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TIPS FOR OPERATING YOUR COUNTRY CLUB AMID COVID-19

Social distancing solutions, products, and resources

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1-800-909-8034

INTRODUCTION

What you will learn in this E-Book

In just a few short weeks, the rapid spread of COVID-19 impacted all hospitality organizations. Asked to stay at home by health officials, people began canceling social events and clearing their calendars.

The best way to encourage your members and community to begin using your venue again is to make them feel safe.

A great business opportunity!

The next few months will be a time of change for all businesses.

This pandemic is a fluid situation, and in order to survive, businesses need to operate differently and be able to transition quickly.

In fact, there has never been a more crucial time for you to standout. If you can find unique ways to engage with members and meet their needs, you could come out ahead of the competition especially if you can quickly adapt when others cannot.



This **E-Book** contains resources that will help do that. With these tools, you can operate safely and assure your members and other customers that you're an industry leader and a **socially conscious organization**.

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SECTION ONE

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How to Safely Operate Your Country Club

Rethinking operations to maintain proper physical distancing amid COVID-19

The recommendations from the Centers for Disease Control (CDC) regarding how to safely operate a business will force managers to be creative in how they design spaces and structure programs.

Here are some policies to implement (some easier than others):



- Purchase protection shields and set up at all interaction points
- Purchase partitions and set up between work stations and tables
- Set up social distancing standards for all gatherings and events
- Create a protocol for keeping hand sanitizer, soap, and paper towels stocked throughout the day
- Minimize contact by hosting virtual meetings whenever possible
- □ Space employee desks and tables at least six feet apart
- □ Minimize the sharing of office and recreational equipment

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Promote Psychological Safety

Many of the CDC guidelines talk about managing the physical safety of people. However, psychological safety, the mental well-being of employees and customers, is just as important.

Psychological safety is typically defined as the belief that one will not be punished for raising concerns or making mistakes. However, the idea of psychological safety takes on a new meaning in this new normal.

Psychological safety now extends to include a feeling of physical safety in a public place.



Here are the ways you can encourage a feeling of psychological safety at your property:

- Create a Social Distancing Protocol document
- Train all employees on the protocol and give them the opportunity to ask questions
- Communicate openly with employees and guests
- Make your compliance with a Social Distancing Protocol transparent to all
 - Display proper signage
 - Engage in extensive cleaning guidelines
 - Provide hand sanitizer
 - Use Protection Shields and Partitions
 - Require employees, guests, and visitors to wear a face covering and maintain a 6-foot distance from others
- Provide a new sick policy that encourages sick employees to stay home without penalty

Create a Social Distancing Protocol

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All businesses should prepare, post, and follow a Social Distancing Protocol. Create this protocol and train your employees on it. Make sure everyone receives a copy and post copies of the protocol in prominent locations.

Sample Protocol

The next few pages contain a sample Social Distancing Protocol for you to use or reference while creating a similar document that fits your needs.



SOCIAL DISTANCING PROTOCOL CHECKLIST

Country Club: _____

Contact name: _____

Email / telephone: _____

Every employee of _____

is expected to follow this Social Distancing Protocol checklist. The instructions below detail what is required and how to complete the checklist.

SIGNAGE & EDUCATION

 Post signage at each public entrance requiring all who enter to:

(1) Avoid entering if experiencing COVID-19 symptoms
(cough, fever, or not feeling well) (2) Maintain a
minimum 6-foot distance from others (3) Wear a face
covering while inside the buildings (4) Wash hands
regularly and use hand sanitizer

- Post a copy of this Social Distancing Protocol checklist in offices, break rooms, and public gathering places
- Post educational social distancing signs throughout the facility
- Educate employees about this protocol and other COVID-19 related safety requirements

PROTECTIVE MEASURES

- Ensure employees stay home if they are sick
- Ensure employees review health criteria at the start of each work day and advise them on what to do if they are required to stay home
- Require employees and guests to wear a face covering as required by DOH orders
- Implement a plan to keep people safe, including limiting the number of people room and restructuring the layout of all spaces to ensure physical distancing
- Allow employees to carry out their duties from home when possible.
- $\hfill\square$ Allow people to cancel or reschedule events without penalty

MEASURES TO PREVENT UNNECESSARY CONTACT

- Tell employees and guests to maintain physical distancing of at least 6 feet
- $\hfill\square$ Separate all desks and work stations by at least 6 feet
- Place floor decals and directional signs 6 feet apart in all entrances and places where lines might form
- Place plexiglass or other barriers between desks (if not possible, ensure at least 6 feet of distance)
- □ Limit the number of people per room at any one time to: _____
- □ Optional—Describe other measures:

SANITIZING MEASURES

NOTES

- Regularly disinfect high-touch areas such as countertops, doorknobs, etc.
- Provide disinfecting wipes and/or hand sanitizers that are effective against SARS-CoV-2 near doorways and other high-traffic areas
- Assign employees to disinfect areas throughout the workday
- Disinfect break rooms, bathrooms, and other common areas frequently, on the following schedule:
 - Break rooms: _____
 - Bathrooms: _____
 - □ Other:_____
- Assign staff to refill soap dispensers throughout the workday
- □ Optional—Describe other measures:

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EMPLOYEE AGREEMENT

This protocol requires that all employees of ______ comply with the requirements covered in this Social Distancing Protocol checklist.

