

In accordance with British Columbia Health Authority and WORKSAFE BC guidelines, Wildstone Golf Course has implemented the following procedures to provide a safe environment for employees and guests.

**COVID-19** is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

Symptoms of human coronaviruses can:

- take up to 14 days to appear after exposure to the virus
- be very mild or more serious
- vary from person to person

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

The best way to prevent the spread of infections is to:

- wash your hands often with soap and water for at least 20 seconds;
- avoid touching your eyes, nose or mouth, especially with unwashed hands;
- avoid close contact with people who are sick;
- cough and sneeze into your sleeve and not your hands;
- practice physical distancing of 6 feet (2m) at all times;
- stay home if you are sick to avoid spreading illness to others; and
- wear a mask or face covering, to protect the people and surfaces around you.

#### **GOLFER POLICIES (POSTED)**

- **STAY HOME** - If you are experiencing COVID-19 Symptoms.
- **STAY HOME** - If someone in your household has COVID-19 Symptoms.
- **MASKS are REQUIRED** when in any indoor space at the facility.
- Wash your hands thoroughly and regularly.
- Limit touch points during your day, minimize contact as much as possible.
- Hand sanitizer stations will be available.
- Physical distancing of 6 feet (2m) is required at all times.

#### **Reservations:**

- Tee Times reservations are required prior to arrival. Call 250-489-1282 or book online [www.WildstoneGolf.com/teetimes](http://www.WildstoneGolf.com/teetimes)

**Arrival/Check In:**

- No outside liquor or alcoholic beverages permitted; it is the Law.
- Physical Distancing is Required.
- Sanitize hands at arrival prior to check-in and before entering the Pro Shop.
- Efforts have been taken to make check in as touchless as possible with Debit or Credit Card Tap payment. Cash sales are also accepted.
- Practice greens and driving range facilities are open for golfers to warm up.
- Range Baskets will be sanitized for guest use.

**Power Carts:**

- Power carts will be thoroughly washed, disinfected and staged for guest use.
- Additional fee required for Guests that request to ride solo in a power cart.
- As always keep carts out of natural areas between holes and not beyond approach area stakes. Carts are to be driven on paths and mowed grass only.
- Please empty All Garbage and Recycling into supplied bins after the round.

**Golfing:**

- Maintain 6' (2M) physical distance on the tee and on the greens.
- Keep up an appropriate pace whether you're in a group of 2, 3 or 4.
- Do NOT touch the flagstick. We have inserted foam in the cup so that golfers can safely retrieve their golf ball without touching cup or flag. Continuous putting is recommended to maintain physical distance.
- Other touch points have been removed such as ball washers and bunker rakes. "Preferred Lies" in the bunkers, smooth the sand with your foot after your shot.
- More than ever, respect resident's property by keeping your distance and never cross a property line to play a shot or retrieve a ball.

**Additional:**

- The Snack Shack will be open regularly at 10 tee for takeout food and drinks.
- Payment can be made by Debit or Credit Card as well as Cash.
- The clubhouse restaurant is also open with spacious seating on the deck to comply with Provincial regulations. Maximum deck seating based on capacity is 50. The tent has a maximum capacity of 50.
- Guests must maintain physical distance of 2m from other parties (tables).
- Washrooms will be open at #1 green, #10 tee, #14 green and in the Clubhouse.
- Surfaces, touch points, doors, carts, washrooms will all be washed and disinfected thoroughly and frequently for guest and staff safety.
- In the event of inclement weather, please take cover in your vehicle until the course is safe for play. Please do not congregate.

