinfected at least once per day
 - o In the morning
 - o Midday
- There are Lysol wipes throughout the maintenance area for staff use

On Course Set up / Service

Signage is posted at every tee box reminding golfers:

- Physical distancing
- Handwashing
- Flagstick etiquette

Bunker rakes have been removed

Golfers are to keep flagsticks in the holes

Flagsticks are disinfected regularly

Cups have a pool noodle in the bottom to keep ball from dropping to the bottom

Practice Facility

- Minimum of 6ft between hitting bays
- Flags are removed from putting greens

On course washrooms are cleaned regularly

On Course garbage bins will be emptied separately from all other tasks to minimize exposure

Equipment and Tool Use / Cleaning / Maintenance

Vehicles, mowers, equipment, tools, etc:

- All vehicles are single occupancy
- Each employee is required to disinfect their own equipment/tools before and after use
- Employees are assigned equipment at the beginning of a shift to avoid sharing between employees

Equipment Cleaning

- Spray equipment with disinfectant on all touch point areas including but not limited to:
 - o Steering wheel
 - o Gear shift
 - o Key
 - o Light and other switches
 - o Seats
 - o Gas caps/lid
- Must wear gloves while cleaning equipment