All employees are responsible for ensuring that signage is posted at each public entrance of each building.

All employees must maintain a minimum 6-foot distance from others while at work and wear a mask or face covering that has been cleaned before coming to work.

All employees must ensure guests maintain a minimum of 6-foot distance from others, wear a face covering or barrier mask at all times, and avoid shaking hands or engaging in any unnecessary physical contact.

Employees are prohibited from coming to work if they are sick. A list of common symptoms of COVID-19 can be found at https://www.cdc.gov/coronavirus/2019-ncov/symptomstesting/ symptoms.html.

All supervisors are prohibited from taking any adverse action against any employee for staying home due to circumstances related to COVID-19.

Ensure sick employees follow quarantine and isolation directives before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time recommended by the CDC. Employees are not required to provide a medical clearance letter to return to work as long as they have met the requirements. All employees must comply with testing requirements.

Employees will be notified in writing if any directives change.

All employees must regularly wash their hands with warm water and soap, especially when these situations occur:

- After arriving at work
- When entering any kitchen or food preparation area
- Before starting food preparation or handling
- After touching their face, hair, or other areas of the body
- After using the restroom
- After coughing, sneezing, using a tissue, smoking, eating, or drinking
- Before putting on gloves
- After engaging in other activities that may contaminate the hands

Employees must ensure that hand sanitizer is always available throughout the facility.

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REQUIREMENTS

NOTES

Frequently disinfect any break rooms, bathrooms, and other common areas.

Create and use a daily checklist and post the checklist conspicuously inside each respective break room, bathroom, or other common areas clearly detailing the dates and times the room was last cleaned, disinfected, or restocked.

Keep soap and paper towels stocked at sinks and handwashing stations and check at least every hour to replenish other sanitizing products.

As an employee of _____

I,_____, hereby agree to adhere to

all requirements listed in The Social Distancing Protocol during every workday.

Signature

Date

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SECTION TWO

Products for a New Normal

MityLite has produced solutions to help Country Clubs operate amid COVID-19

To operate effectively in the current environment, you need to rethink the layout of workplaces as well as points of contact with guests. It's important to have the right social distancing solutions in place to keep your employees and customers safe.

This often means purchasing things such as sneeze guards, protection shields, and countertop shields, to place at various interaction points. You might also need room dividers and other products that you can use to partition a room. In addition, make sure you have tables and chairs that are easy to disinfect to help stop the spread of germs and airborne illnesses.

We think these products can help you operate more effectively and safely as we move ahead in this new normal. ClubProcure

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americangolf



Social Distancing Solutions: Protection Shields

<u>Protection Shields</u> help stop the spread of germs without disrupting interactions.

MityLite offers a variety of shields that are available with either polycarbonate panels or acrylic (plexiglass) panels. Options include clear Countertop Shields and Framed Countertop Shields in various sizes and models. These shields are easy to set up and clean with common disinfectants. Number of locations meant for face-to-face interactions:



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*Based on the above information, which Protection Shields appear to fit your needs?



Countertop Shield

Starting Price Point: \$86

- Lightweight design makes it easy to set up and use
- Set up flush with counter or with a 2-inch opening at the bottom
- Available in multiple sizes
- Weighs 6-12 lbs

Find Countertop Shields here



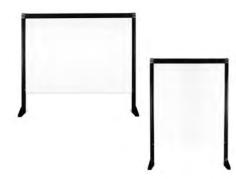
Countertop Shield with Cutout *Starting Price Point:* \$86

- Lightweight design makes it easy to set up and use
- Exchanging items is made easier by the inclusion of a small cutout at the bottom
- Available in multiple sizes
- Weighs 6-12 lbs

Find Countertop Shields with Cutouts here



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Framed Countertop Single Shield

Starting Price Point: \$206

- Single panel design makes it easy to set up and use
- Durable aluminum frame design
- Transfer items through the small opening at the bottom of the shield
- Available in two sizes
- Weighs 12 lbs

Find Framed Countertop Single Shields here

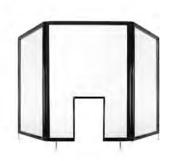
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Framed Countertop Shield

Starting Price Point \$619

- Transfer items through the small opening at the bottom of the shield
- Durable aluminum frame design
- Portable, easy to set up, and fully collapsible for storage
- Weighs 24 lbs

Find Framed Countertop Shields here



Framed Countertop Shield with Cutout *Starting Price Point \$722*

- Exchanging items is made easier by the inclusion of a small cutout at the bottom
- Durable aluminum frame design
- Portable, easy to set up, and fully collapsible for storage
- Weighs 24 lbs

Find Framed Countertop Shields with Cutouts here

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Social Distancing Products: Partitions

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Some models of MityLite <u>Partitions</u> come with easy-to-clean polycarbonate panels. Available in various sizes and with different functions, these partitions can be used to separate workspaces, dining tables, and more. The panel frames are lightweight and easy to move and set up, and the surfaces are easy to disinfect.

