

COVID-19

OPERATING PROTOCOL OF QUÉBEC'S GOLF COURSES 2021 SEASON

**APRIL 16, 2021
UPDATE**



PURPOSE OF
THIS
DOCUMENT

From: The Québec golf industry Standing Committee.

To: Golf owners, directors, managers, superintendents, and professionals.

Subject: Reference guide that presents the operational and sanitary measures to be implemented as well as the guidelines to comply with for the opening of the 2021 season.

The objective is to promote the operation of golf courses in accordance with the instructions of the Public Health Department of the Government of Québec. This is to ensure the health and safety of the clientele and employees of the golf clubs.

Timeframe: Updates to the guide will be provided as they become available from the government.

Tools: You will find attached a list of useful web links and relevant printable posters.



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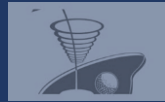


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GENERAL GUIDELINES TO BE COMPLIED WITH



The mask or face covering must be worn by all persons, 10 years of age and older, at all times, and for the entire duration of the activity, except:

- if the physical distance of 2 metres is respected at all times;
- if the participants are separated by a physical barrier (separator in motorized carts).

Employees: Medical mask (procedure mask) must be worn at all times indoors.



Social distancing is mandatory at all times.



Whenever possible, participants are encouraged to arrive ready to perform their activity.



Traffic management must be carried out and health guidelines must be clearly displayed.



Locker rooms, lockers and showers remain closed in **red and **orange** zones. Authorised in the **yellow** zone in compliance with sanitary measures.**



Wash or disinfect hands and surfaces as often as possible.



**No gatherings allowed.
No spectators allowed.**



Promote the use of personal equipment. Rental of equipment for individual use is permitted.



Traveling from one zone to another is not recommended. Health instructions and guidelines to be complied with follow the golfer according to his/her zone of origin.



General Guidelines

These guidelines apply everywhere: in the parking lot, on the course, in the practice areas, and inside the buildings owned by the golf facility:

GOLFERS: The mask or face covering must be worn by all persons, 10 years of age and older, at all times, and for the entire duration of the activity, except:

- if the physical distance of 2 metres is respected at all times;
 - if the participants are separated by a physical barrier (separator in motorized carts).
- **EMPLOYEES (ES):** The wearing of a medical mask or BNQ certified mask continuously inside workplaces is required as an additional protective measure. For outdoor work, the mask must be worn at all times if interactions within 2 metres of co-workers are unavoidable. Continuous masking does not apply if the person is working alone in an enclosed cubicle or room (e.g., an office with walls and a door, a truck, a cabin) and when eating and drinking (e.g., during meals and breaks).

- **A minimum distance of 2 meters** must be maintained between people (clients and employees) who do not live at the same address (same household).
- **Wash or disinfect hands** as often as possible with a hydroalcoholic solution.
- **No gatherings or exceptions to safety procedures** will be tolerated. No spectators are allowed on the site.



General Guidelines

- Whenever possible, clients are encouraged to arrive ready to perform their activity.
- **Promote the use of personal golf equipment.** Rental equipment for individual use is permitted. Disinfect rented equipment between uses.
- **Traffic management** must be done in controlled access outdoor locations.
- **In indoor areas,** the capacity of the premises and sanitary instructions must be displayed.
- **Traveling from one zone to another is not recommended. Residents of red and orange zones may not travel to a yellow zone to visit a golf club.**
- The instructions and guidelines follow the golfer according to the zone from which he/she is coming.
- **Locker rooms, lockers and showers:**
 - **Yellow zone:** Open in compliance with sanitary measures.
 - **Orange zone:** Closed.
 - **Red zone:** Closed.
- Provincial and regional **competitions are not permitted in yellow, orange and red zones.**



GOLFERS' RESPONSIBILITIES



The mask or face covering must be worn by all persons, 10 years of age and older, at all times, and for the entire duration of the activity, except:

- if the physical distance of 2 metres is respected at all times;
- if the participants are separated by a physical barrier (separator in motorized carts).



Symptoms or test...
we don't play golf.



Reservations can be
made in advance by
Internet or telephone.



Unauthorised gatherings
are avoided.



Follow all the
guidelines.



Hands are washed
regularly.



To each his/her own
equipment.



Maintain the 2 meters
of social distancing
at all times.



Put our shoes on in
the parking lot.



Do not touch the
flags.



BEFORE THE ROUND



Tee times can be booked in advance via the Internet or telephone.



Golfers are asked to put their shoes on in their cars, in the parking lot.



The use of motorised carts is permitted. Separators are required if users do not live at the same address.



Contactless payments are preferred.



The opening of the bag drop area is allowed in compliance with the guidelines.



The practice areas are open. A distance of 2 metres must be maintained.



