



Scottish Golf

Reopening Your Clubhouse

Readiness Guidelines

Phase 3 – 15 July 2020

Introduction

These guidelines focus on how golf clubs can reopen clubhouses as part of the Government's Phase 3 relaxed restrictions and have been prepared in consultation with Scottish Government and Public Health Scotland.

We urge everyone to remain respectful of the guidelines and to apply good individual judgement, to ensure that in time we can move to a fully phased reintroduction of the game as we all know and love it.

It should be noted that the Scottish Government continues to monitor the situation closely and has not ruled out the reintroduction of restrictions, which could see golf suspended once again if public health measures dictate, or if the guidelines are not followed.

It is therefore imperative that golf clubs take the necessary steps outlined in this document prior to opening their clubhouse and adhere to the guidelines, which could be subject to update or change at any time.

To support all golf clubs and golfers during this period, we have set up a designated area on the Scottish Golf website to ensure updates are clear and accessible to all. Click [here](#) to access our Covid-19 updates and through time additional phases of the re-introduction to golf in Scotland.

There may be a variance in guidelines and procedures throughout the UK, it is therefore important that golf clubs and golfers in Scotland follow procedures outlined by Scottish Golf and the Scottish Government.

Reopening Your Clubhouse - Guidelines

The following guidelines are for consideration as clubs begin to plan in advance of the reopening of clubhouses, changing rooms and catering facilities. The precise details of how Scottish Government eases restrictions will determine what parts of your facility can open following lockdown.

Detailed guidance will be issued by Scottish Government. Clubs should refer to this in advance of opening and ensure compliance with this. Guidance can be found on the Scottish Government website – [Click here](#).

Guidance on the safe provision of food can be accessed through the Food Standards Agency website – [Click here](#).

When adapting your club environment, it would be prudent to alter your current risk assessments and conduct one-off risk assessments to make sure any unexpected hazards can be reviewed and addressed. Further information is available from the sportscotland website – [Click here](#).

Managing the Risk:

- Clubs should ensure that a full risk assessment is completed to address the risks of Covid-19 and inform decisions and control measures. Ensure the result of the risk assessment is visible and communicated to employees.
- The mental health of employees should be factored in to the risk assessment with signposting to employer-led, government and third sector support made available to staff to manage issues such as confrontation, stress and isolation as needed.
- Workers and customers should stay at home if they are ill or have any symptoms of Covid-19.
- Develop suitable cleaning, hand washing and hygiene procedures.
- Clubs should make every reasonable effort to adhere to the Government's physical distancing guidelines. Where physical distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so take all the mitigating actions possible to reduce risk of transmission.
- Clubs should provide clear guidance on expected customer behaviours, physical distancing, and hygiene to people on or before arrival eg on site signage and visual aids.
- Consider whether to have a member of staff or volunteer at the entrance to manage the number of people in the clubhouse/locker rooms at one time.

Cleaning the Clubhouse

- Before reopening
 - Carry out an assessment for all parts that have been closed before restarting work.
 - Check whether you need to service or adjust ventilation systems eg so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
 - Thorough safety checks should be conducted on gas and electrical installations, and water coolers, particularly regarding Legionella risks and pest control.
 - Risk assessments must also be completed for safe goods processes for food, alcohol, laundry etc.
 - Follow guidance on reopening food businesses.
 - Follow guidance on managing legionella risks.
- Keeping the clubhouse clean
 - Follow government guidance on cleaning food preparation and food service areas.
 - Wedge doors open, where appropriate to reduce touch points. This does not apply to fire doors.
 - Frequent cleaning of objects and surfaces that are touched regularly including counters, tills, and making sure there are adequate disposal arrangements for cleaning products.
 - Clean surfaces and objects between each customer use eg tables, card machines, chairs, trays and laminated menus.
 - Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
 - Wash hands after handling customer items and before moving onto another task eg after collecting used plates for cleaning and before serving food to another table.
 - If cleaning after a known or suspected case of Covid-19 then you should refer to the specific guidance.
 - Consider partial opening of the clubhouse (especially if there are a number of rooms where food and beverages are served) to better manage social distancing and cleaning measures.
- Keeping the kitchen clean
 - Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfections measures.
 - Have bins for collection of used towels.
 - Wash hands before handling plates and cutlery.
 - Continue high frequency of hand washing throughout the day.