Number of areas at each location that could use partitions for social distancing: _____

Number of partitions per area (example: a dining room with 30 tables should require around 20 partitions): _____

Total number of required partitions:

Total budget: \$_____

Amount you can spend per partition: \$_____

Size needed (Single-panel, 3-panel, or multi-panel):

Style needed (Single, stacked, telescoping, or folding): _____ * Based on the information to the left, which Partitions appear to fit your needs?



Single-Panel Partition

Starting Price Point \$286

- Easy-to-move lightweight, aircraft aluminum frame
- Double-locking caster wheels that hold the partition in place
- Polycarbonate surface option is easy to clean
- Low profile or flush with floor for increased privacy
- Customized sizes available with an order of 50 or more

Find Single-Panel Partitions here

Stacked Single-Panel Partition

Starting Price Point \$656

- Features a durable, silver, clear-anodized aluminum frame
- Locking caster wheels hold the partition in place

Find Stacked Single-Panel Partitions here

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3-Panel Partition

Starting Price Point \$649

- Available in a range of sizes
- Options include either a telescoping or folding design
- Easy-to-move lightweight, aircraft aluminum frame
- Double-locking caster wheels hold the partition in place
- Polycarbonate surface option is easy to clean

Find Folding Partitions here



Telescoping Multi-Panel Partition

Starting Price Point \$533

- Available with different sized panels that slide out to provide different lengths
- Easy-to-move lightweight, aircraft aluminum frame
- Double-locking caster wheels hold the partition in place
- Polycarbonate surface is easy to clean
- Easy-to-use and set up with telescoping hinges and no required tools
- Find Telescoping Partitions here



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Folding Partition

Starting Price Point \$533

- Patented design features 360-degree rotating hinges so that panels can be molded into a variety of shapes including a C-shape, L-shape, and a straight line
- Easy-to-move lightweight, aircraft aluminum frame
- Double-locking caster wheels hold the partition in place
- Panel seams are constructed from radiused extruded aluminum to prevent pinch points when rotating
- Polycarbonate surface is easy to clean

Find Folding Partitions here



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Additional Product Solutions

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Linenless Tables

Amid COVID-19, linenless tables are likely the best option for businesses. With these tables, you can simply wipe down the tabletops using disinfectant wipes or sprays between uses without causing damage to the surface. In addition, the seamless tabletops mean there are no places for germs and bacteria to hide.

Plus, you'll save thousands of dollars per year by avoiding the cost of cleaning linens!

Not only are linenless tables easy to keep clean, they have many other benefits. By not having to purchase, replace, and launder linens, you can save up to \$20,000 per year. Not to mention the amount you will save with reduced labor costs.

This <u>online calculator</u> can help you figure out how much you could save by investing in lineless tables.

<u>Read this Case Study</u> to find out what other benefits one of our business partners has found with using linenless tables.



- Exceptionally durable plywood top with HPDL laminate and matching edgeband
- Integrated power options on some models

Find Reveal Tables here

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Reveal Mobile Nesting Tables

Starting Price Point \$618

- Unique base design for compact nesting
- Optional integrated power unit
- Easy cord management when stored
- Flip-top locks in both horizontal and vertical positions
- Stone-look or wood-grain surface laminate finishes
- Durable tabletop and stainless-steel frame construction
- 3-inch locking casters for ease of transport

Find Reveal Mobile Nesting Tables here



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Integrated Power

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Improve Social Distancing

With social distancing requirements, it's no longer feasible for groups of people to gather around a small area to charge their devices. Providing power on tables for meetings and events has never been more important.

Reveal and Elevare Tables come with the option for integrated power.

- Available with (3) 110 V power outlets and (2) USB outlets.
- Standard cord management slots allow for retrofitting
- Set up options include daisy-chain and other cord management tools

Providing power can also save you money and bring in an added source of revenue. Learn how.

<u>Read what our partners</u> say about having portable charging tables available for customers.



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Easy-to-Clean Folding & Stacking Chairs

Plastic chairs can be used in various environments and they are easy to clean and disinfect. MityLite offers several options for easy-to-clean folding and stacking chairs.



