



*Shuswap National*

## Shuswap National Golf Course COVID-19 Safety Plan

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness around, and our enhanced protocols for, the health and safety for our staff and our customers.

Shuswap National is committed to following the steps outlined in each of the areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols and our required usage of PPE.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. Through our enhanced awareness, we aim to help the Provincial Ministry of health to reduce the risk of person-to-person transmission.

Our plan is current as of this date:            April 3<sup>rd</sup>, 2021

## Team Member Illness Policy

If a staff member is showing any signs of illness they are expected to stay home

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

If a staff member lives in shared housing with any individual who has COVID-19 or is showing symptoms of COVID-19 we require they stay at home until they are cleared to return to work.

All team members are required to sign in and sign off on our self assessment questionnaire at the beginning of each shift and acknowledge that the following statements hold true for the individual:

1. I have not travelled outside of Canada within 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 as a fever, cough, sore throat, or shortness of breath in the last 14 days
4. I will follow all workplace health and safety instructions outlined by the General Manager, Restaurant Manager and Head Golf Pro of SNGC.

Use the B.C. [COVID-19 Self-Assessment Tool](#) to see if you need to be tested for COVID-19.

<https://bc.thrive.health/>

See the BCCDC page on COVID-19 [Testing](http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing) for more information. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>

## Team Member Responsibilities (Office, Food and Beverage & Golf Operations)

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

Disposable gloves should be worn when sanitizing and cleaning

Maintain physical distancing of 6ft from all staff other staff and guests \* DO NOT shake hands, hug, or touch patrons or staff\*\* A simple “hello” or wave is appropriate.

Staff are required to sanitize and wash hands when they arrive for their shift and frequently throughout their shift. Sanitizing should always be done after handing credit/debit cards, after each delivery, before and after breaks, after using the washroom etc.

Hand washing stations are available in many easy to access areas within the building. Sanitizer will also be provided.

*Proper handwashing guidelines are as follows:*

1. **Wet** your hands with running water
2. **Apply** soap
3. **Lather and scrub** your hands with soap, covering all surfaces including the palm and backs of your hands, between your fingers, and under your nails for at least 20 seconds.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel.
6. **Use** a towel to turn off the tap (in public spaces)

If you are using alcohol-based hand rub, ensure your hands are not visibly soiled, apply about a loonie-sized amount of sanitizer and rub all surfaces of your hands until completely dry, about 20 seconds.

**Masks must always be worn by staff while on shift or in the building.** *Masks are most effective when fitted, worn and handled correctly. Masks should:*

- ✓ Cover the mouth and nose and go under the chin
- ✓ Fit tightly with no gaps (consider adjustable masks)
- ✓ Be made of three layers of fabric, including two layers of tightly woven fabric, with a filter or filter fabric between layers. If there are two layers with a pocket for a filter, use a filter

### **Physical Distancing**

All employees in the workplace must adhere to the following:

- ✓ Report to work with the 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
- ✓ Staff should ONLY use washrooms on the upper floor. Main level washrooms are for guests only
- ✓ Staff will enter the building from back or side doors only. Front doors will be used by guests only
- ✓ Staff are encouraged to stay in their departments only while on shift

### **Cleaning, Sanitizing and Disinfecting Protocols**

*We have enhanced our cleaning and hygiene practices in response to COVID-19.*

**Bathrooms:** Our bathroom are cleaned frequently cleaning record is posted on the back of bathrooms doors. All entry/exit and stall door handles, toilet seats, flush mechanisms, urinals and sinks will be cleaned each time. Guests are asked to be respectful of the 6ft rule and by obeying the 1 person maximum limit in washrooms at all times. All washrooms will be equipped with sanitizer and signage explaining the importance of washing before and after using the facilities.

**High Touch Locations:** High touch locations are cleaned frequently. Entry/exit, kitchen or service door handles, POS machines, service counters, bussing stations, service stations, debit terminals will be cleaned each time.

Golf Reception desk and/or hostess station and/or service counters and front door handles are wiped down in 30-minute intervals with approved sanitizers.