Scorecards and pencils are available upon request.



Pulled cart rental is permitted. Disinfection is required between each use.



Removal of pins from the practice greens and rakes from the bunkers. Golfers will use their own balls.



Storage of golf bags is allowed in compliance with the guidelines.



Recommended starting formats.



Before the Round

General Information

- **Tee time reservations:**
 - Tee times can be booked in advance via the Internet or telephone.
 - Maintaining a customer register is mandatory.
- **Payments:**
 - **Promote telephone or contactless payments** using cards, mobile phones or virtual wallets, ideally at fixed terminals that do not have to be handled.
 - **Make hand hygiene accessible** when handling money, cards or if the terminal is handled by the customer.
- **Tools:**
 - Scorecards and pencils are available upon request.



Before the Round

Starting Formats

- **Continuous and crossover tee times are recommended.**
- However, **if the available space allows for the safety of golfers, “shotgun tee-offs”** are also permitted with the following conditions:
 - **All contact must be avoided.**
 - **The mask or face covering must be worn by all persons, 10 years of age and older, at all times, and for the entire duration of the activity, except:**
 - **if the physical distance of 2 metres is respected at all times;**
 - **if the participants are separated by a physical barrier (separator in motorized carts).**
 - **A welcome desk must be set up** to receive customers and enforce the wearing of masks and other instructions.
 - **The customer is responsible for removing their equipment** from the car and taking it to their assigned motorized or pulled cart, if one is required.
 - **Ready-to-use motorised carts must be kept 2 metres apart** from each other.



Before the Round

Arrival of Golfer

- When the locker rooms are closed, customers must change **their shoes in the parking area.**
- It is **recommended that golfers handle** their own equipment.
- **Opening the bag drop area is permitted.** Hand washing or disinfection between each customer and face protection are mandatory.
- **Storage of golf bags and pulled carts is allowed according to the regulations.**
 - **Customers must not have access to the storage area. Only employees have access.**
 - Hand washing or disinfection between each handling and face protection are mandatory.
- Rental of **motorized and pulled carts** is permitted.
 - **Motorized carts - without divider:** Only one person per motorized cart unless they live at the same address.
 - **Motorized carts - with divider:** The driver must remain the same for the duration of the whole golf round.
 - Motorized and pulled carts must be cleaned and disinfected before and after each use.



Before the Round

Practice Areas

- **Driving range:**
 - Ensure **social distancing** of at least 2 metres.
 - **Balls and baskets should be cleaned** with soapy water or disinfectant after each use.
 - Installation of a **hand-washing station**.
 - **Removal of all non-essential items** such as bag and club holders.
- **Practice greens:**
 - **Removal of pins.**
 - Golfers must use their own balls.
- **Bunkers:**
 - **Removal of rakes.**

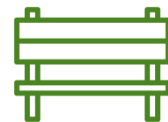


DURING THE ROUND



The mask or face covering must be worn by all persons, 10 years of age and older, at all times, and for the entire duration of the activity, except:

- if the physical distance of 2 metres is respected at all times;
- if the participants are separated by a physical barrier (separator in motorized carts).



Benches are permitted on the course.



Provide a mechanism to prevent players from retrieving their ball from the bottom of the cup with their hand.

Golfers should not remove the pins.



Removal of ball-washing stations from the course.



Contactless water dispensers are allowed on the course.



The on-course restrooms are accessible, but must be equipped with hand sanitizer dispensers at the entrance.



The mobile canteen (*take-out*) is allowed. The sale of drinks and food is allowed. Contactless payment methods are recommended.



Removal of rakes in bunkers.



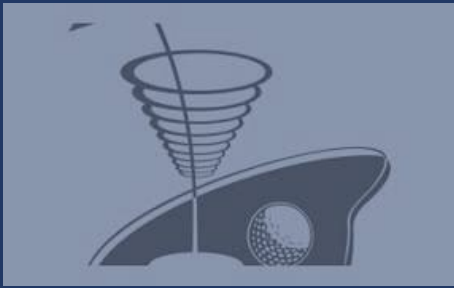
During the Round

- **Teeing blocks**
 - Avoid gatherings.
- **Mobile canteen (take-out)**
 - The operation of the mobile canteen is allowed while respecting the guidelines of the public health protocol for the food service sector.
 - The sale of food, beverages and alcoholic beverages is allowed according to the permit and the colour of the zone.
 - Contactless payment methods are recommended.
- **The course**
 - **Contactless** water dispensers are allowed on the course.
 - Removal of ball-washing stations.
 - Removal of rakes in bunkers.
 - The on-course restrooms are accessible but must be equipped with hand sanitizer dispensers at the entrance and must be disinfected regularly.
- **The greens**
 - Provide a mechanism to prevent players from retrieving their ball from the bottom of the cup with their hand.
 - Golfers should not remove the pins.