FlexOne[®] CS Folding Chairs Starting Price Point \$35

- Ventilated seat and back design flexes to the contours of each person
- Various color options for the seat, back, and frame
- Durable steel frame
- Extremely lightweight for easy use

Find FlexOne CS Folding Chairs here



MeshOne[®] Folding Chairs

Starting Price Point \$60

- Comfortable elastomeric mesh seat and back conforms to a person's shape, minimizes pressure points, and maximizes airflow
- Various style options including colors and arms
- Lightweight powder-coated steel frame
- Find MeshOne Folding Chairs here



Easy-to-Clean ABS Tables with Smooth Finish

Although all MityLite ABS tables are easy to clean, a smooth finish tabletop is even easier to disinfect than tabletops with a textured finish. There are two color options for the smooth tabletop finish, Beige and Grey.





ABS Table Features: *Starting Price Point \$248*

- Durable, lightweight design that is easy to set up and take down
- Tabletop is stain-resistant and easy to wipe clean
- Moderate heatshield protected subsurface
- Durable edge bumper reinforces strength
- Powder-coated steel legs include non-marring glides to protect floors

Find ABS Tables here

holsag

Easy-to-Clean Wooden Chairs & Benches

Some wooden chairs crafted by Holsag, a MITY Incorporated partner brand, come without upholstery making them easier to disinfect and keep clean. The European Beech hardwood frames are finished with a unique catalyzed lacquer formula that prevents the absorption of germs while making the chairs easy to disinfect.

All Holsag Wooden Chairs have:

- Strong, beautiful European Beech hardwood frame
- Sculpted wood seats for comfort
- Standard and custom stain options
- Solid mortise and tenon joints
- Generous gap between back and seat for easy cleaning

Bulldog Family: Starting Price Point \$150 Find Bulldog Family here

Carole Family: Starting Price Point \$139 Find Carole Family here



SECTION THREE

MITYLITE

Cleaning & Disinfecting Tips for Furniture

MityLite has produced solutions to help Country Clubs operate amid COVID-19

It's more important than ever to properly clean and disinfect products at your property. However, you want to protect your furniture investment as well. This section will help you learn how to effectively clean popular products without causing damage to surfaces, and the appearance of the product.

More detailed instructions for each product can be found in the <u>Resources</u> section on mitylite.com or at this <u>link</u> for Holsag products.



Protection Shields

To combat the existence of germs, bacteria, and viruses, the surfaces of all protection shields should be cleaned daily with a solution of dishwashing liquid and warm water applied with a clean microfiber cloth.

To sanitize, spray Lysol or a mixture of 50% rubbing alcohol and 50% clean water, then wipe off with a clean cloth.

Find Protection Shields Cleaning & Care here

Partitions

Clean the polycarbonate panels of MityLite partitions by using any water-based cleaning agent or foam with a damp cloth.

Sanitize the panels by spraying with any disinfecting spray.

Find Partitions Cleaning & Care here

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Linenless Tabletops

Clean the tabletops using a dishwashing liquid, warm water, and a microfiber cloth. Apply a mixture of dish soap and water to the surface using your cloth. The cloth should be damp, but not dripping wet. Rinse thoroughly with warm water and wipe dry.

Alcohol and bleach are acceptable chemical disinfectants to use. As with any other disinfectants, soiled surfaces need to be cleaned with water and detergent first.

Find Linenless Cleaning & Care here



Powder-Coated Table Legs & Chair Frames

All MityLite tables and chairs have either a steel or aluminum leg or frame with a powder-coated finish. Clean the powder-coated finish using a soft cloth or sponge and a mild detergent (pH5 to 8). Avoid using a brush with tough bristles as this might damage the surface. Then, wipe down the surface with a soft cloth and clean water.

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MeshOne® & FlexOne® CS Chairs

To clean chair seats and backs, mix water with a mild household detergent, such as Simple Green, and wipe down the seat and backrest with a rag.

To disinfect, use a 10% dilution of bleach (90% water) to sterilize the seat and backrest.

Find FlexOne CS Chairs here

Find MeshOne Folding Chairs here





ABS Smooth-Finish Tabletops

It's important to remove stains as soon as possible. To clean, use warm, soapy water and allow it to sit on the tabletop to loosen dirt. Gently scrub with a nylon brush to help remove dirt from the textured surface.

Common disinfectants including Lysol wipes and sprays can be used without causing harm.

Find ABS Tables here

holsag



Holsag Wooden Chairs

For general cleaning, we recommend using a mild solution of soap and water applied with a damp, soft, nonabrasive cloth. Dry the wood immediately because leaving water on the wood for an extended period might damage the finish.

It is safe to use bleach to disinfect Holsag wooden chair frames if done so properly. An approximate mixture of 1-part bleach (5% sodium Hypochlorite) and 9-parts water should we applied with a soft cloth. After application, be sure to clean off all the bleach solution with a damp rag and then dry completely.

You can also use a cleaner called Virox (see product directions).

