

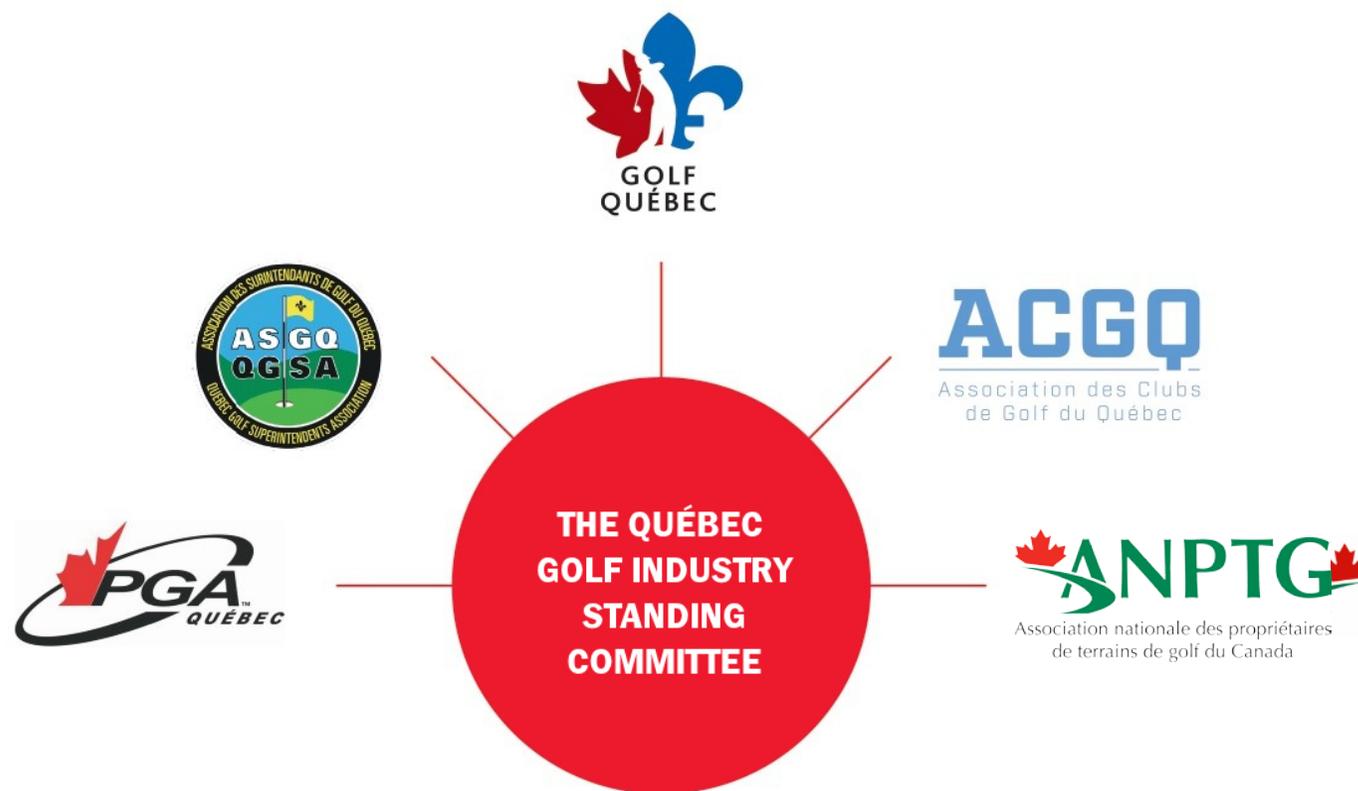
COVID-19

# PROTOCOL FOR THE OPENING OF QUÉBEC GOLF COURSES

Measures and procedures for the safety of  
employees and golfers

Version 3: June 22, 2020

AN INITIATIVE OF





**UPDATE  
JUNE 10, 2020**

## **PROTOCOL AMENDMENTS – JUNE 22, 2020**

- P5 – General guidelines.
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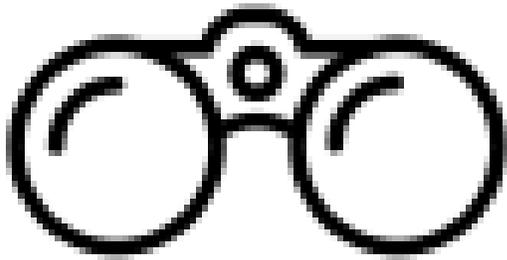
## PURPOSE

Created by the Québec golf industry Standing Committee, this document is designed for owners, directors, managers, superintendents, and golf professionals.

