

Assessing the Risks

The virus that causes COVID-19 spreads in many ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face. The risk of person to person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

We Have Consulted Our Staff In our Risk Assessment

In the creation of new COVID-19 Safety Protocols, we have involved our frontline workers, supervisors, and will continue to be advised by our joint Health & Safety Committee. We have identified areas where people gather, and we have identified job tasks and processes where workers are close to one another or to members of the public. We have identified the tools, workstations, and other equipment that workers share while performing job tasks. In Addition, we have identified surfaces that people touch often and have introduced several controls specific to each task including maximum occupancy limits and enhanced cleaning schedules for each location of concern.

The Areas of Concern Identified by Staff Are:

- Golf Shop: Phones, computers, and door handles
- Washrooms inside the Clubhouse building & on course (#6, #14)
- Power carts & Pull Carts
- Member & Rental golf clubs
- Driving Range Cart
- Cart barn facility (pressure washing station, charging units)
- Shuttle Van
- Coffee maker
- Staff Room (Fridge, microwave, common use table)

New Risk Management Procedures

For the creation of this document, we have reviewed the industry-specific protocols on [worksafebc.com](https://www.worksafebc.com) for the work sectors: Retail, Office, Rental Facilities, and Sports and Recreation. Additionally, we continue to follow the advice from Government Health officials to determine if there are any new operational protocols in relation to our business.

We Have Consulted Golf Staff In the Creation of Our New Procedures

In the review of the Golf Course's standard operation procedures, we involved frontline workers, supervisors, and members of our joint health and safety committee to determine new safety protocols and business practices to be adopted by Golf Shop staff. We have worked within the orders, guidance, and notices issued by the provincial health officials.

We Have Reduced Person-to-person Transmission Potential

In order to reduce the risk of the virus, we have implemented protocols to protect staff and members of the public from unnecessary risk. Wherever possible, we have eliminated unnecessary and high-risk activities performed by our staff. The remaining staff activities and customer services have been reviewed whereby each area prone to the gathering of people has seen engineered controls introduced to allow for physical distancing between staff and members of the public during the time that staff will be performing newly adopted disinfecting duties. The Enhanced Cleaning (i.e. Enhanced Golf cart, Pull Cart) introduced for each area of concern, concentration or high user frequency, will help to ensure the safety of our staff and our customers. Staff must follow specific protocols created for performing the duties as outlined in the documents created for each high-touch work area. As outlined in our COVID-19 Golf Shop Site Plan, staff have been trained to conduct enhanced cleaning duties. PPE are not currently required but, protective masks and gloves have been made available to each of the Golf Shop staff members.

Lists of Risks That Have Been Eliminated: (First Level Protections)

- Member club cleaning service is paused to reduce handling of members equipment
- Shoe cleaning station is closed to reduce a common touchpoint
- Golf Shop is closed for green-fee check in (outside windows available)
- Sand bottles on golf carts are not available to reduce a touchpoint
- Sand buckets & scoops for divot repair at the driving range have been removed
- Removed on course ball washing stations
- Signs on each flagstick "Please DO NOT touch the flagstick"

Engineered Controls: (Seconds Level Protections)

- Golf shop green fee service check in conducted via the two outside shop windows.
- Score cards, cart keys, pencils, ball markers, and other golf related items are available to take individually.
- Maximum occupancy sign implemented to limit the number of people inside the Golf Shop facility, open to shoppers only
- Regular sanitization of driving range baskets to ensure each guest has access to a clean basket

Administrative Controls: (Third Level Protections)

- Golf Shop staff remain at one work station each work day and sanitize before and after use.
- Sanitizing stations are checked daily by the range / marshall staff member to ensure all are stocked accordingly. (Driving range, cart building, Golf Shop, Washrooms).
- Limiting the option of sharing power carts to users only living in the same household or within their own close social circle
- On course signage regarding social distancing
- Specific Covid-19 signage visible upon arrival to the facility.

Personal Protective Equipment: (Fourth Level Protections)

- While not currently required, P.P.E (gloves & masks) are available in the Golf Shop for staff use. Questions regarding how to properly use these levels of protection may be directed to the Golf Shop Manager or Golf Shop Health & Safety Representative

Staff Protective Equipment & Training: Hand Sanitization, Facemasks, and Gloves

Fairwinds Golf Shop staff have reviewed the information on cleaning and disinfecting surfaces. Our workplace has several handwashing stations available to both staff and our guests. Handwashing locations are easily accessible. We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Workers who are cleaning have adequate training and PPE to conduct these newly adopted protocols. Additionally, we have removed unnecessary tools and equipment.

