



COVID-19 OPERATING POLICIES & PROTOCOLS

(subject to change based on future provincial government guidelines)

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Visit <https://covid-19.ontario.ca> for provincial updates and to stay informed.

1. PURPOSE

The club policies and protocols have been designed to meet and exceed the specific guidelines and directions received from the provincial government and regional health unit with respect to COVID regulations and zone colour code requirements. As we continue to move through this unprecedented time, Ladies' Golf Club of Toronto (LGCT) will continue to monitor and evolve policies and protocols maintaining the health and safety of our employees, members, guest card holders, guests and vendors. Our operations are guided social distancing policies designed to reduce and prevent the spread of COVID. The successful implementation of these protocols will only be accomplished through a dedicated partnership between staff and members/GCHs.

Staff will be observing strict health and safety protocols as required by York Region Public Health. Please follow any instructions they may offer from time to time as they will be looking out for your health and safety as well as their own.

While we have initiated strict cleaning and sanitization protocols, we expect members, GCH and guests to share responsibility and complement our efforts in doing their best to tidy and clean up after themselves in order for the next member, GCH or guest to feel safe also.

2. CLUB & COURSE ACCESS

a. General

Members/GCHs and guests are not permitted on club property if they have not submitted a Declaration of Health and Operational Compliance form. Members may access this form on the Member Central page of our website. Guests must be sent a visitor declaration (attached to the tee time verification email or available for download in the Member Central section of the website) which must be emailed back to dtomei@ladiesgolfclub.com. Their names will be left with our attendant at the club entrance for verbal verification upon arrival to the property.

Only members/GCHs and guests who have a prearranged tee time, practice session, are picking up take-out/grocery items, are dining (when COVID regulations and protocols permit) on the patio/lawn after golf, have a reservation to dine on the patio/lawn or are making authorized pick-ups/deliveries are permitted on property.

b. Washrooms

- All washrooms on the property are cleaned and sanitized by staff on a regular basis (every 30-60 minutes)

- Washrooms available at this time include the golf shop building (exterior access), halfway house and course
- Members, guest card holders and guests are expected to share responsibility to clean and sanitize after use in preparation for the next user.

c. Clubhouse

Regular access to the clubhouse to members, GCH and guests is prohibited at this time. This includes use of the washrooms. The clubhouse will be restricted to staff until such time that provincial and regional health unit guidelines permit operations that include the need for access. The kitchen is in operation to provide take-out and grocery only at this time.

d. Golf Shop

- Under the current provincial protocols, our retail operation is open to curbside pick-up only.
- Please enter scores for handicapping purposes with Golf Canada online or through their app.
- Tees, scorecards and pencils are available in the storage box by the first tee. Hand sanitizer is available and signage is posted. Protocol must be observed prior to reaching into the box for any of these items. A printable scorecard template has been posted to the website and can be downloaded to print off at home. As well, with each Tee Time Confirmation email, there will be a link to a printable scorecard provided.

e. Halfway House

Only two people are permitted to enter the structure at one time due to social distancing protocols and the size of the interior space. Washrooms are available and cleaned/sanitized on a regular schedule. Personal sanitization protocols are posted and must be followed for accessing the washrooms, water/ice dispenser and other self-serve options.

f. Administration Building

Account payments can be delivered to the office through the mail slot located to the right of the main entrance. Should you require assistance and have to enter the building, please ring the doorbell. A staff member will greet you at the door to assist you. If you must enter the building, a face mask must be worn and your hands must be sanitized using the dispenser outside the main door.

3. ARRIVAL

- Upon arrival to the property, a gate attendant will greet each person and verify that they either have a tee time, a Bayview practice range reservation, are using the Yonge Street short range, or are arriving to pick-up pre-ordered take-out/grocery items.
- ALL members, staff and visitors to the property MUST stop at the greeter each visit to the club to receive instructions and to answer any mandated health related screening questions.
- Cars shall be directed to the parking lot or a waiting area for take-out/grocery pick-up. Cars must be parked in every second parking spot as much as possible to observe social distancing protocols.
- Golfers may arrive 30 minutes before their assigned tee time but not leave their parking space until 15 minutes prior to their tee time. All golfers must leave the property immediately upon the completion of their round.
- Golfers must follow directional signage to the first tee and from the 9th or 18th greens to their cars.
- The walking bridge from the clubhouse parking lot to the golf shop is designated one-way for social distancing. Golfers walking to the first tee have the right-of-way.

4. SOCIAL DISTANCING

- In conjunction with face masks or coverings, social distancing is critically important to remaining safe and healthy under the current protocols.
- Everyone must social distance at least six feet (two metres) at all times; no gatherings anywhere on the property including the parking lot, tee boxes or greens is permitted.
- Social distancing reminders have been posted in prominent locations throughout the property.
- All members and GCH are reminded not to touch belongings of others.
- All staff have been instructed to enforce this policy and politely remind anyone neglecting protocol if observed.