The objective of this third version is to promote the operation of courses **in compliance with the instructions of the Public Health Department** of the Government of Québec as of June 22, 2020 in order to ensure the health and safety of golf club clients and employees.

As the pandemic situation will continue to evolve over the coming months, the measures to be put in place will also be susceptible to change. **Updates to this guide will be provided periodically.**

You will find the list of relevant web sites in the appendix .



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## GENERAL GUIDELINES

- **At all times and in all places, social distancing must be respected by both customers and employees.**
- **No gatherings or deviations from safety procedures will be tolerated.**
- The courses, snack bar, practice areas, food and beverages areas and terraces, pro shop, and washrooms are accessible to players.
- **MODIFIED GUIDELINE** - Access to changing rooms, showers and lockers is permitted, but not recommended. However, if the club allows it, a physical distance of 2 meters and disinfection of equipment, benches, showers and toilets must be done after each use. If areas are adjoining, the wearing of a mask is recommended.
- **MODIFIED GUIDELINE** - Under the same conditions, storage of bags is permitted but not recommended. If service is offered, employee protection and hand washing between handling of each piece of equipment will be paramount to avoid contamination and transmission of the virus. No customer will be allowed access to the storage areas.
- All areas should be cleaned, sanitized and asepticized with the same frequency as for opening.
- No handshakes or socializing moments.
- Golfers should be advised to check the inter-regional travelling restrictions issued by the Government of Québec (see useful links).



SERVICES

CLUBHOUSE

- **Clubhouse:**

- Opening the clubhouse is authorized in compliance with the following measures:
  - Install a hand-washing station at the entrance to the clubhouse and in high-traffic areas;
  - Identify a single traffic direction to prevent customers from bumping into each other;
  - Clearly identify a single entrance and exit;
  - Ensure a minimum physical distancing distance of 2 metres at all times.
- **Pro shops can open to customers in compliance with the guidelines of the retail sector ([links in the appendix](#)).**
- **DISCONTINUED GUIDELINE - Access to changing rooms, showers and lockers is **permitted, but not recommended** by the government since the risk of transmission of the virus is greater.**



## SERVICES

FOOD AND BEVERAGE AREAS, TERRACES,  
AND  
MOBILE CANTEEN

- The food and beverage areas and terraces are open to players providing that the CNESST guidelines to the restaurant sector are complied with
- A mobile canteen is authorized on the course providing that sanitary measures and two-metre physical distancing are complied with.

## REFERENCES

- CNESST - Toolkit for the restaurant sector: <https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Pages/toolkit-restaurant.aspx>).
- CNESST - Workplace Sanitary Standards Guide – COVID-19: <https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Documents/DC100-2146A-Guide.pdf>.



SERVICES

CARTS

- **Carts:**

- Rental of **motorized and hand carts** is permitted.
- **Motorized carts – without separators:** Only one person per motorized cart unless they live at the same address (see useful links).
- **Motorized carts - with separator:** see link for the type of materials that are allowed. The driver must remain the same for the whole duration of the round of golf (see useful links).
- Motorized and hand carts must be cleaned and disinfected before and after each use.



## SERVICES

### CLEANING AND STORAGE

## AMENDED GUIDELINE

- **Club and shoe cleaning services:**

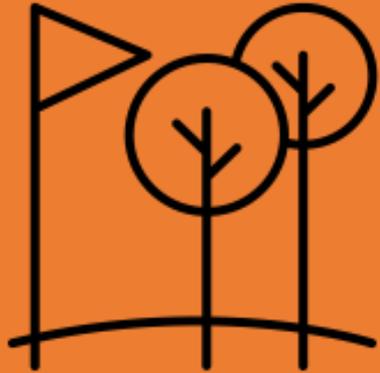
- Club and shoe cleaning services are allowed, but not recommended.

- **Storage:**

- Bag storage is allowed, but not recommended.

### **If these services are available:**

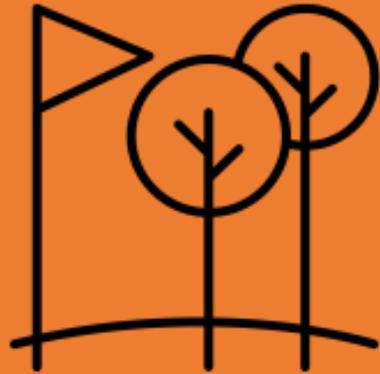
- Employee protection and hand washing between the handling of each piece of equipment will be paramount to avoid contamination and transmission of the virus.
- No client will be allowed access to storage areas. Only an employee should have access to the storage areas.
- The storage of members' electric hand carts is permitted with before and after disinfection by an employee as it is done for motorized and hand carts. Only employees shall have access to the storage areas.