Keeping Workers Safe

- Physical distancing must be maintained in the clubhouse wherever possible. Where the physical distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether the activity needs to continue for the business to operate, and, if so, take all the mitigating actions to reduce the risk of transmission between their staff.
- Workforce management
 - Provide clear, consistent, and regular communication to improve understanding and consistency of ways of working.
 - Develop communication and training materials for workers prior to returning, especially around new procedures for arrival to work.
 - As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Coming to work and leaving work
 - Avoid using public transport, aiming to walk, cycle or drive instead. If using public transport is necessary, wearing a face covering is mandatory.
 - Stagger arrival and departure times at work to reduce crowding into and out of the clubhouse.
 - Reduce congestion eg having more entry points to the clubhouse. If you have more than one door, consider having one for entering the clubhouse and one for exiting.
 - Use markings to guide staff coming into or leaving the clubhouse.
 - Provide handwashing facilities, or hand sanitiser at entry and exit points.
 - Provide storage for staff clothes and bags.
 - Request staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.
 - Request workers to regularly wash uniforms at home.
- Food preparation areas
 - Follow government guidance on managing food preparation and food service areas.
 - Limit kitchen access to as few people as possible.
 - Minimise interaction between kitchen staff and other workers, including when on breaks.
 - Space working areas to maintain physical distancing guidelines as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens.
 - Provide floor markings to signal physical distancing.
 - Use 'one way' traffic flows to minimise contact.
 - Minimise access to walk-in pantries, fridges, and freezers with only one person being able to access these areas at one point in time.

- Minimise contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.
- Meetings
 - Use remote working tools to avoid in-person meetings.
 - Avoid transmission during meetings, for example, avoid sharing pens, documents, and other objects.
 - Provide hand sanitiser in meeting rooms.
 - Hold meetings outdoors or in well-ventilated rooms whenever possible.
 - For areas where regular meetings take place, use floor signage to help people maintain physical distancing.
- Back of house and common areas
 - Stagger break times to reduce pressure on the staff break rooms or places to eat and ensure that physical distancing is maintained in staff break rooms.
 - Use safe outside areas for breaks.
 - Install screens to protect staff in front of house areas or when serving customers at till points.
 - Use physical distance markings for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.
- Accidents, security, and other incidents
 - Review your incident and emergency procedures to ensure they reflect the physical distancing principles as far as possible.
 - Consider the security implications of any changes you intend to make to your operations and practices in response to Covid-19, as any revisions may present new or altered security risks which may need mitigations.
- Hygiene
 - Provide regular reminders and signage to maintain hygiene standards.

Keeping Customers Safe:

- Clubs should keep a temporary record of your customers for 21 days. Some clubs may already have a booking system for recording their customers, if you do not do this already, you should do so.
- Indoor gatherings should only be occurring in groups of up to two households, while outdoor gathering should only be occurring in groups of up to 8 from up to three households.
- Clubs should calculate the maximum number of customers that can reasonably follow physical distancing guidelines in the clubhouse. Considering total indoor and outdoor space, specific clubhouse characteristics such as furniture as well as likely pinch points and busy areas.
- Clubs should reconfigure indoor and outdoor seating and tables to maintain Government's physical distancing guidelines between customers of different households eg increasing the distance between tables.