**Outside Services/Back of Shop:** Following each use of the power carts, they will be thoroughly cleaned to COVID-19 Industry standards. Staff will wear disposable gloves while cleaning. Cleaning and disinfecting will cover the following areas:

- Steering wheel, arm rests, seats, forward/reverse button, keys, roof safety handles, upper cubbies, lower console and cup holders, rain clips, windshield, coolers and sand bottles.
- Staff radios, power cart charging cords, cart wash stations will all be disinfected throughout the day.

**Driving Range:** All the balls and crates will be sanitized after they are cleared from the range. No personal belongings or garbage will be left by staff in the picker. Staff must wear gloves while washing the balls and stocking the range.

### **National Kitchen and Patio**

Staff must ensure hair is pulled back and staff uniform shirts are clean and tucked in. Host Stand to be wiped down regularly. Between customers, tables, chairs, menus, tablets, coat hooks and any condiments that have been brought to the table must be cleaned or sanitized between parties. For counter service, POS machines should be sanitized between patrons who must touch the number pad.

When staff switch positions, any shared equipment should be sanitized. This should especially include all repeated contact surfaces such as computer terminals, keyboards, POS machines.

Remove everything from the table after guests leave and clean the table and chairs completely. One staff member is designated to answering the phone while on shift.

### **Maintenance Staff**

Maintenance staff will only enter the building if/when required to do so. If building/equipment repair is needed, schedule a repair time after working hours when patrons/diners are no longer on the premises if possible.

### **Protocols for Golf Operations**

Bookings can be made online or through our website [www.shuswapnational.com](http://www.shuswapnational.com) or by calling the Pro Shop at 250-832-3285 extension 101.

Tee times will 9 minutes apart. Walk on's are not permitted at this time. Same day replay rounds may not be available

**\*\*First Name, Last Name, Phone Number, Email Address, Valid Credit Card are REQUIRED for golf bookings\*\***

### **Cart Sharing Formats**

Guests will be assigned a cart that has been sanitized for their use. There will be no bag drop service. Guests are required to load and unload their personal items. Garbage and recycling bins are located on the roundabout by the clubhouse entrance and in the main parking lot.

*\*Twosomes* of your social circle.

*\*Threesomes*- three players of your social circles 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 in one cart & two same social circle players in another cart

### **Pro Shop Check- In and Payment Policy**

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 to be done with credit card left on file at the same time as booking. However, guests may enter the pro shop to pay for their green fees separately if necessary.

Guests may handle merchandise if they sanitize beforehand. There will be no refunds or exchanges on any merchandise purchased at this time. Preferred method of payment is by credit/debit card with tap.

### **Practice Facility**

Hours of operation are half hour before first tee time and will close with last tee time 7 days a week. Guests must use their own balls on the practice greens.

Physical distancing is required while using all the practice facilities at SNGC.

Other than green fee players, public use of the practice facilities is not permitted at this time

### **On Course Measures**

On course washroom facilities are open 7 days a week and are located on holes 6 & 13. They will be cleaned and sanitized throughout the day.

Cups will be set with foam riser so golf balls will enter the hole but not to be sunk to the bottom for easy retrieval. Guests are asked to refrain from touching the flagstick.

Guests are to avoid 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 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.

NATIONAL KITCHEN AND PATIO WILL OPEN WITH LIMITED OUTDOOR SEATING AVAILABLE.

We are NOT accepting international guests 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 National Kitchen and Patio Food and Beverage Operations**

#### **Takeout Service:**

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 they can come inside and retrieve their order from the designated takeout table. An employee will deliver the takeout to the guest. Tap is the preferred method of payment. Machines will be sanitized after every use.

### **Restaurant & Patio Dine-In Service Protocols**

## **ALL INDOOR DINING PROHIBITED AT THIS TIME.**

We are offering outdoor dining only. Tables are set up in accordance to social distancing guidelines and may NOT be moved. Only table service will be provided at this time and guests must remain seated unless they need to use washroom facilities. Guests are asked to wear masks at all times while not seated at their table.

### ***\*\*Reservations are not accepted at this time\*\****

-Guests will be asked to wait to be seated by a staff member. Guests will be asked to sanitize upon arrival at host stand. The host/server on duty will record the full name and phone number of one of the guests in each party for Covid-19 tracking purposes. We will not give out any personal information.

-Maximum of 6 guests per table. A group of more than 6 guests will be required to sit at multiple tables that are pre set.

