

Coyote Creek Golf Resort-Pro Shop Operations COVID-19 RELAUNCH GUIDELINES

Distancing Measures

- Maximum of four (4) patrons at a time in the Pro Shop
- Distancing lines have been placed two (2) metres apart inside the Pro Shop and leading into the buildings
- Directional flow arrows have been added to ensure proper social distancing measures are met
- Plexiglass barrier has been installed at the Pro Shop sales counter to protect our staff and customers
- Pro Shop is operating on one workstation only
- Power carts for rental have been parked for rent a minimum of two metres apart
- Patrons shopping for merchandise are encouraged not to touch products unless they are interested in purchasing the item. All high touch merchandise has been moved behind the counter.
- If a garment has been touched or tried on, the garment will be put in a separate room for a period of 24 hours before being restocked
- No returns on merchandise

Cleaning

- Staff members frequently clean/sanitize their workstation, including their computer screen and keyboard, phone, debit machine, cash register, receipt printer and other high touch points
- Washrooms are cleaned and sanitized every three hours and recorded daily
- All high touch points are sanitized frequently throughout the day, including door handles and counters
- All power carts, pull carts and driving range baskets have been sanitized before any customer contact
- A complete list of high touch areas are provided to each staff member for regular cleaning and sanitizing
- Scorecards and pencils will either be distributed after sanitation by the Pro Shop staff member or Starter when applicable

Screening for Symptoms

- All staff members must complete a medical questionnaire and have their temperature taken to ensure they do not have a fever prior to starting their shift
- Any staff member, who starts to show any symptoms, will be asked to head home immediately and quarantine for the next fourteen days
- Extra staff are available, on a call in basis, if the need is required due to a staff member becoming ill and having to quarantine
- All staff attendance is being recorded daily

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

- Pro Shop provides all necessary PPE supplies, including masks, gloves, hand sanitizer and disinfectant
- Pro Shop attendant is not required to wear a mask because they can maintain a safe social distance from the customer and a barrier has been installed at the counter
- Power Cart sanitizers and Back Shop employees must wear a mask and gloves when dealing with power carts, pull carts and driving range baskets
- Frequent hand washing is encouraged along with sanitizing
- A daily inventory log is kept of all PPE supplies on hand

Responsibilities

- Director of Golf, Dean McBride, will ensure all Pro Shop personnel have been thoroughly trained on all COVID-19 protocols
- Pro Shop personnel are responsible for ensuring all Back Shop, Starters, Marshals and any other employees are following all protocols
- An up to date contact list of all employees is posted in the office and it is recommended that staff members update their personal cell phones with these contacts

Dean McBride, Director of Golf

May 21, 2020