BEFORE OPENING

GENERAL

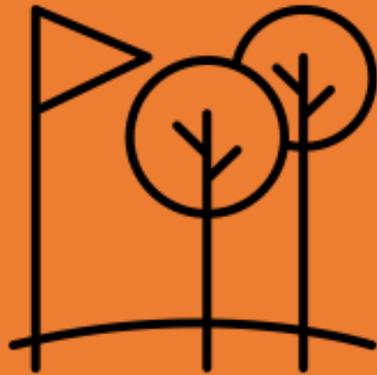
- **Reservations of tee times:**
  - Tee times must be booked in advance, either by phone or online.
  - It is recommended that tee times are sufficiently far apart to avoid congestion on the course.
- **Payments:**
  - **As much as possible, opt for telephone or contactless payments** using cards, cell phones or virtual wallets, ideally on fixed terminals that do not have to be handled.
  - **Make hand sanitation (hand washing or a hydro alcoholic solution with more than 60% of alcohol)** accessible when handling cash, cards or if the terminal is handled by customers.
- **Stationery:**
  - Scorecards and pencil should only be available upon request.



**BEFORE OPENING**

**PRACTICE AREAS**

- **Driving range:**
  - Maintain a physical distance of at least 2 metres.
  - Balls and baskets should be cleaned with soapy water or disinfectant after each use.
  - Installation of a hand cleaning station.
  - Removal of any non-essential items such as bag and club racks.
- **Practice green:**
  - Removal of pins and cups on the practice green.
  - Golfers must use their own balls on the practice green.
- **Bunkers:**
  - Removal of rakes.



**BEFORE OPENING**

**ON THE COURSE**

- **Greens:**
  - Provide a mechanism to prevent players from having to retrieve their ball from the cup with their hands.
  - Golfers must not remove pins.
- **Course:**
  - The sale of bottled water, food and other refreshments by a mobile canteen on the course is permitted. The protection of the employee and the player must be ensured and the 2-metre physical distancing must be maintained at all times.
  - No ball washers on the course.
- **Bunkers:**
  - No rakes in bunkers.



## EMPLOYEE PROTECTION

### GENERAL

- Promote and enforce **safe social distancing measures** (2 metres).
- Reminder of symptoms and preventive measures to avoid spreading the virus.
- **Promote hand washing** through posters and verbal communication.
- Inform staff members and communicate to them the arrangements made by the employer to ensure their safety at work.
- **Question employees on a daily basis** about their health condition: no fever, cough, breathing difficulties or loss of smell and taste (see useful links for a complete list).
- Provide employees with hand washing stations or alcohol-based gels.
- Make gloves and masks available to employees, if desired.
- Employees will be required to wash their clothes at the end of each day (work shift).
- Clean equipment and work surfaces regularly.



## EMPLOYEE PROTECTION

### ADMINISTRATION

- **AMENDED GUIDELINE - Client access to administrative offices is authorized. The rules of distancing, disinfection and hand hygiene must be maintained. Wearing of masks is recommended in case of interactions.**
- Encourage working from home, where possible.
- Arrange offices to ensure a distance of 2 metres between users at all times.
- Arrange office space to ensure good flow of employees to avoid congestion and facilitate compliance with the 2-metre physical distancing requirement.
- Disinfect shared equipment (e.g. printer, coffee maker, etc.).
- Clean all equipment and work surfaces regularly.
- Encourage the transmission of digital documents instead of sharing paper documents.
- Do not share work tools such as pencils, computers, etc.



EMPLOYEE PROTECTION

PRO SHOP

- **SUGGESTED GUIDELINE** - An employee manages access to the pro shop while maintaining a distance of 2 metres between each person.
  - His/her role will be to minimize the number of customers inside the pro shop at the same time.
  - Encourage customers to use the hand sanitizer dispenser for hand disinfection.
- Physical markers or markers on the ground to indicate the 2-metre distance to be respected.
- Installation of a plexiglass divider to separate the employee working at the cash register from customers.
- Wearing gloves is not recommended at the cash register. Wearing gloves for extended periods of time increases the risk of the employee bringing them to his/her face.
- Maintain payment terminals clean throughout the day.



## EMPLOYEE PROTECTION

### SNACK BAR

- Provide that food can be prepared and served while respecting the requirement for physical distancing between kitchen staff.
- Display hand washing technique in the kitchen.
- Provide physical markers or markers on the ground to indicate the 2-metre distance to be respected by clients.
- Install a physical barrier (plexiglass) between customers and employees of the snack bar.