Find Holsag Cleaning & Care here



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SECTION FOUR

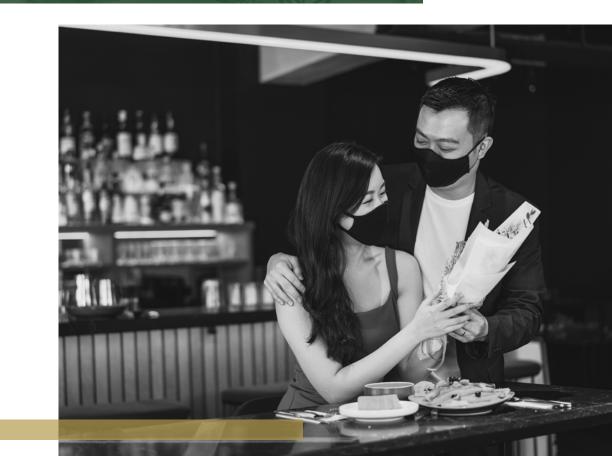
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Incorporating Social Distancing into Design

Attractive spaces and inventive solutions

Redesigning spaces throughout your property to be safe but still attractive and inviting can be a great way to encourage members to return.

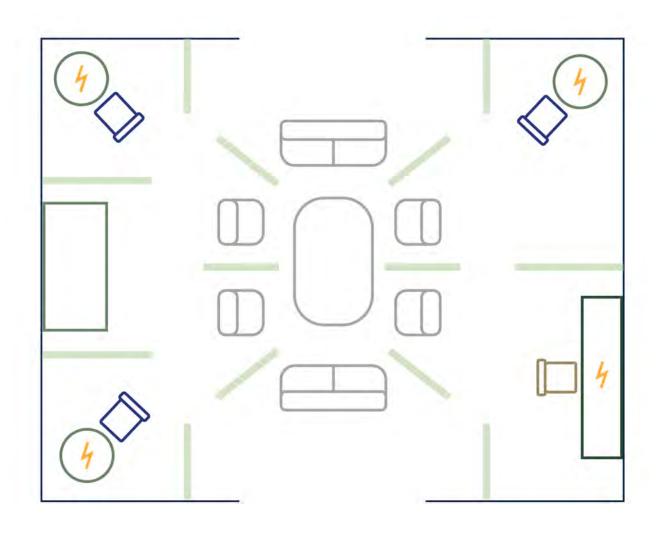
> There are ways you can use **social distancing products and practices** to create a **unique layout your members will enjoy.**