5. FACE MASKS or COVERINGS

- In effect since July 17, 2020, anyone visiting enclosed public spaces must wear a face mask or covering to reduce the spread of COVID.
- We request that all members, guest card holders and guests wear their mask or face covering until such time as you are either a) seated to dine (when available) or b) ready to tee off for your round of golf.
- Face mask or covering reminders have been posted in prominent locations throughout the property.
- Masks are for the safety of both you and anyone that you may come within six feet of while on the property.

[Click here to view the provincial FAQ on wearing face masks or coverings.](#)

Please observe and follow all mask signage posted on the property. *Note – new mask protocols in effect while riding golf carts should you not reside in the same household (refer to 6b).*

6. GOLF OPERATIONS

a) Back Shop Services

- As of April 15th – No golf bag or electric walking cart storage.
- We will not be re-instating regular club and walking cart storage until such time that the provincial guidelines and restrictions dictate the safe return to this operational practice. The Golf Association of Ontario and regional health unit strongly urge all golf courses to continue to reduce touch points during the State of Emergency period. We WILL be storing and staging your equipment as soon as possible.
- Bag drop services are available and members may choose to remove their own belongings and place in the racks provided or be assisted by staff wearing PPE. Should staff aid in removal of equipment from your vehicle and you choose to exit the vehicle, socially distance and wear a face mask or covering.

b) Golf Carts

- Riding and walking pushcarts will be staged daily by the first tee or available at the bag drop. Carts will be cleaned and sanitized between users. We strongly encourage those that are able to walk the course do so as we are likely to run out of carts each day and hope to be able to provide them to everyone wishing to play that truly needs one.
- If a cart is shared by two players residing in the same household, neither masks nor seat dividers are required while riding.
- If a cart is shared by two players who DO NOT reside in the same household, both are required to wear masks or face coverings while in the cart. Seat dividers have been installed as an additional safety barrier. Further shared cart guidelines include:
 - One designated driver
 - Social distancing MUST be observed outside of the cart, particularly when both players need a club from their golf bag.
 - You may use the storage compartment and cup holders on YOUR side of the cart only.
 - Only one rider may use the rear basket.

- Members/GCH must remove all contents at the time of returning the cart. Garbage and recycling receptacles will be provided.

c) Tee Time Bookings

- All players must have a tee time; no walk-ons. Tee times will begin each day at 8:30am. Tee times will be at 11-minute intervals until further notice. The last tee time each day will be 6:30pm as the property will close each evening at 9:00pm. This allows staff to perform detailed cleaning and sanitization in preparation for the following day.
- Members may book tee times as per our regular booking policies. GCHs will be able to book in the first hour of tee times and after 12pm each day.
- The lottery tee time booking system will be in effect. Reservations may be made online or by calling the golf shop.
- Foursomes are permitted.
- No guest play permitted at this time. This will be re-evaluated with future information on provincial guidelines for health & safety as well as member and GCH play patterns.

d) General

- Playing through slower groups is permitted. Please observe proper etiquette and maintain social distancing.
- Washrooms at the halfway house, hole #6 and in the Golf Shop Building will be available. All washrooms will be cleaned and sanitized by staff each half hour. Personal sanitization products will be available at each location.
- Do not touch the flagstick. Ball marks on greens can still be fixed.
- There will be no bunker rakes. Please smooth the surface with your feet and club upon exiting should you chose to play from a bunker.
- Please replace your divots.
- When putting, the first player must putt out and finish the hole before the next player putts.
- Garbage and recycling bins have been installed on holes 1, 2, 3, 9, 10, 11, 12. Please ensure that you are depositing refuse in the appropriate containers. All other refuse should be kept in your cart/golf bag until such time that you have access to an appropriate container upon completion of play.
- Tee blocks are installed for scoring and handicap purposes if you wish to enter scores. Do not touch or move the tee blocks.
- No club towels will be provided.
- Members, GCHs and visitors to the club are required to bring their own personal protective equipment (masks, sanitizer, gloves). The club will have general sanitization stations located at the bag drop area, outside of the golf shop and in the halfway house and course washrooms.

