

## COVID-19 INFORMATION

# RELAUNCH CONSIDERATIONS

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To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

## Guidelines:

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### Distancing Measures

**Considerations:** *How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?*

**CUSTOMERS** - We have instituted a 1 person per cart, unless from the same household policy. We inform every golfer to maintain social distancing. We have Marshals on our busiest times to monitor social distancing. We have removed most of our tables from the interior of our clubhouse. We have clearly marked lines so people stand in clubhouse according to social distancing. We have arrows in the clubhouse to control the flow of traffic. All bathroom traffic is to enter and exit through the back of the clubhouse to control the amount of people in spaces at one time. On our busiest times we are asking that golfers between 9 holes not to stop at the clubhouse but to use the beverage carts on the course for this purpose.

**MAINTENANCE DEPARTMENT** - Jobs are given outside of the shop. There should never be more than 2 people in the maintenance shop at any given time. Wherever possible we are doing solo work only. We are not sharing carts. Each staff has their assigned golf cart to work in for the year. Lunches are taken solo. Lunch times are staggered. Trips to the clubhouse are to be limited as much as possible.

**PROSHOP** - We have altered our schedule so we only have 1 proshop staff working at any given time. Occasionally during the busiest times, we may have 2 staff only but only when absolutely necessary. We have a greeter outside of clubhouse who is assisting in giving our customers our Covid policy, as well as directing traffic around the clubhouse. These greeters will be on site during our busiest times of the day. Our beer cart staff will primarily be outside and only in the clubhouse during stocking periods, start and end of shifts and during periods of poor weather.

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### Cleaning

**Considerations:** *How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)? How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?*

We will have only one staff working on a cash station at a time. We have a policy in place that between shifts all high contact areas that our staff use is sanitized thoroughly prior to shift change. We ask our staff to sanitize our debit machines between use if the customer or employee has made contact with it. We have implemented a checklist to ensure our staff inside the clubhouse is cleaning and sanitizing the clubhouse bathrooms regularly. At that time the clubhouse staff are also sanitizing high contact areas such as light switches door knobs and counters. We have removed all self services options and items for purchase are sanitized and only handed to customers by our clubhouse staff. Scorecards and Pencils are to be obtained from our greeter or proshop staff.

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## Screening for Symptoms

**Considerations:** *How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?*

All of our staff and volunteers are aware that the days of toughing it out when you are sick is over. If you have a cough, fever, shortness of breath, or sore throat (that is not related to a pre-existing illness or health condition) that they are not to come to work.

If a customer is noticed to display the symptoms of fever, sore throat, cough, runny nose or difficulty breathing that is not from a pre existing condition, we will record their name and phone number and immediately ask them to leave the golf course property recommending that they go home and isolate.

We have a list of volunteers and staff members on hold ready to work if our staff gets sick or circumstances arise that prevent our staff from coming to work. There are 2 Dorchester brothers that do not live on the property that would work if any of the managers should fall ill.

We keep track of all of our staff hours on a daily basis and have a schedule in place that we could cross reference if need be.

If a staff member comes to work with symptoms, they will follow hand hygiene and respiratory etiquette and maintain at least 2 metres away from other employees, volunteers and patrons while leaving the premises. If this employee does not have their own transportation, management will support them in arranging for transportation home where needed. Once a sick individual has left the workplace, surfaces and areas that they may have come into contact will be cleaned and disinfected. As well, management will immediately record the names of all close contacts that the sick worker has been in contact with that day and in the 48 hours prior to when the symptoms started in the case.

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## Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

**Considerations:** How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?

Dorchester Ranch Golf Course is providing PPE for our staff. We have latex gloves and masks in the clubhouse, and our staff is aware of its location and availability. We are able to maintain social distancing during transactions, so masks are not necessary. Proshop staff complete a daily PPE checklist to ensure time to restock when needed. Our customers do not have to wear PPE at our facility at this time.

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## Responsibilities

**Considerations:** Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?

The responsibilities for ensuring staff and are following these precautions falls on various individuals. When it comes to the staff the responsibility falls on Aidan Fitzgerald – Superintendent for Maintenance. It falls on Kyle Dorchester for Proshop/Beer cart/Volunteers.

The responsibilities for ensuring customers follow precautions falls on our staff and volunteers. Our greeters and Proshop staff will inform customers of our policies. Our Marshals, Proshop Staff and Owners will enforce these precautions.

We have an updated contact list of all workers and volunteers in the clubhouse

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Owner/Manager: \_\_\_\_\_

Date: \_\_\_\_\_