Lobbies & Lounges

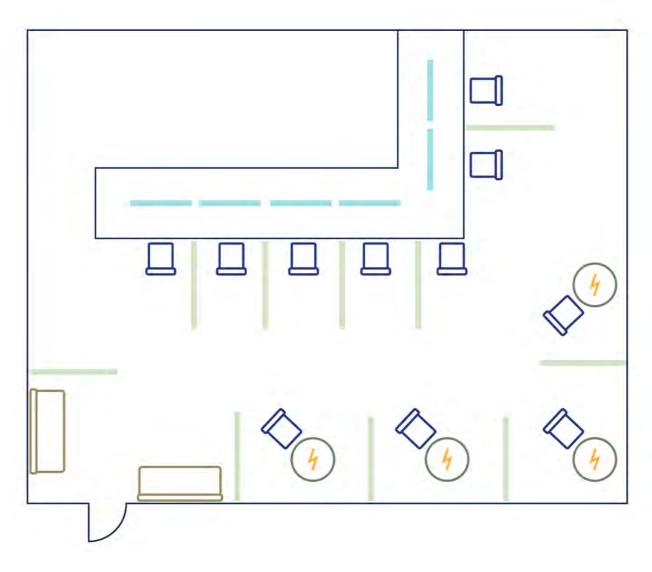




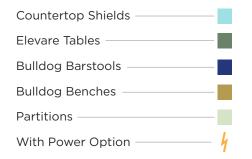


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Bars & Coffee Shops



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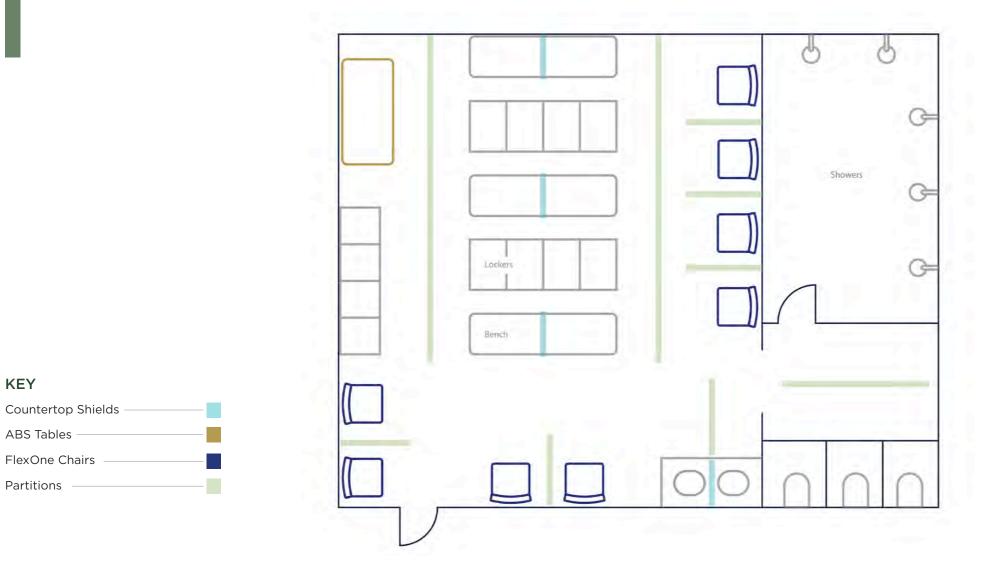


Restaurants & Banquet Rooms

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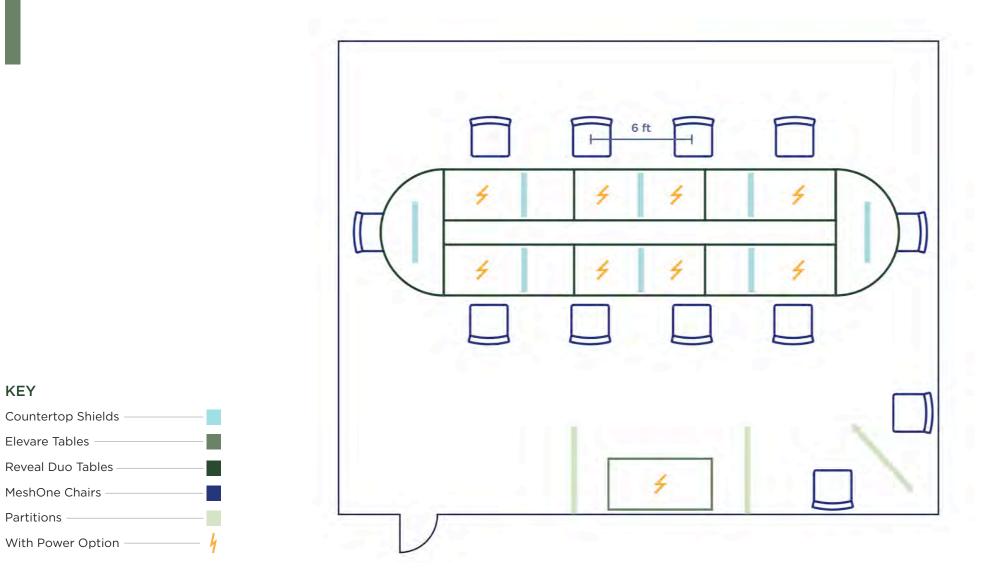


Pool House



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Meeting Rooms



SECTION FIVE

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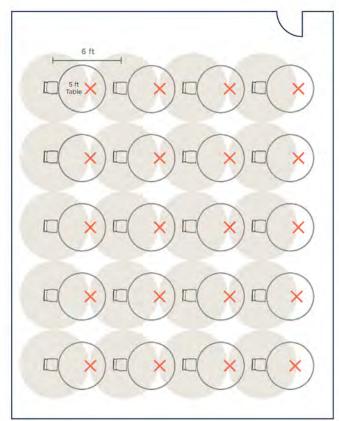
Social Distancing Room Planner

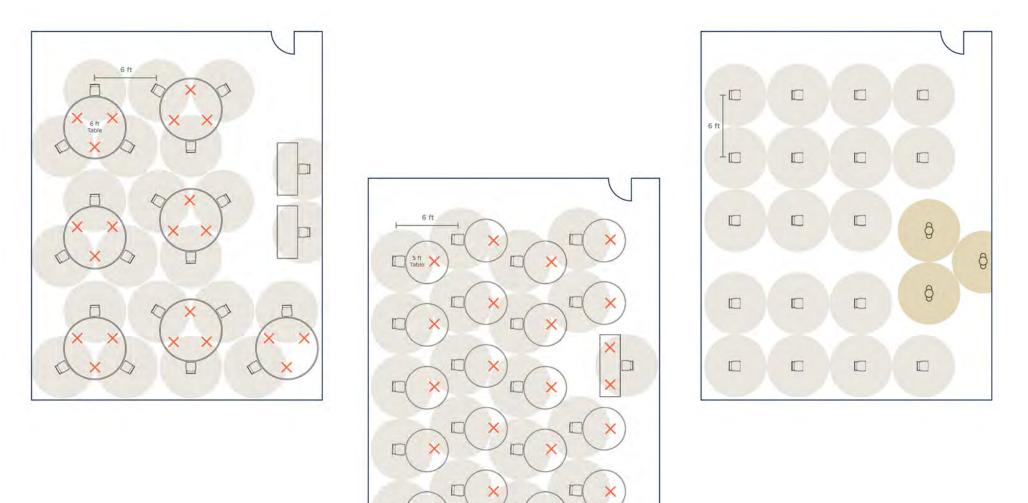
Tips on how to plan and setup rooms for meetings and events

This section will give you ideas for room setups that will accommodate guests while keeping people safe.



