

Best Club Practices (Policies & Procedures) in Responding to COVID-19

Golf Australia has collated *Best Club Practices* in dealing with COVID-19. The information has been sourced from around the world and from clubs in Australia who generously provided their policies, procedures and communications willingly to assist others.

Golf Australia has been communicating with all clubs & facilities on all measures being announced by the Government and the Chief Medical Officer.

News at hand is of a club member having been diagnosed after a visit to his club post attending an interstate function. Further news suggests the management plan the club had in place has appropriately gone into action. If your club has members who are medical practitioners you may consider inviting them to form a Medical Working Group to assist your club in developing a “Medical Management Plan” and also to assist in providing further updates as they come to hand.

Your club may already have communicated on its Medical Management Plan with your members, staff and guests however, as the situation continues to evolve, you may wish to reference the “*Best Club Practices*” we have collated.



BEST CLUB PRACTICES - UNTIL FURTHER NOTICE

With some of the practices we have listed multiple choices for clubs to consider as they deem best suits their club. Boards and management are asked to consider the implementation of the numerous points below. Some may not be applicable to your club however we urge all clubs to be pro-active in protecting their members and staff from COVID-19

Clubhouse Operations

- Cashless transactions are effective immediately. Members can only pay via EFT or by charging to their member account.
- Contrary to previous requests, Membership cards are not to be handed to staff who will require membership numbers to be stated for charging purposes.
- All ‘front of house’ staff will wear gloves.
- No meetings, seminars, bridge groups or alike will be permitted.
- Member and other functions have been cancelled until further notice.
- All Board meetings will be conducted online.
- Limit seating areas to comply with the maximum allowable and ensure the recommended 1.5 metre distance is provided for. All surplus furniture will be removed.
- The Government has announced non-essential gatherings of over 100 people are banned.

- Consider one-tee time sheets to avoid large numbers within the clubhouse.
- No shotgun starts.
- Hand towels & bath towels will not be supplied, members wishing to shower should bring their own towel.
- Sugar, Salt & Pepper shakers will not be on tables.
- Newspapers and magazines will not be available.
- “Wagers” will be suspended until further notice.
- Cutlery & napkins when required will be wrapped and provided by staff.
- The board and management may amend service times and reduce the menu offerings.
- Food service will be limited to pre-packed sandwiches and “after golf snacks.
- Where possible, doors may be wedged in the open position.
- All communal sunscreen, hairbrushes and lotions will be removed.
- Increase amount of hand sanitizer in key locations
- “Some” clubs have closed their catering.
- Clubs particularly overseas clubs have closed their clubhouses and limiting members to social golf only.
- Consider providing take -away meals/snacks to members.
- Members should not share food e.g. bowls of chips.
- Close & lock non-essential rooms e.g. card rooms.
- No “tap” beverages will be served until further notice; only bottles and cans will be served.
- Hot drinks only to be served in “take-away containers. Re-usable (Keep Cups) will not be filled by staff.

Course

- One person per golf cart. As the number of carts may be limited members should consider if their use of a cart is necessary. The club reserves the right to allocate carts to those most needing. Cart fees will be adjusted accordingly.
- Flag pins should not be handled unless using the hand wearing a golf glove; or
- Remove flag pins from the green and in lieu provide daily pin position sheets to players; or
- Consider implementing a Local Rule that the pin must remain in the cup when putting.
- Some clubs are turning the hole cup over which enables players to easily retrieve their ball from the cup (the bottom side of the cup is very shallow).
- Remove bunker rakes and instruct members to smooth footmarks etc. with their foot; or
- Advise members to rake footmarks with their gloved hand only; or
- Declare all bunkers as GUR Play prohibited.
- Turn off all drinking water faucets if possible and/or cover the tap with zip tied plastic bags. Members to be advised to purchase water bottles and alike before play.
- Remove all ball washers.
- Best practice for handling scorecards is yet to be determined. Scoring apps if available should be considered; or
- When scorecards are used the kiosk facility will not be used. All cards must be returned to the staff for data entry.
- All advice pertaining to avoiding actual contact between players should be observed. Two club lengths’ distance at all times.
- Wear at least one glove at all times while playing.
- Regularly wash your hands with hot soapy water as often as possible.
- Avoid touching your eyes, nose or mouth.
- Use alcohol-based hand sanitiser frequently.

- Remove small pins from practice greens.
- No self-serve beverage stations will be provided.
- Players to score own cards and record “markers” score.

Membership & Staff

- Until further notice, no guests or reciprocal members permitted to attend the club.
- One person per golf cart. As the number of carts may be limited members should consider if their use of a cart is necessary. The club reserves the right to allocate carts to those most needing.
- Members & staff must, as a matter of urgency if diagnosed positive with Coronavirus, report the fact immediately to the Club and provide all relevant information to the management about their movements within the club.
- Members or staff who test positive will be required to provide a Doctors Certificate stating they are no longer carrying the virus before entry to the club is again permitted.
- If you have returned from overseas on or from midnight 15 March 2020, you must self-isolate for fourteen days and not attend the club. If you develop any symptoms seek urgent medical advice
- In the coming weeks the board will consider how the club can support any members or staff who may be in need. Any member or staff member that needs assistance or is aware of another member or staff member that might do so, should contact the General Manager immediately.

Staff

- Upon advice, all staff will be provided with an opportunity to have a flu shot at no cost.
- Staff will increase the frequency of cleaning down surfaces with the appropriate anti-bacterial products.
- Staff including groundstaff will be rostered into separate teams.
- All staff will increase their hand-washing frequency.
- Rosters will be amended where required to reduce risk of exposure and members service.
- Where possible roster staff to specific duties. One person on coffee, one person on POS etc.
- Hold a staff meeting to inform of the club policies and ensure staff well-being.
- Be aware of stand-down provisions. Encourage staff to take leave.

As at 19 March 2020

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