



# COVID-19

Willow Park Golf & Country Club is a private club currently open to members only and their invited guests. When allowed by the Club, non-members are permitted to use the dining facilities and order Curbside Pick-up/Take-out.

Willow Park will ensure to use all precautions as laid out by Alberta Health Services.

PHYSICAL DISTANCING (minimum 2-meter separation). Failure to observe physical distancing risks the health of employees and members.

Unavailable facilities and services at this time (*as of April 7<sup>th</sup>, 2021*) include: LOCKER ROOM SHOWERS, STEAM ROOMS, INDOOR PRACTICE GOLF NETS.

Following the recommendations of the Public Health Agency of Canada we require all members, guests, and employees to WEAR A MASK or some face covering while entering and exiting the facilities.

## Driving Range & Practice Facility Policy

All members must check in at the Pro Shop prior to using the range or practice facilities for contact tracing purposes.

Practice is limited to 45 minutes during busy times.

There is a 6-person limit on the short range.

Maintain proper safe distancing from others while practicing.

## Tee Time Policy

The names on the tee sheet need to be accurate. Please let the Pro Shop know if there are any changes or cancellations. Tee times will be premium with the wider intervals so this will be monitored very closely, and disciplinary actions may be taken if this is not followed.

- The names on the tee sheet need to be accurate.
- COVID declarations must be filled in for members and guests.
- Please let the Pro Shop know if there are any changes or cancellations.
- Tee times will be premium so this will be monitored very closely, and disciplinary actions may be taken if this is not followed.
- An email or phone call will be made with any member that 'no shows', manipulates booking policies or shows up with less players than were booked.
- Further action will be taken for repeat offences, which may include suspension of booking privileges.

Power carts are single rider only unless you share the same household and have proof of same physical address. Sanitized power carts and pull carts will be available at the starter area, which will be set up at the Clubhouse. The starter will assign you a clean and sanitized cart if required. Coolers have been removed. Note that all power carts are thoroughly cleaned and disinfected after each use.

## On-Course Measures

Zero contact points. Do not shake hands.

Ball washers will not be available at this time, so please carry a bottle of water and towel accordingly.

Bunker rakes will not be available, please smooth sand with your foot or a club, preferred lies are permitted in the bunker or the bunkers are to be played as Ground Under Repair at this time.

The flagstick is to remain in at all times. Please use the pin caddy. **Do not touch the flagstick.**

**On course drinking water will not be available.**

There will be no benches for seating on the course.

## **Pro Shop Policy**

The Pro Shop will allow a maximum of six customers inside at a time.

If you would like to purchase an item from the Pro Shop but would like the option of contactless pickup, please call ahead and the Pro Shop staff will have it ready for pick up.

Items will be charged to member accounts, credit, debit cards and cash will also be accepted.

All returned clothing items will be steam cleaned.

## **Dining Policy**

As of 12 pm April 9th, 2021, in house dining will no longer be available. Takeout services and outdoor patio dining will continue. Individuals can have take-out orders delivered to your vehicle when you arrive, or you may come into the Club to pick up with masks and social distancing.

Immediately when seated for patio dining, the contact information including a full name & phone number must be given to the server for contact tracing purposes.

Patrons may eat or drink alone or with members of their household only. A person who lives alone may only dine with the one or two other people with whom they regularly interact. No more than 6 individuals should be seated at a table.

During peak times please limit your time seated at a table to no more than 90 minutes.

## **Face Covering Bylaw**

As of Saturday, August 1st, 2020, the City of Calgary has mandated a Face Covering Bylaw. Willow Park Golf & Country Club is required to adhere to this bylaw as we allow guests in the Clubhouse and Pro Shop.

### **MASKS ARE REQUIRED:**

Upon entering and exiting the Clubhouse.

When moving throughout the Clubhouse, including all hallways and common areas.

In all locker rooms and washrooms.

In the Pro Shop when shopping or browsing.

### **EXCEPTIONS:**

Children under two years of age.

