

# Questions Your Club Should be Asking...How COVID-19 is Interrupting Club Life

## Should the club cease operations temporarily?

- If we do shutter, do we forgive food minimums?
- Do we still require dues?
- Do employees still get paid?
- How is health care paid for?
- Is the golf course shut down too?
- How long can we afford to stay closed?
- How can we improve the club and its programs while it is closed?

## If we remain open, should we limit the number of people at events?

- What is our capacity and how can we create space?
- What upcoming member events are the most attended?
- How do we manage space issues?
- What programs and services can we provide with limited staffing and members?
- How do we handle at-risk members?

## What changes do we make to food service?

- Buffets should be attended and served by staff and not self-serve to ensure proper handling
- Popcorn and snacks should be single serve

## How do we handle member concerns?

- What if a member claims another member/staff is sick or infected them?
- Do we provide notification that a member has tested positive?
- As schools close, will parents expect the club to have programming?

## How do we handle staff concerns?

- How do we handle staffing if an employee can't get childcare?
- What steps can we take to ensure employees understand they should call in sick if not feeling well?
- Will they get paid if the club closes or if they are quarantined or if they become ill?
- How do we address panicked employees' concerns?

We will be addressing these questions and more at the Town Hall Panel Webinar on Monday, March 16 at 11 am EST. Registration is open for NCA members and non-members. [Register here.](#)