

Guidelines for Reopening Clubs*



PREFERRED CLUB and its risk management team are closely monitoring how COVID-19 will affect clubs as they begin to reopen. We are evaluating directives from government agencies and in discussions with health experts and club managers as the situation continues to evolve.

It's clear that while COVID-19 may be on the decline in some areas, it can easily change course. That's why, now more than ever, the health and safety of your members, guests and employees must be of paramount importance and when your state allows clubs to reopen, they should look and operate differently than before.

Remember, while everyone is anxious to return to work and normal activities, both members and employees will have different comfort and fear levels in doing so. This is a time when clubs can differentiate themselves for the care they take to ensure member and employee safety while facilitating a positive member experience within new guidelines.

To help you get ready for opening, we have developed these guidelines for your club. There is no guarantee that COVID-19 will not appear at your club, but following these guidelines should minimize that potential and the possibility that a club may be forced to close again.

KEY ISSUES

Each club should develop and implement appropriate policies, in accordance with Federal, State, and local regulations and guidance, and informed by industry best practices. Key areas to address are:

- *Social distancing and protective equipment*
- *Sanitation and hygiene, including use and disinfection of common and high-traffic areas*
- *Temperature checks and workforce monitoring for indicative symptoms: Do not allow symptomatic people to physically return to work until cleared by a medical provider.*

PREPARE PHYSICAL LOCATIONS

- *Plan on opening with "Limited Use" so staff and members can grasp new procedures over time. Then transition to "Full Use."*
- *We recommend a daily "pre-start" checklist for each club operation so that staff can learn and then notify members of the new procedures being taken.*
- *Plan for Social Distancing, which is recommended to be 6 feet from another person at all times, to continue for some period of time. Temporarily update your member and guest agreements to include social distancing. Remember, a failure to abide by this requirement places greater risk on your club and may require your club to temporarily close again.*
- *You will want masks, alcohol-based hand sanitizer and non-touch digital thermometers on hand. All employees and patrons should have their temperature taken prior to entering the club. If anyone has an elevated temperature, they will be asked to leave and self-quarantine for two weeks before returning (permission from doctor?)*
- *Prop open doors to minimize touching – including the kitchen, restaurant, bar and lavatories. Temporary fabric walls can add privacy where needed.*

GOLF OPERATIONS

Golf is the first club operation that will open as it is the easiest to manage.

Member Behavior

- *Golfers must remain 6' apart at all times.*
- *Golfers should not shake hands before, during or after their round, and should not share clubs or equipment.*

* These guidelines are for informational purposes only and should not be construed as legal advice on any subject matter and do not supersede any local or state jurisdiction. Please consult your municipality for specific reopening guidelines.

- Carts will be limited to one person and one bag and be returned clean and free of bottles or trash.
- Golfers should provide their own score cards and pencils
- Golfers not abiding by these policies place the club at risk and should be asked to leave and no refund provided. Develop a protocol for handling these situations safely and with the right personnel.

COURSE CHANGES

- Accept credit card or electronic payments only.
- Tee times will be staggered.
- Suspend any curbside bag handling or other valet/caddie interaction.
- Encourage use of outside restroom facilities with disinfectant provided in each porta-potty. Suspend the provision of refreshments on the course (coolers, water cans, etc.)
- All rakes should be removed from the course, and remove or cover all water coolers and ball washers in order to limit community touch points.
- The flagstick should always remain in the hole and should not be touched. We recommend a raised foam insert or liner and ball is deemed in the hole if in contact with the liner.

FOOD SERVICE

Always refer to the local and state health department guidelines for food handling and distribution.

- While many kitchens remain open for take-out only, eventually table service will return. Assume less than 50% of current table seating with fewer chairs at each table. Ultimately, you'll likely have one-third of your past seating capacity. The same holds true for outdoor seating which should be encouraged in warmer climates.
- Fewer seats require fewer wait staff for less traffic.
- Wait staff should wear a mask and gloves with gloves changed after each table order with hand sanitizer applied between table order delivery.
- Mobile menu ordering is ideal but disposable menus are acceptable.
- Keep sick employees at home until they have been symptom free for 1 week.
- Continue to offer "To-Go" food as delivery and curbside pickup.
- While you have checked temperatures at the club entrance, have additional napkins or tissues available for patrons. A single cough or sneeze may make fellow patrons uncomfortable.
- In the event of vomit, have Personal Protective Equipment available for cleanup and dispose of any food that may have been exposed.

PROSHOP

- Limit the number of patrons in the Pro Shop at any one time. The actual number of patrons will be dependent upon the size of your Pro Shop.
- Encourage online purchases including BOPIS (Buy online, pickup in store).
- It is recommended that you place arrows on the floor to better manage the traffic flow during peak periods.
- Limit customer access to goods on display (shelves, hangers, etc.) by having employees pick from racks.
- If any items are removed from a rack and not purchased, sterilize before re-stocking.
- Wipe down the counter and credit card reader after every use. We recommend placing plastic wrap over the credit card read (except for chip area) to make cleaning easier.

EVERYONE CAN HELP

As individuals, we should continue to practice good hygiene. This means:

- Washing your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
- Avoid touching your face.
- Sneeze or cough into a tissue, or the inside of your elbow with your head turned to the side.
- Disinfect frequently-used items & surfaces as much as possible.
- Strongly consider using face coverings while in public, and particularly when indoors.

PEOPLE WHO FEEL SICK SHOULD ALWAYS STAY HOME

Patrons will have their temperature taken and be turned away if they exhibit signs of a fever. To ensure a smooth transition to this policy, consider communicating in advance of re-opening with all members to explain the new policies. Then develop a protocol for employees to follow to ensure members are treated with respect and sensitivity.

Employees who feel sick should not go to work. Encourage employees who feel sick to contact and follow the advice of their medical provider. In the event of a positive COVID test, your club should develop and implement policies and procedures for employee contact tracing. This will likely result in the club being closed for several weeks. During this period, the club should plan for a thorough cleaning using an outside service provider with proper equipment.

Have additional recommendations? Call Philip Harvey, Jr., EVP at 800-282-6247 ext. 300 or email pharveyjr@ventureprograms.com