## **Adherence**

Any member or individual found to be neglecting the physical distancing procedures or is found to have knowingly come to the Club with symptoms will face immediate disciplinary action. Protecting yourself and those around you is of utmost importance.

## **WILLOW PARK GOLF & COUNTRY CLUB COVID-19 MEMBER RULES & PROTOCOLS**

The Club appreciates and expects your cooperation to allow the management of the Club to continue to operate the facilities. The Club facilities are open based on the assurances members and individuals make to the Club and to each other. Further, you agree to observe and fully abide by all rules and regulations prescribed by the Club. Any failure in this regard will result in disciplinary actions.

As you are all aware, the virus can be transmitted by asymptomatic people and accordingly Willow Park cannot provide certainty that the virus will not be transmitted. The Club is taking prudent steps to impose and enforce appropriate protocols to keep members safe, but there can be no assurance that the virus will not be contracted by members, guests or employees. This is a risk that each individual must assess themselves, and if they choose to enter the facilities, to take the risk of either contracting the virus or transmitting it to others.

### **When entering the Willow Park facilities you agree to the following:**

That you or anyone in your household has not experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing). If you or anyone in your household has experienced any cold or flu-like symptoms, you will then not visit the Club for a minimum period of 14 days after the cold or flu-like symptoms have completely gone away.

That you or any member of your household have not travelled to or had a lay-over in any country outside Canada in the past 14 days. If you or anyone in your household has travelled to any country outside Canada, you will then not visit Willow Park Golf & Country Club for a minimum period of 14 days after the date of return to Canada.

- If you are symptomatic or have been in close contact with someone who tested positive, stay home and do not visit the Club until:
  - a negative test result has been received,
  - you are symptom-free,
  - the AHS mandated 10 or 14 day isolation period has been completed,
  - any additional AHS requirements have been met.
- If you are awaiting testing or test results, do not visit the Club.
- If you do receive a positive test result and have been to the Club, please contact us immediately.

This will remain in effect until the Directors of Willow Park Golf & Country Club declare these requirements are no longer in effect.

### CLUBHOUSE COVID-19 RISK MITIGATION

1. We will ensure member contacted service areas are properly cleaned and disinfected.
2. Sanitation controls:
  - a. Service surfaces & serving tools must be sanitized after every use with Virox 5 RTU.
  - b. All surfaces in the Lounge and Dining Room will be wiped down at the completion of every day and between staff shift changes.
3. Food safety: Normal cooking temperatures for foods will kill COVID-19 and other microbes in food.
4. We will operate at no more than 50% seating capacity. Outdoor patio seating areas will also be at 50% capacity or less as physical distancing allows.
5. Arrange tables and chairs so that a 2-metre distance is maintained between each dining party.
6. Setting limits on the number of patrons per table, based on size. A maximum number of patrons sitting together at larger tables should be 6 from the same household.
7. Remove table condiments and other frequently touched items (for example, salt and pepper shakers, ketchup, hot sauce).
8. Encourage guests to wash their hands or use hand sanitizer with at least 60% alcohol content when entering and leaving.
9. Thoroughly sanitize each table and chairs after each customer use with Virox 5 RTU.
10. All dining must be table service only.
11. Wait staff, servers, and kitchen staff who cannot be protected by 2 metres of distance or a physical barrier are required to wear a cloth or surgical mask.
12. Single use paper menus will be used.
13. Will use pre-rolled silverware and will not preset tables. The person performing this task must follow hand hygiene practices.
14. There will be no buffet or self-service.
15. Guests dining inside the restaurant or on the patio, must order food and drinks from the table.
16. Continue to follow existing occupational health and safety (OHS) requirements.
17. To maintain awareness, COVID-19 signage will be posted throughout the facility.
18. Washroom capacity must allow for distancing between guests.
19. Washroom sanitation and supervision will be enhanced.
20. Guests will not be permitted to move any furniture, including tables & chairs (except for normal movement when dining).