



Golf Course Operational Guidelines during COVID-19 Social Distancing

The following guidelines are being put in to place to ensure the golf course is as safe as possible for staff and guests and to reinforce appropriate social distancing for all. Our mindset is to limit face to face interactions and close contact as much as possible while still providing exceptional service to our guests.

- **Pro Shop**

- A Plexiglas divider has been placed on the counters to separate staff and customers.
- Tee-times will be spaced out every 12 minutes throughout the day. For leagues, the spacing will be every 10 minutes.
- Golfers will be encouraged to pay over the phone or book and pay online for tee-times.
- Cash transactions will be highly discouraged and taken as “last resort”.
- Credit card transactions will be the preferred method of payment. The credit card machine will be placed on the customer side of the counter divider. Staff will not touch credit card.
- Receipts will not be handed out to customers. If one is needed by the customer it will be sent via email.
- Merchandise will only be placed along the exterior walls to provide adequate room for spacing in the pro shop.
- Golfers will be encouraged to arrive no more than 15 minutes prior to their tee-time.
- Tape will be placed on the floor 6 feet apart for customers waiting in line.
- Scorecards and pencils will be removed from the counter and will be issued when customers check in.
- Rental clubs will not be available at this time.
- Only the course Superintendent or Assistant Superintendent will be allowed in the pro shop or offices. No other maintenance staff is allowed in clubhouse.
- The west exterior pro shop doors at both Fox Creek and Whispering Willows will be kept closed and locked. The hallway doors will be the only place of entry and shall be propped open at all times during business hours.
- Hand sanitizer will placed near high touch areas.
- Staff will have a hand sanitizer placed behind the counter solely for their use.
- High touch points around the clubhouse will be disinfected hourly by staff.
- Pro shop counter and credit card machine will be disinfected every 15 minutes.
- Signage will be posted reminding customers to maintain spacing of 6 feet as well as providing additional tips and regulations.

City of Livonia Golf Division

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- Staffing will be cut to absolute minimum levels. Schedules will be created to limit any overlap of shifts.
- The ranger program will be eliminated with the exception of starters on the tee box during leagues and weekend mornings.
- In person meetings will be eliminated.
- Staff will be trained in, and required to practice, safe hygiene and sanitation.
- Any staff member not feeling well will be required to stay home.

● **Golf Course & Carts**

- Scorecards and pencils will be removed from the on course boxes.
- Ball washing stations will be removed from course.
- On course trash cans will be reduced.
- Bunker rakes will be removed from sand traps.
- Comfort station at Fox Creek will remain closed.
- Players will be directed to leave the pin in the cup at all times. A pool noodle will be placed in the cup to prevent the golf ball from dropping in the hole.
- Sand bottles will be removed from golf carts
- GPS screens will be removed from carts at Fox Creek and Whispering Willows.
- Until further notice, golf cart usage will follow the guidelines set forth by the Governor.
- After completion of round, golfers will be encouraged to personally dispose of any trash in nearby receptacle and to leave the course immediately to eliminate congestion of the property.
- Golf carts will be thoroughly sanitized after each use. Carts will also be sanitized at night as well as first thing in the morning before they are used for the day. Sanitation of carts will include an initial wash with soap and water followed by touch points being sprayed/wiped with disinfectant.
- Golf carts will be staged at minimum 6' apart.
- Driving range stalls will be distanced to allow 6' of separation.
- Range balls will be cleaned with soap and water after every pick up prior to being made available to customers.
- Putting green will be closed.
- In the event of inclement weather requiring golfers to be called off the course, golfers will be directed to head directly to their cars and not congregate in clubhouse.



- **Maintenance Department**

- Salaried and management staff are expected to cover additional or extended shifts to provide sufficient oversight and security of property and assets.
- Hourly staff will be reduced by a minimum of 30%. Schedules will be made to create staggered work hours and break times to limit contact.
- Staffing will be done to maintain minimum standards of the properties.
- In person meetings or gatherings will be eliminated.
- Non-essential personnel will be asked to leave property.
- Employees should arrive no early than 5 minutes before the start of their shift and will leave immediately at shift conclusion.
- Employees will be asked to bring lunches that eliminate the use of common areas. i.e. fridge, microwave, break room.
- Hand sanitizer will be placed throughout the maintenance building.
- Practice increased hand washing and standard hygiene products.
- High touch surfaces will be sanitized hourly.
- Staff will be assigned equipment for the day to avoid sharing between employees.
- Schedule as many tasks as possible ahead of daily play to maximize efficiency.
- All equipment will be sanitized before and after each use.
- Prioritize areas of the golf course for care. Greens should always be the highest priority, followed by tees, fairways, etc.
- Reduce mowing frequency to minimum standards:
 - Greens 2-3 times per week
 - Tees and fairways 1-2 times per week
 - Rough as needed
 - Other landscapes and native areas as needed
 - Exercise caution in raising mower heights that may be hard to work back down.
- Continue fertilizer and pesticide applications to maintain the long-term health of the property.
- Discontinue non-essential maintenance tasks that are not critical to maintaining the primary playing surfaces.
- Use existing inventory before ordering and taking delivery of additional product.
- Follow all federal, state, and local government directives on COVID-19 response and management.
- Do not allow and relaxation in normal safety practices and procedures. As always, minimizing injury and ensuring a safe work environment are of the utmost importance.