## GOLF OPERATIONS STAFF

- IF YOU ARE FEELING SICK with COVID symptoms (fever, dry cough, fatigue, sore throat, trouble breathing, loss of smell/taste) STAY HOME.
- Staff and contractors are proactively having their temperature checked throughout the day and are required to wear masks.
- MASKS are REQUIRED when indoors or in a vehicle with others.
- Disinfectant spray bottle and cleaning towels are available in the kitchen.
- Surfaces are to be cleaned and disinfected regularly on all touchpoint used by staff and guests. Doors, knobs, switches, handles, screens, pin pads, radios, phones, faucets, washrooms, etc.
- Sanitize pin pads after each transaction with disinfectant cloth.
- Hand sanitizer stations are set up at arrival area, pro shop entrances, washrooms on course and at all points of purchase. Please inform management if empty. Use regularly through your shift.
- Washrooms are to be cleaned at least 2 times daily (initial and indicate time when done) and touchpoint surfaces are to be disinfected regularly (up to every two hours).
- Plexi Shields are in place to protect staff at registers.
- All carts, range balls, baskets, pull carts are to be disinfected after use. Pro shop staff may handle baskets etc. but should be hand sanitizing regularly.
- Masks, safety glasses and gloves are available for all staff.
- Floors have markings to maintain safe movement and signs have been put up. Please inform guests to maintain compliance.
- Contact tracing is in effect. Ensure that one person's contact information from each party has been collected.
- WhenIWork scheduling software has been updated to allow for staff to sign in for shift on mobile device when within 250m of the Clubhouse.

## FOOD & BEVERAGE

- IF YOU ARE FEELING SICK with COVID symptoms (fever, dry cough, fatigue, sore throat, trouble breathing, loss of smell/taste) STAY HOME.
- Staff and contractors are proactively having their temperature checked throughout the day and are required to wear masks.
- MASKS are REQUIRED when indoors or in a vehicle with others.
- Staff need to maintain these policies.
- Physical distancing 6' (2m) is to be practiced at Wildstone by staff and guests.
- Guests must follow the directions indicated by arrows on the floor. Hand sanitizer is provided at the entrance and order counter.
- Orders can be taken at bar, or guests can be seated for service. Customer profile must be entered by the server...name and phone number for at least one person per party.

- Menus are laminated and need to be sanitized after each customer use.
- Salt and pepper and other condiments only by request.
- Payment can be made by Debit or Credit Card and payment terminal is sanitized after each transaction.
- Tables and chairs sanitized after use.
- Good cleaning and hygiene practices are extremely important. Wash hands as the signs indicate regularly and anytime contact points shift from service, to sales, bar, cleaning hands must be washed or sanitized.
- Follow cleaning checklists and regularly disinfect touch points such as sales screen, handles, coolers, doors, pin pads, etc. Mark actions on checklist when completed.
- Maintain physical distancing and limit movement in kitchen area to reduce crossover in prep, bar and cooking areas.
- Masks are available for all staff.
- Deliveries are to be dropped in the back area, not in the service or prep areas.
- Tables will be placed on the deck for a maximum of 6 per table and minimum of 2m distance between tables. Maximum of 50 chairs on the deck. Tables are not to be moved from their set positions.
- 6 guests is the maximum to be seated together.
- Do not permit congregating of groups either inside your facility or outside including when waiting for their table.
- MASKS are to be worn until seated. Patrons may not wander around the premises, congregate or interact with other tables.
- Marks on the floor or barriers must be used to ensure physical distance.
- Keep disinfectant spray and clean cloth or paper towel ready and gloves for regular use. Chef will safely mix and maintain disinfectant and refill bottles regularly.
- Only kitchen, serving staff and management are to be in the kitchen. All other staff can ask for drinks, food from serving staff.

## MAINTENANCE

- IF YOU ARE FEELING SICK with COVID symptoms (fever, dry cough, fatigue, sore throat, trouble breathing, loss of smell/taste) STAY HOME.
- Staff and contractors are proactively having their temperature checked throughout the day and are required to wear masks.
- MASKS are REQUIRED when indoors or in a vehicle with others.
- Employees are required to sanitize their hands after they enter into the Maintenance building.
- Access into the Maintenance building will be restricted by delivery agents.
- Fueling station must be sanitized after each usage.
- Employees will sanitize their equipment before and after each use if shared by other employees.
- Follow all posted signs and taped off perimeters.