## EMPLOYEE PROTECTION

### STARTER'S BOOTH

- Installation of physical markers or markers on the ground to indicate the 2-metre distance to be respected at the starter's booth as well as on the tee and around the first tee box.
- Provide the necessary space for a foursome to wait for their tee time (8 metres in total).
- If necessary, a physical barrier will have to be installed between the person in charge of the tee times and clients.
- Provide a different validation system so that the customer does not have to share his/her receipt with the starter. Suggestions: only show the receipt, digital exchange, text message from the cashier to the starter.
- Golfers are encouraged to walk.
- Customers are responsible for handling their own equipment.



## EMPLOYEE PROTECTION

### ON THE COURSE

- Work in smaller groups so that employees can work in compliance with the physical distancing requirement.
- Disinfect flags daily.
- For employees who are responsible for cleaning carts and other equipment, provide the necessary equipment as indicated on the WHMIS label for each product:
  - Flags;
  - Motorized carts;
  - Hand carts.



## EMPLOYEE PROTECTION

### GOLF PROFESSIONALS AND LESSONS

- Conducting golf day camps is authorized in accordance with the guidelines developed by the Association des camps du Québec as well as the prescribed ratios.
  - Toolkit (in French): [campsquebec.com/mesures-covid19](https://campsquebec.com/mesures-covid19)
  - Teachers/children ratios:
    - 3-4 years old: 1/8
    - 5-6 years old: 1/10
    - 7-8 years old: 1/12
    - 9-11 years old: 1/15
    - 12-14 years old: 1/15
    - 15-17 years old: 1/15
- Individual and group golf lessons (teaching).
- Individual and group golf lessons (athletic coaching).
- Lessons will be given while respecting the 2 metres of social distancing at all times between all participants and the teaching professional.
- Professionals shall not handle their client's equipment.



## EMPLOYEE PROTECTION

### BREAKS AND MEALS

- **Breaks:**
  - Ensure that social distancing is applied and respected during breaks (e.g., rotate or stagger break times).
  - Avoid sharing objects (e.g., cutlery, dishes, change, bills).
  - Remove non-essential objects from break rooms (e.g., magazines, newspapers, decorations).
- **Meals:**
  - Clean eating areas before and after use.
  - Ensure that social distancing is applied and respected at mealtimes (e.g., rotate breaks).
  - Promote thorough hand washing before and after meals.
  - Do not share cups, food, etc.
  - Discard or wash all used dishes.



**GOLFER'S GREETING**

**IN THE PARKING LOT**

- **SUGGESTED GUIDELINE** - An employee **greet**s customers upon their arrival to inform them of the club's operational procedures:
  - If access to the locker rooms is closed, clients must change their shoes in the parking lot.
  - The bag drop area must can be open. **Hand washing between each client and facial protection are mandatory.**
  - If there is no bag drop area, customers are responsible for the handling of their equipment.
  - Golfers must meet their golf partners at the meeting point designated by the pro shop staff.
- Golfers receive electronically at the time of booking the tee-time or upon arrival at the club, an instruction sheet, when possible.



## GOLFER'S GREETING

### AT THE STARTER'S BOOTH

- The person in charge of greeting customers ensures that physical distancing and the new tee time conditions are respected:
  - Golfers must meet their playing partners at the area designated by the club.
  - No simultaneous tee times.
  - It is recommended that tee times be sufficiently spaced out to avoid congestion on the course.



## ACTIVITIES, LEAGUES, RECREATIONAL TOURNAMENTS, AND QUALIFIERS

2020-06-22

- Activities in the form of local and regional competitions (leagues, recreational tournaments, ranking events) are permitted as of June 8.
- Organizational arrangements must be planned so that the number of people involved (organizers) in the operation of the competition is kept to a minimum.
- Moreover, the presence of large numbers of spectators is not recommended.
- At all times, organizers, participants, volunteers, spectators and other stakeholders must respect physical distancing of two metres.
- Sanitary measures and golf course opening protocol must be maintained.
- In addition, the ban on major sporting events is maintained until August 31, 2020.