-Guests may be asked to wait to be seated while we ensure the proper cleaning protocols have been met after each customer has left the table.

Servers will make minimal trips to the table to avoid any unnecessary contact with the guests.

-Guests will be asked if they require water upon being seated.

-No tent cards or salt & peppers will be set on the table and only delivered if requested. Each item will be sanitized after use.

-Beverage glasses are not to be refilled by service staff. Trays will be used at all times to deliver/clear all drinkware. Trays will be sanitized after every use.

if dishes are sent back to the kitchen for modifications, they are to be disposed and remade to the guests requests.

-Guests are required to package up their own leftovers.

-One way flow of traffic is strictly enforced with staff on shift in and out of the kitchen and back of house.

Only one service staff member behind the bar at one time. Frequent hand washing and sanitizing will be enforced while on shift.

The restaurant (when open) and patio should be deep cleaned and sanitized after each service and/or nightly. Focus on all contact surfaces, high use areas and use recommended sanitizers, etc.

Once tasks are complete, they should be inspected and signed off by a supervisor or manager on duty and logged

**Social Distancing must always be respected, or the guest will be asked to leave. No "table hopping" is allowed. Any guest displaying any visible sickness will be asked to leave.**

## **On Course Food & Beverage Service**

*\*Guests must always respect social distancing protocols\**

The beverage cart attendant is to advise golfers of the selection of food and beverage offerings.

One guest ordering and approaching the cart at one time.

Guests are not to reach into the cart, coolers, or sandwich tray.

Credit/Debit with tap is the preferred method of payment. The machine will be sanitized after each use.

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

### **Kitchen and Back of House Procedures**

Mandatory hand washing is required when entering the kitchen. Employees must change into clean work clothes before starting their kitchen shift. This can mean putting on a chef coat or changing into a separate t-shirt and apron.

Up to date signage on proper kitchen sanitizing and setting timers for hand washing during this COVID-19 period will help set a tone of vigilance.

Staff will use a designated set of knives or hand tools per shift to ensure that there are less touches between team members. **\*\*Be mindful of updated regulations from relevant departments of health to ensure that your team are following best practices in preparing food\*\***

-Masks are required to be worn at all times on shift or in the building from the back of house staff

-One way traffic for all service staff in and out of the back of house

-Back of house staff are NOT ALLOWED behind bar or in restaurant while on shift

-Servers will bring dirty dishware to the dish area. Dishes and cutlery are to be soaked in a disinfecting solution for no less than 5 minutes before washing the required two times

-Observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc. We will limit the amount of staff allowed in the change room, walk-in cooler/freezer, and dry storage at the same time

-Create distance between prep areas and/or workstations at all times,

-During service, we will limit staff working alongside each other too closely and observing social distancing protocols whenever possible

-Prepared food will be placed on the hot or cold line and a server will pick-up and deliver to the guest promptly.

Kitchen should be deep cleaned and sanitized after each service and/or nightly. Focus on all contact surfaces, high use areas and equipment, recommended sanitizers, etc.

Once tasks are complete, they should be inspected and signed off by a supervisor or manager on duty and logged

## **Flow of Foot Traffic- All Departments**

To reduce the amount of person to person contact we have implemented a new floor plan walkway route for staff and guests. Staff will be required to enter work through clubhouse back or side entrances. Dining and Golf guests will use the main entrance. After guests have completed golf check-in they will exit through the side pro shop door. Restaurant guests will exit the restaurant using the side patio exit. This in turn will create one-way traffic for all guests reducing the amount of person to person contact.

## **Staff Training**

At SNGC, we have provided restart training for all our staff and will be conducting weekly training updates through email to our staff to ensure that any changing regulations are enforced and to respond to any concerns being brought forward by staff or guests.

Our goal for our training is to ensure that our staff are safe in the workplace. Each employee has agreed to our health check, as this is our front line defense against COVID-19 in our workplace. Our training covers:

- ✓ Physical distancing measures
- ✓ New sanitation and cleaning processes
- ✓ Sanitation and cleaning product instructions and sitting time
- ✓ Daily cleaning and deep cleaning checklists

Staff have a designated person to speak to, who they can ask COVID-19 related questions to.