Banquet

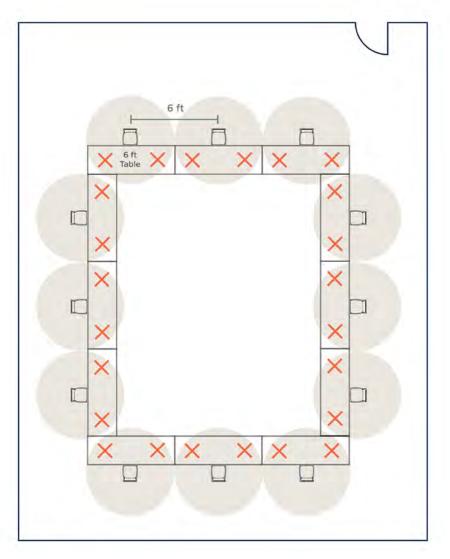




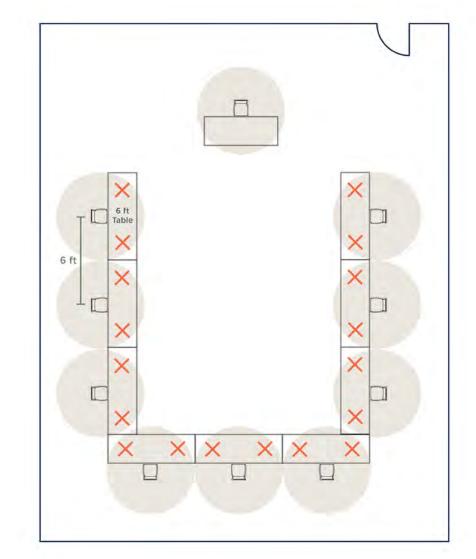
Wedding Reception & Ceremony Examples

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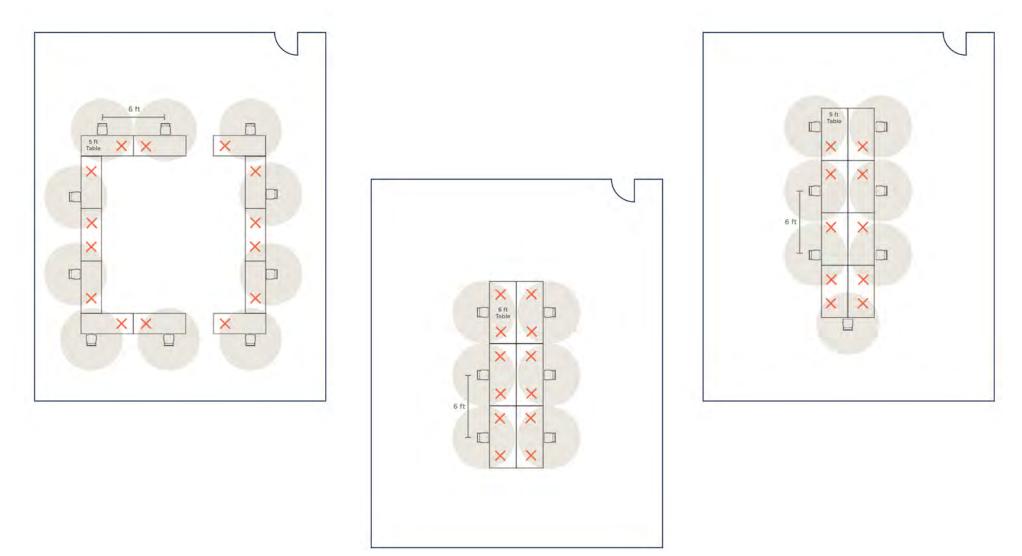
Meeting #1



Meeting #2



Additional Meeting Options



SECTION SIX

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Social Distancing on Your Golf Course

This safe sport can bring in more revenue now than ever

With the spread of COVID-19, many formerly popular past times are no longer deemed safe. This includes popular team sports and cultural events.

Golf has a unique opportunity to provide safe recreation for those looking for an escape. As long as you follow these recommended tips.