UPDATE – JUNE 22, 2020

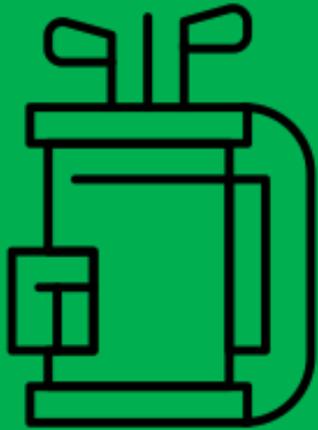
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**SICK EMPLOYEE OR  
DISPLAYING SYMPTOMS**

- Provide a clear procedure in the case where an employee would start experiencing symptoms:
  - Isolate him/her in a room.
  - Have them wear a procedural (or surgical) mask or, if they do not have such a mask, a face shield <sup>(1)</sup>.
  - Call 1 877 644-4545.
- Verify if the employee has had contact with customers and notify these customers.
- Ensure compliance with public health recommendations for a safe return to work at the end of the isolation period <sup>(1)</sup>

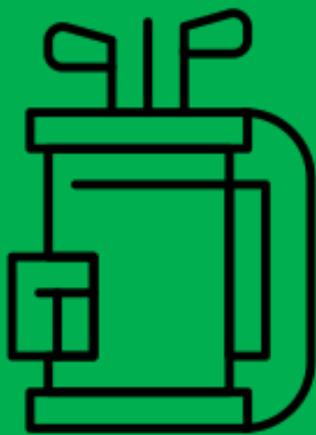
(1) Source: Occupational health: <https://www.inspq.qc.ca/en/covid-19/occupational-health>



## PLAYERS' RESPONSIBILITIES

### BEFORE TEEING OFF

- The golfer should not come to the course if he/she is experiencing symptoms or if he/she has tested positive for Covid-19.
- Respect the 2-metre social distancing at all times.
- Respect of the instructions given by employees in charge of guiding golfers.
- **AMENDED GUIDELINE** - Put on your golf shoes in the parking lot if locker rooms are not accessible.
- All golfers must register with the greeting staff upon arrival.
- Do not arrive at the tee more than 10 minutes before your tee time.
- The golfer is the only person who can handle his/her golf equipment except in the bag drop area, where he/she can be assisted by an employee who will respect the sanitary and distancing measures, if the bag drop area is open.
- Motorized carts:
  - **without separators:** Only one person per motorized cart unless they live at the same address.
  - **with separator:** see link for the type of materials that are allowed. The driver must remain the same for the whole duration of the round of golf.



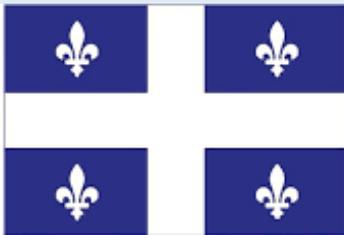
## PLAYERS' RESPONSIBILITIES

### ON THE COURSE

- Respect the 2-meter social distancing at all times.
- Do not touch the flags.
- Smooth the sand in the bunkers with your feet or a club.
- Do not touch another player's ball, marker, cart or any other piece of equipment.
- After the round, no handshakes are allowed. Cordial greetings only.
- **AMENDED GUIDELINE** - After the 18th hole, golfers must immediately leave the premises with their equipment or drop their equipment at the storage area if it is available.



## USEFUL LINKS



2020-06-22

- **Frequently asked questions - Leisure, sports and outdoor activities**  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/gatherings-activities-covid-19/>
- **Public health authority guidelines concerning the gradual resumption of sports and leisure activities :**  
<https://www.quebec.ca/en/tourism-and-recreation/sporting-and-outdoor-activities/resumption-outdoor-recreational-sports-leisure-activities/public-health-authority-guidelines-resumption-sports-leisure-activities/>
- **Information about coronavirus (COVID-19) in Québec:** <https://www.quebec.ca/en/>
- **Coronavirus (Covid-19) - Advice to the general public:**  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/situation-coronavirus-in-quebec/>
- **INSPQ - Public health expertise and reference centre**  
<https://www.inspq.qc.ca/en>  
Occupational health: <https://www.inspq.qc.ca/en/covid-19/occupational-health>
- **Travelling:**  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/travelling-region-to-another-covid19/>
- **CNESST: [www.cnesst.gouv.qc.ca/](http://www.cnesst.gouv.qc.ca/)** (in French)
- **CNESST – COVID-19 kit:** <https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19/Pages/trousse.aspx> (in French)
- **Motorized carts:** <https://saaq.gouv.qc.ca/en/newsroom/article/covid-19-installing-partitions-in-vehicles/>

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USEFUL LINKS



- **Coronavirus disease (Covid-19):**  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- **Awareness resources:**  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>
- **Economic Response Plan:**  
<https://www.canada.ca/en/department-finance/economic-response-plan.html>