**GCSAA Town Hall #5: 4-20-20  
Operations and Advocacy**

***Eric Emerson Schmidt****, currently technical advisor to Alphabet and chair of the* [*US Department of Defense*](https://en.wikipedia.org/wiki/United_States_Department_of_Defense)*'s* [*Defense Innovation Advisory Board*](https://en.wikipedia.org/wiki/Defense_Innovation_Advisory_Board)*, formerly the CEO of Google, recently used golf as the example for soft opening of businesses that can support physical distancing.*

* New GCSAA Toolkit to target safe golf rollout: BMP’s for each phase of the rollout and advocacy guides [due out Monday, 4/27/2020]
* Have your facility plans clearly posted/printed/visible and accessible through numerous channels
* Schedule regular dates and times for communication with facility leadership and staff; communicate procedures and impacts [expectations]

**Keeping staff safe**

* **Communication and Education:** break down info [including how to wash hands], the why of all the measures, and the emphasis on sharing info with family at home to protect all; set regular dates and times for communication with facility leadership and staff; don’t forget to keep furloughed staff and others off property included in communications so they know what to expect with they come back
* **Disinfect procedures**: personalized spray bottles for each staff member; anything touched once is disinfected before and after including parts; touch point checklist that is sanitized on a daily schedule--anything that could be considered “breathed on” included as a touch point; no more than 2-3 in the facility at any time [crew eats on service vehicle when possible]; crew split in blocks [three to four day in a row thought to provide opportunity for an infected person to present symptoms before returning to work]; hours 30 hours or less per staff member
* **Staffing:** Reduced staff and hours: no more than 2-3 in the facility at any time [crew eats on service vehicle when possible]; crew split in blocks [three to four day in a row thought to provide opportunity for an infected person to present symptoms before returning to work]; hours 30 hours or less per staff member
* Daily temperature checks for staff at check in, no time clock use—track hours individually; flexible schedules, with key staff reporting at staggered times/shifts/split shifts
* **Resources and outreach: local authorities**--use resources available and communicate measures being taken to keep everyone safe; chapters/universities/vendors—utilize all available avenues of aid and information; supply staff supports such as meals and other resources

**Keeping golfers safe**

* All small equipment removed; move to single cart use regardless of household/marriage to avoid perception issues; no guests; extra restroom cleaning/no water on course [bring your own]—all communicated through many measures including with tee time confirmations online and FaceBook live
* Communicate: make sure golfers know the measures being done to keep everyone safe and why they are being done and what is expected of the golfers: don’t be the reason we have to shut down

**Maintenance Notes:**

* No rakes means more bunker work for staff
* use of growth regulators expanded course wide including rough and bunker faces