- One bench will be available per hole for rest purposes. Social distancing and mask or face covering policies if within 6 feet of another player remain in effect (ie. if two players sit on a bench, each must be wearing a mask or face covering).

e) Golf Instruction & Practice Facilities

- Our golf professional staff are available for individual lessons and coaching sessions at any of our practice locations. Social distancing protocols, mask or face covering policies and instructions as to meeting locations, timing and health & safety will be communicated to each student by the instructor.
- Yonge Street short range, the putting green and warm-up nets will open with the golf course on April 15, 2021. The Bayview Range will open Monday, April 19, 2021.
- **Yonge Street short range** – Golf balls in a “shag” tube (20) will be available from the greeter stationed at the front gate. Players may retrieve their own golf balls and use multiple locations for practice. Short range will be limited to 6 users maximum at any time. No reservations will be required or taken. Upon completion of practice or warm-up, golf balls must be returned to the greeter. The sleeve will be sanitized prior to issuing to the next user. All regular GCH restrictions remain in place.
- **Practice Green and Warm-up Nets** – Both areas available to players prior to tee off using their own golf balls. Holes will be cut in the putting green however we ask players to remove the ball from the hole with their fingers/hands and not touch the flagsticks. The putting green will be limited to four users maximum at any time. Golfers may come to the first tee area a maximum of 15 minutes prior to their booked tee time.
- **Bayview Range**
 - Range sessions may be booked up to three (3) days in advance. Session times available from 10am-6pm with the range closing at 6:45pm daily. All regular GCH restrictions remain in place.
 - A member/GCH may only pre-book one (1) session per day. Should a practice time slot be open immediately after a booked session, you may inform the staff member at the gate that you wish to stay for another session.
 - Range sessions will be 45 minutes in duration to best mitigate the chance of members/GCHs, both practicing and playing the course, to maintain social distancing while crossing paths on the way to and from their cars.
 - Social distancing of a minimum 6ft from another person must always be maintained.

- A Gate Attendant will be on duty to open the gate, ensure you have a Health & Operational declaration on file, verify you have a pre-booked practice session and complete your verbal health check.
- You may arrive 10 minutes prior to your scheduled practice time which allows the gate attendant to clear the range on the :45 of the hour and return to the parking lot.
- A clock is stationed at the range. We expect members/GCHs to be aware of the time and return to their vehicle by 10 minutes to the hour (ie. Practice session at 10am – must start walking back to your vehicle at 10:45am)
- Range station set up and distance is to be observed. Do not move or touch any of the barriers or markings setup to designate the hitting stations.
- As we are promoting a touchless environment, do not tee up or touch any of the golf balls with your hands during practice. Golf balls must be hit from the turf only and positioned with your clubhead.
- Four numbered stations will be set up daily. The attendant will advise you which stall to use each session.

7. FOOD & BEVERAGE OPERATIONS

- All food and beverage is limited to take-out and grocery from the clubhouse at this time (hours of operation are 11am-7pm). A limited offering of snacks and non-alcoholic beverages is available on a self-serve basis at the halfway house.
- To place orders to take onto the golf course prior to arrival or to take-out after play, please call (905) 889-3531 ext. 210 or email rmendoza@ladiesgolfclub.com or umesh@ladiesgolfclub.com.
- To place an order while on the property, in addition to calling or emailing, ring the bell installed outside the take-out kitchen door at the clubhouse and a staff member will come out and take your order. If using this method of in-person ordering, please wear a mask when meeting with the staff member.
- Grocery – please refer to pick-up days and menus as promoted.
- We strongly encourage players to bring a water bottle each visit and utilize the water and ice stations available at the golf shop and halfway house.
- Bottled water will be available at the first tee and golf shop. It will not be complimentary this season; A charge of \$1.00 +HST per bottle will apply.

8. GOLF EVENTS

Annual club golf events have been scheduled and will take place as tee time events (no shotguns). After event socials and food and beverage will be determined based on provincial and regional guidelines at the time of the event.

9. SOCIAL EVENTS

Until such time that provincial and regional guidelines allow, we will continue all social engagements virtually.

10. EMERGENCY PROTOCOLS

- In case of emergency, the following protocols have been designed to best communicate the emergency and have staff and emergency services dispatched to the location:
 - a. DO NOT call 911. Call the club emergency phone line at (905) 889-3531 x777
 - b. Advise exact location and nature of the emergency.
 - c. Trained staff will be directed to the location and call 911.
- Lightning Detection Warning System
 - d. A SINGLE CONTINUOUS SIREN BLAST indicates lightning has been detected in the area.
 - e. Upon hearing this signal, golfers are required to immediately suspend play and due to the closure of the clubhouse, halfway house and golf shop, return to their cars.
 - f. The return to play signal is an INTERMITTENT SIREN BLAST. Golfers may resume play at that time. Due to social distancing protocols and the health & safety guidelines in effect, staff will assess the situation and instruct players as to the ability to return to their previous position on the course and/or tee off from the first hole based on assigned and missed tee times.

Should you have any questions regarding the Ladies' Golf Club of Toronto Operational Protocols, please contact:

Paul Doucet

General Manager

pdoucet@ladiesgolfclub.com

(905) 889-3531 x306

