

WILDSTONE GOLF COURSE

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

COVID-19 SAFETY PLAN

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

These viruses are not known to spread through ventilation systems or through water.

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 at all times;
- stay home if you are sick to avoid spreading illness to others; and
- wear a non-medical mask or face covering, made with at least two layers of tightly woven fabric, constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops, to protect the people and surfaces around you.

Note: The Government of Canada has implemented an Emergency Order under the *Quarantine Act*. This order means that everyone who is entering Canada by air, sea or land has to stay home for 14 days in order to limit the spread of COVID-19. The 14-day period begins on the day you enter Canada.

- If you have travelled and have no symptoms, you must quarantine (self-isolate).
- If you have travelled and have symptoms, you must isolate.

GOLFER POLICIES (POSTED)

- STAY HOME - If you have traveled outside Canada within the past 14 days.
- STAY HOME - If you are experiencing COVID-19 Symptoms.
<http://www.bccdc.ca>
- STAY HOME - If someone in your household has COVID-19 Symptoms.
- Wash your hands thoroughly and regularly.
- Limit touch points during your day, minimize contact as much as possible.
- Hand sanitizer stations will be available but you're recommended to bring your own supply of hand sanitizer also.
- Do NOT congregate before or after your round.
- Physical distancing of 6 feet (2m) is required at all times.

Reservations:

- Tee Times reservations are recommended prior to arrival. Call 250-489-1282 or book online www.WildstoneGolf.com/teetimes
- Tee Time intervals have been spaced at 10 minutes.

Arrival/Check In:

- No outside liquor or alcoholic beverages permitted; it is the Law.
- Follow the signs and instructions on the course: Physical Distancing is Required, Hand Sanitizer Stations, Current Policies, Directions.
- 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.
- 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.
- Coolers have been removed from carts.
- Please empty All Garbage and Recycling into supplied bins after the round.

Golfing:

- Proceed to the tee only once the group ahead has left.
- Maintain 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 residents 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 the 10th 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. Two people at a time in the washrooms.
- Surfaces, touch points, doors, carts, washrooms will all be washed and disinfected thoroughly and frequently for guest and staff safety.
- Products that are tried on will be put away for 48 hours in storage.
- We will not accept product returns.
- Rental Clubs and Club storage are currently unavailable.
- 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

- If you are feeling sick with COVID symptoms (fever, dry cough, fatigue, sore throat, trouble breathing) stay home and contact Health Link BC at 811.
- Wash your hands with soap and water upon arrival for 20 seconds and at end of shift.
- Disinfectant spray bottle and cleaning towels are available in the kitchen and have also been placed at each workstation. To refill take empty spray bottle to kitchen and take a full replacement.
- 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 pad and electronic surfaces after each transaction with a damp cloth.
- Disinfect workstations after each shift.
- 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 levels are below 1/3. 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).

- Shifts have been staggered to minimize overlap and maintain physical distancing.
- Screens and windows are in place to protect staff at registers.
- Gloves are required when sanitizing equipment, rental items, carts, pull carts, range baskets. All carts, range balls, baskets, pull carts are to be thoroughly disinfected after use. Pro shop staff may handle baskets etc. but should be hand sanitizing regularly.
- Safety glasses are provided for guest services staff to use when cleaning and disinfecting with spray bottle and power washer.
- Masks, safety glasses and gloves are available for all staff.
- Items that are handled by customers for any reason should be steamed/sanitized and put away in the storage room for 48 hours.
- 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) stay home and contact Health Link BC at 811.
- Wash your hands with soap and water upon arrival for 20 seconds and at end of shift.
- Staff need to maintain and enforce these policies.
- Physical distancing 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 window, staff and customer separated by plexi glass barrier. Customer profile must be entered by the server...name and phone number for at least one person per party.
- During busy times we will need to instruct guests to be seated at a table so that staff can come to them on the deck to take orders.
- Menus are laminated and need to be sanitized after each customer use.
- Salt and pepper and other condiments only by request. Served in single use or container must be sanitized after each use.
- Payment can be made by Debit or Credit Card and payment terminal is sanitized after each transaction.
- After Cash transaction staff must wash hands.
- Tables, dishes and glassware will be cleared to side tray and tables, chairs sanitized after use.
- Table service will not be to each customer, instead meals and drinks will be delivered to a clear spot on the table.

- 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 comprehensive 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. Sanitize/wash any items that are used, use gloves when performing tasks.
- Masks and Gloves are available for all staff.
- Sanitize pin pad and electronic surfaces after each transaction with a damp cloth.
- Deliveries are to be dropped in the back area, not in the service or prep areas.
- Staffing levels are to be fairly light to avoid overlap of people on the job. Typically there's a Clubhouse opener, Snack Shack attendant, Chef prior to lunch and another Server to replace the Clubhouse opener.
- Tables will be placed on the deck for a maximum of 6 per table and minimum of 2m distance between tables. Maximum of 8 tables and 48 chairs on the deck currently. Tables are not to be moved from their set positions.
- Keep disinfectant spray and clean cloth or paper towel ready and gloves for regular use. Chef will safely mix and maintain a large jug of 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) stay home and contact Health Link BC at 811.
- Wash your hands with soap and water upon arrival for 20 seconds and at end of shift.
- Employees are required to sanitize their hands after they enter into the Maintenance building.
- Maximum of one person to a maintenance vehicle.
- 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.