- Reduce the need for customers to queue, but where this is unavoidable, discourage customers from queueing indoors and use outside spaces for queueing where available and safe.
- Provide clear guidance on physical distancing and hygiene to people on arrival eg signage and visual aids.
- Manage the entry of customers, and the number of customers at the golf club, so that all indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating or standing room. This is to ensure that the clubhouse, including areas of congestions do not become overcrowded.
- Make customers aware of, and encourage compliance with, limits on gatherings.
- Encourage customers to use hand sanitiser or handwashing facilities as they enter the clubhouse.
- Ensure any changes to entrances, exits and queue management consider reasonable adjustments for those who need them, including disabled customers. For example, maintain pedestrian and parking access for disabled customers.
- Review how people move through the clubhouse and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow where possible.
- Plan for maintaining physical distancing guidelines in the event of adverse weather conditions, being clear that customers cannot seek shelters indoors unless physical distancing can be maintained.

Managing Food & Drink Service

- Consider a limited menu with items quick to produce to limit service time and queueing.
- Maintain physical distancing from customers when taking orders from customers.
- Use physical distancing markings to remind customers to maintain social distancing between customers of different households.
- Minimise customer self-service of food, cutlery, and condiments to reduce the risk of transmission eg providing cutlery and condiments only when food is served.
- Provide only disposable condiments or clean non-disposable condiment containers after each use.
- Reduce the number of surfaces touched by both staff and customers eg asking customers to remain at a table where possible.
- Encourage contactless payments where possible and adjust location of card readers to comply with physical distancing guidelines.
- Minimise contact between front of house staff and customers at points of service where possible eg using screens or tables at tills and counters to maintaining physical distancing guidelines.
- Use electronic menus or menu boards where possible.
- Service in the clubhouse
 - Encourage use of contactless ordering from tables where appropriate.

- Adjust service approaches to minimise staff contact with customers. Indoor table service must be used where possible, alongside further measures such as assigning a single staff member per table. Outdoor table service should also be encouraged, although customers are permitted to stand outside if distanced appropriately. Where bar or counter service is unavoidable, customers must be prevented from remaining at the bar or counter after ordering.
- Adjust processes to prevent customers from congregating at points of service eg having only staff collect and return empty glasses to the bar.
- Minimise contact between kitchen workers and front of house workers eg having a zone from which front of house staff can collect food.
- Encourage use of outdoor areas for service where possible eg increasing outdoor seating.
- Ensure all outdoor areas, with particular regard to covered areas, have sufficient ventilation eg increasing the open sides of a covered area.
- Takeaway
 - Encourage customers to order online, on apps or over the telephone to reduce queues and stagger pick-up times.
 - Limit access to the clubhouse for people waiting for or collecting takeaways. Setting out clear physical distancing measures for customers queuing.

Customer Toilets

- Prior to opening conduct routine checks and take all measures appropriate to reopening after prolonged closure eg consideration of requirements for legionella risk management due to stagnant water in plumbing systems.
- Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Consider the use of physical distancing measures in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
- To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
- Set clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
- Remove any unnecessary or communal items within the facility eg ornaments or cosmetic items to facilitate cleaning.
- Reusable equipment should be removed and replaced with disposable eg fabric towels, baby changing mats.

- Keep the facilities well ventilated eg fixing doors open where appropriate.
- Put up a visible cleaning schedule.
- Provide more waste facilities and more frequent rubbish collection.

Locker Rooms

- One-off appointments for members who need to retrieve equipment from the locker rooms and/or trolley store should be agreed in advance of booking a tee-time. The locker rooms will not be in use and the appointment would be to ensure safe removal of all equipment from the facility.

Closing Remarks

Scottish Golf will remain in regular dialogue with Scottish Government, with regards to the procedures outlined in this document that are for the reopening of clubhouses during Phase 3 of relaxed restrictions. In addition, we will continue to work collaboratively with the UK Golf Industry for the safe and full return of our sport as and when it is determined by Scottish Government that it is acceptable for restrictions to be further eased in Scotland as outlined in the roadmap published on 21 May.

We must remember that it is our shared duty as custodians of golf to ensure that we all play our part in following the protocols set out in this document to ensure that the phased return to the game is managed in line with Scottish Government guidelines.

Given the fluidity of the current situation there may be a requirement to update and re-issue this guidance at regular intervals to reflect future government advice.