Cleaning Protocols

Each of the areas identified by staff as being high touch in the Golf Shop and surrounding area are fully cleaned and sanitized upon arrival of staff members. Each golf cart is cleaned as normal with a high power pressure washer, along with the added sanitation spray of touch point areas such as steering wheel and glove box compartment area. Washroom facilities are cleaned daily by specified custodians, and daily checks on sanitizing solution and soap are conducted by the scheduled Golf Shop Range/Marshall attendant.

Company Policies Developed to Help Stop COVID-19

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace. Anyone who has had symptoms of COVID-19 in the last 14 days, including (fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache) are asked to stay home. Anyone directed by Public Health to self-isolate and anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms before returning to our facility.

Our policy addresses workers who may start to feel ill at work. It includes the following:

Sick workers should report to first aid, even with mild symptoms. The worker will be asked to go straight home and will be encouraged to consult the BC COVID-19 Self-Assessment Tool, Staff are expected to follow the guidance of Health Care Providers related to further testing and/or self-isolation. If the worker is severely ill (e.g., difficulty breathing, chest pain), staff have been instructed to call 911. Areas where the sick staff member had contacted will have engineered barriers introduced before additional disinfecting efforts can be accomplished.

Our Communication Plan

Customer Communications

Our COVID 19 SITE PLAN has been posted to our website and is available in our Golf Shop facility. On-site signage including: hand washing areas, COVID-19 self check upon arrival and occupancy limit signs have been posted throughout the facility.

Staff Training

We will continue to immerse our department in regular review of newly adopted protocols and policies. Our "Covid-19 staff board will allow staff to post and review any questions or concerns regarding cleaning of facility, or practice being conducted by staff or guest onsite using the golf shop facility. All workers will receive copies the policies and have signed-off to acknowledge they understand to stay home when feeling ill.

We have posted signage at the workplace, including occupancy limits (on the Golf Shop door) and effective hygiene practices and have restricted the public from entering the locations where our workers frequent. All staff

members continue to be trained on how we may best monitor our staff and the workplace, to ensure policies and procedures are being followed, and that we are not contributing to the spread of this public health concern.

Revision of Procedures & Policies

We plan to review our protocols and procedures regularly. As revisions are put forward, we will work with our staff to adopt new systems. We will introduce the revisions and monitor their effectiveness before we write policy to support the revisions worth introducing as protocol. Supporting documents will be reviewed bi-weekly by the Golf Shop Health & Safety representative whereby newly adopted protocols will be added as policy. All new policies will be communicated to our members and guests via on-site signage and will be posted to our website.

All Golf Shop workers have been instructed to bring safety concerns to the Golf Shop Manager, all unresolved issues may involve joint health and Safety Committee Members.

Assess Risks From Resuming Operations

We have a training plan in place for new staff and have included COVID-19 specific training to be acknowledged within our *New Worker Orientation Checklist* document. We have clearly communicated best operational practices and safety protocols for the new roles and responsibilities surrounding enhanced cleaning efforts. We continue to train our staff to adopt changes to our business and have provided direct access to management on days-off to help find resolve to immediate concerns.

We are currently operating at limited capacity within the Golf Shop building, and social distancing guidelines are in place for all areas of our facility, both inside as well as on the Golf Course. **Members & guests that do not comply with our COVID-19 rules and regulations will be asked to leave the property.**

Staff Acknowledgement

Staff are required to read and sign this document to ensure they understand the policies, that they have asked for clarification if needed and that they will follow the rules and policies to help keep them and their co-workers safe.

In addition to reading the document, they understand/know too:

- Sanitize hands upon arrival
- Wear gloves while disinfecting
- Disinfect workspace before & after shift
- Have received training on wearing a mask properly
- Let Management know if they are concerned about safety issues
- Know where the hand washing stations/hand sanitizers are
- Has read and signed the WHIMIS sheet for the disinfectant

I, _____ have read and understand the WCB Safety Plan _____
(EMPLOYEE NAME) (EMPLOYEE SIGNATURE)

Date: _____ Signed by Department Manager _____