Golfers are encouraged to leave the premises immediately after the round, **unless they need or want to visit authorized areas such as:**

- Clubhouse and restrooms;
- Pro shop;
- Practice areas;
- Lesson with the golf professional;
- Restaurants/dining room;
 - **Yellow zone:** Opened with restrictions;
 - **Orange zone:** Opened with restrictions;
 - **Red zone:** Closed;
- Bar and terrace when opening will be allowed;
- Locker rooms, lockers and showers when opening will be allowed;
 - **Yellow zone:** Opened in compliance with sanitary measures;
 - **Orange zone:** Closed;
 - **Red zone:** Closed.

Unauthorised gatherings are avoided.



After the Round



Outdoor Lessons, Camps and Clinics

Outdoor teaching and training:

- Free practice and lessons allowed
- Individually, in pairs, with people from the same residence or in groups of up to a maximum of :
 - **Yellow zone:** maximum 12 people
 - **Orange zone:** maximum 12 people
 - **Red zone:** maximum 8 people
 - Plus one acting as supervisor

Summer golf camps and day camps

- The prescribed regulations are the same as for the season and are available at the following link (in French):
<https://campsquebec.com/mesures-covid19>
- The conduct of safe camps in full compliance with the guidelines must respect the following principles:
 - Social distancing
 - Outdoor activities
 - Limitation of physical contacts
 - Hygienic measures
 - Prescribed ratios (instructor/participants)



Indoor Golf Centers and Simulators

- General guidelines must be followed.
- **Pre-booking of starting times** by Internet or telephone and maintenance of a register. Contactless payment is recommended.
- The measures of the public health protocol for the **retail sector** must be implemented according to the colour of the **establishment's zone**.
- Public health protocol measures for the **food service sector** should be implemented according to the colour of the **zone of the establishment and the origin of the golfer**.
- **Staff safety measures** should be followed.
 - **Info (in French):** <https://detailquebec.com/commerce-de-detail-et-coronavirus-au-quebec/>
 - **Health measures guide (in French):** https://detailquebec.com/wp-content/uploads/2021/02/GUIDE_COVID_V1_2021.pdf



Indoor Golf Centers and Simulators

Capacity: The maximum number of people is determined by site managers according to the capacity of a venue or facility.

- It must allow for limited contact between people and between each group, so as not to create a gathering.
- Traffic management must be implemented.
- Each bubble (teacher/learner(s)) must respect the required distance between each of them and with other people.

The practice of indoor golf on screens and simulators must be managed in accordance with the regulation in force according to the colour of the zone of the establishment:

- **Yellow zone:** Alone, in pairs or with occupants of **two private residences**.
- **Orange zone:** Alone, in pairs or with occupants of the same address.
- **Red zone:** Closed.

Teaching: According to the colour of the zone of the establishment and golfer's provenance. The physical distancing of 2 metres must be respected.

- **Yellow zone:** Alone, in pairs or with occupants of **two private residences**.
Maximum 12 people.
- **Orange zone:** Individually, in pairs or with occupants of the same address.
Maximum 8 people.
- **Red zone:** Not allowed.



EMPLOYEE PROTECTION



Employees are required to wear a medical mask or BNQ certified mask continuously in the workplace.

SOCIAL DISTANCING



At work, from arrival to departure.



Remind customers and staff of the guidelines.



During breaks and at mealtime.



Avoid direct greeting contact and use alternative methods.

HYGIENIC MEASURES



Wash your hands frequently for 20 seconds.



Sneeze and cough into your elbow.



Facilitate access to disinfection products.



Where applicable, electronic payment methods should be preferred.

EMPLOYERS



Clean frequently surfaces that are touched on a regular basis.



Plan working hours and spaces to facilitate the 2-meter social distancing.



COVID-19 info line:
1 877 644-4545
To contact a CNESST inspector:
1 844 838-0808



Employee Protection

General Information

- In all establishments, the wearing of a medical mask or a BNQ-certified mask at all times inside workplaces is required as a complementary protective measure. For outdoor work, the wearing of a mask at all times is required if interactions at less than 2 meters with co-workers are unavoidable. Continuous masking does not apply if the person is working alone in an enclosed cubicle or room (e.g., an office with walls and a door, a truck, a cabin) and when eating and drinking (e.g., during meals and breaks).
- Encourage and enforce **safe social distancing** (2 metres).
- Remind people of the symptoms and measures to prevent the spread of the virus.
- **Promote hand hygiene** through posters and verbal communication.
- Inform staff members and communicate to them the measures taken by the employer to ensure their safety at work.