1

Equip all employees with gloves, masks, and hand sanitizer



Place social distancing signage and hand sanitizer throughout the course

2

Offer pick-up food and beverage options that diners can enjoy outside before or after golfing



Remove bunker rakes to limit touch points and inform golfers to use their foot or their club



Make your resort "cashless"



Create a safe check-in location and procedure

Encourage guests to engage in **"walking golf"** or limit carts to one rider. Make sure to thoroughly sanitize carts between uses

Create a **one-way path with directional signage** and a clearly marked entrance and exit



Lift the hole cup 1 inch or turn it upside down and put in place a new rule that any putts touching the cup are considered holed



Remove ball washing stations



Open a "grab-and-go" halfway point for safely supplied drinks and snacks



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SECTION SEVEN

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Free Social Distancing Resources

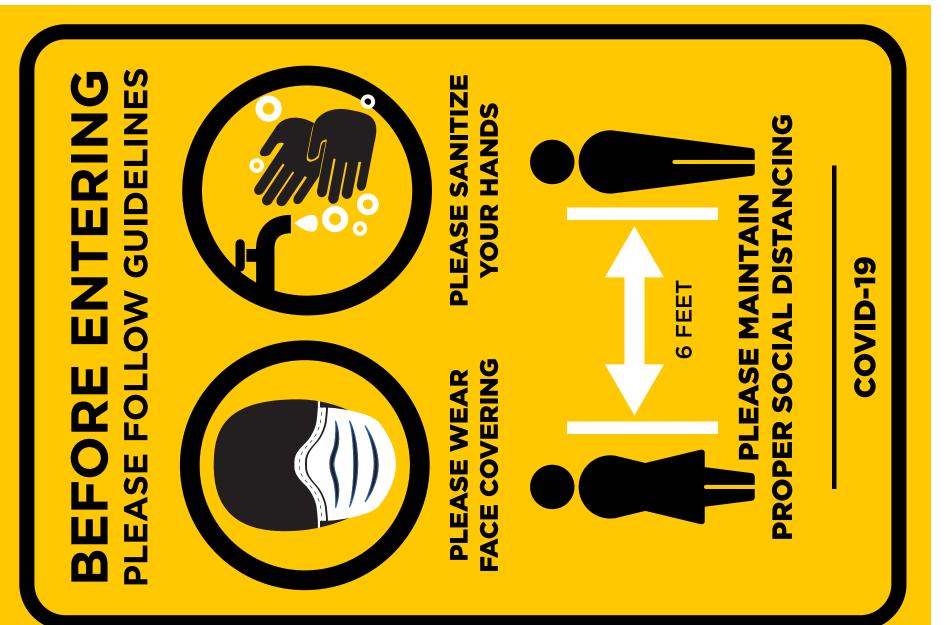


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Entrance Sign





Floor Signage (Print, cut out, laminate, and adhere to floor)

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SOCIAL DISTANCING

Floor Signage (Print, cut out, laminate, and adhere to floor)







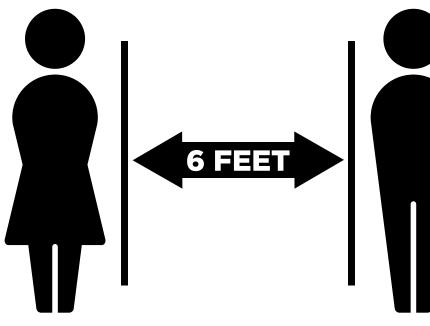








HEALTH FIRST SOCIAL DISTANCING



- 6' of space from others
- Minimize close contact
- NO handshakes
- Wash hands Frequently

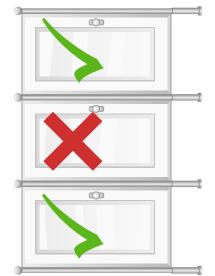
Closed Area or Restroom Stall Signage (Print, cut out, laminate, and adhere to surface)



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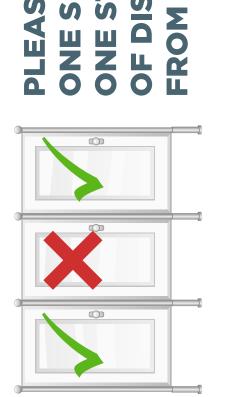




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STAN

Girls Restroom Signage (Print, cut out, laminate, and adhere to surface)





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COVID-19 COURSE PROTOCOLS

STAY 2 CLUB LENGTHS APART OR 6 FEET

PLEASE MAINTAIN PROPER SOCIAL DISTANCING

CONCLUSION

*Things to Remember

Helping employees understand the importance of social distancing will create a safe work environment while encouraging your members to visit your property

Here are a few things to remember:

- Create a social distancing checklist and make sure all employees receive training
- Purchase important social distancing products like Protection Shields and Partitions
- Understand how to clean and disinfect these products
- Reorganize all areas to adhere to social distancing guidelines (and have fun with using social distancing in design!)
- Create or purchase social distancing signage for all entrances, restrooms, and other applicable spaces
- Keep emphasizing the importance of social distancing, wearing face coverings, and frequent hand washing





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