



Tobiano Golf Course COVID-19 Safety Measures

As of April 23, 2021

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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

All team members must sign in and sign off on the COVID-19 questionnaire at the beginning of each shift acknowledging that the following statements are true

1. I have not travelled outside of Canada in the last 14 days
2. I have not come in contact with anyone who has travelled outside of Canada in the last 14 days
3. I have not had any cold or flu-like symptoms such a fever, cough, sore throat, or shortness of breath in the last 14 days
4. I have not been in close contact with or cared for any person known to have the novel coronavirus in the past 14 days
5. I will follow all workplace health and safety instructions outlined by my supervisor

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

Staff are required to wear a mask indoors, as well as outdoors if they are working with another staff member or are within 6 feet of other staff and guests

Physical Distancing

All employees in the workplace must adhere to the following:

- Report to work with mindset to abide by physical distancing processes
- Minimize interaction with customers and fellow employees whenever possible
- Keep at least 6 feet distance between yourself and others

When Physical distancing is not possible ask yourself

- Can this task be delayed?
- Can it be done with appropriate distancing in another way?

Hand Washing

Handwashing by Health Canada:

- Remove jewelry and wash hands with soap and water for 20 seconds
 - o Ideally water warmer than 25 degrees Celsius
- Should be completed
 - o At the beginning of shift
 - o Frequently during shift
 - When entering or leaving any structure on golf course
 - After touching shared items
 - After handling cash or credit/debit cards
 - After each delivery (if contact was made)
 - Before and after breaks
 - o After using the washroom
 - o After shift
- If soap and water are not available use alcohol-based hand rubs or hand sanitizer

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
- Cash only when necessary
- 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

Outside Bathrooms

- The Restrooms must be cleaned and disinfected regularly 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 always be worn 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
- Power cart charging cords
 - Disinfected throughout the day
- Cart watering station
 - Disinfected prior to and after use
- Driving Range
 - All the balls and crates must be sanitized after each pick
 - Ensure that you sterilize the picker like you would the power carts after each use
 - Do not leave any garbage or personal belongings in the picker
 - Staff must wear gloves when washing the balls and stacking the driving range

The Black Iron Club and Grill

- Following day to day Canadian Food Safe procedures are required in order to ensure zero cross contamination from:
 - Outside sources
 - Other staff members
 - Other food items
 - 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 always take place within the Clubhouse
- FOH staff members are (whenever possible) assigned individual debit machines and touch pads to avoid cross contamination between units
 - 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
 - If no bartender is on shift the phone must be sanitized after every use

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

Protocols for Golf Operations

Tee Time Policy

Bookings can be made online through our website at www.tobianogolf.com or by calling the Pro Shop at 250.434.7373.

In compliance with provincial travel restrictions, new reservations for the period of April 23rd through May 25th are being accepted from the Interior Health and Northern Health Regions of British Columbia only.

Mandatory for booking

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

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 household or core social circle.

Threesomes

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

Foursomes

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

Cart dividers / sneeze guards will be in all carts

While typically, two carts are permitted per tee time, individual carts may be available at an extra charge of \$25 per additional seat. If you require more than two carts for your foursome or more than one cart for your twosome, you must call the pro shop and request them a minimum of 24 hours in advance

Carts MUST be off the golf course by dusk NO EXCEPTIONS

Check-In and Payment Policy

Upon arrival guests are to speak to the outside service employee

For the safety of our staff and guests we want to limit any unnecessary patrons entering the building so we encourage payment of green fees be done with the credit card left on file at the time of the booking, however guests may enter the pro shop to pay for their green fees if necessary.

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 as some chemicals may damage them

There will be no bag drop service

- Guests are required to load and unload items on the power carts themselves

Guests are not to arrive more than 1 hour prior to their tee time (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.

Guests may handle merchandise if they sanitize before they do so.

There will be no refunds or exchanges on any merchandise purchased at this time

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

Practice Facility Policy

Hours of operation are 1 hour before the first tee time to 1 hour before dusk 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 1 hour 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

Physical distancing is required while using all practice facilities at Tobiano

There will be 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

On-Course Measures

A bunker rake will be provided on each power cart

- Please ensure that you do not leave your rake in the bunker after use
- You may improve your lie within the bunker

On course washrooms will be open and sanitized regularly

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

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 you 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 always practice social distancing (2m / 6ft apart from each other) NO handshaking, NO hugging etc.

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

THE CLUBHOUSE PATIO WILL OPEN WITH LIMITED SEATING AVAILABLE.

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

We are not accepting new reservations from guests outside of the Interior Heath or Northern Health regions at this time

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

- Or guests can come in to receive their order from the bar located in the dining room

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

Tap is the preferred method of payment. However, not mandatory

- Machines will be sanitized after every use

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 or a menu in a plastic sleeve

- Plastic Menus will be sanitized after every use

Guests are required to use supplied hand sanitizer, and sign into our contact tracing at the front

There is to be no standing service, guests must always be seated unless on their way to the bathroom and/or leaving

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

Beverage classes are not to be refilled by serving staff

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

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

Guests are to box up their own leftovers

On-Course Food & Beverage Service

Guest must always respect a two-golf club length distance

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
- Cash payments are not preferred at this time
 - o Staff are not required to carry a float

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 proved at the front door and in each washroom

- Prepared to CDC standards for contact sanitation

Credit/Debit is the preferred method of payment

- Machine will be sanitized after every use

Guests on the patio are encouraged to use outside washrooms

Kitchen and BOH Procedures

Cutlery is to be soaked in a disinfecting solution for no less than 5 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

Protocols for Golf Course Maintenance

Shop, yard, and other common Maintenance Areas

Maintenance facility access

- No outside visitors permitted, employees only except for deliveries or with prior arrangements
- Doors will be sanitized regularly
- 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 switches, fuel handles and other high touch items will be disinfected at least once per day
- There are Lysol wipes and hand sanitizer located throughout the maintenance area for staff use

On Course Set up / Service

Signage is posted at the first and tenth tee boxes reminding golfers:

- Physical distancing
- Handwashing
- Flagstick etiquette

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
- Non removable targets are on the putting greens

On course washrooms are cleaned regularly

Equipment and Tool Use / Cleaning / Maintenance

Vehicles, mowers, equipment, tools, etc:

- If vehicles are double occupancy masks will be mandatory
- Each employee is required to disinfect their own equipment/tools before and after use
- Whenever possible employees are assigned equipment at the beginning of a shift to avoid sharing between employees
- Equipment changes will happen up at the shop so proper sanitization can happen

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