Employee Protection General Information

- **Ask employees on a daily basis** about their health: no fever, coughing, difficulty breathing or loss of smell and taste (see useful links for a full list).
- Provide employees with hand-washing stations or alcohol-based gels.
- Provide employees with gloves and masks.
- Employees should wash their clothes at the end of each day (shift).
- Clean equipment and work surfaces regularly.



Employee Protection

Pro Shop

- The capacity of the establishment should be clearly and visibly displayed. A printable poster is available for operators of commercial establishments.
 - **Floor area accessible to customers in $m^2 \div$ by 20 = maximum number of customers.**
 - Employees are not included in the number of persons allowed.
- Install physical markers or markers on the ground to indicate the 2-metre distance to be respected.
- Install one or more plexiglass panels at the counter to separate cashiers from customers.
- Frequent disinfection of payment terminals.



Employee Protection

Offices

- Promote working remotely, where possible.
- Set up offices to ensure a distance of 2 metres between occupants at all times.
- Lay out the workspace to ensure good circulation of employees and to facilitate compliance with the 2-metre physical distancing.
- Disinfect shared equipment (e.g. printer, coffee machine).
- Clean all equipment and work surfaces regularly.
- Promote sharing of digital documents rather than paper documents.
- Do not share work tools such as pencils, computers, etc.



Employee Protection

Snack Bar Mobile Canteen Food and Beverage Bars and Terrace

- Provide for food to 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 customers.
- Install a physical barrier (plexiglass) between customers and snack bar employees.



Employee Protection

Breaks & Meals

- **Breaks:**
 - Ensure that social distancing is applied during breaks (e.g. rotate or stagger break times).
 - Avoid sharing objects (e.g. utensils, dishes, coins, money).
 - Remove non-essential items from break rooms (magazines, newspapers, decorative items).
- **Meals:**
 - Clean meal areas before and after use.
 - Ensure that social distancing is applied at mealtimes (e.g. arrange for meal rotation).
 - Promote thorough hand washing before and after eating.
 - Do not share cups, food, etc.
 - Discard or wash any used dishes.



Useful Links Government of Québec, ARQ & ACQ

Government of Québec – Covid-19

- **Information:** <https://www.quebec.ca/en/tourism-and-recreation/sporting-and-outdoor-activities/resumption-outdoor-recreational-sports-leisure-activities/>
- **Guide (in French):** https://cdn-contenu.quebec.ca/cdn-contenu/education/MEES_Consignes_Reprise_LS.pdf?1591289146
- **Level 2 – yellow zone:** <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/progressive-regional-alert-and-intervention-system/level-2-early-warning-yellow/>
- **Level 3 – orange zone:** <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/progressive-regional-alert-and-intervention-system/level-3-alert-orange/>
- **Level 4 – red zone:** <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/progressive-regional-alert-and-intervention-system/level-4-maximum-alert-red/>
- **Questions and answers:** <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/gatherings-activities-covid-19/>

ARQ (Association Restauration Québec)

- **Guide (in French):** https://restauration.org/media/11408/arq-guide-sanitaire_9mars2021.pdf
- **Guidelines (in French):** https://restauration.org/nouvelle_20210217_consignes_zone_orange_3n?fbclid=IwAR0Yrp8YDppNoYdFhipozTHZ5_sTsJCptGtMDD2GAbMoOEIX3MXL6zCGUel

ACQ (day camps)

- **Guide (in French):** <https://campsquebec.com/mesures-covid19>

Wearing a medical mask in the workplace (in French)

- <https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc100-2205.pdf>



Useful Links CNESST

- **Indoor and Outdoor Sports, Recreation and Open Air Activities**
 - **Preventive Health Measures Poster:**
<https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc900-1087a-poster-sports-outdoor.pdf>
 - **Workplace Sanitary Standards Guide:**
https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc100-2161a-2_guide-sports-covid.pdf
- **Restaurant and bar**
 - **Preventive Health Measures Poster:**
<https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc900-1096a-1-affiche-restaurants-bars.pdf>
 - **Workplace Sanitary Standards Guide:**
https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc100-2171a-3_guide-restauration-covid.pdf
- **Retail and Shopping (Détail Québec)**
 - **Info (in French):** <https://detailquebec.com/commerce-de-detail-et-coronavirus-au-quebec/>
 - **Sanitary Standards Guide (in French):** https://detailquebec.com/wp-content/uploads/2021/02/GUIDE_COVID_V1_2021.pdf
 - **Preventive Health Measures Poster:**
<https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc900-1076a-2b-affiche-commerce.pdf>
 - **Workplace Sanitary Standards Guide:**
https://www.cnesst.gouv.qc.ca/sites/default/files/documents/dc100-2148a-3_guide-commerce-covid.pdf